**OFFICE OF POLICE AND CRIME COMMISSIONER FOR GWENT**

**STRATEGY AND PERFORMANCE BOARD**

**10th SEPTEMBER 2024**

**Present:** **Office of the Police and Crime Commissioner (OPCC)**

J Mudd – Police Crime Commissioner (PCC) (Chair)

E Thomas – Deputy Police and Crime Commissioner (DPCC)

S Curley – Chief Executive (CEx)

D Garwood-Pask – Chief Finance Officer (CFO)

J Regan – Head of Assurance and Compliance (HoAC)

S Slater – Head of Strategy (HoS)

Z Morris - Principal Finance and Commissioning Manager (PFCM)

R Guest – Head of Communications and Engagement (HoCE)

G Trigg – Personal Assistant (PA)

**Office of the Chief Constable (OCC)**

M Hobrough – Temporary Chief Constable (T/CC)

N McLain – Temporary Assistant Chief Constable, Resources (T/ACC Resources)

V Townsend – Temporary Assistant Chief Constable, Operations (T/ACC Operations)

M Coe – Chief Finance Officer (CFO)

L Bartley – Superintendent, Continuous Improvement (Supt. CI)

K Thomas – Senior Manager, Business Change

A Quartermaine – Head of Human Resources (HoHR)

N Wesson – Head of Corporate Communications (HoCC)

L Carrington – Inspector, Governance and Assurance – Insp G&A

K Lewis – Staff Officer (SO)

K Jones – Staff Officer (SO)

**Staff Associations**

J Everson – Unison

M O’Brien – Police Federation

The meeting commenced at 10:00am face to face and online via Teams.

