

OFFICE OF POLICE & CRIME COMMISSIONER	
LEAD CHIEF OFFICER:	Chief Constable
TITLE:	Chief Constable's arrangements for engagement with local people
DATE:	3rd September 2020
TIMING:	Annual
PURPOSE:	For monitoring
1.	<p><u>RECOMMENDATION</u></p> <p>Not applicable: the submission of this report is for information only.</p>
2.	<p><u>INTRODUCTION & BACKGROUND</u></p> <p>This report is submitted as requested by the OPCC at the Strategy and Performance Board, specifically to,</p> <p>'Report on the Chief Constable's arrangements for engagement with local people'</p> <p>The report provides information against the following two performance measures in the Police and Crime Plan:</p> <p>3.2 Our communities agree that they are being consulted and their voices are being heard</p> <p>3.3 Evidence that we are accessible to all and that we have listened to and responses to the views of our communities</p> <p>This document reports on the principal engagement activities of Gwent Police in terms of how we make ourselves accessible and responsive to our communities. Engagement in this context can be seen as a two-way interaction or process or at the very least one where such two-way communication is possible. As such, it does not concern itself with activities which could be described as simply the broadcasting or provision of information.</p> <p>This report provides an overview of the current community engagement structure which covers:</p> <ul style="list-style-type: none"> • Your Voice • Community Assist • Citizens in Policing: Crime Prevention Panels, Cadets, Volunteers, Mini-Police • Digital Services - Increased Visibility & Accessibility • Community Action Days

- **Community Groups & Charities**
- **Rural Crime Team and the Intervention and Prevention Department**
- **The Force Communications Suite**
- **The Social Media Desk**
- **Social media generally**
- **The Gwent Police website**
- **The Ride Along Scheme**
- **Positive Action Outreach Worker**
- **Diversity and Inclusion Department**
- **The Force Open Day**
- **The Cyber Community Support Officer (CSO)**

Attached as appendices are documents containing more detailed examples of the specific work undertaken at a practical level for the East (Appendix 1) and West (Appendix 2) Local Policing Areas (LPA's). Appendix 3 is an example of the Monmouthshire Engagement Strategy to provide some local context.

3. ISSUES FOR CONSIDERATION

Having listened to the views of both the public and officers alike, Gwent Police have embarked on a new and exciting approach that will transform the way in which it engages and empowers communities. Notable changes will include:

- Significant reduction in priorities (no longer one priority per ward) to enable a greater focus and clarity for the public
- Priorities based on threat, risk, harm, vulnerability or Organised Crime as determined by the local Policing Inspector
- Hard to reach groups involved in the process based on protected characteristics (promotes inclusivity and cohesion)
- Partners within each of the five local authority community safety hubs have been provided with training to assist in problem solving identified priorities/issues
- Members of the community will be part of the problem-solving process alongside police and partners to ensure greater resilience within and empowerment to communities.

The engagement and priority setting process is broadly explained within Appendix 4.

Communication and engagement with the public takes place throughout the year using the below avenues:

Your Voice

Your Voice is Gwent Police's commitment to fulfil its statutory obligation to consult with the public, obtain the views of local communities and set priorities which are guided by an evidence-based approach and the concerns of our local community.

The process is available as a social media poll as well as traditional methods of data capture. This features on the front page of our force intranet during the time the campaign is open as well as an application icon on all Force mobile devices.

The Process of Your Voice is a simple one and links to Problem Orientated Policing Principles and OSARA (* OSARA - Objective, Scanning, Analysis, Response, Assessment) methodology:

1. Scanning by police and partners of persistent demand linked to locations.
2. Grouping demand into three distinct Crime/ASB types in three distinct geographical areas. This 3x3 system creates consistency and familiarity for the public.
3. Building the Snap Survey Poll. This online poll is built by our Business Change department and is uploaded to social media outlets by Corporate Communications.
4. Two-week consultation period with the public supported by a multi-agency communications strategy. Online polls and traditional survey methods ensure all aspects of the community are represented.
5. Multi agency analysis of the results.
6. Multi agency problem solving plans agreed.
7. Six-month problem-solving activity including diarised updates to key people and the closure of the Problem-Solving Plans.

Your Voice has gone through three distinct evolutions.

1. The Early Years.

The public were consulted on the issues in their area. This was an open-ended request with no direction given. It often brought about concerns that were either not justifiably a priority for the police or due to the open questioning and vast array of differing responses it was impossible to pick clear priorities for the public. These were paper based and subsequently added to a local database.

2. Moving to digital engagement

Initial scanning and priority setting by Police and partners. Members of the public were only able to pick from a pre-defined list of priorities for their area. This was an ad-hoc process and was not easily identified by the public as there was no grouping under particular themes.

