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South Wales Police and  
Crime Commissioner

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# Annual Report

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SUMMARY OF OUR IMPACT



De Cymru  
Comisiynydd yr Heddlu a Throseddu  
Police and Crime Commissioner  
South Wales

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# Introduction

I am pleased to introduce my annual report for the financial year 2020/2021, which summarises the work my team and I have undertaken throughout the Covid-19 pandemic which presented a range of challenges during an unprecedented period in history. It has also been a year in which we've experienced significant change with regards to the operational leadership of South Wales Police, with Matt Jukes leaving us to assume the role of Assistant Commissioner in the Metropolitan Police and following a rigorous selection process, I was pleased to appoint Jeremy Vaughan as our new Chief Constable. I am confident that in Jeremy we have the right person with the right skills and commitment to lead South Wales Police through the challenging times ahead and building on the firm foundations that are now in place. To assist this transition, my team have provided significant support and stable leadership, whilst continuing to provide healthy challenge as a 'critical friend' to the Force, ensuring that the communities of South Wales receive the highest standards of policing.

It would be an understatement to say that 2020/21 was dominated by Covid-19, with every facet of our lives impacted due to the pandemic, accompanied by significant impact on service provision and demand. While there was a level of consistency across policing in England and Wales, for the first time the police in Wales faced the challenges of enforcing significant legislation set down by Welsh Government rather than at Westminster and of seeking to persuade the public to live with key messages like "Stay Home, Save Lives, Protect the NHS". I am enormously proud of the way that our officers and staff responded to that challenge. They embodied the "Four Es" principles of



Engage, Explain, Encourage and Enforce (when necessary without fear or favour – but only when necessary). This has been a difficult balance when members of the public, who are obeying the rules themselves, call for tough action against those who infringe even slightly, but common sense was applied very effectively.

Working with our partners at both a local and national level, the increase in effective communication and collaborative working was not only exemplary but developed organically and accelerated so that the relationships became even stronger week by week. We are all determined to maintain and further develop this approach even after the pandemic and its demands are behind us.

At the same time the Pandemic posed a significant threat to the delivery of criminal justice in Wales with the closure of courts posing a massive threat to police effectiveness. If you can't take offenders to court the system heads for breakdown. So we established a "Recovery Group", which met weekly to push the boundaries and discover what we could do together to help the communities of Wales.

I pay tribute to all the organisations who stepped up to the mark: The fact is that we delivered in Wales better than any region of England in getting the courts back up and running and finding innovative ways of expanding opportunity while improving fairness. For victims of domestic violence and abuse and sexual violence we increased levels of support and provided further opportunities to give evidence remotely, which has been further assisted by Welsh Government. Protecting the most vulnerable in our communities has been a key focus for me ever since first becoming the Commissioner for South Wales in 2012 but it has been never been more critical than during the past 12 months.

In the middle of the Pandemic the death of George Floyd sparked widespread public anger and the Black Lives Matter campaign internationally. The requirements of Covid-19 regulations and social distancing made the policing of public protest extremely difficult and to me it speaks volumes for the good judgement of both South Wales Police officers and the organisers of the protest that the demonstrations took place while observing distancing regulations.

With my Deputy, Emma Wools, I issued a statement in response to the public concerns. The Chief Constable and I saw the passion that was unleashed as an opportunity to engage positively with calls for racial equality and with our

respective deputies and team members we met community leaders from across South Wales and refreshed our approach within South Wales Police, with leaders taking significant steps to explain to everyone in the service why the issues are important and relevant to policing. Emma has been appointed as a member of the Commission on Race Equality set up by Cardiff Council and leads work within Criminal Justice in Wales on the issue which we have consciously aligned to the Strategy for Race Equality being developed by Welsh Government as has Policing in Wales – another example of non-devolved bodies recognising the value of a "Single Public Service" approach within the devolved environment.

Finally, Finance has an inevitable and powerful impact on what we can and cannot do, but it is important for vision, ambition and policy to be clearly set out in order to inform financial decisions. The allocation of money must follow the policy priorities for South Wales.

That can easily get lost in the mechanics of budgeting and planning, important though those are to balancing the budget, which is why I have ensured that my Leadership Team continue to work closely with the Chief Constable and his Chief Officers maintain support for the creation of safe, confident and resilient communities.

After eight years as Commissioner I find the role as exciting as ever – albeit demanding and complex – because it gives the opportunity to convene, to persuade and to develop cooperative models for keeping our communities safe. I have now worked with three Chief Constables, each of whom has been an inspirational leader, the policing team in South Wales continues to grow in capacity and ambition and those within my own team continually surprise me in the way they push the boundaries. At the end of my next term, I hope we will still be growing and developing on a trajectory of ambition that is unstoppable and that will continue well into the future.



**Rt Hon Alun Michael**

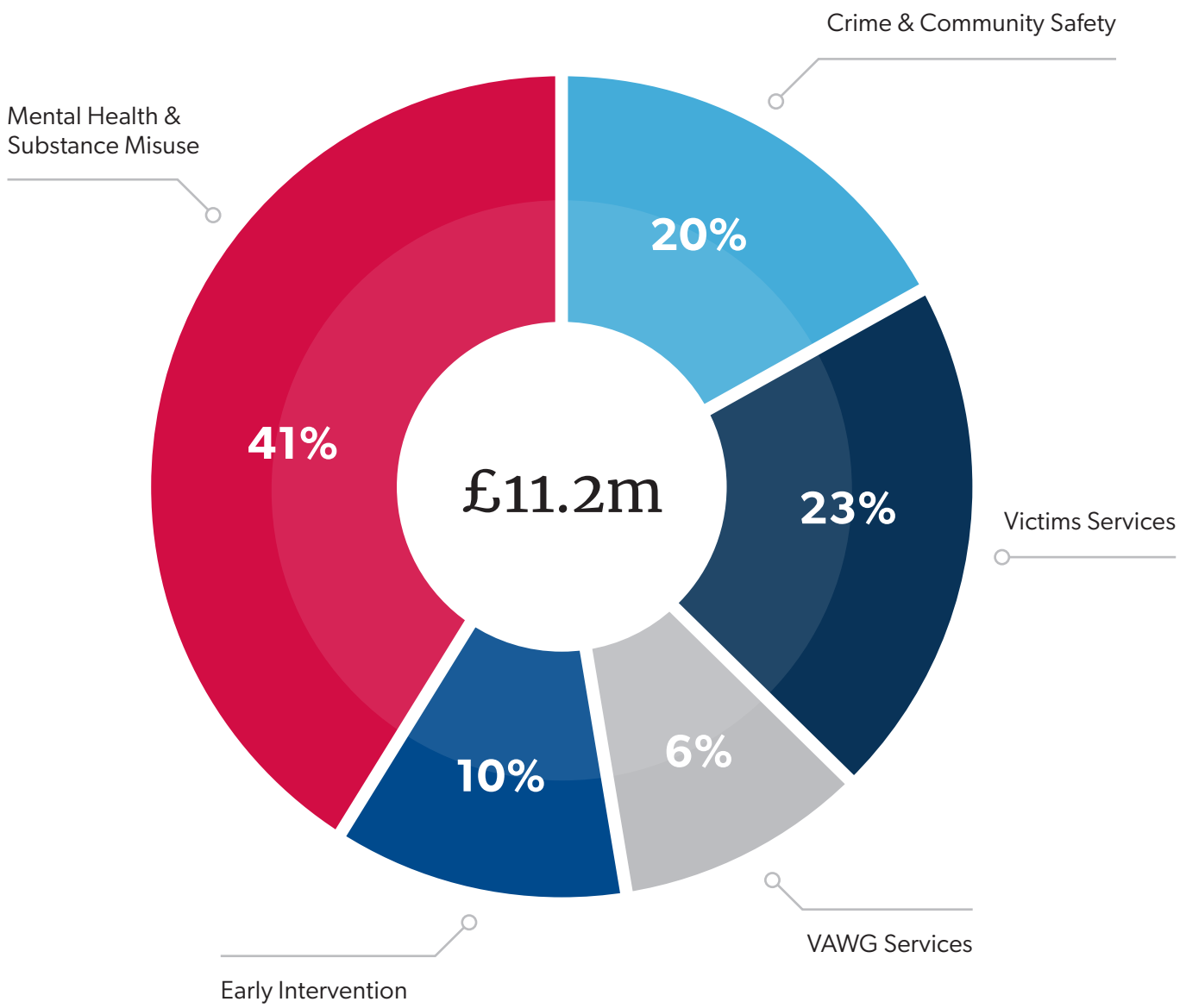
South Wales Police and Crime Commissioner

# Funding of Services

(£11.2m)

We aim to be the best at understanding and responding to the needs of all our communities and our work with partners if fundamental to people getting the response they need, when they need it.

In 2020/21 the Police and Crime Commissioner allocated over £11.2 million of funding across South Wales to support safe, confident, resilient communities:



# Progress Against The Police & Crime Plan 2019-23

This section highlights progress in 2020-21 towards delivering the priorities in my Police and Crime Plan 2019-23

## Priority 1

We will reduce and prevent crime and anti-social behaviour to keep people safe and confident in their homes and communities

Together with the Force, we have continued to be tough on crime and the causes of crime, identifying the underlying issues and tackling them through early intervention and prompt, positive action based on evidence, partnership and evaluation of 'what works'

Whilst our highly successful 'Help Point' in Swansea, delivered in partnership with St Johns Ambulance, Health Boards, Welsh Ambulance Service Trust and Universities, was largely unable to carry out its primary function of supporting the vulnerable within the night time economy due to the pandemic, we were able to offer the facility for an alternate use by partners. Working with Swansea Bay NHS, we temporarily converted the Help Point into a Covid-19 testing facility for GP surgeries in the area, enabling us to help protect communities through the triage and testing of patients suspected of having coronavirus away from local surgeries.



During 2020/21 we continued to promote and develop our established '#DrinkLessEnjoyMore' campaign, adapting messaging and materials in light of the Covid-19 pandemic, which largely shut down the night time economy (NTE) for large parts of the year.

Messaging was adapted to focus upon encouraging people to drink less in their homes and to also not drink excessively in public spaces and beer gardens at points where the Welsh Government eased restrictions relating to the ability to meet other households.



## The Wales Violence Prevention Unit

The Wales Violence Prevention Unit [The Unit] was established in 2019 by the Police & Crime Commissioners and Chief Constables in Wales, working with Public Health Wales and supported by targeted money from the Home Office awarded as part of a £35m fund to tackle violent crime. A total of £880,888 was awarded to South Wales, of which £419,793 was subsequently awarded to 11 organisations to help fund projects aimed at reducing violence.

The core team comprises members from police forces, the Police and Crime Commissioner team, Public Health Wales, Her Majesty's Prison and Probation Service (HMPPS), Home Office Immigration and the voluntary sector. The Unit take a public health approach to preventing all forms of violence in Wales. This involves seeking to understand the root causes of violence, and using this evidence to develop interventions focused on tackling these causes. Interventions are properly evaluated before being scaled up, if appropriate, to help more people and communities across Wales. Through this approach, the Unit aims to develop a whole system response to violence prevention.

In light of the existing and escalating levels of serious youth violence within Cardiff and Swansea, and in order to maintain support for young people in South Wales that were accessing specialist services previously funded via the Early Intervention Youth Fund, the Unit have commissioned a number of interventions so far:



### St Giles Trust

St Giles Trust work with young people identified as 'at-risk' of violence involvement, to engage them in support. Timely interventions are delivered by two dedicated St Giles Early Intervention and Prevention Workers across Cardiff and Swansea, at a "teachable moment" when a young person is most likely to engage with intensive, tailored support.

**Between April and December 2020, St Giles Trust have supported 44 individuals through this work.**



### Crimestoppers

The Violence Prevention Unit funds two dedicated caseworkers from Fearless, the Crimestoppers youth service, to target identified serious violence hotspot areas in Cardiff and Swansea.

The roles have focused on building partnerships with key agencies at a local level, identifying and responding to opportunities to deliver Fearless sessions to children and young people within both education and community settings. The caseworkers also provide training to better equip professionals in identifying and responding to signs and disclosures from the young people they work with.

**Between April and December 2020, the Fearless team engaged with 770 children and young people and 574 professionals.**

## NHS Violence Prevention Team

The NHS Violence Prevention Team consists of two members of staff; a qualified Nurse and an Advocate, based within the University Hospital of Wales, Cardiff - Wales' busiest Emergency Department and recently established as a Major Trauma Centre.

Supervised by Cardiff and Vale University Health Board's Head of Safeguarding, the Violence Prevention Team deliver advice, support and guidance to patients who have experienced violence with injury, with the aim of engaging with those injured whilst they are in hospital, and to promote movement away from lifestyles encased in violence by encouraging engagement with services.

Furthermore, the Violence Prevention Team seek to support patients to engage with community services, to enable longer-term follow-up support, and to address the wider needs of the patient. The primary referring agency is the Action for Children Side-Step programme, an early intervention service working with 11-18 year olds on the cusp of being involved in Serious Organised Crime (SOC). The service provides intensive one-to-one support, peer mentoring, education and employment training. The Unit have commissioned **Action for Children** to allocate a hospital case worker to respond to referrals from the Violence Prevention Team for individuals aged 11-30 years



old. The case worker provides a rapid response to referrals, delivers targeted support and acts as a navigator, signposting to appropriate community services and engaging with statutory services.

