



FORCE PERFORMANCE

2019/2020

Quarter 4



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Data Conventions

The majority of data and tables contained within this document take into account quarterly figures for the previous two financial years, broken down further to an average two-year quarterly figure. This two-year quarterly average figure can be analysed against quarter four 2019/20 data, allowing a comparison against a two-year average, which will take into account seasonal fluctuations and one off 'spike' anomalies. In addition the quarter four 2019/20 data can be compared to quarter four figures years 18/19 and 17/18 to provide a seasonal like-for-like comparison. This is Gwent's agreed performance analysis standard and is aimed at smoothing out long term changes and counter acting over-emphasis of annual percentage changes when previously comparing just two set data points in time.

There are still some business areas of the Force where data is not available for a two-yearly average comparison. Gwent Police are currently on a journey with a new performance framework development designed at developing the richness of the data across all force business areas the force.

There were changes to the recording standards of several crime types in March 2017, meaning that unfortunately it is not practical to compare any quarterly data prior to this date, as it would compromise the validity of direct comparisons between any later periods.

In 2015, HMICFRS imposed a requirement on all forces to improve their crime recording standards. Since then, all forces have been working on making their crime recording more accurate. Accuracy in crime recording is measured by HMICFRS through their Crime Data Integrity inspection (CDI) regime. Our most recent Inspection in 2018 recorded a CDI rating of 88.9%.

The population in the Gwent area grew by 4% between 2001 and 2011, a rate of 0.4% per annum (Office of National Statistics, 2017). We assume that population growth has remained steady and would expect to see an increase in all demand volumes of a similar amount.

All National comparisons are taken from the latest available data available up to the end of January 2020, and exclude the Metropolitan Police due to its size. This is a standard operating procedure for comparisons across the country.

Vulnerability

"A person is vulnerable if, as a result of their situation or circumstances, they are unable to take care of or protect themselves or others from harm or exploitation."

Repeat Victimisation

"Repeat victimisation occurs in circumstances when the same person or place suffers more than one crime / ASB in a period of 12 months."

Although the above is a national definition, for the purposes of this procedure, a repeat victim of crime will be when the crime relates to an individual; as opposed to offences committed against commercial premises (unless it is clear that the premises are specifically targeted).

Solved outcomes are crimes that result in: charge or summons, caution, crimes taken into consideration, fixed penalty notice, cannabis warning or community resolution.

Executive Summary

Gwent Police recorded 57,426 crimes between April 2019 and March 2020, which is a 1.7% decrease on the previous 12 months. Of the 18 crime categories, 10 decreased compared to the previous year with the areas showing the biggest volume increases being Violence Without Injury, which was predominantly driven by Stalking and Harassment Offences, and Public Order Offences.

Gwent Police continue to prioritise investigation and solve the most serious of crimes within society, such as Homicide, Rape and Robbery. There are several crime types where Gwent do not get the anticipated positive outcomes, such as Criminal Damage, Arson and Public Order Offences. It is inevitable that these volume crimes have an impact on overall solved rates. This has been identified as part of the new performance framework process. As a result, outcome rates are discussed on a regular basis in the Operational Performance meeting with processes developing to improve positive outcome levels for victims of crime in Gwent.

The upward trend in the use of stop and search powers shows the Forces' commitment to proactive policing. The number of stops made has risen significantly year on year by 37%. In line with this the number of positive stops also continues to rise, up 20.9% in 2019/20 compared with the previous year. This increase is a direct result of a more intelligence led approach, particularly in some areas of the force. Examples of good practice are reported in the Operational Tactics/Performance meetings and disseminated to other areas of the force to enable them to improve performance in this area.

The number of Hate Crimes in Gwent has fallen by 15% when compared to last year (171 fewer crimes). The quarter four figure for 2019/20 also shows a significant decrease from the same quarter last year. Hate Crime repeat victims have also fallen when compared to last financial year. Racial Hate crime is responsible for half of all offences, Disability crime accounts for 3 in 10 offences and Homophobic crimes 18%. Religious and Transphobic strands make up the rest. In terms of offence type, Public Order offences account for the largest proportion of Hate Crime with just over 2/5ths of all Hate Crime occurrences. Positive outcomes for Hate Crime are significantly impacted by the victim withdrawing support for any prosecution. Around one third of cases have an outcome where prosecution is not possible due to this reason. The Diversity & Inclusion team continue to work with victims of Hate Crime and the wider communities of Gwent to improve confidence in reporting and any subsequent action taken by the Police.

Anti-social behaviour incidents were on course to fall for the year, however the Covid-19 outbreak has led to a sharp increase in calls related to social distancing etc. during the last week of March. For this reason ASB levels are now above last years, however Gwent Police are satisfied that the general trend of non Covid-19 related ASB continues to fall. There has been considerable intervention work put into this area which is detailed in the body of the text.

This year has seen the continuation of significant investment in the processes in the Force Communications Suite. From the 17th December 2019 there has been an enhanced 101 menu option for callers using this service. As a result, the amount of abandoned calls has fallen significantly. For comparison, in quarter four 2018/19, 12.2% calls were abandoned, whereas in quarter four of this year 5% calls were abandoned, hence providing a better service to the communities of Gwent.

Sickness absence has seen a significant improvement for this year compared with 2018/19. Officer sickness absence has fallen by 28% when compared with last year, with staff showing a 35% reduction over the same period. This can be attributed to better sickness absence management processes which provides a more efficient and effective service delivery.

Crime Prevention

1.1 Total Number of Recorded Crimes

Table 1 relates to the total recorded crime in Gwent, by quarter, over the past two years. It highlights there has been a slight year on year decrease in overall numbers between 2018/19 and 2019/20 (-1.7%, n=1012). It also identifies that quarter four recorded the lowest quarterly figure for the past two years, although this low return has been seriously affected by drops in many crime types due to lockdown around Covid 19.

All Crime Quarterly Comparison	2018-2019					2019-2020					2 Year Quarterly Average
	Q1	Q2	Q3	Q4	2018-2019 Totals	Q1	Q2	Q3	Q4	2019-2020 Totals	
All Other Theft	1242	1256	1138	1117	4753	1165	1167	1040	931	4303	1132
Bicycle Theft	115	108	95	107	425	97	111	68	53	329	94
Burglary Dwelling	700	593	619	628	2540	672	625	664	585	2546	636
Burglary Non-Dwelling	270	248	343	302	1163	290	305	252	251	1098	283
Criminal Damage & Arson	2284	2488	2293	2354	9419	2383	2073	2198	1930	8584	2250
Drug Offences	323	377	384	379	1463	407	353	365	373	1498	370
Homicide	0	1	1	2	4	0	3	1	2	6	1
Miscellaneous Crimes	391	356	331	325	1403	352	307	315	396	1370	347
Other Sexual Offences	213	250	231	287	981	246	253	257	284	1040	253
Possession of Weapons	47	60	54	76	237	52	81	56	62	251	61
Public Order Offences	2133	2267	1754	1718	7872	2070	2244	1843	1818	7975	1981
Rape	106	142	160	166	574	117	140	118	124	499	134
Robbery	91	77	64	69	301	78	73	82	71	304	76
Shoplifting	990	855	874	814	3533	826	893	915	825	3459	874
Theft From the Person	105	83	107	78	373	77	73	83	81	314	86
Vehicle Crime	834	743	906	915	3398	753	918	844	741	3256	832
Violence with Injury	1451	1482	1500	1390	5823	1419	1482	1454	1386	5741	1446
Violence without Injury	3403	3576	3503	3694	14176	3625	3911	3592	3725	14853	3629
Total	14698	14962	14357	14421	58438	14629	15012	14147	13638	57426	14483

Table 1 – All Crime

During quarter four, crime categories such as All Other Theft (-16,7%) and Criminal Damage (-18%) recorded significant decreases, with March witnessing a large decline. It is therefore likely these crime types have fallen as a direct result of the National lockdown. Due to the effect the lockdown will have on several crime types and other areas of general business, it is important going forward to look at ways of levelling the drop in numbers, otherwise, false averages and, in some areas, spikes, will cloud future figures for months and maybe years to come. Indeed, depending on how long the lockdown and subsequent measures last, it may be necessary to create a whole new base line for some areas.

However, despite the overall drop in offences during quarter four, some crime areas did still record increases. Public Order recorded a year on year quarterly rise of 100 offences (+5.8%). The sub-category containing the most offences were Public Fear, Alarm or Distress, which accounted for 82.6% of all Public Order offences. These are offences where a person uses threatening, abusive or insulting words towards another person, or distributes or displays any writing, sign or other visible representation that is threatening, abusive or insulting, to another person. Although offences were relatively evenly spread around all of the force area, there were small spikes in numbers in Cwmbran, Ebbw Vale and Abergavenny.