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| 1. **APOLOGIES**   Apologies for absence were received from N Brain, Temporary Deputy Chief Constable (T/DCC) and S Howells, Governance Officer.  The PCC advised that the format and timings of future Strategy and Performance Board meetings would change following this meeting. | **Action** |
| 1. **MINUTES & ACTIONS** | **Action** |
| We received and confirmed the minutes of the meeting held on 5th June 2024. We agreed they were a correct record and no amendments were required.  The T/CC advised that some actions had been re-allocated since the previous meeting. The PCC requested that they were completed as soon as possible. | **T/CC** |
| 1. **HMICFRS PEEL INSPECTION REPORT INCLUDING THE ORGANISATIONAL PERFORMANCE REPORT AGAINST THE POLICE AND CRIME PLAN PRIORITIES AND THE ANNUAL REPORT ON DATA QUALITY** |  |
| 1. **HMICFRS PEEL INSPECTION REPORT**   The T/CC provided an update on progress with the Police Effectiveness, Efficiency and Legitimacy (PEEL) inspection recommendations advising that His Majesty’s Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) had now started a new PEEL inspection process with the force.  We were guided through the amber recommendations and areas for improvement (AFIs). We were assured that both amber recommendations relating to first point of contact were in a positive place and there was scrutiny undertaken internally to ensure they remained on target.  In relation to stop and search, the T/CC highlighted that the force had improved their governance arrangements and had introduced a tactical group and a strategic coercive powers group. The OPCC also managed the Legitimacy Scrutiny Panel which reviewed stop and search records to identify any areas of concern. This feedback was then discussed at the Operational Effectiveness Board (OEB) with action taken as necessary. They added that the force was currently at a stop search compliance level of between 75% and 80%, however, we noted that this needed to be in excess of 90% compliance.  The T/CC talked through the three public protection AFIs and advised that progress had been made in relation to streamlining governance, avoiding duplication and increasing establishment within the public protection unit.  We were told that the force had taken on an additional Multi-Agency Risk Assessment Conference (MARAC) Co-ordinator who worked closely with partners.  The T/CC guided us through the final two areas relating to how the force tackled important issues and managed current demand. We were advised that internal governance arrangements had been reviewed and a workforce resource board chaired by the HoHR had been introduced that fed into a strategic workforce meeting chaired by the T/DCC. This enabled them to identify vacancies and skills shortages and plan for future resilience.    The PCC queried what challenges the force foresaw as part of the new HMICFRS inspection. The T/CC commented that there had been a focus on responding to the public and that he was confident that this had improved, however, he did state that investigations needed further work. We were assured that work was in progress to address this concern and that they were looking at community resolution as a possible way to improve detection rates.  The T/ACC Operations advised us that last Christmas there was an audit programme in line with best practice from West Yorkshire Police which highlighted where there were issues in areas such as vulnerability, partnership arrangements, performance measures in neighbourhoods and themes from custody. The T/ACC Operations informed us that the force had started putting measures in place by changing the governance structure, considering a new operational model as well as the resources required.  The PCC asked what progress the force had made with the neighbourhood policing strategy. The T/ACC Operations advised they had completed a draft document and were awaiting feedback prior to finalising. The PCC queried how the force would ensure the strategy aligned with the new police and crime plan, which was currently being developed, to deliver on the priorities. The T/ACC Operations confirmed a conversation had taken place with the Supt. CI in terms of how the strategy would feed into the force delivery plan that evidenced force progress with the police and crime plan.  The PCC was interested in knowing the level of detail HMICFRS would look at on workforce issues, wellbeing and occupational health. The T/CC advised that the force had a strong interest in these areas and could provide plenty of evidence to show they were trying to understand those aspects in order to support the workforce in the best way possible.  We were told that a sickness task and finish group had been set up and had highlighted five thematic areas the force needed to improve on. However, this work had not yet resulted in improved sickness statistics. The T/CC stated that it was key that the force gained an understanding of how first line supervisors managed their staff and encouraged them to intervene and identify issues early to try and avoid sickness absence where possible.  The PCC asked what the timeline was for the completion of the inspection. The Insp G&A confirmed the force would get the formal report through at the beginning of 2025. | **Action** |