**Between July and December 2020, 15 individuals have received intensive, 1:1 support from the Action for Children caseworker.**



## Media Academy Cymru (MAC)

Braver Choices

The Unit have funded Media Academy Cymru (MAC) to deliver a knife crime project which has worked to ensure young people in hotspot areas in Cardiff and Swansea who are using, or at risk of using, knives and other offensive weapons will have a fast-track bespoke, strengths based intervention with a qualified Youth Worker.

**Between July and December 2020, the Braver Choices project has supported 34 individuals.**

## Parallel Lives

The Parallel Lives programme is for children (aged 10-16 years) and parents where adolescent to parent/carer violence (APV) has been identified within the home, there are professionals involved with the family and both parties wish to make positive changes. The Programme works separately with each cohort split into groups before being brought back together to develop a plan of action to help improve communication at home and reduce conflict. Parallel Lives is a four week programme which commences following an initial one day workshop to assess the needs of the family.

The Unit understands that to prevent violence, they must engage everyone in the conversation. They must help people to think differently about why violence occurs, so the right measures can be put in place to stop it from happening. This year, the Unit have focused on not only engaging existing services and partner organisations, but sharing their mission with the public, and letting those who are experiencing, or at risk of experiencing violence, know they are not alone and that the Unit are working to make Wales a safer place for everyone.

**Between April and December 2020, the Parallel Lives programme has engaged with 68 families.**

## Youth Support Campaign

Following a series of knife crime incidents in late 2020, the Unit wanted young people to know that support was available to them, if they were worried about their own or a friends' behaviour. The Unit also wanted to reach parents of young people, through radio and online advertising, to encourage them to speak up about concerns. With funding from the Police and Crime Commissioner, the Unit developed a campaign reaching out to these audiences.

### 13 – 18 year olds

- 56,585 young people in Cardiff reached across Facebook, Twitter, Instagram and Snapchat
- Good click through rates of between 2.81% and 4.37%
- Google Ads received a 71% view-through rate

### Parents

- 15,140 parents of 13-18 year olds in Cardiff reached on Facebook, Instagram and Twitter
- Good click through rates of between 4.6% - 5.9%

Partnership working is a key mechanism for enabling the Commissioner's team to deliver the priorities in the Police and Crime Plan. In doing so it is important that we are able to make the connections across a complex partnership landscape that enable us to contribute to creating safer communities and supporting victims and the vulnerable.

The Commissioner's commitment to partnership working is demonstrated through engagement with a variety of strategic and local forums such as Public Service Boards, Criminal Justice Boards, Community Safety Partnerships, Youth Offending Boards and Area Planning Boards. This representation enables us to incorporate our work on substance misuse, mental health, victims, offenders and the vulnerable into the work of our partners, enabling us to identify opportunities for co-commissioning, more effective use of resources, and the development of more sustainable services.

Community Safety continues to develop and the past year has seen the establishment of a Community Safety Network across Wales that will seek to improve the sharing of knowledge and information that will improve the local approach. The Police and Crime Commissioner continues to provide annual financial contributions to Community Safety Partnerships across the South Wales region. The Commissioner's contributions are fundamental to supporting collaborations between public and third sector Partnerships (in discharging their duties under the Crime & Disorder Act). Annual financial aid through the Police and Crime Commissioner enables a coordinated approach to achieve the priorities and action plans outlined in individual Community Safety Partnership's three-year Strategies.

FINANCIAL ALLOCATION BY AREA	AMOUNT	%
SAFER CARDIFF	£149,000	25.4%
SAFER SWANSEA	£120,500	20.6%
SAFER RCT	£82,300	14.1%
SAFER NPT	£59,700	10.2%
SAFER VALE	£56,500	9.6%
SAFER BRIDGEND	£56,100	9.6%
SAFER MERTHYR	£41,200	7.0%
<b>TOTAL 2020/21</b>	<b>£585,900</b>	<b>-</b>
WLGA – WELSH SAFER COMMUNITIES	£15,000	-

The table above highlights the financial contribution given to each Community Safety Partnership by local authority area and also the Welsh Local Government Association (WLGA) Safer Communities project in 2020/21. A percentage figure is also highlighted, which indicates the proportion of Police

and Crime Commissioner's funding in relation to the overall cost of the partnership structure. Other funding allocations are provided through core budget contributions, Welsh Government, Supporting People programme, as well other needs-led funding bodies.



## Specific Community Safety Activity

### Hate Crime Awareness Week

The Cwm Taf region continues to ensure that tackling Hate Crime is at the centre of their strategic and operational priorities and in October 2020, Hate Crime Awareness week was promoted across the region. The Community Safety Partnership both hosted and supported a series of events throughout the week, which included a mixture of face-to-face and online engagement activities. As part of the planned activity, a social media campaign was developed and launched due to the impacts of Covid-19 reducing the opportunity for personal engagement. A series of videos raising awareness of each protected characteristic were promoted on social media throughout the week, with the aim of increasing the reporting of hate crime and awareness of the support available to those impacted. In addition, a number of other activities took place throughout the week, including town centre engagement by Community Cohesion officers within RCT, and South Wales Police, as well as radio interviews, all of which aimed to encourage conversation and raise awareness of issues associated with Hate Crime. By adopting a multi-faceted approach to engagement, the reach of activity was increased across communities. While Hate Crime issues continue to be dealt with effectively through weekly partnership Community Tensions meetings, additional activity has been put in place to ensure a broader reach across each community.

### Responses to Anti-Social Behaviour

Each Community Safety Partnership continues to provide a cohesive response to issues surrounding Anti-Social Behaviour (ASB) across their respective communities. Each Community Safety Partnership provides an effective and efficient response to these concerns through their individual strategies. Some examples of effective Anti-Social Behaviour Management from across South Wales include:

- Two town centre ASB management groups have been established in high ASB incident communities within one local authority area. Both management groups utilised a partnership working approach with a range of key statutory, third sector and private sector organisations to identify and effectively respond to concerns in the areas relating to ASB. In both areas, reports of ASB significantly reduced following a series of multi-agency meetings and subsequent coordinated action with the intelligence shared through these forums.
- In another area, the ASB team has been working within specific locations within the community where incidents have risen throughout each month. With effective collaborative working and targeted CCTV operations in hot spot areas, as well as increase in ASB referrals, notable decreases in ASB incidences were observed, when compared to the same period in the previous year.

## Strategic Planning

Community Safety Partnerships have a duty to create a three-year strategy outlining the commitments, priorities and actions to be taken collaboratively through the partnership structure. Community Safety Partners across the region are currently reviewing their strategies. Support is being provided through the Policy & Partnerships Officer to review the crime data and supporting information available, and revise their forward action plans. We are working with partners to ensure that where possible, the priorities outlined within Community Safety Strategies are aligned to those within the Police and Crime Plan.

## Commissioning

Monitoring commissioning activity remains a priority for the Policy & Partnerships Officer. A full assessment has been undertaken on previous commissioning activity and a full briefing has been created outlining the commissioning activity for each Community Safety Partnership. This is further mapped against other funding sources in addition to that of the Police and Crime Commissioner. To increase the effectiveness of our commissioning approach, work continues to develop a co-ordinated Commissioning Framework that will enable alignment of commissioning activity across the portfolio areas within the Commissioner's team.

## Annual Reporting

Annual reports are provided through the commissioning process. Improving the reporting process will be a priority for the Policy & Partnerships Officer in order to maximise the success of Community Safety Partnerships resulting from the Commissioner's contributions.

## Engagement with Community Safety Partnerships throughout the Covid-19 Pandemic

While Community Safety Partnerships continue to work in close collaboration with their partners, in order to respond to the concerns presented by the Covid-19 pandemic, each partnership has begun to resume some level of activity undertaken, prior to the introduction of social distancing measures. While this transition continues, the Commissioner's Office continues to offer support and assistance with relevant activity, where possible. Many of the command response forums established throughout the lockdown periods, specifically in place to respond to the immediate concerns presented by the pandemic, have now either progressed to recovery planning forums, or have now ended with the view of resuming usual Community Safety activity. This is an extremely positive step forward, and credit must be given to the coordinated efforts that have been facilitated by each Community Safety Partnership across South Wales, each of which has contributed greatly to help ensure the safety and wellbeing of those within their respective communities.

# Priority 2

We will involve and empower our communities, working with partners in local government, health, fire and Welsh Government to deliver services that people need

## Engagement

Meeting people, talking to people, and listening, are all important in helping the Commissioner to understand policing and community safety issues concerning communities across South Wales. Hearing directly from people in the area enables the Commissioner to effectively hold South Wales Police to account on behalf of the public, ensuring the police provides an effective and efficient service.

Amid all the challenges presented by Covid-19, social distancing had a huge impact on how the Commissioner and his team were able to engage with communities during the pandemic. As it was difficult to anticipate when we would be able to resume our face-to-face engagements, we felt it was

important that our engagement approaches were adapted to continue engaging with communities during this period.

Whilst it was important that we paused physical engagement, in line with Welsh Government guidelines, we also acknowledged that focussing all of our engagement activity online would prevent those who were not digitally enabled, from being able to engage with us. In an effort to address this, we endeavoured to utilise as many platforms as possible, such as radio stations and media interviews, to extend the reach of our messaging. We also worked with local organisations to better understand alternative methods of communication that we could have used during this period.



An overview of the engagement activity we conducted during this period is outlined below:

### Your Voice, Your Imagination

As the nation was in lockdown in April 2020, we found ourselves in unprecedented and uncertain times due to the Covid-19 pandemic. The core message from Government was to 'stay home' and observe social distancing.

The Commissioner reinforced this plea through regular communication with the public, urging communities to adhere to Welsh Government legislation and guidance. To empower communities to work with us in developing and sharing important Coronavirus messages, the Commissioner launched the 'Your Voice, Your Imagination' initiative in May 2020. The aim of this initiative was to encourage children and young people to use their imagination and talents to think about safety messages they wanted to share with communities across our social media channels. We advertised this initiative via our online platforms, as well as with partners and by promoting it through local radio stations.

We were pleased to receive a range of creations from young people, who had used their imagination to express themselves using creative methods to deliver powerful messaging. The messages served to remind us all about the importance of staying safe, adhering to social distancing restrictions and to recognise the efforts of our 'key workers'. We were grateful for all the effort made and were proud to be able to represent the voices of children and young people, who helped us to share important messaging during a critical period.

Examples of just some of the submissions we received and shared across our social media channels are illustrated below:



### Virtual Community Conversations

Ordinarily, the Commissioner attends a series of 'community walkabouts' throughout the year, visiting and speaking to communities across the South Wales Police force area about local crime and community safety concerns. However, in response to Covid-19 social distancing restrictions, we adapted this approach by temporarily replacing our walkabouts with 'virtual community conversations'. This enabled us to ensure that we were able to maintain a dialogue between the Commissioner and the public throughout the pandemic.



By the end of March 2021, virtual community conversations had been held with residents living in Merthyr Tydfil, Swansea, the Vale of Glamorgan, Neath Port Talbot and Cardiff. The Commissioner spoke to over 50 residents during this period via the digital platform 'Zoom', about the service provided by South Wales Police, as well as crime and anti-social behaviour-related issues affecting the local area.

Some examples of the issues raised by residents at our Community Conversations are illustrated below:



**How are you helping to divert young people from anti-social behaviour?**

Some residents queried what work was being done with the community to help divert young people away from anti-social behaviour.

**What precautions are the police taking to protect people who are shielding?**

Discussions took place about how the police were taking into consideration the health of individuals who were shielding when they were responding and interacting with the public.

**It's important that the police recognise and understand the impact that Covid is having on people's mental health.**

Concerns were raised about the impact that lockdown was having on people's mental health. Residents were compassionate in responding to people who were vulnerable and at crisis point.

**Residents aren't getting follow-up contact from the police.**

Examples were shared where victims who had reported to South Wales Police hadn't received any follow up contact from officers since their initial report.

All issues raised though each of the Community Conversations were taken seriously by the Commissioner and following each meeting the Commissioner spoke with local policing teams and partner agencies to appropriately address each concern that had been raised.

### Young Voices Conversation

During 2020/21, the Commissioner established a ‘Young Voices Conversation’ forum, which aims to provide a regular platform for young people, between the ages of 11 and 25, to share their feedback and experiences with the Commissioner and senior officers within South Wales Police. Hearing directly from young people about the issues and concerns affecting them, enables the Commissioner to encourage and promote a better understanding of the needs and experiences of young people in South Wales.

The Young Voices Conversation forum was launched in December 2020 using the virtual platform ‘Zoom’. Over 40 young people attended the event, who were aged between 12 and 21. The Police and Crime Commissioner and Deputy Chief Constable were panel members at the event and encouraged young people to put forward their questions and feedback to them.

