



# ANNUAL REPORT

## 2018/19

**Summary of Our Impact**

April 2018 to March 2019



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## Introduction by South Wales Police & Crime Commissioner, Rt Hon Alun Michael

I am pleased to introduce my annual report for the financial year 2018/19, which summarises the work my team and I have undertaken during another extremely demanding but rewarding year. The financial challenge faced by South Wales Police remains significant and yet we have delivered almost £0.5 billion of social and economic benefit to South Wales in recent years; this has only been achieved through our determination to focus on early intervention and prompt, positive action, working with partners to be ever more effective. As Chief Constable, Matt Jukes has provided strong leadership to an outstanding team, and we provide healthy challenge as well as support to each other in our respective roles, co-operation is the overarching principle that inspires us and as Police & Crime Commissioner, I am uniquely placed to act as a catalyst for partnership across a wide range of devolved and non-devolved services. We continue to play a full and active part in the six Public Service Boards across South Wales as they look to embed the findings of their Wellbeing plans and objectives for future service design and delivery. An important element across all the Public Service Boards has been direct alignment with Community Safety Partnerships, something both Welsh Government and the Welsh Local Government Association have also supported. This has led to a ground-breaking agreement between Policing in Wales (the four Commissioners and Chief Constables) and the Welsh Local Government Association (WLGA) in funding a Community Safety Co-ordinator to support local partnership working across Wales.

During 2018/19, there has been a continued focus on vulnerability, early intervention and Adverse Childhood Experiences (ACEs). There is international interest in our work to tackle the impact of ACEs and we were delighted to be asked to make a presentation at the 4th Law Enforcement and Public Health conference in Toronto in October, along with partners from the Early Action Together Programme, including Public Health Wales, Welsh Government and the Home Office. The award of £6.8 million from the Police Transformation Fund to the four Welsh Commissioners has built on the pioneering teamwork in Maesteg on ACEs, and the Home Office grant condition requires us to create opportunities for learning and to share the work that we are doing here in Wales, yielding further benefits for the communities of South Wales.

Public Service Boards (PSBs) are now firmly established across Wales to focus their local needs assessments on wellbeing, with ACEs forming a cornerstone of how partners will respond but Regional Partnerships Boards, established through the Social Services and Well-being Act, are of equal importance. Our involvement and position across both is of critical importance, as we help facilitate an informed and consistent approach around partnership working to aid the development and delivery of sustainable public services that make our all of our communities safer and more resilient.



Our achievements to date have created a strong foundation on which to build and 2018/19 has seen further, positive progress across all areas of the South Wales Police & Crime Plan. The police service continues to adapt in spite of sustained funding pressures, evolving demand and emerging threat but I am encouraged to see how much South Wales Police is developing its people and services during these challenging times. My commitment to enabling South Wales Police to be an efficient and effective force remains unwavering.

**Rt Hon Alun Michael**

South Wales Police and Crime Commissioner



# Progress against Police & Crime Plan 2018–2021

This section highlights progress in 2018-19 towards delivering the priorities in my Police & Crime Plan 2018-21

## PRIORITY 1

**We will reduce and prevent crime and anti-social behaviour to keep people safe and confident in their homes and communities**

Together with the Force, we have continued to be tough on crime and the causes of crime, identifying the underlying issues and tackling them through early intervention and prompt, positive action based on evidence, partnership and evaluation of 'what works'.

We continue to support and promote 'Club Crew', following on from its introduction to the South Wales area in September 2016 and the initiative continues to demonstrate its impact in safeguarding students within the night time economy.

Through collaboration between the Police & Crime Commissioner, Drink Aware and the South Wales Student Unions, the Club Crew are able to safeguard students by raising awareness of sexual harassment and supporting those who are vulnerable, particularly through excessive consumption of alcohol within the night time economy. Working in pairs throughout the evening, the Crew engage customers, check high-risk areas and ensure that people leave venues safely. Since its inception the Club Crew have supported over 1000 individuals.

We continue to support and develop our successful '#DrinkLessEnjoyMore' campaign, adapting messaging and imagery to ensure it remains relevant to audiences and evolves to encompass related cultural issues such as 'pre-loading'; there remains a core focus on highlighting that those who have consumed excessive levels of alcohol will be denied entry into premises and encouraging groups to look after each other to reduce instances of vulnerability. Activity linked to the campaign remains most apparent around key events in the calendar such as the 6 Nations, autumn rugby internationals, Varsity, Halloween and Christmas.

The 'Help Point' continues to be delivered in Swansea in partnership with St Johns Ambulance, Health Boards, Welsh Ambulance Service Trust and Universities. To date approximately 90 people are treated at the Help Point each month, with only 13% of attendees needing further treatment at the Emergency Department. The cost of the

HelpPoint is met co-operatively, with £43,000 each to Policing, the Health Board and the Ambulance Trust, and evaluation showed a benefit of roughly £65,000 to policing and £650,000 to the local NHS – but the contribution through student volunteers and the St John's Ambulance team feeds an ethos of shared endeavour that is priceless.

Public Health Wales 'surveillance reports' continue to be produced and utilised to provide a current picture of violence across each South Wales Police Basic Command Unit (BCU) in terms of the prevalence of violence, type of assaults, and location of violence alongside assault victim demography. This enables police and local partnerships to target intervention and prevention strategies for violence within their communities and are used alongside proformas, completed by the police and partners to monitor how the reports are being used and to track progress against any actions.

To jointly address anti-social behaviour issues in Neath Port Talbot through the adoption of an early intervention approach to tenancy management and to sustain communities we have developed work with Tai Tarian, one of the largest social landlords in Wales who have over 9,000 properties across the Neath Port Talbot local authority area. We have built upon existing Information sharing between South Wales Police and Tai Tarian, which had already yielded a more informed and collaborative response to complaints of anti-social behaviour and vulnerable residents, to become stronger together and increase public confidence. In September over 90 frontline staff from South Wales Police and Tai Tarian were assembled for a 'Better Together' co-design event that established overlaps in the work of both organisations and recognised the benefits of galvanised partnership working to build:

- Stronger relationships
- A better understanding of each other's roles
- An increased knowledge of good practice
- An improved capacity for joint-working



The outcomes from this front line event were then discussed by a meeting of senior staff to establish priority action plans, agree how best to allocate and use resource and how to evaluate the benefits of the new approach. As a result, eight themes were collated into three distinct clusters, these being joint patrols, the establishment of a Multi-Agency Working Office (MAWO) and enhanced information sharing, with a working group established to take forward the three elements as a pilot project.