| 1. **ORGANISATIONAL PERFORMANCE REPORT AGAINST THE POLICE AND CRIME PLAN PRIORITIES, QUARTER 1, 2024/25**   The Supt. CI took us through the Organisational Performance Report against the Police and Crime Plan Priorities for quarter 1 of 2024-25, highlighting a number of positive news stories.  The Supt. CI advised that domestic abuse crime was down 2.6% from the previous quarter and 10.4% from quarter 1 in 2023/24 as well as the solved rate increasing for the previous quarter and the same quarter last year. They asked us to note that repeat victims and offenders had reduced, both quarterly and annually, with a reduction of 17.3% and 15.7%.  In terms of response rates, the force had seen a sustained performance over the past 7 weeks and were currently at 79.1% with the target being 80%.  We were informed that figures from the previous week showed that priority call time compliance was at 87.9% with a target of 80%. The Supt. CI stressed it was important that the force sustained this, with meetings held daily to scrutinise resources.  The Supt. CI shared that the national target of answering 999 calls was 90% within 10 seconds and that the force had remained above 90% over the past 12 weeks, taking an average of 4 seconds to answer a 999 call even though call volume had increased significantly. They told us that 101 call volume had increased by 11%, but that the abandonment rate had remained under 10%.  We were asked to note that there was currently a focus on knife crime via Operation Lumley, with an increase in visible patrols around hotspots. The Supt. CI told us that knife crime had reduced nearly 30% in Newport City centre and by 26% in Blaenau Gwent.  We were advised that residential burglary had increased by 30% from the previous quarter with the solved rate at 1.7% which was identical to the same period last year. They asked us to note that 92% of all burglary incidents were attended, with the response rate within the hour standing at 45.3%.  We were told about a new burglary app that was accessible on all officers’ devices to help gather evidence at the scene of the incident, take photos and upload directly to NICHE.  The Supt. CI highlighted that hate crime had increased by 6.6%, disability crime by 41.8% and transphobic crime had decreased by 31.8%. The solved rate had also decreased from the previous quarter by 0.4%.  We were informed that work was ongoing to improve the service provided to victims of hate crime with the hate crime policy being refreshed and additional training taking place.  The PCC gave thanks to the Equality, Diversity and Inclusion (EDI) and Neighbourhood teams for their improved response to victims of hate crime. The PCC commented that Anti-Social Behaviour (ASB) was one of the priorities and that they were interested in the distribution around hotspots. It was also queried what impact Operation Lumley was having. The T/ACC Operations informed us it was measured by utilising the IR3 hotspot tool for comparison and that this information would be provided to the OPCC. We were advised that conversations had taken place with neighbourhood teams to determine what action needed to be taken to ensure the work being progressed was sustainable once funding for this operation ended.  The PCC commented that there was an increase in vehicle crime and queried if the force had an understanding of why this was happening and if anything was in place to address this issue. The T/CC acknowledged that it affected public confidence in policing and advised that during the summer, vehicle crime had increased, especially in Caerphilly North and Blaenau Gwent, which affected the figures for the West Local Policing Area (LPA). We were informed that there had been positive operations and success, including Operation Greyhawk, which targeted offenders and hotspots. The T/CC added that the force aimed to look at ways to target specific repeat offenders. The T/ACC Resources stated that the use of technology by criminals was increasing, for example, there were tools available online which were used to make the theft of certain vehicles much easier.  The T/CC highlighted that the force had run communications campaigns on the importance of not leaving items on show in vehicles in order to educate, and therefore eliminate, opportunities for theft to take place. We noted that this was an area that the force needed to keep driving.  The PCC noted that figures in the report indicated that child sexual exploitation was low in Gwent and asked what level of confidence there was in those figures. The T/ACC Operations explained there was limited confidence due to the sexual exploitation team recognising that it was difficult to build relationships with victims and for them to disclose this information. They added the team referenced the difficulties of the utilisation of social media and the way people communicate in terms of evidence gathering, adding that this was not only an issue within Gwent but nationwide.  The PCC congratulated the force on sustaining the response level in relation to 999 and 101 calls and that the improvements to processes and investment in the team was reassuring. | **Action**  **Action**  **T/ACC Ops** |