Your Voice went totally online for this iteration. The snap survey was written in a way that there were five separate surveys for the five local authority areas that are present in Gwent. Due to this it only went out on local NPT Twitter pages and not the main corporate social media sites.

3. Present Day

Moving from five individual Local Authority polls to one single poll, simply by adding an opening question of location. This allowed our main social media pages to broadcast the poll.

Included for the first time is demographic capture which will help inform our engagement strategy with hard to reach groups as well as assist with diverse recruitment onto scrutiny panels.

Benefits of the current process

1. Overall participation increased – 250%
2. People willing to act as community volunteers increased – 370%

The next steps – these were planned prior to COVID-19 and are on hold due to the health emergency.

- Problem solving public meetings with individuals who are willing to assist the organisation.
- A consistent force-wide 'Public Problem-Solving Meeting' will be held in each of the five local authority areas.
- This will be funded by our 'Positive Impact Fund'. This fund is easily accessed by local policing areas for small injects of cash to assist with delivering against one of the PCC's priorities.
- Community volunteers will be given a short input on problem orientated policing and then will be requested to provide problem solving ideas and pledge ongoing support for to assist agencies.

Community Assist

Many communities within Gwent are unfortunately blighted by low-level issues that have the potential to escalate to a stage where they have gained traction, causing community tension and unrest.

Traditionally, multi-agency responses did not always offer the community the immediate response they were looking for. Additionally, it also proved difficult in the past to convince communities that agencies were taking their problems seriously and working collaboratively in order to address them.

In 2018, Gwent Police created its inaugural 'Community Assist Pop-Up' scheme for the Caerphilly Borough.

Communities were encouraged to bring problems to individual agencies whereupon responsibility fell on that agency to bring the matter to the community assist forum to determine if a community assist response was required or whether it could be dealt with via a single agency approach. This response demonstrated partner's desires to respond to the voice of the community and to offset potential community triggers.

Community Assist is community based. It has only been deployed on several occasions but done so in a timely manner that has ensured increased engagement and greater success through early interventions.

The scheme was presented to Safer Gwent Group, which provides strategic direction to community safety across the five local authority areas of Gwent. Since that time, the scheme has been successfully rolled out to all areas and has been successfully deployed in Torfaen and Newport.

Citizens in Policing

The Citizens in Policing portfolio has been strategically led by Superintendent Richards, this month will see Chief Inspector Amanda Thomas take over the portfolio to further develop and drive it forward. The portfolio consists of the Special Constabulary, Police Support Volunteers, Police Cadets and Mini Police. There is a draft term of reference for this group and the group meet on a quarterly basis. Operational tactical leads are / will be appointed to help deliver on each strand of the portfolio. A valuing Volunteers CiP framework is also in existence.

Overview of Portfolio

Special Constabulary

Tactical Lead - Insp Andrew O'Keefe.

The Special Constabulary currently has 66 serving volunteers; we have secured two intakes per financial year and aim to grow the establishment. In 2019, the Special Constabulary contributed a total of 15,212 hours. This year to date we have already seen the volunteering hours rise to 12,556 hours. This is as a result of the current COVID-19 pandemic with many people being furloughed from work. This has allowed time and capacity for our volunteers to assist during

this unprecedented period. It is a testament to our volunteers of their desire and commitment to Gwent Police.

The Senior Management Team has also seen positive developments in the establishment uplift with two Inspectors and four Sergeants. This has strengthened its leadership in order to support the daily management and welfare of the officers.

The past 12 months has seen the introduction of a Special Constabulary strategy and delivery plan, these plans set out the direction of the Special Constabulary and how they will contribute to the service delivery of the organisation. The strategy seeks to integrate the Special Constabulary into everyday policing. The strategy and delivery plan will provide varied and valued experiences for officers, strengthen the training and enhance the skills of the officers. It will also allow us to maintain high standards and strong leadership, all of which play a key role in the sustainable growth of the Special Constabulary.

Police Support Volunteers (PSV)

PS Jennie Tinsley – Force Tactical lead

The organisation currently has 29 volunteers ranging from Station Assistants, Chaplains, Samaritans, Airwaves support and Fleet. The Force recognises the value volunteers contribute in supporting the delivery of policing. A Force Policy for PSV has been written and ratified (ref no 112-20 Issue 3).

Over the past few months the CiP Coordinator has been working closely with various departments to explore potential roles for volunteers. An example of this is the PSV role for Community Crime Prevention that will be advertised in the coming weeks.

This is an area that will have real focus as it has huge potential to grow.