An area within Neath Port Talbot was identified for the pilot given the prevalence of drugs, ASB and 'county lines' with the drop in centre established at Bush Row (Neath) in December 2018, jointly staffed by Tai Tarian and South Wales Police. Since the opening of the office there has been a 16% decrease in the volume of incidents reported to South Wales Police, with local businesses and residents acknowledging the improvements in the area. In addition, to the drop in centre, a multi-agency operation was also undertaken to tackle county lines (Operation Cristo), led by the South Wales Police, and including Tai Tarian, local authorities, housing providers, drug support agencies and the British Transport Police; as a result, arrests were made,

## PRIORITY 2

**We will engage with, involve and inform our communities, working with partners in local government, health, fire and Welsh Government to build resilience**

The Police Reform and Social Responsibility Act 2011 (Section 14) requires the Police and Crime Commissioner for South Wales to obtain the views of the community, including victims of crime about:

- how local areas are policed
- the Police & Crime Plan
- the police budget, including the amount of Council Tax charged

The role of the Police & Crime Commissioner in engagement is to ensure that the policing and safety concerns of our diverse communities are heard and addressed as effectively as possible. We recognise that in order to represent our communities with integrity, we need to establish two-way methods of communication, that involve, interact with and listen to our communities. This enables us to represent them, having gained knowledge, not made assumptions, of what they need.

a quantity of drugs seized and a number of vulnerable people safeguarded. We are in the unique position of being able to encourage consistency and facilitate partnership working across South Wales given our involvement with 7 local authorities, 3 health boards, 2 fire and rescue services, probation and third sector agencies. As such, we intend to raise awareness to the Multi-Agency Working Office approach, which has been recognised at the UK Housing Awards 2019 as a finalist in the Professional services partner of the year category, share the learning from the pilot and deliver this information to strategic groups such as the Community Safety Partnership Board and the Public Services Board to help establish the approach in other local authority areas.

During 2018/19 we have supported operational leaders in South Wales Police through a joint review to make our Neighbourhood Policing even more efficient and effective. Neighbourhood Policing is the cornerstone of our approach here in South Wales and we are recognised as being amongst the best in the country at understanding and responding to the needs of our communities. Unlike some other police forces across England & Wales, we are committed to maintaining this vital service and the review has enabled us to understand how neighbourhood policing can best evolve to meet new demands whilst learning from the College of Policing, colleagues and partners both locally and nationally. The role of our Community Support Officers has been recognised as key, strengthening their ability to problem solve, listen to, engage and empower communities to be resilient, safe and confident.

In 2018, the Commissioner published his Public Engagement Strategy, setting out his responsibilities towards public engagement and planned activity during the financial year. The Strategy recognises the unique role that the Commissioner has in terms of public engagement and the specific activities it will conduct in order to fulfil its statutory duties in this area.

The development of the strategy has enabled us to forward plan and focus our engagement activity to ensure the communities we serve are provided with equal opportunities to be heard. As communication and engagement methods and preferences continuously evolve, we aim to review and update our planned engagement activity each financial year to ensure it is reflective of the various accessibility and communication needs of our community. We will endeavour to tailor our engagement activity to ensure our outreach is inclusive and accessible, including for members of our diverse and seldom-heard communities.



The strategy is also aligned to the National Principles for Public Engagement in Wales, which the Commissioner formally signed up to in 2018. The principles offer a consistent approach for public engagement across Wales. Aligning our engagement principles against these recognised principles will allow us to inform the basis of our engagement practices, as well as how we aim to measure the effectiveness of our engagement activity. To ensure these principles are embedded across our team, an 'Engagement Toolkit' has been developed to ensure the design of all our engagement practices are aligned to the principles.

Our focus for 2018-19 was to ensure we had clearly defined processes and indicators aligned to each of the engagement objectives set out in the Engagement Strategy. This was to ensure that our engagement activities were effectively designed to make a difference and delivered in an appropriate way. Now that the foundation of our engagement processes and methods have been established, our focus for 2019-20 will be to implement the activity set out in the Engagement Strategy.

A summary of the engagement activity conducted during the next financial year will be reported against in the 2019-20 annual plan.

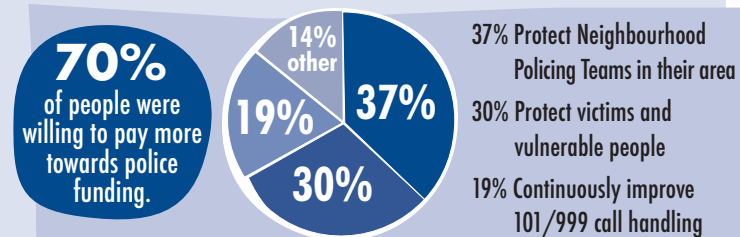
To ensure the communities of South Wales were provided with an opportunity to share their views on their policing priorities, including how much extra they would be willing to contribute towards policing as part of their council tax for 2019/20, the Commissioner launched a public consultation survey in 2018. The consultation commenced on Wednesday 11th November 2018 and ran for a four-week period, closing on Wednesday 12th December. To coincide with the survey, a 'Your Policing Contribution - What You Need to Know' leaflet was developed outlining key information about the police precept, in order to assist residents with making informed and intelligence-led decisions. Our mid-term financial plan was also embedded in the survey, which provided the operational context for South Wales Police and the financial breakdown of costs and expenditure associated with policing.

**"We have nothing but praise for our local police, for their support and the role they play in our community. We would like to see them better funded"**

We promoted the survey via a range of online platforms such as Twitter, Facebook and via our website. Paper copies of the survey were also available in the Police Headquarters reception area, as well as upon request. We also worked closely with South Wales Police to ensure our coverage extended across their social media accounts, including community-messaging platforms. To increase the reach of our survey, we also collaborated with a

number of stakeholders such as local authorities, local councillors, business improvement districts and third-sector organisations. Working in partnership to promote the survey enabled us to extend our outreach to residents we may not have been able to engage with in isolation.

1,619 individuals responded to our 2019/20 police precept survey. This was a positive increase in engagement from the public in comparison to previous years. The vast majority of respondents (99%) completed the survey digitally, whilst a small number of individuals chose to respond via paper copy. 70% of respondents were willing to pay more in some way towards the police precepts.



**"I am willing to pay more as long as I see a real change to seeing more police patrolling and visibly more police on the streets"**

Although the majority of residents stated they would be willing to contribute an additional amount towards the police precept, 26% of respondents said they were not willing to pay any more. A number of re-occurring concerns and issues emerged from the comments provided by residents who said they would pay nothing more. This has enabled us to identify and understand the main areas of concern for our residents.

The views obtained via the police precept consultation has enabled the Commissioner to gain an insight into the views and perceptions held by his communities. The information gathered via the consultation assisted the Commissioner with his decision-making. It will also shape the focus of his communication and engagement planning going forward and provide an evidence base for scrutinising and quality assuring the police force.

To ensure we were able to identify areas for improving the process of engagement in the future, we evaluated the consultation process and developed lessons learned log, which will now inform our approach when we develop and deliver the 2020-21 precept consultation.

**The South Wales Police & Commissioner has a statutory duty and electoral mandate to hold the police to account on behalf of the public. One of the principal responsibilities of the Commissioner is to hold the Chief Constable to account in the exercise of the Chief Constable's functions, on behalf of the public, for the effective and efficient operation of the police service in South Wales.**

**The principal areas of focus where the Commissioner must hold the Chief Constable to account include:**

- the performance of South Wales Police in the priority areas set by the Commissioner after consultation with others including local people
- South Wales Police arrangements for partnership working and collaboration
- South Wales Police arrangements for engagement with local people
- the efficient and effective running of South Wales Police, including financial management arrangements and ensuring Value for Money.

The reinvigoration of the Commissioner and South Wales Polices' governance structure in 2018 has led to the implementation of the Commissioner's 'Scrutiny and Accountability Board'. The overall purpose of this board is to hold South Wales Police to account for its delivery of an efficient and effective police service in South Wales, overseeing (in particular) the force's implementation of the priorities in the Commissioner's Police & Crime Plan and the Chief Constable's associated Delivery Plan. This board is the primary mechanism through which the Commissioner's forward deep dive scrutiny programme will be implemented throughout the financial year. The scrutiny deep dives will, where relevant, lead to conclusions or recommendations for change or improvement and, where considered necessary by the Commissioner, be accompanied by additional assurance activity by the Commissioner's team e.g. dip sampling or surveying.

The Police Accountability & Legitimacy Group continues to develop in membership and influence. Organisations represented on the group include the Equality & Human Rights Commission, the Older People's Commissioner for Wales, Welsh Government, Cardiff University, Hafal, Race Equality First, the Ethnic Youth Support Team, the Wales Refugee Council, an independent psychotherapist specialising in the field of LGBT and neurodiversity equality, and a number of other organisations. Issues discussed during 2018-19 included stop and search, Police Education Qualifications Framework (PEQF), mental health, county lines and sex work. Findings and outcomes are fed through our Board structures and enable an independent perspective to be provided. The Commissioner's team will continue to track feedback obtained and ensure that these are fed through the governance process as relevant.

During 2018-19 a number of quality assurance exercises were conducted by the Commissioner's team ranging from reviewing completed stop and search forms, observing body worn video and monitoring victim satisfaction. Quality assurance and supportive scrutiny is a process that enables the Commissioner to challenge, whilst also providing support to the force to make improvements and respond appropriately. It also seeks to

promote public trust and confidence in the effectiveness and efficiency of local policing.

Stop and search dip sampling: During 2018-19, two stop and search dip sampling exercises were conducted. The exercises enables completed stop search forms in all four divisions of the force to be independently scrutinised from a 'lay person' perspective. Completed forms were considered for their accuracy and for their legitimacy in terms of use of stop search powers and grounds for search.

Over the course of the two dip sampling exercises, we reviewed 376 randomly selected stop and search records, which related to stop searches that had taken place between April 2017 – June 2018. The samples contained a proportion of records from each of the 4 BCU's with additional records relating to people from a BME background to consider any disproportionality issues. Overall, the results of the dip samples reflected positive findings, with an average 90% of the force wide samples and 88% of the BAME samples providing sufficient grounds for search. As awareness raising continues to be implemented across the force to frontline officers, we hope to see the number of questionable grounds for search to continue to decrease in the next dip sample.

There are causes for concern however, regarding the number of receipts not being issued by officers as a result of none being available. This is particularly important to note as individuals not only have a right to access information about their stop search record, but they also have a right to make a complaint about their encounter which is much more difficult to do without the details that a receipt would provide.

In addition to the dip sampling of stop search records, we conducted a dip sampling exercise of body worn video footage in relation to stop searches. For this process, 10 randomly-selected videos were identified, all of which had been categorised as 'stop search' footage. They were played in their entirety. All videos came from a sample of stop searches that had taken place across South Wales Police between 1st July and 1st August 2018. The key points considered during the exercise were the extent to which the 'GROWISELY' protocol had been adhered to during each search and the general politeness and manner of the officers involved.

The videos did not give rise to any major concerns. All stop search encounters were conducted in a generally polite and fair manner. However, none of the stop search encounters showed officers offering a receipt or appearing to provide one. This supported the findings of the Commissioner team's dip sampling of completed stop search forms in 2018.

During 2018, we reviewed 266 hate crime victim satisfaction survey responses provided to the Telephone Research Unit in relation to hate crime victim reports. All were spoken to by the research unit between April 2017 – March 2018.



The exercises found that communication and follow up were the main concerns affecting satisfaction. The absence of courtesy updates in relation to how investigations were progressing since initially reporting left some victims feeling 'neglected', 'unsure what actions have been taken by the police' and 'confused' about who to contact. When measuring victim perception of the police prior and post reporting, 'action taken' and 'follow up' were integral contributing factors in whether or not the opinions of victims changed once they had engaged with South Wales Police.

Pleasingly, treatment received by officers remained consistently positive across all reviews, even in instances where particular victims raised dissatisfaction throughout other stages of their experience; they were satisfied by the service provided by officers. Feedback provided such as 'the operator reinforced I did the right thing', 'hate crime officer was brilliant and sympathetic' and 'I went away feeling they had handled it professionally and thoroughly' are positive examples of the commitment and



professionalism displayed by officers, which left victims feeling confident and satisfied with the service provided by South Wales Police.

Reviewing the qualitative information that sits behind the statistics enables us to better understand the views of those less satisfied, and work with the force to improve service delivery and promote best practice. Feedback identified in previous exercises has led to the Commissioner developing a bilingual animation video linked to Hate Crime Awareness Week. This provided information to the public on the very things that were picked up during the quality assurance work i.e. it explained the methods and benefits of reporting hate crime and the positive service that would be received if reporting directly to South Wales Police.

## PRIORITY 3

**We will work to protect the most vulnerable in our communities, understanding causes and taking prompt, positive action as issues arise**

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In 2018/19 we have continued to develop our understanding of the issues faced by our communities to provide the support they need, using the principles of early intervention and co-operation with partners to identify and help those who need it most.

Violence against Women and Girls and Sexual Violence destroys lives and impacts on the well-being of our whole society. It is a violation of Human Rights and can only be prevented through society's shared understanding and commitment.