| 1. **END OF YEAR FINANCIAL PERFORMANCE REPORT 2023/24**   The CFO(CC) introduced the end of year financial performance report informing us that the outturn for the year had also been presented to the Joint Audit Committee (JAC). They advised there was an underspend of £2.8million which was transferred to earmarked reserves, as well as bolstering general reserves by £500,000. This would maintain the general reserve in line with the reserves policy of approximately 3% of net revenue expenditure.  We were informed that the main reasons for the underspend related to higher than expected interest rates on investment income which had generated an extra £1.6million in revenue. We were also advised that the Force did not need to borrow last year which avoided the repayment costs which had been built into the budget.  The CFO(CC) explained that for the 2023/24 budget, the force had not accounted for the vacancy factor which was the time and cost difference between an officer or member of staff leaving and being replaced. We were informed that a decision was made in 2023/24 to reduce the number of officer intakes and that had continued into 2024/25.  The CFO(CC) commented that the force continually paid creditors within the 30 day target and were subsequently exploring further opportunities in 2024/25 for early payment discounts to be applied to invoices.  We were asked to note that all was positive from a balance and overall budget view.  The CFO(CC) highlighted that the force were an outlier as they had not borrowed to fund the capital programme. However, the level of reserves had been depleted from £55million to £21million following completion of the new headquarters and investment in the estate, equipment and resources. It was stated that this was not a sustainable picture and going forward there would be pressure on the capital programme.  We were asked to note the summary section at 3.45 in the report for the Medum Term Financial Plan (MTFP) showed a £2.8million expected deficit for 2024/25. The CFO(CC) shared that at the end of June 32024, this deficit had reduced to £1.2million.  The CFO(CC) suggested there was a broader conversation required between the CCs and PCCs regarding capital funding from the UK Government. The PCC commented that they were happy to see that policing and criminal justice were a priority for the new government.  The PCC queried what the financial modelling looked like if the force had to fund staff pay awards. The CFO(CC) told us that an assumption of a 3.5% pay award had been included in the budget for 2024/25 for both officers and staff. It had been confirmed that officers would receive a 4.75% increase whereas there had been no confirmation for staff. He made us aware that the government had agreed to fund the officers pay award. Assuming the staff pay award would match that of officers and if the government did not fund it, the force would need to find the difference between the 4.75% award and the 2.5% budgeted.  Unison informed us that a meeting was held last week with the Police Staff Council, but nothing had been agreed or confirmed. They added that balloting for members would happen shortly and that they would be looking to match the officers award of 4.75%.  The CFO(PCC) highlighted that the outturn presented was fractionally less than the outturn taken to the Police and Crime Panel (PCP) in January. They advised this was an important metric for the PCP when agreeing the precept January. He stated that it was important that the PCP were aware that the underspend was largely due to additional investment income that was non recurrent in nature. If there were a significant number of recurrent underspends identified, then they could determine that the precept had been set too high. | **Action**  **Action** |
| 1. **MEDIUM TERM FINANCIAL PLAN UPDATE**   The CFO(CC) introduced the MTFP and provided an update on the key areas for consideration.  The PCC suggested there was a need for a discussion regarding Police Community Support Officer (PCSO) funding from the Welsh government. They added that the force and OPCC had a responsibility to feedback the positive work undertaken by PCSOs in order to inform Welsh government decisions.  The CFO(CC) stated that the Welsh government budget setting timetable had recently been shared and advised that early engagement was key. |  |
| 1. **SHARED RESOURCE SERVICE AND INFORMATION COMMUNICATIONS TECHNOLOGY ANNUAL REPORT 2023/24**   The T/ACC Resources introduced the Shared Resource Service (SRS) and Information Communications Technology (ICT) Annual Report, highlighting that good progress had been made in 2023/24. They informed us that the relocation of all Gwent Police ICT services from the SRS’s Data Hall in Blaenavon to Gwent Police Headquarters had made the force more self-sufficient.  We were updated regarding the work the Digital Services Division (DSD) had undertaken, including facial recognition which had been recognised nationally. We also noted that body worn video live streaming had been a success.  We were made aware of the improvements the force needed to work on during 2024/25. The T/ACC Resources assured us that the force was satisfied with the audit and security of their platinum rated systems in relation to disaster recovery, however, further testing needed to be completed on lower rated systems.  The PCC commented that the report was helpful and informative and that it was positive to see the strategies included.  The T/ACC Resources advised that there had been an increase in software costs. TheCFO (CC) asked us to note that the force was seeing a number of larger companies buying smaller companies and then increasing their prices.   The PCC asked if the force were confident that they were achieving Value for Money (VfM). The CFO(CC) highlighted that the force appeared to be an expensive force in terms of ICT, however, they assured us that the costs and investments being made were fully understood. | **Action** |
