ACHIEVING MORE TOGETHER TOWARDS A SAFER SOUTH WALES

IN SIX YEARS SINCE THE FIRST POLICE AND CRIME COMMISSIONER ELECTIONS WE HAVE DEVELOPED A POWERFUL ETHOS OF CO-OPERATION TO KEEP OUR COMMUNITIES SAFE.
THE COMMISSIONER AND CHIEF CONSTABLE SHARE THE PRINCIPLES AND VALUES UNDERPINNING THIS POLICE & CRIME PLAN

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.

The financial challenge is significant. Since 2010 the money received from UK Government through the Police Grant has been cut by over 31% in real terms and yet we have delivered almost £0.5 billion of social and economic benefit to South Wales in recent years; this is because we have been so determined to focus on innovation, early intervention and prompt positive action, working with partners to be ever more effective together to address issues like mental health and well-being.

We are not prepared to withdraw from local communities or to stop tackling low-level offending, or to miss opportunities for prevention. So Neighbourhood Policing sits at the heart of our strategy. We will strengthen the role of our Community Support Officers to focus on local problem-solving and on listening to, engaging and empowering local communities to be resilient, safe, and confident. It means involving everyone, protecting the vulnerable, maintaining high levels of victim satisfaction and working with partners. That’s why our leadership teams play a full part in Public Services Boards working with local government, the NHS and other partners on local delivery and on the refreshed vision of Community Safety in Wales. Our aim is “more partnership through fewer, better-focused meetings”.

Our achievements to date have created a strong foundation on which to build, but we must always strive to improve our service and respond effectively to new demands. The South Wales Police & Crime Plan is the basis for our response and will ensure that we continue to deliver excellence to the communities of South Wales.

You can read the full plan at southwalescommissioner.org.uk

Rt Hon Alun Michael
South Wales Police and Crime Commissioner

Matt Jukes QPM
Chief Constable
The South Wales Police & Crime Plan sets the priorities against which I will hold the Chief Constable to account as we continue our shared journey towards a safer South Wales.

WE ARE UNITED IN PURSUING THE FOLLOWING PRINCIPLES AND PRIORITIES:

- Preventing crime, and supporting safe, confident, resilient communities, as the first responsibility of the police
- Helping to connect Public Services and make them innovative, ambitious, and sustainable
- Addressing crime trends and root causes through early intervention and prompt positive action, developed in partnership
- Planning for the long-term well-being of future generations and taking a joined-up approach to preventing problems, involving people and together breaking intergenerational cycles of harm
- Working as members of the Public Services Boards to transform public services in South Wales
- Seeking connections between the different joint boards that operate at the local level to help create a coherent “single public service” across devolved and non-devolved agencies

NO INVESTIGATION OR RESPONSE WILL EVER BE BETTER THAN PREVENTING A CRIME IN THE FIRST PLACE. THAT MUST REMAIN OUR PRIORITY.

Matt Jukes QPM
Chief Constable

CO-OPERATION IS THE OVERARCHING PRINCIPLE THAT INSPIRES US. TOGETHER WE ACHIEVE MORE THAN WE CAN ACHIEVE ALONE.

Rt Hon Alun Michael
South Wales Police & Crime Commissioner
“The spirit of co-operation and partnership working includes both support and challenge to make both South Wales Police and the criminal justice system stronger. This Plan sets out my priorities in cutting crime and supporting our communities as well as holding the Chief Constable and local criminal justice system to account as a “Critical Friend”.

Rt Hon Alun Michael, South Wales Police and Crime Commissioner

The Commissioner and the Chief Constable have distinct roles and responsibilities. The Chief Constable is responsible for the control, direction and delivery of operational policing for the force area. The Police and Crime Commissioner is elected to give a voice to the people and to hold the Chief Constable to account for the delivery of efficient and effective policing.

The co-operative ethos within which we carry out our roles in South Wales means this Plan reflects areas which have been jointly developed to prevent crime, while enabling an effective and efficient police service which meets community needs and builds trust and confidence.

