



# Strategy and Performance Board 2022

## Annual Equality Report



## 1. PURPOSE AND RECOMMENDATION

- 1.1 This annual equality report documents the work of Gwent Police only and a separate report will be published from the Office of the Police and Crime Commissioner. This document does reference the collaborative work carried out between the two entities to drive a positive culture across Gwent.
- 1.2 This report provides an update about the progress Gwent Police has made in meeting its public duties under the Equality Act and seeks to celebrate the success we have made in working towards a fair and inclusive police service.
- 1.3 Gwent Police's priorities were set in consultation with key stakeholder from the communities of Gwent and are presented in this report as "strategic equality objectives". To help deliver these objectives a tactical a delivery plan is in-place to track progress, and which forms the basis of this report.
- 1.4 Gwent Police's commitment to equality, diversity and inclusion is integral to its values, which act as a central pillar to everything it undertakes in policing.
- 1.5 There are no recommendations made requiring a decision.

## 2. BACKGROUND:

- 2.1 In October 2020 Gwent Police agreed a Joint Strategic Equality Plan (JSEP) in partnership with the Office of the Police and Crime Commissioner. It outlines the Police and Crime Commissioner's (PCC) and Chief Constable's commitment to ensure that respect for equality, diversity, inclusion, and human rights underpins everything Gwent Police does. The plan is effective from 2020 until 2024 and ensures that Equality, Diversity, and Inclusion are priorities for both organisations. The plan has been previously published and is available online.
- 2.2 The plan aims to achieve the following four strategic equality outcomes and has an associated tactical delivery plan to aid delivery:
  - 2.2.1 Supporting Vulnerable People: To investigate and achieve justice for crimes with the greatest impact on vulnerable people, ensuring effective support for victims.
  - 2.2.2 Legitimacy and Fairness: To ensure that Gwent Police and the OPCC carry out their activities in a way that is proportionate and non-discriminatory and fosters positive relations between communities and policing.
  - 2.2.3 Access, Engagement, and Inclusion: To ensure that the services delivered by Gwent Police and the OPCC respond to the views, experiences and needs of



people who identify with protected characteristics, and the work the force does promotes inclusion and cohesion.

2.2.4 Creating an Inclusive Workforce and Promoting Fairness: To work towards a representative workforce and an inclusive workplace culture and ensure that everyone working for Gwent Police and the OPCC are treated fairly and without discrimination.

### 3. PERFORMANCE OVERVIEW

3.1 The JSEP, a core part of delivery across Gwent Police is governed through the forces legitimacy board which is chaired by the Deputy Chief Constable and attended by all department and representatives of the Office of the Police and Crime Commissioner. The plan in place across both Gwent Police and the Office of the Police and Crime Commissioner is in-place until 2024 when it will be reimagined to reflect the changing nature of policing and the communities of Gwent. The current plan remains under delivery across Gwent and forms part of all strategic plans developed within the force.

#### 3.2 Current performance

64%	21%	9%
73 MEASURES	31 MEASURES	10 MEASURES
Measures either delivered or consistently being managed through business-as-usual functions	Measures remain under development with planned delivery	Measures is yet to be introduced
<b>KEY HIGHLIGHTS</b>		

<ul style="list-style-type: none"> <li>• Approach to building a representative workforce.</li> <li>• Robust approach to managing hate crime reporting.</li> <li>• Taking a robust approach to managing modern day slavery within the organisation and across communities.</li> <li>• Robust process of scrutinising crime types and providing organisational learning.</li> <li>• Effective measures to understand public trust and confidence.</li> </ul>	<ul style="list-style-type: none"> <li>• Development and usage of equality impact assessments.</li> <li>• Embedding ACE's through policing.</li> <li>• Continued commitment to support victims through the crime recording and criminal justice process.</li> <li>• Commitment to support violence against women and girls.</li> <li>• Supporting those vulnerable to fraud and cyber crime.</li> <li>• Commitment to building strong</li> </ul>	<ul style="list-style-type: none"> <li>• Improvements to the management and quality assurance</li> <li>• Improve links with local education</li> <li>• Review of the recording and investigation of crimes affecting vulnerable.</li> <li>• Transparency through vetting.</li> <li>• Accessibility across all access routes into policing and the criminal justice process.</li> <li>• Better integrate learning from the public in relation to contact channels.</li> </ul>
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<ul style="list-style-type: none"> <li>• Working in partnership with the Office and the Police and Crime Commissioner, the force has a confident approach to engaging with children and young people.</li> <li>• A strong approach to harnessing gender equality and developing approaches to achieve retention of skilled workers.</li> </ul>	<p>community and partner links with the aim to protect and reassure.</p> <ul style="list-style-type: none"> <li>• Clear commitment to embedding wellbeing and resilience throughout the organisation.</li> <li>• Clear direction to building staff engagement across various groups within the organisation.</li> <li>• A direction of understanding Socio-economic deprivation factors impacting Gwent communities and the wider workforce.</li> <li>• A commitment to deliver improved retention within the workforce across all protected characteristics.</li> </ul>	<ul style="list-style-type: none"> <li>• Develop current training to ensure that equality, diversity and inclusion remain at the heart of delivery.</li> <li>• Create a workforce that can engage freely, openly and safely on topics around culture.</li> <li>• Continue to improve scrutiny and embed a learning culture when considering public perception.</li> <li>• Improvement to crime data integrity which often impact positive outcomes rates.</li> </ul>
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## Equality objective one | support vulnerable people

Focusing on how the police supports vulnerable groups across Gwent and works with partners. This sub-objective is set across the following area:

- violence against women, domestic abuse and sexual violence
- hate crime and disability-related harassment
- early intervention and prevention
- supporting victims
- criminal exploitation of children and other vulnerable people
- modern day slavery and human trafficking
- fraud and cyber-crime
- crimes against older people

### Current performance

60%	27%	13%
18 MEASURES	8 MEASURES	4 MEASURES
Measures either delivered or consistently being managed through business-as-usual functions	Measures remain under development with planned delivery	Measures is yet to be introduced

### Violence against women and girls

The force has committed and delivered to more effective recording of information, including protected characteristics to ensure effective engagement with victims of crime. Enabling central and local policing teams to react quicker to trends, enabling an improved response to reporting parties.

The force has also shown a clear commitment to support local and national campaigns to inform and educate the public of the approach to tackle this type of behaviour.

Working in partnership with Welsh Government and local media agencies, an extensive media campaign has been delivered using a range of media sources citing a simple message that there is no excuse for violence against women and girls. This funding from the Home Office came as part of the Safer Streets scheme which has provided Gwent with more than £1.3m to improve public spaces and community perception of safety, which also has a focus around measures to enable women and girls to feel safer in the community. The force has also supported third sector organisations to amplify their messages to end this behaviour across Gwent and Wales.

Support victims is a cornerstone of policing, the organisation has invested in services to aid those living with the after effect of being a victim of crime. In July 2021, the new Victim Care Unit (VCU) went live. Working alongside our Witness Care Unit, the VCU ensures a thorough needs assessment and a referral for support where required for all

victims. Victims and witness are kept up to date through their criminal justice journey and their rights are met under the Victims Code of Practice. Predictions based on the first six months suggest that the VCU could be dealing with 52,000 victims in the first year, prompting a review around the resourcing model of the unit going forward.

To support the Force in learning and improving, the Survivor Engagement Co-ordinator holds focus groups and one to one sessions with victims based on their lived experiences and feedback.

In 2021 the Victim Reference Group was created; this is a regular meeting of victims who consult on projects, processes and our service to help ensure the voice of the victims is at the heart of all we do.

### **Hate crime and disability-related harassment**

Gwent Police recognises that hate crimes are likely to be underreported given that victims are likely to come from groups that have less confidence in the police. As a result, the Force's strategic aim is to increase the number of Hate Crimes that are reported to it.

Over the reporting period there has been a significant increase in recorded hate crimes during this financial year when compared with previous financial years (73.1% up on 2019/20, and 57.3% on 2020/21). This rise could be perceived as confident in the police, with more people coming forward and disclosing information with the police. The rise also shows the increased tensions being felt by many across the communities of Gwent.

Within the organisation there has been extensive work to improve internal structures to better assess current trends and more effectively provide a robust police response to report of hate crimes and hate incidents.

The force has also committed to better understanding the current drivers influencing positive outcomes as well better grasping the factors influencing a victim's decision to pull away from the criminal justice process.

### **Early intervention and prevention**

Preventing crime happening in the first place is a clear commitment of Gwent Police but also all partners across Gwent. By reducing offending and ensuring that those more likely to begin their criminal justice journey are diverted away to alternative routes, helps reduce demand of frontline emergency services. The force has provided training to police officers, staff members and partners on adverse childhood experiences (ACEs), with an added focus on cultural differences which might lead to a greater likelihood of becoming a victim. Partnership is key when supporting those more likely of experience an ACE, therefore all partners across Gwent have agreed to take a whole system approach when mitigating these types of incidents. The approach is also taking when engaging with local Youth Offending Teams, with an added focus around reducing



reoffending and rehabilitating those who had previously offended.

## **Supporting victims**

Vulnerability is a broad and wide-ranging area which covers, but not limited to domestic abuse, stalking and harassment. The force has invested heavily to ensure the appropriate support for victims through the creation of the Domestic Abuse Safeguarding Team (DAST) to quality assure each incident of DA to ensure the correct level of risk has been attributed to the victim and the perpetrator. Looking at data, crime against vulnerable individuals continues to increase and the force has clearly shown its commitment to encourage reporting of both live and historic crimes. As previously stated, the force has also invested in an integrated approach to victim's support through the creation of the Victims Care Unit.

There is also dedicated support for vulnerable adults. Through Multi agency Safeguarding Hubs which sit across five local authority areas, the hubs facilitate a better, local understanding of crime issues and trends.

The hubs cater for all safeguarding matters including adults at risk, taking local ownership of incidents and investigations. Officers, together with partners, review all adult at risk referrals to make informed decisions regarding appropriate resources to deal with concerns and investigations.

We recognise that older generations do not always identify Domestic Abuse in their relationships, and so may not report it. To encourage older people to report we promote the "Live Fear Free" helpline which provides help and advice about violence against women, Domestic Abuse, and sexual violence.

## **Criminal exploitation of children and other vulnerable people**

Partnership is a key driver behind this objective, Gwent Police working with partners has created Multi Agency Safeguarding Hubs which have been introduced across the five local authority areas. Through direct sharing of information for each referral in a timely manner a holistic picture of a specific child's situation is available, and a tailored approach can be delivered by a single agency or jointly at the right time for greatest effect. This work is also enhanced by the services offered through the victims care unit which provide the same level of service to all victims but also consider any cultural differences.

## **Modern day slavery and human trafficking**

Modern day slavery and human trafficking (MDSHT) feature as a priority in the Force Control Strategy. Senior leaders engage with and support the aims of the Independent Anti-Slavery Commissioner in the prevention, detection, investigation and prosecution of slavery offences and the identification of victims. Through robust training, both internally and externally the force has shown an active involvement in eliminating modern day slavery and human trafficking across Gwent. In addition to enforcement action which



forms part of operational locally and across the region, the force has also conducted extensive work to ensure that all suppliers and contractors understand their commitment and requirements to tackle this type of behaviour which is not tolerated across Gwent, Wales and the country.

### **Fraud and cyber-crime**

The pandemic resulted in large sections of the community to embrace digital forms of communication as well as transferring their traditional lives online. This resulted in an increase in the number of crimes reported involving cyber or online fraud. The force strategically aligned resources to cater for this by communicating with the public about known crimes and trends being reported through either 101,999, digital channels and third-party organisations. Online hate crime increased 35% with fraud increasing showing similar increases. The force also accounted for those who are not digitally accessible however might fall-foul of those preying on vulnerable people by holding a series of community engagement opportunities to inform and educate “quieter communities”.

### **Crimes against older people**

The force has an extensive offer for those who may be older and vulnerable to provide frontline officers with information to better cater for their needs. Through the herbert protocol, Keep Safe Cymru Card Scheme, Ellam protocol, Philomena protocol and the Trinity protocol, the forces systems contain information which help operational resources to respond more effectively with dealing with missing people etc.



## Equality objective two | legitimacy and fairness

This objective ensures that actions and activities undertaken by Gwent Police and the Office of the Police and Crime Commissioner are legitimate and fair, acting on behalf of the communities of Gwent. There are six independent areas which make up this key objective:

- stop & search and use of force
- community confidence in the use of police powers
- vulnerable people in custody
- public complaints
- public satisfaction
- transparency

### Current performance

62% 13 MEASURES	33% 7 MEASURES	5% 1 MEASURES
Measures either delivered or consistently being managed through business-as-usual functions	Measures remain under development with planned delivery	Measures is yet to be introduced

### Stop & search and use of force

The last 12 months have seen meaningful change to Gwent Police's approach to Stop Search and Use of Force. Through the effective management and oversight of all procedures and policies as part of a central oversight board, the force has improved many qualitative measures to improve cultural awareness and workforce compliance. External scrutiny has also improved through the creation of two independent advisory groups which review incidents of either a stop and search or use of force. The learning from these groups is then fed back to local officers, supervisors and with wider organisation.

### Community confidence in the use of police powers

The force publishes robust data sets through Police.UK and the force website, providing a transparent portal into the use of police powers across Gwent. These reports also form part of local community tension meetings and the force welcomes point of learning and reflection which are considered for future policy changes. The force is also committed to conducting random dip samples with an added focus of those who are more likely to be disproportionately affected by policing powers.

### Vulnerable people in custody

Working in partnership with the Office of the Police and Crime Commissioner, Gwent Police encourages members of the public to join an independent group who attend local

custody environments to detail points of improvement and learning. The force also adheres to all recommendations which form part of the published guidelines from the National Police Chief's Council. The force has also delivered a range of training for those living with disabilities, in particular autism and those neurodivergent.

## **Public complaints**

Through the integrated work of professional standard and the scrutiny process in place the review coercive powers, Gwent Police has a robust process of understanding current trends and areas of development within each policing area. The force has consistently provided a clear narrative publicly to encourage members of the public to come forward and report concerns of serving officers and staff members. The force has also continued this drive internally, by commissioning and launching a change behaviour campaign to encourage officers and staff members to not be a bystander and encourage reporting of inappropriate behaviour.

## **Public satisfaction**

The force is committed to measuring and attaining greater understanding of the perception of public satisfaction with different aspects of policing. From the service provided through the force control, the support provided through the victims care unit and the overall perception of policing, Gwent Police has commissioned an external agency to frequently understand public satisfaction and these form part of local policing problem solving plans.

## **Transparency**

To build public trust and confidence, Gwent Police is committed to improving transparency, Gwent Police has a robust scrutiny provision in place to ensure public transparency and trust in policing. Spread out over a range of key topics, the process ensures the voice of the community is reflected in policing practises and processes. Working across both Gwent Police and the Office of the Police and Crime Commissioner, scrutiny is established across the following core areas of delivery:

- VAWG
- Police Custody
- Data
- Victims
- People Services
- Ethics
- Interfaith
- Hate Crime
- Operational Tactics
- Welsh Language
- Vulnerability
- Out of Court Disposals
- Police Powers



In addition, the voice of the next generation is also captured through this process. Working with local education providers, youth scrutiny is also considered when reviewing the actions and direction of policing across Gwent.

Looking at holistic scrutiny, Gwent Police has an established Independent Advisory Group whose role it is to provide advice and support across all areas of policing. Both challenging and championing the work of officers and staff, this diverse group ensure that Gwent Police continues to be an organisation that protects and reassures the communities of Gwent. Members of the group come from the community but also sit on several other local and national boards in particular within the third sector and the NPCC.



## Equality objective three | access, engagement, and cohesion

A core part of policing by consent is how the police engage with key stakeholders and members of the community. This equality objective considers:

- access to policing services and information
- working with partners
- community inclusion and cohesion
- community engagement
- children and young people
- access to victims' services

### Current performance

79%	15%	6%
26 MEASURES	5 MEASURES	2 MEASURES
Measures either delivered or consistently being managed through business-as-usual functions	Measures remain under development with planned delivery	Measures is yet to be introduced

### Access to policing services and information

As previously stated, information collated on public perception feeds local policing plans, but they also focus other strategic plans across Gwent. The force uses public feedback when deciding large capital projects, such as technology development and estates planning. This commitment to engage with the public also is taking in account when setting up support systems to provide additional service to those with specific needs i.e. living with dementia. With this in mind, the force has been a champion of the Keep Safe Cymru Card scheme as well as other key schemes to ensure parity of service as well as a duty of care for those in need.

The force is also committed to improving data transparency and scrutiny which is why all publicly disclosable information is available through Police.UK and the organisations website. Requests for additional information can be made through a subject access request of freedom of information request.

Gwent Police also holds several affiliations with national bodies, these are:

- Disability Confident Leader
- Chwarae Teg | Silver Award
- Armed Forces Covenant

### Working with partners

Gwent Police is committed to working with partners to ensure an effective and efficient service for the communities of Gwent, but also ensuring the appropriate use of public



funds and building a sustainable approach to policing. Operational local policing teams and other key department invest time and resources in building stronger links with local and national groups. By doing so they are able to understand current community tensions, address cultural challenges and build a more engaged workforce.

### **Community inclusion and cohesion**

Gwent Police has embedded inclusion and cohesion as a golden thread principle in all aspects of policing, from training through to the management of critical incidents. Working across partners and local authority area, representatives from local policing and EDI engage with local cohesion officers to tackle bias, address community tension and work together to improve the culture across Gwent.

### **Community engagement**

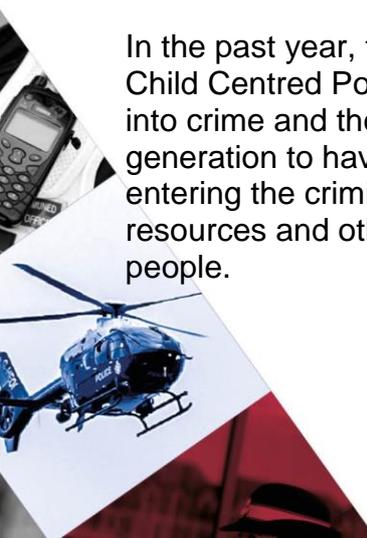
Gwent Police facilitates thousands of engagement activities, ranging from supporting local awareness drives through to operating independent, large scale events. These events cater for internal and external audiences, spreading the message that policing is here to help, listen and learn.

Within the equality, diversity and inclusion team, the past twelve months has enabled the delivery of the following community events:

- Holocaust Memorial Day
- LGBT+ History Month
- International Women's Day
- Gwent Police and Disability – Strengthening Relationships (Training Event)
- Ramadan Awareness Session
- Stephen Lawrence Day
- National Networks Day
- Gypsy, Roma and Traveller History Month
- All Wales LGBT+ Network event
- Windrush Day
- South Asian Heritage Month
- Remembering Srebrenica
- Welsh Yemeni Festival
- NPCC Disability Conference
- Black History 365

### **Children and young people**

In the past year, the Office of the Police and Crime Commissioner has introduced the Child Centred Policing Strategy, to help prevent children and young people being drawn into crime and the Criminal Justice System. By doing so the aim is to enable the next generation to have brighter futures and not have to live with the consequences of entering the criminal justice system. This approach also reduces demand of frontline resources and other support agencies we often end up supporting children and young people.



The next generation also form part of the way Gwent Police ensures their services are providing the best support to the communities of Gwent. Through a dedicated youth engagement panel, students from local education institutions provide a young-person perceptive, enabling them to challenge any organisational bias and hold policing to account.

### **Access to victims' services**

Gwent Police provide a robust service to victims of crime through their victim care unit. The unit, situated alongside the investigation phase of crime reporting provides personal support to victims as well as the office in the case. The unit engage heavily with third party reporting services and groups to ensure that those in need of support get the help they need, when they need it. For the financial year 2021 – 22, victim care unit received more than 40,036 calls for service.

Looking at specific crime types, such as hate crime, the organisation has more than 20 dedicated hate crime support officers who provide on-hand support for victims of hate crime and hate incidents. These specialised services receive dedicated training as responding to reports of this type requires an alternative approach.



## Equality objective four | creating a representative workforce and promoting fairness

Building a workforce which represents the communities of Gwent is a core part of building trust and confidence, as well as developing a culture which champions difference. This objective focuses on the work of communications, recruitment and training covering:

- positive action
- gender equality
- wellbeing in the workplace
- staff engagement
- education and training
- socio-economic deprivation

### Current performance

62%	38%	0%
16 MEASURES	10 MEASURES	0 MEASURES
Measures either delivered or consistently being managed through business-as-usual functions	Measures remain under development with planned delivery	Measures is yet to be introduced

### Positive action

Positive action ensure that routes into policing are inclusive for all, enabling people to reach their full potential. The positive action team are directed by the recruitment manager and work cohesively within the recruitment team. Working alongside other key roles in policing, the team carries out community engagement and supportive practices to enable those from different backgrounds the opportunity to join Gwent Police. The force has also invested in six community engagement support officers to work in the community developing relationships with quieter groups. The positive action teamwork with the engagement officers on community events sharing details on recruitment and inviting those from under representative groups to attend positive action session. They have had training on understanding the recruitment processes and are able to share information in the community.

### Gender equality

Gwent Police has taken great steps to drive for true gender equality, by adaption procedures and policies, as well as tackling culture, the force has shown a clear commitment to delivering gender equality within all ranks within the organisation. The force has also committed to publishing an annual report detailing any disparity between gender pay.



Within the organisation there is also a dedicated staff network, the Gender Equality Network, whose roles is to provide advice, support, and challenge around achieving better representation and equality for all.

## **Wellbeing in the workplace**

Over the past 12 months, Gwent Police has invested heavily in improving the support services on offer for police officers and staff members. Through in-house and third-party groups, a wide range of services provide physical, emotional and psychological support for those who may be under pressure professionally or personally.

The organisation also has a wide range of staff support networks/ groups; these are:

- Christian Police Association
- Enable – Gwent Police Disability & Carers Network
- Gwent Police Ethnic Minority Association
- Gender Equality Network
- Gwent LGBT Branch
- Men's Health Forum
- Police Federation
- Police Sport Gwent
- Superintendents' Association
- Unison
- Welsh speakers and learner's network

The force also has:

- The Welfare Fund
- Wellbeing Ambassadors
- Chaplaincy Service

## **Staff engagement**

In the past year the force has invested in dedicated internal communications support as well as fostering culture of togetherness and engagement.

Through enhanced supervisory support and improved internal channels, the wider organisation has been able to participate in conversation around equality, diversity, and inclusion.

Networks Day, as well as other engagement opportunities have provided thoughtful and industry leading external speakers to spark creativity and healthy debate.

Of course, the organisation has also marked national awareness days to help engage and educate the workforce.

## **Education and training**

Through a partnership approach of delivering additional resources and up-skilling of officers and staff members, equality, diversity, and inclusion working alongside learning



and development have provided the following training opportunities:

- Neurodiversity in the workplace
- Unconscious bias
- Faith based discovery sessions
- Hate crime
- Gypsy, Roma, and Travellers
- Genocide and history

### **Socio-economic deprivation**

Through enhanced community engagement and stakeholder involvement, Gwent Police can identify factors which may influence and lead to criminal behaviour and exploitation. Working with local partners, the force has delivered a range of diversionary activities to ensure that members of the public do not need to resort to benefiting from criminal activities to enable them to have a basic quality of life.

One example of this would be a partnership project launched in Newport to support those who were rough sleeping and causing enhanced community tension.

### **Next steps**

Following the publication of this report, the governance structure will focus the next period on delivering the elements of the plan which remain under development or where development is in its infancy.

There areas are:

- Improving the management and quality assurance of data quality during the crime recording process, in particular when dealing with early intervention and prevention
- Improve links with local education institutions to build an integrated approach to support pathways for the next generation who might be vulnerable.
- Conduct a review of the recording and investigation of crimes affecting vulnerable people who share protected characteristics
- Engage with stakeholders on the process of vetting, demonstrating the fair and transparent nature of the process.
- Improve accessibility across all access routes into policing and the criminal justice process.
- Better integrate learning from the public in relation to contact channels.
- To develop current training to ensure that equality, diversity and inclusion remain at the heart of delivery.
- Create a workforce that can engage freely, openly and safely on topics around culture.
- Continue to improve scrutiny and embed a learning culture when considering public perception.



## 4. EQUALITIES & HUMAN RIGHTS CONSIDERATIONS

- 4.1 This report has been considered against the general duty to promote equality, as stipulated under the Joint Strategic Equality Plan and has been assessed not to discriminate against any particular group.
- 4.2 In preparing this report, consideration has been given to requirements of the Articles contained in the European Convention on Human Rights and the Human Rights Act 1998.

## 5. RISK

- 5.1 None

## 6. PUBLIC INTEREST

- 6.1 In producing this report, has consideration been given to 'public confidence'?  
**Yes**
- 6.2 Are the contents of this report, observations and appendices necessary and suitable for the public domain? **Yes**
- 6.3 If you consider this report to be exempt from the public domain, please state the reasons: N/A

## 7. REPORT AUTHOR

- 7.1 John Williams | Strategic Equality and Diversity Manager

## 8. LEAD CHIEF OFFICER

- 8.1 T/ACC Nicholas McLain

## 9. ANNEXES

- 9.1 None

## 10. CHIEF OFFICER APPROVAL

- 10.1 I confirm this report has been discussed and approved at a formal Chief Officers' meeting.
- 10.2 I confirm this report is suitable for the public domain



**Signature:**

*None*

**Date: 11.11.22**