There was also a small year on year increases in a few other areas such as Miscellaneous Crimes (+21.8%), Shoplifting (+1.4%) and Theft From A Person (+3.8%), although no discernible patterns were evident.

Interestingly, although Rape saw an annual decrease in offence numbers of 13.1% (n=75), Other Sexual Offences experienced an overall increase of 6.1% (n=59). In the area of Other Sexual Offences, the main rise has been driven

by increases in the numbers of offences involving Sexual Activity with a Child, particularly younger children. While Sexual Activity with Females, Males and Children over 16 all remained relatively stable, or even dropped slightly, all of the Sexual Activity and Assaults on Under 13's categories increased, some significantly.

Sexual Activity Involving a Child Under 13 recorded a year on year increase of 66.1% across the Force, with the East seeing an increase of 93% (n=+37), albeit from a smaller starting volume, while the West reported a 55% increase (n=+54). During the same period the number of Sexual Assaults on a Female Child Under 13 rose by 34.7% (n=+25) while Sexual Assaults on a Male Child Under 13 increased by 39.1% (n=+16). In this latter category the increase was almost exclusively based within the East LPA (n=+15), with Monmouthshire's figures rising from 1 in 18/19 to 8 in 19/20.

During 2019-20 Gwent Police have carried out a review of the performance processes and as a result a new performance framework and performance pack has been introduced. This framework is in its early stages but has already identified a number of areas where Gwent Police would look to improve performance with a view to reducing the number victims of all crime in the Force area. A number of processes to deal with crime are also under review looking at the effectiveness and the value the processes add to the priorities to reduce crime and anti-social behaviour for all victims.

The rise in sexual offences highlighted in this report was captured via the performance pack and subsequently reviewed by the Public Protection Unit (PPU). There were no connected offences and the increase, particularly around children, is connected to work with schools to ensure better reporting. All offences of this nature will be reviewed in this way to allow an understanding of not only the offence type but also the victims and offenders to ensure any repeats are identified at an early stage. The PPU will continue to this work into the next crime period, COVID-19 is an unknown factor with sexual offences at the time of writing. There has been a drop in reporting but not necessarily a drop in offending. The PPU will continue to work with partners to ensure victims are identified and to allow safeguarding.

A new daily performance document has also been introduced into Gwent Police, initially to inform the affect COVID-19 was having on crime and ASB. This report has already expanded to include daily performance data to assist areas to understand and identify rises in volume and serious crimes. The report will remain in place when the COVID-19 crisis ends to provide early indication of rises in crime and to ensure resources are in the right places to deal effectively with demand.

Violence without Injury

Violence without Injury has again shown a small quarter four increase (+3.6%) but a larger year on year rise of 5.4%. This increase has primarily been due to the way in which Harassment offences are now being reported and a subsequent 11.1% increase seen within this category. However, these figures are now beginning to stabilise, thus providing a new baseline figure in this offence. In the 12 months, November 18 to October 19, 41 of 43 forces in England and Wales experienced a rise in offence numbers compared to the previous 12 months. Gwent's increase during this period of 15.5% was still below the national average figure of 19.3%. Of the four Welsh forces, Gwent also reported the smallest rise.

Violence without Injury	2018-2019					2019-2020					
Total Crime Group	Q1	Q2	Q3	Q4	2018-2019 Totals	Q1	Q2	Q3	Q4	2019-2020 Totals	2 Year Quarterly Average
Harassment	1595	1720	1672	1760	6747	1789	2000	1808	1896	7493	1780
Assault without Injury	1549	1585	1616	1701	6451	1589	1602	1603	1664	6458	1614
Threats to Kill	135	155	114	97	501	127	123	79	96	425	116
Assault on Constable (Violence Without Injury)	59	48	44	21	172	61	58	53	60	232	51
Cruelty to Children	38	34	34	40	146	44	51	36	32	163	39
Racially or religiously aggravated assault without injury	11	13	8	11	43	4	13	6	12	35	10
Modern Slavery	8	9	12	11	40	6	8	10	2	26	8
Kidnapping	12	7	5	4	28	13	10	16	13	52	10
Racially or religiously aggravated harassment	0	4	1	1	6	1	4	8	3	16	3
Child Abduction	4	5	6	3	18	4	2	1	2	9	3
Total	3411	3580	3512	3649	14152	3638	3871	3620	3780	14909	3633

Table 2: Violence without Injury breakdown

Table 3 shows the sub-categories for Harassment. The most common form of Harassment continues to be the offence of Sending Letters with Intent to Cause Distress, Malicious communications to people the perpetrator knows. Traditionally the Force had only identified this offence; however, following a HMICFRS recommendation it now also records a second offence, namely Protection from Harassment. This second offence category has slowly increased over the past two years.

A recent change to the way domestic abuse harassment is recorded will increase the number of stalking cases but reduce harassment cases, the cases will still be dealt with in the same way but will present differently in the data in 2020/21.

The Domestic Abuse Matters Change Programme (DA Matters) was devised by SafeLives and the College of Policing with a view to improving police response to DA. In January/February 2020 SafeLives conducted a health check of Gwent Police, focussing on the response to domestic abuse (DA). The report concluded

‘Those who respond to DA in the Gwent Police area have the appetite and energy to do the best job possible they can for families experiencing domestic abuse. It is also clear that DA is a top priority, and this is known to all staff. Gwent Police have been open to examination during the health check and transparent with their processes. The staff interviewed were all helpful, honest, and demonstrated a desire for their response to DA to be the best it could be.

SafeLives has enjoyed the opportunity of working with Officers and staff from Gwent Police in the delivery of the Domestic Abuse Matters Health Check and look forward to working alongside the force as the DA Matters change programme is delivered.’

The Training scheduled for DA matters change programme has been postponed due to COVID-19, but is in place to ensure, going forward, Gwent police staff are in the best position to effectively deal with all aspects of domestic abuse.

Force Performance – 2019/2020 Q4

Harassment Crime Group	Q1	Q2	Q3	Q4	2018-2019 Totals	Q1	Q2	Q3	Q4	2019-2020 Totals	2 Year Quarterly Average
Sending Letters with Intent to Cause Distress, Malicious Communications	846	908	897	949	3600	903	962	869	892	3626	903
Protection from Harassment	538	554	499	517	2108	653	782	697	759	2891	625
Pursue Course of Conduct Which Amounts to Stalking	45	74	97	83	299	79	96	77	104	356	82
Breach of a Restraining Order	67	71	72	64	274	31	47	55	43	176	56
Specific Harassment of a Person in Their Home	60	63	60	82	265	66	56	49	48	219	61
Disclose private sexual photographs and films with intent to cause distress	14	15	7	11	47	7	9	12	10	38	11
Breach of conditions of injunction against harassment	3	9	6	9	27	11	16	14	11	52	10
Stalking involving fear of violence	9	14	15	14	52	13	8	9	11	41	12
Putting people in fear of violence	5	3	1	7	16	13	17	18	9	57	9
Stalking involving serious alarm / distress	7	9	18	24	58	13	7	8	9	37	12
Total	1594	1720	1672	1760	6746	1789	2000	1808	1896	7493	1780

Table 3: Harassment Crime Group Breakdown

1.2 Number of Crimes by Crime Type Linked to Vulnerability

Table 4 shows the crimes committed against a vulnerable person, by quarter, over the past two years. It indicates there has been a decrease in vulnerable victims, both in quarter four (-1.8%, n=21), and more significantly year on year, with 2019/20 recording a drop of 14.2% (n=710).

Crimes Committed Against a Vulnerable Person by Crime Type											
Crime Category	2018-2019					2019-2020					2 Year Quarterly Average
	Q1	Q2	Q3	Q4	2018-19 Total	Q1	Q2	Q3	Q4	2019-20 Total	
All Other Theft	90	73	72	50	285	55	43	50	36	184	59
Bicycle Theft	5	1	5	2	13	2	0	1		3	2
Burglary - Dwelling	64	54	47	31	196	42	43	50	33	168	46
Burglary - Non Dwelling	1	1	0	1	3	1	0	2	1	4	1
Criminal Damage & Arson	118	108	90	86	402	81	70	101	111	363	96
Drug Offences	1	1	1	2	5	0	0	0	7	7	2
Homicide	0	0	0	0	0	0	1	0	0	1	0
Misc Crimes Against Society	30	22	25	19	96	20	12	17	42	91	23
Non Notifiable Offences	0	0	0	0	0	0	1	4	5	10	1
Other Sexual Offences	68	77	60	84	289	70	67	68	83	288	72
Possession Of Weapons	1	0	0	3	4	1	1	1	3	6	1
Public Order offences	200	153	94	94	541	130	123	111	102	466	126
Rape	28	22	39	51	140	16	24	23	27	90	29
Robbery	19	6	7	7	39	8	5	4	8	25	8
Shoplifting	1	1	0	0	2	0	0	1	3	4	1
Theft From The Person	13	8	11	3	35	3	6	4	2	15	6
Vehicle Crime	10	6	4	5	25	4	3	5	5	17	5
Violence With Injury	278	198	184	211	871	168	161	189	167	685	195
Violence Without Injury	602	476	472	494	2044	429	448	474	487	1838	485
-	0	0	0	0	0	2	3	10	0	15	2
Total	1529	1207	1111	1143	4990	1032	1011	1115	1122	4280	1159

Table 4: Crimes Committed Against a Vulnerable Person

The table also shows there have been no significant crime categories where vulnerable victim numbers have increased over the past year, compared with the previous year.