Volunteer Police Cadets and Mini Police

Force Tactical Lead for Cadets - CI Amanda Thomas (To be replaced by Insp Shane Underwood)

Force Tactical Lead for Mini Police – Insp Martin Cawley

The Volunteer Police Cadets and Mini Police have both developed the organisations capacity to engage with young people in our communities. The introduction of four Nxt Gen Community Support Officers has seen a huge positive influence in our youth engagement levels. We currently have 85 Cadets and 944 Mini Police officers from 50 Primary schools throughout the Gwent area.

Over the last year we have broadened our inclusivity by introducing a cadet unit within a Mosque in Blaina, and within a Special Education Needs school within Caerphilly. This work will continue.

During the period of COVID-19 the Nxt Gen officers have continued to engage with our cadets / mini police and have also liaised with schoolteachers. Further engagement during this period has occurred with the cadet recruitment campaign which has seen in excess of 100 applicants. The new cohort of cadets is due to start in September 2020. Virtual meetings and lessons are planned in order to give space and time for the schools to embed their pupils back into education.

Plans are also in place to introduce the Mini Police Scheme into a further 25 schools across Gwent. However, this may need to be put on hold until January 2021 due to the pandemic.

The Nxt Gen Officers have been mapping all youth provision across Gwent to include youth clubs and voluntary groups, they will be liaising with key contacts within these groups to develop partnership working. Work is also ongoing in relation to engaging with the Youth Council and Youth Parliament.

There is a Strategy and Delivery Plan currently in place for cadets.

Recent highlights

- Recognition of Volunteering hours for Special Constabulary.
- Planned Special Constabulary Campaign for October 2020.
- Recruitment Campaign for Cadets (now closed)– in excess of 100 applicants.
- Planned recruitment for Cadet Leaders in September 2020.
- Google Classroom virtual sessions held with Cadets during lockdown.
- Intervention programme Nxt Gen and YOS – agreed pilot for the EAST.
- Cadets taking part in Social Media videos and messages during Volunteer week.
- Nxt Gen in collaboration with Youth Cymru and Challenge Wales discuss qualifications for Cadets.
- Nxt Gen developing a curriculum for a new pilot for Junior Cadets.
- Lesson Plan written for Cadet programme in readiness for September.
- Planned intake of further 20 schools for Heddlu Bach programme September 2020.
- Youth engagement mapping exercise taking place across Gwent.

Increased visibility & accessibility

Gwent Police has undertaken collaboration with South Wales Police to formulate its Digital Services Division (DSD). Gwent Police have now completed its roll-out programme of new

laptops and mobile phones to all front-line staff to ensure more time is spent in their respective communities which in turn enhances accessibility and engagement.

Community Action Days

Bespoke Partner Engagement Days continue to be implemented in identified less cohesive communities within Gwent. These initiatives are facilitated by the OPCC funded Gwent ASB Co-ordinator in conjunction with local policing teams and numerous partners to improve personal safety, raise awareness of public services and seeking to improve public confidence. The success of this approach has seen it implemented within Caerphilly, Torfaen and plans afoot for Newport and Blaenau Gwent.

Community groups & charities

There are examples of significant work being undertaken by local policing teams in conjunction with various community groups and charities to seek to transform communities and address local needs through the creation of partnerships involving statutory partners, volunteer groups and other organisations. There are several examples of this occurring throughout the force including Mutual Gain and Redeeming Our Communities.

Diversity and Inclusion Department

Barnardo's project:

During 2019 our Community Cohesion Officer supported Barnardo's with the AWARE project which was a Home Office funded programme which took place in Blaenau Gwent, working with secondary schools within the county as well as a special school, pupil referral units and EOTAS (Education Otherwise than at a School) provision

Barnardo's felt that Blaenau Gwent would benefit from the project as they had identified the area as experiencing increasing levels of disability hate crime. The overall goal of the project was to educate and raise awareness of hate crime among 11-18 year olds, with an emphasis on disability hate crime specifically. This involved young people understanding the impact and prevalence of hate crime, as well as how to report it.

Keep Safe Cymru Scheme:

In 2019, we began promoting the Keep Safe Scheme across Gwent, in partnership with the OPCC.

The scheme was developed by Learning Disability Wales, local community groups and disabled people and we have been working closely with Mencap Cymru to roll it out across Gwent through engagement with community groups.

The scheme aims to support vulnerable people when reporting crime and assists in making them feel safe and comfortable when speaking to Police.

The Police and Faith Communities Forum:

The Police and Faith Together forum was launched in December 2019 and brings together faith leaders from across the forum.

The aim of the forum is to bring people from different walks of life together, to promote community cohesion and to deal with issues affecting them and their communities.