**An overview of some of the feedback and queries raised by young people is outlined below:**



**A number of young people told us that they felt police inputs at schools and youth clubs should be held more regularly. They told us that police inputs on issues such as knife crime were very valuable and they hoped that engagement with young people would remain a priority for the police.**



**Queries were raised about how the police were trying to prevent young people carrying knives and whether the police felt they were in control of tackling and preventing knife crime.**



**Young people spoke to us about their concerns in relation to the number of young ethnic minority people being regularly stopped and searched by the police and asked how the police intended to address unconscious bias.**



**Covid restrictions were raised by a number of young people, who were interested in understanding how the police were planning to ‘crack down’ on those who weren’t abiding by them.**



**A concern was raised in relation to ‘cat calling’ and other intimidating behaviours whilst out running, which caused many young women and girls to feel unsafe and what could be realistically done to address this behaviour.**

Local conversations with young people were scheduled throughout the year and they will continue for the year ahead. The advice, challenges and information shared by young people will be carefully considered by the Commissioner and South Wales Police and will enable the opportunity for joint working in the development of solutions.



### Our Police, Our Community

The Police and Crime Commissioner is responsible for allocating the police budget and setting the police precept level in South Wales. In the autumn of 2020, the Commissioner launched a public consultation survey to enable communities to share their views on policing priorities, including how much extra they would be willing to pay towards policing as part of their council tax (police precept) for 2021/22.

The survey results highlighted that 69% of residents were willing to pay more per month towards their council tax to support policing in South Wales, with nearly half (46.5%) telling us they would be prepared to pay an extra £2 a month.

As part of the survey, residents were also asked to tell us about crime and anti-social behaviour-related issues they were most concerned about in their community. The top three issues highlighted were:

- Drugs and Substance Misuse (50%)
- Speeding and Dangerous Driving (35%)
- Burglary and Theft (34%)

To help the Commissioner understand what residents felt the police should be prioritising, respondents were asked to select up to three organisational priorities from a pre-defined list. Over half of respondents (60%) ranked 'improving the policing response to victims of crime, including the prompt provision of updates' as a top policing priority. A detailed report of the survey responses is outlined in our ['Consultation Summary Report'](#).

The information gathered via the consultation assisted the Commissioner in his decision-making when setting the precept level for 2021/22. Feedback gathered in relation to local policing priorities and the service provided by South Wales Police also helped to inform the refresh of the Commissioner's Police and Crime Plan and will be considered as part of the Commissioner's scrutiny programme and policy and project portfolio for 2021/22.

## WHAT THE PUBLIC ARE TELLING US

What they want us to protect from further cuts:



of people would be willing to contribute more towards police funding through their council tax.

Top 3 priorities that communities told us they would like the police to focus on over the next few years:



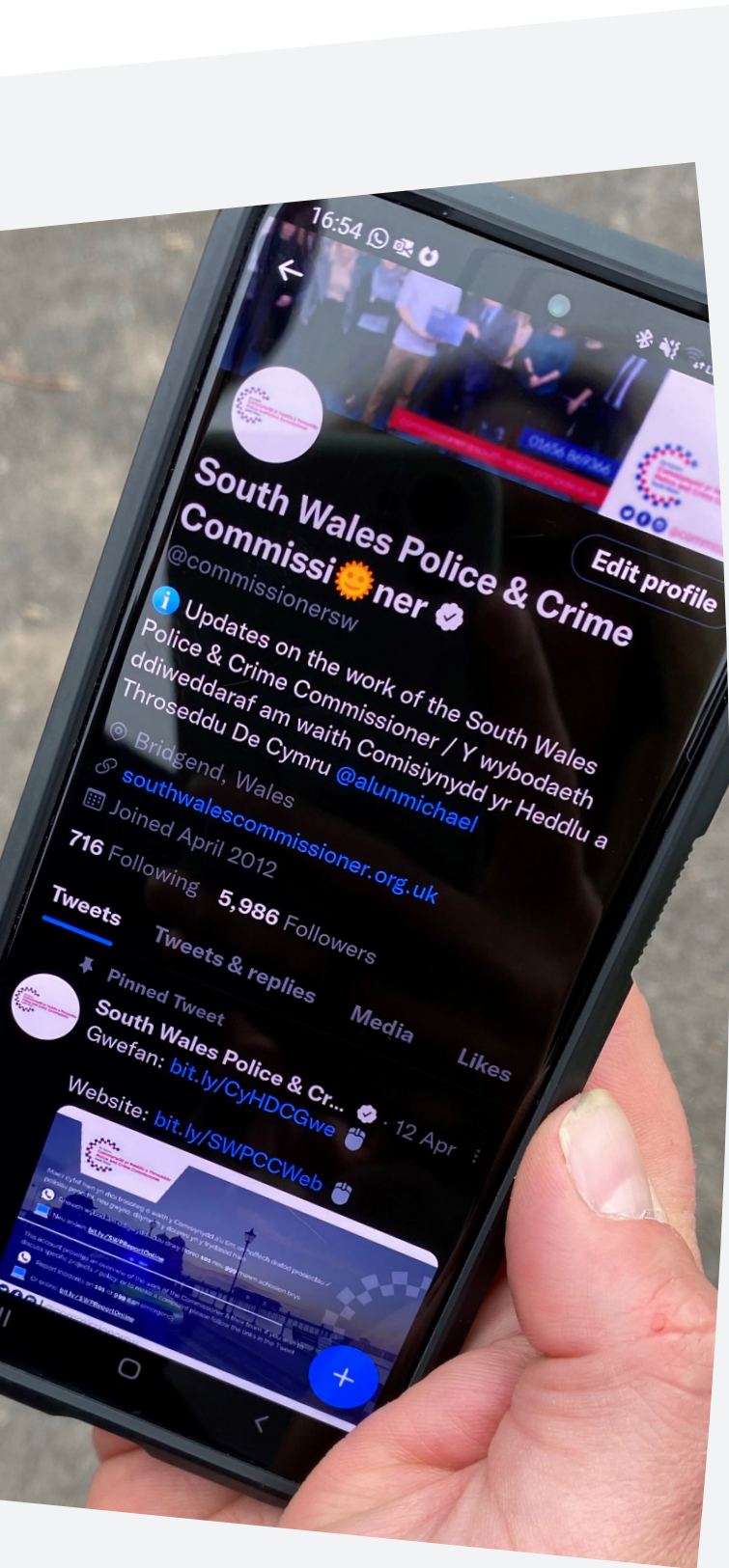
Improving the policing response to victims of crime, including the prompt provision of updates.



Increasing engagement with children and young people, listening to their views and experiences.



Making 101 and other police non-emergency contact options more accessible.



## Social Media

Social media continues to be a key platform for us to engage and inform the communities of South Wales around the work of the Commissioner and his team, particularly with the impacts of the pandemic limiting other forms of engagement. In 2020/21 we observed some significant increases to our social media audience:

### @Commissionersw



**+18%**

the largest percentage increase in followers of the 40 Police & Crime Commissioners

**6<sup>th</sup>**

largest in terms of the actual volume of followers added



**+955%**

Increase in followers

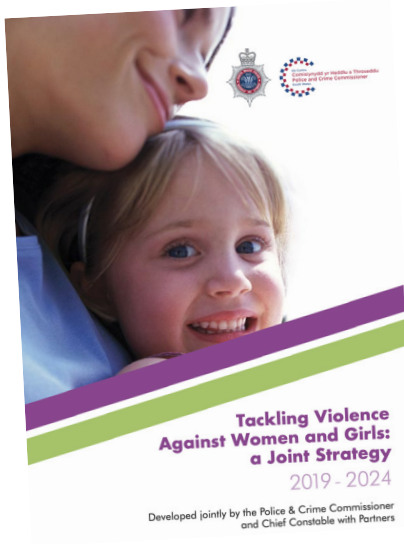


**+80%**

becoming the most followed Instagram account of the 40 Police & Crime Commissioners

# Priority 3

We will work to protect the most vulnerable in our communities, understanding causes and taking prompt positive action as issues arise



the easing of lockdown, reporting figures and trends have returned to pre-pandemic levels, although the demand and concern being felt by specialist referral agencies remained consistent.

Delivery of the 'Tackling Violence Against Women and Girls: a Joint Strategy 2019-2024' has remained our focus during this period, with the aim of reaching a broader audience and ensuring that violence against women and girls across our communities is everyone's business. We have continued to work closely with other agencies in order to develop a collaborative approach across the South Wales force area to enhance access to a range of services available to victims, survivors, witnesses and perpetrators. The four key areas of focus continue to be:

1. Enhanced Collaboration: working together to deliver a whole system approach to preventing violence against women and girls in all its forms
2. Prevention and early intervention: with partners focus on the long-term impact of decisions and work to keep people safe, healthy and well
3. Safeguarding: build on existing safeguarding arrangements, seeking ways to protect all victims, wherever they may be
4. Perpetrators: increase focus on the behaviour of the perpetrator (in parallel with supporting victims and survivors of violence and abuse) to better hold perpetrators to account for the consequences of their actions and offer opportunities to change their behaviour through a range of interventions

## Tackling Violence against Women & Girls

Violence against Women and Girls, Domestic abuse and Sexual Violence is devastating and often results in a lifetime of adversity for victims, their families and communities. It does not discriminate – it affects people from all walks of life and the impact can be more severe and long-lasting.

In South Wales during 2020/21 there were 33,969 domestic abuse reported occurrences, of which 23,914 had a female victim linked and 16,271 were crimes. In addition, there were 2,249 incidents of stalking reported, which resulted in 1,929 crimes and a total of 1,529 female victims.

Agencies have adapted their services over the last year due to the Covid-19 pandemic with the demand and complexity of cases increasing and the acknowledgement that there are still significant levels of under reporting to the police. Since

To achieve each of the policing priorities but in particular ‘work to protect the most vulnerable in our communities’, we continue to deliver the initiatives detailed below.

## DRIVE

### DRIVE

Building on the evidence base illustrated through the publication of the Bristol evaluation of DRIVE, a high harm perpetrator case management intervention, the Commissioner has continued to invest in the project whilst looking to further expand its reach. DRIVE continues to realise significant benefits, including victims reporting increased feelings of safety, coupled with a reduction in repeat offending by perpetrators, primarily due to the ability of agencies to work together in both supportive and disruption interventions. In the past 12 months alone, DRIVE has supported 1,996 perpetrators, 2,248 victims and 3,624 children and young people. During 2020/21 the Commissioner agreed to expand delivery across all 7 local authority areas in South Wales, supported by a successful funding application to the Home Office. Delivery of DRIVE across South Wales has raised awareness of the benefits of perpetrator interventions and encouraged wider collaboration in our relentless effort to eradicate violence against women & girls.

The independent three year [evaluation](#) of DRIVE, conducted by the University of Bristol involving the analysis of over 500 cases, has shown a significant reduction in the use of abuse.

- physical abuse reduced by 82%
- sexual abuse reduced by 88%
- harassment and stalking behaviours reduced by 75%
- jealous and controlling behaviours reduced by 73%

There was also a reduction of risk for the duration of the intervention in 82% of cases, with a 30% reduction in domestic violence offending incidents recorded for DRIVE service users, compared to no change for control group perpetrators.

Without the continuation of this work, domestic abuse perpetrators will continue to enter new relationships, create more victims and expose children to harmful abusive behaviour. It is about ending abuse for victims of today – but also the victims of tomorrow.



### Change that Lasts

The Commissioner has continued to fund the partnership between Welsh Women’s Aid and Respect to develop, deliver and evidence a fundamental strategic and operational change in the way agencies and communities respond and best meet the needs of victims of all forms of male violence against women. This strengths-based, needs-led approach raises awareness and empowers survivors and communities to support domestic abuse survivors and their children to build resilience and leads to independence. This unique model has been expanded from domestic abuse to incorporate all forms of violence against women, domestic abuse and sexual violence (VAWDASV) (to reflect Welsh Policy and legislative context) and has also developed a perpetrator strand to the work called CLEAR.

#### Change that Lasts operates across four distinct areas:

1. Community Ambassadors “Ask Me”
2. Trusted Professional
3. Specialist Support Services (Survivor strand)
4. Specialist Services (Perpetrator strand)

Discussions have been taking place with the VAWDASV Regional Advisors to explore further opportunities for roll out and from April 2021, there will be a jointly funded, full regional conversation across the South Wales Police area involving the Ask Me Ambassadors.