“The Commissioner and team, we work in partnership with a range of agencies at local and national level to create a unified approach to preventing and reducing crime.”

The Police Reform Act 2011, says the Commissioner must:

- Appoint (or dismiss) the Chief Constable and hold him or her to account
- Ensure the local police are efficient and effective
- Set local priorities through the Police & Crime Plan
- Set the force budget and determine the precept (the amount people contribute to policing through their council tax)
- Contribute national and international policing
- Bring together community safety and criminal justice partners, to make sure local priorities are joined up
TRANSFORMING PUBLIC SERVICES

TWO KEY PIECES OF LEGISLATION HELP TO DRIVE THE WAY PARTNERS IN WALES WORK TOGETHER

They are the Social Services and Well-being Act and the Well-being of Future Generations Act. We will continue to be part of the leadership at Public Services Boards and work with Regional Partnership Boards on the development and delivery of sustainable public services that make our communities safer and improve our well-being.

WE SHARE THE AMBITION OF THE SEVEN WELL-BEING GOALS FOR WALES:

1. A prosperous Wales
2. A resilient Wales
3. A healthier Wales
4. A more equal Wales
5. A Wales of cohesive communities
6. A Wales of vibrant culture and thriving Welsh Language
7. A globally responsible Wales

WE HAVE ADOPTED THE FIVE WAYS OF WORKING SET OUT IN THE WELL-BEING OF FUTURE GENERATIONS ACT:

INVOlVEMENT
We seek to engage and empower our communities, working with community groups and partner agencies to deliver the priorities set out in this plan.

INTEGRATION
Connecting everything to everything else. The Police alone cannot cut crime so we take a joined-up approach to policy, strategy and delivery, from improving mental health and well-being to education and youth services.

PLANNING FOR THE LONG TERM
By tackling underlying causes we are predicting and reducing demand for the police and our partner agencies. Our digital leadership is equipping our workforce to work flexibly and efficiently in our communities.

COLLABORATION
As “Statutory Invitees” we help local delivery through Public Services Boards and refreshed Community Safety arrangements. We’re tackling Adverse Childhood Experiences with partners through “Early Action Together”, while our Tri-Service Centre shows great partnership with the Fire Services plus expertise from Ambulance and mental health. Our co-operative ethos makes collaboration instinctive.

PREVENTION
Early intervention, and prompt positive action is helping to break intergenerational cycles of harm.
POLICING OUR NEIGHBOURHOODS

PREVENTION

POLICE JOIN FORCES TO TACKLE EXTREMISM AND ORGANISED CRIME. We are at the cutting edge of digital policing working collaboratively with Police Forces to:

• Agile working to increase the speed by which officers learn to communicate

Custody Visitors provide scrutiny of how people are treated in the cells, with Animal Welfare visitors ensuring dogs and horses are treated in the cells, with Animal Welfare visitors ensuring dogs and horses are treated well.

The Independent Community Support Officers have grown in numbers and the hours they devote to playing a full part in local policing. Special Constables have increased in numbers and now have their own Local Boards (Public Health Wales, local authorities and third sector) are delivering an integrated whole system approach including the families and friends of people who's lives have been affected.

Over 
56,000  
HOURS  
volunteered
in 2018

IMPROVING GOVERNANCE & SCRUTINY

ONE OF THE COMMISSIONER’S KEY RESPONSIBILITIES IS TO PROVE ACCOUNTABILITY ON BEHALF OF THE PUBLIC. On our governance arrangements our appropriate and accountable for the service delivered.

The Commissioner champions innovation within existing leadership capabilities to develop new technology to bring efficiencies and effectiveness. We have been at the forefront of using facial recognition technology as an alternative and our approach has ensured the integrity and justifiable, proportionate, lawful, and necessary use of Taser, with a number of Taser-trained officers. The Commissioner scrutinised the policy of using facial recognition technology and decided to double the number of Taser-trained officers. The Commissioner champions innovation within existing leadership capabilities to develop new technology to bring efficiencies and effectiveness. We have been at the forefront of using facial recognition technology as an alternative and our approach has ensured the integrity and justifiable, proportionate, lawful, and necessary use of Taser, with a number of Taser-trained officers. The Commissioner scrutinised the policy of using facial recognition technology and decided to double the number of Taser-trained officers.

TACKLING VIOLENCE AGAINST WOMEN & GIRLS

EVIDENCE TACKLING VIOLENCE AGAINST WOMEN & GIRLS IS KEY TO KEEPING PEOPLE SAFE. We are at the cutting edge of innovative services to support those affected.

Our work to prevent this complex problem includes collaboration with partners including:

• Welsh Government
• Welsh Conservatives
• Local Authorities across South Wales
• Probation and Prisons

Our South Wales Police & Crime Commissioner’s Female Fun programme supported domestic abuse victims with local disclosure points, Community Ambassadors, Trusted Professionals and Ambassadors, trusted professionals and Ambassadors, trusted professionals and Ambassadors, trusted professionals.

Victims are at the heart of all we do. We have strengthened internal and external changes to champion the cause of victims.

Victims, carers and those affected by violence now have the right to access independently managed services.

Victims of domestic abuse and violence have access to significantly improved services.

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**ACEs**

The Commissioner and Chief Constable have worked with Public Health Wales to design a response to their ground-breaking research on adverse childhood experiences (ACEs). This has led to Wales being recognised as a world leader in tackling the consequences of ACEs.

Because the police are often the first agency to be in contact with children or families in need of help, our £6.8m programme of work with Public Health Wales, the other three Welsh forces and wider partners (Early Action Together) is developing initiatives to tackle root causes, break the cycle of harm and prevent problems from escalating. Ultimately this will stop people from becoming victims, divert people away from crime and reduce demand on the police and our partners.

We are confident that this work will prove beyond doubt that preventing and responding to ACEs will protect the most vulnerable and will reduce crime and harm to health and society over the longer term protecting the well-being of future generations. Working in the devolved environment, we will continue to drive this work and critically examine the outcomes and future opportunities for reducing harm and demand.

**PREVENTING ACEs IN FUTURE GENERATIONS COULD REDUCE LEVELS OF:**

- **HEROIN/COCAINE USE BY 66% (Lifetime)**
- **INCARCERATION BY 65% (Lifetime)**
- **VIOLENCE PERPETRATION BY 60% (Past year)**
- **VIOLENCE VICTIMISATION BY 57% (Past year)**
- **CANNABIS USE BY 42%**
- **UNINTENDED TEEN PREGNANCY BY 41%**
- **HIGH-RISK DRINKING BY 35%**
- **EARLY SEX BY 31% (Before age 16)**
- **SMOKING TOBACCO OR E-CIGARETTES BY 24% (current)**
- **POOR DIET BY 16% (Current <2 fruit & veg portions daily)**

We support initiatives where ACEs are already present. If its too late for prevention its not too late for prompt positive action.

Statistics source: Public Health Wales, Welsh Adverse Childhood Experiences (ACE) Study 2015
PRIORITY 1

WE WILL REDUCE AND PREVENT CRIME AND ANTI-SOCIAL BEHAVIOUR TO KEEP PEOPLE SAFE AND CONFIDENT IN THEIR HOMES AND COMMUNITIES

We will be tough on crime and the causes of crime, tackling root causes through early intervention and prompt, positive action, partnership and evaluation of “what works”.

