

Pencadlys yr Heddlu Gwent | Gwent Police Headquarters  
Ffordd Parc Llantarnam | Llantarnam Park Way  
Llantarnam  
Cwmbrân | Cwmbran  
Torfaen  
NP44 3FW

Ffôn | Tel: 01633 642 200  
E-bost | Email: [commissioner@gwent.police.uk](mailto:commissioner@gwent.police.uk)  
Gwe | Web: [www.gwent.pcc.police.uk](http://www.gwent.pcc.police.uk)



Comisiynydd Heddlu a Throseddau Gwent | Police and Crime Commissioner for Gwent: Jane Mudd

The Rt Hon Yvette Cooper  
Home Secretary  
Home Office  
2 Marsham Street  
LONDON  
SW1P 4DF

Tuesday 3<sup>rd</sup> December 2024

Dear Home Secretary,

### **The Policing Response to Antisocial Behaviour: PEEL Spotlight Report**

As required by statute, I am writing to you to respond to His Majesty's Inspectorate of Constabulary Fire & Rescue Service (HMICFRS) report entitled The Policing Response to Antisocial Behaviour: PEEL Spotlight Report.

I welcome this report as it allows us to evaluate how police forces in England and Wales handle incidents of ASB that significantly affect communities and individuals. It also highlights the need for consistent, proactive, and community-focused strategies to reduce antisocial behaviour and restore public trust in policing.

Gwent recognises the importance of prioritising antisocial behaviour (ASB), as it is crucial to reflect the potential trauma and significant harm it can inflict on victims and communities. By acknowledging the severe and lasting effects on ASB, Gwent ensures that such issues are taken seriously, helping to maintain public confidence in policing. This approach encourages individuals to report incidents and seek support, fostering a sense of trust and reassurance in the community.

I was pleased to see the emphasis placed on the importance of utilising data to effectively address ASB through successful collaboration with partner organisations. The Data Analyst in my office produces crime and ASB data packs for the five community safety partnerships across Gwent, enabling partners to target and support specific priorities. The data supports each locality to implement and target interventions to address specific ways to tackle ASB, including using funding from my office to support this. However, I am conscious that data sharing is not always perfect, and more can be done to improve the two-way sharing of information between agencies. Furthermore, as noted in the report, sharing data is the first step, having the analytical capability to do something meaningful with the data once shared is an additional problem that we continue to work on as a partnership.

With regard to adopting a joined-up partnership approach to data utilisation, I agree that such relationships can be effective for both the force and other stakeholders in addressing ASB and

Rydym yn croesawu gohebiaeth yn y Gymraeg, a phan ddaw i law, byddwn yn ateb yn y Gymraeg – ni fydd hyn yn gohirio ein hymateb. Os hoffech dderbyn gohebiaeth yn y Gymraeg o hyn ymlaen, neu os ydych wedi cael eich gwahoddi gyfweiliad neu gyfarfod ac yr hoffech ddefnyddio'r Gymraeg, anfonwch e-bost at: [Commissioner@gwent.police.uk](mailto:Commissioner@gwent.police.uk). Darperir gwasanaethau cyfieithu.

We welcome correspondence in Welsh and where received, we will reply in Welsh - this will not delay our response. If you wish to receive correspondence in Welsh hereafter or if you have been invited to an interview or meeting and you wish to use Welsh, send email to: [Commissioner@gwent.police.uk](mailto:Commissioner@gwent.police.uk). Translation services will be provided.

preventing individuals from becoming further involved in criminality. Analysing data to identify children at risk of engaging in ASB can help uncover those vulnerable to other risks such as sexual exploitation.

My office, in conjunction with partners is currently conducting an evaluation of a pilot programme known as ***Understanding the Triggers***. This centers around working with vulnerable children and young people in Newport who have been involved in ASB, amongst other things, and reveals numerous missed opportunities for earlier intervention by services. The report will underline the key findings and offer recommendations to better respond to children exposed to domestic abuse, school exclusions and at risk of criminal and sexual exploitation.

As highlighted in the report, it is important to utilise police resources to effectively address ASB, emphasising the role of neighbourhood policing teams. In Gwent, this approach is exemplified by the force's own initiative, Operation Lumley, in conjunction with local authority community safety wardens. The operation involves a series of high-visibility patrols in identified 'hotspots' within the force area, with the aim of disrupting ASB and other criminality in these locations whilst engaging with residents, through the help of Home Office funding. Results of this hotspot approach are still being analysed but suggest that there have been some improvements as a result.