Activities will include: Visits to places of worship, cultural awareness and discussion of policing matters such as stop and search, drug use, extremism, hate crime and discrimination. The first meeting was very successful, with membership from our Muslim, Christian and Bahai communities attending to discuss the direction of the forum and issues affecting them.

In preparation for the next meeting we have taken expressions of interest from our Buddhist, Chinese, Sikh, Hindu and Jewish communities and hope to welcome them in the near future.

GRT Roma Traveller engagement:

Gwent Police continue to improve our approach to working with Gypsy, Roma and Traveller (GRT) communities, and have a GRT lead within the force who has developed a multi-agency protocol relating to unauthorised encampments. The protocol prioritises the welfare of communities and ensures appropriate safeguarding and support is provided to Gypsies and Travellers who travel through Gwent.

Five GRT Specific Points of Contact (SPOC) have been appointed who have received training and have a specific role profile. Their purpose is to provide support and information to both external partners/agencies and officers and staff within Gwent Police. They have built relationships with partner agencies and enable communication and information sharing.

They are also responsible for building relationships and engaging with GRT communities. They provide a line of communication between communities and police and vice versa, in order to establish from the community how we can continually improve the service we provide and ensure it is tailored to their needs. A specific GRT Forum has been established to foster greater engagement in GRT communities whilst developing a better understanding of their needs as a community.

Independent Advisory Group (IAG):

The IAG in partnership with the Force undertook a review of its membership and its processes. As a direct result, agreed policy changes have been made to its structures and an Action Plan to drive its objectives has been developed. A recruitment campaign is also being developed and

a further structure of Cohesion and Youth Cohesion groups being formed to increase the representation from our communities across the Force area.

Gwent Police and Communities Hate Crime Forum:

This forum was set up by the Diversity and Inclusion department to bring key partners together to support victims of hate crime and also to improve victim satisfaction levels.

The forum is attended by housing providers, local authorities and other agencies who could be working with service users who have been affected by hate crime.

Information is shared between the agencies and together we are able to produce an action plan to ensure that the victim is given the required on- going support to meet their needs.

Community Dial In:

The Community Dial In is held weekly and is attended by members of the community across all of the protected characteristics, including faith leaders, charities, community groups, refugee support groups and local authorities.

The group was established at the beginning of the COVID-19 outbreak and conversations initially focused around lockdown restrictions, policing activity and how the pandemic has affected our communities.

The group has now moved on to discuss other matters such as the Black Lives Matter movement, most recently with concerns over local protests and marches. This forum will continue to host our communities on a weekly basis and will aim to address issues affecting them- promoting community cohesion across Gwent.

We also hold multi-cultural events to mark key events, and regularly attend community meetings to engage with a wider audience.

Plans for after COVID-19:

- NEXTGEN- collaborative work with Cadets and Heddlu Bach in relation to the protected characteristics. Developing a 'Hate Crime Ambassadors programme' and workshops in SEN schools.
- Assisting with the Heddlu Bach Programme to involve places of worship.
- Expansion of the Interfaith Forum- recruiting more faith leaders from across Gwent to make the groups more representative of the communities which we serve.
- Expansion of the IAG- inviting the community to join and have an input in monitoring the conduct and strategic direction of Gwent Police. Also, to look at Gwent Police practises involving fairness and equality, such as stop and search.

- Creation of Faith Watch on Gwent Now - aiming to send out messages to our faith communities to make them aware of incidents taking place such as burglaries at Mosques.
- Working with Race Equality First to deliver hate crime inputs in schools.
- Working with Women Connect First to create a cookery competition involving our diverse communities.
- Working with YMCO and Newport Live on a Community Cohesion Football tournament.
- Developing and delivering 'Policiesol' – a programme designed for people in the community who do not speak English as their first language- to educate them about laws in England and Wales and their rights.
- BAME Sports engagement with Newport Live- working with early intervention projects to divert youths in our community away from crime.
- A Community Cohesion Cricket Project- in collaboration with Cricket Wales.
- A Community Cohesion Tennis Open Day in collaboration with Allt-Yr-Yn Tennis Club/Police Sport Gwent.
- Creating an LGBT/Trans safe space forum.
- Hosting a Learning Disability Conference.

Rural Crime Team and Intervention and Prevention Department:

The Rural Crime Team (RCT) has continued to engage on a formal and informal basis throughout the last year. Over the summer of 2019 they attended and engaged with members of the public at a number of country shows including the Royal Welsh Show. More informally the RCT attended the livestock market for surgeries and also jointly attended markets with Dyfed Powys Police. The team also attends sites where crimes have been committed or issues identified and engages informally and face to face with callers or other agencies to provide reassurance and problem solving "on the ground".