| 1. **STRATEGIC EQUALITY PLAN ANNUAL REPORT 2023/24**   The T/CC introduced the Strategic Equality Plan (SEP) Annual Report for 2023/24, highlighting that the report evidenced how the force had complied with the public sector equality duties.  We were asked to note the breakdown of the 4 main areas of the report: Support Vulnerable People; Legitimacy and Fairness; Access, Engagement and Cohesion; and Creating a Representative Workforce and Promoting Fairness.  The T/CC highlighted that the SEP performance measures showed they had either been delivered or were consistently being managed through business as usual functions by the end of 2023/24. It was highlighted 80% (94) of the measures had been completed.  **Equality Objective one – Support Vulnerable People**  We were told that 22 measures had been delivered with 8 measures that remained under development.  **Equality Objective two – Legitimacy and Fairness**  The T/CC talked through the progression of the objective and the aims of the six areas which included: Stop and search, community confidence in the use of police powers, vulnerable people in custody, public complaints, public satisfaction and transparency.  We were advised that the protected characteristics where there was disproportionality and that required further work were in relation to, race, gender and age. We were advised that there was now an Independent Advisory Group (IAG) scrutiny panel where these specific areas were considered in detail.  The T/CC also advised there was a gap when it came to listening to young people and that further work needed to be undertaken in this area.  **Equality Objective three – Access, Engagement and Cohesion**  The T/CC highlighted a number of aspects under this objective including the communications strategy, ways in which the callback feature in the Force Control Room (FCR) could be improved and consideration of the protective characteristics of staff. They also advised that engagement with different communities was an area for improvement.  **Equality Objective four – Creating a Representative Workforce and Promoting Fairness**  We discussed areas for improvement and focus, including volunteers and independent member recruitment, setting up a young in service network and improving data recording. The T/CC informed us that a culture board was being established to progress the required culture change in policing.  The T/CC asked us to note the SEP for 2024-28 which incorporated three main pillars: organisation, communities and partnerships, and plans. They advised the force aimed to be representative, culturally competent and to challenge discrimination. We were told that the key intention of the SEP was for the communities in Gwent to feel safe, to trust the force and be more engaged.  The PCC noted that most actions within the previous SEP had been completed, however, she queried how the force would know if they had been effective. The T/CC stated he had confidence in the metrics and acknowledged there was a significant amount of scrutiny in place. We were informed that there was work ongoing in order to improve the way the force promote success within the organisation.  The PCC stated that in order to provide the annual reports with the focus they deserved, there would be a change going forward that would see a separate meeting where they would be considered. | **Action** |
| 1. **VICTIMS CODE OF PRACTICE**   The T/ACC Operations introduced the Victims’ Code of Practice report and informed us that the Ministry of Justice (MoJ) were currently undertaking a pilot with certain forces to implement consistent reporting on the performance information they required. We noted that the force did not currently record data in a way the MoJ were requesting from the pilot forces. They did advise that within the pilot, all forces had the same issue and were also using the same systems as Gwent. We were asked to note that this was being seen as an opportunity to learn from these forces on how to make improvements before the changes were made by the MoJ in 2025. We were also advised that the force was an outlier in relation to the Domestic Violence Disclosure Scheme (DVDS) and that the recording of data needed to improve. We were advised that work was continuing in this area.  We were asked to note that the force had made a commitment to invest in a Superintendent for victims. The T/ACC Operations informed us that the force had now identified the post holder and that it was key they understood the journey of the victim from start to finish.  The T/ACC Operations added that changes to the victims model were also needed and there had been an initial commitment to changing the supervisory model but confirmed that final changes would be shared with the OPCC.  We were told that the force had to centralise how they analysed and extracted data to conform to MoJ standards. This would also enable them to assess and scrutinise themselves to ensure they were delivering a good service to the victim. The T/ACC Operations suggested the impact of this work was currently unclear and if additional resource would be needed.  The PCC advised that nationally, PCCs had met with the Victims Commissioner in relation to this issue and that there had been a discussion on the performance metrics the MoJ were requesting and their suitability.  The PCC stated that the report referenced a review of the victims area of work in Autum 2024 and queried what the objective of the review was. The T/ACC Operations advised the governance procedure and the victims team would be reviewed via change management with a business case reported to the Service Improvement Board (SIB). In relation to the objectives of the review, the T/ACC Operations advised that they hoped to resolve the issue of reporting performance to the MoJ, ensure there was adequate staffing and that the department provided VfM. They also advised that working with partners would be key to ensure the service provided to victims continued to improve.  The DPCC linked discussions on the SEP report and challenged the force to understand who the victims were that used the services offered by the force and if there were any gaps from an equality perspective. The T/ACC Operations advised that further work needed to be done in this area and that this would be fed back into the team to take forward. | **Action**  **T/ACC Ops** |