In South Wales during 2018/19 there were 34,680 reported incidents of domestic abuse, of which 25,264 had a female victim. In addition there were 1,254 reported stalking incidents and of this number 1,038 had a female victim. The demand on the services is extremely high although to be mindful there are still significant levels of under reporting so these figures are just the tip of the iceberg. Responding to violence against women and girls remains a joint priority of the Chief Constable and the Commissioner focused around 3 key areas:

- Early identification and intervention - create an integrated approach which is cognisant of local services, policy and legislation in order to establish long term commitment for success

- Victim centred - explore opportunities for engaging with victims and survivors to develop and implement the initiatives
- Encouraging prevention - community engagement and empowerment and family interventions

In July 2017, the UK Government awarded the South Wales Police and Crime Commissioner £1.4 million from the Tackling Violence against Women and Girls Transformation fund – the largest share of the £17 million fund after a successful bid. This grant promotes projects that are leading the way in stopping violence before it happens, preventing abusive behaviour from becoming entrenched, and establishing the best ways to help victims and their families. In 2018/19 we continued our work around the Whole Systems Approach, recruiting and training community ambassadors and planning for the introduction of a 'Disclosure Point' pilot within the Cardiff area.

Working in partnership with Welsh Women's Aid and Respect we have progressed work on the 'Change that lasts' model to deliver and evidence a fundamental strategic and operational change in the way agencies and communities respond to violence against women in Cardiff. Our approach to the model is unique in that it is being expanded from solely domestic abuse to incorporate all forms of violence against women, domestic abuse & sexual violence (VAWDASV), to reflect

Welsh Policy and legislative context, whilst also seeking to develop a perpetrator strand to the work. The model is strength based and needs led across three distinct areas:

- Community Ambassadors 'Ask Me'
- Trusted Professional
- Specialist Support Services

During 2018/19 the innovative SWAN sex work outreach advocacy project was established in Swansea to support street sex workers and parlour workers at risk of being a victim of crime (robbery, sexual violence, exploitation and trafficking); evidence illustrates that sex workers are less likely to report, impacting upon associated vulnerability. The project provides a dedicated Sex Work Liaison Police Officer, plus an advocacy and outreach team to provide them with advice and support, including onward referrals and exiting strategies. As a result, this is building relationships and improving confidence in the police service leading to increased intelligence and reporting which subsequently provides a richer picture of vulnerability and harm. We are now establishing a Sex Work Operational Team Multi-Agency Risk Assessment Conference (MARAC) to enhance and coordinate safeguarding of sex workers considered to be vulnerable and in need of interventions to reduce risk.

We have begun the setup phase of our Family Interventions programme building on and enhancing existing provision in response to feedback from victims who simply want the abuse to stop but wish to remain in a relationship with the perpetrator. The team's role is to enhance, identify and coordinate access to additional safe interventions based on the expressed needs of victims, survivors and perpetrators.



In October 2018 we hosted a Stalking and Harassment Regional Learning event in partnership with the Public Protection Department of South Wales Police which included various key note speakers including the Suzy Lamplugh Trust. The event provided attendees with a comprehensive insight into the challenges faced by the

police and partners, the impact on victims and the opportunity to hear from survivors and experts in the field. Linked to this event we launched a multi-agency anti-stalking charter and new practice guidance following the announcement that South Wales Police were to "Bin the Pin" (Public Information Notice). Feedback following the event showed that 87% of the attendees felt the conference had improved their knowledge in the area and many lessons learnt, including the importance of early intervention, identifying patterns of behaviour and how stalking can be multi-faceted in its nature, particularly in a digital age.

During 2018/19 we entered Year 3 of the DRIVE Project in Cwm Taf and also supported the expansion of the initiative into Cardiff in October 2018 (supported by the Police Transformation Fund following a joint application). The DRIVE Project changes the narrative from "why doesn't she leave" to "why doesn't he stop", holding high harm perpetrators of domestic abuse to account through the provision of either support or disrupt interventions, reducing repeat victimisation and improving the safety of women and children. DRIVE has been delivered in Cwm Taf since March 2016 and up until December 2018 the project had engaged with 251 high risk perpetrators, who were linked to 264 victims/survivors and 329 associated children. Since its introduction in Cardiff in October, a total of 13 perpetrators have so far fully engaged with the project. As a result of DRIVE interventions the number of service users exhibiting each type of domestic violence & abuse behaviour reduced substantially - physical abuse reduced by two-thirds, sexual abuse reduced by over three quarters, controlling behaviour and harassment/stalking both reduced by over half.

We have now completed the regionalisation of our SARC provision (Sexual Assault Referral Centre) across South Wales. The SARCs are fundamental to the management of an 'event' following a serious assault where specialist health and criminal justice intervention is required. As a result there are now three SARCs across the South Wales area, located in Cardiff, Swansea and Merthyr.

In March 2018, as part of efforts by the government and law enforcement to better understand the nature of prostitution and sex work, the University of Bristol was awarded a grant of **£150,000** to carry out a new research project. Formally commissioned by the South Wales Police & Crime Commissioner, the research aims to support efforts to protect vulnerable people by assessing the different types of prostitution – such as on-street, off-street and online – its extent in England & Wales and any possible links to trafficking for the purposes of sex work. The research work was conducted during 2018/19 and the findings will be published during 2019/20.

Between July 2018 and January 2019, telephone interviews were undertaken with victims of domestic abuse. The in-house telephone research unit at South Wales Police, between 6-12 weeks after the incident was

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reported, conducted the interviews. A total of 103 victim satisfaction surveys were completed, showing that 92% were satisfied with the overall service they received from South Wales Police when reporting their crime or incident and this information has been utilised to inform the development of our approach to victims, learning from their direct experience.

During 2018/19, the South Wales Police & Crime Commissioner team, in partnership with national sport and anti-poverty charity StreetGames, launched the delivery of the 'Safer Together Through Sport' programme (Home Office Police Transformation Funded project led by StreetGames UK) across South Wales. This project set out four main objectives:

- To advance the understanding and use of Sport as an effective means to tackle youth generated crime and ASB
- To create guidelines for effective Early Intervention strategies through best practice assessment
- To create a referral framework model that brings together the youth justice and community sport sectors
- To support and influence smarter investment into youth & sport prevention activities

As a means of launching this project, the Commissioner and his team positioned StreetGames meaningfully into criminal justice engagements and in turn, elevated the positioning of sport as an effective tool to promote desistance in young people. A series of three 'Youth Justice & Sport Practitioner Engagement Days' were delivered to the Northern BCU (hosted in Merthyr), Western BCU (hosted in Neath), and Eastern BCU (hosted in Cardiff). Across these three events a total of 104 partners participated in a workshop led by StreetGames which

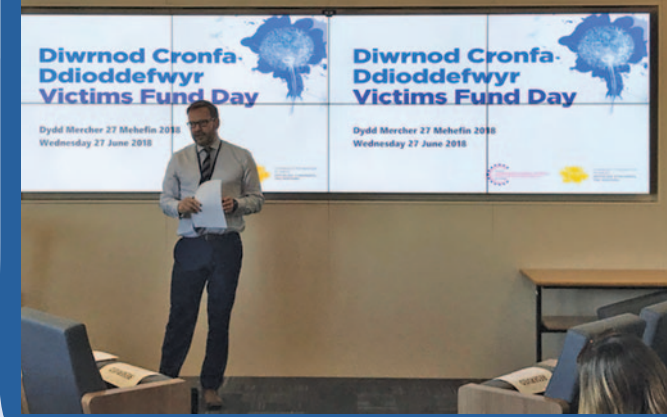
aimed to catalyse greater connectivity between the two sectors and stimulated positive conversations related to 'sport as an effective tool for desistance'. Of the 104 partners in attendance, 70 partners identified as working in the sport sector, and the remaining 34 partners identified as members of the criminal justice sector.

Following these events, a regional strategic 'Design & Delivery' group was organized and chaired by the South Wales Police & Crime Commissioner and used to identify challenges linked to youth crime at a neighbourhood policing, youth justice and community safety level. This information was then complimented by localised data sets which was used to establish the entrance point and desired cohort of the referral framework which was co-designed by key partners in Cardiff (led by the Youth Justice Team), Western Bay (led by South Wales Police) and Cwm Taf (led by the Youth Justice Team); therefore connecting community sport and criminal justice agencies. Whilst these referral routes have not been formally implemented, they have been used to translate into the 'Serious Violence Prevention Project'.

In continuation from the Western Bay engagement day, new Doorstep Sport Clubs have been designed and implemented in Swansea to address issues related to high levels of youth crime and anti-social behaviour, such as the re-launch of the Morriston Youth Club which is engaging a minimum of 25 young people each week. Partnerships with Western Bay Youth Offending Team (Bridgend) following their engagement have resulted in **£5,000** being distributed to local community/youth groups to tackle local youth anti-social behaviour within their respective communities, with this collaboration also supported by Bridgend Community Safety Partnership.

is our core service for victims, providing free and confidential needs-led, help and support to anyone affected by crime. A total of 34,627 people were referred into the service, 11,120 people received a needs assessment and 4,965 people received in depth support from our local teams. People who accessed the service who were helped to understand the information, advice and services available to them, said that they felt safer and that their health and wellbeing improved.

In 2018/19 the South Wales Police & Crime Commissioner's Victims Fund, which supports new or existing projects and specialist services that work with individuals who have been



directly or indirectly affected by crime, awarded a total of £170,675 to seven voluntary and third sector organisations to enhance support services across the communities of South Wales. The 2018 Victims Fund, launched in March and with the aid of the Community Foundation in Wales, considered applications for funding of amounts ranging from **£5,000** to **£30,000** with those shortlisted invited to present their proposal to a panel which included victims of crime and service users.

Funded by the Commissioner through Youth Offending contributions, StaySafe is a joint project with Cardiff Youth Offending Services and South Wales Police. It aims to reduce anti-social behaviour, safeguard children, reduce first time entrants to the criminal justice system, develop a vibrant and safe night time economy, assist people and communities to feel safe and reduce damaging alcohol and illegal drug consumption. During 2018-19, a total of 62 operations were run across the city engaging with approximately 2,443 young people who received a range of assistance and advice regarding drug and alcohol use, contraception and information on how to stay safe.

During the year, the Commissioner has also worked in partnership with the Youth Justice Board, Public Health Wales and the Forensic Adolescent Consultation and Treatment Service, to trial a youth justice response to adverse childhood experiences (ACE). This has involved bringing together the use of an ACE-lens to improve how we identify and respond to the needs of young people who are repeat offenders and the enhanced case management approach which will be the response when a high prevalence of adverse childhood experiences, trauma and complexity is identified. This three-year programme of work commenced in 2017-18 with the evaluation scheduled for the end of 2019-20.

During 2018/19, we continued our success in winning back funds to South Wales from Home Office grants. We were successful in leading an all Wales bid to the Early Intervention Youth Fund and secured **£1.2 million** to support communities in tackling serious violence by engaging in early intervention and prevention programmes with young people.

The Commissioner's contribution to Youth Offending has helped the Partnerships to deliver early intervention and preventions services, diversionary activities, substance misuse services and services for victims of youth crime.

They received the following contributions to service:

- Western Bay Early Intervention and Youth Justice Board **£130,800** (Bridgend £31,900, Neath Port Talbot £35,800 and Swansea £63,100)
- Cardiff Youth Offending Service Management Board **£78,700**
- Cwm Taf Youth Offending Service (Merthyr £34,900; RCT, £64,400) **£99,300**
- Vale of Glamorgan Youth Offending Board **£23,200**

The Commissioner also funds a number of diversionary schemes project, which seeks to reduce offending and re-offending by diverting individuals away from the criminal justice system and into supportive interventions through early intervention. Through prompt, positive action, 18-25 and Women's diversion schemes are able to work with individuals to address vulnerabilities, underlying needs and divert away from crime and into healthy, positive lives.

2018/19 has seen another successful year for the Dyfodol programme dealing with substance dependant individuals within the Criminal Justice System:

- 4,700 individuals assessed in police custody every quarter and if required signposted to services who can more readily meet their needs (18-19,000 pa)
- Approximately 1,470 prison leavers were supported through the gate into criminal justice and community drug and alcohol services
- Some 3,412 community referrals were assessed and a total of 1,838 new individuals commenced caseload during 2018/19
- Around 840-890 individuals on caseload per month (supported or in treatment) across South Wales

The Dyfodol partnership and consortium continues to be a highly effective diversionary system and a robust intervention to address substance use and offending related harms to individuals, communities and wider partners, such as the NHS and Local Authorities by engaging some of the most complex and difficult individuals in our communities and holding them in treatment.



## PRIORITY 4

**We will work to make the local criminal justice system the most effective and efficient it can be to meet the needs of victims and reduce reoffending**

**We have maintained our emphasis on reducing crime, working with our Criminal Justice partners to ensure victims are at the heart of the what we do while working with offenders to tackle root causes of offending behaviour.**

The victim services funded by the Commissioner have continued to help victims cope and recover from the effects of crime and ensure that the Criminal Justice System puts their needs first. The Ministry of Justice provides an annual grant to all Police & Crime Commissioners allowing them to decide how best to commission services that meet the needs of victims locally. South Wales 'Victim Focus', delivered by Victim Support,



## PRIORITY 5

**We will make our contribution to the Strategic Policing Requirement (SPR) and successfully police major events**

South Wales Police is a key strategic force in the support of major events outside and inside its boundaries, making a significant contribution to policing major events.

In May & June 2018 the force experienced an unprecedented volume of events concentrated over a short window of time within its boundaries. Over a 14 day period South Wales Police successfully policed over 400,000 people across 18 events including the Volvo Ocean Race and the BBC Radio 1 Biggest Weekend. This was in addition to the policing of significant demands throughout the rest of the year such as the National Eisteddfod, two professional football teams, Six Nations matches and Autumn Internationals. The Commissioner contributed to supporting the response to these requirements, liaising with key stakeholders and partners to ensure adequate support for the additional policing requirement.

During 2018/19 South Wales Police continued its deployment of Automated Facial Recognition (AFR) technology to bring offenders to justice quicker than ever and help to protect the most vulnerable in our communities. Deployments during the year included the BBC Radio 1 Biggest Weekend (Swansea), the Volvo Ocean Race (Cardiff), Six Nations & Autumn International weekends (Cardiff) and at Winter Wonderland Christmas venues (Cardiff & Swansea). The Commissioner has continued to champion innovation whilst building confidence in how technology is used through scrutiny and



governance arrangements, ensuring the integrity and legitimacy of its use.

As well, as oversight by the Police & Crime Commissioner there has been continued scrutiny from the Biometrics Commissioner, the Information Commissioner and the Surveillance Commissioner and by the Independent Ethics Committee (appointed jointly by the Commissioner and the Chief Constable).

Lobbying is ongoing for South Wales Police, as within the overall Police Settlement, the Metropolitan Police Service, through the Greater London Authority, will continue to receive National and International Capital City (NICC) grant funding worth **£173.6m**. The City of London Police will also continue to receive NICC grant funding worth **£4.5m**. This is in recognition of the unique and additional demands of policing the capital city of the United Kingdom. No such allocation is provided in recognition of Cardiff's status as the capital city of Wales and the associated events held there that draw resources from South Wales Police and its neighbouring forces.

The Commissioners team have continued to work with partners and stakeholders to raise awareness of cyber-crime and internet related issues, building on and developing work with organisations such as Get Safe Online, and a key member of the forces digital and cyber strategic group.

## PRIORITY 6

**We will spend your money wisely and support our people to provide the best possible policing in your community**

In 2018/19 there was a 'flat cash' grant to policing which therefore equated to a further cut in real terms. Combined with the impacts of inflation and changing demand, this meant that we faced a continued budget gap. Increases in the police precept have made up the balance but in 2018/19, the precept in South Wales remained the second lowest of the four Welsh police forces.

Despite the financial challenge we remain efficient and wherever possible, savings have been delivered through more effective use of fleet, property, supplies and services, rather than from reductions in police officer and PCSO numbers.

During 2018/19, we continued our successful track record of winning back funds to South Wales from Home Office grants. In November 2018, Home Secretary Sajid Javid confirmed that a collaborative Welsh bid to the Early Intervention Youth Fund, which supports projects to divert children and young people away from violent crime, was amongst 29 projects across England & Wales to have successfully applied to the fund. The bid, led by the South Wales Police & Crime Commissioner on behalf of the Dyfed Powys, Gwent and North Wales Police & Crime Commissioners and the four Chief Constables, received **£1.2m** over two years to help tackle the root causes of

serious violence through early intervention and prevention, with children under the age of 18. Each of the Welsh Police & Crime Commissioners will work with distinct delivery partners, coupled with a level of local direct intervention delivery, identified and based on local need.

Whilst the renovation and upgrade of the main Headquarters building in Bridgend was completed during 2017, work to modernise the estate and ensure it is fit for purpose continues. The next phase of redevelopment is currently being progressed with the Commissioner continuing to monitor and scrutinise the modernisation programme through the Estates Board.

Alongside new approaches, we have continued to contribute funding to crucial services for those affected by domestic abuse and sexual violence. This has included the

much needed provision of Independent Domestic Abuse Advocates (IDVAs) and Independent Sexual Violence Advocates (ISVAs). The advocates have provided invaluable help and support to male and female victims involved in the criminal justice process ensuring that their needs are put first, that they know what to expect and that they are provided with support and reassurance in court.

The Commissioner also funds a number of diversionary schemes project, which seeks to reduce offending and re-offending by diverting individuals away from the criminal justice system and into supportive interventions through early intervention. Through prompt, positive action, 18-25 and Women's diversion schemes are able to work with individuals to address vulnerabilities, underlying needs and divert away from crime and into healthy, positive lives.

## Grants and funding

### Victim Services

Victim Support received £835,274 to deliver South Wales Victim Focus, a service that provides needs-led, free and confidential support to individuals affected by crime.

- 34,627 people were referred into the service
- 6,965 people received a needs assessment
- 5,752 people received in depth support

Information and advocacy, emotional and practical support and referrals to other agencies were delivered face to face and over the phone by local teams in:

- Cardiff, Bridgend and the Vale of Glamorgan
- Swansea and Neath Port Talbot
- Rhondda Cynon Taf and Merthyr Tydfil

### Community Safety

Each Community Safety Partnership within the South Wales Police area received a contribution to support their work.

- Bridgend Community Safety Partnership **£56,100**
- Cardiff Safer & Cohesive Communities Programme Board **£149,000**
- Cwm Taf Community Safety Partnership Board (Merthyr £41,200; RCT £82,300) **£123,500**
- Safer NPT Partnership Board **£59,700**
- Safer Swansea Board **£120,500**
- Safer Vale Partnership **£56,500**

The Commissioner's funding has helped to deliver a range of community services, including:

- Crime and disorder reduction and prevention interventions

- Offender management
- Anti-social behaviour interventions
- Substance misuse support
- Domestic and sexual abuse (including IDVA and ISVA services) support
- Mental health support
- Evening and night time economy interventions
- Hate crime support
- Community cohesion and engagement activities
- Anti-human exploitation support

### Diversionary Schemes

Media Academy Cardiff Ltd and Rhondda Cynon Taf County Borough Council receive a total of **£323,752** deliver a diversion services that offers young people aged 18-25 arrested for a low-level offence an intervention to divert them from the criminal justice system. This money is also utilised for providing support for Young People arrested who may not be eligible for diversion.

- 448 Young Adults Referred for Diversion Assessment
- 404 Young Adults were accepted for diversion and diverted away from the Criminal Justice System
- 700 onward referrals and/or signposts have been made to partner agencies, giving young adults access to services and support, such as mental health, housing, substance misuse.

'Include' (formerly Gibran UK) and Safer Wales received **£90,913** to deliver the Women's Pathfinder Diversion Scheme in Cardiff and Cwm Taf to divert women from the Criminal Justice System into support and intervention at the earliest opportunity. Women were able to improve



their safety, enabled to make positive choices and empowered to make positive changes in their lives by receiving a need led service.

- 277 women were referred to the scheme
- 245 women were accepted onto the scheme
- 178 women were provided with support

## Youth Offending

The Commissioner's contribution to Youth Offending has helped the Partnerships to deliver early intervention and preventions services, diversionary activities, substance misuse services and services for victims of youth crime.

They received the following contributions to service:

- Western Bay Early Intervention and Youth Justice Board (Bridgend £31,900, Neath Port Talbot £35,800 and Swansea £63,100) **£130,800**
- Cardiff Youth Offending Service Management Board **£78,700**
- Cwm Taf Youth Offending Service (Merthyr £34,900; RCT, £64,400) **£99,300**
- Vale of Glamorgan Youth Offending Board **£23,200**

Funded by the Commissioner through Youth Offending contributions, StaySafe is a joint project with Cardiff Youth Offending Services and South Wales Police. It aims to reduce anti-social behaviour, safeguard children, reduce first time entrants to the criminal justice system, develop a vibrant and safe night time economy, assist people and communities to feel safe and reduce damaging alcohol and illegal drug consumption. During 2018-19, a total of 62 operations were run across the city engaging with approximately 2,443 young people who received a range of assistance and advice regarding drug and alcohol use, contraception and information on how to stay safe.

During the year, the Commissioners Team has worked in partnership with the Youth Justice Board, Public Health Wales and the Forensic Adolescent Consultation and Treatment Service, to trial a youth justice response to adverse childhood experiences (ACE). This has involved bringing together the use of an ACE-lens to improve how we identify and respond to the needs of young people who are repeat offenders and the enhanced case management approach which will be the response when a high prevalence of adverse childhood experiences, trauma and complexity is identified. This three-year programme of work commenced in 2017-18 with the evaluation scheduled for the end of 2019-20.

A grant of **£55,000** was awarded to this project.

During 2018/19, we continued our success in winning back funds to South Wales from Home Office grants. We were successful in leading an all Wales bid to the Early Intervention Youth Fund and secured **£1.2 million** to support communities in tackling serious violence by

engaging in early intervention and prevention programmes with young people.

## Domestic Abuse, Stalking, Harassment & Sexual Violence (DASHSV) Services

Grants were awarded to provide services to victims of domestic abuse, domestic violence and sexual violence.

We have continued to fund vital provision, focusing on early identification, intervention and prevention. The IRIS (Identification and Referral to Improve Safety) initiative will now be funded by University Health Boards as part of core business, working towards a more sustainable approach to planning, funding and the delivery of services. IRIS has been running in Cwm Taff since August 2015. Since then they have received 501 referrals from health professionals. Their practitioners are actively asking the right questions and are confident in doing so. Patients and clients have reported that they feel listened to and valued.

South Wales Police receives a phone call every 15 minutes about incidence of domestic violence and abuse:

- 93 calls every day
- One third of all violent crimes in the force area are domestic violence and abuse related
- Commissioner provided funding to train 25 practices in Cardiff and Vale over a 2 year period starting in January 2015
- One full time equivalent Advocate Educator
- Delivered jointly with Cardiff Women's Aid and BAWSO.

During the year, **£407,924** was awarded to Welsh Women's Aid to deliver the early-intervention model 'Change that Lasts'. This is for domestic abuse victims and survivors in a defined area of Cardiff. 'Change that Lasts' is a strengths-based, needs-led model that supports domestic abuse survivors and their children to build resilience and leads to independence. It is about the process of ending violence and abuse. It does not assume that, in all cases, the survivor ends the relationship with the abuser - rather the aim is to give survivors options and to help them to negotiate these, because staying with her partner is only an option at all if leaving is a viable option.

Swansea Womens Aid and Safer Merthyr received **£88,313** grant to develop and deliver a holistic victim focussed service responsive to the needs of sex workers across all sectors.

*"It felt really good to be able to open up and talk to someone about the abuse and I feel better knowing there is someone I can contact in the future"*

Patient Referred to IRIS

Adverse Childhood Experiences (ACEs) - 2nd year of Police Transformation Fund where the programme develops Wales wide consistency to training and practice for vulnerability which is adaptable to local needs and based on ACEs. There will be joint training with partners and joint development of pathways for early help to enable police to respond to the needs of individuals, families and communities so that they can be empowered and strengthened, and future generations are enabled to live free from ACE's and their impact.

## Dyfodol

### Custody suite

- 18694 Custody contacts
- 138464 Active engagements
- 1558 Assessments
- 638 onto Dyfodol casework

### Clinical

- 1600 nurse assessments
- 298 Doctors sessions (days)
- 792 Prison clinical transfers
- 565 on oploid substitute therapy (March)

### Prison

- 6244 assessments
- 2166 onto Dyfodol caseload
- 655 on caseload (March 2019)

### Community

- 3412 Referrals
- 1838 commenced on Dyfodol
- 287 Statutory Orders made

### Key Outcomes

- 33% men accessing services taken on in prison
- 1471 referred prison leavers accessed treatment services on release
- 335 successful community treatment completions
- 8396 of prison clinical transfers attended Dyfodol Community clinical services

Nomad received a **£428,525** Grant to enable the development of an application programming interface (API) to automate the sharing of information between criminal justice partners and create NOMADS Viable Proof of Concept (VPoC).

The DRIVE Partnership (Safe Lives, Respect and Social Finance) was awarded **£367,875** to reduce the number of child and adult victims of domestic abuse by developing a whole system response that drives perpetrators to change their behaviour and achieves increased physical safety and feelings of safety for victims. Drive has coordinated innovative responses to challenging the abusive behaviour.

- Substantial reduction in the use of domestic violence and abuse by DRIVE service users
- Significant reduction in the severity of domestic violence and abuse by DRIVE service users
- Service users with alcohol, housing and employment needs showed the greatest change in behaviour
- A reduction in risk for both DRIVE and control group victim/survivors, but DRIVE victim/survivors had a greater reduction in risk
- Control victim/survivors were 2.86 times more likely to experience physical domestic violence and abuse than DRIVE victim/survivors
- 6 months after DRIVE there were fewer police recorded domestic violence and abuse incidents for the DRIVE groups than for the control

## Court Independent Domestic Violence Advocates and Independent Sexual Violence Advocates (IDVA and ISVA) provision

Atal Y Fro, Bridgend Council, Safer Merthyr, Cardiff & Vale UHB, Neath Port Talbot Council and New Pathways received **£106,790** towards IDVA and ISVA services in South Wales. A total of 2635 people affected by domestic Abuse and sexual violence received a service.





# Statutory Responsibilities and Corporate Governance

## Independent Custody Visiting

The Commissioner has a number of responsibilities within legislation to ensure that the force is held to account on behalf of the public. A number of assurance activities are conducted throughout the year to ensure this takes place and findings are fed back to the force for any improvement to be made. One of our statutory schemes of this nature is the running of our Independent Custody Visiting scheme, which provides a check on the conditions of detention and the welfare of individuals held in South Wales Police custody. In 2018/19, 37 volunteers made 212 unannounced visits to the four custody suites, speaking to 697 detainees, including 56 children. Issues monitored included waiting times for Appropriate Adults for children and vulnerable adults, adverse incidents including self-harm and timeliness of repairs, the welfare needs of female detainees including the offer and provision of sanitary items and presence of female members of staff.



The Commissioner also operates the Animal Welfare Visiting scheme to ensure the welfare of working police animals. During 2018/19, volunteers made weekly visits to the Dog & Mounted Section at the Waterton site to check on the police dogs and horses.

## Governance and Decision Making

The governance arrangements are designed to ensure appropriate accountability and to assist effective leadership. The Police Reform and Social Responsibility Act 2011 created two "corporations sole" within each police force: the Commissioner and the Chief Constable. They each have separate roles set out in statute. The Commissioner must set a budget each year, including the Council Tax precept and appoints the Chief Constable. The Commissioner has specific responsibilities for community safety and crime reduction and a wider responsibility for the enhancement of the delivery of criminal justice locally. The Chief Constable is responsible for the control, direction

and delivery of operational policing. The Commissioner's Strategic Board is the main way in which the Commissioner is able to oversee force performance. It is chaired by the Commissioner and attended by the Chief Constable and his senior officers. Minutes of the Commissioner's Strategic Board can be found here:

<http://www.southwalescommissioner.org.uk/en/transparency/decisions-policies/strategic-board/>

The Commissioner also takes decisions that relate to his particular areas of statutory responsibility. The significant decisions can be found here:

<http://www.southwalescommissioner.org.uk/en/transparency/decisions-policies/>

## Accountability and Scrutiny Police & Crime Panel

The Police & Crime Panel is responsible for overseeing the Police & Crime Commissioner and scrutinising his decisions. Agendas and minutes of Panel meetings can be found here:

<https://www.merthyr.gov.uk/council/councillors-and-committees/south-wales-police-and-crime-panel/>

## Joint Audit Committee

The Commissioner and Chief Constable have appointed an independent Joint Audit Committee that provides assurance to enhance public trust and confidence in governance. The Committee provides:

- Independent assurance on the adequacy of the risk management framework and the associated control environment;
- Independent scrutiny of financial performance;
- Oversight in relation to the financial reporting framework.

Further details on the Joint Audit Committee can be found here:

<http://www.southwalescommissioner.org.uk/en/holding-the-force-to-account/scrutiny-and-oversight/>

## Internal Audit

A specialist company, TIAA, provides internal audit services. Internal audit perform a range of reviews to an agreed audit plan and in compliance with Public Sector Internal Audit Standards. The Internal Audit Plan is scrutinised by the Joint Audit Committee before it is agreed. The Joint Audit Committee receive and review each internal audit report.

## External Audit

The Wales Audit Office (WAO) are the appointed external auditors to the Commissioner and Chief Constable. Each year, the Wales Audit Office comment on the financial aspects of corporate governance, including the legality of financial transactions, financial standing systems, systems of internal financial control and the standards of financial conduct, fraud and corruption. The Wales Audit Office also has a statutory duty to assess arrangements for securing economy, efficiency and effectiveness in the use of resources.

## Independent Joint Ethics Committee

The Joint Ethics Committee continues to provide challenge and assurance on a range of issues. Members of the Commissioners team play a key role, contributing through raising issues or dilemmas and participating in the committee's proceedings. Last year this included issues such as the introduction of facial recognition technology, the use of stop and search powers and broader issues such as the challenges posed by homeless people and other issues in the city centre of Cardiff.

## Police Accountability & Legitimacy Group

As outlined in the report, this group was introduced in 2017 to work in delivering on the Commissioner's role of overseeing the force and engaging with communities. Issues discussed by the Group during 2018/19 included stop search, equality objectives, hate crime and use of force.

## Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS)

The role of the HMIC is to promote the economy, efficiency and effectiveness of policing through inspection, to ensure agreed standards are met and maintained; good practice is spread and performance is improved. The HMIC inspects the functions of the Chief Constable, not the Police and Crime Commissioner. However, the Commissioner receives a copy of each report and has a duty to respond to each report. Copies of HMIC reports can be found here:

<http://www.justiceinspectorates.gov.uk/hmicfrs/?force=south-wales&type=publications>

## Complaints

As part of monitoring officer duties we continue to drive improvement in the practices of South Wales Police and particularly in relation to the Professional Standards Department (PSD). In Autumn 2019, the statutory duties of the Commissioner will extend to hold the Chief Constable to account for the way in which South Wales Police handles complaints locally and in readiness for this change, we began to introduce supporting process and procedures during 2018/19. As part of this work, we have introduced a new forward work plan to scrutinise and monitor the work of PSD, including a revised dip sampling programme (taking place every month), meetings with both the PSD Senior Management Team and the Independent Office for Police Conduct (IOPC), scrutiny of disciplinary functions, and sight of independent IOPC reports and associated recommendations. To compliment this new approach we have also reviewed and refreshed our own internal complaints processes and streamlined our Freedom of Information & Subject Access Request procedures to make it easier for the general public.

Monthly reports that feedback key information around complaints are now provided to the Commissioner Leadership Team and during 2019/20 we will introduce and publish a public facing A4 infographic of key complaints statistics from the Commissioner perspective.

The Police and Crime Panel is responsible for investigating complaints against the Commissioner. More information can be found here:

<https://www.merthyr.gov.uk/council/councillors-and-committees/south-wales-police-and-crime-panel/>

The Commissioner is responsible for investigating complaints against the Chief Constable. More information can be found here:

<http://www.southwalescommissioner.org.uk/en/contact-us/making-a-complaint/>

# Finance and oversight

Before the start of each financial year, the Commissioner produces a Medium Term Financial Strategy (MTFS) that sets out his spending plans and precept proposal for the forthcoming financial year. This document includes detailed information on the economic background, Home Office decisions in respect of police grants, revenue and capital expenditure plans, workforce estimates and the Treasury Management Strategy.

At the end of each financial year, the Statement of Accounts is produced which details financial performance during the year and the financial position as at 31st March. The Wales Audit Office audits the Statement of Accounts.

Further detail on the finances, including the MTFS and Statement of Accounts for 2018/19, can be found on the Police and Crime Commissioners website:

<http://www.southwalescommissioner.org.uk/en/transparency/finance/budget/>

## Transparency

Police & Crime Commissioners are obliged to publish certain information to allow the public to hold them to account. The Commissioner complies with these requirements and the information can be found here:

<http://www.southwalescommissioner.org.uk/en/transparency/>

In April 2019, the South Wales Police & Crime Commissioner Team was one of twenty seven in England & Wales to have been awarded the 2019 Transparency Quality Mark for meeting the statutory requirements on openness and transparency.







**To find out more about your  
Commissioner follow us via:**



**/commissionersw**

**[www.southwalescommissioner.org.uk](http://www.southwalescommissioner.org.uk)**

Or contact us via:

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