1.3 Number of Repeat Offenders

Total Repeat Offenders Numbers										
All Offence Types	2017/2018			2018/2019			2019/2020			Repeat Offender Yearly Average
	Offender Related Crime	Repeat Offenders	Repeat Offender %	Offender Related Crime	Repeat Offender	Repeat Offender %	Offender Related Crime	Repeat Offender	Repeat Offender %	
Total Numbers	22711	4329	19.1%	25360	5058	19.9%	21344	4266	20.0%	19.7%
Breakdown of Repeat Offenders by Crime Type										
All Offence Types	2017/2018			2018/2019			2019/2020			Repeat Offender Yearly Average
	Offender Related Crime	Repeat Offenders	Repeat Offender %	Offender Related Crime	Repeat Offender	Repeat Offender %	Offender Related Crime	Repeat Offender	Repeat Offender %	
All Other Theft	1127	134	11.9%	941	85	9.0%	742	62	8.4%	9.8%
Bicycle Theft	38	2	5.3%	55	4	7.3%	42	2	4.8%	5.8%
Burglary - Dwelling	487	94	19.3%	427	85	19.9%	328	49	14.9%	18.0%
Burglary - Non Dwelling	222	41	18.5%	189	32	16.9%	192	38	19.8%	18.4%
Criminal Damage & Arson	2274	346	15.2%	2346	326	13.9%	1872	264	14.1%	14.4%
Drug Offences	1183	121	10.2%	1290	156	12.1%	1221	105	8.6%	10.3%
Misc Crimes Against Society	787	59	7.5%	806	56	6.9%	587	37	6.3%	6.9%
Other Sexual Offences	491	35	7.1%	417	33	7.9%	386	34	8.8%	8.0%
Possession Of Weapons	164	6	3.7%	184	14	7.6%	180	10	5.6%	5.6%
Public Order Offences	2790	376	13.5%	3909	540	13.8%	3448	462	13.4%	13.6%
Rape	194	4	2.1%	194	10	5.2%	192	14	7.3%	4.8%
Robbery	117	15	12.8%	127	32	25.2%	102	11	10.8%	16.3%
Shoplifting	2020	313	15.5%	1571	258	16.4%	1342	203	15.1%	15.7%
Theft From The Person	65	0	0.0%	64	2	3.1%	54	4	7.4%	3.5%
Vehicle Crime	419	58	13.8%	382	48	12.6%	279	26	9.3%	11.9%
Violence With Injury	3339	411	12.3%	3594	450	12.5%	2881	324	11.2%	12.0%
Violence Without Injury	6991	1113	15.9%	8861	1593	18.0%	7442	1409	18.9%	17.6%
Totals	22708	3128	13.8%	25357	3724	16.5%	21290	3054	14.3%	14.9%

Table 5: Number of Repeat Offenders

During 2019/20 nearly 20% of all known offender linked crimes have been committed by a repeat offender (an offender who has committed more than one crime across all crime types within the time period). However, this figure is likely to be higher if all offenders were identified.

When looking at repeat offending across specific crime types during 2019/20, Violence without Injury (18.9%), Shoplifting (15.1%) and Burglary Non-Dwelling (19.8%) have the highest percentage of offences committed by repeat offenders.

Blaenau-Gwent has the highest rates for repeat shoplifting with nearly five offences per offender. Newport City Centre, unsurprisingly given its vast commercial area, has the most shoplifting offenders and the most shoplifting offences linked to repeat offenders. Shoplifting is not an unusual crime type to have a high rate of reoffending due to its relative low tariff of penal measures and how the proceeds of this crime type often go towards funding habitual drug use.

Integrated offender management (IOM) continues to be the primary engagement tool for Gwent Police regarding repeat and prolific offenders. This is currently under review and will form part of the new operating model. The following case study highlights the work of the IOM teams.

CASE STUDY 1 | One male in the West LPA had been a prolific offender for a number of years. His engagement with probation was very sporadic at best and he was in and out of prison for burglary and other types of acquisitive offending. It was usual for him to be released from prison and not attend his probation appointments or if he did, he would be re-offending in a matter of days. His trigger for offending was alcohol and drugs misuse, he was also homeless for long periods of time. The male disliked the police and failed to engage with the IOM managers when they first tried to work with him under the scheme and his pattern of offending continued as before.

However, after much persistence, weekly contact and support the team were able to gradually gain his trust. This allowed intervention measures to put in place. He agreed to start working with Gwent drug and alcohol service and the team helped by conveying him to his appointments. This allowed the male to obtain assistance with tackling his triggers for offending.

IOM staff helped set up a benefit claim for the male so he had access to money and this in turn reduced the need for him to commit crime for financial gain. Because of links forged by the IOM managers with our housing partners and charities in the area, we were able to secure him a place at Vision of hope a drugs rehabilitation programme that is based on a working farm and uses animal therapy to fight addiction as well as offering supported accommodation. The male initially had reservations about attending the programme, but due to the rapport the team had built with him and the support we had given him, we were able to persuade him to go. He has been on the programme for nearly 5 months and is thriving. He is no longer using drugs or misusing alcohol; he has not offended during this period and he is a contributing and trusted member of the working team at the farm.

The male is due to start a college course at the agricultural college in Usk in September and plans to remain there as an employed member of staff. As a direct result of the work the IOM team put in building a rapport and the interventions put in place, his offending behaviour has ceased thus preventing further victims of crime.

Repeat offender identification and enforcement action continues to form part of the Local Policing Areas (LPA) tasking process. The Qlikview BI tasking product is now available to inform Tasking meetings regarding repeat offenders that will assist in early identification and allow enforcement action.

The Community Safety Hubs carry out significant work in this area, which has resulted in identification of those involved in repeated criminal behaviour.

CASE STUDY 2 | A recent case in Phillipstown, Caerphilly saw a male identified as being involved in repeated Criminal Behaviour and exhibiting persistent Anti-Social Behaviour. The actions of this individual were having an adverse effect on the wider community, who were reluctant to come forward to support enforcement action. The Partnership Hub put in place an action plan designed to build confidence in the community enabling them to assist partners to deal with the many issues. A full range of assistance was put in place to try and influence the male to modify his behaviour while the work with the community was ongoing. When the male refused to engage with partners a Civil Injunction was successfully obtained by the Community Safety Hub placing restrictions on the individual. The male continued with his negative behaviour and following a criminal offence he was charged to court, and a criminal behaviour order was successfully obtained by the Partnership Hub. The negative behaviour continued from the male, but now the community were prepared to come forward and provide statements, resulting in the individual receiving a custodial sentence. The Partnership Hub input around this individual increased community confidence, dealt with the criminal behaviour of a repeat offender and was recognised by the local councillors.