## Family Interventions

Work is continuing in this area to intervene at the earliest opportunity, and support long term behaviour change of perpetrators to support families in working together to reduce risk of harm to children and adult victims. This acknowledges the complex nature of domestic abuse and the impact of coercive control, where often the victim is given the responsibility of keeping children safe, without even a conversation with the perpetrator, or any focus on them making changes. The intervention is focused on families who are experiencing domestic abuse but wish to remain living together, enabling access to support and where necessary, enable opportunities to separate safely and amicably. This programme is now fully funded by the South Wales Police and Crime Commissioner. During the Covid-19 pandemic, the contact methods with families have needed to be adapted in order support could be maintained

## SWAN Project – Support Wellbeing Advocacy eNablement

This innovative project supports people with experiences of sex work, survivor sex and / or sexual exploitation within Swansea. It provides practical and emotional support and aims to improve the safety and wellbeing of women accessing the service. Additional funding received from the Ministry of Justice has enabled the funding of this work for another year, with support delivered in multiple ways:

- Day-time crisis support & advocacy for sexually exploited women
- Evening outreach service, 4 nights a week for women sexually exploited on the streets who are at high risk
- Fortnightly visits to local sex parlours & weekly phone check-ins with women
- Monitoring of local online sex work via Adult Works & Viva St. Support available to women if requested
- Participation in multi-agency meeting ensuring a multi-agency partnership approach



## IRIS

The IRIS initiative is core to our approach in South Wales and continues to be delivered in Cwm Taff Morgannwg and Cardiff and the Vale where it is now predominantly funded by the two University Health Boards as part of core business, working towards a more sustainable approach to funding and the delivery of services. Between 2015 and 2021, over 2000 referrals have been received from health professionals in the Cwm Taff Morgannwg and Cardiff and the Vale. In 2019 the Commissioner extended funding to Swansea Bay University Health Board to support the setup of an initial implementation of IRIS, however due to the Covid-19 pandemic and immunisation programme training was delayed. Currently, a total of 111 members of staff in GP Practices have now been trained from Swansea Bay University Health Board resulting in 39 referrals, with Calan DVS now appointed as the third sector organisation supporting IRIS in the area.

## Tackling vulnerability during Covid-19

In response to Covid-19, a review on the impact to services during the pandemic was completed to assist us in understanding areas of concern and the needs from a frontline specialist services perspective. A number of themes were highlighted which has assisted us in identifying priority areas on which to focus and also has fed through into a needs assessment for additional funding, made available from the Home Office and Ministry of Justice.

**As a result we have been better equipped to work collaboratively with partners/agencies in order to provide much needed support and assistance during the pandemic, including:**

- Helping to shape services – such as the leading role in the various initiatives implemented such as Drive, IRIS and Change That Lasts in order to develop a consistent and coherent approach across the force area
- Enabling systems change
- Informing decision making
- Raising awareness and understanding



## Mental Health

The Mental Health Crisis Care Concordat for Wales focuses on preventing people reaching a crisis point in the first place and ensuring that when people are in a state of crisis, they have fast and easy access into appropriate services that meet their needs.

The establishment of regional Crisis Care Concordat multi-agency groups in each of our three University Health Board areas (Cardiff & Vale, Cwm Taf and Swansea Bay) is encouraging more effective multi-agency working for people with mental ill-health and/or a learning disability who encounter Criminal Justice agencies.

Partnership working and collaboration between the NHS, local authorities, police and third sector is key to embedding the aims of the Concordat and preventing and supporting people in crisis, or who are at risk of crisis. The regional groups act as the driving force to deliver local and regional change and improvement, considering all information available from cross-agencies, as well as the perspective of those with lived experience of mental ill-health and/or learning disabilities when they have come into contact with Criminal Justice agencies.

All 3 regional groups report to the Crisis Care Concordat Assurance Group and ultimately Welsh Government's Mental Health Delivery and Oversight Board.

# Priority 4

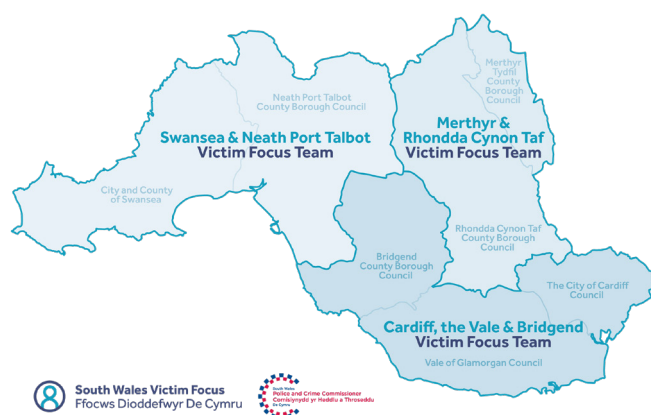
We will work to make the local criminal justice system efficient and effective to meet the needs of victims and reduce re-offending

## Victims

The Victim Services funded by the Commissioner have continued to help victims cope and recover from the effects of crime and ensure that the Criminal Justice System puts their needs first. The Ministry of Justice provides an annual grant to all Police & Crime Commissioners allowing them to decide how best to commission services that meet the needs of victims locally. South Wales 'Victim Focus', delivered by Victim Support, is our core service for victims, providing free and confidential needs-led, help and support to anyone affected by crime.

**The needs of Victims of Crime are a key priority within the South Wales Police & Crime Plan:**

- The Criminal Justice system needs to have a clear emphasis on improving outcomes for victims of Crime
- Ensuring that the voice of victims is key in shaping service provision
- Increasing the usage of Restorative Approaches to ensure the victims' voice is heard



## Preparation for the Victims Code of Practice (VCoP)

The revised Victims Code of Practice compliance framework is now in place. The Crown Prosecution Service (CPS) have agreed to dip sample 20 cases on behalf of all other Criminal Justice Agencies, which will be shared within one central point. Each agency will then complete a standardised set of both quantitative and qualitative compliance questions that will monitor compliance under the Code for each of the victims identified.

All four forces are in the process of embedding the South Wales model within their individual compliance monitoring plans. There is additional interest more broadly across English forces. This is being driven through the Victims and Witness Performance Sub group, which is chaired by DCC Emma Ackland of Dyfed Powys Police. The South Wales region will lead on a pilot exercise that will test this model, and will subsequently provide feedback on the opportunities, barriers and additional recommendations to all other forces areas interested in utilising this model.

## Victim Services Funded by Ministry of Justice Grant

Funding to support the Commissioner to provide services for victims across South Wales is funded by the MoJ core grant, a total of **£1,555,835** was distributed to service providers to support victims and witnesses of crime.

As well as the Ministry of Justice victim services core grant, there has also been additional funding specifically to support victims and survivors of domestic abuse and sexual violence, with an uplift to the core victim's grant of £318,847 for Domestic abuse and £109,827 for sexual violence. An open and transparent process was conducted for funding applications through completing of an online needs assessment which resulted in submissions from 18 organisations that were scrutinised by the Victims and Vulnerability team, with recommendations for funding submitted to the Ministry of Justice.

In addition, further funding was made available by an expression of interest, to increase Independent Domestic Violence Adviser (IDVA) and Independent Sexual Violence Adviser (ISVA) capacity across South Wales for a period of 2 years. A mapping exercise was carried out and the expression of interest submitted to the Ministry of Justice. All aspects of our application were successful, resulting in a total of £846,000 being awarded to South Wales.

## IDVA Provision

The Commissioner has supported wider IDVA provision across South Wales, through joint-commissioning with several organisations. For a second year we have continued commissioning in partnership with, Atal-Y-Fro, Cardiff Council, Swansea Council, Safer Merthyr Tydfil and New Pathways; this ensures provision across our communities, including within the courts in Merthyr Tydfil and a dedicated Male increase Independent Domestic & Sexual Violence (IDSVA) provision in Cardiff.

Through the Violence against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015, local authorities have a duty to improve the prevention, protection and support for people affected by violence against women, domestic abuse and sexual violence. In response to the Act, the Welsh Government has set out in its national strategy an objective to provide victims "with access to holistic, appropriately resourced, high quality, needs led, strength based, gender responsive services across Wales." It also states that "whilst it is important that this Strategy acknowledges and communicates the disproportionate experience of women and girls, this does not negate violence and abuse directed towards men and boys, or that which is perpetrated by women.

The IDVA's offer specialist advocacy for victims accessing the weekly Specialist Domestic Violence Court (SDVC), liaising with Crown Prosecution Service (CPS), Witness Care, Witness Service, National Probation Service and Police colleagues. This role is represented at the SDVC Operational Group meetings which monitors CPS outcomes, Police performance data and requirements/developments under the Best Practice Framework.

## ISVA Provision

Independent Sexual Violence Advisers are specialist support workers who can assist and support a client in the weeks and months after an assault. The role of the ISVA is to provide practical and emotional support to recent and historic victims of sexual crimes. The ISVA will provide the victim with impartial advice on all options available to them to enable the client to make informed choices. The client is supported throughout and beyond the Criminal Justice Process. If required, they can help throughout the court process from start to finish and we are working with our criminal justice partners to strengthen these support mechanisms.

The ISVA keeps the client updated on developments and liaises with other agencies on the client's behalf. They advocate for the client to ensure that the process is client focused and that they receive the best possible multi-agency response. To do this the ISVA liaises with all relevant agencies including the police, CPS, Mental health Services, GP's, Housing or social services; it is dependent on the needs of the individual client. makes a significant contribution is being spent effectively.

The Commissioner funds New Pathways to provide ISVA Services on his behalf within the Vale of Glamorgan.





### South Wales Victim Focus

The Commissioner funds services for witnesses and victims of crime in South Wales with Victim Support (VS) delivering the local, dedicated service called South Wales Victim Focus which supports the Commissioner's ambitious plans to continue to meet the needs of victims and witnesses of crime in communities across South Wales. During 2020-21 there were a total of 17,888 referrals and of this number, 10,579 were provided with direct support, 309 onward referrals were made to specialist support services and as a result of their interaction with South Wales Victim Focus, 2,437 service users indicated that they were better able to recover and cope with aspects of everyday life.

The service works alongside partner agencies in communities across South Wales and helps encourage closer partnership working and streamlined sharing of information on cases to provide a holistic service to victims in South Wales. Demand for the service continues to rise and this is due, in part, to the depth of engagement work conducted by the staff and volunteers of South Wales Victim Focus, across communities with partner agencies, the police and multi-disciplinary teams.

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of everyday life



### Child Sexual Abuse (CSA) Counselling

Here in South Wales, New Pathways provides a two tiered holistic approach to counselling victims of Child Sexual Abuse:

**Children’s Therapy** - Children’s counsellors provide counselling for children and young people who have experienced childhood sexual abuse and child sexual exploitation. Different modalities of counselling are provided including art, music, drama and play therapy. They also provide support and advice for parents and carers who are indirectly affected by what has happened to their loved ones.

**Adult Counselling** - Counsellors provide specialist counselling for any person who has experienced any form of sexual violence. Specialist pre-trial therapy is provided for clients needing counselling, who are also involved with the criminal justice process. This counselling ensures that clients are able to have additional support during the criminal justice process, without causing difficulties evidentially.

### Supporting Victims & Witnesses a Joint Strategy for South Wales 2021-2026

Victims are firmly at the heart of the South Wales approach, protecting the vulnerable, supporting victims and helping to protect people from becoming victims in the first place. Victims and witnesses have remained at the core of the Police and Crime Plan since 2012, focused around the principles of early intervention and prompt, positive action, which requires close cooperation with other agencies and to make the local Criminal Justice system efficient and effective, whilst preventing crime and reducing reoffending.



### Remote Evidence Sites

Due to the Covid-19 pandemic and associated recovery planning between criminal justice agencies, a review of current working practices within the remote link sites utilised by Her Majesty’s Courts and Tribunal Service (HMCTS) in South Wales was conducted, led by the South Wales Police and Crime Commissioner’s team.

The responsibilities of the Criminal Justice Agencies, South Wales Police, South Wales Police Witness Care unit, Crown Prosecution Service, the Citizens Advice Witness Service and HMCTS were collectively agreed and a South Wales Remote Site Protocol, and Evidence from Home process were jointly developed and approved.

### Victims' referral pathways

Partnership work is ongoing with South Wales Police and others to ensure the referral pathways for victims are as streamlined as possible. Efforts have been focused upon the creation of a communications network between the specialist services, to provide insight and suggestions to best support any victim through the criminal justice process. All organisations involved in this process are now working with a co-produced set of outcomes that can demonstrate progress whilst encouraging continuous improvement towards an overarching strategic alliance for victims.

### Victim and Survivor Engagement

A new, dedicated role will focus on undertaking a mapping exercise on victim and survivor engagement across South Wales, looking in particular at best practice as well as any gaps and/or challenges. The role will look to ensure that survivor and victim feedback is embedded into policy, practice and delivery to reduce any instances where victims may be contacted by a number of organisations, ensuring that this is done in a coordinated manner where the victim feels supported.



### Modern Slavery

Further discussions have taken place with the Modern Slavery Lead and subsequently with the Force Intelligence Bureau who have agreed to undertake a specific piece of work with the Commissioner's Team around Modern Slavery. This piece of work will consist of a National Referral Mechanism review in South Wales, specifically from the perspective of the time between the positive grounds decision and a conclusive grounds decision (a 45 day window).

We are currently facilitating a national conversation with other Commissioners in Wales, as well as Tarian and the Welsh Local Government Association (WLGA), in order to understand the operational direction of Modern Slavery across Wales. The aim of this will be to influence activity at a leadership level. There is consensus between Commissioners that in order to obtain a national perspective, they will seek to undertake a consultation exercise with force representatives to understand the needs, barriers and opportunities in relation to understanding and responding to Modern Slavery. The findings of this exercise will be presented at a leadership level, which will outline a set of recommendations and propose a collaborative way forward to address some of the identified concerns.