How we are doing it:

NEIGHBOURHOOD POLICING

• Implementing the findings from our joint review of Neighbourhood Policing and advancing integrated partnership working
• Recognising the distinctive role of Community Support Officers and further developing their skills to solve problems, listen to, engage with and empower local communities
• Linking Police Officers working in schools, youth offending teams and local police teams
• Leading action on anti-social behaviour with partners in local government and social housing providers
• Working with young people to expand our South Wales Police Youth Volunteers scheme, providing positive experiences, offering skills in engagement, St John’s first aid qualifications and the chance to progress through the Duke of Edinburgh’s Award
• Recruiting more Special Constables from within all our communities

WORKING WITHIN COMMUNITIES

• Helping local communities to become resilient by taking an active role to solve local problems working with partners, the voluntary sector and Neighbourhood Watch
• Championing the Well-being of Future Generations Act (Wales) 2015 with full active membership of Public Service Boards and linking the layers of joint boards in each of our areas

• Promoting the effectiveness of local Community Safety Partnerships
• Developing the Police Schools Programme to be adaptable in support of local needs and prevention
• Supporting Youth Offending Teams to prevent and reduce offending, re-offending and anti-social behaviour amongst children and young people
• Working through the South Wales Police Youth Trust to support young people to lead safe, healthy, fulfilling lives

TACKLING SERIOUS VIOLENCE

• Further improving our innovative approaches to licensing and the night-time economy – for example our Swansea Help Point and Drinkaware campaigns – to protect the public and reduce pressure on public services
• Promoting innovation to reduce violent crime through multi-agency data sharing and analysis and work with partners, such as Public Health Wales, to promote early intervention and prevention initiatives
• Intervening early in areas where young, vulnerable people are more likely to be exploited by organised crime groups to ensure they have the resilience and the opportunities to divert them away from serious violence
PRIORIT 2

WE WILL INVOLVE AND EMPOWER OUR COMMUNITIES, WORKING WITH PARTNERS IN LOCAL GOVERNMENT, HEALTH, FIRE AND WELSH GOVERNMENT TO DELIVER SERVICES THAT PEOPLE NEED

We are proud of living in a diverse community, it makes us what we are; we will continue to improve access to South Wales Police, so people get the services they need, when they need them. This includes continuous improvement in the performance of the Public Service Centre and understanding the demands on our 101 non-emergency number to ensure the public receive a prompt, positive response and are confident to report.

How we are doing it:

IN VolVING

• Developing South Wales Police to reflect the communities we serve, with a focus on BAME communities who are currently still seriously under-represented despite positive progress
• Improving recruitment, retention and progression of women in South Wales Police
• Applying the United Nations Convention on the Rights of the Child
• Encouraging and enabling our communities and partners to influence policy, service design and delivery
• Highlighting the importance of volunteer roles within policing and increasing opportunities for people to directly contribute towards safe and confident communities

EMP OWERING

• Pursuing a strategy that demonstrates our commitment to involvement and good communication, internally and externally
• Helping members of the public to make contact with the appropriate service on issues other than policing
• Providing a Welsh language response and promoting the use of the language
• Continuing to help fund Community Safety Partnerships to ensure they have the resources they require to meet local needs

ENABLING

• Continuing to develop digital engagement to make the police more accessible, including the introduction of online crime reporting
• Making 101 and other police non-emergency contact options more accessible, ensuring that diverse needs are considered
• Seeking out innovative ways for involving our communities and victims in developing the services of South Wales Police and issues that affect them
PRIORITY 3

WE WILL WORK TO PROTECT THE MOST VULNERABLE IN OUR COMMUNITIES, UNDERSTANDING CAUSES AND TAKING PROMPT POSITIVE ACTION AS ISSUES ARISE

We will develop our understanding of the issues faced by our communities to provide the support they need, using the principles of early intervention and co-operation with partners to identify and help those who need it most.

How we are doing it:

TACKLING VIOLENCE AGAINST WOMEN AND GIRLS
- Moving to a more sustainable funding model for violence against women, domestic abuse and sexual violence services based on evidence and needs
- Improving our awareness and response to victims of stalking and harassment
- Learning from the MASH (Multi-Agency Safeguarding Hubs) in Pontypridd, Cardiff & Bridgend and apply them elsewhere
- Launching IRIS (Identification and Referral to Improve Safety) in Swansea and Neath Port Talbot with the Health Board – completing roll-out to every part of South Wales. Developing and testing interventions that seek to focus on perpetrators through the provision of “support or disrupt” interventions
- Establishing a regional multi-agency learning network

CHILD SEXUAL EXPLOITATION & ABUSE
- Implementing the recommendations of the Child Sexual Exploitation Review
- Continuing to develop the work of the Children's’ Advocates with victims and improve identification of children at risk, working with partner agencies to deliver effective support

MENTAL HEALTH & DISABILITY
- Working with partners to improve communication between the police and those with mental health needs or learning difficulties and promoting the Keep Safe Cymru card
- Working to support safe, friendly non-custodial places of safety for those experiencing crisis or at risk of being detained under Section 136 or 135 of the Mental Health Act
- Employing mental health professionals in the Public Service Centre

VULNERABLE PEOPLE
- Reviewing hate crime data and victim experiences to ensure hate crime victims get the most appropriate service and are satisfied with the response they receive
- Encouraging victims of hate crime to report incidents so that they can receive appropriate support
- Working with partners including Get Safe Online to protect people from the growing issue of scams and fraudulent behaviour
PRIORITY 4

WE WILL WORK TO MAKE THE LOCAL CRIMINAL JUSTICE SYSTEM EFFICIENT AND EFFECTIVE TO MEET THE NEEDS OF VICTIMS AND REDUCE RE-OFFENDING

The Criminal Justice System needs to have a clear emphasis on reducing crime with a focus on preventing offending and re-offending while reducing harm and risk to the public.

How we are doing it:

**VICTIMS**
- Funding and developing victim services that work for those most in need
- Improving outcomes for victims and ensuring their voice is heard through increased use of restorative approaches
- Supporting the development of a new insight framework for victims and service users linked to police involvement built on understanding their experience

**OFFENDERS**
- Working with the Crown Prosecution Service to maximise our joint effectiveness
- Working with Welsh Government and the Ministry of Justice on the transformation of the justice system in Wales for women and young people, implementing the Blueprints that set out the changes needed
- Expanding the opportunities to intervene early, diverting people from crime, building on the Women’s Pathfinder and 18-25 programmes to improve life opportunities
- Developing pathways for people with Mental Health issues so they get the support they need, when they need it
- Improve our response to the needs and management of our most dangerous offenders, ensuring victim safety is at the heart of our response, using the WISDOM model
- Investing in collaborations with local partners to develop a range of evidence based initiatives aimed at early intervention and at domestic violence perpetrators, including the Safe Lives “DRIVE” project

**PARTNERS**
- Working with the Prison and Probation Services to develop a coherent and integrated ‘end to end’ offender management approach across South Wales
- Working with partners to support the roll out of trauma-informed practice, such as trialling a youth justice response to ACEs, to improve our response to the needs of vulnerable young people who repeatedly offend
- Refreshing and delivering the jointly-commissioned Dyfodol substance misuse service focused on preventing re-offending, aligning delivery with our local health partners
- Developing a better understanding of the impacts of the changing diversity within our local population to support cohesive, safe and confident communities
PRIORITY 5

WE WILL MAKE OUR WIDER CONTRIBUTION TO POLICING THROUGH THE STRATEGIC POLICING REQUIREMENT, INCLUDING SUCCESSFULLY POLICING MAJOR EVENTS

The Strategic Policing Requirement identifies key national threats and the resources required to address them. South Wales Police is a key strategic force and will continue to make a significant contribution to national incidents (for example the 2011 London riots) and key international events.

How we are doing it:

WITH OTHERS, WE MAINTAIN A CONSTANT FOCUS ON:

- Terrorism
- Serious and organised crime
- Cyber security incidents
- Civil Emergencies
- Public Order and Public Safety
- Child Sexual Exploitation & Abuse

Contributing to these challenges is a priority and we know the importance of ensuring that Wales is well-served through collaborative arrangements.

- Tackling radicalisation in our communities by building trust to promote an environment where people have the confidence to report extremist behaviour
- Collaborative working to respond efficiently to major incidents or events, keeping people safe
- Identifying, understanding and working with partners to tackle emerging threats such as online crime
- Working with partners to identify and disrupt modern slavery, Child Sexual Exploitation and abuse
- Ensuring that Serious and Organised Crime Boards respond to local issues
- Working with partners, such as the Prison & Probation Service in Wales to develop more effective offender management approaches to organised crime
**PRIORITY 6**

**WE WILL SPEND YOUR MONEY WISELY AND SUPPORT OUR PEOPLE TO PROVIDE THE BEST POSSIBLE POLICING IN YOUR COMMUNITY**

We have experienced severe cuts in the Police Grant from Central Government. That makes difficult decisions inevitable, but even in these tough times we are keeping our commitment to protect Neighbourhood Policing in South Wales and work effectively with partners to make our communities safe. This is evidenced by analysis highlighting that we have delivered almost £0.5 billion of social and economic benefit across our communities since 2011.

Resources will be locally based and strategically placed with effective and efficient services that are focused on need.

**How we are doing it:**

**PEOPLE**
- Developing a people strategy that is focused on well-being and puts the right people in the right place, developing the skills to deliver the ambitions of the Police & Crime Plan, recognising that they are our greatest asset
- Maintaining police numbers as far as we can whilst forced to make further cuts in spending
- Seeking a sustainable model for policing in South Wales taking account of pressures
- Promoting the recruitment, retention and progression of women and BAME people within our force
- Recruiting, training, developing and retaining more Special Constables and Police Volunteers
- Giving our communities a voice when setting the level of the police precept

**ESTATES**
- Reducing costs and improving efficiency through an agile approach
- Making our estate fit for purpose while sharing procurement and back office costs with other forces and public sector partners
- Collaborating with local partners and other forces on sustainable procurement to maximise the impact of our budget

**EQUIPMENT**
- Making more effective use of technology via the collaborative Digital Services Division, particularly through mobile data, iR3 and body worn cameras
ENABLING DELIVERY

THE PLAN SETS OUT NOT ONLY THE PRIORITIES TO BE TAKEN FORWARD BY THE POLICE AND CRIME COMMISSIONER BUT ALSO OPERATIONAL ACTIVITY TO BE TAKEN IN RESPONSE TO SUCH PRIORITIES THAT FALL UNDER THE DIRECTION AND CONTROL OF THE CHIEF CONSTABLE

In many cases, the Plan also reflects areas which have been jointly developed and the references to what ‘we’ will do is a reflection of this joint work, with the Police and Crime Commissioner and Chief Constable each performing their roles on the basis of trust, respect, confidence and transparency.

PREVENTION
Prevention is at the heart of keeping our communities safe, helping us to tackle vulnerability, harm and demand.

PARTNERSHIP
The Chief Constable’s Delivery Plan will redefine our approach to partnership working and reflect the changing public sector landscape brought about by the Well-being of Future Generations (Wales) Act 2015 and the joint NPCC & APCC Policing Vision 2025.

DEVELOP OUR ORGANISATION
Over the next 3 years, we will further develop South Wales Police as one of the most modern & progressive police services in the United Kingdom.

DEVELOP OUR PEOPLE
The Chief Constable’s Delivery Plan will positively develop our people, helping them to better serve the communities of South Wales.

PEACEKEEPING
By 2021 our commitment to fighting crime and bringing offenders to justice will be more visible to the public and our partners.
24 HOURS IN SOUTH WALES POLICE

EACH DAY SOUTH WALES POLICE DEALS WITH AROUND...

PUBLIC SERVICE CENTRE CALLS: 2,020
PUBLIC SAFETY WELFARE CALLS: 443
MISSING PERSONS: 29
ASSAULTS: 35
SEXUAL OFFENCES: 9
REPORTS OF ANTI-SOCIAL BEHAVIOUR: 93
PEOPLE THROUGH CUSTODY: 86
DOMESTIC RELATED INCIDENTS: 97

AND THE ON-GOING MANAGEMENT OF AROUND...

OFFENDERS MANAGED UNDER MAPPA (MULTI-AGENCY PUBLIC PROTECTION ARRANGEMENTS): 2,133
CHILDREN SUPPORTED ON THE CHILD PROTECTION REGISTER: 1,481
REPEAT VICTIMS OF DOMESTIC ABUSE ENGAGED WITH: 6,354
FINANCIAL CHALLENGE

THE COMBINED IMPACTS OF GRANT CUTS AND INFLATION MADE IT NECESSARY TO FIND REDUCED SPENDING OF £58M BETWEEN 2010/11 AND 2019/20

SOUTH WALES POLICE HAS FACED MASSIVE CHALLENGES OVER RECENT YEARS:

- Roughly a third has been cut from the money that used to come in the Police Grant from the Home Office
- Demand on police services continues to increase although nearly 90% of that demand has little to do with crime
- No recognition of the added demand for policing a Capital City as received for London and Edinburgh

DESPITE THESE CHALLENGES:

**WE ARE EFFECTIVE –**

delivering almost £0.5 billion of social and economic benefit across our communities since 2011

**WE ARE INNOVATIVE –**

leading nationally on the use of technology to tackle crime

**WE ARE EFFICIENT –**

delivering £51m of transformative savings

In 2018-19 South Wales had the second lowest precept charge for policing in Wales. Increases on the precept have been vital to protecting police officer numbers and serving our communities.
POLICING SOUTH WALES

Policing is complex and demanding by nature; its requirements are influenced by a vast number of factors from the state of the economy through to the latest technological trends, yet forces are expected to adapt and respond effectively to these challenges.

Her Majesty’s Inspectorate of Constabulary regularly undertake inspections to ensure the police deliver the service expected of them. This process has evaluated South Wales Police as follows:

<table>
<thead>
<tr>
<th>STRENGTHS</th>
<th>EFFECTIVENESS – GOOD</th>
<th>EFFICIENCY – GOOD</th>
<th>LEGITIMACY – GOOD</th>
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<tbody>
<tr>
<td>Partnership working</td>
<td>Understanding demand and capability</td>
<td>Strong ethical culture</td>
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<tr>
<td>Understanding of vulnerability and approach to safeguarding</td>
<td>Systems and collaborative arrangements with other forces and agencies</td>
<td>Transparent complaints process</td>
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<td>Support for those in Mental Health crisis</td>
<td>101 call handling</td>
<td>Focus on staff well-being</td>
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<td>Investigation of stalking and harassment</td>
<td>Demonstrable benefits of collaborative working</td>
<td>Staff appraisal process</td>
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THE HOME SECRETARY ALSO SPECIFIES THREATS THAT FORCES MUST BE EQUIPPED TO DEAL WITH:

- TERRORISM
- CIVIL EMERGENCIES
- ORGANISED CRIME
- THREATS TO PUBLIC ORDER
- CYBER INCIDENTS

This information quickly illustrates the demands placed on us as a service but this must be viewed in the context of our own performance and journey as seen in the graph below which shows that there is now a very high degree of convergence between what the public experience and what is reported to the police:

SOUTH WALES REMAINS ONE OF THE SAFEST PLACES TO LIVE, WORK AND VISIT WITH THE SERVICE PROVIDED TO VICTIMS AMONGST THE BEST IN ENGLAND & WALES.
ENGAGEMENT & INVOLVEMENT

PUBLIC ENGAGEMENT, INVOLVEMENT AND EMPOWERMENT ARE FUNDAMENTAL COMPONENTS OF CUTTING CRIME, DELIVERING A POLICE SERVICE WHICH MEETS COMMUNITY NEEDS AND DEVELOPING A RELATIONSHIP OF TRUST AND CONFIDENCE

As the voice of the people in policing, the Commissioner is committed to bringing our people, public and partners together, enabling and empowering them to play a full part in the planning, development and delivery of services. Work delivered in partnership, such as the Welsh Women’s Aid Survivor Participation Project (SEED’s) is demonstrating the benefits of this approach – with support services being shaped through the involvement of victims and South Wales Police learning from experiences to adapt its own response to better meet need.

Whilst we widen our digital reach across social media and increase its use to engage and involve our communities, we also acknowledge the rich diversity of South Wales and the need to ensure that all of our communities are heard.

Our approach to engagement and involvement is built upon understanding issues, identifying the communities and partners involved and offering opportunities to influence services that are both inclusive and accessible.
WHAT OUR PARTNERS ARE TELLING US

CO-OPERATION IS CORE TO OUR APPROACH AND A CRITICAL COMPONENT IN MAKING SURE THE CRIMINAL JUSTICE SYSTEM IS A PLACE WHERE PARTNERS CAN BE MORE CONFIDENT AND EFFECTIVE

Early intervention and prompt, positive action can only be achieved through strong partnerships and shared outcomes. Understanding the focus of our partners ensures that these are reflected through our own priorities, making us all more effective and efficient in achieving our goals.

OUR PARTNERS’ BIGGEST CONCERNS ARE:

- Protecting vulnerable people
- Domestic abuse
- Violent crime
- Child sexual exploitation
- Terrorism
- Road safety
- Acquisitive crime
- Public perception
- Anti-social behaviour
- Supporting young people
- Substance misuse
- Mental health
- Reduce re-offending
- The bigger the circle the bigger the concern!
WHAT THE PUBLIC ARE TELLING US

UNDERSTANDING AND RESPONDING TO THE NEEDS OF OUR COMMUNITIES IS A KEY FOCUS FOR SOUTH WALES POLICE. WE ENGAGE AND INVOLVE COMMUNITIES IN A NUMBER OF WAYS AND HERE ARE JUST A FEW OF THE THINGS THEY ARE TELLING US*:

**WHAT THEY WANT US TO PROTECT FROM FURTHER CUTS:**

- Local neighbourhood policing teams: 65%
- Emergency and non-emergency service calls: 53%
- Serious organised crime and counter terrorism units: 49%
- Protection of vulnerable people: 44%
- Advanced technology to tackle crime: 26%
- Managing offenders: 15%

**OF PEOPLE WOULD BE WILLING TO CONTRIBUTE MORE TOWARDS POLICE FUNDING THROUGH THEIR COUNCIL TAX**

*Survey of 1,619 members of the community, December 2018

**WHERE THEY WANT US TO INVEST IF WE CAN FIND THE RESOURCES TO DO MORE:**

- Protect neighbourhood policing teams in your area: 37%
- Protect victims and vulnerable people while maintaining the capacity to investigate and respond: 30%
- Continuously improve our Public Service Centre to effectively respond to 999 emergency and 101 non-emergency reports: 19%
OUR PRIORITIES

SOUTH WALES POLICE, LED BY THE COMMISSIONER AND THE CHIEF CONSTABLE, WILL...

- Reduce and prevent crime and anti-social behaviour to keep people safe and confident in their homes and communities
- Involve and empower our communities, working with partners in local government, health, fire and Welsh government to deliver services that people need
- Work to protect the most vulnerable in our communities, understanding causes and taking prompt positive action as issues arise
- Work to make the local criminal justice system efficient and effective to meet the needs of victims and reduce re-offending
- Make our wider contribution to policing through the strategic policing requirement, including successfully policing major events
- Spend your money wisely and support our people to provide the best possible policing in your community

Rt Hon Alun Michael
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We welcome correspondence in both Welsh and English

This document is also available in Welsh