



South Wales Police and Crime Commissioner Annual Report 2024 - 2025

Law yn Llaw
at Dde Cymru
diogel, cyfiawn
a chynhwysol

Together for
a safe, just
and inclusive
South Wales

Comisiynydd
yr Heddlu a
Throseddu
De Cymru

South Wales
Police
and Crime
Commissioner



Contents

Police and Crime Commissioner Foreword	5
1.0 Executive Summary	8 - 10
2.0 Police, Crime and Justice Plan: Developing our Evidence and Insights to Inform Priority Setting	11 - 16
2.1 Consultation and Engagement	
2.2 What did the feedback tell us	
3.0 Police, Crime and Justice Plan 2025 – 29	17 - 18
3.1 Data and Evidence	
4.0 Police, Crime and Justice Plan: Programme Planning and delivery	19 - 22
4.1 Performance, Scrutiny and Accountability Programme	
4.2 Service Commissioning	
5.0 Police, Crime and Justice Plan: Progress Against Priorities	23 - 52
Priority 1 – Visible, Connected and Community Focused Policing	24 - 29
Key Achievements for 2024-25	
5.1 Community Safety Partnership Engagement	
5.2 Home Office Safer Streets Funding	
5.3 Road Victim Advocacy	
Key Areas of Focus for 2025-26	
Priority 2 – Crime Prevention and Violence Reduction	30 - 33
Key Achievements for 2024-25	
5.4 Violence Prevention and Reduction Unit and Local Violence Prevention Boards	
5.5 Supporting Children and Young People	
Key Areas for Focus 2025-26	
Priority 3 – Protecting Vulnerable People and Communities including Online	34 - 37
Key Achievements for 2024-25	
5.6 Supporting Victims of Stalking, Serious Violence and Police Perpetrated Against Women and Girls	
Key Areas of Focus for 2025-26	



Contents

Priority 4 – Delivering Justice for Victims and Reducing Re-Offending	38 - 46
Key Achievements for 2024-25	
5.7 Supporting Justice Outcomes and Improve Oversight of the Victim and Survivor Experience	
5.8 ONE Wales Integrated Young Adults and Women’s Services	
5.9 ONE Wales Case Studies	
5.10 Youth Justice Service (YJS)	
Key Areas of Focus for 2025-26	
Priority 5 – Policing Fit for the Future Key Objectives	47 - 52
Key Achievements for 2024-25	
5.11 Independent Scrutiny Functions	
5.12 Support the use of Science and Technology	
5.13 Assurance and Compliance	
5.14 Annual Policing Budget	
Key Areas of Focus for 2025-26	
6.0 Looking Ahead	53



Police and Crime Commissioner Foreword

When you elected me as your Police and Crime Commissioner, I made a commitment to work every day to gain your trust, to listen and to deliver the safe, just and inclusive South Wales we all want. As your Police and Crime Commissioner, I am unwavering in my commitment to serve every community across South Wales.

My 2024-2025 Annual Report outlines how I have delivered against this commitment in my first year in office.

Since being elected, I have visited every constituency in South Wales to find out what matters most to the public, community leaders and businesses. With the launch of my [Police, Crime and Justice Plan](#) in March 2025, I set out my priorities for policing and criminal justice in South Wales.

I am proud that my Plan has been developed in collaboration with the public – seeking your views in person and online through the largest consultation exercise ever undertaken by my Office.



With my Plan, I have put forward my priorities which detail how I will take action. My priorities include, providing a police service that is visible, connected and responsive to community needs; taking a proactive approach to prevention by tackling the root causes of crime and violence; protecting the vulnerable; delivering justice for victims; reducing reoffending; and ensuring that South Wales Police is fit for the future.



Since publishing my Plan, I have launched a programme of work that helps me to deliver my priorities, while continuing to fulfil my statutory responsibilities as your Police and Crime Commissioner. In less than 12 months, my Office has developed a multi-year plan, launched new governance structures, embedded scrutiny arrangements, commissioned new services secured national funding and engaged with,

thousands of residents across South Wales.

This Annual Report will demonstrate to you the progress we have made throughout the year, which I continue to build on in collaboration with the Chief Constable, communities and partners. Amongst a year of progress, I am pleased to highlight the following successes:

- **Secured substantial investments** from the Home Office Safer Streets Fund, which has supported over 40,000 more hours of officer patrols, aimed at increasing visibility therefore making our communities feel safer. More details on the Safer Streets Fund is detailed further in my Annual Report.
- **I have engaged with communities across South Wales** through face-to-face engagements, online surveys and community visits – reaching a broad and diverse public audience to support the development of the priorities within the Police, Crime and Justice Plan 2025-29.
- **Maintained neighbourhood policing levels** to sustain police presence within every community across South Wales. This has been accomplished through prudent financial management, delivering value for money to the taxpayers of South Wales.
- **Established a comprehensive Performance Framework** to monitor progress against the priorities set out in my Plan.
- **Refreshed scrutiny and accountability** arrangements to ensure my Office is focused on matters of local significance, our shared and my statutory responsibilities.
- **Established an engagement programme and work placement programme** for children and young people. This has allowed my Office to maximise opportunities for the co-production of South Wales' first Children and Young People's Police, Crime and Justice Plan.
- **Facilitated a comprehensive review** of the Local Criminal Justice Board's programme of work to support the delivery of a fair, efficient, and effective criminal justice system.
- **Received national awards recognition** for the transformative young adults and women's whole system approach service.



I want to thank the communities of South Wales, the Chief Constable and partners for their ongoing support for this important programme of work and the invaluable experience, knowledge and skills that they bring. We have made real progress in the last 12 months, but the successes detailed in this Annual Report do not represent the limit of my ambition for South Wales.

As your Police and Crime Commissioner, I am committed to ensuring that the public see real and tangible benefits brought about through the delivery of my Police, Crime and Justice Plan. And so, looking to my second year in office, I once again reaffirm my commitment, to you, to work every day to deliver a safe, just and inclusive South Wales.



Emma Wools
South Wales Police and Crime Commissioner



1.0

Executive Summary

The 2024–25 annual period marked the first year in office for the South Wales Police and Crime Commissioner. This Annual Report highlights progress made against the priorities set out in the Commissioner’s Plan, which has been achieved through ongoing engagement with communities, South Wales Police, and local organisations. Some of the key achievements throughout 2024-25, include:



£335,000

£335,000 secured from the Home Office Safer Streets Fund, adding over 40,000 hours of police patrols and improving local safety through street lighting, CCTV, and youth outreach.

£1.4 million

£1.4 million of hotspot funding has been secured by the Police and Crime Commissioner for the 2024-25 period.





Violence prevention impact:

Knife crime reduced by 5%

Violence with injury by 3%

Over 22,000 children engaged through schools and community programmes.



Recognition for innovation:

National awards for integrated young adults' and women's services, including success through the ONE Wales programme.