The team are also undertaking a scoping exercise, with the aim of carrying out a deeper analysis in to online harms during Covid-19, specifically in relation to online sexual exploitation and the multi-agency response to this. Understanding and responding to issues relating to child exploitation more broadly through a partnership perspective is at the forefront of the priorities within the Victims and Vulnerability team throughout 2021.



## RASSO Review (Rape and Serious Sexual Offences)

The initial review completed by the Commissioner's Team will now be revisited and planning will take place with the South Wales Police Public Protection Department (PPD) to identify further areas to review moving forward. In addition, Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) have now commissioned Opinion Research Services (ORS) to undertake interviews with rape victims as part of their thematic inspection, facilitated by New Pathways – therefore the situation on RASSO and work to review the South Wales landscape is active and ongoing.

The Victims and Vulnerability team is linked in to several pieces of work being facilitated through PPD colleagues and this is being monitored through the Multi-Agency Rape Strategic Group, within which the Victims and Vulnerability team hold a number of ongoing actions.

## Restorative Justice

Safer Wales Ltd has committed to being a restorative service and is in the second year of developing its practices both for service users and needs of staff working with trauma daily.

Restorative activity is increasing across South Wales, which includes early intervention and prevention, as well as formal restorative justice response programmes. Restorative justice and wider restorative approaches are being adopted across sectors as best practice embedded interventions and are being used to facilitate and support whole systems change that is trauma informed and strength based.

## Youth Justice Service

The Commissioner's contribution of £332,000 to Youth Offending in 2020/21 has helped the Partnerships to deliver early intervention and preventions services, diversionary activities, substance misuse services and services for victims of youth crime. They received the following contributions to service:

The Strategic lead for Criminal Justice monitors the Commissioner's contribution to delivery of youth justice through representation at Youth Offending Team (YOT) Management Boards, scrutinising performance and ensures the budget to which the Commissioner makes a significant contribution is being spent effectively. The management board provides the key role in the leadership, strategic direction and governance of a youth offending team ensuring that positive outcomes are achieved for children and young people. As part of the management board the Commissioner Team holds the YOT to account to ensure that it achieves the primary aim of the youth justice system, as set out in the Crime and Disorder Act 1998; to prevent offending by children and young people.

YOUTH OFFENDING AREA	ALLOCATION	DETAIL
Western Bay Early Intervention and Youth Justice Board	£130,800	Swansea £63,100, Neath Port Talbot £35,800, Bridgend £31,900
Cwm Taf Youth Offending Service	£99,300	RCT £64,400, Merthyr £34,900
Cardiff Youth Offending Service Management Board	£78,700	-
Vale of Glamorgan Youth Offending Board	£23,200	-
<b>TOTAL 2020/21</b>	<b>£332,000</b>	

## StaySafe

Funded by the Commissioner through Youth Offending contributions, StaySafe is a joint project with Cardiff Youth Offending Services and South Wales Police. It aims to reduce anti-social behaviour, safeguard children, reduce first time entrants to the criminal justice system, develop a vibrant and safe night time economy, assist people and communities to feel safe and reduce damaging alcohol and illegal drug consumption. The team work within the city centre (Saturdays between 3pm-9pm) and at anti-social behaviour hotspots across the city, as identified by the Police. Despite Covid-19 restrictions having a severe impact upon service delivery, StaySafe has continued to operate where possible. For example during the period, 1st September 2020 to 31st March 2021, StaySafe ran 16 operations. This included being part of Operation Bang on Halloween and operations being established in response to reports of anti-social behaviour and violent incidents. There will be a move toward more community based interventions during 2021/22 and developing closer links with the missing persons and ThinkSafe exploitation teams.

## Step into Sport

Step into Sport is a project that aims to improve confidence, motivation, and the physical and mental health of young people within or at risk of becoming involved in the justice system by using sport as a vehicle for promoting opportunities that will lead to long term behaviour change.

It has long been recognised that sport can bring about lasting benefits to disadvantaged children and young people and the communities they live in. Well-designed, local, and accessible sports provisions are proven to build young people’s confidence, competence and connectivity to their local community. In addition to the vast array of health and well-being benefits associated with sports participation, which is also proven to positively address and prevent the risk of Adverse Childhood Experiences (ACEs), sport, when designed and delivered effectively, can support young people to build their employability skills through engagement with localised training.

This collaborative project between the South Wales Police and Crime Commissioner, Cardiff Metropolitan University, Cardiff Youth Justice Service and South Wales Police Youth Trust will go live in May 2021. £20,000 in funding for this project has been made available by the South Wales Police Youth Trust and matched by Cardiff Metropolitan University. The project will be based in Cardiff with numerous clubs benefitting from the resources and experience, including:

- Caerau Ely RFC and Caerau Ely FC
- Cardiff City Table Tennis Club
- GLL Leisure
- Hangar Human Performance Centre
- Llanrumney Phoenix Boxing Club
- Tiger Bay ABC

Resources will also be contributed from partners in Sport Cardiff, the Youth Justice Service and the Cardiff Youth Service, all of whom will work together to empower young people to build confidence, motivation and realise their potential for a more positive future.



## Enhanced Case Management

The Commissioner's Team has worked in partnership with the Youth Justice Board, Welsh Government, Public Health Wales, and the South Wales Youth Offending Teams (YOTs) and the Forensic Adolescent Consultation and Treatment Service, to trial a youth justice response to Adverse Childhood Experiences (ACEs). The project is built on the learning around ACEs and the initial test of Enhanced Case Management (ECM) through further implementation and evaluation of trauma-informed practice. This has involved bringing together the use of an ACE-lens to improve how we identify and respond to the needs of young people who are repeat offenders and the enhanced case management approach will be the response when a high prevalence of adverse childhood experiences, trauma and complexity is identified. This three-year programme of work commenced in 2017-18 and the evaluation, published in March 2021, concluded that:

- In the youth justice system, there is increasing recognition among professionals that approaches which focus on managing risk and enforcing punitive consequences often overlook the needs of the child and can be largely ineffective for achieving positive outcomes
- However, some YOTs are reshaping how services are delivered to enable a 'Child-First' and trauma-informed approach to be adopted

The findings of this report have highlighted that in Wales, there has been a shift in youth justice, with an increase in ACE and trauma-informed awareness and practice. Training on ACE and trauma-informed approaches and the delivery of ECM have galvanised this shift, allowing some YOTs to move towards a more holistic approach that focuses on understanding what has happened to a child and the complex issues they experience, through which they are able to improve the support they provide to children, to develop their strengths and realise their potential.



The findings demonstrate a number of benefits to the ECM approach, including a more comprehensive understanding of the child, effective collaboration across agencies, the delivery of meaningful and developmentally appropriate interventions and the provision of services that can be hard to secure for some children. Furthermore, ECM enabled YOT workers to take a more considered view of breach, and a more trauma-informed approach to various transition processes. Overall, both YOT workers and children reported marked progression in positive outcomes as a result of ECM. Children developed positive relationships with their YOT worker and professionals from other agencies, more confidence to reach out to services using their own volition, improved emotional-regulation, greater self-worth and a positive future orientation. However, the findings suggest there is still more to do to embed trauma-informed and 'Child-First' approaches into the youth justice system as a whole.

## Women's Pathfinder and 18-25 Early Intervention Service

The Women's Pathfinder Programme has been committed to improving outcomes through early intervention and coordinating necessary interventions to support long lasting change and build resilience. This has involved a multi-agency approach to build on existing practice and provision to enable women and their children to have access to the services they need in their own communities.

The Commissioner has committed funding for this scheme since 2015 and during the piloting phase (Cardiff and Cwm Taf) over 1,500 women accessed early intervention support to enable them to address their needs and offending behaviour. A formal evaluation of these pilots evidenced a 26% reduction in re-offending and found that the overall re-arrest rate in the pilot sites was around half that in the comparison sites (17.8% compared with 35%). The evaluation also identified significant cost savings on policing, in that for every £1 spent on the Diversion Scheme, a saving of £2.35 is made.

Alongside this, the 18-25 Diversion Service has also been funded by the Commissioner since 2015. This scheme further demonstrated the benefits of intervening early by diverting young adults away from the criminal justice system and into interventions and support that was based on an assessed individual need. This approach further developed the understanding of offending committed by young adults, with the aim of using this learning to prevent further re-offending.

Consolidating delivery of both the Women's Pathfinder and 18-25 Diversion provides a more streamlined approach to custody based interventions, recognising the wider benefits that can be realised through providing tailored approach for women and young adults who come in contact with the Criminal Justice System. In recognition of these benefit, a Commissioning Partnership was formed between the South Wales Police and Crime Commissioner, Gwent Police and Crime Commissioner, Her Majesty's Prison & Probation Service (HMPPS) in Wales and Welsh Government to commission both the Women's Pathfinder Whole System Approach Service Delivery Model and 18-25 Early Intervention Service across South Wales and Gwent.

The contribution from the South Wales Police and Crime Commissioner for 2021/22 for this service is £683,572, with a total of £1.4 million committed by the commissioning partnership annually until 2022. This investment will enable



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preventing offending by  
empowering women and girls

the 18-25 Early Intervention service to offer voluntary support for those not eligible for Diversion (or an out of court disposal) and the Women's Pathfinder becoming a much broader service providing a 'Whole System Approach Service' that supports women at each stage of the justice system.

Future4, a consortium made up of G4S, Safer Wales, Include and Llamau deliver this service across both South Wales and Gwent. The first year of service delivery has been heavily influenced by the Covid-19 pandemic and Future4 have been responsive in adapting service delivery and utilising new approaches. This has ensured that women and young adults in crisis have continued to receive necessary support they require during a very difficult time. The service has also continued to identify opportunities for innovation, this includes the Women's Pathfinder working jointly with the Safer Wales Inclusive Service to introduce a pilot offering support to young women aged 17 involved in the Youth Justice Service and who are considered vulnerable to or having experienced sexual or criminal exploitation. The 18-25 Service has also been developing a suite of workshops that focus on the needs of young adults and crimes committed. This includes workshops on Hate Crime, Emotions and Relationships, Alcohol Misuse, Knife Crime/ Offensive weapons and Wellbeing.

An evaluation of the Women's Pathfinder Whole System Approach and 18-25 Service will be undertaken by Cordis Bright. This evaluation will provide information about 'what works, with who, when, why and how' in the context of the Women's Pathfinder WSA and 18-25 Early Intervention Service. The final report is due for publication by the end of this year and is expected to inform onward delivery. It is also anticipated that the evaluation will inform future funding decisions as well as the broader direction of female offending and youth justice/Y2A policy in Wales (for example, in relation to the implementation of the female offending & youth justice blueprints).

## Out of Court Disposal Revolving Door Pilot

The Out of Court Disposal Revolving Door (OoCD) pilot was originally commissioned following establishment of a sub-group set up through the All Wales Criminal Justice Board to specifically look at solutions for easing the court backlog caused by Covid-19. It was recognised that an OoCD can provide rehabilitative opportunities without the need to present at court. Therefore, the current situation presented an opportunity to pilot alternative options for dealing with repeat low level offenders that could further reduce on-going demand on the Criminal Justice System during (and beyond) the pandemic.

The aim of the OoCD Revolving Door pilot will be to develop a targeted approach to those who have committed a number of low level offences and potential risk of offending behaviour escalating. This approach will look to establish early intervention and prevention pathways that recognise multiple needs and look to reduce further offending. This is being seen as a 'Discovery Pilot' in that it will look to build on the good practice already developed through existing early intervention initiatives. The learning from this pilot can also be used to inform development of future services that will work with those who commit frequent low level crime.

Many of those expected to be referred may have missed out on the chance to access early intervention initiatives to support them address their offending behaviour and now form a large part of the 'revolving door'. Ultimately by taking a harm reduction approach and providing a community outreach response to crisis, the pilot will seek to support individuals in addressing the causes of their offending behaviour.

The Pilot is a joint initiative involving South Wales Police, South Wales Police and Crime Commissioners Office, Gwent Police, Gwent Police and Crime Commissioner's Office, HMPPS and Future4. The South Wales Police and Crime Commissioner has contributed £54,585 to this pilot and to boost provision of current diversionary services. The Revolving Door Pilot will have a phased launch from Spring 2021 and will operate until the 30th of September 2022.



## Joint Offender Management Review

In 2018/19 South Wales Police and the Police and Crime Commissioner jointly commissioned a review into offender management currently being delivered across the Force. This review generated a number of recommendations in relation to leadership/governance, resources, workforce development, cohort management/identification, information sharing and data management/performance. These recommendations now form the framework for a change programme of work which seeks to deliver a joined up effective and efficient offender management process across South Wales. This programme of work is overseen by the newly established South Wales Offender Management Project Programme Board jointly chaired by the Deputy Police and Crime Commissioner and Assistant Chief Constable.

The programme of work will seek to review and restructure the way offender management is conducted in South Wales, in order to ensure that those posing the most threat risk and harm are managed within the correctly resourced and structured offender management forums. The programme will incorporate not only the review recommendations, but HMICFRS recommendations from a review conducted in 2019/20 and the Integrated Offender Management refresh implantation activity.

# Youth Justice and Female Offending Blueprints

In May 2019, the Ministry of Justice and Welsh Government jointly published the ‘Youth Justice and Female Offending Blueprints’ which outline a number of key overarching workstreams and priorities for improving services for women and youths who come into contact with the Justice System in Wales.

## The Youth Justice Blueprint aspires to:

- Develop a youth justice system which treats children with fairness and respect and helps them to build on their strengths and to make positive changes and choices in their lives.
- Support children to live crime free, positive and healthy lives, improving well-being and making communities safer.
- Reduce the number of children in the youth justice system through effective diversion and prevent offending by addressing the vulnerabilities that often lead to crime. Reduce re-offending and create safe environments in which children are protected from harm and supported to thrive.
- Deliver a bold ambitious approach with transformative, sustainable services that provide continuity of care throughout the system.
- Work with key stakeholders to strengthen the integrated partnership approach to the delivery of youth justice services which prioritises ‘child first’ and improves outcomes for children.

The Commissioner Team will contribute to the overall delivery however, there has been agreement for the South Wales Police and Crime Commissioner to lead the Pre-Court Diversion workstream within the Youth Justice Blueprint. This workstream will aim to ensure that existing good practice is sustained and there is consistency in services delivered across Wales. This will also involve identifying opportunities to develop interventions for diversion and out of court disposals (e.g. a youth caution, youth conditional caution) to meet the needs of different children and effectively address offending behaviour across a range of offences.

Also, working alongside the Deputy Police and Crime Commissioner in her role as Senior Responsible Owner (SRO) for the Women in Justice Programme, the Criminal Justice Portfolio team supports the delivery of the Female Offending Blueprint. The team has particularly had a role in supporting the Early Intervention and Prevention Workstream, including feeding into development of an



Holistic Assessment Framework that will provide a pan Wales set of principles to underpin and support delivery (and where appropriate, development of) existing assessments.

## The Female Offending Blueprint aspires to:

- Support women to live crime free, positive and healthy lives, improving well-being and making communities safer.
- Reduce the number of women in the system by intervening earlier to keep them safe and address the vulnerabilities that often lead to crime.
- Deliver a bold ambitious approach with transformative, sustainable services that are distinct to Wales and locally-led, building on and learning from the successful Women’s Pathfinder Whole System Approach model.
- Create safe environments in which children and women are protected/guarded from harm and supported to thrive.
- Integrate services to offer targeted support for women, from start to finish, recognising the far-reaching, long-term impact resulting from the imprisonment of women when there are more effective alternatives to tackle the causes of offending behaviour drawing on relevant research and data.
- Work with the Youth Justice Board and partners to share learning that can be adopted for girls under the age of 18 and work together to ensure continuity of interventions in respect of young women who transition into adult services.
- Set the standard for future work and cooperation between the Welsh Government, Ministry of Justice and partners, applying the principles here to adopting a similar approach to adult males at risk of offending.

## A Framework to support positive change for those at risk of offending in Wales

This Framework has been developed jointly by Welsh Government and Her Majesty's Prison and Probation Service on behalf of the All Wales Criminal Justice Board of which the Police and Crime Commissioners is a member. The Framework will enhance the strong partnership working that exists in Wales between Welsh Government, Her Majesty's Prison and Probation, Police Forces, Police and Crime Commissioners, criminal justice agencies in Wales and Third Sector Voluntary agencies. All partners have a responsibility to provide a service which is responsive to the needs of individual offenders. By engaging with this Framework, partners will collectively be able to provide a more diverse, holistic and evidence-based service which avoids duplication and targets shared priorities.

The annual cost of re-offending in the UK is estimated as £7-10 Billion. The economic cost of crime helps to highlight the disruption offenders can cause to their communities. This and the need to safeguard communities from harm means an intensive level of multi-agency support and resource is required in order to effectively reduce these negative consequences of crime.

The Commissioner's Team is committed to supporting the realisation of the framework and have actively contributed to its aim to provide support to any offenders who require it, not just in the priority areas, - at the right time, in the right place and the right way - to ensure positive outcomes are achieved in the long term not only for offenders but also those on the cusp of offending and their families. Priority areas of the framework are:

- Reduce the number of women in the criminal justice system
- Challenge domestic abuse perpetrators; hold them accountable for their actions and provide interventions and support to change their behaviour
- Improve provision for Ex-Armed Services Personnel (ex-ASP)
- Provide Support for Young Adults/Care Leavers
- Supporting Offenders' Families following sentencing
- Black, Asian & Minority Ethnic Groups

## Out of Court Disposal Scrutiny Panel

The South Wales Police and Crime Commissioner's Team has a well-established Out of Court Disposal (OoCD) Scrutiny Panel chaired by the Police and Crime Commissioner. Scrutiny panels are an important tool for ensuring that the police are held accountable for their use of OoCD, as well as providing assurance that difficult decisions to administer such disposals are justified. The findings of these panels have been an effective feedback mechanism to South Wales Police (for organisational learning and to individual officers for training or development needs) as well as identifying examples of good practice. The panels are made up of members from a number of partnerships, including the Police, Probation, members of the judiciary, Crown Prosecution Service, Victim Services and others. These partners provide constructive 'critical friend' challenge; amplifying the voices and concerns of the public.

The Commissioner's Team has also been working with local Youth Offending Teams to establish Youth Out of Court Disposal (OoCD) Scrutiny Panels. Like the Adult Scrutiny Panel, Youth Panels will look to bring greater transparency, consistency and accountability in the use of OoCD for Youths (10-17 year olds) in South Wales. The aim of these panels will also be to increase the understanding, confidence and trust in this method of case disposal and will also ensure that victims are at the heart of South Wales' decision making in relation to OoCD's. A youth panel has now been established covering both Cardiff and the Vale of Glamorgan. Panels covering the Mid Glamorgan and Swanea Neath Port Talbot Basic Command Units (BCUs) are due to be established this year.

# SUBSTANCE MISUSE

For those within the Criminal Justice System, there is a clear need to ensure that treatment for substance misuse is delivered to reduce the harm to the individual, but also to ensure the risks of further substance misuse related offending and the associated harm to victims and public is reduced. The Police and Crime Commissioner, and Her Majesty's Prison and Probation Service (HMPPS) jointly commission a substance misuse treatment service, called Dyfodol, that aims to provide effective assessment, psychosocial interventions, and clinical treatment.

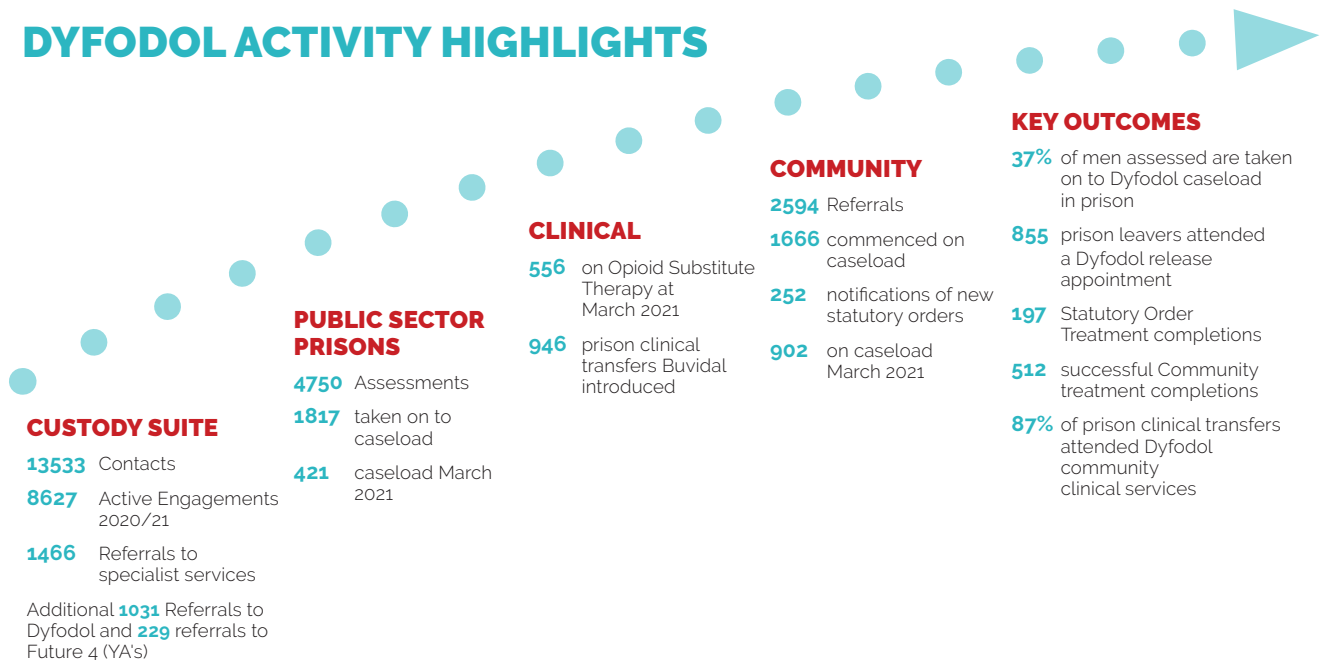
Through a consortium of providers, Dyfodol aims to rehabilitate and support reduction in harmful alcohol and illicit substance misuse behaviour, for those who encounter the Criminal Justice System in South Wales, from community to custody, from custody to prison and from prison back into the community.

Many clients supported by Dyfodol will not only be perpetrators of crime but also victims, and as such a holistic assessment of each person's needs and vulnerabilities is undertaken by experienced key workers. Dyfodol helps people improve their lives and reduce their risks of committing further drug and alcohol related offending by supporting and facilitating individuals to consider their health and well-being, be informed about their choice to use drugs and be aware of the associated impacts that poor decision making can have on their futures.

Dyfodol also provides prescriptions to those who would otherwise be waiting long periods of time and by taking prompt action to keep people stable on medication and in treatment, the service works to keep individuals and the public safe from harm.

The following graphic illustrates some of the key results from 2020/21:

## DYFODOL ACTIVITY HIGHLIGHTS





## Police Custody Suites

Dyfodol workers see each person who comes into police custody to assess substance misuse issues and vulnerabilities. They work with the police to identify those most suitable for drug testing, in line with the Drug Act 2005 requirements. They link with forensic mental health teams and police public protection teams (for example) to manage the risk and needs of individuals, providing appropriate treatment to divert them from ongoing criminality. They try to engage with all who come into police custody, encouraging voluntary engagement in treatment, and providing referrals for individuals with low-level substance misuse to additional support services.

## Courts

Dyfodol staff work with Probation Officers to provide all relevant information about substance misuse issues to sentencers and to enable appropriate drug treatment to be provided. Subsequently Dyfodol provides psycho-social interventions and opiate substitute therapy for those given a court order (Drug Rehabilitation Requirement) and provide support through their court order which is managed by the Probation Service.

## Prisons

In prison, Dyfodol delivers non-clinical substance misuse services in the four public sector prisons in Wales. Dyfodol staff meet with prisoners to offer an opportunity to address substance misuse issues and receive harm reduction advice, including education and intervention groups for all those identified by prison staff as involved in illicit use of psychoactive substances. If more significant engagement is needed, a Dyfodol caseworker is allocated to provide a full assessment and a care plan based on substance misuse, offending and other known risks. It is a pathway to recovery including treatment in prison and preparation for transition back into the community.

## Buvidal Prescribing

Having worked closely with Area Planning Boards (the regional partnerships of all agencies involved in tackling and reducing the harms associated with substance misuse) and Welsh Government, the Police and Crime Commissioner has received a £1 million Substance Misuse Action Fund (SMAF) grant to offer an alternative opiate substitute therapy to those individuals who are best suited to the prolonged-release Buprenorphine injection (Buvidal). Buvidal can allow individuals more freedom, offer more protection from risk of accidental overdose and reduce the number of visits to pharmacies which was increasingly important considering the Covid-19 pandemic.



**DYFODOL**  
De Cymru

## Western Bay Rapid Access Project (RAP)

During 2020/21, with the support of the Area Planning Board in Swansea and Neath Port Talbot, the Western Bay Rapid Access Project (RAP) was implemented. This outreach project within the Swansea and Neath Port Talbot area aims to locate and encourage difficult to engage complex individuals into clinical treatment and psychosocial support and ultimately reduce drug related deaths and overdoses in the area.

The project also aims to close a gap in rapid accessibility to treatment for sex workers, identified through the South Wales and Gwent Police forces' "Women's Pathfinder service" which focuses on improving outcomes relating to women coming into contact with the Criminal Justice System in Wales.



"The RAP project has had a life changing effect on some of the most complex, chaotic and vulnerable clients in our community. It has giving them the opportunity to gain rapid access to prescribed treatment to address their substance misuse issues. I have worked with many of these clients for a number of years and on many occasions tried to get them into treatment services with little success. However, through the RAPS project we now have a reactive service that can positively engage with these "hardest to reach" clients and within a number of days bring them into appropriate treatment services. Those who have been prescribed Buprenorphine via the project have report an immediate halt to their opiate dependency."