The team is involved with community groups including the Cubs & Scouts, the University of the 3rd Age (U3A) and the Women's Institute.

The RCT have set up watch initiatives in addition to Farmwatch which continues to be a useful tool. Farmwatch goes out to 1500 subscribers with weekly updates. The new initiatives are Heritage Watch & Angling Watch.

The team continues to utilise Twitter for further engagement and have increased followers from circa 500 June 2019 to 995 June 2020 an increase of nearly 50%.

A number of leaflets containing crime prevention advice on a wide variety of relevant issues can be tailored in information pack for members of the public depending on the nature of the engagement.

The team also took part in a number of national campaigns with regard rural & wildlife issues these include Operation Owl, the national rural crime action week and drowning prevention week where relevant sites have been visited and we have contributed to patrols and social media campaigns where relevant.

The team continue to explore ways to utilise volunteers and currently have been able to provide further training for the special constabulary and looking to recruit further volunteers to work in the rural area.

The Force Communications Suite:

The Force Communications Suite (FCS) is often the first point of contact for the public who require the services of Gwent Police. The FCS offers a range of means by which the public can contact Gwent Police and receive an efficient and effective response. These includes options for the hearing impaired and for those who find voice communication difficult.

Telephone:

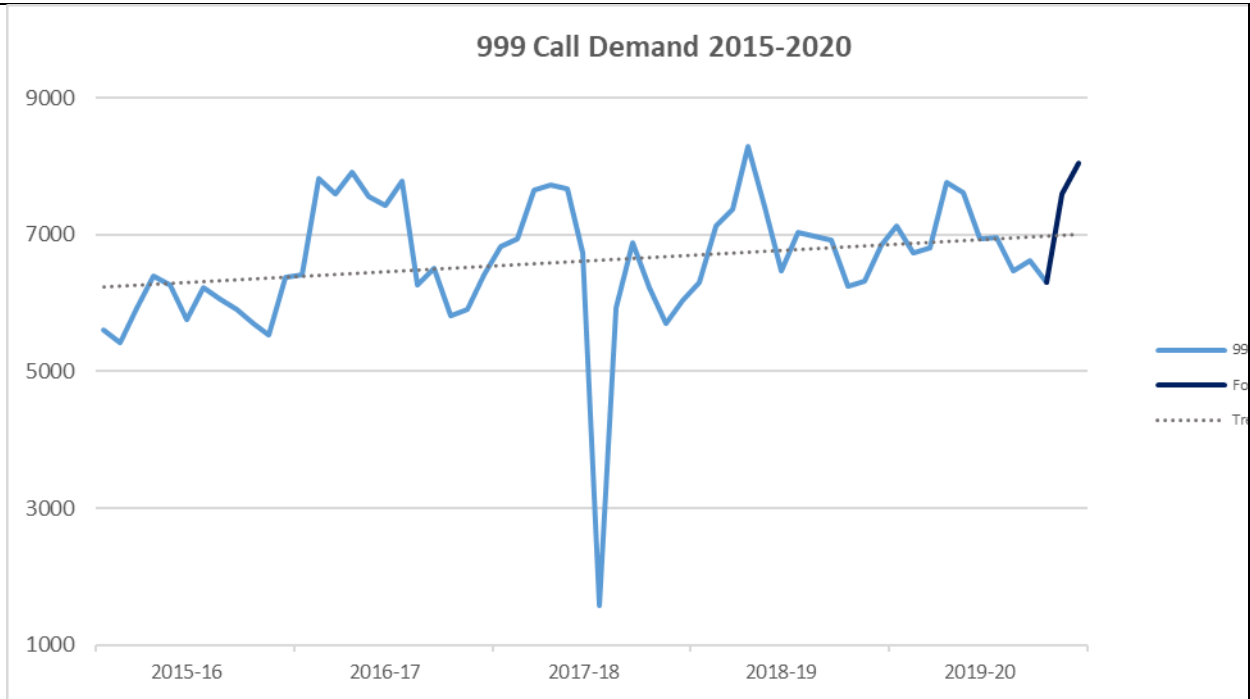
Often seen as the traditional method by which people contact the police. There are three routes that a member of the public can contact us by telephone: 999, 101 or the switchboard.

Between April 2019 and March 2020, Gwent Police receive a total of 383,101 calls to the 999, 101 and Switchboard services.