1.4 Investigation Outcome Rates

Outcome Rates for All Crime (based on period crime was committed)													
Outcome	2017-2018				2018-2019				2019-2020				3 Year Quarterly Average
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
1: Charged/Summoned	1511	1273	1184	1123	1346	1257	1243	1128	1030	936	929	754	1143
2: Youth Caution/Conditional Caution	59	56	46	10	19	19	10	30	23	14	15	0	25
3: Adult Caution/Conditional Caution	273	288	222	269	289	233	206	183	197	192	113	100	214
4: TIC	10	2	4	1	14	1	3	11	4	0	2	1	4
5: Offender has Died	4	6	2	1	1	3	8	0	5	1	0	1	3
6: Penalty Notice for disorder	85	106	96	80	72	92	76	67	63	55	72	34	75
7: Cannabis Warning	49	48	53	49	43	67	68	69	65	62	58	68	58
8: Community Resolution/Youth Restorative Justice	164	177	178	151	180	189	183	175	153	117	92	34	149
9: Prosecution not in the public interest	3	0	5	1	1	2	1	2	3	0	1	0	2
10: Police - Formal action not in public interest	47	87	86	52	41	72	53	79	82	120	154	130	84
11: Named suspect below age of criminal responsibility	21	31	21	7	10	14	14	17	13	30	17	12	17
12: Named suspect too ill to prosecute	8	7	13	16	15	15	11	13	18	12	6	4	12
13: Named suspect but victim/key witness deceased or too ill	3	7	5	7	8	8	5	6	7	10	6	0	6
14: Victim declines/unable to support action to identify offender	463	542	656	650	836	828	718	811	711	775	709	441	678
15: Named suspect, victim supports but evidential difficulties	1770	1755	1726	1864	2325	2243	2117	2293	2351	2150	1570	776	1912
16: Victim withdraws support - named suspect identified	2320	2404	2703	2954	3500	3977	3553	3227	3499	3775	3249	1867	3086
17: Suspect identified but prosecution time limit expired	19	22	21	20	37	36	23	30	34	22	11	11	24
18: Investigation complete no suspect identified	5055	5093	5290	4900	5791	5678	5743	5698	5623	5411	5003	3239	5210
20: Other body agency has investigation primacy	32	79	102	85	74	68	113	70	72	62	57	35	71
21: Named suspect, investigation not in the public interest	21	16	36	85	27	30	19	29	40	58	32	19	34
22: Diversionsary, educational or intervention activity	0	0	0	0	0	1	2	3	18	54	53	26	13
New/Still Open	9	32	40	71	103	169	207	416	562	1030	1956	6064	888
-	10	9	19	16	22	29	17	22	21	21	32	35	21
Positive Outcomes	2155	1956	1785	1684	1964	1861	1797	1663	1540	1377	1281	992	1671
Total Outcomes	11936	12040	12508	12412	14754	15031	14393	14379	14594	14907	14137	13651	13729
% of Positive Outcomes	18.1%	16.2%	14.3%	13.6%	13.3%	12.4%	12.5%	11.6%	10.6%	9.2%	9.1%	7.3%	12.3%
Total Finalised Outcomes	11917	11999	12449	12325	14629	14833	14169	13941	14011	13856	12149	7552	
% of Positive Outcomes Against Finalised Outcomes	18.1%	16.3%	14.3%	13.7%	13.4%	12.5%	12.7%	11.9%	11.0%	9.9%	10.5%	13.1%	

Table 6: Investigation Outcome Rates

Table 6 above displays outcomes based on crime committed date, so the outcome will match the date of the crime it relates to. This will show a slightly different data set to the current Force Performance Pack, which represents outcomes based on the date they were finalised. Using the Performance Pack measure, positive outcomes have increased relatively sharply between January and March 2020.

However, the table above shows that positive outcome rates for all of 2019/20 are still below the quarterly average, however, this is to be expected due to the number of crimes still recorded as New or Under Investigation, which will always create a time lag in finalised outcomes based on this way of reporting. What can be seen however in the bottom line of the chart, is that as a percentage of total finalised outcomes, positive outcomes have improved during quarter four of 2019/20, and recorded a figure (13.1%) which is the highest achieved since quarter one 2018/19.

The reason for the increase is believed to be due to a slight change in process recently implemented within the Crime Management Unit (CMU), whereby an electronic notification is generated to the CMU if an officer or supervisor fails to record an outcome against a finalised offence. This process should hopefully maintain a higher percentage of positive outcomes going forward.

There has also been an initiative by the Force to finalise and close down any historic offences which have been left unfinalized upon the Niche system. Although these are administrative tasks, they are achieving a positive impact upon both positive outcome rates and investigation times.

The Performance Framework has added extra scrutiny to this area of force business. Work continues to understand the Gwent Police national standing in outcomes for crime, looking at those forces who have better rates in certain crime areas. The use of Community resolutions has been highlighted as an area for Improvement by the framework. Processes and training are in place to provide those improvements which will be monitored over the next twelve months to ensure effective use of an outcome resulting in a better victim experience from Gwent Police.

1.5 Serious Organised Crime

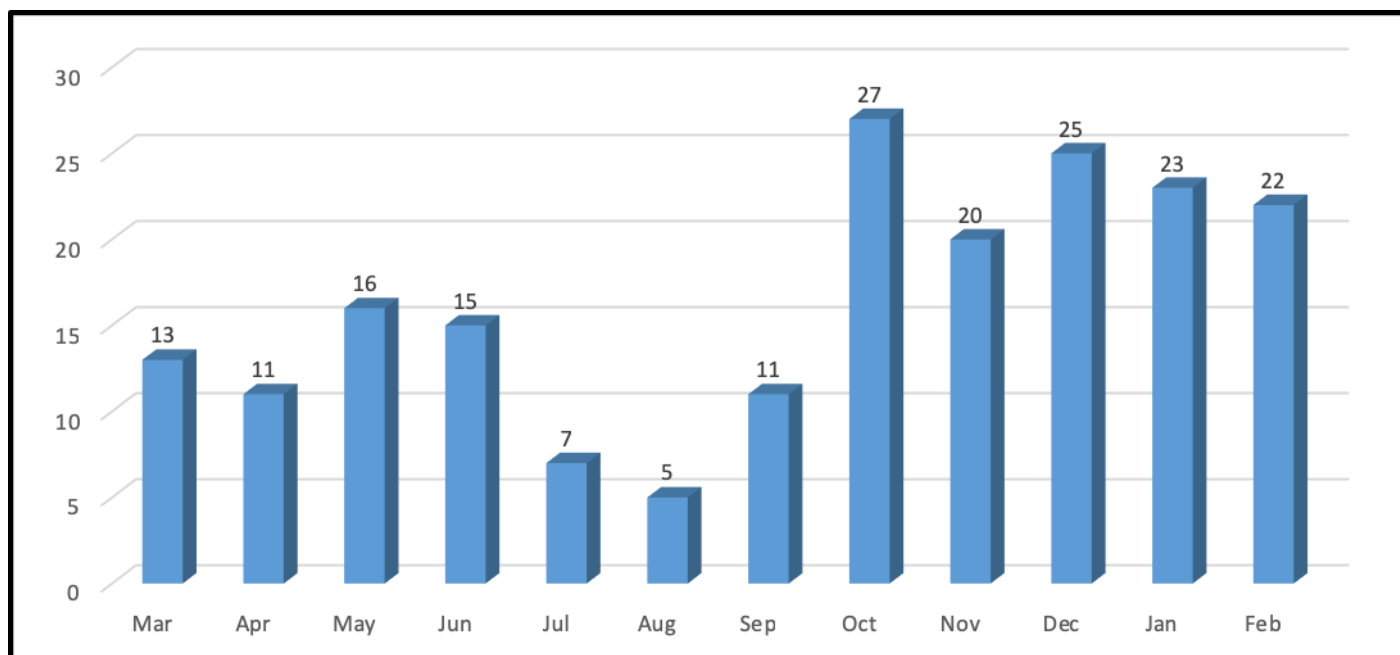


Table 7: Serious and Organised Crime

The current number of OCGs stands at 30 groups, with 246 individuals associated with these. As can be seen from the above chart, the number of disruptions being carried out against those groups remains fairly consistent over the past five months for which data is available.

Disruption activity has continued across the force area over the past 12 months with a number of warrants and use of targeted stop search. Below is a case study outlining how partnership working also helps to protect communities from organised crime.

CASE STUDY 3 | A principal member of an organised crime group in Caerphilly and Bedwas policing area, was committing acts of violence and intimidation, linked to drug supply towards victims across the area. As a result, this individual was discussed with partner agencies during the OCG Partnership and HUB Partnership Tasking Meetings. Due to the family’s reputation, victims were understandably reluctant to provide witness statements and attend court to give evidence due to fear of retribution.

Work was conducted with key partners such as the Caerphilly County Borough Council’s Community Safety Team and their Legal Dept., making use of the well-established FOUR STRIKE process for dealing with anti-social behaviour. The solution was to use civil legislation and third party statements including partner agency community impact statements. This enabled an Anti-Social Behaviour Injunction (ASBI) under the Anti-Social Behaviour Crime and Policing Act 2014 to be granted on the 5th December 2019 in Cardiff County Court. This will be in place for 12 months with a number of prohibitions including an exclusion zone and a power of arrest, enabling Police and partners the opportunity to disrupt activities, place boundaries on behaviour with an exclusion zone from Lansbury Park, thus helping protect the vulnerable victim’s he was targeting.