Substance Misuse Community  
Outreach Worker

## RAPS Case study

RAPS project case study included which demonstrates the substance misuse work underway in the community and highlights vulnerabilities across all of the priorities within the Police.

S is a female in her mid-twenties who has been known to and supported by, outreach sex work support services for over 6 years.

One of twin girls, in her early teens S and her sister were placed in local authority care after allegations of sexual abuse within their family setting. No arrests were made so they were both returned to the family environment. S and her twin were bullied in school as they were extremely close and so isolated themselves from others. S was placed in a special needs class and left with very few qualifications as she struggled to concentrate.

S has struggled with homelessness for years. At the point of accessing RAPS she was sofa surfing with various males having left an abusive long term relationship after being assaulted and hospitalised. She had been in a pattern of sex working to fund her and her partner's drug use. Difficulties with emotional and physical abuse mixed with the impact of past trauma created a cycle that she had been unable to break.

Her health was poor, she was continuing in sex work, using no contraception, she had no up to date Sexually Transmitted Infection checks and was intravenously groin injecting.

S felt unable to access substance misuse treatment as her lifestyle meant she could not reliably collect methadone on a daily basis. She was manipulated and exploited for money and sex, she worked all night and slept all day so this was another barrier to daily collection. It took some persistence for the RAPS team to establish face to face contact, as S was very unstable and strict pandemic restrictions were in place.

During initial conversations the availability of Buprenorphine was explained which meant she would not be required to attend on a daily basis and could be treated in relative seclusion from other negative peers; she expressed enthusiasm for this. Since her first treatment S hasn't missed any of her clinical appointments or weekly engagements with the RAPS coordinator, resulting in S being stable on a safe and non-criminal medication for a number of months, with reduced risks of overdose and infection.

S has been very open about her sex working activity and has only disclosed having returned to this on one occasion since having her first Buprenorphine injection. This was associated with her returning to her abusive partner and immediately going out to fund some drugs for the pair. Her Buprenorphine dose meant that the drugs had little or no effect, she was able to recognise his abusive behaviour and S has increased her motivation not to return to that lifestyle.

She has attended two sessions with the local Homeless and Vulnerable Outreach Mental Health Nurse to explore how to cope with past trauma and is awaiting a further assessment for personality disorder.

S has attended a number of medical assessment appointments including sexual health checks and has been issued with contraceptives. This has given her a sense of positivity about her health, enhancing her self-worth and hope for her future.

# CASE STUDY

At the point of accessing RAPS, S was being prevented from seeing her as her lifestyle was considered unhelpful to the sister who was pregnant and being monitored by Social Services.

Whilst S is still unable to have any contact with her sister, RAPS is advocating for her with the Social Worker and keeping S up to date with her sister's progress.

Regarding her treatment, S stated:

- "I feel now I can have a fresh start and be anyone"
- "I want to go to college and have a family and I know it'll happen one day"
- "I want to be a support worker to help others like you have helped me"



Our overall approach has been focussed upon working better together with partners to help shape services, enable systems change, inform decision making and raise awareness and understanding. Collaborating with partners from within the Area Planning Boards, to ensure we can meet the needs of the service users and the wider communities.

#### **What do we intend to do next?**

- Develop a joint mental health strategy for South Wales Police and South Wales Police and Crime Commissioner.
- Work with the Mental Health Foundation to undertake Mental Wellbeing Impact Assessment Research for those who access our services.
- Look at joint commissioning across wider partners and strategic areas to strengthen and promote working relationships
- Look at the co-occurring elements of mental health and substance misuse and to use the data provided by the current contract to better inform our partners and delivery methods.

# Priority 5

We will make our wider contribution to policing through the strategic policing requirement, including successfully policing major events

South Wales Police is a key strategic force in the support of major events outside and inside its boundaries, making a significant contribution to policing major events. During normal periods it is responsible for policing a number of significant demands, which include two professional football teams, the Six Nations matches and Autumn Internationals. The Commissioner routinely contributes to supporting the response to these requirements, liaising with key stakeholders and partners to ensure adequate support for the additional policing requirement.

South Wales Police has developed a reputation as a beacon force for its willingness to embrace technology to keep communities safe. Particular attention has been drawn to the use and deployment of Automated Facial Recognition (AFR) technology in South Wales, of which there are two distinct methods of use:

**AFR Identify** - a 'Slow-time' application of the technology, comparing still images of unknown suspects and persons of interest against a custody database

**AFR Locate** - a 'Live-time' deployment of the technology, which compares live camera feeds of faces against a predetermined watchlist in order to 'locate' persons of interest. This generates possible matches that are reviewed by the operator(s).

In August 11, 2020, the Court of Appeal of England & Wales overturned the High Court's dismissal of a challenge (in 2019) to South Wales Police's use of AFR Locate, finding that its use was unlawful and violated human rights. Speaking of the decision, Police and Crime Commissioner Alun Michael said:

**"My priority is to ensure that South Wales Police makes best use of technology to keep the public safe while protecting civil liberties and working within the law. The use of facial recognition remains the subject of constant discussion and careful scrutiny.**

"Rather than resisting interest and debate we have invited people to see what is being done and we have co-operated fully with the judicial review and Court of Appeal process which have served to provide an additional and formal level of scrutiny over and above what had already been undertaken by myself and my team, by our Joint Ethics Committee and by the outside agencies and the three statutory Commissioners who have all taken an interest in these deployments. It is absolutely crucial for all ethical and social concerns to be taken fully into account, and I carry out that key part of my role as Police and Crime Commissioner with diligence and vigour.

"I believe that the court process has made it clear that the use of facial recognition technology by South Wales Police is legitimate and has set out what we need to do to ensure we meet our legal obligations. This is in addition to the thorough system of scrutiny and challenge that I have already put in place. The public can be reassured that we are doing everything possible to get the balance right between protecting people's rights and keeping the public safe.



“Preventing crime and supporting safe, confident, resilient communities is the first responsibility of the police and it is essential to use innovation and embrace technology like facial recognition so we can make the best use of police officers in local communities across South Wales.

“The Court of Appeal judgement has been extremely helpful in shaping the way the use of facial recognition technology is governed in the future and I hope it will fuel continued public debate. I want to make sure that the debate is well informed with an intelligent balance between keeping people safe and protecting their civil liberties. I’m determined that we will stick to that balance and continue with our open and transparent approach.”

Used proportionately, the benefits of the technology in reducing crime and disorder, whilst bringing offenders to justice are clear and examples of its contribution to policing are increasing through the continued availability of use of the AFR Identify technology. In one such example, after a violent assault in Cardiff city centre, South Wales Police detectives were able to use the AFR Identify technology retrospectively on CCTV footage from the scene of the attack and as a result identified one of the suspects, with officers then able to track down his accomplice, bringing both men to justice for their actions. In another recent example, a sex attacker was identified through the use of facial recognition on CCTV footage captured during a bus journey, where he stalked his victim before attacking her moments after she got off the bus to begin her walk home. This individual has now been sentenced to life imprisonment, preventing him from further acts of extreme violence, whilst his victim works to recover from the impacts on her life as a direct result of the attack.

**For more information relating to South Wales Police use of Facial Recognition, including deployments, please visit:**

<http://afr.south-wales.police.uk/>

The Police & Crime Commissioner continues to lobby for Capital City funding. South Wales Police has been denied over £106m in formula funding which has been frozen for nearly two decades despite changes to the population and policing environment. The Capital City of Wales has an additional annual policing cost of £4m which is also not recognised in the existing funding formula.



# Priority 6

We will spend your money wisely and support our people to provide the best possible policing in your community

In 2020/21 there was once again a 'flat cash' grant to policing, with no allowance made for inflation or other cost pressures, which therefore equated to a further cut in real terms. Combined with the impacts of inflation and changing demand, this meant that we faced a continued budget gap. As such the UK Government passed the burden of addressing this gap to the local tax payer, with increases in the police precept required to make up the balance; despite this, the precept in South Wales for 2020/21 ranked third of the four Welsh police forces. Despite the financial challenge we remain efficient and wherever possible, savings have been delivered through more effective use of fleet, property, supplies and services, rather than from reductions in police officer and PCSO numbers.

South Wales Police has one of the largest estates within the blue light sector across the UK and the Commissioner has overseen significant work to review the whole estate and identify opportunities and shortfalls relating to the delivery of services. Due to an increase in recruitment and new officers, it was identified that the facilities where students are taught and assessed were inadequate. In light of this, a decision was made to invest in a purpose-built facility on the main Headquarters site to house all the teaching requirements within one building. The new building will provide a permanent base for Learning & Development Services, Human Resources and the Commissioner. This has led to several buildings in poor condition being demolished and will result in further opportunities for the rationalisation of the estate when the building opens early in 2022. The development will ensure that South Wales Police is brought into the 21st century of teaching methods and facilities and will greatly enhance the levels of training given to students, which will yield further benefits for the communities of South Wales.

Alongside new approaches, we have continued to contribute funding to crucial services for those affected by domestic abuse and sexual violence. This has included the much needed provision of Independent Domestic Abuse Advocates (IDVAs) and Independent Sexual Violence Advocates (ISVAs). The advocates have provided invaluable help and support to victims, irrespective of gender, involved in the criminal justice process by ensuring that their needs are put first, that they know what to expect and that they are provided with support and reassurance in court.

The Commissioner also funds a number of diversionary schemes project, which seeks to reduce offending and reoffending by diverting individuals away from the criminal justice system and into supportive interventions through early intervention. Through prompt, positive action, 18- 25 and Women's diversion schemes are able to work with individuals to address vulnerabilities, underlying needs and divert away from crime and into healthy, positive lives.



## Promoting Race Equality and Addressing Racial Disparity

During 2020/21 the Commissioner provided an enhanced focus on addressing racial disproportionality in policing and criminal justice, following international and national events highlighting the need for change. In conjunction with the Chief Constable, a Joint Race Equality Plan has been developed following a series of engagement events with people from Black, Asian & Minority Ethnic backgrounds and with partner organisations promoting race equality. The Plan contains a number of priorities that South Wales Police will work towards in order to improve race equality and reduce disproportionality. The Commissioner is committed to holding the force to account on this crucial issue and will do so throughout his term.

In 2020, the Deputy Police & Crime Commissioner was also appointed the joint Wales lead on race equality in policing, alongside the Chief Constable of Gwent Police. Her work has ensured that race equality is now sitting at the heart of policing priorities in Wales, as well as in the wider Criminal Justice system in Wales. All criminal justice partners have committed to the development of a shared race equality pledge and action plan.

### Ethnic Minorities within the Criminal Justice System

For the Cardiff Race Equality Task Force, the Police and Commissioner's Team undertook a high level analysis of disproportionality, outcomes and workforce representation across a broad range of Criminal Justice areas. This required coordination of data from a wide range of criminal justice partners including South Wales Police, Youth Justice Service and HMPPS. This highlighted a number of areas of concern in relation to disproportionality and will inform recommendations for the Cardiff Race Equality Task Force and form the basis for wider review across Wales.



There has also been work to collate data around racial disparities for the use of Out of Court Disposals for youths and young adults. The findings from this analysis will be used to develop a set of recommendations to work towards ensuring there is equal opportunity for those from an ethnic minority background to access diversionary services.

In partnership with HM Prison and Probation Service £18,000 in funding has been awarded to Safer Wales to pilot a tailored, early intervention provision for women from an ethnic minority background who are involved with or at risk of becoming involved with the criminal justice system. This proposal involves a partnership between Safer Wales, The Henna Foundation and other Black, Asian & Minority Ethnic community organisations. The funding will enable a part-time specialist worker, working alongside Safer Wales and the Whole System Approach (WSA) Service to engage, support and safeguard women from an ethnic minority background who become involved in the Criminal Justice System.

The core of all of this work is collaborating with local partners across adult and youth justice services to inform and shape evidence based initiatives that are aimed at intervening earlier (diverting away from crime), reducing re-offending and improving overall outcomes for victims.

Work taken forward through this portfolio also aims to build upon the success and learning of what has been commissioned/ implemented to date with a view to replicating or expanding programmes/ projects that achieve positive outcomes. This is done alongside continuing to identify opportunities to trial and test future innovation.