	2015-16	2016-17	2017-18	2018-19	2019-20
999 call	71,158	83,400	75,871	83,299	84,969
101 call	200,281	218,579	219,967	221,235	184,424
Switchboard	128,449	80,509	83,770	80,677	113,708
Total	399,888	382,488	379,608	385,211	383,101

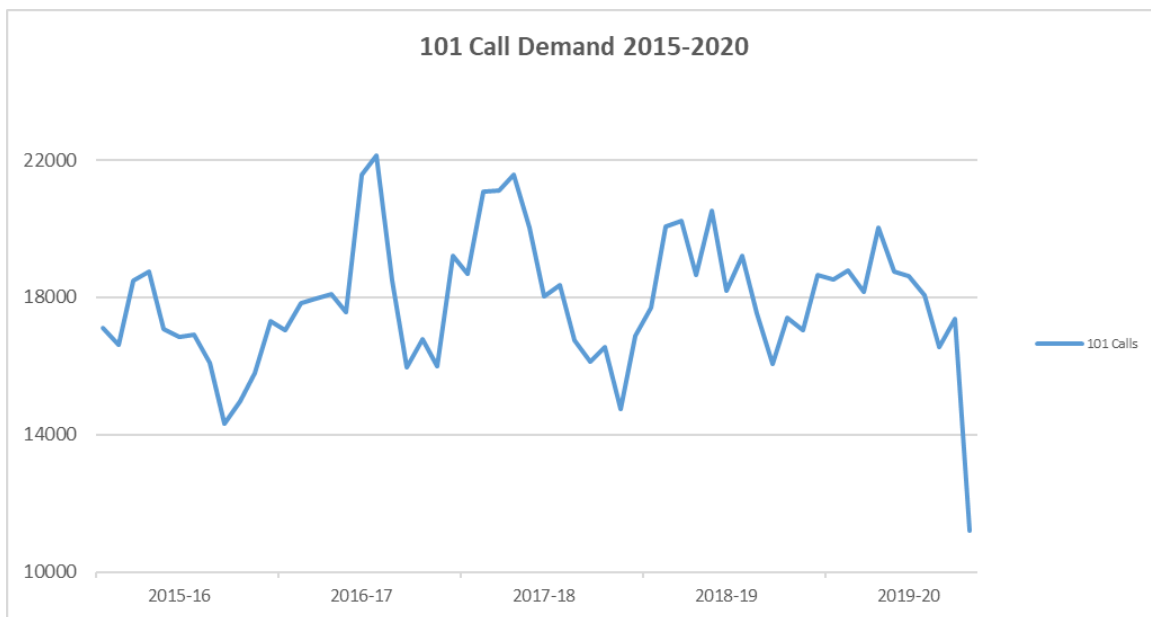
999 Call Handling

84,969 999 calls were received between April 2019 and March 2020. The average speed of answer was six seconds.



101 Call Handling

184,424 101 calls were received between April 2019 and March 2020. A new cohort of dedicated call handlers were introduced in April 2019 in order to deal with spikes in 101 demand and to reduce waiting times.



Email:

The contact@gwent.pnn.police.uk email account has been in place for many years now. It provides an alternative contact channel for those who do not necessarily wish to have a real time personal interaction with a member of the FCS and / or an immediate response to their request or query.

Deaf or hearing-impaired options:

Gwent Police is committed to ensuring that we are accessible to the members of our community who are deaf or have impaired hearing. The FCS offers two services in particular in relation to this.

Type talk – a national provision via BT this enables contact in an emergency or non-emergency situation.

Signlive – this provides an on-line video interpreting service to British Sign Language users.

Non-English-speaking options:

Gwent Police offers all those contacting us via the FCS to have their communication in the Welsh Language if they prefer. If calling via 101 or the main switchboard number this is done, in the first instance, using an automated message and routing system. All staff have received training and guidance to facilitate this request.

All FCS staff have access to the Language Line telephone interpreter service should this be required to assist communication with a caller.

The Social Media Desk (SMD):

Social media is now a part of everyday life. For many people it has changed expectations of how and when they receive information and how they choose to interact with the world, including how they interact with, and access, policing services. For further detail please see the Communications Annual Report presented to the Strategy & Performance Board in July 2020.

Gwent Police Social media channels:

Social media is crucial to enable us to share messaging with a different audience, and to share more real-time messaging. It also enables us to communicate in a wider range of ways using video and visuals that may appeal more to audiences. Social media also enables us to target our messaging and to gain direct feedback on how content lands with the audience – both from responses to content and via analytics. For further detail please see the Communications Annual Report presented to the Strategy & Performance Board in July 2020.

The Ride Along Scheme:

The Gwent Police Ride Along Scheme was introduced to enable members of the public to experience first-hand what officers deal with on a daily basis. It provides the opportunity to go out on patrol or visit the Force Communication Suite and observe how our officers and staff work.