5,000+

5,000+ residents engaged through consultation events, surveys, and community visits – shaping the Police, Crime and Justice Plan (2025-29).



Neighbourhood Policing levels maintained, ensuring visible and connected policing across all communities.



38

New governance and scrutiny arrangements established, including a performance framework with 38 measures to track progress.



1,900+

Enhanced support for victims of stalking, sexual violence, and domestic abuse, with 1,900+ people supported through commissioned services.

The foundations have been set in the first year. The focus for 2025–26 is to build on this progress—embedding prevention, improving support for victims, and ensuring South Wales Police is equipped for the

future. The Commissioner and the Office of the Police and Crime Commissioner have set out the key areas of focus for 2025-26 within the Annual Report, some of which include:



Visible, Connected Policing: Strengthen neighbourhood policing, tackle anti-social behaviour, and expand road victim advocacy services.



Crime Prevention and Violence Reduction: Launch a new Violence Prevention and Reduction Strategy and the first Children and Young People’s Justice Plan.



Protecting Vulnerable People: Expand stalking and sexual assault support services, as well as develop an Online Safety Plan.



Safer Streets: Supporting the delivery of the UK Government’s Safer Streets mission to halve knife crime and halve violence against women and girls.



Delivering Justice and Reducing Reoffending: Improve oversight of victim experiences, strengthen youth diversion, and expand offender intervention services.



Policing Fit for the Future: Enhance independent scrutiny, invest in science and technology (including digital evidence management), and strengthen complaint handling to build public confidence.

2.0

Police, Crime and Justice Plan: Developing our Evidence and Insights to Inform Priority Setting

The foundations have been set in the first year. The focus for 2025–26 is to build on this progress—embedding prevention, improving support for victims, and ensuring South Wales Police is equipped for the future. The Commissioner and the Office of the Police and Crime Commissioner have set out the key areas of focus for 2025-26 within the Annual Report, some of which include:



Fig. 1. Police, Crime and Justice Plan Development Process



2.1

Consultation and Engagement

When elected, the Police and Crime Commissioner for South Wales carried out several engagements, which offered a platform for people from different generations, ethnicities and cultures with varied life experiences, to share concerns and experiences relating to their community.

Over

5,000

people shared their feedback as part of the consultation



40+

organisations / groups contacted the office to highlight specific areas they felt should be prioritised in the development of the Plan.



230+

people shared their feedback at community stalls.



3,554

people completed the public survey.



1,100

people took part in conversations facilitated by grass root groups on our behalf.



130+

people shared their feedback with the Commissioner as part of 'In Your Community' visits.



20+

professional stakeholder sessions facilitated by the Commissioner's team with internal and external agencies.

Fig. 2. Consultation and Engagement Key Data



Community stalls, surveys, public consultation and targeted service engagement took place between June and November 2024. **3,554 surveys were completed** with an additional **1,100 people participating in discussions via community groups.**

'In Your Community' days allowed the Commissioner to speak directly to local

people about any concerns where they live and work, as well as their experiences of local policing.

130 people shared their feedback during these events, with **over 5,000 people in total, providing some form of feedback** as part of the consultation.



27

grants awarded to grass root groups



83

expressions of interest received



1,100

people shared their feedback

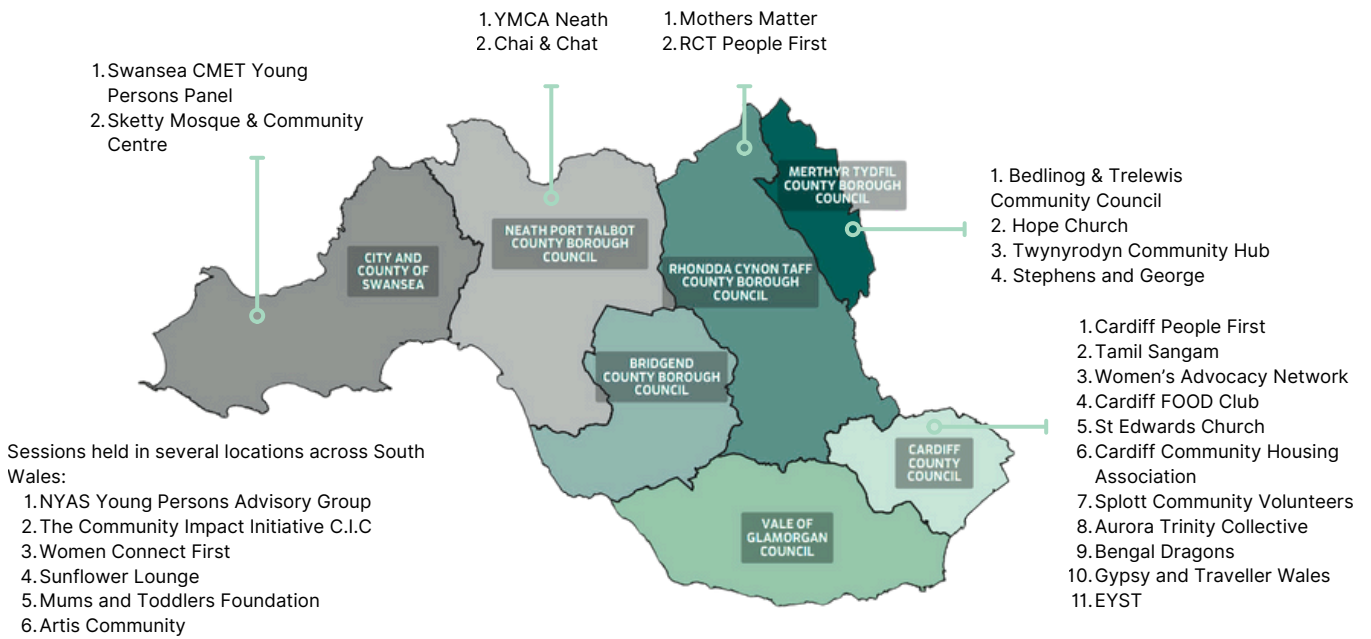


Fig. 3. Consultation and Engagement Grant Awards

The Community Grant Scheme, designed to actively seek feedback from marginalised communities, was launched by the Commissioner in 2024. **27 grants were awarded** to grass roots groups during the 2024-25 annual period, through which additional community feedback was collected.





57
Posts



55,231
Impressions



901
Engagements



376
Link Clicks

Social media platforms were used extensively to reach people across communities in South Wales.

A research-based social media plan maximised the reach, with a total of **55,231 impressions** across **57 published posts** achieved within the consultation period. A further **400 surveys were distributed over 4 days reaching 70+ community organisations** specifically targeted to reach new audiences and those who are digitally excluded.

