



South Wales Police and Crime Commissioner Annual Report 2025 - 2026

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

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Police and Crime Commissioner Foreword

I am pleased to publish my second Annual Report as Police and Crime Commissioner for South Wales. This report reflects the progress we have made together over the past year and highlights the work being undertaken to deliver the priorities set out in my Police, Crime and Justice Plan.

At the heart of these priorities is a simple commitment: to ensure that policing and criminal justice services focus on what matters most to the people of South Wales. Your voices, your experiences and concerns continue to shape the decisions we make and the direction we take.

Time and again, communities have told me they want a police service that is visible, connected and responsive to community needs. They want action to prevent crime and tackle the root causes of violence, better protection for vulnerable people, meaningful support for victims, a justice system that helps reduce reoffending, and a South Wales Police that is fit for the future.

Every day, my office, South Wales Police and partners work hard to deliver on these priorities. While there is always more to do, I am proud of the progress that has been made and of the dedication shown by those working tirelessly to serve our communities.

Since being elected, I have continued to visit communities across South Wales, listening to residents, community groups, businesses and partner organisations about the issues affecting their areas and the changes they want to see. These conversations are invaluable. They help ensure that local concerns are heard and that policing remains connected to the communities it serves.



Over the past year, we have seen significant investment in neighbourhood policing and community safety, including an increase in the number of frontline officers and support for partnership initiatives designed to address local challenges and improve public confidence. I know from speaking with residents and businesses that these efforts are making a positive difference.

I would like to thank everyone who has taken the time to engage with and support the delivery of the work outlined in this Annual Report – including residents, community groups, partners, police officers, staff and volunteers across South Wales. Your contribution matters. I also want to thank you for taking the time to read this report and for your continued interest in helping shape a safe, just and inclusive South Wales for everyone.

A handwritten signature in black ink, which appears to be 'Emma Wools'.

Emma Wools
South Wales Police and Crime Commissioner

1.0

Executive Summary

The Police, Crime and Justice Plan set out the priorities and outcomes that matter most to the people and communities of South Wales.

Effective delivery of the five priorities outlined in the Plan requires a clear and coordinated approach that ensures activity remains focused on improving public safety, supporting victims, preventing crime and building confidence in policing and criminal justice services.

This year has seen clear and deliberate advancement in achieving the Police and Crime Commissioner’s vision for South Wales. Whilst this is the second report, it is the first year in terms of delivery of the plan. The period has seen measurable progress across all 5 priorities, with tangible improvements in neighbourhood policing, violence prevention, victim support and criminal justice outcomes.

Strong governance and a continued focus on improving performance and reporting in line with national standards have enhanced accountability and transparency.

As we reflect on the year of delivery, we acknowledge both areas of strong progress and those where further improvement is required. This Annual Report for 2025-26 sets out progress and provides realistic and achievable outcomes as we move into 2026-27. Progress has been delivered across all five priorities, highlighted below.

Strong partnership working underpins delivery, bringing together policing, criminal justice, local authorities, health and the voluntary sector to deliver coordinated responses. Ongoing engagement ensures that the voices of residents, victims and young people, shape local services.

While progress is clear, challenges remain, including rising demand on victim services, criminal justice pressures and the need to improve data sharing and awareness of victim’s rights. These will require continued collaboration and targeted investment.

Looking ahead, priorities include embedding place-based neighbourhood policing, delivering the Violence Prevention Strategy, expanding early intervention for young people and strengthening victim support. Strong governance, scrutiny and partnership working will remain central to delivering safer communities across South Wales.

Priority 1 Visible, Connected and Responsive Community Focused Policing	Priority 2 Crime Prevention and Violence Reduction	Priority 3 Protecting Vulnerable People and Communities, including Online	Priority 4 Delivering Justice for Victims and Reducing Re- Offending	Priority 5 Policing Fit for the Future
Increased neighbourhood policing, targeted hotspot activity, and seasonal initiatives have increased police visibility, reduced crime and strengthened community confidence.	The establishment of the Violence Prevention and Reduction Unit (VPRU), and the expansion of early intervention programmes have strengthened a whole-system approach to preventing violence.	A joint Violence Against Women, Domestic Abuse and Sexual Violence (VAWDASV) Plan, improving safeguarding responses and enhanced action on online harm have strengthened protection for vulnerable individuals.	Investment in victim services and diversion programmes has improved outcomes for victims while addressing the cause of offending.	Robust scrutiny, governance and financial management have strengthened accountability, transparency and public confidence.

2.0

Police, Crime and Justice Plan: Delivering our Ambitions

Since the launch of the Police, Crime and Justice Plan, the Commissioner and the wider team have implemented a coordinated programme to drive sustained progress across all five priorities. The Plan on a Page, which can be found on the next page of this report, sets out South Wales' key policing and crime priorities, which continue to be delivered through a structured approach that maintains accountability and transparency with the public.

Police and Crime Commissioners have a broad range of statutory functions, which include securing an effective and efficient police force, holding the Chief Constable to account for aspects of force delivery, setting local strategic priorities, setting the policing budget and representing the public to ensure policing reflects local need. In 2025–26, delivery of the Plan and the Commissioner's statutory functions was closely monitored through robust governance and oversight, including:



Police, Crime and Justice Programme Board, overseeing and tracking progress against the Police, Crime and Justice Plan



Performance and Oversight Functions through internally agreed metrics that are reported via quarterly highlight reports to the Executive Team



A scrutiny and accountability programme, incorporating independent scrutiny, assurance processes and public transparency arrangements

Delivery will continue against the Plan's core priorities throughout 2026-27, which will be supported by a refreshed performance framework aligned to the UK Government's Safer Streets National Performance Framework. Strong local scrutiny and accountability will ensure progress is effectively monitored, while ongoing reporting and public feedback will shape future delivery in line with national and local expectations.

2.1 Communication and Engagement

At the heart of the Commissioner's work is a commitment to listening, learning and building meaningful relationships with communities across South Wales. Throughout the year, the Commissioner actively engages with a diverse range of stakeholders, including community organisations, local representatives, schools and colleges, businesses, neighbourhood policing teams, and residents.

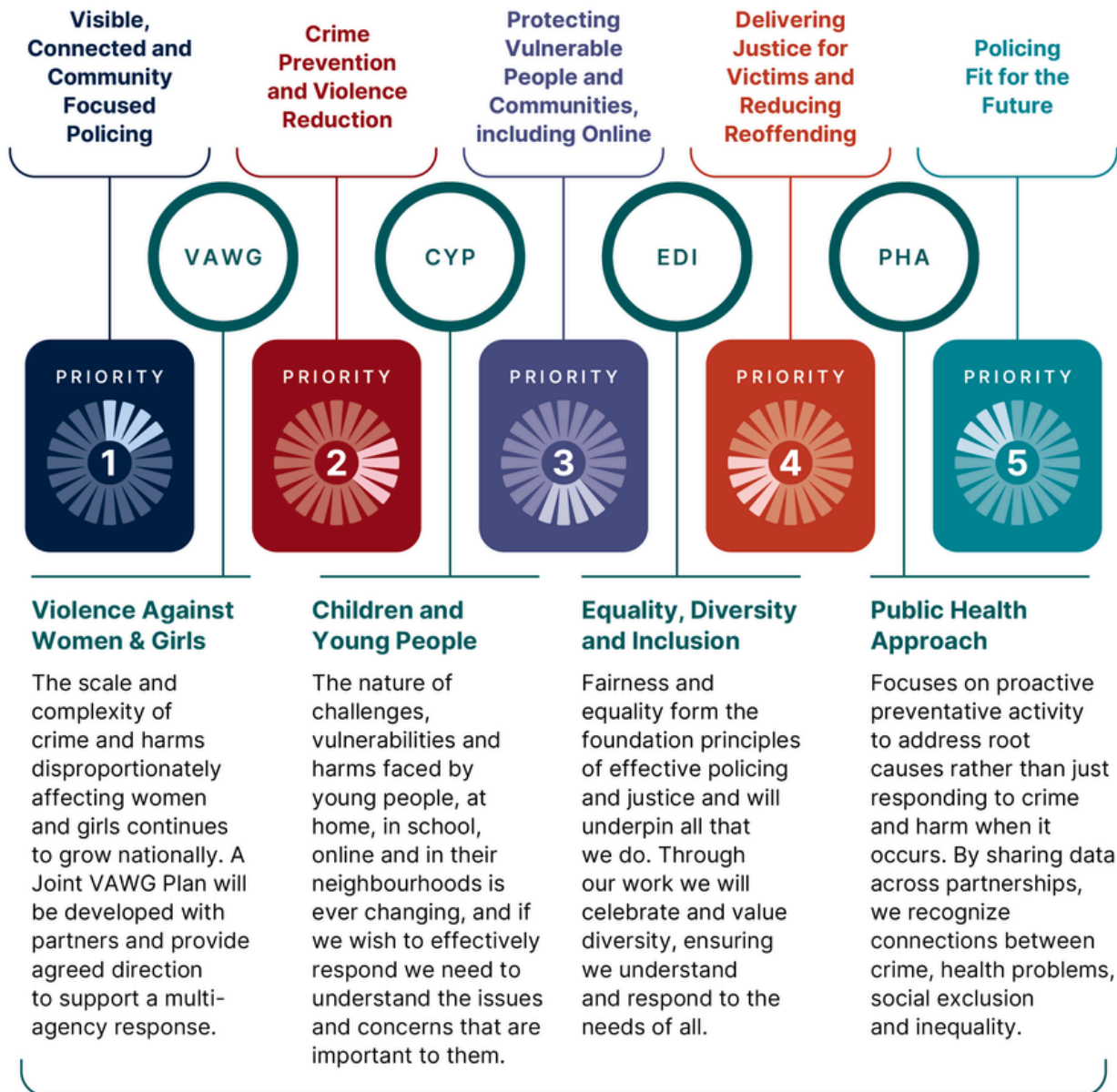
This engagement creates opportunities to hear directly about their experiences, understand the issues that matter most, and work together to shape positive change. The Commissioner is committed to ensuring that communities have the opportunity to be heard and valued. An overview of how the Commissioner has put this commitment into practice during 2025-26 is provided in section 3.5 of our report. The following sections highlight key updates and deliverables, showing progress against the five priorities.