I feel assured that addressing the issues of ASB highlighted across the report is also a commitment for Gwent Police, as reiterated by the comment put forth by the Chief Constable in his remarks below.

*"I welcome this report from His Majesty's Inspectorate of Constabulary and Fire and Rescue Services which examines the police response to antisocial behaviour. The report highlights the devastating impact antisocial behaviour has on individuals and communities. The recommendations made by the inspectorate will be taken forward in force, led by the Head of Local Policing."*

In terms of policing and regarding the recommendations outlined in the report, please find below an update detailing the progress and current work being undertaken in Gwent.

**By 31 March 2025, forces should review their processes for recording antisocial behaviour to make sure all antisocial behaviour and associated crime are recorded correctly.**

The force has a Crime Data Integrity (CDI) Team which examines all antisocial behaviour incidents as part of their retrospective 24-hour review. Any crimes within these incidents are recorded appropriately. The CDI Team will work with the relevant officer where there is further clarity required in order to ensure the relevant crimes are recorded. The force is satisfied that there are sufficient fail-safes in place to ensure all ASB and associated crime are recorded correctly.

**By 30 September 2025, forces should make sure personnel are appropriately trained to identify and record antisocial behaviour and associated crime when they are first reported.**

The Force Contact and Control (FCC) non-crime script was reviewed and subsequently simplified in October 2023 to provide greater support to operators in gathering and recording all relevant information in order to complete a THRIVE assessment (Threat, Harm, Risk, Investigation, Vulnerability and Engagement) and apply the relevant graded response. Within the circumstances section of the script supported by remarks within the incident, operators will record the relevant information to the incident in order to determine the response and support identification of crimes to be recorded. Training packages for FCC staff have recently been updated and there is additional guidance via a link on the command and control system.

As outlined in the response to Recommendation 1, the CDI Team examines all ASB incidents as part of their retrospective 24-hour review. Any crimes within these incidents are recorded appropriately.

The force has produced two informative videos to explain ASB to officers and staff. These are available on the force intranet for officers and staff to access and view.

**By 31 March 2025, forces should:**

- **Review their risk assessment processes for antisocial behaviour cases to make sure that risks are properly assessed from initial contact to case closure; and**
- **Make sure completed risk assessments are retained in line with management of police information guidelines.**

This falls into our current THRIVE assessment which is undertaken from first point of contact to subsequent officer contact (if applicable) recorded within the NICHE system.

The force is exploring how to develop and improve on existing processes for the ongoing assessment of risk in the latter or end stages of incidents.

**By 31 December 2024, forces should:**

- **Make sure all antisocial behaviour problem-solving plans fully specify the problem, contain sufficient detail, are effectively supervised; and**
- **Evaluate all antisocial behaviour problem-solving plans for an outcome in line with National Police Chiefs' Council Neighbourhood Policing Outcome and Performance Guidelines.**

All antisocial behaviour problem solving plans follow the OSARA model. This is created within NICHE on a bespoke 'X Form'. When created the first section requests an overview before following each aspect of OSARA. The objective will be clear and specific with measures of success and positive impact. Plans have outcome codes in line with NPCC guidelines.

The Problem Oriented Policing Officer reviews all new plans and provides feedback to the plan owner and supervisor on a RAG basis balanced against the quality of the initial detail and whether all aspects of the form have been completed. They continue to review quality and progress each month until finalisation.

Work is ongoing to ensure the correct level of scrutiny is applied to ensure consistency around the quality and progression of problem-solving plans. This will be part of the neighbourhood policing performance framework.

**By 30 September 2025, forces should give all neighbourhood policing teams antisocial behaviour training that makes best use of the College of Policing's antisocial behaviour guidance and resources.**

Training is part of the neighbourhood policing national training which is being rolled out from Spring 2025. All members of local neighbourhood policing teams will take part in this training which will be mandatory.

As outlined in the recommendations and responses above, the force will continue to implement these changes, which I will continue to scrutinise. I am confident that they have established the appropriate processes to sustain this progress effectively.

Overall, I am pleased with the efforts made in Gwent to improve our responses to antisocial behaviour however, there is always room to improve. Alongside the newly appointed Chief Constable, I am confident that, together, we can focus on these challenges to enhance the safety and service for the communities of Gwent. I will also continue to prioritise addressing antisocial behaviour in the development of my Police and Crime Plan.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'J Mudd', written in a cursive style.

Jane Mudd  
Police and Crime Commissioner for Gwent