#### What do we intend to do next:

- Replicate Youth Scrutiny Panels that have been established for Cardiff and the Vale across the other two BCUs in South Wales. The aim of these panels is to bring greater transparency, consistency and accountability in the use of Youth (10-17 year olds) out of court disposals
- As part of the Adult and Youth OoCD Scrutiny Panels, undertake work to better understand performance measures in order to hold the force to account on their delivery of OoCDs. This will also support us in drawing upon the learning to develop practice around OoCD
- Continue to support the force in their roll out of two-tiered OoCD model in identifying opportunities to develop evidence based interventions to be delivered as part of an OoCD. This includes early interventions for low level domestic abuse perpetrators (e.g. CARA), weapon possession, and hate crime
- Continue to lead delivery of the Pre-Court Diversion workstream as part of the Youth Justice Blueprint
- Align work of the Youth Justice and Female Offending Blueprints to ensure that the needs of girls and young women at risk of offending are appropriately considered in prevention and early intervention service plans. This will include monitoring findings and learning from the Young Female Transition Pilot being delivered as a joint initiative between the Women's Pathfinder and Safer Wales Inclusive Service
- Working with South Wales Police and other relevant partners to take forward recommendations of the Joint Offender Management Review
- Develop a delivery plan for the South Wales Criminal Justice and IOM Board. The Strategic Lead for Criminal Justice will take the lead in providing management and oversight of this delivery plan
- Monitor levels of representation of those from an ethnic minority background within our commissioned services with a view to understanding disproportionality either through over or under representation

- Utilise criminal justice forums to work with partners to set cross sector priorities in better understanding and responding to the needs of our Black, Asian & Minority Ethnic communities
- Support the evaluation of the Women's Pathfinder Whole System Approach and 18-25 Early Intervention Service and develop a set of recommendations for future commissioning based on the findings which are due to be published Autumn 2021
- Progress work with Llamau and HMPPs around evidencing a whole system approach to working with 18-25 year old young people leaving prison that reduces offending and enhances wider life outcomes
- Continue to support discussions with HMPPS and Commissioners across Wales in developing cooperative commissioning approaches to the development and implementation of offending related services

## Statutory Responsibilities & Corporate Governance

Our governance arrangements are designed to ensure appropriate accountability and to assist effective leadership. The Police Reform and Social Responsibility Act 2011 created two "corporations sole" within each police force: the Commissioner and the Chief Constable. They each have separate roles set out in statute. The Commissioner must set a budget each year, including the Council Tax precept, and appoints the Chief Constable. The Commissioner has specific responsibilities for community safety and crime reduction, as well as a wider responsibility for the enhancement of the delivery of criminal justice locally. The Chief Constable is responsible for the control, direction and delivery of operational policing.

The Commissioner's Strategic Board is the main way in which the Commissioner is able to oversee force performance. It is chaired by the Commissioner and attended by the Chief Constable and his senior officers.

The Commissioner also takes decisions that relate to his particular areas of statutory responsibility. The significant decisions can be found [here](#).

### Accountability & Scrutiny

The Commissioner’s ‘Scrutiny & Accountability Board’ enables detailed oversight and scrutiny of policing and the delivery of his Police & Crime Plan. The Board is alternately chaired by the Deputy Commissioner and the Chief Executive, and feeds up to the Commissioner’s Strategic Board.

During 2020/21, the Board conducted scrutiny sessions on:

- **Racial Disproportionality in South Wales Police**
- **South Wales Police Community Engagement**
- **Black, Asian & Minority Ethnic Representation in South Wales Police**
- **Automated Facial Recognition**

The sessions enabled the Commissioner and his team to scrutinise data, progress, and working practices in relation to the above, and to provide recommendations for change or improvement where needed. Some key themes that arose within our recommendations included: training and awareness needs for officers, new enhanced approaches for increasing the numbers of ethnic minorities in the force, the need for a specific plan to address racial disparity across the force, the need for improved ethnicity recording to ensure more accurate pictures of disproportionality could be captured, and the need for outcomes from community engagement to be more widely shared within the force so that public views can be better understood.



### Her Majesty’s Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) Reports and Responses

The Commissioner is required to respond to reports produced by HMICFRS when they include recommendations for Chief Constables. The responses are sent to the Home Secretary and HMICFRS to outline the Commissioner’s view on the recommendations and how they may be overseen. During 2020/21 the Commissioner responded to 4 reports. The reports and responses are available [here](#).

Core to the HMICFRS Inspection programme is the PEEL assessment, which is an annual review of the policing of forces in England & Wales where Effectiveness, Efficiency and Legitimacy are all assessed. They are judged as outstanding, good, requires improvement or inadequate on these categories (or pillars) based on inspection findings, analysis and Her Majesty’s Inspectors’ (HMIs) professional judgment across the year. Each pillar has questions that focus on core areas of the work of the police with judgments are also applied to these questions. A summary of the latest PEEL assessment for South Wales Police, at the time of drafting the 2020/21 Annual Report, is outlined below and more detail can be found [here](#).

### South Wales Police was inspected in tranche two and HMICFRS found:



The extent to which the force is effective at reducing crime and keeping people safe is **good**.



The extent to which the force operates efficiently and sustainably is **good**.



The extent to which the force treats the public and its workforce legitimately is **good**.



## Policing Accountability & Legitimacy Group (PALG)

The Commissioner's Police Accountability & Legitimacy Group meets every quarter. The group consists of partner organisations and independent members who feed in their views on South Wales Police practice and performance to assist with the Commissioner's oversight and scrutiny role. During 2020/21 the group discussed and fed in views on a range of topics, including:

- **The police and partner response to Covid-19**
- **Automated Facial Recognition**
- **Force Equality Objectives**
- **Racial Disproportionality**
- **The Victims Strategy and treatment of crime victims**
- **Police Complaints Processes**
- **Community Tensions and community cohesion**

During 2020 we recruited 6 new independent community members to the group, following an open advert process. The new members are able to bring independent input and advice, positively adding to the existing membership of partner organisations. More detail on the Police Accountability & Legitimacy Group can be found [here](#).

## A Workforce that Reflects our Communities

Throughout the year, the Commissioner has continued to oversee and assist in the delivery of developing a more representative workforce in South Wales Police. There are priorities in the Police & Crime Plan to increase the numbers of Black, Asian & Minority Ethnic people across the force and to improve the representation of female officers across the ranks. This work began in 2015 when the Commissioner conducted reviews into how South Wales Police could improve representation.

Since then the Commissioner and his team have invested in joint action plans to make improvements, resulting in some improvement. In 2015, just 2.1% of our officers were from a minority ethnic background and this had risen to over 2.8% at the end of this financial year. In 2015, a total of 28% of our officers were female. By the end of this financial year, this had risen to 33.5%.

During the year we have worked diligently with the force to do even more to increase the force's representation. This included a February 2021 scrutiny deep dive on the representation of Black, Asian & Minority Ethnic officers and staff, which led to recommendations from the Commissioner and his team. New initiatives are in development as a result, and these will be progressed in 2021/22.



## Independent Custody Visiting and Animal Welfare Schemes

The Police and Crime Commissioner has a statutory responsibility to run a volunteer Independent Custody Visiting Scheme. This means that a group of volunteers make unannounced visits to people in custody across the force area, to provide a check on detainee welfare and the conditions in which they are held.

In March 2020, visits across South Wales were paused as a result of the outbreak of Coronavirus. After careful consideration, and following government guidelines, physical visits remained on hold during the spring and summer of 2020. A contingency plan was devised in order to continue to provide oversight. As the volunteers were not able to physically attend the custody suites, a 'remote visit' plan was established, which enabled the volunteers to speak with detainees on the telephone. Unannounced calls were made once a week to all 4 custody suites across South Wales and custody record checks were undertaken by the Scheme Manager using police systems.

The checks led to some observations and allowed the Scheme Manager to take forward recommendations to the Commissioner's Scrutiny and Accountability Board for consideration by the force. These recommendations included ensuring all females were offered sanitary provision and all religious and cultural needs were met during detention. As restrictions started to ease, some volunteers resumed physical visits during the start of 2021.

During 2020/21, the volunteers also made 9 visits to the Dog & Mounted section at the Waterton site in Bridgend to check on the welfare of the police dogs and horses. Due to Covid-19, the volunteers were unable to carry out the usual number of visits, which usually average around 40 per year. The volunteers found no issues with the way in which the police dogs and horses were treated during the year.

## Police & Crime Panel

The Police & Crime Panel is responsible for overseeing the Police & Crime Commissioner and scrutinising his decisions. Agendas and minutes of Panel meetings can be found [here](#).

## Joint Audit Committee

The Commissioner and Chief Constable have appointed an independent Joint Audit Committee that provides assurance to enhance public trust and confidence in governance.

### The Committee provides:

- **Independent assurance on the adequacy of the risk management framework and the associated control environment**
- **Independent scrutiny of financial performance**
- **Oversight in relation to the financial reporting framework**

Further details on the Joint Audit Committee can be found [here](#).

## Internal Audit

A specialist company, TIAA, provides internal audit services. Internal audit performs a range of reviews to an agreed audit plan and in compliance with Public Sector Internal Audit Standards. The Internal Audit Plan is scrutinised by the Joint Audit Committee before it is agreed. The Joint Audit Committee receive and review each internal audit report.

## External Audit

The Wales Audit Office (WAO) are the appointed external auditors to the Commissioner and Chief Constable. Each year, the Wales Audit Office comment on the financial aspects of corporate governance, including the legality of financial transactions, financial standing systems, systems of internal financial control and the standards of financial conduct, fraud and corruption. The Wales Audit Office also has a statutory duty to assess arrangements for securing economy, efficiency and effectiveness in the use of resources.

## Quality, Standards and Compliance

During the last year, the Quality, Standards and Compliance team has seen the volume of correspondence from the public double. The South Wales Police and Crime Commissioner received over one thousand items of correspondence comprising a combination of complaints, requests for information and comments on policing. Correspondence has covered a wide range of issues, including concerns arising from the global Covid-19 pandemic, anti-social behaviour and expressions of dissatisfaction with the service provided by the police.

The Commissioner's Quality, Standards and Compliance team strives to respond to all correspondence in a professional and timely manner. Through our engagement with the Chief Constable's office, we have prompted local action to be taken by police officers to address specific concerns. Our interventions have ensured that issues are more likely to be resolved satisfactorily rather than becoming the subject of a formal complaint. Where appropriate, complaints have been referred to the Professional Standards Department for investigation.

Legislative changes relating to police complaints and conduct came into force on the 1st February 2020.

As a result, the Commissioner has a statutory duty to hold the Chief Constable to account for an efficient and effective local complaints handling process. The Commissioner's Quality Standards and Compliance team cannot conduct investigations into complaints, but we have mechanisms in place to scrutinise the local complaints system, including obtaining performance reports and dip sampling cases.

Members of our team sit on a number of joint committees and working groups, including the Internal Ethics Committee, Independent Ethics Committee, Freedom of Information group, Strategic Lessons Learnt forum and the Vetting Appeal Panel. Engagement of this kind forms part of the oversight and scrutiny undertaken by the team.

In February 2020, we assumed responsibility for handling reviews (appeals) of low-level complaints made by complainants who have gone through the process of making a complaint via the Professional Standards Department and are not happy with the outcome. Between February 2020 and March 2021, the Quality, Standards and Compliance



team handled 187 applications for review. The team completed 153 substantive reviews and 34 reviews were found to be invalid. The number of reviews undertaken is in line with an increase in the number of complaints received by South Wales Police during this period and far exceeds the number of reviews predicted when the legislation was introduced.

We also have responsibility for receiving reports from the Independent Office for Police Conduct and the Professional Standards Department when a complaint or conduct matter takes over 12 months to investigate, and can hold both parties to account for timeliness in respect of these.

The Commissioner is responsible for investigating complaints against the Chief Constable. More information can be found [here](#).

The Police and Crime Panel is responsible for investigating complaints against the Commissioner. More information can be found [here](#).

During 2020/21, the Quality Standards and Compliance team responded to 18 requests for information pursuant to the Freedom of Information (FOI) Act. A disclosure log detailing FOI requests and our responses is published on our website along with a Publication Scheme that explains the information that is readily available to the public.

Staff have undertaken mandatory training to promote awareness and good practice in relation to the General Data Protection Regulation and the Data Protection Act 2018. Information about the types of data held by the Commissioner's office and how to make a subject access request is available on our website.

We keep the content of our website under review, making improvements and ensuring that we fulfil our statutory responsibilities to publish certain information. In February 2021 (for the third year running), we were awarded the CoPaCC 'Open and Transparent' Quality Mark 2021 for the information made available to the public on our website. The award demonstrates our commitment to publishing information about the work of the Police and Crime Commissioner that is clear and accessible to members of the public.

## Finance & Transparency

Before the start of each financial year, the Commissioner produces a Medium Term Financial Strategy (MTFS) that sets out his spending plans and precept proposal for the forthcoming financial year. This document includes detailed information on the economic background, Home Office decisions in respect of police grants, revenue and capital expenditure plans, workforce estimates and the Treasury Management Strategy.

At the end of each financial year, the [Statement of Accounts](#) is produced which details financial performance during the year and the financial position as at 31st March. The Wales Audit Office audits the Statement of Accounts.

Further detail on the finances, including the MTFS and Statement of Accounts, can be found on the Police and Crime Commissioners [website](#).

### Transparency

Police & Crime Commissioners are obliged to publish certain information to allow the public to hold them to account. The Commissioner complies with these requirements and the information can be found [here](#).



De Cymru  
Comisiynydd yr Heddlu a Throsedd  
Police and Crime Commissioner  
South Wales

[www.southwalescommissioner.org.uk](http://www.southwalescommissioner.org.uk)

To find out more about your  
Commissioner follow us via:



@commissionersw

Or contact us via:



01656 869 366



[commissioner@south-wales.police.uk](mailto:commissioner@south-wales.police.uk)

South Wales Police and Crime Commissioner,  
Police Headquarters, Cowbridge Road, Bridgend CF31 3SU

We welcome correspondence in English and Welsh



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