Fig. 4. Consultation and Engagement
Social Media Interactions



2.2

What Did the Feedback Tell Us

The most consistent theme within the feedback, highlights a common desire for a **more engaged, visible, empathetic and culturally sensitive police force**, which prioritises community involvement and responds to the needs of the public. There was consistent endorsement for **crime prevention strategies** across several areas of vulnerability. Some of the main themes identified through responses include:



People want to see **increased police visibility** and presence across communities, with more opportunities for **public engagement** – particularly with children and young people, which will enable **public trust and confidence** to start at a young age.



Improvements in the support available to victims is a priority. People want to see improvements in areas such as **aftercare, and the overall experience for victims** through improved transparency and communication.



Retail crime is a growing concern across the region, with **anti-social behaviour** remaining a significant worry. Feedback recognises the need for increased investment in **prevention measures.**

The public also wish to see improvements in responses to **serious violence; knife crime; violence against women and girls**, with notable increases of incidences relating to **speeding vehicles in local areas; elder abuse.** The feedback from responses has also indicated the need to support the police force to **respond to new and emerging crimes**, such as those of an online and financial nature.

3.0

Police, Crime and Justice Plan 2025 - 2029

The South Wales Police, Crime and Justice Plan was launched in March 2025 and sets out the shared vision and our shared priorities for policing, crime and justice in South Wales. It emphasises how the Commissioner,

working in collaboration with the Chief Constable and with the support from partners, will deliver more focused community policing, which fosters greater community cohesion, transparency and accountability.

3.1

Data and Evidence

A baseline assessment of crime data trends has shaped the foundations of the Plan's priorities. This assessment used various information sources, including public and stakeholder engagements, operational data from South Wales Police and partners, publicly available statistics and relevant academic research. This assessment has made clear the interconnected challenges and opportunities that reflect pressures on public trust and confidence, as well as the key pressures facing policing and the justice system.

There are consistent challenges relating to

disproportionality across the wider criminal justice system, against a backdrop of complex crime patterns combined with increasingly complicated levels of vulnerability. While these issues extend beyond the immediate responsibility of policing, there is an increasing need for collaboration with our partners and local communities, an approach that is being championed by the Commissioner.

A broad summary of the South Wales Police, Crime and Justice Plan, including the priorities and objectives, can be found below, and by following this [link](#).

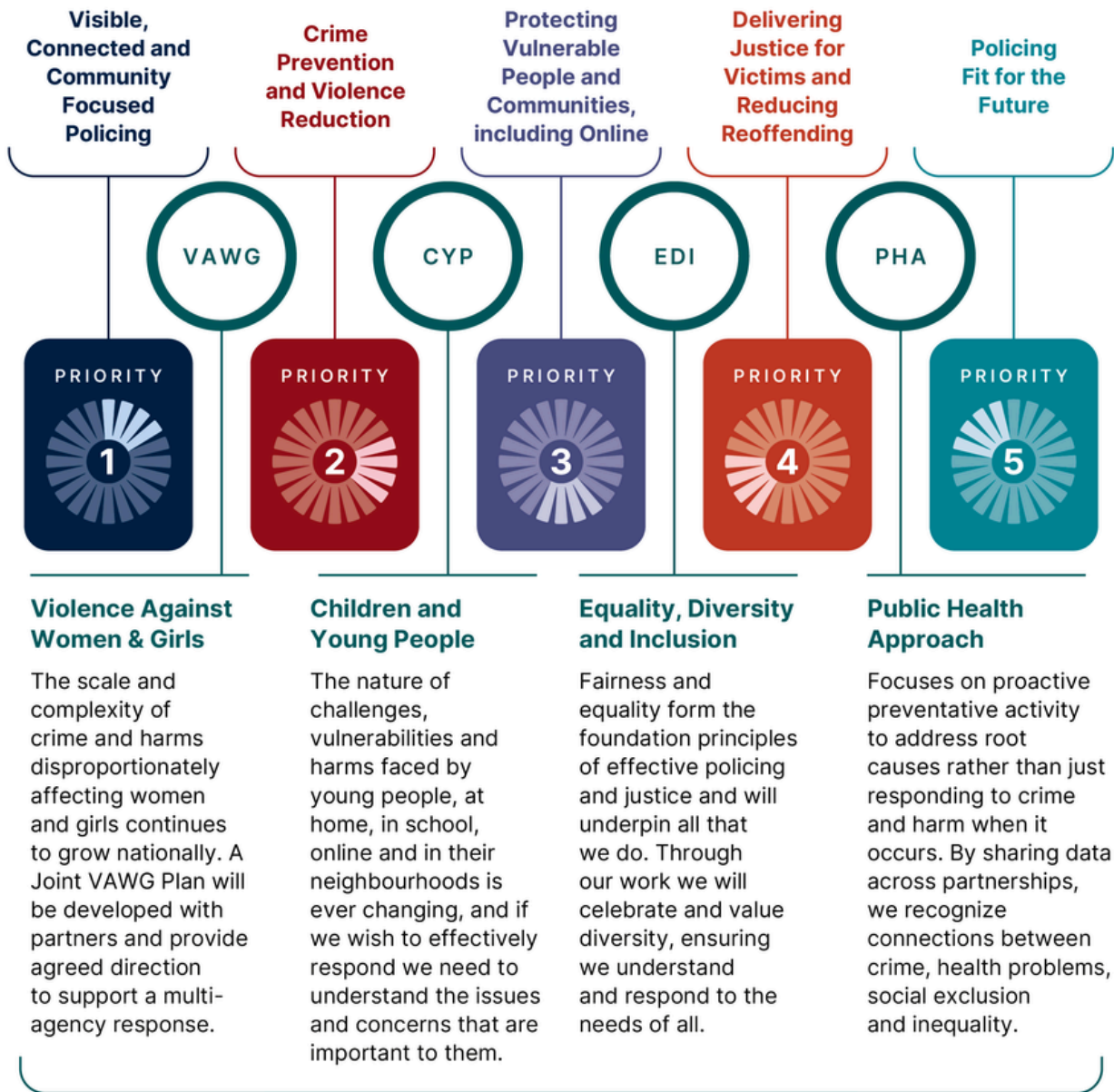




OUR PLAN ON A PAGE

Our Plan, developed using your valued feedback, sets our priorities and shared vision for policing, crime and justice in South Wales.

The Plan focuses on delivering effective policing, fostering community cohesion, and ensuring transparency and accountability in the way we tackle crime.



These key themes influence all five priorities in our Plan

OUR ENABLERS

Commissioning Services

Community Engagement and Participation

Effective and Visible Leadership

Robust Delivery Partnerships and Governance

Data and Evidence

Technology

Together for a Safe, Just and Inclusive South Wales



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

4.0

Police, Crime and Justice Plan: Programme Planning and Delivery

Since the launch of the Plan, the Commissioner and the Office of the Police and Crime Commissioner (OPCC) team have launched a coordinated programme of work, which has supported efforts to deliver each priority. The work undertaken so far, has allowed the Commissioner to deliver relevant statutory functions, to measure the effectiveness of local commissioned services, and to provide public reassurance on important areas of work. The below table provides insight into the programme approach used by the OPCC to support the Commissioner deliver relevant functions:

Police, Crime and Justice Programme (PCJP) Board:

The PCJB has oversight of the delivery of the Police, Crime and Justice Plan.