| 1. **HUMAN RESOURCES ANNUAL REPORT 2023/24**   The HoHR introduced the Human Resources Annual Report, advising this covered business areas such as Occupational Health and Wellbeing, Health and Safety, HR Operations, Recruitment and Engagement and Welsh Language.  We were advised that there was a sickness task and finish group that monitored sickness levels as they were high when compared nationally with other forces. The HoHR informed us that sickness currently stood at 5.5% with 141 people sick. This was higher than the same time last year. They did assure us that work was being done to ensure supervisors and line managers understood their responsibilities and to identify early signs of ill health in order to provide support and resilience.  The HoHR informed us that neurodiversity was an area that needed to be addressed. They added that the force needed to ensure they had the resources to provide support internally as well as be able to identify any relevant, external support that was also available.  We were informed that there had been an increase in referrals to occupational health regarding personal trauma which had seen a 150% increase, PSD investigation referrals had seen a 138% increase and relationship referrals had seen a 44% increase when compared to 2023/24. We were asked to note there had been a reduction in referrals regarding work related trauma.  The HoHR informed us there had been an increase personnel accessing the Traumatic incident Management (TRiM) service of nearly 60%.  In terms of workforce planning, the HoHR advised her team had implemented the national leavers framework and revised the exit interview framework.  The HoHR advised that the percentage of officers who had left the organisation had reduced from 5.3% in 2022/23 to 4.8% in 2023/24. We were also told that when comparing Gwent Police’s attrition rate nationally, Gwent remained stable at 3.5% whilst there had been a slight increase nationally from 3.3% to 3.4%.  The PCC thanked the HoHR for the report and asked in terms of workforce planning how Gwent Police would implement any changes brought in by the new UK government in relation to workforce legislation. The T/CC provided assurance that there were a number of metrics that would be monitored as well as there being a strong correlation between the workforce and strategic workforce boards that also fed into the Operational Performance Board (OPB).  The T/ACC Operations advised they had looked nationally to determine if there was a digital indicator that would trigger when an employee was stressed to enable the force to intervene at an early stage, but unfortunately, there was not anything available.  The CFO(PCC) queried if there was any correlation between attrition rates and the recent intake of new officers and if there was any disparity relating to gender or race. The HoHR stated it appeared that when new officers became independent that attrition rates increased. Another issue impacting attrition rates related to the academic requirement on top of work demand. The HoHR informed us that work had been undertaken with the service improvement team to address these issues. The Supt. CI highlighted that the force had changed their university provider recently with bidders being required to demonstrate a commitment to designing a programme which would reduce these pressures. | **Action** |
| 1. **LEARNING AND DEVELOPMENT ANNUAL REPORT 2023/24**   The Supt. CI introduced the report assuring us that the force was offering domestic abuse (DA) training and support for all officers. They added that a DA investigative package had been created following a dip sampling exercise that had highlighted a poor quality of investigation. The Supt. CI stated that over 1,000 staff and officers had now attended the DA matters training programme with DA matters champions also embedded across the force.  The Supt. CI highlighted that Gwent was an Operation Soteria force. This required focus to be placed on ensuring the workforce was equipped with the essential skills to investigate serious sexual offences. We were told that this was supported by the College of Policing (CoP) who had developed new learning programmes that were tailored to specific groups within policing including Rape and Serious Sexual Offences (RASSO) and a First Responder programme that was currently being delivered to all frontline officers on force training days.  We were informed that Senior Investigating Officers (SIO) were now being accredited and registered on the national register. We also noted that there had been an increase in the number of officers joining via the direct entry detective route.  