Due to the nature of policing, all applicants are vetted and as would be expected certain terms and conditions apply. This has resulted in some applications being rejected as unsuitable.

Between April 2019 and March 2020, a total of 273 applications to participate in the scheme were received. Of these, 210 were accepted and 63 were rejected.

It should be noted that the ride along scheme has been temporarily suspended during the COVID-19 restrictions.

The Force Open Day / 'Behind the Badge'

Due to the COVID-19 situation, the 2020 Force open day was facing cancellation. However, given the success of the previous two years, Gwent Police were able to create a virtual open day which was shared through social media. While unable to capture the breadth of a real-life event, the online event was highly successful in highlighting the work of the force. For further detail please see the Communications Annual Report presented to the Strategy & Performance Board in July 2020.

Positive Action Outreach Worker:

The Positive Action Outreach Officer position commenced in November 2018. Between April 2019 and the end of March 2020 the Positive Outreach Officer has built on the work carried out since 2018 and includes:

- Engagement with diverse community groups & partnering organisations e.g. (Eyst, Eton Rd Community house projects, diverse places of worship. South Wales Fire & Rescue Service, Newport City Council, Job Centre Plus).
- Awareness raising internally via Intranet introduction article, the Chief's Blog & Inspector briefings in both the East & West LPA's.
- L & D engagement on acquiring & training in force mentors to assist in positive action.
- External engagement with quarterly recruitment awareness sessions and marked seasonal diversity events within the BAME community.

As part of the positive action strategy, in line with the NPCC guidelines on a representative workforce (RWF), the Positive Outreach Officer continues to raise the level of engagement with community groups and partners. This was initially in the areas most populated by the minority groups in Gwent but with diverse communities being more widespread more engagement is planned in Blaenau Gwent and Caerphilly.

The aim is to work more with stations, be seen as a constant that is best placed to increase awareness of opportunities, and continually update our BAME applicant/candidate's database.

Added to that the Positive Outreach Officer is also working with local partners in the City Councils Newport East & Central hubs supporting potential BAME applicants who initially lack the required skillsets to join the Force.

Community engagement & achievements:

The bilingual tramline recruitment leaflet was designed showing all routes into policing whilst highlighting the need for a more reflective workforce.

The Dept of Work & Pensions 'mentoring circles' was a four-day pilot scheme over four weeks allowing four professionals from the private and public sector to mentor 20 16-25yr olds from deprived areas of Newport and surrounding areas. This initiative is being re-visited again in in the latter part of 2020.

Work is also being progressed on engaging with the lesser BAME populated areas across the force. To this end we have internally advertised for station- based volunteers to take on a role of Positive Action Advocates. Visits are planned at stations to promote this further.

Pre-Christmas positive action recruitment awareness event at Newport Leisure Centre where 35 potential candidates from the BAME community were invited to the promotion of upcoming PC's, PCSO's & special constable positions.

In January 2020 we held a PC pre-assessment training at the University of South Wales. In partnership with HR Recruitment, training was arranged to assist with BAME representation against the uplift agenda. This was the first of three PC pre-assessment centre training initiatives arranged for underrepresented groups. 20 individuals attended, 75% of whom went on to apply for operational positions. Through these initiatives we have increased BAME workforce representation.

Between September 2019 and April 2020, the Special Constables campaign resulted in three passing interviews. One has already commenced while the other 2 are waiting for the relevant checks to be completed.

In January 2020, during the PCSO campaign three BAME Candidates passed interview stages. Two of those were offered employment.

The September/December Constable recruitment campaign resulted in six BAME candidates passing the assessment centre and Gwent suitability interview.

Whilst we have made significant progress, there is still much to do against the uplift agenda. The Positive Outreach Officer will be working more closely with Central Recruitment progressing the RWF strategy to increase trust, transparency and solidify recognition of positive action as a stable within the BAME community.

The Gwent Police 'Cyber CSO'.

Gwent Police has signed up to the All Wales Cyber Framework and employs a dedicated Community Support Officer (CSO) to assist in its delivery.

Examples of this public engagement work over the last few months have included:

- Targeted engagement around different characteristics such as age or gender to provide relevant advice and guidance such as U3A and 50 plus group and International Women's Day Cyber Protect Presentation.
- Schools engagement supporting initiatives Safer Internet Day, the Matrix Challenge National Cyber Security Competition and the National Cyber Security Centre, CyberFirst Girls Competition Finals in Cardiff.
- Wider engagement with children and young people through USW and membership groups such as Scouts and Guides.
- Working with the PCCs office at public engagements in local supermarkets delivering scam awareness and cyber security information to local shoppers.
- Partnership working with Fraud officers from Banking Institutions alongside local Community Support Officers at engagement Police surgeries and public events, including supporting the National 'Take Five to Stop Fraud' campaign.
- Creating a webpage on The Beat, called 'Cyber Crime Engagement Team' holding a variety of information and resources for internal staff.
- Advice given to repeat victims of online crime working with our Force Triage Team.
- Working with local authority partners to tackle specific local issues.
- Providing daily social media messaging for our Force @GPCyberCrime Twitter account - 1.8k+ followers, supporting National Police Cyber Protect Campaigns.