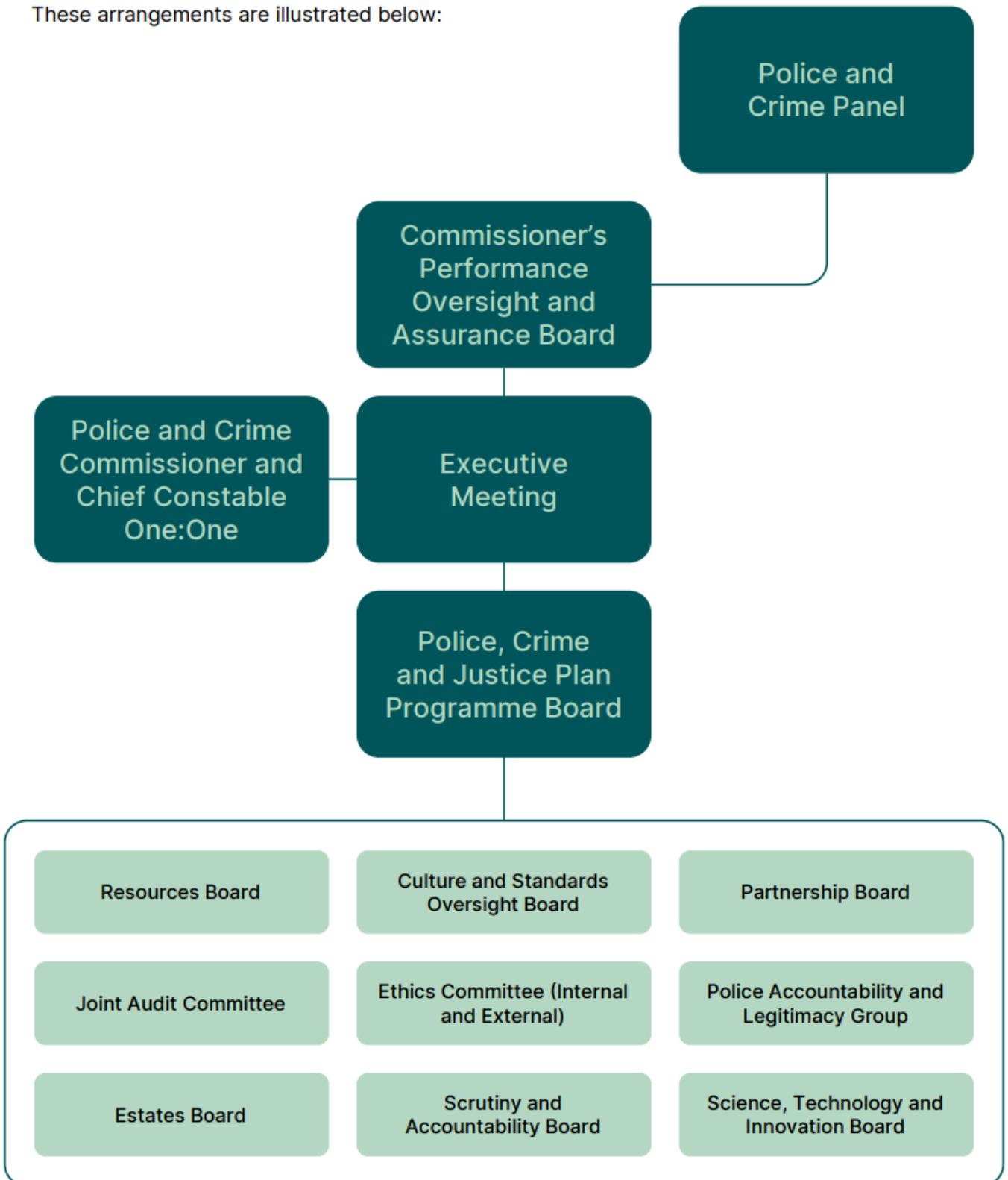
The Board will report on progress against the Plan by monitoring departmental achievement, measuring success through data trends and engagement with partners and the public.

A scrutiny programme will focus on 'Deep Dives' in areas related to the five priorities set out within the Plan. This approach to performance management will encourage independent scrutiny by members of the public, collaboration with force and partners, and will fundamentally seek to

offer public confidence and reassurance on issues that matter to communities across South Wales.

The Deep Dive process will essentially test the effectiveness of strategic support and operational delivery against the Plan's priorities, with the view of identifying challenges and significant areas of improvement. They will be characterised by good engagement and will offer public reassurance through transparency and accountability, which is an important aspect of the Commissioner's broader responsibilities.

These arrangements are illustrated below:



4.1

Performance, Scrutiny and Accountability Programme

The Police and Crime Commissioner has a statutory duty and electoral mandate, to hold South Wales Police to account on behalf of the public. Commissioners also have a legal duty to scrutinise, support and challenge the overall performance of the force, including against the priorities agreed within the Police, Crime and Justice Plan. Throughout the 2025-2029 term, the Commissioner will utilise accountability duties to demonstrate success and challenges for policing and justice services across South Wales.

A Performance Framework will monitor progress against the five priorities outlined within the Plan. A central function of the framework will enable the Commissioner to deliver statutory functions and collaborative arrangements across the policing, crime and justice landscape.

A core set of performance measures will track the progress against each priority, using both qualitative and quantitative analysis techniques to support the co-ordination of system-wide improvement. In doing so, success of local delivery will also be monitored against local and national priorities for policing, including those set out by the UK Government in the Safer Streets Mission.[1]

Progress against the Plan will be monitored by the Commissioner and will be demonstrated through a mid-year progress report and an end-of-year report, available for public scrutiny.

[1] Specifically, the commitments to halve knife crime and halve violence against women and girls.

4.2

Service Commissioning

The Commissioner's Office is responsible for commissioning support services across the region. These services must provide accessible provision to support victims and witness affected by crime and for those who enter the Criminal Justice System. A **Commissioning Framework** and **Commissioning Intentions Document** has been published alongside the Police, Crime and Justice Plan, both of which outline the processes and standards for commissioning, as well as necessary value for money practices. The Commissioning Intentions Document provides a guide for commissioned services to deliver local provision in alignment with the Commissioner's priorities. The Commissioning Framework consists of several key principles in which commissioned services should utilise – for example, commissioning services will **'reflect local need'**, will operate within **'Quality Standards'**, will utilise **'public health approaches'** where possible, and **'promote public engagement'** through relevant arrangements.