The Supt. CI explained there had been a reduction in external training providers used due to the force undertaking more training internally. We were told that the biggest change over the last 12 months had been the introduction of Public and Personal Safety Training (PPST) which had replaced Officer Safety Training (OST). They added that there had been an increase in PPST compliance with it currently standing at 96% which was the highest the force had seen.  The PCC gave thanks to everyone involved in reaching the 96% compliance level. They asked if there was clarity and confidence that police staff received the same level of learning and development that police officers received. The Supt. CI advised it was difficult to give complete clarity as some learning was for specialist areas that included professional qualifications. They asked us to note that the senior leadership course was promoted to all members of staff.  The PCC asked if the force fund professional body membership for staff. The Supt. CI advised the force did, especially if it was a requirement within that staff member’s job description.  The PCC talked about culture and asked how the force would align the learning and development strategy with the change in culture. The Supt. CI advised that over the last 2 years, the force had been running a race awareness package which had been completed by 1,500 staff and officers. They told us that Gwent was one of three forces that the CoP would be undertaking innovative work with, in relation to behavioural science and culture.  The DPCC commented that the report stated that the force scrutinised the area of Personal Development Reviews (PDR) but it did not state what they needed to do to become compliant. The T/CC commented that the learning and development frontline leadership courses now had bespoke areas that covered developing staff and that one of the themes was first line supervision and what areas they should be recording in a PDR. The Supt. CI added that the PDR process had not been a focus for the force over the previous year, but it was now being focussed on to ensure that important aspects were captured during the process such as change of circumstances, business interests and notifiable associations.  The CEx queried if there was any work being done to capture the financial savings as a result of better attendance at training courses. The Supt. CI advised it had not yet been collated but could be provided. | **Action**  **Action**  **Supt. CI** |
| 1. **COMMUNICATION STRATEGY ANNUAL REPORT 2023/24**   The HoCC introduced the Communication Strategy Annual Report.  We were informed that the team had received 3,000 media enquiries in 2023/24 which was a 4% increase from the previous year which had seen a 20% increase on the year prior. The HoCC informed us that the team had issued 400 press releases in addition to statements.  We were asked to note that there was a lot of work undertaken relating to television documentaries as they reached a large audience.  They advised that it was imperative that they reinforced the targets the force was trying to achieve. We noted that the flagship show for Gwent was Crash Detectives which aired last year on network TV and BBC Wales. The HoCC highlighted that there was an audience of over one million viewers per episode. They added that the force had also just gone live with Rookie Cops.  Alongside media work we were told about campaigns the force had run. The HoCC advised that campaigns were developed based on issues being experienced in local communities. As well as running campaigns, the force also supported national campaigns such as Operation Sceptre which related to reducing knife crime.  The HoCC highlighted that the force had moved away from the ‘X’ (formerly Twitter) social media channel due to the change of tone and audience.  We were also advised of other work the team had undertaken including the promotion of culture and values, remodelling of the force’s intranet and promoting employee engagement and retention.  The PCC commented on the quality of the force’s social media, with members of the public who they had engaged with recently providing positive feedback. The PCC asked how the switch from ‘X’ had been perceived by the public. The HoCC advised they were one month in, using a new Newport Neighbourhood Facebook page after moving from ‘X’, which now had 2,700 followers and had been positively received. They suggested the team were keen to access more community based Facebook groups where they could be invited to share key policing content relating to that community.  The PCC queried if there was a way of media journalists increasing the positive messages from the force and what the team did to build relationships with them. The HoCC informed us her team speak to local and regional media daily, however, they were keen for the team to speak face to face or via telephone to build that relationship. We were told that the team speak with the news coverage team at the BBC and the South Wales Argus to discuss their priorities and how Gwent Police could support them.  The PCC asked if the HoCC was confident they had the resources they needed in the team. The HoCC advised the team structure and the resources available were sufficient. | **Action** |