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



Police, Crime and Justice Plan: Progress Against Priorities

Priority 1

Visible, Connected and
Community Focused
Policing

Our ambition: To build people's trust in local policing by ensuring that policing across South Wales remains visible, accessible, and in touch with the needs of every community.



Priority 1

Key Achievements for 2025-26



70 additional officers

Strengthened local policing arrangements with an additional 70 officers placed in neighbourhood policing teams, while investing £600,000 to support partner-led activity in hotspot areas.



Local crime reduction

The Safer Streets Winter of Action resulted in a 14% reduction in Anti-Social Behaviour (ASB), a 48% reduction in retail burglary, and a 12% reduction in violent crime incidents.



32 ASB cases supported

The Commissioner's Office supported 32 ASB cases, 2 case reviews and launched a consultation inviting partners and the public to share their experiences to inform future improvements.



18 In Your Community Days

Engaging with 55 stakeholder groups, various community events attended with additional public consultation launched to gather feedback, which helped shape policing and community safety services across South Wales.

3.1

Neighbourhood Policing, Hotspot Policing, Safer Streets Summer Initiative and Winter of Action Intensification

The Neighbourhood Policing Guarantee is part of the UK Government's broader commitment to restore neighbourhood policing and improve public confidence in the police. As part of the Guarantee, 2025-26 has seen the addition of 70 officers to Neighbourhood Policing Teams, strengthening visible policing and supporting efforts to address issues such as ASB within communities across South Wales.

The delivery of a focused policing and partnership approach to supporting communities most impacted by crime and violence has continued during 2025-26 via the UK Government's Hotspot Action Fund. The model concentrates on a select number of locations across South Wales, specifically 26 identified 'clusters' where crime and harm are most significant – targeting these areas with visible policing and structured problem-solving to achieve the greatest overall impact.

Operation Sentinel has provided a force-wide model for delivering hotspot policing through microbeats and cluster targeting, alongside Objective Scanning, Analysis, Response and Assessment (OSARA) problem-solving and structured governance. Through the Hotspot Action Fund, approximately £600,000 was allocated across 77 grants to support key partners in delivering targeted activity within identified areas. The Summer Safer Streets Initiative (July-August) and the Winter of Action (December-January), has further developed this work:

Youth Justice Outreach Service

Through Hotspot Action funding, the Youth Justice Outreach Service engaged with 579 young people in the Pontypridd area and 490 young people in Aberdare, focusing activity in areas that observed higher levels of anti-social behaviour.



579

Pontypridd



490

Aberdare

Staff patrolled designated micro-beats, engaging with young people and building trusted relationships and creating a comfortable environment where they felt able to discuss issues that were affecting them with trained staff on matters including anti-social behaviour, county lines, substance misuse, keeping safe, knife crime, education, training, employment, sexual health, future aspirations and healthy relationships.

Impact Analysis 2025-26

- 22 of 26 hotspot locations experienced measurable reductions in violence, ASB or overall harm
- Builds on similar reductions in 2024-25
- Demonstrates the effectiveness of a targeted, collaborative approach to improving community safety
- Recommendations: prioritising peak times and sharing learning with Neighbourhood Policing Teams



Targeted
Police
Patrols

Special
Constabulary
Activity

Focused
Partnership
Activity

Town Centres

*during periods that typically see higher levels of violence and crime



Significant reductions in ASB

(e.g., 14% reduction through Winter of Action activities; over 180 motorised pedal vehicles/e-bikes seized during the Summer and Winter focus periods)



Decrease in violence

(e.g., 12% decrease in violent crime within hotspot areas during the Winter of Action)



Significant reductions in retail crime

(e.g., 48% decrease in retail burglaries and 50% fewer bicycle thefts during the Winter of Action)



Place-based enforcement

supported over 1,100 arrests across hotspot areas during the Summer and Winter focus periods

3.2

Anti-Social Behaviour (ASB) Case Reviews and Appeals

In line with the requirements of the Anti-Social Behaviour, Crime and Policing Act 2014, which introduced more effective powers to tackle ASB and provide better protection for victims and communities, the Commissioner's Office has continued to:

Publish the ASB Case Review Procedure

The ASB Case Review procedure is published on the Commissioner's website to ensure victims are aware that they can apply to activate the procedures in appropriate circumstances, including a point of contact for making an application.

Case Review Applications

ASB Case Review applications are received, which are distributed to the ASB Coordinator covering the relevant authorities.

Case Review Data

ASB Case Review data is submitted twice a year to inform the Police Effectiveness, Efficiency and Legitimacy (PEEL) Assessment.

Appeals

The Commissioner's Office also undertakes appeals relating to ASB Case Review decisions.

During this reporting period:



The Commissioner's Office received
32 ASB Case Review applications

Victim Feedback

"I appreciate the time taken by the OPCC to review the evidence and for the way the appeal has been handled throughout."



2 ASB Case Review appeals

were carried out by the Commissioner's Office

The Commissioner's Office has continued to undertake ASB Case Review appeals, providing an additional safeguard for victims who are dissatisfied with the outcome of a review or who wish to challenge whether the threshold for a review has been met.

Ensuring victims remain at the heart of our approach; we have strengthened the ASB Case Review Appeal process by introducing more robust outcome reports and recommendations for both victims and relevant partner organisations. These improvements provide greater transparency, enhance opportunities for organisational learning, and support the continuous improvement of local practice and responses to anti-social behaviour.

The Commissioner’s Office will continue to support victims to better understand their rights and options, while using the insights gained to make recommendations and inform best practice among partners.

Work has continued with partners, including local authorities, to better understand the use of ASB Case Reviews and identify opportunities to strengthen their impact and outcomes. During the 2025-26 period, a consultation was launched across South Wales, inviting both the public and professionals to share their insights and experiences of ASB Case Reviews. This will help inform future local guidance and practice, with the aim of improving responses for victims.

The consultation identified strong working relationships between South Wales Police and local authorities at an operational level, with effective partnership arrangements in place to support the identification of victims and repeat victims of ASB. However, responses highlighted opportunities to strengthen engagement and information sharing across wider partnership structures, which could further enhance the identification, support, and safeguarding of victims. These findings, alongside other valuable insights relating to training needs for ASB Case Reviews and the use of available powers, tools and interventions, will help inform priorities and shape delivery over the coming period.

3.3

Community Safety Partnership Grant



The Commissioner provided £565,300 to Community Safety Partnerships (CSPs) across South Wales to support the delivery of the Police, Crime and Justice Plan priorities and local strategic priorities identified by each CSP.

During 2025-26, this investment has supported the delivery of community safety initiatives such as:



ASB Coordinators

who work with key partner agencies to drive joint action and coordinated activity to respond to ASB and improve the quality of life of individuals and communities that have been affected by ASB.



Business Crime Reduction initiatives

that support local businesses that are at risk of crime, or have been a victim of crime, supporting our commitment to deliver safer town and city centres.



Enhanced Support

for High-Risk victims of domestic abuse working alongside specialist third sector agencies to provide a holistic service to those at highest risk within our communities.

The Commissioner’s Office has reviewed the CSP grant framework to ensure more robust scrutiny and stronger evidence of impact. This will be implemented in 2026-27.



3.4

Community Payback

The Commissioner has used public feedback and insights to support Community Payback projects in local areas across South Wales. A local collaborative model has been established between the Commissioner's Office, South Wales Police, His Majesty's Prison and Probation Service (HMPPS), and partners. This model brings organisations together to co-develop Community Payback projects that support the rehabilitation and reintegration of individuals into the community, while enabling them to make a meaningful contribution to their local areas.

While work in this area continues to develop through the delivery of the Police, Crime and Justice Plan, the collaborative model ensures that local priorities and concerns identified through the Commissioner's engagement with communities are heard and shared with the appropriate organisations. This enables a coordinated response, helping to deliver meaningful improvements and positive outcomes for our communities.

In addition, the Commissioner launched a Community Payback project nominations page on the Commissioner's website, enabling communities to directly and swiftly influence projects in their local area as they arise.



3.5

Communication and Engagement

As part of the Commissioner's communication and engagement programme, a range of initiatives and mechanisms are utilised throughout the year to maximise opportunities for communication and feedback with communities, partners and stakeholders. These dedicated activities complement the numerous meetings, events and engagements attended by the Commissioner. A summary of activity undertaken during 2025-26 is provided below.

In Your Community Days

In Your Community Days provide the Commissioner with valuable opportunities to see first-hand how services operate within local communities, engage directly with residents, and gain insight into the issues that matter most to them. Spending time within communities allows the Commissioner to:

- See the impact of services commissioned by the Commissioner's team in practice
- Develop a clearer understanding of how policing is delivered locally
- Hear directly from residents about their experiences and concerns
- Identify emerging issues and raise these through the Commissioner's formal scrutiny work.

The Commissioner undertook 18 In Your Community days and engaged with more than 55 stakeholder groups. The locations visited during this period are illustrated below:



Engagement with diverse stakeholders:

Regular engagement with grassroots groups, community organisations and local representatives is essential to building a safe, just and inclusive South Wales. These connections help raise awareness of the Commissioner's role, strengthen partnerships, and support a coordinated approach to addressing community needs and improving outcomes.



Targeted policing initiatives:

Supporting visible and community-focused policing remains a key priority for the Commissioner. Visits to hotspot policing areas provided an opportunity to observe summer and winter intensification activity firsthand, including increased foot patrols in high-harm locations and partnership initiatives aimed at improving community safety and confidence.



Investment delivered through the Commissioner's office:

The Commissioner supports local communities by providing grant funding and commissioning services that address local needs. Visiting these initiatives and services demonstrates how investment is being delivered in practice, and allows the Commissioner to engage with those involved to understand the impact these initiatives are having on local people.

Community Events

Throughout the year, the Commissioner and wider team have maximised opportunities to engage with residents and maintain a visible presence within communities. Community events provide valuable opportunities to connect with local people, listen to their views and promote the work of the Commissioner's Office. The Commissioner and the wider team attended nine community events.

Each event has provided valuable opportunities to promote personal safety messages, increase awareness of victim support services that received financial support from the Commissioner, and engage with children and young people to gather feedback that helped shape the 'Safe, Heard, Respected' Plan. More information on the Plan can be found on page 19.



Public Consultation

Each year, the Commissioner is responsible for setting the police budget, including the police precept (the contribution residents make towards policing through their Council Tax). This budget funds not only policing services but also a range of initiatives that support crime reduction and provide services for victims across South Wales.

To ensure residents had the opportunity to share their views on the proposed police precept increase for the forthcoming financial year, the Commissioner launched the *Funding Safety Together* consultation in November 2025. The consultation was available for public response over eight weeks, from 25 November 2025 to 19 January 2026. The consultation was available online, in paper format, and through engagement at pop-up events delivered by the Commissioner's team.

A total of 620 residents from across South Wales participated in the consultation. More than half of respondents indicated that they did not support an increase in the police precept, with support levels decreasing as the proposed increase rose. A full copy of the report can be found on the Commissioner's website.



Priority 1 - Key Areas of Focus for 2026-27

Looking ahead to 2026-27, the Commissioner’s team will continue delivery of Priority 1 and maintain a visible and connected policing service across South Wales. Key areas of work anticipated to impact communities include:

Anti-Social Behaviour	Safer Places Partnership Fund	Community Payback	Improving Outcomes for Victims
Following a review of responses for repeat victims of ASB, the team will work with partners to strengthen information sharing, improve ASB Case Review processes, and ensure more consistent, effective support for victims.	Develop a place-based approach to policing and partnership activity, embedding a sustainable model while continuing to support innovation through the Commissioner's Safer Places Partnership Fund.	New and diverse Community Payback projects across communities in South Wales will be expanded to enhance initiatives within the night-time economy.	Work with partners to explore emerging technologies and promote the effective use of CCTV to help keep communities safe and deliver better outcomes for victims, through an independent review of public space CCTV provision in South Wales.



Priority 2

Crime Prevention and Violence Reduction

Our ambition: To collaborate, target investment to intervene early to reduce crime and violence, particularly amongst young people.



Priority 2

Key Achievements for 2025-26



Coordinated prevention

The South Wales Violence Prevention and Reduction Unit (VPRU) was launched at a multi-agency summit in December 2025, marking a significant step forward in coordinated prevention efforts.



13,861 children and young people

benefited from evidence-based interventions designed to build resilience, reduced risk factors and prevent future involvement in crime.



NHS Violence Prevention Teams

supported **2,603** victims of violence attending emergency departments, a **9%** increase compared with the previous year, including 1,211 children and young people under the age of 25.



Early Intervention

Fearless Outreach Workers have continued to provide early intervention support for children and young people across schools and communities in South Wales, raising awareness and building resilience around issues such as knife crime, exploitation, online harms and peer-to-peer violence.



Partnership and Policing

activity and investment from the VPRU has supported a continued decrease in levels of violence with injury (**-9.1%** compared to 2024-25) and knife crime (**-4.8%** compared to 2024-25; excluding possession).

3.6

South Wales Violence Prevention and Reduction Unit (VPRU)

This year has marked the formal launch of the new South Wales Violence Prevention and Reduction Unit (VPRU), a new strategic delivery model embedded within the Office of the Police and Crime Commissioner. The South Wales VPRU builds on the foundations laid by the Wales Violence Prevention Unit, with the move to a South Wales focused model reflecting our ambition to provide a more localised, accountable and responsive approach.

A multi-agency Violence Prevention Summit, hosted by the South Wales Police and Crime Commissioner as convener within the Serious Violence Duty space, was held on 1st December 2025. The Summit highlighted current data around the nature and scale of violence in South Wales and the importance of partnership working to take forward a public health approach.

Work was undertaken with partners to collaboratively develop a South Wales Violence Prevention Strategy, with a call to action for all key stakeholders to contribute to localised action plans. This work will be taken forward through the South Wales Violence Prevention and Reduction Strategic Board, which will implement positive and lasting change in line with the five pillars included within the Strategy.

During 2025-26, the Commissioner’s investment has continued to support:



Hospital-based violence prevention teams in Swansea Bay and Cardiff and Vale, supported by youth caseworkers who provide ongoing assistance where needs are identified.



Fearless caseworkers deliver early intervention through schools and community groups, raising awareness of knife crime, exploitation, online harms and peer-to-peer violence.



Specialist services working with children and young people around issues including knife possession, exploitation and adolescent to parent/carer violence and abuse.



Case Study:

Ben (pseudonym), age 12

was referred to Braver Choices, delivered by Media Academy Cymru through VPRU funding, after carrying a knife. Ben experienced anxiety and attention deficit hyperactivity disorder in addition to having a history of adverse childhood experiences. The caseworker was able to tailor the programme to the needs of Ben and build a rapport over a number of weeks, exploring different communication styles and activities to support engagement. Ben successfully completed the programme, and his mother has continued to use the activities at home, describing the programme as being “of huge benefit to my son”.

3.7

Serious Violence Strategic Needs Assessment

The Annual Serious Violence Strategic Needs Assessment (September 2024 – September 2025) identified positive trends across key data, including:



8.1% reduction

in violence with injury offences, and a 27.9% reduction in children and young people committing violence with injury offences



27% decrease

in emergency department assault-related attendances (*note: it was not possible to include data from all emergency departments in South Wales in this analysis*)

The improvements reflect the collective efforts of the VPRU, South Wales Police and partners. The Assessment also set out 19 recommendations to address identified risks and vulnerabilities, in addition to forms of violence that have observed an increase since 2024.

3.8 Youth Futures Panels

In 2025–26, the VPRU led the development of a Young Futures Panel on behalf of the Commissioner, supporting early, multi-agency intervention for vulnerable young people. Cwm Taf was selected as the pilot area, with partners across education, policing, youth services and the third sector contributing to delivery.



£200,000
investment from the
Commissioner

During the pilot period, 65 young people were discussed by the Panel, with 49 referred for further support, backed by £98,880 of Commissioner investment to address identified service gaps in addition to funding for panel coordination and administration. Ongoing evaluation will inform delivery and future expansion in 2026–27.

In parallel, the VPRU worked with national and Welsh partners to develop guidance for implementing Young Futures Panels in Wales, contributing to updated Home Office guidance for wider rollout.

3.9 Not the One

In January 2026, the VPRU, in partnership with South Wales Police, began revitalising and expanding the #NotTheOne campaign under established governance arrangements.

#NotTheOne

Youth Engagement Officers and partner organisations involved in campaign delivery participated in a focus group to gather firsthand experience on resource suitability, confidence in delivery, campaign age-range expansion, cultural inclusion, and future opportunities.

Feedback highlighted the need for refreshed resources, support for the expansion into a younger audience, and scope to develop materials that highlight the laws and consequences of knife crime, decision-making, bystander experiences, and the risks as well as impacts of social media.

This feedback will form the basis of the work on this campaign in 2026–27.

3.10

Children and Young People's Police, Crime and Justice Plan

Safe, 
Heard, 
Respected. 

The Commissioner has launched the Safe, Heard, Respected Plan for children and young people - the first of its kind in South Wales. The Plan includes six priorities - Visit our website for access to the full report.

A blended consultation approach enabled more than 5,000 children and young people from across South Wales to directly shape the Plan:

Here's how children and young people shaped this plan:

Online Survey



540

children and young people completed our online survey.

Facilitated Sessions



4,000+

children and young people shared their feedback as part of facilitated sessions delivered by educational settings and local youth groups.

Engagement Events



411

children and young people shared their feedback at community events.

Focus Groups



28

children and young people participated in focus group sessions delivered by the Police & Crime Commissioner's team.

Workshop



13

children and young people participated in a dedicated workshop facilitated by the commissioner.

Young Voices Conversation



28

children and young people spoke directly with the Commissioner and senior leaders as part of our established Young Voices Forum.

British Sign Language (BSL)



A British Sign Language (BSL) video was created to support children and young people who are Deaf or hard of hearing to share their feedback.

Testing design and language



We shared a draft version of the Plan and designs with groups of children and young people to understand what they thought about:

- design ideas and colours,
- the language used and whether it was easy to understand
- name suggestions for the plan.

Each engagement informed the development of the six priorities outlined in the Plan.

Staying true to a co-productive approach, young people taking part in the South Wales Police Summer Placement Scheme, a programme supporting students from diverse communities to gain insight into policing careers, were invited to review early design concepts and branding. Their feedback highlighted the importance of authentic imagery and ensuring the Plan felt relevant and engaging to young people. In response, photoshoots were coordinated with young people, so their experiences and identities were reflected throughout the Plan.

A launch event, held in the Tramshed in Cardiff, brought together more than 200 attendees, including pupils, education providers, youth workers, elected representatives and criminal justice partners. Most importantly, the event was entirely youth led and hosted by young people themselves.

To ensure the event was fully supportive, inclusive, and accessible for all participants, several accessibility measures were prioritised, which included:

- **Neurodiversity Support:** Through partnering with 'Neurologik' attendees were able to access a fully equipped 'neurocove', a quiet, sensory-friendly space, and a dedicated prayer area.

- **British Sign Language (BSL):** A qualified BSL interpreter was available for attendees who had requested this service

Examples of delivery against the Plan during this reporting period include:



South Wales Police Youth Engagement Programme

The Commissioner has secured Welsh Government funding to support delivery of the South Wales Police Youth Engagement Programme in schools. In line with the commitments in the Safe, Heard, Respected Plan, a proportion of the funding will be used to develop tools and resources to support pupils and teachers.



An online space for children and young people

Work has commenced to develop a dedicated website for children and young people, which will provide an interactive version of the Plan and include updates on progress made against each of the commitments, with content developed by children and young people.



Development of engagement models

Identifying and testing inclusive engagement methods that reach those children and young people most affected by policing, crime and the criminal justice system, so that their ideas and opinions can help to guide real change.

Due to the leadership of the Commissioner, and the oversight of the wider Commissioner's team, South Wales has moved towards a more localised, coordinated and prevention focused approach to tackling violence in South Wales. Partners are convened through strong governance structures to work towards shared strategies, vulnerable young people are being identified and supported earlier through evidence-based investment, children and young people's voices are influencing decision-making, and there are encouraging reductions in key violence indicators, demonstrating progress towards safer communities and long-term violence and harm reduction.



Priority 2 - Key Areas of Focus for 2026-27

While strong progress was achieved in 2025-26, the focus for the 2026-27 annual period will be on addressing challenges and enhancing practice, including:

Targeting resources where they are needed most	Strengthening children and young people's voices	Prevention through partnership working	Tackling serious violence in communities
Respond proactively to funding pressures / uncertainty, prioritising investment using data, community insight and evidence of need. Work with local authorities and other partners to develop local strategic needs assessments and targeted action plans to maximise collective impact.	Appoint a dedicated Children and Young People's Project and Policy Support Officer to drive the delivery of our Safe, Heard, Respected Plan. Expand our engagement approach and utilise feedback from children and young people to shape priorities and services.	Build on the success of Emergency Department Violence Prevention Teams and expand delivery into Cwm Taf Morgannwg. Expand and strengthen the impact of the #NotTheOne campaign. Fund the development of co-produced, trauma informed, evidence-based early intervention and prevention resources.	Finalise the Young Futures Process Evaluation in Cwm Taf and utilise the findings to support expansion and longer-term sustainability. Deliver the UK Government Knife Crime Concentration Fund in partnership with South Wales Police and local agencies.

Priority 3

Protecting Vulnerable People and Communities, including Online

Our ambition: To keep vulnerable people and communities safe from exploitation and harm.



Priority 3

Key Achievements for 2025-26



VAWDASV Plan

The Commissioner's team developed and published a joint Violence Against Women, Domestic Abuse and Sexual Violence (VAWDASV) Plan with partners and specialist services, shaped by engagement with victim-survivors.



Specialist advocacy

Continued to expand specialist advocacy for victims of police perpetrated VAWDASV, improving access to trauma-informed support through stronger cross-force collaboration.



Support for VAWG

Strengthened the response to online harm through enhanced partnership working, targeted awareness initiatives, and frontline training, including the introduction of Project Athena to support cyber-stalking victims and improve digital safeguarding.



1,200 professionals trained

Over 1,200 professionals received specialist training, strengthening the ability of frontline services to identify risk, intervene earlier, and better protect vulnerable individuals.

3.11

Protect and Support Victims of all Forms of Violence Against Women and Girls (VAWG)

The Commissioner committed to collaborating with partners in developing a Joint Violence Against Women, Domestic Abuse and Sexual Violence (VAWDASV) Plan. Over the past year, the Plan was developed and published following collaborative workshops with specialist support services and key stakeholders. Consultation was also carried out with victim-survivors to ensure that priorities identified reflect the issues that matter most to those affected.

The Plan sets out shared actions to be delivered in partnership with local and national government, non-governmental organisations, specialist services, criminal justice agencies, and health and education sectors. This represents a coordinated and collaborative approach to strengthening responses to VAWDASV, improving outcomes for victims and survivors.

A set of metrics will be aligned to the VAWG Plan, which are designed to capture outcomes for victims. Additional monitoring information will be collected from commissioned services to identify emerging trends across the region and inform a data-driven approach to commissioning. Data will be collected on a quarterly basis, with an annual report published to demonstrate progress and impact.



The Commissioner has continued to invest in Tabw, a specialist advocacy and support service for victims of police-perpetrated VAWDASV, helping individuals access independent, trauma-informed support and navigate complex circumstances with confidence.

Recognising the growing demand for the service and the positive outcomes being achieved for victims, the Dyfed-Powys Police and Crime Commissioner will invest in the service during 2026-27, joining the South Wales and Gwent Police and Crime Commissioners who co-commissioning this vital provision.

This expansion will extend the service's reach across Wales, ensuring that more individuals can access timely, specialist support, improving outcomes and enabling individuals to recover, rebuild confidence and move forward with their lives.

3.12

Enhancing our Response to Victims of Stalking

The Commissioner's Office supported South Wales Police and the Crown Prosecution Service (CPS) in organising and delivering a 'Stalking Insight Day-Guiding Victims through the Criminal Justice System'. The Commissioner opened the event to attendees from organisations across Wales, providing an opportunity for agencies to gain valuable insight into the criminal justice system, and develop a better understanding of how cases are built, progressed and prosecuted.

Significant work has taken place with South Wales Police to develop a multi-agency response to stalking. The Commissioner's Office has led multi-agency engagement to secure commitment from Probation, Health, and Victim Services on the proposed approach. The Commissioner-funded Force Stalking Coordinator post continued, improving officer understanding of stalking behaviours, enhancing safeguarding and risk management processes and increasing the use of Stalking Protection Orders (SPOs). In the first six months of 2025-26, the Force Stalking Coordinator delivered 54 consultations with officers and partner agencies, providing specialist advice and support on stalking investigations. This work contributed to securing 6 Stalking Protection SPOs, surpassing the 5 obtained throughout 2024-25 and the 2 secured in 2023-24, demonstrating a continued improvement in the identification, management and disruption of stalking offenders. Recognising the success of the post, in October 2025 South Wales Police made the Stalking Coordinator post permanently funded, ensuring its long-term sustainability.

3.13

Impact of Funded Services 2025-26

Police, Crime and Justice Plan, Priority 3: Protecting Vulnerable People and Communities from Harm, including Online

South Wales Police and Crime Commissioner VAWG Funded Services 2025-26 Impact on Victims of VAWG

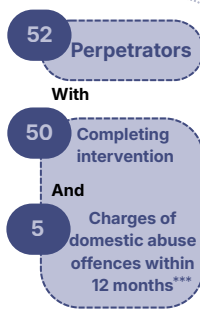
It is the South Wales Police and Crime Commissioner's duty to fund invaluable victim services to support victims of crime in South Wales. This includes the staggering amount of victims of Violence Against Women and Girls (VAWG). Through **£1.7M** funding from the Ministry of Justice, the Commissioner funded **over 30** VAWG-related services in South Wales. In **2025-26**, across these services, VAWG professionals in South Wales supported:



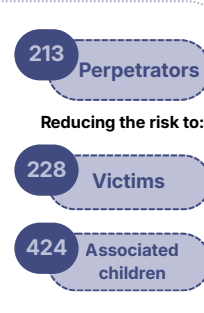
The Commissioner also funds services to address harmful behaviours and work directly with perpetrators of VAWG through the Drive Project, and Cautioning and Relationship Abuse (CARA) intervention.

CARA is the Out of Court diversion for first time domestic abuse offences for male and female perpetrators. Since implementation in **2024**, CARA has received referrals for:

***Two of the five perpetrators did not complete the intervention.



The Drive Project works to reduce the risk posed by high-risk high harm domestic abuse perpetrators. In **2025-26**, the Drive Project received referrals for:



Comisiynydd yr Heddlu a Throseddau De Cymru



South Wales Police and Crime Commissioner

*While we understand that VAWG behaviours do not only affect women, figures in the Ministry of Justice portion of this infographic include those identifying as 'Woman' only, and are not inclusive of individuals identifying as other genders or whose genders are non-disclosed.

**Figures do not include Violence Prevention and Reduction Unit services.

Together for a Safe, Just and Inclusive South Wales



Safeguarding People from Harm Online

Understanding the full scale of online harm remains challenging due to the rapid evolution of digital platforms, underreporting and fragmented data. In 2025-26, 4,097 VAWG offences were flagged as cyber-enabled, however, this is likely an underestimate. Work is underway with the police and partner organisations to improve recording and insight, alongside enhancing awareness and safeguarding through targeted resources and campaigns.

In parallel, efforts continue to strengthen responses through the effective use of technology, including Artificial Intelligence (AI) and remote video solutions for capturing evidence, to encourage efficient, victim-centred responses. Cyber-stalking reaches into every part of a person's life, often leaving victims feeling isolated and unsafe. With support from the Commissioner's team, South Wales Police launched Project Athena, an easy-to-use guidance resource that raises awareness of methods used by offenders, with steps individuals can take to safeguard themselves online when using technology.

The Commissioner's Office was successful in securing funding from the Ministry of Justice to commission The Cyber Helpline, which will deliver training to frontline professionals who support victim-survivors of VAWG, including Independent Domestic Violence Advisors (IDVAs), and Independent Stalking Advocacy Caseworkers (ISACs).

"The teams within the PCC are very proactive in identifying need and trying to bring some consistency, particularly across the South Wales Police Force area." (Service Provider Interview)



Case Study: New Pathways

The Commissioner's Office funds New Pathways' Independent Sexual Violence Advocate (ISVA) service, which supports victims through the criminal justice system. "Mair" (a pseudonym), is a first-language Welsh speaker who felt uncomfortable navigating the legal process in English. With support from her ISVA, she was able to advocate for her right to use Welsh in court, resulting in a bilingual trial overseen by a Welsh-speaking judge.

This approach significantly improved Mair's confidence, strengthened her ability to give evidence and reduced her anxiety, demonstrating the value of survivor-centred support tailored to individual needs.

Mair received the support and consideration during the trial that she deserved, in the language of her choice. The Commissioner is committed to strengthening support for victims of crime, investing in accessible services and is proud to continuously support services that provide and specialise in support for diverse communities.

The Commissioner's role has been fundamental in effectively strengthening responses across South Wales to VAWDASV and stalking through improved partnership working and collaborative development of responses, greater involvement of victim-survivors in shaping strategic objectives, and enhanced support for those affected by and engaging in VAWDASV. Delivery of new collaborative approaches, improved data and outcomes monitoring, and increased investment in specialist support have created stronger foundations for protecting vulnerable people and improving victim outcomes in South Wales.



Priority 3 - Key Areas of Focus for 2026-27

As we enter the 2026-27 period, the Commissioner's Office will continue to deliver activities to support the ambitions set out under Priority 3, including the following key areas of work:

Violence Against Women and Girls	Stalking Response	Community Ambassador Scheme
Sustain and strengthen existing projects while delivering the shared commitments of the Joint VAWDASV Plan, alongside a greater focus on data and metrics to better evidence impact, measure performance and improve the police response.	Support the implementation of a multi-agency response to stalking and commission a stalking perpetrator intervention.	Engage with key partners to drive forward a Community Ambassador Scheme pilot to build bridges with marginalised communities and to enhance trust and confidence in policing services.



Priority 4

Delivering Justice for Victims and Reducing Reoffending

Our ambition: Deliver with partners our shared priorities to strengthen support for victims, improve justice outcomes for all and reduce reoffending.



Priority 4

Key Achievements for 2025-26



£5.7 million

invested, **supporting 21,000 victims** with 15,000 achieving recorded outcomes related to support to cope and build resilience, by increasing confidence, reducing feelings of isolation, and enabling victims to develop positive coping mechanisms.



The number of **adult women sentenced to court**

fell by 15.1% between 2024-25. Since 2017, the number of adult women sentenced at court has reduced by 66.4%, reflecting a continued focus on prevention, early intervention and diversion.



£2.59 million

invested in commissioned services supporting people in contact with the justice system, with more than 13,000 individuals supported to address underlying causes of offending and reduce the risk of reoffending.



Strengthened multi-agency leadership

and accountability through the South Wales Criminal Justice Board, supporting greater oversight of criminal justice performance and collaborative action to improve outcomes.

Commissioned Early Intervention and Rehabilitation Services

The Commissioner continued to invest in services such as the One Wales Service that through one-to-one and group interventions help people address the underlying causes of offending and build more positive futures.

Through trauma-informed support for women and young adults, alongside substance use services delivered in custody and community settings, more than **13,000** people received support during 2025–26.

Investment also supported the expansion of a network of Women’s Centres across South Wales, including the opening of a new centre in Pontypridd alongside existing centres in Cardiff and Swansea. By improving access to trauma-informed, community-based support, these centres help women address underlying needs, engage with services and make positive progress towards reduced reoffending and long-term positive change.

The One Wales Service

927

women supported

413

young adults supported



Improved Outcomes:

- Health and Wellbeing
- Family Relationships
- Emotional Wellbeing
- Life Skills
- Housing

A strong focus is placed on embedding anti-racist, culturally competent, and trauma-informed practices across the service, supporting the delivery of equitable, inclusive, and responsive support for all.



“One Wales gave me the confidence to speak out and ask for help in many different ways. From the moment I walked through the door, everyone was helpful, caring and welcoming. I now have the strength to change my life for the better ”

Substance Misuse Offender Intervention Service

Supporting recovery through timely interventions and access to treatment	
Nearly 10,000 people reached in police custody suites Early assessment, harm reduction advice and referrals to support.	70% Supported within 21 days following prison release Engaged in specialist substance use treatment and support.
99% Received timely treatment Accessed treatment within 10 working days	2,200 People supported in the community Accessed specialist substance use treatment and support.

By identifying need early and providing rapid access to treatment, the service helped people access support at critical points in their lives.



Case Study:

Substance Misuse Offender Intervention Service

Holly (pseudonym) was referred to the Drug Rehabilitation Requirement (DRR) and Mental Health Treatment Requirement (MHTR) following a shoplifting offence linked to crack cocaine use. Motivated by her pregnancy, she engaged fully with support, achieving abstinence from crack cocaine, significantly reducing alcohol consumption, and developing positive coping strategies to manage risk and maintain recovery.

A coordinated approach between Dyfodol [Substance Misuse Offender Intervention Service], Mental Health Treatment Requirement practitioners, and probation enabled support to be tailored around Holly's pregnancy and transition to motherhood, balancing substance use interventions with mental health treatment. Through structured rehabilitation and therapy, Holly addressed the impact of childhood trauma, anxiety and depression, gaining a better understanding of the links between her mental health and substance use.

Since commencing the dual court order, Holly has remained substance-free, with only one low-risk alcohol-related occasion managed through her safety plan. Her wellbeing has improved significantly, she remains engaged in treatment, and there has been no further offending, demonstrating the positive impact of integrated rehabilitative support.

Throughout the year, the Commissioner has collaborated with partners across Western Bay to develop a new alliance-commissioned model for substance use services. The model promotes closer integration between justice and health services, creating a more coordinated approach to supporting recovery, reducing reoffending and improving long-term outcomes for individuals and communities. It has been shaped by the valuable contributions of individuals with lived experience, service providers, partner organisations and commissioners. Its development has required significant partnership commitment, bringing organisations together around a shared vision, common outcomes, and collective accountability to ensure the service will be effective, sustainable and responsive to local need.

3.16

Victim Services and Support

The Commissioner continues to invest in services and initiatives that ensure victims and witnesses receive the support, information and advocacy they need throughout their journey. During 2025-26, this included direct support services, work to strengthen victims' rights, and activity to improve understanding of emerging victim needs.

South Wales Victim Focus

Funded by the Commissioner, South Wales Victim Focus helps ensure that victims receive support that is responsive to their individual needs.

Through a victim centred approach, the service supports recovery, builds resilience and helps people navigate the impact of crime and engagement with the criminal justice system.

During the year, South Wales Victim Focus marked its tenth anniversary, a milestone that the Commissioner is immensely proud of and which demonstrates a decade long commitment to supporting victims across South Wales.



"Thank you so much for all your help, it has really made a difference"

"I love having a safe person I can talk to about all this who doesn't ever make me feel judged and is there to listen and help"

South Wales Road Victim Support Service

Recognising the devastating impact of fatal road traffic collisions, the Commissioner provided funding to establish the South Wales Road Victim Support Service.

The service provides specialist, trauma-informed support to families bereaved by fatal collisions, helping them navigate the immediate aftermath of their loss and begin the process of recovery.



"You've been such a great help through a time I needed it most."

Improving Support and Outcomes for Victims

Throughout 2025/26, the Commissioner continued to strengthen support for victims improving oversight and understanding of victim experiences.



Supporting Victims

11363 victims reported they were better able to cope and build resilience to move forward with daily life following engagement with Victim Support



Strengthening Victims' Rights

Introduced a new multi-agency approach to monitoring compliance with the Victim's Code. This has increased accountability across partner agencies, highlighted the impact of issues such as court delays, and informed actions to improve awareness of victims' rights and the support available to them.



Understanding Victim Needs

Secured funding to undertake a strategic review of the experiences of hate crime victims across South Wales. The review identified opportunities to strengthen support services and build a better understanding of victims' needs.

Together these investments have strengthened support for victims, improved oversight of victims rights and enhanced understanding of victims. Championing victims' rights remained a key priority with victims' experiences informing investment decisions and ensuring that specialist services were effective and responsive to local need.

3.17

Criminal Justice Leadership and Reform

The Commissioner plays a key leadership role in bringing criminal justice partners together through the South Wales Criminal Justice Board (SWCJB) to improve outcomes for victims, reduce reoffending and support safer communities.



During 2025/26, the SWCJB oversaw delivery of the following priorities through collaborative activity and effective partnership working:

1

Build Trust, Confidence and Transparency

3

Support Victims and Witnesses

2

Reduce Reoffending

4

Address Disproportionality

Partners also considered key local and national developments, including Safer Streets initiatives, the Neighbourhood Policing Guarantee, police and criminal justice reform, domestic abuse governance arrangements and criminal justice performance.



Strengthening Criminal Justice Partnership across Wales: The Commissioner continued to provide leadership and investment to strengthen criminal justice partnerships and improve outcomes across Wales. This included:



Driving Progress on Anti-Racism - Invested in the All-Wales Criminal Justice Anti-Racism Programme, supporting delivery of the Criminal Justice Anti-Racism Action Plan across Wales.



Understanding lived experiences – Led the commissioning of research that identified opportunities to improve trust, strengthen anti-racist practice and enhance access to diversion and early intervention services for women, children and young people from ethnically diverse backgrounds, helping to inform future policy and promote fairer access across Wales.



Strengthened Evidence - Co-funded a Senior Partnership Analyst role helped partners better understand offending patterns and target prevention and intervention activity more effectively.



Supporting Women in Justice - Further investment supported delivery of the Women's Justice Blueprint, including facilitating delivery of a specialist Independent Domestic Violence Advisor (IDVA) service for women in prison funded through Welsh government. The service provides support to survivors of domestic abuse and sexual violence, helping them plan for a safe return to their communities.

Together, these initiatives contribute to a more equitable, evidence-led and effective criminal justice system, supporting reduced offending and improved outcomes for victims, communities and those in contact with the justice system.

3.18

Youth Justice Early Intervention

The Commissioner continued to invest in early intervention and prevention activity to support children and young people at risk of entering, or becoming further involved in, the criminal justice system. Investment supported targeted interventions to address the causes of offending and enhanced specialist support. As committed in 2024-25, a review of Youth Justice Service grant funding processes was completed to improve consistency.



Youth Justice Services

"Thank you so much for all your help, it has really made a difference"



"I love having a safe person I can talk to about all this who doesn't ever make me feel judged and is there to listen and help"

During the year, new guidance on diversion and Out of Court Resolutions for children was published, strengthening a child-first approach to youth justice. Developed through partnership working led by the Offices of the South Wales and Gwent Police and Crime Commissioners, the guidance promotes proportionate responses that prevent unnecessary criminalisation and support positive long-term outcomes, while reinforcing a shared commitment across partners to keeping children out of the formal justice system wherever appropriate.



Together, this investment and leadership has helped youth justice and policing partners address underlying needs, promote positive outcomes and reduce the likelihood of children and young people having further contact with the criminal justice system.



Priority 4 - Key Areas of Focus for 2026-27

The Commissioners Office will continue to focus on strengthening outcomes for victims and reducing reoffending through coordinated evidence-based approaches. Key areas of focus will be:

Early Intervention and Diversion	Victims' Code of Compliance	South Wales Criminal Justice Board	Addressing Disproportionality
Strengthening early intervention and diversion, including the continued development of Out of Court Resolutions and youth justice approaches to prevent people escalating through the system.	Improving the end-to-end experience for victims, with a particular focus on compliance with the Victims' Code and increasing awareness of available support.	Enhancing partnership working and system oversight through the South Wales Criminal Justice Board with a focus on shared accountability and delivery against agreed priorities.	Addressing disproportionality and improving equity of access, ensuring that services and diversion opportunities are inclusive, culturally competent, and responsive to the needs of all communities.

Priority 5

Policing Fit for the Future

Our ambition: To build public confidence in South Wales Police by ensuring high standards, ethical policing and a future ready Force.



Priority 5

Key Achievements for 2025-26



Public voice and responsive engagement

Managed 4,890 pieces of public correspondence and completed 114 of 143 complaint reviews, ensuring concerns were handled transparently, independently and fairly. This work provided an important route for communities to influence policing priorities and strengthened public confidence through responsive engagement and resolution of issues.



Holding the Chief Constable to account

Maintained effective oversight of South Wales Police through quarterly Performance, Oversight and Accountability Board (POAB) meetings and ongoing scrutiny activity, providing transparent challenge and assurance on performance, service delivery and organisational improvement.



Driving improvement through evidence-based scrutiny

Implemented a structured scrutiny programme focused on areas of greatest public concern, including neighbourhood policing, public confidence, victim services and vulnerability. This enabled constructive challenge, identification of improvement opportunities and greater accountability for outcomes.



Annual police budget

Oversaw a £410.1 million policing budget, ensuring resources were aligned with strategic priorities, value for money was achieved and financial resilience was maintained, resulting in a controlled year-end financial position.



National influence and police reform

Actively contributed to national discussions on police reform, governance and public accountability, ensuring that the interests of South Wales and the wider Welsh context were represented in the development of future policing arrangements and reform proposals.

Assurance and Compliance

Throughout 2025-26, 143 complaint reviews were requested - 114 reviews were completed, with 27 being assessed as invalid, and two withdrawn. The completed reviews resulted in the following outcomes:

**27**

assessed as invalid

**86**

not upheld

**14**

partially upheld

**14**

upheld

**2**

withdrawn

In addition, 23 complaint reviews remained outstanding at the end of the reporting period. Throughout the year, the Commissioner's Office received 4,890 pieces of correspondence, reflecting a significant volume of public engagement and casework.

The Commissioner's Office also supported professional standards processes, facilitating 10 misconduct hearings, with a further 20 cases continuing into the next financial year. In relation to Police Appeals Tribunals (PAT), three new appeals were logged during the year. Of these, two have been concluded, with the remaining case carried forward into the subsequent reporting period.

The Commissioner's team processed 13 Subject Access Requests (SARs) and 33 Freedom of Information (Fol) requests, ensuring compliance with statutory information governance requirements.

In terms of complaint handling at a senior level, the team managed three complaints relating to the Chief Constable, four complaints concerning the Police and Crime Commissioner (currently awaiting confirmation by the Police and Crime Panel), and three complaints involving the Commissioner's team.

In addition, the reporting period saw the establishment of the Independent Professional Standards Department Strategic Monitoring Group.

The purpose of the group is to scrutinise the Professional Standards Department's decision making in relation to vetting and misconduct, with a specific focus on individuals with protected characteristics while ensuring compliance with the Equality Act 2010.

As a result of this work and the Commissioner's oversight:



Public concerns were independently reviewed and scrutinised



Increased transparency and accountability achieved

This is further supported by the introduction of new oversight arrangements that strengthen scrutiny of police misconduct and vetting decisions.

Case Study:

What the Commissioner heard

The Commissioner received correspondence from local farmers, landowners and representatives of the National Farmers' Union expressing concerns about increasing levels of rural crime across South Wales, particularly in the Vale of Glamorgan. Issues raised included hare coursing, criminal damage, theft and intimidation of landowners, with some reporting threats of violence. Those living and working in rural communities highlighted the challenges posed by isolation and location, and called for greater visibility, support and engagement from policing services to help address these concerns and improve confidence in community safety.

What the Commissioner did in response:



Worked in partnership with the Vale of Glamorgan Council

to fund a dedicated Rural Community Support Officer, investing £47,000 to create a dedicated resource for rural communities. The officer works closely with South Wales Police, farmers, landowners and local partners to improve engagement, strengthen intelligence gathering and support a more coordinated response to rural crime.



Invested **£10,000** in **policing equipment**

to strengthen and enhance South Wales Police's capabilities to prevent and tackle crime in rural areas.

Together with the South Wales Police Neighbourhood Policing Guarantee, these investments demonstrate the Commissioner's commitment to listening to communities and responding to the concerns they raise. Feedback received through correspondence directly shaped targeted investment in dedicated resources and policing capabilities, strengthening efforts to tackle rural crime, enhance support for rural communities, and increase confidence among those who live and work in rural areas.

Commitment to Science and Innovation



This year, the Commissioner launched the "Pitch to PCC" initiative to support the use of science, technology and innovation in improving crime prevention, detection and safeguarding as set out in the Police, Crime and Justice Plan.

Through this initiative, funding was provided to four innovative projects that had narrowly missed out on the Home Office STAR funding. This investment supported innovation in policing, helping South Wales Police identify new ways to improve efficiency, strengthen services and better meet the needs of communities.

Scrutiny, Performance and Accountability

The Commissioner has a statutory duty and electoral mandate to hold South Wales Police to account on behalf of the public. This includes scrutinising and supporting the overall performance of the force, including delivery against the priorities set out in the Police, Crime and Justice Plan.

Effective scrutiny promotes transparency, accountability and continuous improvement, helping to ensure that South Wales Police and its partners meet the needs of communities across South Wales.

Throughout 2025-26, the Commissioner carried out a programme of scrutiny and oversight. Improvements have been made to the Commissioner's scrutiny and assurance arrangements following the implementation of a refreshed policing and community safety scrutiny programme.

Scrutiny activity focused on issues that matter most to the public, including neighbourhood policing, anti-social behaviour, support for victims, violence against women and girls, police contact and response, custody services and public confidence in policing.

Through detailed reviews, performance monitoring, public accountability meetings, and a range of volunteer-led and partner-supported scrutiny arrangements, the Commissioner provided independent challenge and sought assurance that services were delivering positive outcomes for victims, communities and the wider public.

Delivering Improvement Through Scrutiny

Quarterly Performance, Oversight and Accountability Board (POAB) meetings are a key mechanism through which the Commissioner discharges her statutory duty to hold South Wales Police to account and provide constructive challenge in line with the delivery of the Police, Crime and Justice Plan.

POAB follows a structured approach, combining force responses to scrutiny questions with detailed analysis to inform further lines of enquiry explored directly with the Chief Constable during the meeting.

POAB Scrutiny Focus



Public trust and confidence



Implementation of the Neighbourhood Policing Guarantee in South Wales



The identification of and response to repeat victims of anti-social behaviour



Responses to children and young people

Implementation of Neighbourhood Policing Guarantee in South Wales



Thematic Area of Review

The Commissioner utilised the revised governance and oversight framework to provide robust scrutiny of South Wales Police's implementation of the UK Government's Neighbourhood Policing Guarantee, with a dedicated Spotlight Session held at POAB. A structured eight-week deep dive was undertaken to test delivery, assess evidence of impact and provide assurance on the effective use of £4.1million of Home Office funding.



Key Findings and Impact

Through this process, the Commissioner was able to hold South Wales Police to account on key issues including the relationship between increased visibility and public confidence, the effectiveness of the new neighbourhood policing model and workforce sustainability. The scrutiny process provided assurance that the first phase of implementation has delivered tangible benefits for communities across South Wales, through the recruitment of 70 Neighbourhood Policing Officers and nine Special Constables, enabling more than 40,000 additional patrol hours. The Commissioner identified several areas for ongoing scrutiny as the programme develops, including its long-term sustainability, its impact on community confidence, and feedback from residents on whether the investment is delivering a visible and consistent neighbourhood policing presence that is making a meaningful difference to local communities.

Scrutiny Panels and Visiting Schemes

During 2025/26, the Commissioner continued to lead and support a range of partner-led scrutiny panels and volunteer-led visiting schemes. Collectively, these arrangements provide independent oversight and constructive challenge, helping to drive continuous improvement, strengthen accountability and improve service delivery across policing and criminal justice settings.

Scrutiny activity focused on police custody services following national inspection findings, use of Youth Out of Court Resolutions (OoCR) and animal welfare.



Youth OoCR Scrutiny Panel



36

cases reviewed



6

panels held across South Wales



Themes reviewed:

Stalking and Harassment
Violence in Schools



Impact:

Findings informed improvements to support children and young people.

Reviews of youth diversion cases highlighted themes such as the potential adultification of children and gaps in support for child victims, informing partnership work to strengthen services and ensure interventions address the underlying causes of offending.

Independent Custody Scrutiny Panel



2

panel meetings held



Themes reviewed:

Children in Custody
Women in Custody



Impact:

Reviews found evidence of progress in a number of areas including stronger governance arrangements and increased supervisory oversight.

Led to enhancements in guidance, training and welfare recording.

Supported continued progress against inspection recommendations and helped ensure that custody services are safe, effective and respectful of the rights and wellbeing of those in police custody.

Independent Custody Visiting Scheme



14

volunteers



64

unannounced visits



2

panel meetings held



200

detainees visited by volunteers



122

further detainees observed by volunteers



Impact:

Improved transparency and oversight of detainee welfare and rights in custody through unannounced visits to custody by volunteers.

Animal Welfare Visiting Scheme



7

volunteers



19

welfare visits



2

panel meetings held



Impact:

Improvements to animal welfare, including dog first aid kits, enrichment plans and home kennel checks.

Diversity of Volunteers

During 2025/26, targeted recruitment campaigns were delivered in partnership with the Ethnic Minorities and Youth Support Team Wales to encourage applications from underrepresented groups and increase the diversity of the volunteer cohort.

3.21

Finance and Commissioning

The total policing budget, for the 2025-26 financial year of £410.1 million, was approved in February 2025, by the Police and Crime Panel.

The Commissioner delegated £402.8 million of this to the Chief Constable and held him to account throughout the year to ensure the budget was managed and spent economically, efficiently and effectively.

Budget not delegated to the Chief Constable is retained by the Commissioner and is supplemented by grant income from the Home Office, Ministry of Justice and Welsh Government. The Commissioner’s total gross budget for the year was therefore approximately £18.6 million and this is summarised in the table below along with spend against the budget:

Budget Area	Funded by		Total Budget	Spend Against Budget	Under / (Over)
	Precept	Grants & Other Income			
	£000	£000	£000	£000	£000
Central Team	2,969	60	3,029	2,665	364
Partnerships	33	160	193	281	(88)
Criminal Justice & Youth Offending	332	740	1,072	1,072	0
Community Safety & Violence Prevention	705	3,126	3,831	3,947	(116)
Victims & Vulnerability	1,005	4,986	5,991	5,718	273
Substance Misuse	2,318	2,177	4,495	4,441	54
Total	7,362	11,249	18,611	18,124	487

Financial Management arrangements across both South Wales Police and the Commissioner’s Office are subject to scrutiny by internal and external auditors. Strong financial oversight by the Commissioner has ensured public money was effectively managed and aligned to policing and community safety priorities.

The Commissioner has robust risk management arrangements in place, recognising the potential financial implications of unmitigated risks. This provides public assurance that financial risks are effectively identified, monitored and managed across both the Commissioner’s Office and South Wales Police, supporting the delivery of essential community-focused policing services.



Priority 5 - Key Areas of Focus for 2026-27

Assurance, compliance, scrutiny and financial management remain fundamental to the Commissioner’s role, with progress from 2025-26 continuing into 2026-27. Key Priorities for 2026-27 include:

Scrutiny and Accountability	Scrutiny Themes	Performance and Public Transparency	Continuous Improvement
Future scrutiny arrangements will include a more focused approach, with enhanced timeframes for information to be collated and analysed, followed by Scrutiny & Accountability Board meetings where they will be discussed in detail.	Key thematic areas for 2026–27 will include Children and Young People, Victims, Neighbourhood Policing, and Public Trust and Confidence.	Relevant performance and scrutiny information will be made publicly available, which is intended to provide greater transparency and public reassurance that the force is being effectively held to account.	A revised approach will also be intended to strengthen working relationships between the Commissioner’s Office, the force and partners, enabling earlier identification of performance issues and a more collaborative, solutions-focused approach to driving continuous improvement.

4.0 Looking Ahead

The first year of delivery of the South Wales Police, Crime and Justice Plan has established strong foundations for a more preventative, responsive and accountable approach to policing, crime and justice across South Wales. Clear progress has been made in reducing violence, strengthening neighbourhood policing, expanding support for victims, and embedding robust governance and scrutiny arrangements. Just as importantly, the Commissioner has prioritised listening, engaging with thousands of residents, communities and partners, to shape a shared vision for safer communities. The year ahead represents a critical opportunity to build on this momentum and translate strong foundations into sustained, long-term impact. Continued reductions in violence, including knife crime and violence with injury, demonstrates the value of a public health approach.

Over the coming year, this will be strengthened through the full implementation of the Violence Prevention and Reduction Strategy, expansion of early intervention programmes for children and young people, and further development of data-driven, place-based approaches targeting areas of greatest harm. Ensuring that young people are supported earlier through education, outreach and partnership-led initiatives will remain key to preventing future offending and improving life chances.

Delivery of the South Wales Children and Young People's Police, Crime and Justice Plan will remain a central priority, with a strengthened commitment to ensuring that young people feel safe, heard, and respected in their communities and crucially, that their voices help drive policing and community safety decisions.

At the same time, supporting victims and protecting vulnerable people will remain a defining priority. The scale of demand, evidenced by the significant number of individuals accessing commissioned services highlights both the importance of this work and the need for continued investment.

In 2026-27 we will work with South Wales Police to transition hotspot policing into a sustainable business-as-usual model, embedded within neighbourhood policing. Continued engagement with residents will ensure that policing remains responsive to the issues that matter most locally.

Complementing the transition to a business-as-usual policing response within areas of focus will be the introduction of the Police and Crime Commissioner's £1 million Safer Places Partnership Fund. This new funding will support Community Safety Partnerships, including community groups and the voluntary sector, to help shape local responses to crime, ASB and violence.

A further area of significance will be delivering a more effective and fair justice system, with a strong emphasis on reducing reoffending. At the same time, greater oversight of victim experiences, court processes and system performance will support improvements in transparency and accountability across the criminal justice system.

Emphasis will continue to be placed on fairness and equality throughout the Commissioner's work and the oversight of South Wales Police. All scrutiny activity in the year ahead will consider any issues of disparity for minoritised people, and engagement work will maintain a focus on listening to the needs and lived experiences of minority groups in South Wales.

Because of the work of the Commissioner and the Commissioner's Office, policing in South Wales became subject to stronger independent scrutiny, greater transparency and more robust accountability, helping improve public confidence that concerns are heard, standards are upheld and resources are focused on delivering safer communities.

Ensuring policing is fit for the future will underpin delivery across all priorities. The introduction of a comprehensive performance framework and continued scrutiny activity will support a culture of continuous improvement, ensuring that progress is measurable and visible to the public.

Partnerships will remain central to this work. The progress achieved so far reflects the combined efforts of policing, criminal justice agencies, local authorities, health, education, and the voluntary sector. In the year ahead, there will be a renewed focus on strengthening these relationships to drive coordinated, system-wide improvement.

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Mae'r ddogfen hon hefyd ar gael yn Saesneg.

This document is also available in English.



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