5.0

Police, Crime and Justice Plan: Progress Against Priorities

The below sections will provide a short overview of the achievements relating to the five priorities outlined within the Commissioner's Plan. While the Plan was published in March 2025, this update will give some early indications of progress under each priority and will include commitments made by the Commissioner for delivery in the 2025-26 annual period.



Priority 1

Visible, Connected and Community Focused Policing

We will build people's trust in local policing through ensuring that policing across South Wales remains visible, accessible, and in touch with the needs of every community.

Priority 1 - Key Objectives

- Protect and enhance the Neighbourhood Policing Offer with the aim of delivering an engaged and visible response to all communities in South Wales, including a focus on schools and other youth provision.
- Take a targeted place-based approach to reducing crime and Anti-Social Behaviour (ASB) hot spots in our towns, cities and rural communities.
- Tackle ASB at the earlier opportunity through prevention, intervention and enforcement, and through increasing public confidence to report.
- Strengthen the approach to engaging with communities to encourage greater participation when consulting on local priorities for policing.
- Work with local businesses and community safety partnerships to deliver safer town and city centres (with a focus on both day and nighttime economies).
- Highlight measures to keep people safe on the roads of South Wales through a focus on – Education, Engage, Encourage and Enforce.



Priority 1

Key Achievements

for 2024 - 2025



£1.4 million

£1.4 million of hotspot funding has been secured by the Police and Crime Commissioner for the 2024-25 period.



40,000+ hrs

An additional 40,000+ hours of police patrol delivered across South Wales communities.



122

122 'microbeats' were targeted during the annual period.

5.1

Community Safety Partnership (CSP) Engagement

Staff from the Commissioner's Office are represented at **all Community Safety Partnerships across South Wales**. In addition to the financial contributions made to each partnership, the Commissioner's team has an important role in decision-making and influencing alignment between local and regional crime reduction priorities. The Commissioner and our Community

Safety partners across South Wales have identified **opportunities for better alignment** between community safety and policing priorities in various contexts, each of which will inform our coordinated activity with partnerships into the 2025-26 period. These key areas of alignment include:



Police, Crime and Justice Plan Priority	Cwm Taf Morgannwg	Swansea	Vale of Glamorgan	Neath Port Talbot	Cardiff
Visible, Connected & Community Focused Policing	Promote safe and confident communities	Tackling neighbourhood crime and anti-social behaviour	Improve the way in which we connect with, involve and inform our communities	Ensuring our communities are cohesive and that any community tensions are reduced	Provide a co-ordinated and multi-agency response to the Government's CONTEST Strategy
Preventing Crime & Reducing Violence	Reduce the impact of alcohol and drug misuse on communities	Safeguarding those at risk of violence and exploitation	Work to prevent and reduce crime and anti-social behaviour	Crime prevention / acquisitive crime	To prevent and reduce serious violence
Protecting the Vulnerable, supporting Victims & Communities, including Online	Tackle violence against women, domestic abuse & sexual violence	Violence against women, domestic abuse and sexual violence	Work to safeguard the most vulnerable in our communities	To prevent and eradicate gender-based violence	Create a platform for partners to share intelligence and address the impact of Street Based lifestyles
Delivering Justice and Reducing Reoffending	Divert offenders and reduce re-offending	Reducing reoffending and tackling the drivers of crime	Strengthen partnership working to improve efficiencies & enhance problem solving	Reducing anti-social behaviour	Establish a multi-agency problem solving group to monitor partnership solutions
Policing Fit for the Future	Whilst this is an organisational priority (and therefore not directly referenced within CSP plans), it will be an enabler to the delivery of these shared priorities				



5.2

Home Office Safer Streets Funding

Between 2024-25, the Commissioner successfully secured £335,212 from the Home Office Safer Streets fund, which builds on nearly £3 million acquired from the 'Safer Streets' pot since it was first launched in 2020. This fund has secured investment in several initiatives aimed at

improving community safety in South Wales. Local authority areas have benefitted from improvements to street lighting and CCTV upgrades, Home Safety packs, local authority street marshals in identified hotspot areas as well as targeted youth outreach activity.

5.3

Road Victim Advocacy

It is estimated that over 10,000 individuals were injured due to road traffic collisions across South Wales during 2023-24. In 2024, the Commissioner signed the 'Project Edward Pledge', which is designed to reduce the number of people killed and seriously injured on roads. Targeted funding from the Commissioner has contributed to

the delivery of additional support for individuals and families bereaved by road traffic collisions across the region. The Commissioner acknowledges the profound and far-reaching impact road traffic collisions have on victims and families. This will remain a priority for the Commissioner and the Commissioner's team.



Priority 1 - Key Areas of Focus for 2025 - 2026

As part of Priority 1 - the following areas of work will be prioritised by the Commissioner's Office throughout the 2025-26 annual period:

Neighbourhood Policing and Place-Based Approaches	Responding to Anti-Social Behaviour	Community Safety Partnerships	Safer Streets	Road Victim Advocacy
Scrutiny of the Neighbourhood Policing Guarantee will take place in 2025	Prioritise public reassurance for Anti-Social Behaviour concerns	Align Commissioner's priorities with Community Safety priorities	Upscale local safety initiatives previously funded through Home Office Safer Streets fund and introduce a Safer Streets Summer Initiative	Incorporate the new support service for individuals bereaved by road traffic collisions in South Wales.
Hot Spot funding will support the Safer Streets initiative in 10 town centres	Attend Anti-Social Behaviour Case Review Panels in each local authority area	Build closer alignment between Community Safety Partnerships and the South Wales Criminal Justice Board	Target hardening in repeat victimisation zones	



Priority 2

Crime Prevention and Violence Reduction

We will collaborate and target investment to intervene early to reduce crime and violence, particularly amongst young people.

Priority 2 - Key Objectives

- Embed / promote a **preventative policing approach** to maximise opportunities to prevent public harm and reduce demand.
- **Prevent and reduce drivers of crime, prioritising high harm and vulnerability**, with a focus on violence and exploitation, substance use, Hate Crime and Radicalisation, Mental health and impacts of trauma as well as young people at risk of becoming involved in crime.
- Prevent and reduce the **impact of violence** in line with the Serious Violence Duty, with a key focus on knife crime and violence against women and girls
- Better understand and respond to the **experiences and needs of children and young people**, using data and insights to identify those most at risk.
- Strengthen the approach to **engaging with young people** on the policing and justice issues that affect them.



Priority 2 - Key Achievements for 2024 - 2025



13% reduction in Emergency Department attendance for violence since 2019 and a 41% reduction in hospital admissions for violence.



A 5% reduction in knife crime and 3% reduction in violence with injury compared to 2023-24.



2,371

NHS Violence Prevention Teams supported 2,371 victims of violence attending emergency departments in the annual period.



22,000

Fearless Outreach Workers provided early intervention in schools and communities across South Wales, engaging over 22,000 children and young people.



Operation Sentinel (South Wales Police Intelligence Analysis) delivered measurable success across South Wales with a 15% reduction in violence and ASB hotspots, 19% reduction in harm, and a 22% reduction in weapon possession offences.

5.4

Violence Prevention and Reduction Unit

Supported by the South Wales Police and Crime Commissioner, the **Violence Prevention and Reduction Unit (VPRU)** continues to lead the implementation of a public health approach to preventing and reducing serious violence. The VPRU is a key function for the delivery of the **Serious Violence Duty (SVD)**, for which the

Commissioner holds a statutory function. This approach demonstrates the commitment to collaboration and co-production across the region. Partners have produced a **regional strategic needs assessment** to guide local responses to serious violence concerns.

5.5

Supporting Children and Young People

The Commissioner will launch a **Children and Young People Police, Crime and Justice Plan in October 2025**, which will sit alongside the Police, Crime and Justice Plan. Children and young people will be invited to share their feedback with the Commissioner on matters that impact them and their feelings of safety where they live and interact with their peers. There will be opportunities for children and young people

to share their views, concerns and ideas to help the Commissioner build an environment that supports young people to thrive and feel safe. The Commissioner will publish a plan that is responsive to the needs of children and young people, takes in to account their unique contexts and provides inclusivity for those from different backgrounds.



Priority 2 - Key Areas of Focus for 2025 - 2026

As part of Priority 2 - the following areas of work will be prioritised by the Commissioner's Office throughout the 2025-26 annual period:

Crime Prevention and Violence Reduction	Understanding and Responding to the needs of children and young people
<p>Launch the new South Wales VPRU Governance Board and publish a new South Wales Violence Prevention and Reduction Strategy</p> <p>Commission new place-based interventions aligned with local board priorities</p> <p>Strengthen data sharing between partners to identify hidden harm.</p>	<p>Launch the first Children and Young Person's Police, Crime and Justice Plan</p> <p>Enhance the co-production approach with children and young people and launch a Young Ambassadors Scheme</p> <p>Implement a Youth Summer Placement Scheme for young people from ethnic minorities.</p>



Priority 3

Protecting Vulnerable People and Communities, including Online

We will strive to keep vulnerable people and communities safe from exploitation and harm.

Priority 3 - Key Objectives

- Identify **at risk and complex communities** and collaborate with partners to address the key issues impacting them, improving safety, resilience and wellbeing.
- **Protect and support victims of all forms of violence against women and girls** (including stalking) and better understand and respond appropriately to the drivers of perpetration through a whole system approach.
- Support greater community cohesion through **increasing awareness, confidence to report, and response to hate crime.**
- **Safeguard people from harm online**, with a focus on those who may be vulnerable to exploitation and/or radicalisation.
- Extend the **multi-agency contextual safeguarding approach** to keep vulnerable people safe across South Wales.
- Reduce exploitation of vulnerable people and places by supporting the **targeting and disruption of organised crime, drugs supply and county lines.**



Priority 3 - Key Achievements for 2024 - 2025



37

37 secondary schools across South Wales engaged, including parents and carers of students – sessions were focused on awareness of current risks around online exploitation.



52

52 victims supported via Tabw[1] during the annual period.



400+

More than 400 families supported to navigate the complex family justice system since the Pathfinder Independent Domestic Violence Advocacy (IDVA) service has gone live.



300+

Drive accepted referrals from 287 perpetrators of domestic abuse, with an additional 14 referrals accepted for perpetrator support via HMP Drive.

[1] Tabw is a domestic violence support service that provides emotional support and advocacy for victims and survivors of police perpetrated domestic and sexual violence



5.6

Supporting Victims of Stalking, Sexual Violence and Police Perpetrated Violence Against Women and Girls

During the 2024-25 annual period, the South Wales, Dyfed Powys and Gwent Police and Crime Commissioners have increased the availability of support services for victims of sexual assault by commissioning the criminal justice focused Independent **Sexual Violence Adviser (ISVA)** service. **1,906 victims have been supported** across South Wales within the first nine months of the project delivery, a third of which were children and young people – **80% of those receiving the service were 'improving'** across at least one measure following their engagement with the service.

The Commissioner has also supported improvements to the **response to stalking** through continued investment in a Force **Stalking Coordinator** Post. The postholder

has been invaluable in identifying, and risk assessing stalking incidents while also improving the use of Stalking Protection Orders. Additional support has been given to programmes specifically designed to address **Police Perpetrated Violence against Women and Girls, Domestic Abuse and Sexual Violence (VAWDASV)**. The **Family Court Pathfinder Independent Domestic Violence Advocate (IDVA)** service has been expanded to both South-East and Mid-Wales in partnership with Ministry of Justice, Welsh Commissioners, and other service providers. This service will improve the court experience and outcomes for children and families involved in private family law proceedings, including those who have experience of domestic abuse.

Priority 3 - Key Areas of Focus for 2025 - 2026

As part of Priority 3 - the following areas of work will be prioritised by the Commissioner's Office throughout the 2025-26 annual period:

Support for Sexual Assault Survivors	Enhance our Response to Stalking	Address Police Perpetrated VAWDASV	Support Contextual Safeguarding Approaches	Continue the Family Court Pathfinder
Understand the capacity requirements of the local Independent Sexual Violence Advocate (ISVA) service and make necessary connections within the wider victim support service.	Facilitate a joint event with South Wales Police and the Crown Prosecution Service focused on improving safeguarding approaches to stalking victims. Promote approaches to prevention.	Independently evaluate the Drive pilot programme. Develop and publish a collaborative plan across South Wales for 'Violence Against Women and Girls'.	Support local areas to incorporate Contextual Safeguarding approaches. Improve referral data and partnership coordination across Violence Prevention Boards. Develop an Online Safety Plan.	Monitor local arrangements as part of the Family Court Pathfinder programme to improve the experiences of children.



Priority 4

Delivering Justice for Victims and Reducing Reoffending

We will deliver with partners our shared priorities to strengthen support for victims, improve justice outcomes for all and reduce reoffending.

Priority 4 - Key Objectives

- Support **improvements in justice outcomes** for all, with a specific focus on domestic and sexual abuse/violence and hate crime.
- Improve **oversight of victim and survivor experience** from the first point of contact with police and through the criminal justice process, in line with Victim's Code of Practice.
- Ensure access to effective **person-centred support and recovery services** for victims and witnesses and enhance opportunities to influence and inform improvements in policy and practice.
- **Increase number of people (including children and young people) diverted** away from the Criminal Justice system for low-level offences, and into support to better meet offending related needs.
- **Reduce disparities and disproportionality in outcomes**, with a focus on those from ethnically diverse backgrounds and women.
- Collaborate with Police, Probation, Youth Justice and partners to deliver **effective interventions and services aimed at reducing reoffending**.



Priority 4 - Key Achievements for 2024 - 2025



50%

The implementation of the 'Pathfinder' approach across all regions in Wales has reduced waiting times for child arrangement hearings by over 50%.



1,000

1,000 people were receiving support through the Substance Misuse Offender Intervention Service during March 2025.



12

12 Youth OoCD scrutiny panels were delivered throughout the annual period with best practice demonstrated through the work of the South Wales OPCC, who held a spotlight session demonstrating best practice examples.



2,605

The ONE Service received a total of 2,605 referrals in the first year, 537 of which were mandated through an out-of-court disposal (67% from South Wales).



703

703 women were referred, with 82 receiving support from the Family Ties service.

5.7

Support Justice Outcomes and Improve Oversight of the Victim and Survivor Experience

The South Wales Criminal Justice Board (CJB) brings together system leaders to address relevant challenges across the Criminal Justice System. The South Wales Police and Crime Commissioner, as the chair, has provided leadership and oversight of the priorities outlined within the all-Wales Criminal Justice Work Plan for 2024-25. Some key achievements of the Board:



Criminal Justice Board for Wales work programme: 2024-2025

Delivering, Justice, Prevention, Fairness and Efficiency



'Tackling Violence Against Women, Domestic Abuse and Sexual Violence' and 'Children and Young People' are two golden threads across all priorities.



Victims Code of Practice - During the annual period, Board representatives have effectively demonstrated compliance with the Victims Code of Practice and continue to work together to identify both challenges and opportunities for victims throughout the criminal justice process.

The South Wales OPCC has taken a leading role in developing a strong approach to demonstrating compliance with the Victims Code of Practice. This is achieved by contributing to the development of a robust monitoring mechanism to improve agencies' compliance with the Victims Code by ensuring the inclusion of victims' feedback alongside compliance data.

Out of Court Disposals - A robust review of Youth Out of Court Disposal (OoCD) Panels, has identified areas for improvement relating to their functions. **A children's feedback survey** has informed our understanding of Youth OoCD Scrutiny

Panels. Children want panels to understand their background and should consider their views on mitigating factors related to the offence. The OPCC has therefore re-designed the panel to better capture the needs and experiences of children. A full report of the review and its recommendations can be found on the Commissioners [website](#).

The Commissioner will continue to invest in the **Substance Misuse Offender Intervention Service** alongside His Majesty's Prison and Probation Service (HMPPS). The service provides essential support to reduce drug and alcohol related harms, as well as reducing offending and re-offending rates. Additional Home Office funding was secured for **Drug Testing on Arrest** provision across South Wales, which has been used to enhance provision across Custody suites.



5.8

ONE Wales

Integrated Young Adults and Women's Service

The Commissioner, alongside HMPPS, Welsh Government, and Gwent Police and Crime Commissioner, has made a significant investment in the ONE Wales Service, which delivers sustainable improvements for women and young adults through their justice journey. **The ONE Wales Service** provides women with holistic one-to-one

support through trauma informed, gender representative provision, which helps overcome barriers and gain skills needed to transform their lives. The below case studies are some of many real-life success stories that can be demonstrated through commissioned provisions:



One Wales Service: Case Study (18-24) – “Elud”

Elud was referred by South Wales Police for a Community Resolution following an offence of Common Assault. After successfully completing the initial requirements, Elud expressed a wish to remain open to the service voluntarily to receive further support.

During the initial assessment, Elud’s needs included permanent housing, budgeting support, and confidence/life skills development. Elud was experiencing significant instability in both housing and mental health, exacerbated by ongoing harassment and threats in their village, which ultimately led to homelessness.

Elud attended the “Connections” workshop engaging well and recognising the need to improve emotional regulation, which is further complicated by their recent medical diagnosis. Elud also completed the Adult Community Resolution workbook reflecting positively on the intervention and expressing gratitude for the support.

Elud took part in several other sessions including those on budgeting, volunteering and skill development, and further education and career planning. Elud reported no outstanding support needs as of April 2025 and declined a formal closure appointment.

Although Elud’s support needs have not been fully resolved, significant progress has been made toward greater stability and independence. Elud has been signposted to relevant services and provided with resources to continue addressing their goals, including housing, financial stability, education, and personal development. Elud is now well-equipped to continue this path, and ongoing engagement with services remains available if required.

One Wales Service: Case Study – “Jayne”

In September 2024, Jane was referred to The Nelson Trust as part of an out-of-court diversion initiative. This was her first involvement with the criminal justice system, and she was issued a conditional caution by the police. At the time of referral, Jane was experiencing alcohol dependency and had become increasingly isolated from her close family and adult children.

During her initial triage with her assigned keyworker, Jane disclosed a significant history of trauma. At the age of 16, she entered an extremely abusive relationship which lasted for over 20 years. Although that relationship eventually ended, the long-term psychological impact led Jane to use alcohol as a means of coping. Prior to engagement with The Nelson Trust, she was not connected with any formal support services. With Jane’s consent, her keyworker-initiated referrals to appropriate agencies to begin building a support network.

Initial support included contact with local Alcoholics Anonymous groups, followed by a successful referral to the drug and alcohol service, which facilitated formal treatment for her alcohol dependency.

Jane also began addressing her trauma through participation in our Pattern Changing group at the Women’s Centre which is a group for women who have been victims of domestic abuse. By the end of the intervention, Jane had made significant personal progress and was actively supporting and empowering other women in the programme.

By December 2024, Jane had maintained sobriety for three months and had begun to reconnect with her family. Notably, her relationship with her daughter improved significantly, which had a profoundly positive impact on her mental health. One of Jane’s primary goals at the outset of her engagement was to have her daughter live with her again, an outcome that was achieved by the end of the year. As of January 2025, Jane continues to remain sober and fully engaged with all support services. Her journey is a powerful testament to the impact of early intervention and holistic, trauma-informed support. Jane’s progress at The Nelson Trust serves as a meaningful reminder of the transformative potential of the work of our commissioned services.



5.10

Youth Justice Services (YJS)

The Commissioner will launch a **Children and Young People Police, Crime and Justice Plan in October 2025**, which will sit alongside the Police, Crime and Justice Plan. Children and young people will be invited to share their feedback with the Commissioner on matters that impact them and their feelings of safety where they live and interact with their peers. There will be opportunities for children and young people

to share their views, concerns and ideas to help the Commissioner build an environment that supports young people to thrive and feel safe. The Commissioner will publish a plan that is responsive to the needs of children and young people, takes in to account their unique contexts and provides inclusivity for those from different backgrounds.



Priority 4 - Key Areas of Focus for 2025 - 2026

As part of Priority 4 - the following areas of work will be prioritised by the Commissioner's Office throughout the 2025-26 annual period:

Criminal Justice Board for Wales	Victim Support and Perpetrator Interventions	Out of Court Disposal Scrutiny Panels	Youth Justice Service
<p>The Board will refresh its role and purpose to strengthen and align Local Criminal Justice Board priorities.</p>	<p>Support the expansion of the Cautioning and Relationship Abuse (CARA) provision across Wales and continue to monitoring arrangements for the impact of 'Drive', with a view of expanding reach of the service.</p>	<p>Implement the recommendations of the youth OoCD scrutiny panel - review and further scrutinise panel activity.</p> <p>Publish Youth Diversion and OoCD Principles and Guidelines.</p> <p>Introduce an annual review of disproportionality across Out of Court Disposal outcomes.</p>	<p>Review relevant processes and develop guidance to aid completion of Youth Justice Service grant funding applications.</p>



Priority 5

Policing Fit for the Future

We will build public confidence in South Wales Police by ensuring high standards, ethical policing and a future ready Force.

Priority 5 - Key Objectives

- Instil confidence in the public with regards to the **culture and standards** of the Force.
- Promote and support **increased diversity and representation** of South Wales Police workforce at all levels.
- Support and promote - **Science and technological advancements, and;** The **ethical, transparent, proportionate and lawful** development and deployment of technological and digital advancements.
- Develop an effective partnership response to help counter and mitigate the impact on individuals and communities of **mis and disinformation online**.
- Provide the Chief Constable with the necessary resources to ensure the Force has the **capabilities and capacity to respond** to current and emerging demand.



Priority 5

Key Achievements

for 2024 - 2025



£1.4 million

Consistently undertaken proactive and coordinated engagement with local people and communities, maintaining visibility of the Commissioner and increasing opportunities to hear about what matters to people across South Wales.



4,260

Responded to 4,260 communications submitted to the Commissioner's Office (26% increase since year prior), including requests for information, questions and comments about policing and the Commissioner's role during the annual period.



122

Funding proposal approved to deliver Artificial Intelligence and Facial Recognition Technology pilots across Wales.

5.11

Independent Scrutiny Functions

The Commissioner will bolster plans to conduct an internal and independent scrutiny programme. The use of Independent Scrutiny Panels, which can provide the Commissioner with an independent assessment of policing responses to specific areas of concern, will be maximised throughout the 2025-26 period. Existing independent scrutiny panels, such as the Independent Custody Scrutiny Panel, the Police Accountability and Legitimacy Group and the Independent Advisory Group, will be given additional scope to expand their scrutiny arrangements where possible and necessary.

The **Statutory Independent Visiting Scheme** and the non-statutory **Animal Welfare Scheme** in South Wales are long-running panels that provide an added layer

of independent scrutiny. For both the Independent Visiting Scheme and the Animal Welfare Scheme, the Commissioner appoints volunteers to conduct unannounced visits to custody suites, as well as dog and horse mounted sites.

111 unannounced visits were made by independent volunteers throughout the 2024-25 period, which identified reoccurring themes relating to low staffing levels, overcrowded suites and appropriate care for detainees. Positive practice was also noted and included access to healthcare professionals in suites and positive interactions between detainees and staff. These visits have enabled the Commissioner to work with relevant force departments to incorporate relevant areas of improvement.

5.12

Supporting the use of Science and Technology

The Police, Crime and Justice Plan makes clear the Commissioner's commitment to taking a more proactive and responsible approach to innovation using science and technology. The South Wales Commissioner and Chief Executive Officer are linked to the **Innovation and Coordination Committee**,

an all-Wales collaborative arrangement that feeds into the National Science and Innovation Board (NSIB). This arrangement allows the Commissioner to remain informed and prepared to respond to any emerging threats relating to innovative practice within science and technology.

5.13

Assurance and Compliance

The Commissioner has a statutory duty to hold the Chief Constable to account for an effective and efficient local complaint handling process. Complaints are a direct measure of public satisfaction and trust - it is therefore essential for the Commissioner to continue to deliver a robust complaints system. **4,260 contacts were received by the Assurance and Compliance team** between 2024-25, comprising of

complaints, requests for information, questions as well as comments about the role of the Commissioner. The volume of public correspondence has been **steadily increasing, with a rise of almost 26% in the last two years**. It is likely that the increase in the volume of contacts with the Commissioner's Office reflects proactive promotion of the Commissioner's role through public engagement activity.



5.14

Annual Policing Budget

The Police and Crime Commissioner held a total budget of **£14.7 million during the 2024-25 period**, of which £2.4 million (0.6%) represented the Commissioner's core budget, with the remaining **£378.9 million allocated to the Chief Constable for operational purposes**. A full breakdown of allocated costs through the annual period can be accessed on the Police and Crime Commissioner's website.

The Young Adult & Women's Whole System Approach - Procurement Award

The South Wales and Gwent Police and Crime Commissioners, along with HMPPS and Welsh Government were successful in receiving both the **'Wales' specific and the 'National Collaborative Procurement Initiative Awards'** at the National Go Awards ceremony. This award highlights the Commissioners commitment to partnership working and delivering excellence across communities in Wales.



Priority 5 - Key Areas of Focus for 2025 - 2026

As part of Priority 5 - the following areas of work will be prioritised by the Commissioner's Office throughout the 2025-26 annual period:

Scrutiny and Accountability	Science and Technology	Assurance and Complaints
<p>Establish a scrutiny and accountability reporting mechanism that is informed community concerns.</p> <p>Finalise and embed the Performance Framework, with bi-annual monitoring reports highlighting progress. Progress reporting will be consistently communicated to the public.</p>	<p>Process mapping will take place to test viability of the future use of technology.</p> <p>Promote a tri-force approach to innovative solutions and a regional approach to improving efficiency through automation.</p> <p>Invest in digital evidence management, such as expansion of body worn cameras.</p>	<p>Establish an independent board to oversee activity of the South Wales Police Professional Standards Department – this will seek to assess workforce standards and culture.</p>



6.0

Looking Ahead

This Annual Report has set out the measures taken by the Commissioner, the Commissioner's team and our partners to deliver the South Wales Police, Crime and Justice Plan in the Commissioner's first year of office. We have listened to the public and recognise the challenges that are faced for policing in the proceeding annual period – Whole-system improvements are needed across the justice system, this cannot be achieved without support from our local and regional partners, as well as the input and support from our local communities.

The Commissioner will continue to bring people together to achieve shared priorities – and in doing this, we will deliver improvements for victims of crime, for those requiring support from policing and justice services, and for those who wish to live in a community that is safe, just and inclusive.

The police landscape continues to transform. We understand feelings of uncertainty from the public, however, the Commissioner will ensure the needs of South Wales are heard on a national stage, particularly within key decision-making processes on matters such as policing reforms and the delegation of strengthened powers to Wales. Throughout the 2025-26 period, the Commissioner's Office will continue to deliver against the five priorities outlined within the Police, Crime and Justice Plan. There will be an enhanced focus in the next annual period on supporting those with complex needs; taking a leading role in shaping improvements across the justice system; reducing offending and re-offending; providing accessible support to victims; and providing a policing service in South Wales that is fit for the future.





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

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



Together for
a safe, just
and inclusive
South Wales