| 1. **FLEET SERVICES ANNUAL REPORT 2023/24**   The T/ACC Resources introduced the Fleet Services Annual Report highlighting that the fleet had significantly increased with vehicles now almost reaching 500. We discussed the cost of fuel and noted that the total distance travelled by the force to the year ending March 2024 was 4,928,000 miles which was a reduction of 41,000 miles on the previous year.  We were informed that 1,563 jobs had been completed by the maintenance facility to year ending March 2024; this was an increase of 270 on the previous year, of which 526 were vehicle services. The T/ACC Resources highlighted that the team were now at full capacity resulting in more jobs being completed in-house.  The T/ACC Resources told us that there had been 186 accidents during 2023/24. Although accident numbers remained stable, there had been a large increase in the price of repairs. They did, however, assure us that parts from vehicles that had been written off, were being reused where possible, in order to reduce costs.  We were informed that the force would be reviewing the vehicle recovery scheme, which was a collaboration with South Wales and Dyfed Powys police, in readiness for a new contract to be implemented.  We were advised the force would continue to increase the number of electric vehicles (EV) on fleet. It was forecast that there would be 72 EVs in use by the year ending March 2025. The T/ACC Resources did advise of an issue in the west of the force where there was no charging capability. This was due to it being expensive to install over large areas.  The T/ACC Resources advised focus would be placed on reducing the spend on road traffic collisions (RTC) involving police vehicles and concentrate more on driving standards.  We were informed that the Tranman fleet management system used within Gwent Police was due to be replaced as the contract was coming to an end in October 2024. A tri-force collaborative project had been established to replace the current system ensuring that it delivered VfM.  The PCC voiced her thanks for the annual report. They asked for some context around the notice of intended prosecutions (NIP) section to gain a better understanding. The T/ACC Resources asked us to note that this related to driving offences that were issued to the public. They advised they would provide more detail outside of the meeting. | **Action**  **T/ACC Res.** |
| 1. **ANNUAL VOLUNTEERS REPORT**   The T/CC introduced the Annual Volunteers Report highlighting that in total, volunteers had contributed nearly 18,000 hours to policing in Gwent between April 2023 and March 2024. He made us aware that there had been a focus on ensuring volunteers where incorporated into business as usual rather than as individuals who worked in silo.  The T/CC advised that the force had seen 34 Special Constables (SC) resign, however, over 50% had joined the regular service. He also highlighted that the force had changed the leadership of the Special Constabulary so there was no longer a rank higher than a Special Sergeant.  We were informed that the training programmes for SCs had increased and included improved training on NICHE, driver training, as well as taser training opportunities. The T/CC gave us an insight into the operations SCs had been part of including Operation Lumley, which related to ASB and Operation Harley which related to off road biking.  We noted that following the introduction of Federation representation for SCs, Gwent Police now had one of the highest joining rates within Wales at 93%.  The T/CC provided us with an oversight of the different areas Gwent Police volunteers were supporting. These included crime prevention schemes, heritage crime, the chaplaincy, Gwent sports association, Airwave, IAG, Cyber Crime and the Samaritans.  The T/CC discussed the volunteer Police Cadet scheme advising there were currently 159 in post. We noted that they had recently been awarded a £21,000 grant by ‘Taith Cymru’ who provided funding to enable educational staff and learners the opportunity to take part in an exchange programme to promote the Welsh culture. We were told that the Cadets were fortunate to collaborate with Sarasota Police Cadets and had attended Florida for 10 days.  We were asked to note the Heddlu Bach programme had continued to grow across Gwent with the programme now being hosted in 142 primary schools.  We noted that next steps included recruiting and retaining SCs as well as increasing specialist training for them, it was also key to understand and utilise skills that they had from outside of policing.  The PCC commented on the outstanding examples of engagement with volunteers. The DPCC informed us that a previous decision had been made to ensure SCs could be members of the Police Federation and noted that the report stated that funding for this came from the PCC. It was confirmed that this was incorrect and that it was funded by the force budget. | **Action** |
| 1. **The information contained in the report(s) below has been subjected to the requirements of the Freedom of Information Act 2000, Data Protection Act and the Office of the Police and Crime Commissioner for Gwent’s public interest test and is deemed to be exempt from publication under Section 7.** |  |
| **5a)** **JOINT STRATEGIC RISK REGISTER**  The PCC asked us to note this item was to be raised with the T/CC outside of the meeting. | **Action**  **PCC& T/CC** |
| 1. **COLLABORATION UPDATE – EXECUTIVE SUMMARY OF OPERATIONAL AREAS**   The PCC asked us to note that this item would be raised with the T/CC outside of the meeting. | **PCC& T/CC** |
| 1. **STRATEGIC POLICING REQUIREMENT/STRATEGIC ASSESSMENT PRESENTATION**   The PCC asked us to note that this item would be raised with the T/CC outside of the meeting. | **PCC& T/CC** |
| **7. ANY OTHER BUSINESS**  There was no other business to be discussed. |  |
| **The meeting concluded at 13.40.** |  |