Supporting Victims

2.1 Number of Repeat Victims of Crime

Total Repeat Victims												
All Offence Types	2017/2018				2018/2019				2019/2020			
	Total Crime with Victim	Victims of Crime	Repeat Victims	Repeat Victims %	Total Crime with Victim	Victims of Crime	Repeat Victims	Repeat Victims %	Total Crime with Victim	Victims of Crime	Repeat Victims	Repeat Victims %
	37657	29657	5040	17.0%	45352	33308	6791	20.4%	43549	31680	6870	21.7%

Breakdown of Repeat Victims by Crime Type												
All Offence Types	2017/2018				2018/2019				2019/2020 Year to Date			
	Total Crime with Victim	Victims of Crime	Repeat Victims	Repeat Victims %	Total Crime with Victim	Victims of Crime	Repeat Victims	Repeat Victims %	Total Crime with Victim	Victims of Crime	Repeat Victims	Repeat Victims %
All Other Theft	3269	3123	140	4.5%	3290	3120	155	5.0%	2878	2776	103	3.7%
Bicycle Theft	303	304	4	1.3%	410	403	10	2.5%	319	315	7	2.2%
Burglary - Dwelling	2507	2512	88	3.5%	2425	2419	104	4.3%	2368	2347	102	4.3%
Burglary - Non Dwelling	540	553	20	3.6%	543	540	31	5.7%	545	532	38	7.1%
Criminal Damage & Arson	7014	6075	638	10.5%	7059	6150	658	10.7%	6553	5717	606	10.6%
Drug Offences	20	21	0	0.0%	24	24	1	4.2%	31	31	0	0.0%
Misc Crimes Against Society	726	724	21	2.9%	855	853	29	3.4%	671	662	19	2.9%
Other Sexual Offences	735	720	34	4.7%	773	773	28	3.6%	765	757	22	2.9%
Possession Of Weapons	28	28	0	0.0%	26	25	1	4.0%	29	29	0	0.0%
Public Order Offences	3933	3589	283	7.9%	6282	5458	615	11.3%	6191	5437	576	10.6%
Rape	341	315	20	6.3%	380	326	23	7.1%	317	295	20	6.8%
Robbery	240	252	3	1.2%	283	273	9	3.3%	283	283	10	3.5%
Shoplifting	350	298	41	13.8%	374	311	41	13.2%	360	312	39	12.5%
Theft From The Person	323	322	2	0.6%	359	359	4	1.1%	280	280	2	0.7%
Vehicle Crime	3060	2985	85	2.8%	3028	2970	93	3.1%	2913	2845	99	3.5%
Violence With Injury	4749	4482	275	6.1%	5590	5213	379	7.3%	5316	4954	381	7.7%
Violence Without Injury	9513	8118	1112	13.7%	13596	10581	2081	19.7%	13396	10102	2379	23.5%
Totals	37651	34421	2766	8.0%	45297	39798	4262	10.7%	43215	37674	4403	11.7%

Table 8: Repeat Victims of Crime

During 2019/20 nearly 22% of all crimes were committed against a repeat victim (a victim who has had more than one crime of any crime type committed against them). When looking at repeat victims across specific crime types Violence without Injury (23.5%) accounts for almost a quarter of all repeat victims. A large majority of this category is made up of victims of Domestic Abuse and Stalking and Harassment, where the victim is know to or an ex-partner of the offender.

Domestic Abuse case study summary.

The persons involved in this case study have had their names abbreviated in consideration for data protection legislation.

CASE STUDY 4 | KB and NC have been in a relationship for the last 5 years, during this time there have been many calls to and interactions with police as well as other agencies. The most notable are Police, IDVA (Independent Domestic Violence Advocate) service, GDAS (Gwent Drug and Alcohol Service) and Social Services.

Since 08/02/2018 there have been 28 recorded DASHRA (Domestic Abuse Stalking Harassment Risk Assessments) completed with NC being the perpetrator on most of the incidents. Please note this does not take into consideration incidents where multiply offences have been disclosed.

In 2019 alone there were 11 MARAC referrals completed, with the last incident being reported in December 2019. Since then we have had no recorded calls between the couple (report written April 2020). In addition to calls and MARAC referrals there have been three DVPO's (Domestic Violence Protection Orders) granted by Newport

Magistrates against NC with one application against KB rejected by the court. There has also been a S115 meeting organised by the Crime and Disorder Reduction Officer for the local area who had set up an action plan to address the risk to KB as well as the number of calls being received to police.

KB has reported many of the incidents while in times of crisis. She has provided written statements or completed video interviews on a handful of occasions. Unfortunately, as time has gone on, either due to NC being given police bail by the Police or by the Crown Prosecution Service, this has led to KC providing retraction statements, which have then resulted in no further action being taken in the cases. The fact that evidence had been initially provided has led to DVPO's being granted in court.

It should also be noted that NC has more recently made allegations of assault and threats to kill with weapons against KC. NC has provided statements on each occasion but again as time has gone on he has retracted his support. Both have stated that they were scared of the other saying they had the potential to kill the other. The use of weapons is prominent and there are many pictures of both with clearly visible bruising to different areas of their bodies.

KB has had continuous support from her IDVA and whilst this has helped her on several occasions it has not led to her breaking the cycle of violence she has been subjected to. Gwent Police also have a partnership with Cyfannol Women's Aid with a team of IDVA's within Gwent police offering emergency assistance to victims at the time of crisis. This team has had numerous dealing with KB and offered her places at refuge. Unfortunately, this has never been taken up with KB staying with her mother at a local address. Her mother is classed a vulnerable person and professional concerns have been raised around how this relationship also affects her.

In terms of support, GDAS have had the most interactions with both KB and NC as both are clients. A number of disclosures have been made to them in regard to violence over the years and these have been immediately flagged to police who continue to take positive action due to risk of serious harm. All agencies recognise the need to monitor and intervene in this relationship whenever possible with criminal and as well as civil avenues being explored. Due to the chaotic nature of the personal lives of both KB and NC, neither are considered as reliable witnesses by the CPS which leads to continuous evidential difficulties. Even when civil applications have been successful there has been evidence that neither KB nor NC have respected the orders made by the courts as neither were supportive of action at the time.

At the moment it is difficult to envisage how much more support agencies can offer KB and NC. The recent lack of contact also highlight that it is likely that both have stopped reporting matters to police or support agencies. This is yet another obstacle support agencies face in attempting to break the cycle KB and NC found themselves in. This case highlights the complexities domestic abuse brings to all owning agencies, showing that even with maximum engagement, protection is hard to achieve.

2.2 Number of Victims safeguarded by Financial Abuse Officers

During the fourth quarter the Economic Crime Unit have made 175 safeguarding calls, visits to victims and visits to banks. Total prevention and refunds to victims has amounted to £496K.

CASE STUDY 5 | One case dealt with in in January resulted in £180K loss to a couple. Intervention came in the form of a safeguarding visit by the financial abuse officer. During the visit it became apparent the victims bank had failed to protect him properly resulting in considerable financial loss. Following advice from the officer, the victim was able to challenge the bank, which has now refunded £180K.

2.3 Number of Victims safeguarded from Modern Day Slavery/Child Sexual Exploitation

Modern Day Slavery	2018-2019					2019-2020					2 Year Quarterly Average
	Q1	Q2	Q3	Q4	2018-19 Total	Q1	Q2	Q3	Q4	2019-20 Total	
National Referral Mechanism	26	19	20	11	76	11	12	11	7	41	15
MS1 notices	3	1	5	6	15	10	3	1	6	20	4
Total	29	20	25	17	91	19	15	12	13	59	19
Negative Reasonable Grounds	2	6	5	1	14	4	1	2	0	7	3
Positive Reasonable Grounds	24	13	6	10	53	6	10	8	3	27	10

Table 9: Victims safeguarded from Modern Day Slavery/Child Sexual Exploitation

Table 9 highlights that figures for 2019/20 are significantly below where they were in 2018/19, with the past two quarters in particular being below the quarterly average. For quarter three of this financial year are just below the quarterly average but reflect a consistent approach to tackling this type of crime. National Referral Mechanism (NRM) notices, which are a framework for identifying potential victims of trafficking and ensuring they receive appropriate support and assistance, declined again, for the third quarter in a row.

2.4 Number of Children and Adult PPN’s

PPN - Nature of Concern	2017-18					2018-19					2019-20					3 Year Quarterly Average
	Q1	Q2	Q3	Q4	2017-18 Total	Q1	Q2	Q3	Q4	2018-19 Total	Q1	Q2	Q3	Q4	2019-20 Total	
Adult at Risk	809	908	908	1017	3642	1178	1357	1300	1380	5215	1503	1660	1548	1515	6226	1257
Child Concern/Child Sexual Exploitation	2389	2133	2133	2306	8961	2922	2740	2583	2683	10928	2896	3240	3216	3566	12918	2734

Table 10: Adult and Child PPN Referrals

The number of referrals for adults at risk has risen considerably over the past three years and is now at a figure for 2019/20, 71% above where it was in 2017/18.

The number of child PPN’s has also risen over the same time period by 44.2%. Due to these sustained rises, both figures for quarter four are significantly above the quarterly average figures.

The rise in PPN’s have continued this quarter inline with the rest of the year, The drive to ensure officers complied with PPN submission has continued which is reflected in the figures.

2.5 Missing Children

Missing Children	2017-18					2018-2019					2019-2020					3 Year Quarterly Average
	Q1	Q2	Q3	Q4	2017-18 Total	Q1	Q2	Q3	Q4	2018-19 Total	Q1	Q2	Q3	Q4	2019-20 Total	
Missing Children Occurrences	1081	1114	903	825	3923	1306	993	853	918	4070	945	852	759	827	3383	948
Number of Missing Children	370	308	312	330	1320	345	334	410	455	1544	450	398	373	400	1621	374
Number of Repeat Missing Children	155	130	124	113	522	156	137	124	151	568	153	128	125	129	535	135

Table 11: Missing Children

The number of children reported missing during 2019/20 increased by 5% compared with the previous year. However, conversely the number of repeat missing children declined by 5.8% over the same time period. This may indicate that initiatives put in place to positively influence those who regularly go missing, are beginning to have an effect.

2.6 Number of MARAC Referrals

Marac Referrals	2018-2019					2019-2020					2 Year Quarterly Average
	Q1	Q2	Q3	Q4	2018-19 Total	Q1	Q2	Q3	Q4	2019-20 Total	
Initial	196	201	209	186	792	180	210	225	215	830	203
Repeat	56	78	65	78	277	54	78	69	69	270	68
Total	252	279	274	264	1069	234	288	294	284	1100	271

Table 12: MARAC Referrals

MARAC referrals remained above the quarterly average during quarter 4, as do repeat referrals. Year on year initial referrals rose by 4.8% compared with 2018/19. Both figures represent a continued commitment from Gwent Police to safeguard the most vulnerable in society.

2.7 Arrest and Voluntary Attendance Rates

Category	2018-2019					2019-2020					2 Year Quarterly Average
	Q1	Q2	Q3	Q4	2018-19 Total	Q1	Q2	Q3	Q4	2019-20 Total	
Overall	1896	2033	2087	1975	7991	2249	2214	2218	2351	9032	2128
Under 18	180	151	115	150	596	172	118	128	184	602	150

Table 13: Custody Records

The table above shows that overall arrests has continued to grow for the third quarter in a row, and the figure for quarter four 2019/20 is 19% above the same period the previous year. The total year on year growth is even more marked volume wise, with an increase in number of arrests of 1041 (13%). As total crime figures declined, this represents an increase in the number of people being arrested as a percentage of crime, from 13.7% in 2018/19 to 15.7% in 2019/20.

After a fall in arrests of U18's for the previous two quarters, the figure spiked during quarter four to its highest level for the past two years (n=184). March also saw a rise in the number of arrests for more serious crimes, with 35 being linked to violent offences. This meant the overall figure for 2019/20 saw a slight year on year rise compared with 2018/19 of 1%. As a result, the initial positive effect seen following the HMIC inspection in June 2019, and the subsequent recommendations put in place, has been eroded slightly. Further analysis is required to determine whether this is a short-term effect of the current lockdown, or a developing longer-term trend.

Voluntary Attendance Rates											
Voluntary Attendance Rates	2018-19					2019-20					2 Yearly Average
	Q1	Q2	Q3	Q4	2018-19 Total	Q1	Q2	Q3	Q4	2019-20 Total	
	1006	1049	923	855	3833	862	850	782	645	3139	

Table 14: Voluntary Attendance Rates

There has been a significant decrease in voluntary attendance rates in quarter four 2019/20 compared to the quarterly average and previous quarters. This is likely to be related to the current Covid 19 situation, however, a similar, although not as dramatic, decline was witnessed in quarter three, maybe indicating this may be a longer-term trend. It has meant that the figure for quarter four 2019/20 is 24.6% below that seen in the same period last year. It has also contributed to a year on year decline in VA rates of 18.1%.

2.8 Victim Contact Management Compliance

Table 15: Victim Contact Management Compliance rate by month, for the last two quarters

Month	Occurrences with a VCM (crime & ASB)	Consent recorded within VCM
	%	%
October 2019	45	63
November 2019	58	65
December 2019	62	62
January 2020	61	63
February 2020	62	62
March 2020	64	60

The VCM benefits the victim throughout their journey by ensuring they are offered the opportunity to be referred to victim services to receive the support they require. It also ensures that communication between police officers and victims is done in a way that is best suited to victims’ individual circumstances and ensures that victims are aware of how and when they will be updated about the investigation thus allowing them to be and feel informed about their case.

The Victim Contact Management (occurrences with a VCM, crime and ASB) shows a trend of continual improvement. From a starting point of 45% compliance in October 2019, March 2019 returned a figure of 64%, an improvement of 19% across the last six months.

Although there continues to be a positive trend, continued focus needs to be applied to the quality of VCM’s which will be undertaken through supervisory dip-sampling and oversight at the monthly Victim’s Board. All officers and sergeants will be attending a Force Training Day, starting in April 2020, focused on supporting the Victim through their criminal justice journey including completion of the VCM.

Community Cohesion

3.1 Stop Searches by Area and Positive Outcome Rates

Total Stops	2018-2019					2019-2020					2 Year Quarterly Average
	Q1	Q2	Q3	Q4	2018-19 Total	Q1	Q2	Q3	Q4	2019-20 Total	
Stop & Search East LPA	174	501	514	660	1849	595	419	547	699	2260	514
Stop & Search West LPA	82	146	139	248	615	224	235	357	324	1140	219
Stop & Search No Location Recorded	63	39	54	105	261	93	57	77	107	334	74
Stop & Search Force	319	686	707	1013	2725	912	711	981	1130	3734	807

Table 16: Stop and Search by LPA

The total number of stop and searches recorded across the whole force in quarter four 2019/2020 has increased for the second quarter in a row, by a further 15.2%. This continued rise means the year on year increase from 2018/19 to 2019/20 is 37%, which is a significant uplift in the number of stop searches the Force is carrying out.

However, the number of stops being conducted in the West LPA, while increasing, continues to lag behind the number in the East LPA. In 2018/19 24.6% of all stops took place in the West LPA, less than a quarter. Although this percentage has risen to 30.5% in 2019/20, it still remains less than a third of overall recorded stop searches for the Force.

However, there has been a realisation in the disparity of stops taking place in the West of the force and this is being addressed with a more proactive, intelligence focused approach, aimed at not only increasing the quantity of stops, but also the quality of them in relation to positive outcomes. This approach will also address the outcome rates shown below and also have a significant impact on reducing the disproportionality of BAME stops across the force.

The Op Tactic quarterly stop search report informs the Op Tactic meeting which will shape the future use of the stop search powers to ensure correct governance and scrutiny at all levels. To assist in this process a former HMIC inspection officer will review activity in this area over the coming months.

Stop Search Outcomes	2018-2019					2019-2020					2 Year Quarterly Average
	Q1	Q2	Q3	Q4	2018-19 Total	Q1	Q2	Q3	Q4	2019-20 Total	
Stop & Search with Positive Outcome East LPA	27	129	120	123	399	117	76	117	100	410	101
Stop & Search with Positive Outcome West LPA	16	47	49	73	185	63	71	96	71	301	61
Stop & Search with Positive Outcome No Location	19	5	19	21	64	24	16	22	11	73	17
Stop & Search with Positive Outcome Force	62	181	188	217	648	204	163	235	182	784	179

Table 17: Positive Outcomes of Stop and Searches

While the number of stop searches resulting in a positive outcome did dip in quarter four, it is still comparable to the baseline average.

3.2 Hate Crimes and Repeat Incidents

Hate Crime	2017-2018					2018-2019					2019-2020					3 Year Quarterly Average
	Q1	Q2	Q3	Q4	2017-18 Total	Q1	Q2	Q3	Q4	2018-19 Total	Q1	Q2	Q3	Q4	2019-20 Total	
Hate Crime Occurrences	291	235	235	244	1005	276	326	250	286	1138	303	261	197	206	967	259
Hate Crime Repeat Victims	36	19	19	11	85	24	27	18	23	92	27	20	16	26	89	22
Hate Crimes Sent to HO	179	148	148	176	651	198	231	169	199	797	235	173	138	122	668	176

Table 18: Hate Crimes

Although the number of Hate Crimes Occurrences rose slightly in quarter four compared with the previous quarter, the number recorded as crimes and sent to the Home Office has continued to experience a downward trajectory for the fourth quarter in a row.

This sustained decrease in offence numbers has meant that 16.2% fewer Hate Crimes were reported in 2019/20 than in 2018/19. To understand whether this is a positive or negative pattern requires further investigation around the type of incident being reported and examination of individual crime types.

Table 19: Hate Crimes by Strand

Q4 2019/2020 by Hate Strand	No.	%
Religious	5	2.43
Transphobic	5	2.43
Disability	59	28.64
Homophobic	37	17.96
Racial	100	48.54
Total	206	100.00

Table 19 captures the strands by which Hate Crimes are categorised. The figures are broadly in line with last quarter’s returns, with Racial Hate Crime accounting for nearly half of all Hate Crime occurrences, although this is a slight drop from quarter three. The number of Hate Crimes recorded as Disability have seen an 8% rise and now account for over a quarter of the total number.

Table 20: Hate Crimes by Crime Type

Q4 2019/2020 by Crime Type	No.	%
-	15	7.28
All Other Theft	3	1.46
Criminal Damage & Arson	12	5.83
Misc Crimes Against Society	1	0.49
Other Sexual Offences	2	0.97
Public Order Offences	85	41.26
Robbery	2	0.97
Theft From The Person	0	0.00
Vehicle Crime	0	0.00
Violence With Injury	10	4.85
Violence Without Injury	76	36.89
Total	206	100.00

Table 20 shows the crime type within which Hate Crime offences occur. Public Order and Violence Without Injury offences between them account for over 78% of the total. The Public Order offences are predominantly where an offender uses threatening, abusive or insulting words, or other visible representation that is threatening towards the victim.

3.3 Hate Crime Outcome Rates

Outcome Rates for Hate Crime Occurrences											
Outcome	2018-2019					2019-2020					2 Year Quarterly Average
	Q1	Q2	Q3	Q4	2018-19 Total	Q1	Q2	Q3	Q4	2019-20 Total	
1: Charged/Summoned	20	26	23	20	89	26	23	15	10	74	20
2: Youth Caution/Conditional Caution	0	0	0	0	0	0	0	1	0	1	0
3: Adult Caution/Conditional Caution	3	2	5	1	11	3	0	2	0	5	2
6: Penalty Notice for disorder	0	1	1	1	3	0	0	0	0	0	0
8: Community Resolution/Youth Restorative Justice	4	5	7	8	24	4	2	4	0	10	4
14: Victim declines/unable to support action to identify offender	29	21	27	31	108	22	21	23	13	79	23
15: Named suspect, victim supports but evidential difficulties	51	47	45	46	189	54	37	34	15	140	41
16: Victim withdraws support - named suspect identified	80	100	69	74	323	102	65	67	44	278	75
18: Investigation complete no suspect identified	56	82	52	66	256	58	76	61	19	214	59
20: Other body agency has investigation primacy	0	1	3	1	5	2	0	0	0	2	1
21: Named suspect, investigation not in the public interest	0	2	0	0	2	1	1	1	0	3	1
New/Still Open	24	28	14	36	102	30	47	57	103	237	42
Cancelled/Transferred	7	5	5	4	21	9	2	9	2	22	5
Positive Outcomes	27	34	36	30	127	33	25	22	10	90	27
Total Outcomes	274	320	251	288	1133	311	274	274	206	1065	275
% of Positive Outcomes	9.9%	10.6%	14.3%	10.4%	11.2%	10.6%	9.1%	8.0%	4.9%	8.5%	9.7%
Total Finalised Outcomes	243	287	232	248	1010	272	225	208	101	806	
% of Positive Outcomes Against Finalised Outcomes	11.1%	11.8%	15.5%	12.1%	12.6%	12.1%	11.1%	10.6%	9.9%	11.2%	

Table 21: Hate Crime Outcomes

As with overall outcome rates, outcome rates for Hate Crime have fallen sharply during quarter four 2019/20. However, as explained in the main Outcomes section, this is primarily due to a large amount of cases still being under investigation.

Tackling Anti-Social Behaviour

4.1 Number of ASB Incidents

ASB Incidents	2018-2019					2019-2020					
ASB	Q1	Q2	Q3	Q4	2018-19 Total	Q1	Q2	Q3	Q4	2019-20 Total	2 Year Quarterly Average
East LPA	1271	1294	1120	1096	4781	1242	1299	1050	1265	4856	1205
West LPA	1475	1672	1356	1441	5944	1533	1609	1307	1550	5999	1493
Total	2746	2966	2476	2537	10725	2775	2908	2357	2815	10855	2698

Table 22: ASB Incidents

The number of ASB incidents in quarter four 2019-20 has risen sharply from the previous quarter and is 11% higher than during the same period last year. However, this has followed a significant rise seen during March 2020, with many of these being linked to both Covid 19 and the subsequent lockdown. Therefore, it is difficult to judge whether there is a true rise in incident numbers.

Both the East and West LPAs have seen a similar pattern, which has resulted in an overall year on year increase of 1.2%. It is however likely, that without the spike experienced since mid-February, this year would actually have recorded a decrease in the number of ASB incidents.

Gwent Police to work closely with partners to reduce anti-social behaviour. There are varying levels of intervention required which is shown in the following case studies.

CASE STUDY 6 | A young male in Bettws, Newport was identified as a victim of repeat bullying in the community. The partners identified those responsible, early intervention resulted in letters being issued to those responsible, which subsequently stopped the behaviour. The work did not stop there, support services were wrapped around the young victim, who became involved in sporting activities and were introduced to various groups in the area which improved the young mans confidence.

CASE STUDY 7 | Two young girls in Cwmbran, Torfaen were referred to the Community Safety Hub for discussions due to their anti-social behaviour. Interventions were put in place and following problem solving meetings with the various partners it was found the two girls were part of a larger group of girls who were all involved with the same older male. This male was working with probation who shared information on the male and facilitated the service of child abduction warning notices on him. The male remains under review by the Partnership Hub, with the females still part of the anti-social behaviour monitoring process.

CASE STUDY 8 | A repeat victim of ASB in Blaenau Gwent was identified and referred to the Partnership Hub. The male was disabled and being targeted by a number of youths on a regular basis. The youths were identified and put into the first stage of the ASB process. Support services where wrapped around the victim to assist them with independent living and introducing them to community groups. The issues have stopped due to effective and efficient partnership working.

CASE STUDY 9 | Twin males in Blackwood, Caerphilly were identified as repeat offenders in numerous ASB calls, affecting the wider community along with targeting individual victims. Work by various agencies failed to curb the behaviour of the males with reluctance by the victims to provide statements. The Partnership Hub worked together and presented the case to the court containing Police statements detailing the victims issues while maintaining their anonymity. The court issued anti-social behaviour injunctions against both males, resulting in the issue subsiding, thereby protecting the community from further harm.

4.2 Repeat Victims of Anti-Social Behaviour

ASB Repeat Victims	2018-2019					2019-2020					2 Year Quarterly Average
	Q1	Q2	Q3	Q4	2018-19 Total	Q1	Q2	Q3	Q4	2019-20 Total	
Total ASB Victims	1116	1291	1136	1037	4580	1142	1118	933	831	4024	1076
ASB Repeat Victims	60	95	84	99	338	90	102	79	70	341	85
% Repeat ASB Victims	5.4%	7.4%	7.4%	9.5%	7.4%	7.9%	9.1%	8.5%	8.4%	8.5%	7.9%

Table 23: ASB Repeat Victims

It would be expected that the number of ASB victims, and repeat victims, generally increases and falls in line with overall ASB incident numbers. However, in this quarter there are large number of COVID 19 ASB incidents where there is no victim tagged due to the nature of the reported incident, hence the number of victims has not increased in line with the ASB incidents recorded. Traditional ASB victims numbers have reduced for the third quarter in a row.

ASB Repeat Offenders	2018-2019					2019-2020					2 Year Quarterly Average
	Q1	Q2	Q3	Q4	2018-19 Total	Q1	Q2	Q3	Q4	2019-20 Total	
Total ASB Offenders	795	876	727	838	3236	847	814	574	583	2818	757
ASB Repeat Offenders	51	77	52	64	244	79	46	77	54	256	63
% Repeat ASB Offenders	6.4%	8.8%	7.2%	7.6%	7.5%	9.3%	5.7%	13.4%	9.3%	9.1%	8.3%

Table 24: ASB Repeat Offenders

The numbers of repeat offenders are obviously reliant on the offender being known, and as such it is sometimes difficult to make any accurate predictions around trends and patterns in this area. However, the table does indicate that the number of repeat offenders has remained fairly consistent over the past two years.

4.3 Number of Community Resolutions

Community Resolutions by Crime Type											
Crime Type	2018-2019					2019-2020					2 Year Quarterly Average
	Q1	Q2	Q3	Q4	2018-19 Total	Q1	Q2	Q3	Q4	2019-20 Total	
All Other Theft	0	8	7	5	20	7	7	3	2	19	5
Burglary - Dwelling	0	0	0	0	0	2	0	0	0	2	0
Burglary - Non Dwelling	2	2	0	0	4	0	0	1	0	1	1
Criminal Damage & Arson	17	15	18	15	65	20	23	9	5	57	15
Drug Offences	0	3	8	9	20	10	4	9	2	25	6
Misc Crimes Against Society	0	0	0	1	1	0	1	0	0	1	0
Other Sexual Offences	0	0	1	0	1	0	0	1	0	1	0
Possession Of Weapons	0	0	1	3	4	0	0	1	0	1	1
Public Order Offences	13	9	21	14	57	22	10	5	2	39	12
Shoplifting	16	22	9	10	57	7	4	7	4	22	10
Vehicle Crime	0	0	2	0	2	0	0	0	0	0	0
Violence With Injury	16	15	18	25	74	12	10	3	0	25	12
Violence Without Injury	16	29	30	20	95	14	16	7	7	44	17
Total	80	103	115	102	400	94	75	46	22	237	80

Table 25: Community Resolutions by Crime Type

The number of Community Resolutions being issued continues to show a general decline from the figures recorded during 2018-19. Quarter four is recording a significantly low number (n=22), however, as with other Outcome data, it must be considered that finalised outcomes do take a while to catch up, due to the large number of crimes from the last quarter still recorded as New or Under Investigation.

However, it is accepted the Forces Community Resolution Outcome rates are below that of most other forces, and processes are being put in place to address this area.

Efficient and Effective Service Delivery

5.1 Breakdown in Demand for 101 and 999 Calls

Breakdown of 999 Calls																
	2017-2018					2018/2019					2019/2020					
999	Q1	Q2	Q3	Q4	2017-18 Total	Q1	Q2	Q3	Q4	2018-19 Total	Q1	Q2	Q3	Q4	2019-20 Total	3 Year Quarterly Average
Total 999 Calls	20234	22121	14391	17947	74693	20768	22160	20927	19414	83269	20234	22310	20032	18714	81290	19938

Table 26: 999 Demand

Table 26 shows that demand from 999 calls dropped again between quarter three and quarter four 2019/20 by a further 6.6%. This follows a 10.2% decline the previous quarter. The most recent quarter four figure is also 3.6% below the same period last year, contributing to a year on year fall of 2.4%.

Again, as in other areas, it is not known whether the current situation around the lockdown is having an influence on the Forces current, and most recent, 999 demand.

Breakdown of 101 Calls																
	2017-2018					2018/2019					2019/2020					
101	Q1	Q2	Q3	Q4	2017-18 Total	Q1	Q2	Q3	Q4	2018-19 Total	Q1	Q2	Q3	Q4	2019-20 Total	3 Year Quarterly Average
Total 101 Calls	55489	59641	51266	48180	214576	57969	57348	52827	53091	221235	55489	57382	51966	34245	199082	52908
101 Answered	47860	45452	41536	40593	175441	46794	44317	43682	46622	181415	47860	51510	48506	32531	180407	44772
101 Abandoned	7561	14189	9732	7586	39068	11175	13031	9172	6469	39847	7561	5872	3460	1714	18607	8127

Table 27: 101 Demand

As with 999 demand, the number of 101 calls has fallen significantly during quarter four of 2019/20. Again the reasons for this are not known at this time.

Breakdown of Switchboard Calls																
	2017-2018					2018/2019					2019/2020					
Switchboard	Q1	Q2	Q3	Q4	2017-18 Total	Q1	Q2	Q3	Q4	2018-19 Total	Q1	Q2	Q3	Q4	2019-20 Total	3 Year Quarterly Average
Total Switchboard Calls	19023	18965	19237	18732	75957	20756	21669	19755	18497	80677	20376	18692	19223	30634	88925	20463
Switchboard Answered	14500	14209	14312	14331	57352	15851	14889	14723	13941	59404	13638	14167	16241	26145	70191	15579
Switchboard Abandoned	4523	4756	4925	4401	18605	4906	6780	5032	4556	21274	6602	4525	2982	4489	18598	4873

Table 28: Switchboard Demand

Conversely the number of Switchboard calls received rose significantly quarter on quarter by 59.4%, to a figure 33.2% above the quarterly average. Again, this is likely to be directly linked to the current Covid 19 situation, meaning that fair or accurate comparisons cannot be drawn around any of these figures at this time.

Force Performance – 2019/2020 Q4

Incident	2017/18				2018/19				2019/20			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
PUBLIC SAFETY & WELFARE	14,484	14,120	12,777	12,214	13,975	13,652	13,074	13,048	13,514	14,659	13,190	12,700
CRIME RELATED	12,472	12,736	12,437	11,678	14,367	13,994	13,393	13,209	13,477	14,283	12,977	11,780
ADMIN	10,139	8,844	8,020	7,132	7,906	7,911	7,388	7,245	7,677	8,444	7,641	7,494
TRANSPORT	8,766	8,759	8,513	8,075	8,681	8,060	8,096	8,419	8,319	8,370	7,840	7,193
ANTI SOCIAL BEHAVIOUR	5,366	4,952	4,108	2,933	2,771	2,968	2,481	2,539	2,778	2,912	2,358	2,817
OPEN LOG	4	3	1	2	78	128	215	158	339	183	2	54

Table 29: Incident breakdown

The table above shows the breakdown in type of incidents. The amount per type of incident can vary according to seasonality and general demand, however one noticeable decrease has been in Anti-Social Behaviour incidents which were at 17,359 for the financial year 2017/18 and at 10,865 for the last financial year. This will largely be due to the reclassification of some ASB incidents into Public Order Offences during the 2017/18 financial year where ASB incidents fell by 45% between quarter one and quarter four.

5.2 Absenteeism Rates – Staff and Officers

Absence Numbers for Officers and Staff During the Reporting Period											
Absence	2018-2019					2019-2020					2 Year Quarterly Average
	Q1	Q2	Q3	Q4	2018-19 Total	Q1	Q2	Q3	Q4	2019-2020 Total	
Officer Absence	206	214	237	160	817	121	139	156	173	589	176
Staff Absence	160	158	152	127	597	106	86	98	101	391	124
Total	366	372	389	287	1414	227	225	254	274	980	299

Table 30: Absence Rates

NB: Different reporting systems and processes changed in Quarter 1 of 2018-19 which would make comparison difficult hence no data has been supplied for 2017-18

During quarter four of 2019/20 there were a total of 274 members of staff absent at some point, which is an increase of 7.9% on the previous quarter, at a time of year that historically experiences a decline in numbers. Of these 63% were officers and the remaining 37% were police staff. Although absence levels have been a positive story in recent times, falling significantly in the first few quarters of last year, when compared to the previous year, the current situation around Covid 19 appears to be having a negative impact on this data. Therefore, once again, as with other areas, it is unfair to draw any comparisons with previous data sets at this time.

5.3 Training Attendance Rates

Attendance Rates	2019-2020			
	Q1	Q2	Q3	Q4
OST Attendance	66.5%	85.8%	74.8%	61.7%
Force Training Day Attendance	77.7%	79.6%	79.1%	85.4%

Table 31: Attendance Rates at Training

The number of attendees at Officer Safety Training declined significantly in quarter four compared with the previous quarter, by 13.1%. This follows a 13.3% drop the previous quarter. This is due to COVID-19 with some training being cancelled. There is a plan in place to ensure those who have missed training are captured during the coming months to ensure compliance in this area. However, over the same period there was a 6.3% rise in the number of people attending Force Training Days.

Recommendations

- 1. Improved use of Problem Orientated Policing plans to target and reduce all areas of crime and ASB.**

- 2. Improve positive outcomes, particularly those in volume crime. This should be achieved by increasing Community Resolutions, improved investigations and increased charged/summonsed and caution rates.**

- 3. Increase the level of intelligence led stop and search activity across the force to proactively tackle crime and reduce the disproportionality of ethnic minority stop and searches.**

For OPCC use only

Office of the Chief Constable
I confirm that the Force Performance report has been discussed and approved at a formal Chief Officers' meeting. It is now forwarded to the OPCC for approval / information / monitoring purposes.
 Signature:
Date: 11/05/2020

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: