

21/
22



South Wales Police
and Crime Commissioner

ANNUAL REPORT

SUMMARY OF OUR IMPACT



De Cymru
Comisiynydd yr Heddlu a Throseddu
Police and Crime Commissioner
South Wales



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INTRODUCTION

I am very pleased to introduce my Annual Report for 2021/2022, summarising the significant amount of work myself and my Team have undertaken during the financial year, working alongside key partners to keep our communities safe. Following its postponement in 2020 due to the impacts of Covid-19, the year began with the small matter of the third Police & Crime Commissioner elections across England & Wales; I was extremely proud and honoured to be re-elected by the communities of South Wales to serve as their Police & Crime Commissioner for a third consecutive term, through to May 2024. This has allowed us to remain focused on our key priorities for South Wales, further develop our delivery of innovative work and continue to provide healthy challenge as a 'critical friend' to the Force, ensuring that the communities of South Wales receive the highest standards of policing. This is of course, all captured and articulated within the Police & Crime Plan, against which this Annual Report evidences our progress and delivery.

Setting out my intentions in a Police & Crime Plan is a legal requirement of the 2011 Police Reform Act which established the role of Police and Crime Commissioner and which acknowledges the critical importance of the Chief Constable maintaining operational independence. Respecting the Chief Constable's responsibilities and leadership has always been important to me and it's vitally important for my Plan to be practical and deliverable – which is why, since 2012, I have involved each successive Chief Constable in the writing of the Plan. It's also critical for the Chief Constable's operational Delivery Plan to specifically state that it is about the delivery of the Police and Crime Plan.

The Plan and its priorities also recognise that the Chief Constable doesn't just have local responsibilities, nor does he operate in a vacuum. Terrorism, organised crime, county lines, online fraud and grooming all require local policing to have an eye on national and international issues. The Head of the National

Crime Agency always stresses that carrying out her Agency's role also depends on local support, down to the intelligence acquired from Neighbourhood Policing Teams across our communities.

The Plan goes beyond delivery of policing to set out what we want to achieve with our partners. Again it's a joint endeavour but I take responsibility for what is said in the Plan and for seeking to bring about those partnership ambitions, whether it is working with local authorities on the delivery of Community Safety or working within each Public Services Board for delivery of the principles set out in the Future Generations Act, or what I do in carrying out my responsibility to hold the local Criminal Justice System to account and contributing to a vision and practical delivery actions for the Criminal Justice System in Wales.

I have mentioned both Neighbourhood Policing and Community Safety above quite specifically, as they underpin almost everything we seek to

deliver for the communities of South Wales. Both I and the Chief Constable have acknowledged very explicitly the way that the additional PCSOs provided by Welsh Government have been central to the retention and development of Neighbourhood Policing. Stability in terms of the policing of local communities is a topic that comes up a lot on the doorstep and in conversation with local councillors. It highlights the importance of a consistent presence in communities to be able to engage, listen and respond effectively in partnership to local need, which in turn inspires public trust and confidence. In this post-pandemic world, I cannot stress enough the importance of this approach.

What is clear to both the Chief Constable and I, is that there are three hallmarks of Neighbourhood Policing which we must continue to galvanise to ensure the ongoing success of our policing model here in South Wales:

- Communication: communication to the community but also listening to the community
- Problem solving: not solving the problems ourselves, or following the operational models, but identifying solutions and working with

others to share the challenge and help towards solutions

- Empowering: enabling local people to take ownership of local problems and helping them to become equipped and empowered to deliver their own solutions – community development techniques in effect

By ensuring these hallmarks are omnipresent in our approach in every community and by taking the opportunity to forge relationships at a local level, we can create the foundations on which to strengthen the connection between Community Safety and Neighbourhood Policing to ensure that that they are both effective. This means Policing and the Council working together to jointly drive Community Safety at the local level in renewal. Austerity had a chilling impact on both Policing and Local Government leading both to cut resources for Community Safety Partnership work. The legal requirement is for the Police and the Council in every area jointly to lead Community Safety, engaging other partners and the Community, and there seems to be a positive response generally to the way that work is now being progressed. I am finding that a real opportunity has been created with the Safer Communities Board, formed

jointly by the WLGA and Policing in Wales, the development of the Community Safety Network for Wales and the associated work of the Violence Prevention Unit for Wales, which I am pleased to say has received a further 3 years of funding.

In my third term as Commissioner I find the role as exciting as ever – albeit demanding and complex – not because it gives power or status but because it gives the opportunity to convene, to persuade and to develop cooperative models for keeping our communities safe. Together we achieve more than we achieve alone. I have now worked with three Chief Constables, each of whom has been an inspirational leader, the policing team in South Wales continues to grow in capacity and ambition and my own team continually surprise me in the way they push the boundaries. I am confident that we will continue to grow and develop on a trajectory of ambition that is unstoppable and that will continue well into the future.



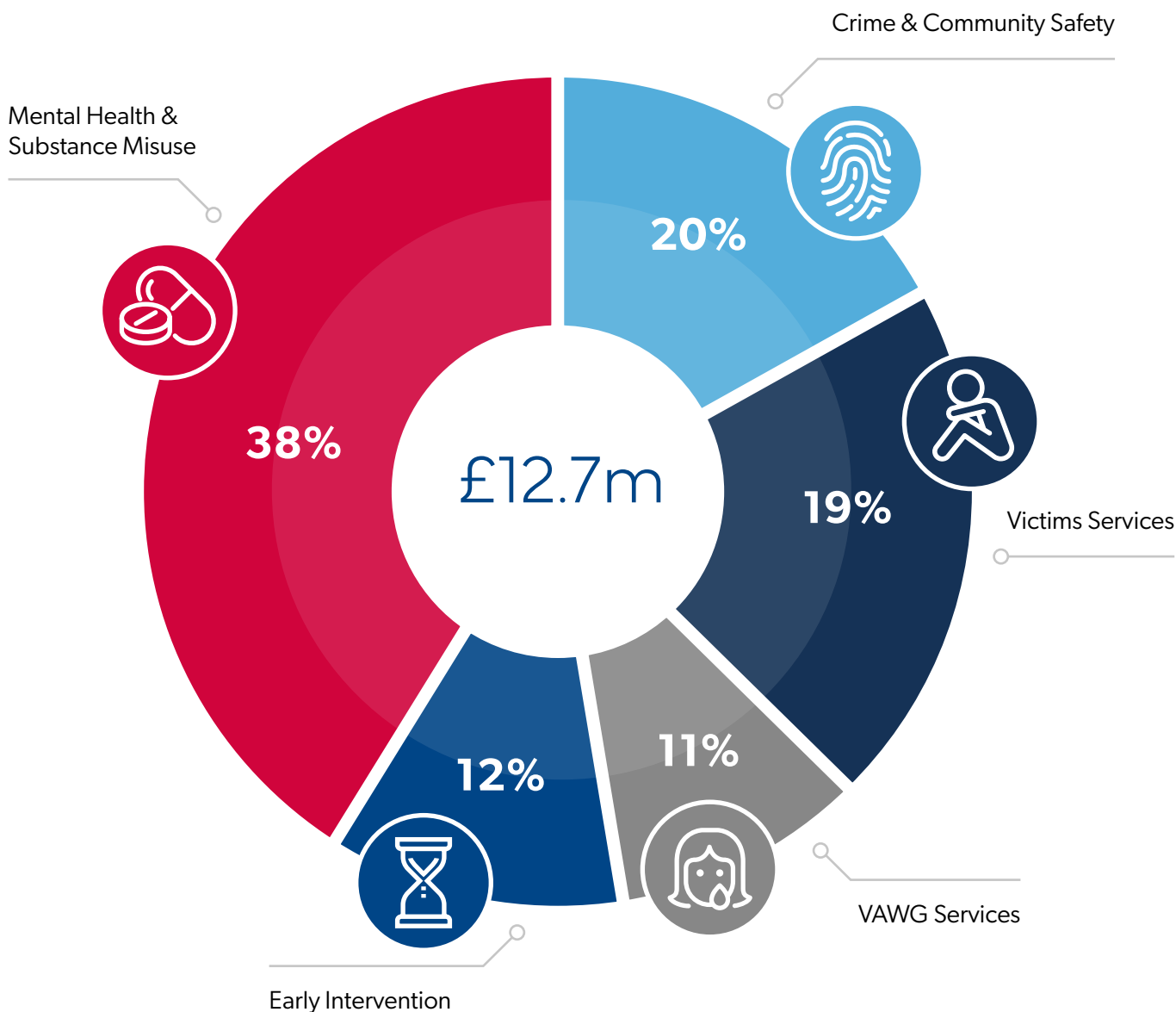
Rt Hon Alun Michael
South Wales Police and
Crime Commissioner



FUNDING OF SERVICES

We aim to be the best at understanding and responding to the needs of all our communities and our work with partners is fundamental to people getting the response they need, when they need it.

In 2021-22 the Police and Crime Commissioner allocated over £12.7 million of funding across South Wales to support safe, confident, resilient communities:



PROGRESS AGAINST THE POLICE & CRIME PLAN 2021-25

This section highlights
progress in 2021-22
towards delivering
the priorities in my
Police and Crime Plan
2021-25

PRIORITY

01



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

Reducing violence has been a key aim for the Commissioner since 2012, using data sharing with health to pinpoint where and how violence occurs. This has exposed violence that had not been reported to the police, leading to local action to prevent future violence.



The Violence Prevention Unit (VPU) takes a public health approach to preventing violence, which involves seeking to understand the epidemiology of violence, and using this evidence to develop interventions focused on tackling the root causes of violence. Through this approach the VPU aims to develop a whole system response to the prevention of violence.

During this reporting period, we have published research on the impact of the COVID-19

pandemic on different types of violence, including youth violence and domestic violence. Our research informs the work of the VPU as well as helping to inform a wider commitment to violence prevention across Wales. We have implemented a more diverse range of evidence-based interventions that have helped keep young people in South Wales safe. This includes work both delivered directly and commissioned by the VPU, as well as programmes implemented in partnership with other organisations, such as South Wales Police.

For the year ending June 2021, there was an overall higher rate of violence in Wales than England, with 31.8 crimes per 1,000 population (31.4/1,000 in England). Of the four forces in Wales, South Wales has the highest volume of 'violence against a person' recorded crimes in Wales,

which accounted for 37% of crime demand in the force area (ONS, 2021a). There has been an overall decrease in the volume of violence with injury crimes reported to South Wales Police over the past five years (-5%). On the whole, victims and suspects of violence with injury were male, under the age of 35 and of a White British ethnicity.

One of our key priorities for 2021-22 was to implement, evaluate, and where appropriate, scale up interventions that prevent violence in Wales. In response to the existing and escalating levels of serious youth violence within Cardiff and Swansea, the VPU has commissioned the following primary, secondary and tertiary interventions thus far:



NHS VIOLENCE PREVENTION TEAM

The NHS Violence Prevention Team consists of two members of staff; a qualified Nurse and an Advocate who are supervised by the Head of Safeguarding (post gifted to support this intervention by the Health Board). The team is based within the University Hospital of Wales, Cardiff, which is Wales' busiest Emergency Department and recently established as a Major Trauma Centre.

The Violence Prevention Team aims to increase the reporting of 'violence with injury' incidents to the police, enhance safeguarding responses within the hospital, and support patients. More specifically, the team deliver advice, support and guidance to patients who have experienced violence with injury, with the aim of engaging with those injured whilst they are in hospital, and to promote movement away from lifestyles encased in violence by encouraging engagement with services.

Furthermore, the Violence Prevention Team seek to support patients to engage with community services, to enable longer-term follow-up support, and to address the wider needs of the patient. The primary referring agency is the Action for Children Side-Step programme, an early intervention service working with 11-18 year olds on the cusp of being involved in Serious Organised Crime (SOC). The service provides intensive one-to-one support, peer mentoring, education and employment training. The VPU

has commissioned Action for Children to allocate a hospital case worker to respond to referrals from the Violence Prevention Team for individuals aged 11-30 years old. The case worker provides a rapid response to referrals, delivers targeted support and acts as a navigator, signposting to appropriate community services and engaging with statutory services.

Between April 2021 and March 2022, the NHS Violence Prevention Team engaged with 1,071 patients, with 41 individuals receiving intensive, 1:1 support from the Action for Children caseworker.

During this reporting period, the VPU has been awarded three-year funding from the Home Office Teachable Moments Interventions Grant and Youth Endowment Fund to establish a new Violence Prevention Team (consisting of a qualified nurse and an advocate) at Morriston emergency department, Swansea, with a dedicated full time support practitioner will be employed by Media Academy Cymru (MAC) to receive referrals from the Violence Prevention Team to provide longer-term, intensive, community-based follow up support. In response to growing levels of youth violence in Cardiff, the additional funding has also enabled us to expand existing provision by funding an additional caseworker and a dedicated mental health caseworker as part of the Action for Children hospital team in Cardiff.

1,071

BETWEEN APRIL 2021 AND MARCH 2022, THE NHS VIOLENCE PREVENTION TEAM ENGAGED WITH 1,071 PATIENTS...

41

WITH 41 INDIVIDUALS RECEIVING INTENSIVE, 1:1 SUPPORT FROM THE ACTION FOR CHILDREN CASEWORKER



ST GILES' TRUST

St Giles Trust work with young people identified as 'at risk' of violence involvement, to engage them in support. Timely interventions are delivered by a dedicated St Giles Early Intervention and Prevention Worker across Swansea and Neath Port Talbot, at a "teachable moment" when a young person is most likely to engage with intensive, tailored support. They also identify opportunities to support the families of young people who have been identified at risk of being drawn into crime, where appropriate. The nature of interventions delivered vary according to the identified needs of the client. Interventions can be activity based (e.g. support to attend appointments), and focused one-to-one work which encourages young people to consider choices and consequences, and make positive changes.

37

BETWEEN APRIL 2021 AND MARCH 2022, ST GILES TRUST HAVE SUPPORTED 37 INDIVIDUALS THROUGH THIS WORK



CRIMESTOPPERS

The VPU has provided funding to enable Fearless to recruit dedicated caseworkers to target identified serious violence hotspot areas in Cardiff and Swansea. The roles have focused on building partnerships with key agencies at a local level, identifying and responding to opportunities to deliver Fearless sessions to children and young people within both education and community settings. The sessions are interactive workshops covering key issues such as child criminal exploitation, drug running and knife crime. The caseworkers also provide training to better equip professionals in identifying and responding to signs and disclosures from the young people

8,500

BETWEEN APRIL 2021 AND MARCH 2022, THE FEARLESS TEAM ENGAGED WITH 8,500 CHILDREN AND YOUNG PEOPLE



BRAVER CHOICES

Braver Choices is a knife crime project delivered by MAC, which has worked to ensure young people in hotspot areas in Swansea who are using, or on the periphery of using, knives and other offensive weapons will have a fast-track bespoke, strengths based intervention with a qualified Youth Worker. This includes safeguarding and supporting change through a cognitive behavioural approach, underpinned by an assessment from Cerridwen Violence Intervention and/or asset +. The children and young people often have multiple and complex needs which are identified and addressed, including negative peer association, poverty, and involvement in the Criminal Justice system through drugs or violence, which increases the risk of child exploitation, injury and mortality.

195

BETWEEN APRIL 2021 AND MARCH 2022, THE BRAVER CHOICES PROJECT HAS SUPPORTED 195 INDIVIDUALS.

PARALLEL LIVES

The Parallel Lives programme is for children (aged 10-16 years) and parents where adolescent to parent/carer violence (APV) has been identified within in the home, there are professionals involved with the family and both parties wish to make positive changes. The Programme works separately with each cohort in groups before bringing them back together to develop a plan of action to help improve communication at home and reduce conflict. Parallel Lives is a four-week programme which commences following an initial one-day workshop to assess the

needs of the family. The sessions are activity based and focus on communication, emotional literacy, positive parenting, cognitive functioning, active listening and creative writing. Activities include the use of personal development stars, face-to-face conferencing and writing letters to each other to develop skills that can be translated back in the home underpinned with theory. Parallel Lives consists of restorative interventions for families who are experiencing APV and has adopted a holistic multi-agency approach to APV.

184

BETWEEN APRIL 2021 AND MARCH 2022, THE PARALLEL LIVES PROGRAMME HAS ENGAGED WITH 184 FAMILIES.

SWANSEA EARLY INTERVENTION AND PREVENTION OUTREACH COORDINATOR, SWANSEA COUNCIL CONTEXTUAL SAFEGUARDING TEAM

The Early Intervention and Prevention Outreach Coordinator, working within Swansea Council's Contextual Safeguarding Team and Evolve Youth Service, coordinates and provides a detached and outreach youth work presence, alongside access to specialist support services across identified hotspot areas in Swansea by:

- Providing a flexible agile team to work during the day, evening, night, weekdays and weekends to provide a 'Go Low, Go Slow' approach, working with young people to provide street based preventative and early intervention work where young people are at risk of youth violence, criminal exploitation, carrying weapons, county lines and gang involvement.
- Building relationships, providing information, assistance and gathering information on the needs and experiences of the young people in their locality, informing the development of a responsive service to be co-designed with partners and young people.

The Coordinator works within the local contextual safeguarding framework in Swansea via the CMET Panel (Missing, Exploitation and Trafficking); a multi-agency meeting on a fortnightly basis, recognising and responding to the individual needs of young people that have been identified by partners (including South Wales Police, Community Safety, Youth Offending and third sector organisations) providing, or facilitating access to, specialist support services in relation to vulnerabilities such as substance misuse, mental health, homelessness and violence. It also focuses on identified hotspot locations across Swansea, providing targeted outreach activity. A number of multi-agency, cross-sector meetings over the past year have identified that vulnerabilities of these kind are closely linked to criminal exploitation, concerns around carrying weapons and new emerging issues around young people identifying as being in a "gang" in the area.

Between April 2021 and March 2022, the Swansea Early Intervention and Prevention Service has engaged with 547 young people.

547

BETWEEN APRIL 2021 AND MARCH 2022,
THE SWANSEA EARLY INTERVENTION
AND PREVENTION SERVICE HAS
ENGAGED WITH 547 YOUNG PEOPLE

CARDIFF ENGAGEMENT AND EARLY INTERVENTION COORDINATOR

The Cardiff Engagement and Early Intervention Coordinator has worked in partnership across Media Academy Cymru (MAC) and the Youth Justice Service Early Help and Prevention team to engage innovatively and creatively with young people identified as at risk of transitioning from a group of peers engaging in low level-anti social behaviour into an established gang, with the aim of developing effective ways of working that would address the issues highlighted

by the research. This includes working closely with CYP and community pioneers in a variety of 'hotspot' areas of violence in Cardiff to build direct links with communities of CYP at risk of negative peer groups.

The themes explored through this work have included low-level peer to peer violence, territorialism and peer pressure, motivational drivers for CYP in the areas, community disrupters as part of a wider contextual safeguarding methodology, with a key element of the project being to engage with primary care givers, the youth service, education, community groups and early help in children's services.

47

BETWEEN APRIL 2021 AND MARCH 2022, THE CARDIFF ENGAGEMENT AND EARLY INTERVENTION COORDINATOR HAS ENGAGED WITH 47 YOUNG PEOPLE

HOME OFFICE TEACHABLE MOMENTS CUSTODY INTERVENTION

During this reporting period, the VPU has been awarded additional funding from the Home Office Teachable Moments Intervention Grant and is working with Media Academy Cymru (MAC) to deliver a new pilot Custody Suite Interviewing (CSI) programme in police custody suites across South Wales that complements and supports the work of Youth Justice Services (YJS).

The intervention is initiated by a qualified youth worker, with a strengths-based motivational interview within the custody

suite. This 40-minute brief intervention will start the relationship for post custody work. Where the child / young person (CYP) does not meet YJS thresholds (released under investigation or no further action), the caseworkers take primacy and engage the CYP with direct case work in the community where increased risks are identified or help requested.

The caseworker works with the CYP over a period of up to 6 months to continue the momentum on the road map to change and will also continue to support, addressing needs to divert them away from any statutory referrals. An average intervention will be 2 months.

297

SINCE ITS INCEPTION IN SEPTEMBER 2021, THE CUSTODY SUITE INTERVIEWING PROGRAMME HAS ENGAGED WITH 297 YOUNG PEOPLE

COMMUNITY AND YOUTH ENGAGEMENT

The voice of the community is a powerful motivator; the importance of this continues to be reflected throughout the development and operation of the VPU. We seek to ensure meaningful and regular dialogue with the community that supports legitimate opportunities to help shape services, inform decision-making and contribute to the development of awareness raising and training, in a bid to create more supportive and resilient communities.

One of our key priorities for 2021-22 was to coproduce our work with communities and those with lived experience of violence in South Wales. The VPU aims to provide a mechanism for people, particularly those with lived experience of serious violence, to be heard and influence issues that affect them, shaping the development and delivery of a spectrum of services that are both reflective of need and available at the earliest opportunity. During this reporting period, the VPU has made progress in the following areas:

1

Media Academy Cymru Peer Action Collective

The VPU is collaborating with the Peer Action Collective (PAC); a group of peer researchers aged 16-25, funded by the Youth Endowment Fund and employed by a third sector provider, Media Academy Cymru (MAC). The PAC team consists of 12 peer researchers from across Wales and a project co-ordinator, who develop focused pieces of coproduction work, engaging and motivating young people into discussions on society and the communities in which they live, with the aim of inspiring positive change and long-term solutions to youth violence. Members of the PAC team will form our newly established 'Strategy Advisory Board'; with the aim of coproducing the new Wales Youth Violence Prevention Strategy.

2

The Hope Collective Event

Towards the end of 2021, the VPU and the Peer Action Collective hosted an event on behalf of the Hope Collective for young people at the Principality Stadium, Cardiff. The Hope Collective is a joint enterprise of leading organisations with shared values from across the United Kingdom, established as part of the 20th anniversary legacy campaign for Damilola Taylor. The event in Cardiff brought together young people from across Cardiff to discuss the challenges and issues within education and employment through a youth violence lens, with a solutions-based approach. The Peer Action Collective developed and facilitated workshops throughout the day, which will inform the future development of the VPU.

3

Youth Endowment Fund (YEF) Neighbourhood Fund

The Commissioner, via the VPU, is informing and supporting the work of the YEF Neighbourhood Fund which will focus on serious violence hotspot areas in Cardiff, with a focus on Butetown and Grangetown, working with residents to co-design approaches to address specific challenges within communities, with a focus on serious youth violence.

4

National Youth Advocacy Service (NYAS) All Wales Steering Group

One of the key objectives of this national steering group is to consider a child right's approach to policing. In 2021, a sub-group was established, chaired by a representative of the VPU, with the aim of:

- Considering what a national framework for a child's rights approach to policing could look like, in line with the children's rights framework developed by the Children's Commissioner for Wales and the National Police Chief's Council National Strategy for the Policing of Children and Young People.
- Gaining a clear awareness and understanding of current activity and good practice across Wales, and areas where this could be strengthened.
- Ensure the participation of young people throughout the process.

The VPU will continue to support the work of the children's rights approach to policing, both at a local and national level, to support and inform the development of a national framework for Wales, and to work with partners to develop a collaborative and consistent approach to engagement and coproduction with children and young people across Wales.

PARTNERSHIPS

The VPU supports and works alongside local partnership structures, with a particular focus on Community Safety Partnerships (CSPs). This is to help ensure that strategic responsibility for work around health, education, safeguarding and communications, in relation to violence prevention, is embedded within the relevant structures, enabling a whole-systems response to violence prevention.

The importance of VPU representation at all CSP meetings across South Wales is widely recognised, allowing key partners to be regularly updated on work streams. Representation at these meetings also enables the VPU to inform strategic decision making at a local level, based on evidence of need through the VPU's analytical and research products, to guide action and develop evidence-informed preventative action.

In addition to our work with the CSPs, the VPU and our partners are delivering a range of interventions and multi-agency arrangements to reduce and prevent violence, and to take a holistic child-centred approach to children and young people involved/at-risk of involvement in violence. The VPU has

funded a host of interventions at a primary, secondary and tertiary level, which includes interventions that target the root causes of violence and offer support at what is considered a 'teachable moment'. These interventions sit within a system that has established a range of approaches to target violence; one such approach is 'Contextual Safeguarding', which considers the role and risks of extra familiar harm in the safeguarding of children and young people, requiring professionals to actively take steps to change those contexts.

In identified hotspot areas, multi-agency meetings have been established, working within a Contextual Safeguarding framework, recognising and responding to the individual needs of young people that have been identified by partners (including South Wales Police, Community Safety, Youth Offending and third sector organisations) providing, or facilitating access to, specialist support services in relation to vulnerabilities, such as substance misuse, mental health, homelessness and violence. There is also a focus on identified hotspot locations and peer groups, providing targeted outreach activity.

EVALUATION

The VPU are committed to ensuring that violence surveillance, research and evaluation underpins all activity, and that evaluation is embedded in its culture to ensure a consistent evidence-based and data-led approach. The VPU have invested a resource and capacity into developing and disseminating evidence and is committed to embedding evidence-based practice into violence prevention initiatives.

A total of three interventions are undergoing an evaluation this year, in addition to the whole-system Wales VPU evaluation. These include the NHS hospital-based Violence Prevention Team, Action for Children Side-Step programme hospital case worker, and the Violence Surveillance System. These were chosen for evaluation because of their potential to impact on population health at scale (i.e. the Violence Surveillance System), or because of their unique status as an innovative pilot project with wider-national interest (i.e. the NHS Violence Prevention Team).

15 MINUTE PATROLS

In late 2021, the Wales Violence Prevention Unit and South Wales Police worked in collaboration to implement 15 Minute Patrols across the South Wales Force area. Since its implementation on 1st December, over 885 overt foot patrols have been completed as part of the project.

The pilot follows a successful trial undertaken by Bedfordshire police in 2020, which evidenced a 44% reduction in serious violence across hotspot areas and a 40% decrease in all public crimes against personal victims.

The South Wales pilot will continue into 2022 with ongoing analysis of data to ensure the effectiveness of these patrols.



#SAFETOSAY – SEXUAL VIOLENCE PREVENTION CAMPAIGN

The VPU partnered with the Good Night Out Campaign to deliver a campaign which addresses sexual harassment in the night-time economy, with support from Welsh Women's Aid.

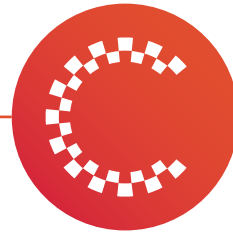
The campaign sought to encourage prosocial bystander responses toward individuals who demonstrate inappropriate and harmful behaviours in the night-time economy. More specifically, the campaign sought to encourage and equip people to speak up about sexual harassment, by providing

them with the awareness needed to identify behaviours that are problematic, and the skills to challenge or divert away from perpetrator/potential perpetrator behaviour in a non-confrontational way and without using violence.

Following a testing phase, the campaign went live in June 2021 across social media and out-of-home advertising including digital vans, billboards and ads on parking metres. This phase of the campaign targeted 16–45 year olds, who engaged in the formal (pubs, bars, restaurants) and/or informal (open spaces such as beaches) night time economy.

A post-campaign survey found that that 71% of the 265 respondents felt that the campaign helped people know how to intervene safely when they witnessed sexual harassment or violence.

Visit the campaign website: www.safetosay.wales



WITH REGARDS
TO VIOLENCE
PREVENTION,
OUR 5 STRATEGIC
PRIORITIES FOR
2022-23 INCLUDE:

COPRODUCTION

1

Empowering young people and professionals to work together to develop solutions to youth violence in Wales. We are on a journey – developing our skills and knowledge in coproduction. We have made great strides (and learned a lot in 2021) and we hope to build on this learning in 2022, particularly through the development of our new Youth Violence Prevention Strategy.

REDUCING INEQUALITY

2

Violence is both a cause and a consequence of inequality. Tackling these root causes of violence and abuse, including sexism, racism, socio-economic inequality, and unequal access to services, education and employment, as well as promoting equality and diversity is a key priority for the Wales Violence Prevention Unit (VPU). In the next year, we will improve our understanding of disproportionate access to services, support the representation of marginalised voices, and lay the foundations to tackle the root causes of violence.

ENGAGING WITH EDUCATION

3

Education is a key partner in preventing and improving responses to youth violence. In 2022, we want to improve our engagement with local and strategic education partners to promote inclusion, prevent violence within and outside of schools, and support equitable access to education-related opportunities.



PARTNERSHIPS FOR PREVENTION

4

To tackle violence effectively, we must work in partnership to take a contextual and multi-agency approach. As the VPU, we build local and national partnerships, and can support partners with the tools and knowledge (including data and evidence) to be effective partners in the prevention of violence. In 2022, we will continue to support violence prevention partnerships, including preparing local partnerships for the upcoming Serious Violence Duty.

EVALUATING OUR IMPACT

5

We want to know exactly which interventions are effective in preventing violence, and what impact they're having. Over the last three years, we've made great progress in evaluating local and national violence prevention efforts. We want to improve this even further in 2022, ensuring that violence prevention interventions are underpinned by robust evaluation, and encouraging the publication of the evaluation findings to build the evidence base for violence prevention.



Partnership working is a key mechanism for enabling the Commissioner's team to deliver the priorities in the Police and Crime Plan. In doing so it is important that we are able to make the connections across a complex partnership landscape that enable us to contribute to creating safer communities and supporting victims and the vulnerable.

The Commissioner's commitment to partnership working is demonstrated through engagement with a variety of strategic and local forums such as Public Service

Boards, Criminal Justice Boards, Community Safety Partnerships, Youth Offending Boards and Area Planning Boards. This representation enables us to incorporate our work on substance misuse, mental health, victims, offenders and the vulnerable into the work of our partners, enabling us to identify opportunities for co-commissioning, more effective use of resources, and the development of more sustainable services.

Reducing and preventing crime and anti-social behaviour to

keep people safe and confident in their homes and communities has remained a key priority of the Police and Crime Commissioner throughout 2021-22. The Commissioner has continued to provide annual financial contributions to Community Safety Partnerships across South Wales. The Commissioner's contributions are fundamental to enabling a coordinated approach between public and third sector partnerships in discharging their duties under the Crime and Disorder Act, ensuring they have the resources they require to meet local needs:

FINANCIAL ALLOCATION BY AREA	AMOUNT	%
CARDIFF	£149,000	25.4%
SWANSEA	£120,500	20.6%
RHONDDA CYNON TAF	£82,300	14.1%
NEATH PORT TALBOT	£59,700	10.2%
VALE	£56,500	9.6%
BRIDGEND	£56,100	9.6%
MERTHYR	£41,200	7.0%
TOTAL 2021/22	£565,300	-

Other funding allocations are provided through core budget contributions, Welsh Government, the Supporting People programme, as well other needs-led funding bodies.

The importance of Police and Crime Commissioner representation at all Community Safety Partnership meetings across South Wales is widely recognised, ensuring that there is a link between the local need and the subject area expertise offered by the Commissioner's Strategic Policy Leads and that any work being driven

forward across the partnership landscape in South Wales is clearly aligned with the community safety priorities identified within the Police and Crime Plan. Members of the Community Safety Team have therefore regularly attended Community Safety Partnership Boards and associated sub-groups, including local Problem-Solving Groups.

Working alongside colleagues in the Violence Prevention Unit, meetings have been facilitated with Community Safety Partners to initiate discussions on the role

of the CSP's in relation to the implementation of the Serious Violence Duty, identifying any opportunities and challenges this may present to partners.

Work has been undertaken with partners in Swansea and Cardiff to support the closer alignment of community safety and contextual safeguarding priorities, given the commonalities in the concerns being identified and the required approaches to respond to these concerns.



RESPONSES TO ANTI-SOCIAL BEHAVIOUR:

Each Community Safety Partnership continues to provide a cohesive response to issues surrounding Anti-Social Behaviour (ASB) across their respective communities. Each Community Safety Partnership provides an effective and efficient response to these concerns through their individual strategies.

Some examples of Anti-Social Behaviour Management from across South Wales include:



- The establishment of town centre ASB management groups in high ASB incident communities within one local authority area, utilising a partnership working approach with a range of key statutory, third sector and private sector organisations to identify and effectively respond to concerns in the areas relating to ASB. In both areas, reports of ASB significantly reduced following a series of multi-agency meetings and subsequent coordinated action with the intelligence shared through these forums.
- In another area, the ASB team has been working within specific locations within the community where incidents have risen throughout each month. With effective collaborative working and targeted CCTV operations in hot spot areas, as well as increase in ASB referrals, notable decreases in ASB incidences were observed, when compared to the same period in the previous year.



HOME OFFICE SAFETY OF WOMEN AT NIGHT (SWAN) FUND

During 2021-22, the Commissioner was successful in an award of £182,750 from the Home Office Safety of Women at Night Fund to reduce incidents of violence against women and girls (VAWG) in public spaces at night in Swansea, including within venues, as well as routes home and to build an evidence base for what is most effective in improving women's safety within this context. This included the introduction of a Safe Spaces scheme, delivery of specialist

training to staff within the hospitality sector to issues as they arise, and a targeted South Wales Police operation. Referred to as Operation Ferndown, it sought to target specific times and pressure points within the night-time economy, collecting and analysing data and intelligence to inform future resource allocation and the development of specialist interventions beyond the funding period.

STRATEGIC PLANNING

Community Safety Partnerships have a duty to create a three-year strategy outlining the commitments, priorities and actions to be taken collaboratively through the partnership structure. Community Safety partners across the region are currently reviewing their strategies. Support is provided by the Commissioner Team to review the crime data and supporting information available and revise their forward action plans. We work with partners to ensure that where possible, the priorities outlined within Community Safety Strategies are aligned to those within the Police and Crime Plan.

COMMISSIONING

Monitoring commissioning activity remains a priority for the Commissioner Team. An assessment of previous commissioning activity has been completed and a full briefing has been created outlining the activity for each Community Safety Partnership. This is further mapped against other funding sources in addition to that of the Police and Crime Commissioner. To increase the effectiveness of our commissioning approach, work continues to develop a co-ordinated Commissioning Framework that will enable alignment of commissioning activity across the portfolio areas within the Commissioner's team.

ANNUAL REPORTING

Annual Reports are provided through the commissioning process. Improving the reporting process will be a priority for the Policy & Partnerships Officer in order to maximise the success of Community Safety Partnerships resulting from the Commissioner's contributions.

What do we intend to do next:

- Strengthen Neighbourhood Policing Teams, focussing strongly on early intervention and prevention, and enhancing our community problem solving capability and capacity; whilst working more closely with Community Safety Teams.
- Ensure that community safety priorities are data led and evidence based, represent the needs of our local communities, and strengthen the ability of our neighbourhood policing teams and partners to coordinate a multi-agency problem solving response.
- Gain a better understanding of how Community Safety Partnerships collectively use data, supporting a public health approach to community safety.
- Undertake a scoping exercise to determine the current community safety arrangements within each local authority area across South Wales, focusing on key areas such as; governance, staffing, resource and priorities including, how / if these are data led and evidence based.
- Review current funding commitments and priorities in order to maximise opportunities to achieve more together to ensure our communities are safe.
- Enable partners to respond to the Serious Violence Duty that will be placed on Community Safety Partnerships within the Police, Crime, Sentencing and Courts Bill (2021).

PRIORITY

02



We will involve and empower our communities, working with partners in local government, health, fire and Welsh Government to deliver services that people need.

Meeting, talking with and listening to our communities is critical in helping the Commissioner to understand policing and community safety issues concerning the public across South Wales. Hearing directly from people enables the Commissioner to effectively hold South Wales Police to account on their behalf, ensuring that they receive efficient and effective policing.

The Covid-19 pandemic posed a number of challenges in terms of public engagement and involvement due to the

necessary social distancing requirements to keep communities safe. Whilst we moved swiftly to adapt to this by introducing and developing our approach to digital engagement, 2021-22 saw the relaxation of restrictions and enabled us to reintroduce a programme of physical engagement, blended with new virtual arrangements to broaden our accessibility and reach.

An overview of the engagement activity we conducted during the year is detailed below.

COMMUNITY WALKABOUTS



We were pleased to be able to recommence the Commissioner's Community Walkabouts from June 2021. The aim of a Community Walkabout is for the Commissioner to meet with residents to discuss crime and community safety concerns in an identified area linked to problems raised about anti-social behaviour, or concerns about crime or local policing.

Between June 2021 and March 2022, the Commissioner attended a walkabout in the following locations to the right:

These locations were selected following feedback we had received from the public and examples of the issues discussed with the Commissioner during the walkabouts included:

- Concerns about issues relating to daytime drinking and substance misuse in town centres
- Increased incidents of anti-social behaviour in town centres, impacting feelings of safety
- Some people felt that they rarely saw an officer or PCSO on patrol in their community and that police visibility and engagement could be improved
- Frustrations about difficulties in getting through to the 101 non-emergency number, impacting confidence to report incidents



NEATH



GRANGETOWN



SWANSEA



PORT TALBOT



BRIDGEND



TREORCHY & YSTRAD

VIRTUAL COMMUNITY CONVERSATIONS



To coincide with his Community Walkabouts, the Commissioner also scheduled online engagement with residents of the wider, linked local authority area. Virtual Community Conversations provide residents across South Wales with the opportunity to speak directly to the Commissioner about his role, their views and experiences of local policing, as well as specific community safety concerns. Representatives from the relevant local policing teams are also in attendance, providing operational insight in response to the feedback shared with the Commissioner.

Between September 2021 – March 2022, the Commissioner held virtual community conversations with residents in Bridgend, Merthyr Tydfil, Rhondda Cynon Taf, Swansea and Vale of Glamorgan local authority areas.

Examples of the issues raised by residents at our Community Conversations, included:

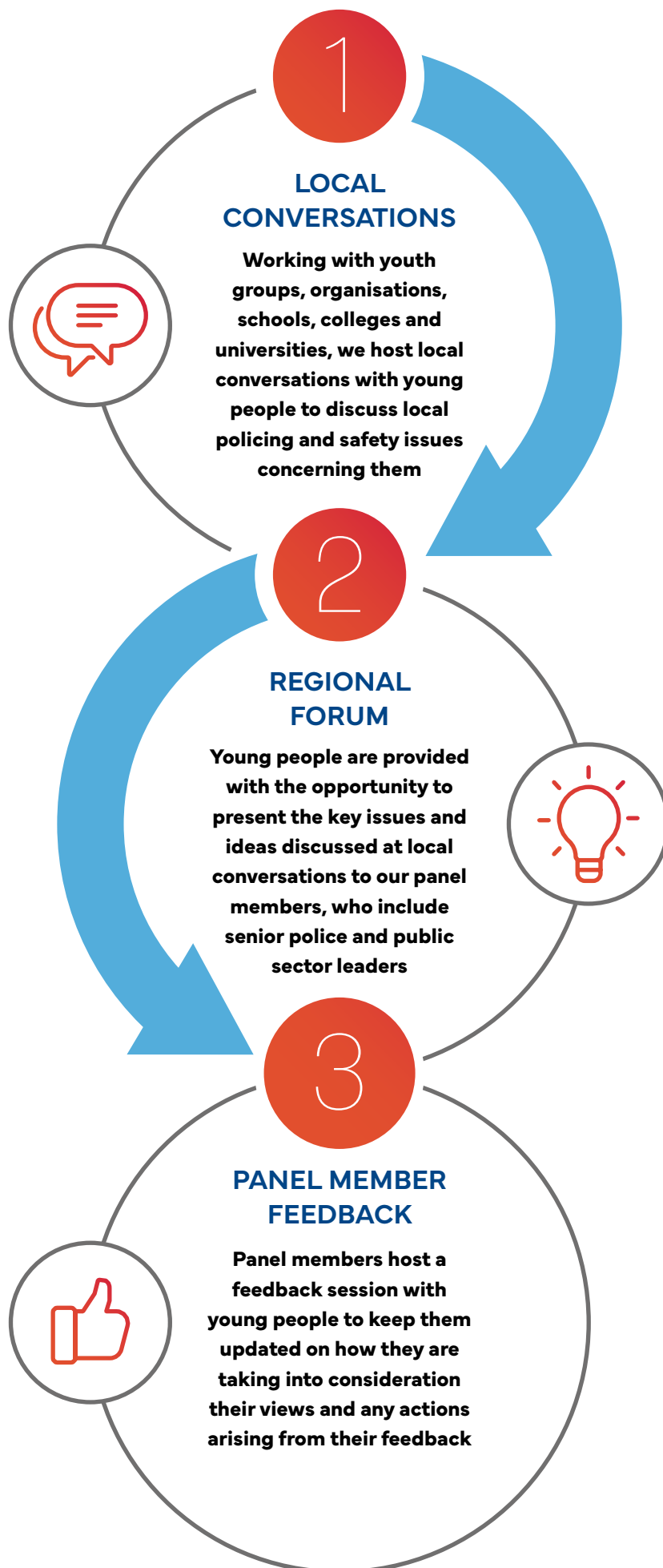
- People were eager for their local policing teams to re-establish PACT or online meetings, as they felt there was a lack of communication and engagement from their local neighbourhood policing teams
- Concerns in relation to cars, bikes and electric scooters racing dangerously at high speeds, causing noise nuisance and posing a danger for others

- A need for greater awareness about the appropriate methods of contacting the police based on the urgency of the incident, including the option to report online being promoted more widely to the public
- Recent increases in fraud and the fact that older people often don't have access to online resources, or information about how to identify the latest scams or channels to report them
- Concerns about substance misuse and people increasingly being seen under the influence of drugs and/or alcohol during the day. This discouraged many families and older people from visiting town centres particularly
- Some difficulties and inconsistencies in contacting local PCSOs

Based on the nature of the matters discussed during the Walkabouts and Virtual Community Conversations, the Commissioner has had direct conversations with Divisional Commanders, local policing teams and partner agencies to appropriately address each concern that has been raised.

YOUNG VOICES CONVERSATION

Our Young Voices Conversation provides regular opportunities for young people between the ages of 11 - 25 to speak to the Police & Crime Commissioner, his team and South Wales Police about issues relating to policing, crime and community safety. Our Young Voices Conversation is structured via a three-tiered approach as illustrated here:



Throughout 2021, we worked with organisations, youth groups and forums to assist us in facilitating informal conversations with young people. To help us understand the issues affecting young people and to improve our understanding of how we can continuously improve the service we provide to them, local conversations explored:

- The issues that worried or made young people feel unsafe
- The reasons why young people would be unlikely to report to the police
- What they felt the police could do to improve relationships with young people

In June and November 2021, we held our 'Young Voices Forum', where a summary of these discussions from the local conversations were presented and discussed. A small group of young people were invited to these forums to discuss the feedback with senior leaders in the police and public sector. Examples of the topics discussed during the year included:

- Women and young girls' safety
- Drugs and substance misuse
- Stop and search
- Knife crime
- Schools and education
- Reporting and sharing intelligence with the police
- Police interactions with young people

An overview of the topics discussed during 2021 is outlined in our [Young Voices Overview](#).

As a means of keeping young people informed about how we were listening and responding to their views, we held separate feedback sessions in September 2021 and February 2022, where senior leaders from South Wales Police personally provided direct updates to young people.

The views and suggestions shared by young people throughout the year have been key in helping us to better understand their specific needs and played a vital role in informing areas of work, including:

- The implementation of a range of initiatives that aim to help young women feel safer in the night-time economy and associated public spaces
- Informing the Wales Violence Prevention Unit (VPU) sexual violence and harassment '#SafeToSay' campaign
- The development of specific materials for young people, to raise awareness of the option to report to the police via social media

We will continue to engage with young people via our Young Voices Conversation throughout 2022-23, identifying the matters that are important to them and how policing in South Wales can work towards implementing positive change.

OUR POLICE, OUR COMMUNITY SURVEY

The Police and Crime Commissioner is responsible for allocating the police budget and setting the police precept level in South Wales. In November 2021, the Commissioner launched a public survey to seek feedback from residents in South Wales about the issues making them feel unsafe, their views on local policing and their thoughts on contributions to policing via Council Tax payments for 2022-23. We were pleased to receive over 1,600 responses to the survey.

A summary of the key findings from the survey are illustrated to the right:



These crimes have a hugely significant impact on the victims, their families and the community

TOP 5 LOCAL COMMUNITY CONCERNS:



46%

**Alcohol, Drugs and
Substance Misuse**



38%

**Speeding and
Dangerous Driving**



38%

**Street Safety
(e.g fear of walking alone)**



34%

Burglary and Theft



24%

**Mental health-
related crime
and anti-social
behaviour**

PUBLIC
PERCEPTION
OF CRIME AND
ANTI-SOCIAL
BEHAVIOUR:

70%

**70% of respondents
felt that crime and
anti-social behaviour
had increased in
some way over the
last 3 years**



“

These are the crimes I have experienced and those around me have experienced most frequently

“

People should be safe in and around their home. Often abuse which is perceived as low level but constant makes peoples lives awful

PUBLIC VIEWS OF LOCAL POLICING:



59%

Agreed that they
respected the police



51%

Agreed that the police are
friendly and approachable



42%

Agreed that the police
treat people fairly



40%

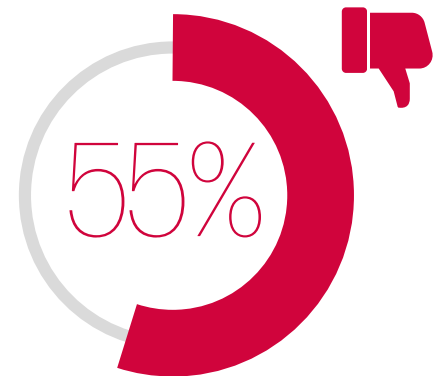
Agreed that they
trusted the police



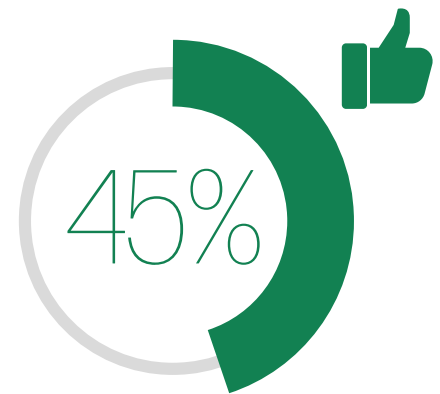
22%

Agreed that the police
were doing a good job

POLICE PRECEPT CONTRIBUTIONS:



of respondents **WERE NOT**
willing to contribute more
towards their council tax to
support policing in South Wales



of respondents **WERE** willing
to contribute more towards
their council tax to support
policing in South Wales

The information gathered and the open and honest feedback shared with us, assisted the Commissioner in considering the options for the 2022-23 precept level. Feedback gathered in relation to local concerns and the service provided by South Wales Police will assist with the development of community safety related activity and the delivery of work within the team.

A detailed report of the survey responses is outlined on the '[Community Surveys](#)' section of our website.

PRIORITY

03



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

In South Wales during 2021-22 there were 34,471 domestic violence and abuse occurrences which resulted in 17,800 crimes - 23,948 of the overall occurrences had a female victim. Stalking data is more difficult to quantify but according to a South Wales Police Business Intelligence report for 2021-22 there were 2,950 stalking crimes recorded, of which 2,346 (79.5%) had a female victim.

The Commissioners Victims and Vulnerability team have worked hard to ensure that specialist services are adequately resourced and supported to provide services to those affected by domestic abuse and sexual violence, during a further year of uncertainty and unexpected challenges.

We have focused time and resources into developing and enhancing processes that strengthen victims and survivors

opportunities to engage and inform the work of the team and our partners, working with other Welsh forces to address issues relating to public trust and confidence. Linked to this approach, we were proud to be able to launch our Victims and Survivors Engagement Network across South Wales during 2021-22.

During 2021-22 we were pleased to secure an additional £429,000 of funding for domestic abuse and sexual violence services to support victims in South Wales.

In addition, we secured an additional £200,000 funding to invest in perpetrator services across the South Wales force area.

Our delivery against the 'Tackling Violence Against Women and Girls: a Joint Strategy 2019-2024' has remained focused on collaboration, working together with survivors and partners to enhance provision.

OUR FOUR KEY
AREAS OF FOCUS
CONTINUE TO BE:



2

**PREVENTION AND
EARLY INTERVENTION:**

With partners focus on the long-term impact of decisions and work to keep people safe, healthy and well.

1

**ENHANCED
COLLABORATION:**

Working together to deliver a whole system approach to preventing violence against women and girls in all its forms.

4

PERPETRATORS:

Increase focus on the behaviour of the perpetrator (in parallel with supporting victims and survivors of violence and abuse) to better hold perpetrators to account for the consequences of their actions and offer opportunities to change their behaviour through a range of interventions.

3

SAFEGUARDING:

Build on existing safeguarding arrangements, seeking ways to protect all victims, wherever they may be.

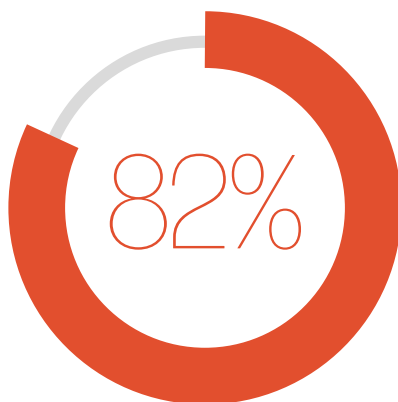
To achieve each of the policing priorities but in particular 'work to protect the most vulnerable in our communities', we continue to deliver the key initiatives detailed below.

DRIVE

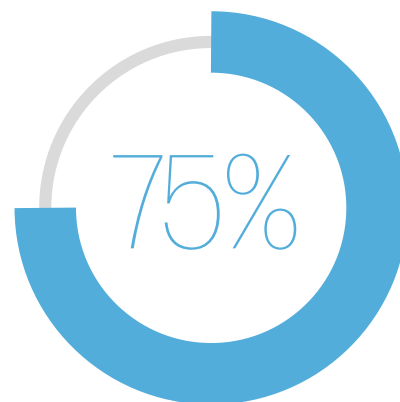
Building on the evidence base illustrated through the publication of the [Bristol University evaluation](#) of DRIVE, a high harm perpetrator case management intervention, the Commissioner has continued to invest in the project whilst looking to further expand its reach. DRIVE continues to realise significant benefits, including victims reporting increased feelings of safety, coupled with a reduction in repeat offending by perpetrators, primarily due to the ability of agencies to work together in both supportive and disruption interventions.

The independent three-year evaluation of DRIVE, conducted by the University of Bristol involving the analysis of over 500 cases, has shown a significant reduction in the use of abuse:

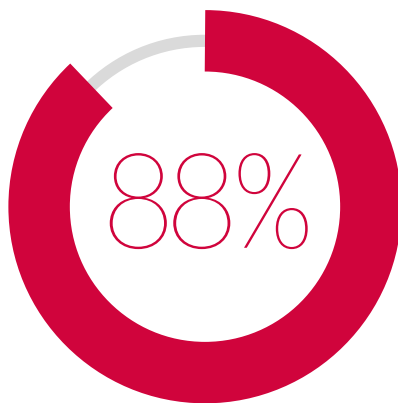
DRIVE >



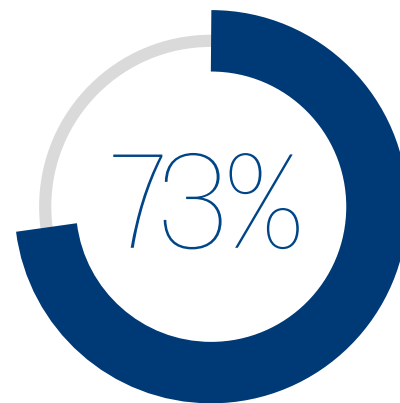
**Physical abuse
reduced by 82%**



**Harassment and stalking
behaviours reduced by 75%**



**Sexual abuse
reduced by 88%**



**Jealous and controlling
behaviours reduced by 73%**

There was also a reduction of risk for the duration of the intervention in 82% of cases, with a 30% reduction in domestic violence offending incidents recorded for DRIVE service users, compared to no change for control group perpetrators.

During 2020-21 the Commissioner agreed to expand delivery across all 7 local authority areas in South Wales, supported by a successful funding application to the Home Office. Delivery of DRIVE

across South Wales has raised awareness of the benefits of perpetrator interventions and encouraged wider collaboration in our relentless effort to eradicate violence against women & girls.

Without the continuation of this work, domestic abuse perpetrators will continue to enter new relationships, creating more victims and exposing more children to harmful abusive behaviour. It is about ending abuse for the victims of today but also reducing the victims of tomorrow.

284

Service Users (perpetrators)

327

Victims

604

Children and young people



CHANGE THAT LASTS

The Commissioner has continued to fund the partnership between Welsh Women's Aid and Respect to develop, deliver and evidence a fundamental strategic and operational change in the way agencies and communities respond and best meet the needs of victims of all forms of male violence against women.

Work in partnership with the Welsh Government VAWDASV regional advisors across South Wales to expand delivery of Ask Me ambassadors through Change that Lasts. This enables further roll out and testing of scalability and importantly seeks to enable access to support at the earliest opportunity through the provision of needs led, trauma informed services for victims and access to perpetrators interventions (CLEAR) at the earliest opportunity. This strengths-based, needs-led approach raises awareness and empowers survivors and communities

to support domestic abuse survivors and their children to build resilience and leads to independence. Change that Lasts operates across four distinct areas:

1. **Community Ambassadors – Ask Me**
2. **Trusted Professional**
3. **Specialist Support Services (survivor strand)**
4. **Specialise services (perpetrator strand)**

A total of 2,241 individuals have benefited through the Change that Lasts approach.

TOTAL NUMBER OF BENEFICIARIES 2021-22:

FAMILY INTERVENTIONS

Work is continuing in this area to intervene at the earliest opportunity and support long term behaviour change of perpetrators. The aim is to support families, where safe to do so, by enabling families to work together to reduce risk of harm to children and adult victims. This acknowledges the complex nature of domestic abuse and the impact of coercive control, where often the victim is given the responsibility of keeping children safe, without even a conversation with the perpetrator, or any focus on them making changes. The intervention is focused on families who are experiencing domestic abuse but wish to remain living together, enabling access to support and where necessary, enable opportunities to separate safely and amicably. This programme is now fully funded by the South Wales Police and Crime Commissioner.



53
Victims

53
Perpetrators

129
Associated Children

THOSE WHO ACCESSED ONGOING SUPPORT 2021-22:



27
Victims

27
Perpetrators

68
Associated Children

SWAN PROJECT – SUPPORT WELLBEING ADVOCACY ENABLEMENT

This innovative project supports people with experiences of sex work, survivor sex and / or sexual exploitation within Swansea. It provides practical and emotional support and aims to improve the safety and wellbeing of women accessing the service. Additional funding received from the Ministry of Justice has enabled the funding of this work for another year, with support delivered in multiple ways:

- Day-time crisis support & advocacy for sexually exploited women
- Evening outreach service, 4 nights a week for women sexually exploited on the streets who are at high risk
- Fortnightly visits to local sex parlours & weekly phone check-ins with women
- Monitoring of local online sex work via Adult Works & Viva Street. Support available to women if requested
- Participation in multi-agency meetings, ensuring a partnership approach

MENTAL HEALTH

The Mental Health Crisis Care Concordat for Wales focuses on preventing people reaching a crisis point in the first place and ensuring that when people are in a state of crisis, they have fast and easy access into appropriate services that meet their needs, including sanctuaries and crisis cafés.

The establishment, last year, of regional Crisis Care Concordat multi-agency groups in each of our three University Health Board areas (Cardiff & Vale, Cwm Taf and Swansea Bay) has encouraged more effective multi-agency working for people with mental ill-health and/or a learning disability who encounter Criminal Justice agencies.

Partnership working and collaboration between the NHS, local authorities, police and third sector is key to embedding the aims of the Concordat and preventing and supporting people in crisis, or who are at risk of crisis. The regional groups act as the driving force to deliver local and regional change and improvement, considering all information available from cross-agencies, as well as the perspective of those with lived experience of mental ill-health and/or learning disabilities when they have come into contact with Criminal Justice agencies.

All 3 regional groups report to the Crisis Care Concordat Assurance and Advisory Board and ultimately Welsh Government's Mental Health Delivery and Oversight Board.

PRIORITY

04



We will work to make the local Criminal Justice System efficient and effective to meet the needs of victims and reduce re-offending

During 2021-22 the joint South Wales Police and Commissioner Victim & Witness strategy was drafted, consulted upon and published; This important strategy consolidated and focused activity on ensuring that the needs of victims were responded to and how we were

going to respond to victims and provide the support they require when they most need it. The strategy will be supported by the publication of a victim pack during 2022-23, which is being finalised at the time of this report.



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, is our core service for victims, providing free and confidential needs-led, help and support to anyone affected by crime.

Additional funding was made available for Police & Crime Commissioner via a bidding process during 2021-22, specifically ring fenced for victims of domestic abuse and sexual violence services.

The needs of Victims of Crime are a key priority within the South Wales Police & Crime Plan:

- The Criminal Justice System needs to have a clear emphasis on improving outcomes for victims of crime
- Ensuring that the voice of victims is key in shaping service provision
- Increasing the usage of Restorative Approaches to ensure the victims' voice is heard

PREPARATION FOR THE CODE OF PRACTICE FOR VICTIMS OF CRIME (VCOP)

– Compliance with the Victims Code

The revised Code of Practice for Victims of Crime compliance framework is now in place and fine tuning of the framework has been completed. South Wales and Gwent led on a pilot exercise (Phase 1) that tested this model, providing feedback on the opportunities, barriers and additional recommendations to all other forces areas interested in utilising this model.

During 2022-23 the compliance framework will be adopted by all 4 Welsh forces and a data dashboard will be established.

VICTIM SERVICES FUNDED BY MINISTRY OF JUSTICE GRANT

Funding to support the Commissioner to provide services for victims across South Wales is funded by the Ministry of Justice core grant, with a total of £1,555,020 distributed to service providers to support victims and witnesses of crime.

As well as the Ministry of Justice victim services core grant, there has also been additional funding specifically to support victims and survivors of domestic abuse and sexual violence, with an uplift to the core victim's grant of £318,847 for Domestic abuse and £109,827 for sexual violence. An open and transparent process was conducted for funding applications, through an online needs assessment, which resulted in submissions from 18 organisations that were scrutinised by the Victims and Vulnerability team, with recommendations for funding submitted to the Ministry of Justice.

In addition, further funding was made available by an expression of interest, to increase Independent Domestic Violence Adviser (IDVA) and Independent Sexual Violence Adviser (ISVA) capacity across South Wales for a period of 2 years. A mapping exercise was carried out and the expression of interest submitted to the Ministry of Justice. All aspects of our application were successful, resulting in a total of £846,000 being awarded to South Wales.

INDEPENDENT DOMESTIC VIOLENCE ADVISER (IDVA) PROVISION

During 2021-22 the team secured additional funding to enhance advocacy services (including in health settings), court support for adult victims and establishing services for male victims and children and young people.

The Commissioner has supported wider IDVA provision across South Wales, through joint commissioning with several organisations. For a second year we have continued commissioning in partnership with, Atal-Y-Fro, Cardiff Council, Swansea Council, Safer Merthyr Tydfil and New Pathways; This ensures provision across our communities, including within the courts in Merthyr Tydfil and a dedicated Male Independent Domestic & Sexual Violence (IDSVA) provision in Cardiff.

The IDVA's offer specialist advocacy for victims accessing the weekly Specialist Domestic Violence Court (SDVC), liaising with Crown Prosecution Service (CPS), Witness Care, Witness Service, National Probation Service and Police colleagues. This role is represented at the SDVC Operational Group meetings which monitors CPS outcomes, police performance data and requirements/developments under the Best Practice Framework.

INDEPENDENT SEXUAL VIOLENCE ADVISER (ISVA) PROVISION

Additional funding enabled enhancement of ISVA provision for children and young people during 2021-22.

Independent Sexual Violence Advisers are specialist support workers who can assist and support a client in the weeks and months after an assault. The role of the ISVA is to provide practical and emotional support to recent and historic victims of sexual crimes. The ISVA will provide the victim with impartial advice on all options available to them to enable the client to make informed choices. The client is supported throughout and beyond the Criminal Justice

process. If required, they can help throughout the court process from start to finish and we are working with our Criminal Justice partners to strengthen these support mechanisms.

The ISVA keeps the client updated on developments and liaises with other agencies on the client's behalf. They advocate for the client to ensure that the process is client focused and that they receive the best possible multi-agency response. To do this the ISVA liaises with all relevant agencies including the police, CPS, Mental health Services, GP's, Housing or social services; it is dependent on the needs of the individual client.

SOUTH WALES VICTIM FOCUS

The Commissioner funds services for witnesses and victims of crime in South Wales with Victim Support (VS) delivering the local, dedicated service called South Wales Victim Focus which supports the Commissioner's ambitious plans to continue to meet the needs of victims and witnesses of crime in communities across South Wales. During 2021-22 there were a total of 19,417 new referrals into the service and support was provided to 20,210 victims (some of these victims continued to receive support into this financial year, even though the referral received was from the previous financial year) of this number, 6,032 onward referrals were made to specialist support services and

as a result of their interaction with South Wales Victim Focus, 1,800 service users indicated that they were better able to recover and cope with aspects of everyday life.

The service works alongside partner agencies in communities across South Wales and helps encourage closer partnership working and streamlined sharing of information on cases to provide a holistic service to victims in South Wales. Demand for the service continues to rise and this is due, in part, to the depth of engagement work conducted by the staff and volunteers of South Wales Victim Focus, across communities with partner agencies, the police and multi-disciplinary teams.

19,417

New Referrals

20,210

Victims

6,032

Onward Referrals

1,800

Service Users



CHILD SEXUAL ABUSE (CSA) COUNSELLING

The Commissioner funds a holistic approach to Child Sexual Abuse counselling here in South Wales, which is delivered by New Pathways through a two-tiered service:

- **Children's Therapy:** Children's counsellors provide counselling for children and young people who have experienced childhood sexual abuse and child sexual exploitation. Different modalities of counselling are provided including art, music, drama and play therapy. They also provide support and advice for parents and carers who are indirectly affected by what has happened to their loved ones.

- **Adult Counselling:** Counsellors provide specialist counselling for any person who has experienced any form of sexual violence. Specialist pre-trial therapy is provided for clients needing counselling, who are also involved with the Criminal Justice process. This counselling ensures that clients are able to have additional support during the Criminal Justice process, without causing difficulties evidentially.

During 2021-22 a total of 5,278 people benefited from the grant, following from 1,775 referrals.

5,278

people benefited from the grant



following from

1,775

referrals

REMOTE EVIDENCE SITES

The responsibilities of the Criminal Justice Agencies, South Wales Police, South Wales Police Witness Care Unit, Crown Prosecution Service, the Citizens Advice Witness Service and HMCTs were collectively agreed and a South Wales Remote Site Protocol, and Evidence from Home process were jointly developed and approved.



Cyfiawnder Troseddol
yng Nghymru
**Criminal Justice
in Wales**

There are 13 remote evidence sites based across Wales, that seek to provide an alternative safe and secure place to provide evidence as an alternative to giving evidence at court. As Covid-19 restrictions relax the opportunities to provide this opportunity to more victims will be enhanced.

ONLINE HARMS

Work has commenced to prepare for a scoping exercise, with the aim of carrying out a deeper analysis into online harms during Covid-19, specifically in relation to online sexual exploitation and the multi-agency response to this. Understanding and responding to issues relating to child exploitation more broadly through a partnership perspective is at the forefront of the priorities within the Victims and Vulnerability team throughout 2021.

CRIMINAL JUSTICE

Work around Criminal Justice covers a broad spectrum of adult and youth justice services, working with partners to ensure that local Criminal Justice services are efficient and effective at meeting the needs of victims and reducing re-offending across South Wales. This has also included a strengthening of the link between Criminal Justice and Community Safety to ensure that priorities are aligned in tackling the causes and consequences of criminal behaviour that have an impact within communities.

The work has a number of key responsibilities which includes:

- Working with Criminal Justice partners to successfully deliver the priorities within the Police and Crime Plan and to uphold the statutory responsibility of ensuring an efficient and effective Criminal Justice system.
- Proactively highlighting and proposing strategic solutions to local Criminal Justice issues and risks along with implementing new strategies, policies and development work relating to Criminal Justice.
- Maintaining effective governance through a Criminal Justice Board structure ensuring the

joint Chairs of the South Wales Criminal Justice Board (currently the Assistant Police and Crime Commissioner and Probation PDU Head) and Chairs of the subgroups are supported.

- Contract and grant management for the delivery of the Commissioner's Criminal Justice projects and programmes
- Monitoring youth offending performance and ensure that the budget to which the Commissioner makes a significant contribution is being spent effectively.
- Maintaining strong and consistent relationships with colleagues within South Wales Police and partners to ensure a coherent approach to tackling offending and reoffending across the South Wales Police area, identifying opportunities to collaborate on new interventions.
- Ensuring that effective links are maintained with colleagues across the Commissioner's team to ensure there is a coherent, joined up approach and consideration of policy and strategic developments within the Criminal Justice landscape

YOUTH JUSTICE SERVICE

The Commissioner's contribution to Youth Justice Services (YJS) has helped the Partnerships to deliver early intervention and prevention services, diversionary

activities, substance misuse services and services for victims of youth crime. They received the following contributions to service:

YOUTH JUSTICE SERVICE	ALLOCATION	Detail
Swansea Youth Offending Service	£63,100	-
Neath Port Talbot Youth Offending Service	£35,800	-
Bridgend Youth Offending Service	£31,900	-
Cardiff Youth Offending Service	£78,700	-
Cwm Taf Youth Offending Service	£99,300	RCT £64,400, Merthyr £34,900
Vale of Glamorgan Youth Offending Service	£23,200	-
TOTAL 2021/22	£332,000	

The use of the funding within Youth Justice Service area is outlined below:

SWANSEA YOUTH OFFENDING SERVICE:

As well as supporting the overall delivery of the service, this funds a substance misuse worker through BAROD, taking a harm reduction approach by assessing and providing interventions for young people within the Youth Justice Service.

NEATH PORT TALBOT YOUTH OFFENDING SERVICE:

Used to support the YJS Worker who currently works with young people on programmes of support, intervention and practical assistance relating to voluntary bail support at arrest and subsequent Bail, Bail with ISS (Intensive Supervision and Surveillance), or remand

following Court. Support at these early stages is crucial in breaking down the barriers in access to services that arise when a young person is subject to Police/ Court bail.

BRIDGEND YOUTH OFFENDING SERVICE:

This funding includes the role of the Youth Justice Service worker in Bridgend to prevent and reduce the risk of re-offending, strengthening interventions and preventing young people from undertaking criminal activity. Also in Bridgend, organisations have been supported in helping local communities meet the needs of young people and address behaviour that leads to offending behaviour, linked to emotional wellbeing and mental health.

CARDIFF YOUTH OFFENDING SERVICE:

Funding is put towards the provision of a substance misuse worker to engage with young people open to the Youth Justice Service who identify as having a substance misuse issue or concern, particularly where this links to offending, or risks of offending. Further to this, Cardiff run the Cardiff 'StaySafe' which is delivered jointly between Cardiff Youth Justice Service and South Wales Police. Further detail regarding StaySafe is contained later on within this report.

CWM TAF YOUTH OFFENDING SERVICE:

In Rhondda Cynon Taf (RCT) funded projects include substance misuse programmes working with BAROD to assess and provide interventions for young people within the YJS. RCT also run a programme on prevention where they ensure that strong operational links are maintained with partners whose work impacts on children within the prevention and early intervention arena, such as Community Safety Teams and Families First funded projects.

VALE OF GLAMORGAN YOUTH OFFENDING SERVICE:

Funding contributes to the delivery of prevention activities/programmes/modules completed by young people aimed at increasing their understanding of victim empathy and the effects of Anti-Social Behaviour and crime. Young people also learn about fire safety, knife awareness, self-reflection and perspective taking.

The Strategic lead for Criminal Justice monitors the Commissioners contribution to delivery of youth justice through representation at Youth Offending Services Management Boards, scrutinising performance and ensures the budget to which the Commissioner makes a significant contribution is being spent effectively. Each Management Board provides the key role in the leadership, strategic direction and governance of a youth offending team ensuring that positive outcomes are achieved for children and young people. As part of the Management Board, the Commissioner Office holds the YOT to account to ensure that it achieves the primary aim of the youth justice system, as set out in the Crime and Disorder Act 1998; to prevent offending by children and young people.

STAYSAFE

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. The team operates within the city centre (Saturdays between 3pm-9pm) and at anti-social behaviour hotspots across the city, as identified by the Police. During 2021-22 StaySafe staff engaged with 1,184 young people (667 males & 517 females) and included being part of Operation Bang on Halloween and operations being established in response to reports of anti-social behaviour and violent incidents. Looking forward to 2022-23, there will be a move toward more community-based interventions and developing closer links with the missing persons and ThinkSafe exploitation teams.

STEP INTO SPORT

Step into Sport is an innovative project developed between Cardiff Met Sport and the Police & Crime Commissioner's Office. It aims to improve confidence, motivation and both the physical and mental health of young people within, or at risk of becoming involved in the justice system by using sport as a vehicle for promoting opportunities that will lead to long term behaviour change.

It has long been recognised that sport can bring about lasting benefits to disadvantaged children and young people, as well as more broadly across the communities within which they live. Well-designed, local, and accessible sports provisions are proven to build young people's confidence, competence and

connectivity to their local community. In addition to the vast array of health and well-being benefits associated with sports participation, which is also proven to positively address and prevent the risk of Adverse Childhood Experiences (ACEs). Sport, when designed and delivered effectively, can support young people to build their employability skills through engagement with localised training.

A referral pathway has been developed utilising numerous clubs benefitting from the resources and experience to engage young people in 6-10 weeks' worth of bespoke sessions which will aim to not just develop skill and improve physical health, but also work

to improve self-confidence and motivation. Clubs have been carefully selected and trained up to ensure they have capacity to build real relationships with the young people, promoting positive behavioural changes that will lead to long term engagement within sport. Following the bespoke sessions, the young people will be supported to maintain attendance by Cardiff Youth Workers. Long term, young people will be offered chances to access employment opportunities through this programme. The Hangar MMA gym offers personal training apprenticeships with hands

on experience at the gym, as well as level one and two coaching qualifications being offered within each of the four sports. Throughout the project, young people will be invited to complete reparation hours within the club in which they engage.

Since its launch in May 2021, the Step into Sport programme has gone from strength to strength and has so far engaged 54 young people from across Cardiff in sports such as MMA, boxing and crossfit, where 918 hours of physical have been completed, all with hugely positive results. Of the overall total, the project

has engaged 6 young females, who are traditionally the harder to reach, all of whom attend MMA sessions regularly as a means of improving not only their skill and fitness levels but also their confidence and self-esteem.

Referral partners currently range between Youth Justice Services, Action for Children and a number of departments within Cardiff Council Social Services, where young people can access mentoring and support alongside the sport sessions; this is a powerful combination that aims to make a lasting impact on the lives of the young people far into the future.



WOMEN'S PATHFINDER AND 18-25 EARLY INTERVENTION SERVICE

The Women's Pathfinder Programme has been committed to improving outcomes through early intervention and coordinating necessary interventions to support long lasting change and build resilience. This has involved a multi-agency approach to build on existing practice and provision to enable women and their children to have access to the services they need in their own communities.

The Commissioner has committed funding for this scheme since 2015 and during the piloting phase (Cardiff and Cwm Taf) over 1,500 women accessed early intervention support to enable them to address their needs and

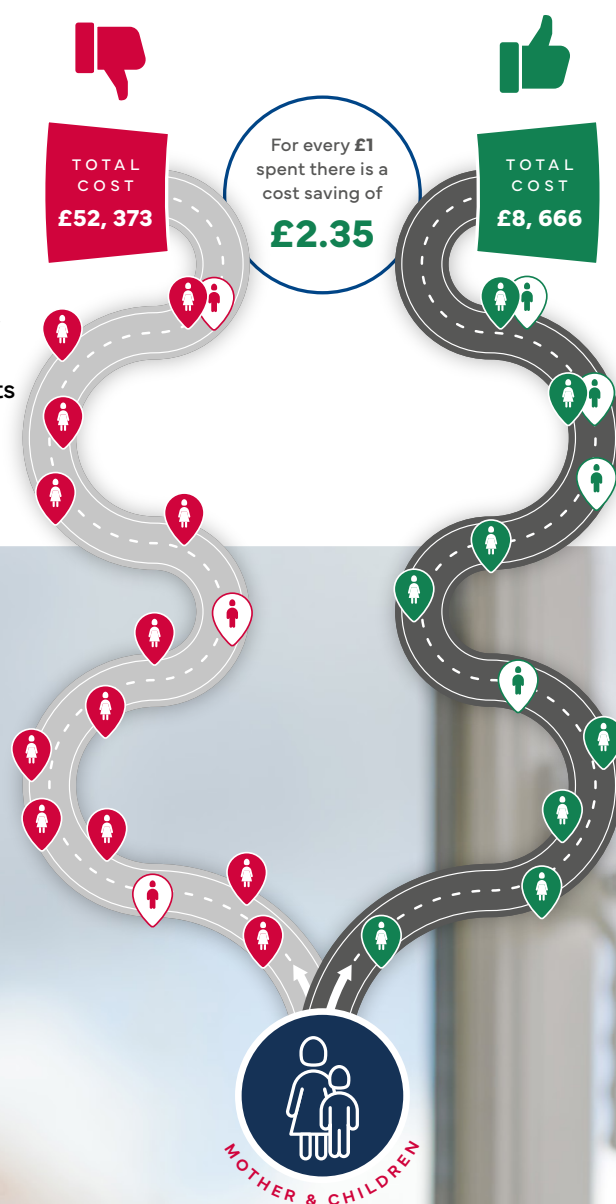
offending behaviour. A formal evaluation of these pilots evidenced a 26% reduction in re-offending and found that the overall re-arrest rate in the pilot sites was around half that in the comparison sites (17.8% compared with 35%). The evaluation also identified significant cost savings on policing, in that for every £1 spent on the Diversion Scheme, a saving of £2.35 is made.

Alongside this, the 18-25 Diversion Service has also been funded by the Commissioner since 2015. This scheme further demonstrated the benefits of intervening early by diverting...

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womens
pathfinder
preventing offending by
empowering women and girls



young adults away from the Criminal Justice System and into interventions and support that was based on an assessed individual need. This approach further developed the understanding of offending committed by young adults, with the aim of using this learning to preventing further re-offending.

Consolidating delivery of both the Women's Pathfinder and 18-25 Diversion provides a more streamlined approach to custody based interventions, recognising the wider benefits that can be realised through providing tailored approach for women and young adults who come in contact with the Criminal

Justice System. In recognition of these benefits, a Commissioning Partnership was formed between the South Wales Police and Crime Commissioner, Gwent Police and Crime Commissioner, Her Majesty's Prison & Probation Service (HMPPS) in Wales and Welsh Government to commission both the Women's Pathfinder Whole System Approach Service Delivery Model and 18-25 Early Intervention Service across South Wales and Gwent.

The contribution from the South Wales Police and Crime Commissioner for 2022-23 for this service is £713,490.39, with a total of £1.5 million committed by

the commissioning partnership annually until 2023. This investment will enable the 18-25 Early Intervention service to offer voluntary support for those not eligible for Diversion (or an out of court disposal) and the Women's Pathfinder becoming a much broader service providing a 'Whole System Approach Service' that supports women at each stage of the justice system.

Future4, a consortium made up of G4S, Safer Wales, Include and Llamau deliver this service across both South Wales and Gwent. The launch of the service coincided with the Covid-19 pandemic and during this time Future4 were responsive

WOMEN'S PATHFINDER CASE STUDY:

JACKIE'S STORY

At first Jackie was reluctant to accept support from the Women's Whole System Approach Service but eventually accepted support from her case worker. In doing so, Jackie disclosed sexual and physical abuse which started 3 months into her current 7-month relationship; she felt scared and was distanced from her

family as they disapproved of the relationship.

Supported and reassured by her case worker, it became clear that Jackie was extremely vulnerable. Dependent on alcohol and isolated from her friends and family, she never went anywhere without her partner and on the rare occasion she did, would be physically abused on her return home.

Following assessment, she was accepted into refuge that deals with complex needs and a plan to escort Jackie to collect her belongings and ensure safe passage was arranged. Welcomed and settled into a place of safety, Jackie has fully engaged with all support services, helping her to understand healthy relationships and find alternative methods for coping.

in adapting service delivery and utilising new approaches. This ensured that women and young adults in crisis continued to receive necessary support they require during a very difficult time. The service has also identified opportunities for innovation, this has included the Women's Pathfinder working jointly with the Safer Wales Inclusive Service to introduce a pilot offering support to young women aged 17 involved in the Youth Justice Service and who are considered vulnerable to or having experienced sexual or criminal exploitation. The 18-25 Service has also developed a suite of workshops that focus on the needs of young

adults and crimes committed. This includes workshops on Hate Crime, Emotions and Relationships, Alcohol Misuse, Knife Crime/Offensive weapons and Wellbeing.

An evaluation of the Women's Pathfinder Whole System Approach and 18-25 Service has been undertaken by Cordis Bright. This evaluation found that those referred are engaging well with Future 4 services and they might not otherwise have engaged at this point in their involvement with the CJS. Key features that enabled positive engagement included support being perceived as independent from the CJS and

a tailored approach to location, type, intensity, and formality of engagement. The evaluation also identified improvements in personal outcomes for those referred, including improvements in mental health and wellbeing, physical health and family relationships. The final report is due for publication and is expected to inform onward delivery. It is also anticipated that the evaluation will inform future funding decisions as well as the broader direction of female offending and youth justice/Y2A policy in Wales (for example, in relation to the implementation of the Women's Justice & youth justice blueprints).

18-25 CASE STUDY:

WILL'S STORY

Will has a history of drunk and disorderly behaviour as well as drug use. He received a caution for related offences and was referred to the 18-25 Early Intervention Service. Due to a disclosure of cocaine use, plus alcohol, the Custody Sergeant also made a referral to a local Drug and Alcohol Service (DAS) for support.

Will became isolated from his family due to accusations of rape from another family member when he was 14. He was enrolled in a new school

and his social circle, education, family connections and mental health all deteriorated. Despite being found innocent and the family member admitting that their claim was false, he has continued to suffer abuse from peers which has resulted in severe anxiety and an inability to leave home alone, relying on drugs and alcohol to help him cope.

Will's case worker recognised the importance of taking things at a pace that suited him due to his anxiety and depression.

He was initially very nervous to engage and would only do so with a family member present. Through the 18-25 Service and DAS Will has developed alternative coping mechanisms, extended his interests and hobbies, as well as actively seeking opportunities for training and employment. He has engaged in services to help him address and cope with past trauma, he has stopped the use of illicit substances and there have been no further offences.

OUT OF COURT DISPOSAL (O OCD) REVOLVING DOOR PILOT

The aim of the OoCD Revolving Door pilot has been to develop a targeted approach for those who have committed a number of low-level offences with potential risk of offending behaviour escalating. This has been established as a discovery pilot to support work towards establishing early intervention and prevention pathways that recognise multiple and complex needs that may be the drivers of offending behaviour. This has been achieved by providing a community outreach approach in seeking to support individuals in addressing their needs, therefore helping to reduce their likelihood of reoffending and potentially reducing demand on the Criminal Justice System.

The pilot has looked to build on the evidence base that already exists from existing early intervention initiatives and also inform understanding of good practice for working with this type of cohort. One of the objectives will be to use the learning from this pilot to inform future commissioning strategies, particularly around developing services for those who commit frequent low-level crime and also for older (26+) male cohorts.

The pilot was launched in July 2021 and early findings have indicated that many of those referred have issues with alcohol, which may be driving their offending behaviour. The importance of face-to-face

support to bridge the gap and build rapport has been identified for this cohort. The support provided appears to have been successful in supporting individuals make progress in areas such as life skills and health and wellbeing.

This pilot has been a joint initiative involving South Wales Police, the Police and Crime Commissioner for South Wales, Gwent Police, the Police and Crime Commissioner for Gwent, HMPPS and Future4. The pilot sits alongside the current contracted Women's Pathfinder Whole System Approach (WSA) and 18-25 Early Intervention Service. The pilot has recently been extended to September 2023.

YOUTH JUSTICE AND WOMEN'S JUSTICE BLUEPRINTS

In May 2019, the Ministry of Justice and Welsh Government jointly published the 'Youth Justice and Women's Justice (previously known as Female Offending) Blueprints' which outline a number of key overarching workstreams and priorities for improving services for women and youths who come into contact with the Justice System in Wales.

The Youth Justice Blueprint aspires to:

- Develop a youth justice system which treats children with fairness and respect and helps them to build on their strengths and to make positive changes and choices in their lives.
- Support children to live crime free, positive and healthy lives, improving well-being and making communities safer.
- Reduce the number of children in the youth justice system through effective diversion and prevent offending by addressing the vulnerabilities that often lead to crime.
- Reduce re-offending and create safe environments in which children are protected from harm and supported to thrive.
- Deliver a bold ambitious approach with transformative, sustainable services that provide continuity of care throughout the system.
- Work with key stakeholders to strengthen the integrated partnership approach to the delivery of youth justice services which prioritises 'child first' and improves outcomes for children.



The minority of offenders in England and Wales are women, yet many of these women are victims of crime themselves, often having experienced physical or emotional abuse. The Home Office's *Women with Potential Vulnerabilities in the Criminal Justice System* (2010) identified that women can present a uniquely vulnerable group. Criminal Justice System agencies that have been found to be distinctive in their use of a range of complex interventions that have been found to be effective in addressing and reducing criminal involvement in the Criminal Justice System can have communities in which women are able to take control of their own lives, and where they are able to have long-lasting effects on the women themselves, their families and the communities in which they live.

[illegible][illegible][illegible]

“ I need to be a more confident parent so it doesn't have a knock-on impact on the children as well, they need help too ”

“...just to be treated like a human being and you know, just listened to and have someone there for us.”

What success looks like

Achieving our ambitions to reduce crime, raise communities' safety and ease demand on services, such as policing and health, will make a lasting contribution to the Wellbeing of Wales. We will progress and sustain economic, societal, healthy and active, ambitious and inspiring, supported and connected communities.

Our shared success means children will have a better start in life, reducing the impact of adverse childhood experiences such as domestic abuse or having a parent with a mental health problem.

Our shared success means children will be safe and secure at home and as a result will be less likely to commit crime. Women will have the skills they need to look after themselves and their children, enabling them to live disease-free, fulfilled and positive lives within their communities.

Our joined-up approach will result in better emotional, physical health and wellbeing, building positive, supportive relationships within families and communities.

**The Women's Justice Blueprint
aspires to:**

- Integrate services to offer targeted support for women, from start to finish, recognising the far-reaching, long-term impact resulting from the imprisonment of women when there are more effective alternatives to tackle the causes of offending behaviour drawing on relevant research and data.
- Work with the Youth Justice Board and partners to share learning that can be adopted for girls under the age of 18 and work together to ensure continuity of interventions in respect of young women who transition into adult services.

A FRAMEWORK TO SUPPORT POSITIVE CHANGE FOR THOSE AT RISK OF OFFENDING IN WALES

This Framework has been developed jointly by Welsh Government and Her Majesty's Prison and Probation Service on behalf of the all-Wales Criminal Justice Board of which the Police and Crime Commissioner is a member. The Framework will enhance the strong partnership working that exists in Wales between Welsh Government, Her Majesty's Prison and Probation, Police Forces, Police and Crime Commissioners, Criminal Justice agencies in Wales and Third Sector Voluntary agencies. All partners have a responsibility to provide a service which is responsive to the needs of individual offenders. By engaging with this Framework, partners will collectively be able to provide a more diverse, holistic and evidence-based service which avoids duplication and targets shared priorities.

The annual cost of re-offending in the UK is estimated as £7-10 Billion. The economic cost of crime helps to highlight the disruption offenders can cause to their communities. This and the need to safeguard communities from harm means an intensive level of multi-agency support and resource is required in order to effectively reduce these negative consequences of crime.

The Commissioner is committed to supporting the realisation of the framework and has actively contributed to its aim to provide support to any offenders who require it, not just in the priority areas - at the right time, in the right place and the right way - to ensure positive outcomes are achieved in the long term not only for offenders but also those on the cusp of offending and their families.

Priority areas of the framework are:

- Reduce the number of women in the Criminal Justice System
- Challenge domestic abuse perpetrators; hold them accountable for their actions and provide interventions and support to change their behaviour
- Improve provision for Ex-Armed Services Personnel (ex-ASP)
- Provide support for Young Adults/Care Leavers
- Support Offenders' Families following sentencing
- Better support members of our Black, Asian and Minority Ethnic communities

OUT OF COURT DISPOSAL SCRUTINY PANEL

The South Wales Police and Crime Commissioners Team has a well-established Out of Court Disposal (OoCD) Scrutiny Panel chaired by the Police and Crime Commissioner. Scrutiny panels are an important tool for ensuring that the police are held accountable for their use of OoCD, as well as providing assurance that difficult decisions to administer such disposals are justified. The findings of these panels have been an effective feedback mechanism to South Wales Police (for organisational learning and to individual officers for training or development needs) as well as identifying examples of good practice. The panels are made up of members from a number of partnerships, including; Police, Probation, members of the judiciary, Crown Prosecution Service, Victim Services and

others. These partners provide constructive 'critical friend' challenge; amplifying the voices and concerns of the public.

The Commissioner's Team have also been working with local Youth Offending Teams to establish Youth Out of Court Disposal (OoCD) Scrutiny Panels. Like the Adult Scrutiny Panel, Youth Panels will bring greater transparency, consistency and accountability in the use of OoCD for Youths (10-17 year olds) in South Wales. The aim of these panels will also be to increase the understanding, confidence and trust in this method of case disposal and will also ensure that victims are at the heart of South Wales' decision making in relation to OoCD's. Youth Panels have now been established in each of the BCU's across South Wales.

SOUTH WALES IOM AND CRIMINAL JUSTICE BOARD

Jointly chaired by the South Wales Police and Crime Commissioners Team the South Wales IOM and Criminal Justice Board provides governance and strategic direction for criminal and social justice partners, ensuring the effective delivery of outcomes to reduce crime, reoffending and create safer communities. Managed by the Criminal Justice portfolio the Board seeks to identify opportunities to align activity with other partnership arrangements across South Wales in order to provide a joint approach to efficient use of resources and effective delivery of priorities. The members of the Board agreed an ambitious programme of work in the form of a delivery plan against four priority areas. The work programme saw success in delivering several objectives.

The following priorities were agreed by members for 2021-22:

- Understand and address the vulnerability and/or multiple complex issues faced by people who have offended or are at risk of entering the Criminal Justice System
- Understand and address the needs and vulnerabilities of victims and witnesses at all point within their Criminal Justice experience
- Utilising evidence to understand the causes and drivers of offending behaviour and build onto existing prevention and early intervention approaches and influence policy that reduces crime and make positive change
- Apply a 'one public service' approach in Wales to advance race equality

SUBSTANCE MISUSE

For those within the Criminal Justice System, there is a clear need to ensure that treatment for substance misuse is delivered to reduce the harm to the individual, but also to ensure the risks of further substance misuse related offending and the associated harm to victims and public is reduced. The Police and Crime Commissioner, and Her Majesty's Prison and Probation Service (HMPPS) jointly commission a substance misuse treatment service, called Dyfodol, that aims to provide effective assessment, psychosocial interventions, and clinical treatment.

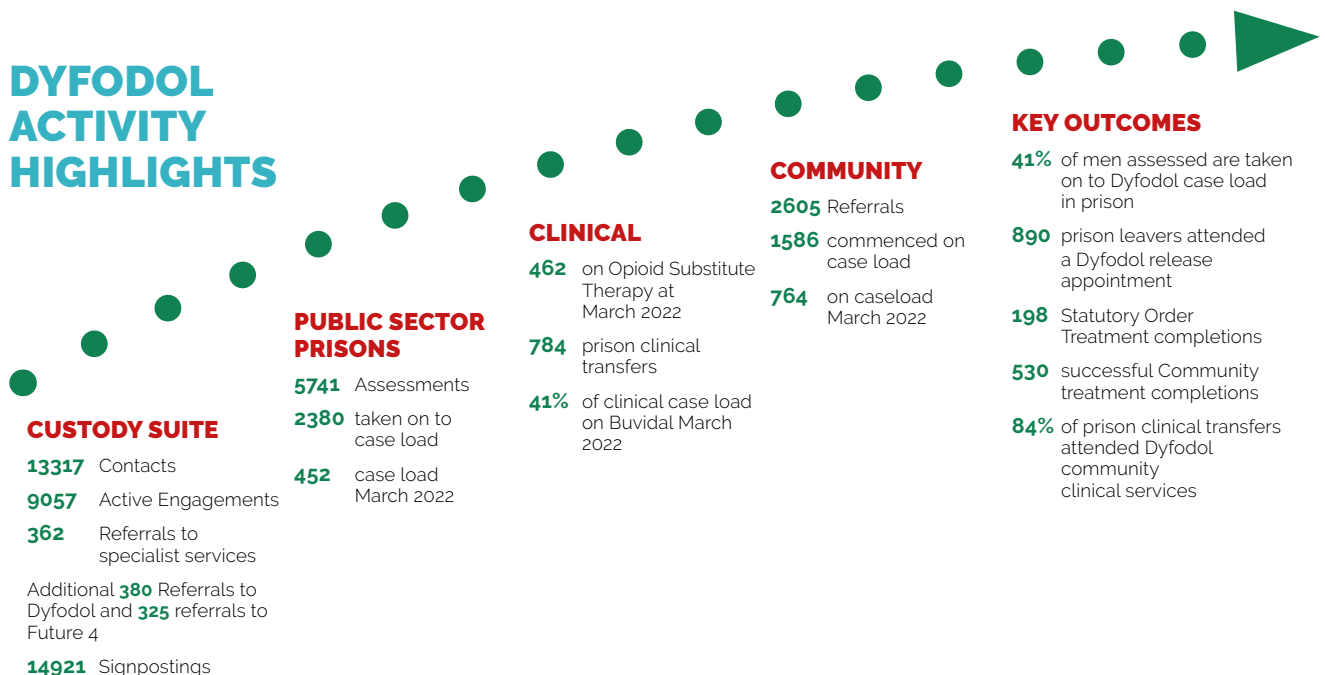
Through a consortium of providers, Dyfodol aims to rehabilitate and support reduction in harmful alcohol and illicit substance misuse behaviour, for those who encounter the Criminal Justice System in South Wales, from community to custody, from custody to prison and from prison back into the community.

Many clients supported by Dyfodol will not only be perpetrators of crime but also victims, and as such a holistic assessment of each person's needs and vulnerabilities is undertaken by experienced key workers. Dyfodol helps people improve their lives and reduce their risks of committing further drug and alcohol related offending by supporting and facilitating individuals to consider their health and well-being, be informed about their choice to use drugs and be aware of the associated impacts that poor decision making can have on their futures.

Dyfodol also provides prescriptions to those who would otherwise be waiting long periods of time and by taking prompt action to keep people stable on medication and in treatment, the service works to keep individuals and the public safe from harm.

The following graphic illustrates some of the key results from 2021-22:

DYFODOL ACTIVITY HIGHLIGHTS



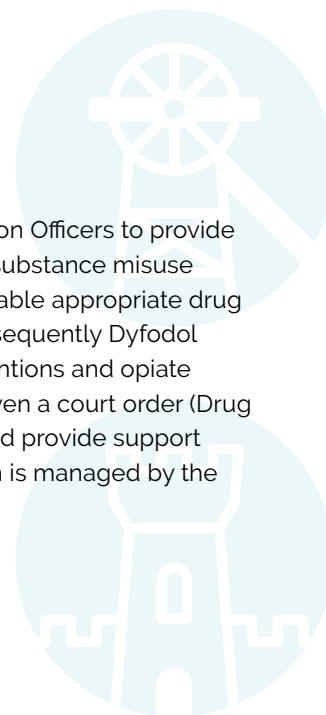


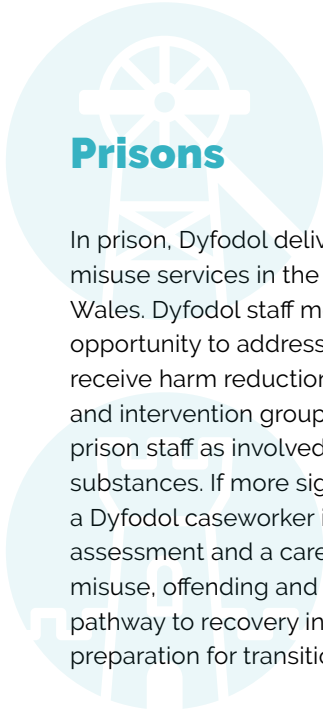
Police Custody Suites

Dyfodol workers see each person who comes into police custody to assess substance misuse issues and vulnerabilities. They work with the police to identify those most suitable for drug testing, in line with the Drug Act 2005 requirements. They link with forensic mental health teams and police public protection teams (for example) to manage the risk and needs of individuals, providing appropriate treatment to divert them from ongoing criminality. They try to engage with all who come into police custody, encouraging voluntary engagement in treatment, and providing referrals for individuals with low-level substance misuse to additional support services.

Courts

Dyfodol staff work with Probation Officers to provide all relevant information about substance misuse issues to sentencers and to enable appropriate drug treatment to be provided. Subsequently Dyfodol provides psycho-social interventions and opiate substitute therapy for those given a court order (Drug Rehabilitation Requirement) and provide support through their court order which is managed by the Probation Service.





Prisons

In prison, Dyfodol delivers non-clinical substance misuse services in the four public sector prisons in Wales. Dyfodol staff meet with prisoners to offer an opportunity to address substance misuse issues and receive harm reduction advice, including education and intervention groups for all those identified by prison staff as involved in illicit use of psychoactive substances. If more significant engagement is needed, a Dyfodol caseworker is allocated to provide a full assessment and a care plan based on substance misuse, offending and other known risks. It is a pathway to recovery including treatment in prison and preparation for transition back into the community.

Buvidal Prescribing

Last year the Police and Crime Commissioner received a Substance Misuse Action Fund (SMAF) grant to offer Buvidal, an alternative opiate substitute therapy for those individuals who are best suited to the prolonged release Buprenorphine. A further £659,000 SMAF funding has been awarded this year for Buvidal which allows individuals more freedom, offers more protection from accidental overdose, and reduces the number of pharmacy visits - a key consideration during the Covid 19 pandemic.



Project ADDER

During 2021-22, funding was received from the Home Office to commence Project ADDER (Addiction, Diversion, Disruption, Enforcement and Recovery) in Swansea Bay covering the Swansea and Neath Port Talbot local authority areas. The funding allocated was approximately £650,000.

Through effective enforcement, diversion, treatment and recovery, the aims of Project ADDER are:

- **to reduce drug-related death**
- **to reduce drug-related offending**
- **to reduce the prevalence of drug use**
- **sustained and major disruption of high-harm criminals and networks involved in middle market drug/firearms supply and importation**

Whilst there are several Project ADDER sites, Swansea Bay is the only one in Wales. Working with our partner organisations, we have utilised the funding received to enhance enforcement activity, develop opportunities for diversion away from the Criminal Justice system, particularly for those who are most vulnerable, and to improve treatment and recovery options.

The Project ADDER funding allocated to enforcement has allowed South Wales Police to purchase IT equipment, employ additional staff and provide financial support to speed up enquiries and investigations and maintain officers 'on the street'. During year one, Project ADDER has helped improve information and intelligence sharing between police,

local substance misuse harm reduction leads, and partner organisations including third sector agencies.

The Project ADDER funding allocated to treatment and recovery has allowed Dyfodol to develop their services, including:

Early Intervention:

Dyfodol staff are employed to support those experiencing problematic drug use by offering brief interventions of 4-6 sessions including supporting onward referral to other services for additional ongoing support if required.

Recovery Plus:

This project is aimed at providing continuity of treatment for people coming to the end of the 12-month Criminal Justice substance treatment pathway, to support them in their recovery providing both clinical treatment, and casework support focussing on moving forward with life goals, wellbeing, employment, education, positive activities/hobbies, and facilitating change and building resilience.

Mental Health Treatment Requirements (MHTRs):

Project ADDER contributes funding jointly with Her Majesty's Prison and Probation Services to support the delivery of MHTRs allowing those involved in the Criminal Justice System the opportunity to address underlying mental health issues, trauma and offending related thinking and behaviour with an expert.

Rapid Access Prescribing Service (RAPS):

Project ADDER contributes funding jointly with the Western Bay Area Planning Board to provide RAPS. RAPS engages with those most vulnerable to drug related harms and who are at risk of entering the Criminal Justice system. The service provides rapid access to clinical treatment and casework, including proactive outreach.



Project ADDER also funds a full time Service User Involvement Officer to ensure that the voice of those with lived experience is heard, and that their feedback and knowledge is utilised to inform what services are offered, and how services are commissioned, designed, and delivered currently, and in the future.

In October 2021, we welcomed Home Secretary Priti Patel and the Welsh Secretary of State to Swansea to share our work on Project ADDER. They met with people who have accessed support through Project ADDER as well as staff involved in delivering the services.

We are excited to have Project ADDER up and running during 2021-22 and look forward to further developing this project and reporting on achievements during 2022-23, working with partner organisations collaboratively to achieve success.



Project ADDER Case Study

Matthew* was referred to Recovery Plus by Dyfodol Offender Interventions following a failure of his methadone (a medication used to support opioid substitution treatment) reduction plan which could have led to him exceeding 52 weeks on prescription. It was Matthew's intention to successfully complete a planned reduction, however he was awaiting surgery to replace a damaged hip joint and he was unable to tolerate the pain experienced on low levels of methadone. He had a history of violent and acquisitive offending to support Class A drug use and there was a high risk of relapse and subsequent harm to Matthew and the community. Having been accepted by Recovery Plus, an urgent Joint Allocation Meeting referral was made for longer term prescribing and his methadone increased so his pain was controlled. Matthew was in long-term supported accommodation waiting for an offer of permanent accommodation. He was also caring for his mother who has serious health issues. He was socially isolated with no positive social relationships.

Matthew's methadone dose was increased to a level where his pain level was tolerable, and he was referred to a community prescriber through the Joint Allocation Meeting process. Matthew was given weekly face-to-face and telephone 1-1

sessions to provide ongoing support. He was also supported through monthly joint meetings with his housing key worker to assist with his application for permanent housing. Matthew has been attending weekly SMART Recovery meetings hosted under licence by Dyfodol. These peer-led meetings have helped him learn skills and techniques to manage his recovery from dependent substance use while providing Matthew with opportunities to form positive, supportive relationships with peers. Matthew benefits from receiving support separate from Criminal Justice clients to promote lifestyle change.

The local Primary Substance Abuse Liaison Team has accepted Matthew for community prescribing and he will start collecting his prescription from a community pharmacy. He will continue receiving support from ADDER Recovery Plus until he feels independent.

Matthew is interested in furthering his education and is looking for opportunities to go back to college. Matthew is a qualified and experienced tradesman and would like to go back to work but his physical health currently limits his mobility. Matthew is testing negative to illicit drugs and is not offending.

“

I'm doing better than I ever have before in my entire life due to the help and support I've had from Dyfodol and Recovery Plus.

There are difficulties ahead of me due to my housing, health, and my family, especially my mum but I feel confident that I can get through them.

I'm in the best place I've ever been thanks to you lot.

* A pseudonym has been used in this case study.

Our overall approach has been focussed upon working better together with partners to help shape services, enable systems change, inform decision making and raise awareness and understanding. Collaborating with partners from within the Area Planning Boards, to ensure we can meet the needs of the service users and the wider communities.

What do we intend to do next:

- Finalise a joint mental health strategy for South Wales Police and the South Wales Police and Crime Commissioner.
- Complete the work with the Mental Health Foundation who have been looking at the mental wellbeing impact of those going through custody suites and into diversionary services.
- Look at joint commissioning across wider partners and strategic areas to strengthen and promote working relationships
- Look at the co-occurring elements of mental health and substance misuse and to use the data provided by the current contract to better inform our partners and delivery methods
- Delivery of Criminal Justice and Integrated Offender Management in South Wales partnership programme of work
- Develop an understanding of regional 'Crime profiling' and our current collective criminal justice response
- Youth Justice Blueprint (pre-court diversion workstream): Aim to ensure that existing good practice is sustained and there is consistency in services delivered across Wales.
- Work with partners to ensure there is sufficient focus on Youth Justice & Prevention outcomes within regional boards
- Improved transition services for youths to adults and support packages for this, 18 to 24 years olds
- Delivery of youth justice in South Wales through effective leadership, setting strategic direction, and robust governance
- Work with Youth Justice partners to ensure that the financial contribution made by the Commissioner is spent effectively
- Gender specific responses to meet the needs of young females within the Youth Justice System
- Women's Justice Blueprint, Supporting the Early Intervention and Prevention Workstream: to accelerate the transformation of services to create a fairer, more equal society with better outcomes and justice for women
- Ensuring that early intervention and prevention is embedded as a consistent priority across South Wales partners



- Bringing together relevant partners to ensure we have a consistent and coordinated approach for the delivery of Out of Court Disposals in South Wales and Gwent (but where possible across Wales)
- Seeking opportunities to work with local partners to promote innovative approaches to early intervention and prevention
- Engage and support delivery of the joint strategy 'A framework to support positive change for those at risk of offending in Wales'.
- Delivery of the priorities, objectives, and recommendations as set out in the South Wales Offender Management Partnership Programme (including the Integrated Offender Management Strategy refresh)
- Seek future co-commissioning and funding opportunities
- Develop local leadership approaches to young adults in Cardiff
- Work with commissioned and Criminal Justice partners to collate and analyse data with a view to better understand, explore, and act on issues around disproportionality and outcomes for service users
- Developing our approaches to performance, oversight, scrutiny and quality assurance of the Criminal Justice Service
- Improving our understanding of the impact made by projects and programmes
- Better alignment of Scrutiny and Assurance Portfolio and the Criminal Justice Portfolio
- Utilise Criminal Justice forums (such as the South Wales & Integrated Offender Management Criminal Justice Boards) to set cross sector priorities that will respond to the needs of ethnic minority communities.
- Utilising research and evaluation to inform strategic priorities and developing an evidence base of 'what works'
- Horizon scanning:
 - Understanding and being sensitive to the political drivers that effect our policy area
 - Keeping abreast of new and emerging evidence bases to inform our work
- Contributing to research and evaluation activities relevant to the Criminal Justice landscape



PRIORITY

05



We will ensure that South Wales Police continues to be a high performing force in terms of the operational response to crime, threats, harm and the detection of offenders

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. During normal periods it is responsible for policing a number of significant demands, which includes two professional football teams and the home of both the national Welsh Rugby and Football teams. The Commissioner routinely contributes to supporting the response to these requirements, liaising with key stakeholders

and partners to ensure adequate support for the additional policing requirement.

The Police & Crime Commissioner continues to lobby for Capital City funding. South Wales Police has been denied over £106m in formula funding which has been frozen for nearly two decades despite changes to the population and policing environment. The Capital City of Wales has an additional annual policing cost of £4m which is also not recognised in the existing funding formula.

During 2021-22, police officers in South Wales and Gwent became the first in the UK to develop and use technology to identify wanted individuals in real time through a new facial recognition app on their mobile phones.

The app enables officers to confirm the identity of a wanted suspect almost instantly even if that suspect provides false or misleading details, thereby securing their quick arrest. Cases of mistaken identity can be easily

resolved and without the need for a trip to a police station or custody suite.

Launched in December 2021, the testing phase lasted 3 months with the app – known as Operator Initiated Facial Recognition – used initially by 70 officers from South Wales Police and Gwent Police. The review of the pilot will be used to identify learning and refine the system to inform the potential for a wider roll out across the communities of South Wales and Gwent.



It's important to remember that police officers have always been able to spot a person who is wanted for a crime and stop them in the street. The difference with the use of this technology is simply the speed and accuracy with which the individual can be identified and arrested and the speed with which a person who is not wanted by the police can be allowed to go on their way.

**South Wales Police and
Crime Commissioner,
Alun Michael**

PRIORITY

06



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

In 2021-22 there was once again a 'flat cash' grant to policing, with no allowance made for inflation or other cost pressures, 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. As such the UK Government passed the burden of addressing this gap to the local tax payer, with increases in the police precept required to make up the balance; despite this, the precept in South Wales for 2021-22 was the third 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.

Following a strategic review of its estate and with the national officer uplift programme in mind, South Wales Police has created a modern, efficient fit for purpose training facility to replace existing obsolete facilities spread across the force area. This rationalisation and modernisation will save money over the longer term.

This purpose-built facility houses all the teaching requirements within one building, on one site and was completed at the end of 2021-22. The four-storey building is a permanent base for Learning and Development Services and Human Resources.

Inside the training facility are two large training suites for fitness tests, taser training and officer safety training, plus classrooms and a lecture theatre.

Police & Crime Commissioner Alun Michael said: "The Police Learning Centre development at Police Headquarters is a major investment in the training of new and existing police officers and staff, for today and for the future.

"Recruiting additional police officers and Police Community Support Officers as well as

replacing those who are due to retire means that South Wales Police has to recruit and train around 1,000 new officers over the next three years. That is a monumental task and it's vital that we have the right facilities to be able to do it.

"Training has been modernised beyond all recognition in recent years so these new facilities will enable us to deliver that high quality training which the public would expect us to provide for our future police officers."



Training facilities had been spread out across the force area and as a result of under-investment some buildings are in a very poor state and include the use of portacabins.

The £28m new development forms part of a 10-year strategy to replace a number of outdated buildings which are expensive to repair and maintain. Part of this plan is being funded by the selling off a number of sites which will bring in £24m in capital receipts, a £19m saving on costs which would have been needed to run outdated buildings and a £2m reduction in annual running costs.

The Government's Uplift programme to recruit 20,000 police officers as well as replacing those who are due to retire means that South Wales Police has to recruit and train around 1,000 new officers over a three-year period. Part of this training is classroom-based which requires a number of breakout rooms and meeting facilities which the external meeting pods will be used for.

Alongside investing in and adapting our estate, 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 victims, irrespective of gender, involved in the Criminal Justice process by 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 reoffending 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.

In 2018-19 and 2019-20 the South Wales Police & Crime Commissioner generated more income per head of population than any other Commissioner in England & Wales, with this primarily stemming from grants. In 2020-21 we remained in the top quartile for income generation.



Training has been modernised beyond all recognition in recent years so these new facilities will enable us to deliver that high quality training which the public would expect us to provide for our future police officers.

BLACK, ASIAN AND MINORITY ETHNIC WITHIN THE CRIMINAL JUSTICE SYSTEM

For the Cardiff Race Equality Task Force, the Police and Commissioners Office undertook a high-level analysis of disproportionality, outcomes and workforce representation across a broad range of Criminal Justice areas. This required coordination of data from a wide range of Criminal Justice partners including South Wales Police, Youth Justice Service and HMPPS. This highlighted a number of areas of concern in relation to disproportionality and will inform recommendations for the Cardiff Race Equality Task Force and form basis for wider review across Wales.

There has also been work to collate data around racial disparities for the use of Out of Court Disposals for youths and young adults. The findings from this analysis will be used to develop a set of recommendations to work towards ensuring there is

equal opportunity for those from a racial and ethnic minority background to access diversionary services.

In partnership with HM Prison and Probation Service, £18,000 in funding has been awarded to Safer Wales to pilot a tailored, early intervention provision for women from a racial or ethnic minority background who are involved with or at risk of becoming involved with the Criminal Justice System. This proposal involves a partnership between Safer Wales, The Henna Foundation and other Black, Asian & Minority Ethnic community organisations. The funding will enable a part-time specialist worker, working alongside Safer Wales and the Whole System Approach (WSA) Service to engage, support and safeguard women from a racial or ethnic minority background who become involved in the Criminal Justice System.

STATUTORY RESPONSIBILITIES AND CORPORATE GOVERNANCE

Our 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, as well as 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](#).

The Commissioner also takes decisions that relate to his particular areas of statutory responsibility. The significant decisions can be found [here](#).



ACCOUNTABILITY & SCRUTINY

The Commissioner's 'Scrutiny & Accountability Board' enables detailed oversight and scrutiny of policing and the delivery of his Police & Crime Plan. The Board is chaired by the Chief Executive, and feeds up to the Commissioner's Strategic Board.

During 2021-22, the Board conducted scrutiny sessions on:

- Child Protection and Safeguarding
- The Role of the PCSO in supporting the delivery of community safety and neighbourhood policing in South Wales Police
- Knife Crime
- The progress of South Wales Police race equality and anti-racism work

The sessions enabled the Commissioner and his team to scrutinise data, progress, and working practices in relation to the above, and to provide recommendations for change or improvement where needed. Some key themes that arose within our

recommendations included: the need for communication opportunities between PCSOs, community members and Councillors to be improved; the need for more co-ordination of PCSO activity across the force area to ensure PCSOs are primarily used for community safety and neighbourhood issues; training and awareness needs for officers; the need for enhanced partnership working and communication in relation to knife crime prevention; and the need for clear performance measures to enable tracking of progress in relation to the Joint Race Equality Action Plan.



HER MAJESTY'S INSPECTORATE OF CONSTABULARY AND FIRE & RESCUE SERVICES (HMICFRS) REPORTS AND RESPONSES



The Commissioner is required to respond to reports produced by HMICFRS when they include recommendations for Chief Constables. The responses are sent to the Home Secretary and HMICFRS to outline the Commissioner's view on the recommendations and how they may be overseen. During 2021-22 the Commissioner responded to 8 reports. The reports and responses are available [here](#).

Core to the HMICFRS Inspection programme is the PEEL assessment, which is an annual review of the policing of forces in England & Wales where Effectiveness, Efficiency and Legitimacy are all assessed. They are judged as outstanding, good, requires improvement or inadequate on these categories (or pillars) based on inspection findings, analysis

and Her Majesty's Inspectors' (HMIs) professional judgment across the year. Each pillar has questions that focus on core areas of the work of the police with judgments are also applied to these questions. Information on the latest PEEL assessment for South Wales Police can be found [here](#).



South Wales Police was inspected in tranche two and HMICFRS found:



The extent to which the force is effective at reducing crime and keeping people safe is **good**.



The extent to which the force operates efficiently and sustainably is **good**.



The extent to which the force treats the public and its workforce legitimately is **good**.

POLICING ACCOUNTABILITY & LEGITIMACY GROUP (PALG)

The Commissioner's Police Accountability & Legitimacy Group meets every quarter. The group consists of partner organisations and independent members who feed in their views on South Wales Police practice and performance to assist with the Commissioner's oversight and scrutiny role. During the last year one of the independent community members of PALG was appointed as the Group's Chair. It is hoped that this will further increase the independence and effectiveness of the group.

During 2021-22 the group discussed and fed in views on a range of topics, including:

- Community tensions and community cohesion
- Online hate crime
- Positive action proposals for achieving a representative workforce in South Wales Police
- The police response to suspected sexual exploitation

- The police response to the safety of women and girls and tackling internal sexual misconduct (following national cases)
- Stop and Search
- Community and police relationships and police accountability

More detail on the Police Accountability & Legitimacy Group can be found [here](#).

BODY WORN VIDEO SCRUTINY PANEL

In 2021, the Commissioner's Team established a new Body Worn Video Scrutiny Panel. This enables independent community members of the Commissioner's Police Accountability & Legitimacy Group and community members of the force Independent Advisory Group to watch footage of completed stop search and use of force encounters. The Scrutiny Panel is able to comment on the footage they watch and give a view as to whether or not they feel the stop search or use of force was legitimate, fair and carried out in a respectful way. Feedback from the Panel is used to inform police practice and is shared with senior policing leads.



A WORKFORCE THAT REFLECTS OUR COMMUNITIES

Throughout the year, the Commissioner has continued to oversee and assist in the delivery of developing a more representative workforce in South Wales Police. There are priorities in the Police & Crime Plan to increase the numbers of Black, Asian & Minority Ethnic people across the force and to improve the representation of female officers across the ranks. This work began in 2015 when the Commissioner conducted reviews into how South Wales Police could improve representation.

Since then, the Commissioner and his team have invested in joint action plans to make improvements and the progress has been significant. In the beginning of 2015, just 1.9% of our officers were from a minority ethnic background and this had risen to 3.5% at the end of this financial year. The representation of PCSOs from an ethnic minority improved from 2.2% in 2015 to 3.6% by 2022, and the ethnic minority representation of police staff rose from 1.1% in 2015 to 1.7% in 2022. In relation to female representation, in 2015, a total of 28% of our officers were female. By the end of this financial year, this had risen to 34.4%.

During the year we have worked diligently with the force to do even more to increase the force's representation. This has

included jointly introducing new and innovative positive action measures to increase applications to the police from ethnic minorities, and to support retention and progression in the workplace.

The Commissioner's team undertook a deep dive scrutiny review early in 2022 to look at force progress on race equality and anti-racism. This led to decision to do further specific work on oversight of the positive action work taking place across South Wales Police as the need to increase the representation of ethnic minorities remains a key priority for the Commissioner who still wants to see more progress. This will take place in the autumn of 2022.



INDEPENDENT CUSTODY VISITING AND ANIMAL WELFARE SCHEMES

The Police and Crime Commissioner has a statutory responsibility to run a volunteer Independent Custody Visiting Scheme. This means that a group of volunteers make unannounced visits to people in custody across the force area, to provide a check on detainee welfare and the conditions in which they are held. Any issues identified during visits are highlighted to and resolved through direct conversations with Custody Inspectors during dedicated panel meetings and then monitored in future visits.

During 2021-22 a total of 58 unannounced visits were made to custody suites across South Wales. Some of the issues raised during and as a result of the visits included religious material not being stored correctly and low stock of food and drink. As result food stocks are more closely monitored and disposable prayer mats have been trialled.

In the same period the volunteers also made 8 visits to the Dog & Mounted section at the Waterton site in Bridgend to check on the welfare of the police dogs and horses. The volunteers found no issues with the way in which the police dogs and horses were treated during the year.



PROMOTING RACE EQUALITY AND ADDRESSING RACIAL DISPARITY

During 2021-22 the Commissioner continued to provide an enhanced focus on addressing racial disproportionality in policing and Criminal Justice, following international and national events highlighting the need for change. In 2020, in conjunction with the Chief Constable, a Joint Race Equality Action Plan was developed following a series of engagement events with people from Black, Asian & Minority Ethnic backgrounds and with partner organisations promoting race equality. The Plan contains a number of priorities that South Wales Police will work towards in order to improve race equality and reduce disproportionality.

The Commissioner is continuing to hold the force to account on progress against the Plan, and in early 2022 his team conducted a focussed scrutiny session on this. This led to the recommendation that clear measurable outcomes are developed against commitments in the Plan so that we are better able to demonstrate change to the public.

During the financial year, the Deputy Police & Crime Commissioner Emma Wools, in her role as joint Wales lead on Race Equality in Policing, has jointly led on many Criminal Justice initiatives to work towards an anti-racist approach across Criminal Justice. As a result, all Criminal Justice agencies in Wales have now formed a Strategic Race Taskforce, chaired by Emma Wools. This Taskforce will



be responsible for progress against the Criminal Justice in Wales Anti-Racism Action Plan, which is to be launched in 2022. All agencies, including the South Wales Police & Crime Commissioner, have worked on the development of this Plan together, and are committed to working collaboratively to tackle the systemic and ongoing racial disproportionality that exists across Criminal Justice.

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](#).

JOINT AUDIT COMMITTEE

The Commissioner and Chief Constable have established 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](#).

INTERNAL AUDIT

A specialist company, [TIAA](#), provides internal audit services. Internal audit performs 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.

During the year TIAA undertook an audit of the Commissioner's grants and commissioning arrangements. The audit was awarded 'substantial assurance', which is the highest category and repeats the similar award given when the area was last audited in 2020.

EXTERNAL AUDIT

Audit Wales are the appointed external auditors to the Commissioner and Chief Constable. Each year, Audit Wales 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. Audit Wales has a statutory duty to assess arrangements for securing economy, efficiency and effectiveness in the use of resources.

The Auditor General provided an unqualified opinion on the 2020-21 accounts with no recommendations made for improvements in the financial control environment.

QUALITY, STANDARDS AND COMPLIANCE

During the last year, the Quality, Standards and Compliance team received more than 1,500 contacts via letters, emails, and voicemails, comprising complaints, requests for information, questions and comments about policing and the role of the Police and Crime Commissioner. The issues raised have been wide ranging - expressions of dissatisfaction with the service provided by the police having featured most frequently, closely followed by complaints about anti-social behaviour.

By working in partnership with the Chief Constable's office, correspondence relating to operational policing has been brought to the force's attention without delay, enabling action to be taken by local officers to address issues raised. Our work has also ensured that the force has been alerted to emerging issues and concerns raised by the public so that appropriate action can be taken and, where relevant, updates and assurances have been provided.

Correspondence which appears to be a complaint against any officer or staff member of South Wales Police below the rank of Chief Constable has been passed to the Professional Standards Department for initial assessment and handling. The Commissioner's only remit regarding investigation of complaints is solely to do with complaints against the Chief

Constable. Information about making a complaint against the Chief Constable can be found [here](#). During the period 2021-22, seven complaints against the Chief Constable were considered, none of which were upheld.

The Commissioner has a statutory duty to hold the Chief Constable to account for an efficient and effective local complaints handling process. Scrutiny of the local complaints system by the Quality, Standards and Compliance team has included obtaining performance reports and dip sampling of complaint files. Dip sampling of closed complaint files has allowed our office to check compliance with legislation and the Independent Office for Police Conduct's Statutory Guidance on the Police Complaints System. Where areas for improvement have been identified, recommendations have been made to the Professional Standards Department.

An [overview of complaints handling and complaints data](#) can be found on the Police and Crime Commissioner's website. The overview provides a link to information published by the Independent Office for Police Conduct which takes the form of a [Police Complaints Information Bulletin for South Wales Police](#). We have responsibility for receiving reports from the Independent Office for Police Conduct and the Professional Standards Department when

a complaint or conduct matter takes over 12 months to investigate and can hold both parties to account for timeliness in respect of these.

The Quality, Standards and Compliance team has also undertaken oversight and scrutiny of the force's activities through its representation and engagement in a range of joint meetings with the force including: the Internal Ethics Committee, Independent Ethics Committee, Freedom of Information Group, Strategic Lessons Learnt Forum, Scrutiny and Accountability Board, Confidence and Legitimacy Group and the Vetting Appeals Panel.

In February 2020, following a change to the law, the Police and Crime Commissioner for South Wales assumed responsibility for handling reviews (appeals) of low-level complaints made by complainants who have gone through the process of making a complaint via the Professional Standards Department and are not happy with the outcome of their complaint. Between 1st April 2021 and 31st March 2022, the Quality, Standards and Compliance team handled 121 applications for review. The team completed 110 substantive reviews (11 reviews having been found to be invalid). 17 were either upheld or partially upheld and we have held the force to account by tracking compliance with our recommendations. More information about the statutory review process can be found [here](#).

The Police and Crime Commissioner is subject to scrutiny by the Police and Crime Panel. The Panel's role is to scrutinise the performance of the Commissioner and to ensure transparency. They are also responsible for investigating complaints against the Commissioner. No complaints have been upheld during the period 2021-22. More information on the role of the Police and Crime Panel in scrutinising the Police and Crime Commissioner and holding him to account can be found [here](#).

During 2021-22, the Quality, Standards and Compliance team responded to 17 requests for information pursuant to the Freedom of Information (FOI) Act 2000 and dealt with one internal review. A disclosure log detailing FOI requests and our responses is published on our website along with a Publication Scheme.

Staff have undertaken mandatory training to promote awareness and good practice in relation to the General Data Protection Regulation and the Data Protection Act 2018. Information about the types of data held by the Commissioner's office and how to make a subject access request is available on our website.

Over the last year our website content has been subject to review. This is a continuous process as we strive to fulfil our statutory responsibilities to publish key information, whilst ensuring that information about the work of the Police and Crime Commissioner is clear and accessible to all.

In February 2021 (for the third year running), we were awarded the CoPaCC 'Open

and Transparent' Quality Mark 2020 for the information made available to the public on our website. The award demonstrates our commitment to publishing information about the work of the Police and Crime Commissioner that is clear and accessible to members of the public. The CoPaCC process was not undertaken during 2021-22, with the next assessment now taking place in 2022-23.

FINANCE & TRANSPARENCY

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. The budget for 2021-22 was approved at £328 million.

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; Audit Wales is responsible for the audit of the Statement of Accounts.



Further detail on the finances, including the MTFS and Statement of Accounts, can be found on the Police and Crime Commissioner's [website](#).

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](#).



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We welcome correspondence in English and Welsh



INVESTORS
IN PEOPLE



KeepingSouthWalesSafe