4. NEXT STEPS

Members within our communities will have an opportunity to be consulted through a number of avenues, including social media and e-mail through more traditional approaches such as police surgeries and Councillor ward meetings.


Local officers will provide updates to their communities in the form of:

- Local Twitter accounts

	<ul style="list-style-type: none"> • Gwent Police Websites • Inspectors Blogs (subject to Single Online Home which will mean alternative methods of communication & stakeholder engagement) • Local surgeries <p>Gwent Police will continue to build on traditional methods of community engagement with new and innovative means as documented above. There are clear plans in place to expand engagement within hard to reach communities as well as broadening the diversity of our current staff make-up to become more representative of the local community.</p> <p>Ensuring that we are accessible and responsive to our communities is the central focus of the Joint Communication and Engagement Strategy that we share with the Office of the Police and Crime Commissioner. The Delivery Plans for this and the closely associated Neighbourhood Policing Strategy will ensure the activities described in this document get the attention they deserve.</p> <p>Effective engagement is an evolving process as lessons are learnt and new techniques and technologies emerge. This has been especially apparent this year when we have had to dynamically respond to the COVID-19 pandemic; utilising new methods of engaging and communicating with the public. These new methods will be reviewed in order to determine their effectiveness with the aim of more effective and efficient long-term engagement strategies. Operational policies and procedures will continue to be reviewed and adapted as necessary.</p>
5.	<p><u>FINANCIAL CONSIDERATIONS</u></p> <p>There are elements of engagement that run through the actions and activities of officers and staff across Gwent Police every day. It is thus very difficult to quantify in financial terms.</p> <p>There are no areas of the LPA or individual department budgets identified as being classified for 'engagement'. The nearest category is documented in the Corporate Communications budget for 'Promotional Materials'.</p>
6.	<p><u>PERSONNEL CONSIDERATIONS</u></p> <p>None identified specific to this document.</p>
7.	<p><u>LEGAL IMPLICATIONS</u></p> <p>Chief Constable</p> <p>Section 34 of the Police Reform and Social Responsibility Act 2011 places statutory duties on the Chief Constable to:</p> <ul style="list-style-type: none"> • Obtain the views of local communities on crime and disorder in their neighbourhood; • Provide communities with information about policing in their neighbourhood; and • Hold regular police and community meetings in local neighbourhoods.

8.	<p><u>EQUALITIES AND HUMAN RIGHTS CONSIDERATIONS</u></p> <p>This report has been considered against the general duty to promote equality, as stipulated under the Strategic Equality Plan and has been assessed not to discriminate against any particular group.</p> <p>Consideration has been given to requirements of the Articles contained in the European Convention on Human Rights and the Human Rights Act 1998 in preparing this report.</p>
9.	<p><u>RISK</u></p> <p>As well as the legal risk of failing to comply with the statutory duty imposed under the Police Reform and Social Responsibility Act 2011 there is a clear reputational and public confidence risk should Gwent Police fail to engage successfully with its communities.</p>
10.	<p><u>PUBLIC INTEREST</u></p> <p>No public interest issues.</p>
11.	<p><u>CONTACT OFFICER</u></p> <p>CI Robert Jenkins (EAST LPA) & CI Ryan Francis (WEST LPA)</p>
12.	<p><u>ANNEXES</u></p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  Appendix 1- East LPA Engagement.do </div> <div style="text-align: center;">  Appendix 2- West LPA Engagement.do </div> <div style="text-align: center;">  Appendix 3- Monmouthshire Enc </div> <div style="text-align: center;">  Appendix 4- Engagement & Prior </div> </div>

For OPCC use only

<p>Office of the Chief Constable</p> <p>I confirm that Chief Constable's arrangements for engagement with local people report has been discussed and approved at a formal Chief Officers' meeting.</p> <p>It is now forwarded to the OPCC for monitoring purposes.</p>
<p>Signature: </p>
<p>Date: 18/08/2020</p>
<p>Date:</p>

Police and Crime Commissioner for Gwent

I confirm that I have considered whether or not I have any personal or prejudicial interest in this matter and take the proposed decision in compliance with the Code of Conduct.

The above request has my approval.

Signature:

Date: