



Inspecting policing  
in the **public interest**

# Crime inspection 2014

South Wales Police

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# How effective is the force at cutting crime?

## Overall summary

South Wales Police puts victims at the centre of how the force works, and this includes working with partners to safeguard vulnerable victims. Force leaders set and drive clear strategic priorities to reduce crime and prevent reoffending. The most vulnerable victims are protected effectively. Victim satisfaction with policing services is improving in South Wales. The police work well with partners to prevent crime and reduce re-offending.

Early intervention and problem solving are strengths for the force. The continuity of staffing within neighbourhood policing teams reinforces the approach to crime reduction and the prevention of offending and means that the force understands local community concerns and priorities.

Tackling anti-social behaviour is outstanding in South Wales. This is a priority for the police and crime commissioner and for the force. Partnership working is strong, both strategically and locally. The force's work on neighbourhood problem solving achieves the objective of improving quality of life for local communities.

This year, HMIC undertook an inspection into the crime data integrity of all 43 police forces, to determine the extent to which police-recorded crime information can be trusted at a national level. HMIC found South Wales's approach to crime recording is good, with a high degree of accuracy. Individual force reports are available at <http://www.justiceinspectorates.gov.uk/hmic/>

### How effective is the force at reducing crime and preventing offending?

#### Good

Clear priorities are agreed between the police and crime commissioner and South Wales Police to reduce and prevent crime.

These priorities are translated effectively into operational activity by neighbourhood policing teams and specialist support services.

The force has a thorough, current understanding of the demand that it faces, and aligns its resources to the areas of most need and greatest harm.

The safeguarding of vulnerable people, early interventions to break cycles of offending and problem solving are central to the force's way of working.

### How effective is the force at investigating offending?

#### Good

South Wales Police has an effective and consistent method in place to ensure that victim and witness care is of a high standard.

Investigation plans are used effectively by supervisors to direct criminal enquiries, and maximise the likelihood of offenders being brought to justice.

The force works well with other agencies to manage prolific and harmful offenders and reduce re-offending.

Organisational learning is under-developed. It requires a more structured approach to ensure that a culture of continuous improvement becomes widespread in the force.

### How effective is the force at tackling anti-social behaviour?

#### Outstanding

Anti-social behaviour is a priority in South Wales. Operational activity is carried out by multi-agency teams which constantly review how best to support victims and curb offending behaviour.

Analysis and intelligence are used effectively to prevent repeat victimisation and identify those offenders who cause the most harm.

Partnership working is a strength in the force, both in relation to the identification of vulnerable victims and the way in which it draws on the support of external organisations to protect them.

Neighbourhood policing teams use problem solving techniques effectively to improve the quality of life for the people of South Wales.

# Introduction



This inspection looks at how effective police forces are at cutting crime. The public expects the police to reduce, prevent and investigate crime, bring suspects to justice and, in conjunction with other services and agencies, care for victims. To assess each force's effectiveness, we looked at three specific areas:

- How effective is the force at reducing crime and preventing offending?
- How effective is the force at investigating offending?
- How effective is the force at tackling anti-social behaviour?

# Methodology

During our inspection we analysed data and documents from forces, and conducted in-force inspections. We interviewed the senior officers responsible for crime, neighbourhood policing and victim care in each force. We held focus groups with frontline police officers, investigators and police staff, and observed their activities first hand. We also reviewed 20 crime investigations in each force and interviewed heads of partner organisations such as local authorities. We focused on anti-social behaviour and the offences of: burglary dwelling; serious sexual offences; and violence with injury on this inspection. We chose to focus on these offences because they cover the areas of acquisitive and violent crime and the protection of vulnerable people. This has allowed us to make an assessment of how well the force treated the victim throughout the investigation – examining in particular how well officers gathered evidence and how well they were supervised.

Victims are at the heart of this inspection. Victims are entitled to a service from the police; this includes regular information about their case, an opportunity to provide an impact statement where relevant and to be consulted on potential criminal justice outcomes. When the police provide this service to victims, it increases victim satisfaction and builds trust and confidence in the police.

As part of this inspection, we considered how well forces deal with domestic abuse, alongside other offence types. HMIC published a report in March 2014 on how well forces tackled domestic abuse and provided support to victims. As a result of that inspection all forces were asked to provide an action plan setting out how they were improving services to victims of domestic abuse and we have reviewed the action plans developed by forces. The action plans have not informed the judgments made in these reports.

The crime inspection provides HMIC with the first opportunity to test whether the force's approach to improving how it tackles domestic abuse is beginning to have an effect and this forms part of our overall assessment of the force.

# How effective is the force at reducing crime and preventing offending?

HMIC looked at how the leadership of the force deploys its resources to reduce the volume of crimes being committed, maximise the quality of victim contact, and ensure that the force focuses on community priorities while mitigating national threats.

We looked at how the force prevents crime, how it uses police tactics such as stop and search powers to prevent and detect crime and reduce offending. We also looked at how the police work with other agencies such as social services to reduce crime.

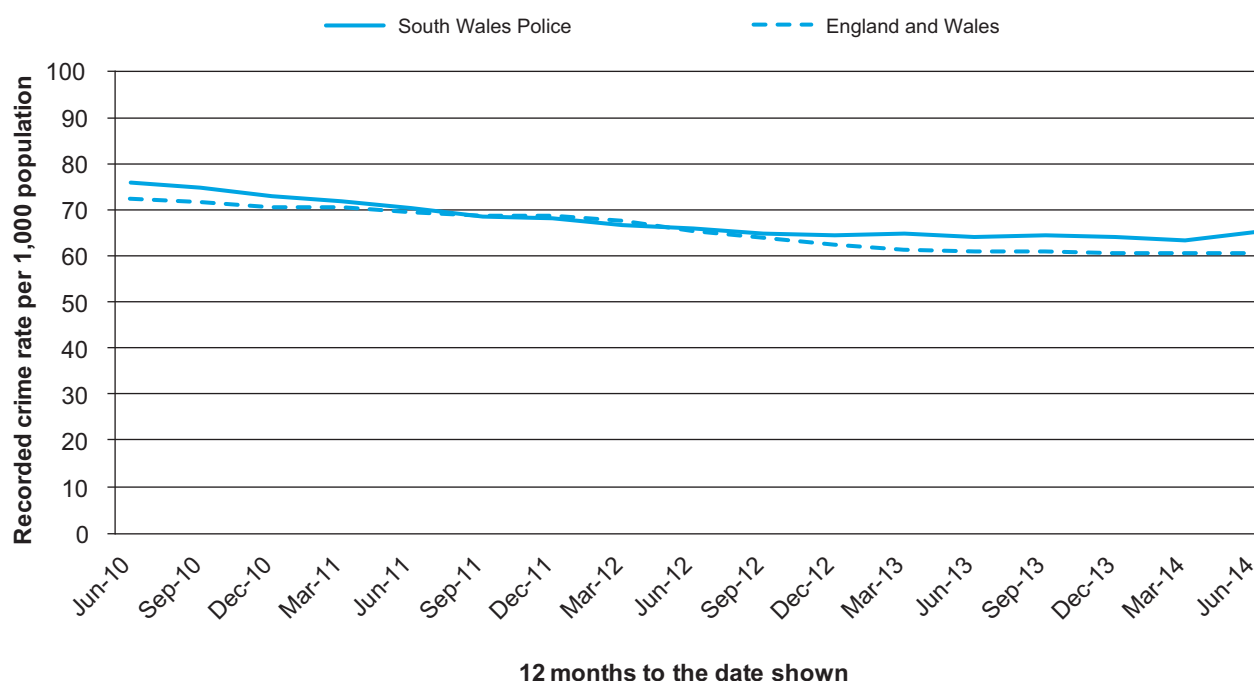
## Crime

In 2010 the Home Secretary set a clear priority for the police service to cut crime. When compared with the 12 months to June 2010, recorded crime (excluding fraud) in the 12 months to June 2014 reduced by 14 percent in South Wales compared with a reduction of 16 percent across all forces in England and Wales.

Over this period, victim-based crime (i.e., crimes where there is a direct victim such as an individual, a group, or an organisation) decreased by 13 percent in South Wales, compared with a reduction of 16 percent across England and Wales.

Looking at the 12 months prior to the end of June 2014; recorded crime (excluding fraud) in South Wales increased by 2 percent. This is compared with a 1 percent reduction across England and Wales.

Figure: Recorded crime rate (per 1,000 population) between June 2010 and June 2014.





By looking at how many recorded crimes and incidents of anti-social behaviour occur per 1,000 population, we get an indication of how safe it is for the public in that police area. The table below shows crime and anti-social behaviour rates in South Wales (per 1,000 population) compared with the rest of England and Wales.

12 months to June 2014	South Wales Police rate (per 1,000 population)	England and Wales total rate (per 1,000 population)
Crime excluding fraud	65.4	60.7
Victim-based crime	57.2	53.9
Sexual offences	1.2	1.2
Violence with injury	7.3	5.9
Burglary in a dwelling*	6.9	8.9
Anti-social behaviour incidents*	32.5	36.8

**\*Note that anti-social behaviour data is for the 12 months to March 2014 and the rate for burglary in a dwelling is the rate per 1,000 households, not population.**

We have chosen these types of crime to give an indication of offending levels in the force area. We are not judging the effectiveness of the force on recorded crime rates only. For information on the frequency of other kinds of crimes in your area, go to [www.justiceinspectorates.gov.uk/hmic/crime-and-policing-comparator](http://www.justiceinspectorates.gov.uk/hmic/crime-and-policing-comparator)

South Wales's detection rate (for crimes excluding fraud) for the 12 months to the end of March 2014 was 33 percent which was higher than the figure of 26 percent for England and Wales.

The new crime outcomes framework was introduced in April 2014. It replaces a previous framework for recording how the police finalise investigations through what was known as 'sanction detections' (e.g. charges and/or summons). The new crime outcomes framework is designed to support police officers to use their professional judgment to ensure a just and timely outcome which reflects the harm to the victim, the seriousness of the offending behaviour, the impact on the community, and which deters future offending. Data on the full range of outcomes achieved as a result of investigations (not just detections but also, for example, community resolutions such as mediation known as restorative justice) will be available from July 2015 and used in future HMIC inspections.

## Meeting the needs of the community

South Wales Police has a strong emphasis on crime reduction. The police and crime commissioner and the force share a single strategic plan to drive operational activity. The key element of their approach is having a 'clear line of sight' from strategic planning, to priority setting, resource allocation and operational service provision. The force delivery plan contains priority areas that have been set following consultation with communities and the workforce.

The force has a good understanding of the scale and nature of the demands for policing in South Wales. It has been regularly reviewing demand and resource planning for a number of years. It has examined in detail the main areas of demand, reduced wasted effort and allocated resources to ensure that it can respond most effectively to demand. Its understanding of demand has improved and reviews, such as the one conducted of the force's single call handling and control room function, (known as the 'public service centre'), have improved the efficiency of response and reduced resource requirements. The force analyses crime volume, call data, demands related to the night-time economy, and prisoner flows and has aligned resources to meet that demand. The resourcing models for response, neighbourhoods and divisional CID are due to be reviewed again to ensure that they are still appropriate.

The force faces some important challenges. Although the force area covers only 10 percent of the land mass of Wales, it provides policing services to 42 percent of the population – around 1.3 million people. The area is diverse, combining urban and rural areas, covering seven county boroughs that include 63 of the 100 most deprived communities in Wales. It is also home to Wales' two largest cities, Swansea and Cardiff. The scale and complexity of incidents routinely dealt with by the force, and the additional challenges involved in policing a capital city make it unique within Wales.

Local policing is provided through four basic command units (BCUs) each covering a quarter of the force area, 19 local policing units, and the public service centre which serves the whole force area. Each local policing unit has its own response and neighbourhood resources, commanded by a local policing inspector.

## Quality of victim contact

Victims are at the centre of how the force works. The force has an explicit objective for victim contact: 'making every contact count'. The aim is to ensure that every contact by any member of the public with any member of South Wales Police meets their needs, and leaves them feeling satisfied with their experience of the force.

The force's TRICK strategy focuses frontline staff on delivering the principal elements of service that matter to the victim:

**Time**, arrive at the agreed time.

**Reference**, give a crime number and your details.

**Inform** the victim of everything you have done.

**Complete**, once all enquiries are concluded tell the victim.

**Keep**, the victim at the heart of everything we do.

South Wales Police is experiencing its highest ever levels of victim satisfaction and is rated in the top ten forces nationally. This is in stark contrast to recent performance history, where the force has been ranked in the fourth quartile. The force considers that the TRICK methodology, victim 'call backs' and lessons learnt from victim surveys have been critical factors in this success.

An important measure of the impact of changes to service delivery for the public is how satisfied victims are with the overall service they receive when they seek police assistance. In the 12 months to the end of June 2014, South Wales Police had a victim satisfaction rate of 89.1 percent ( $\pm 0.9$  percent) which is higher than the satisfaction rate in England and Wales of 85.0 percent ( $\pm 0.2$  percent). Its current rate is higher than the 87.7 percent ( $\pm 0.9$  percent) recorded for South Wales in the previous year.

## Use of police tactics

The force makes effective use of its intelligence and analytical resources for early intervention and problem solving. Analysts focus on the specific issues of the four BCUs, each of which has different needs. They provide local analytical products to support a demand profile which means that managers are able to direct resources to where they are needed most.

Daily briefings are produced which include proposals to patrol crime ‘hotspots’, seasonal crime trends and other peaks in offending. Briefings are also influenced by researchers who analyse survey data and identify other priorities that are affecting communities.

The force has several initiatives in place to prevent crime in the night time economy for example; Cardiff after Dark, street pastors providing support to the vulnerable, taxi marshals, and a street accident and emergency (A&E) ‘field hospital’ every weekend in Cardiff and Swansea. This aims to reduce demand on the police, and the NHS. Stop and search is used as a tactic to prevent crime in and around places of entertainment, and force audits indicate 50 per cent of searches are for drugs, and that powers are used fairly and judiciously in the prevention of crime.

The force is working in partnership with the Universities Police Science Institute (UPSI) and Cardiff University. This provides an important link between academics and the police, and brings additional rigour to the analysis of tactics used to address crime problems and their impact.

The force is effective at tackling organised crime groups (OCGs). It is fully committed to identifying, targeting and dismantling OCGs, and stripping them of their assets. It has a ‘whole system approach’ which includes intelligence gathering at a neighbourhood level, an OCG crime mapping process, assignment of tasks to disrupt their activity and links with regional task forces and the National Crime Agency (NCA).

## Partnership working and information sharing

The force draws strength from its longstanding partnership arrangements in South Wales. It continually looks to develop and renew this collaborative approach to the containment of crime and disorder. At the time of the inspection, negotiations were under way to develop partnership arrangements with the Youth Offending Service, and positive steps were being taken to raise the profile of neighbourhood watch.

The work of MAPPA (multi-agency public protection arrangements) and the MARACs (multi-agency risk assessment conferences) are mature, effective partnerships and South Wales Police plays an active role in these. The management of sex offenders is also an example of good practice, and is set to be strengthened by the co-location of police and probation officers to monitor individuals subjects on the sex offenders register.

There are also strong collaborative arrangements with other law enforcement agencies. Recent occurrences of ‘rogue traders’ exploiting elderly people by taking payment for incomplete or inept building work was brought to a halt when forensic specialists from the force linked a fingerprint on flyers being delivered through doors. This identified an OCG member who was successfully prosecuted.

## Domestic abuse

In March 2014 HMIC published the results of its inspection of 43 forces on the effectiveness of the police approach to domestic violence, with a focus on outcomes for victims and whether risks to victims are adequately managed. This included clear recommendations for each force about improvements it should make. As a result of this inspection all forces were required to produce and publish an action plan setting out the steps they were taking to improve the services to victims of domestic abuse. This plan should demonstrate that HMIC recommendations are being addressed and also explain how:

- the leadership will ensure the changes necessary and hold the right people to account;
- the police response when a victim first contacts them (by a 999 call or by visiting a police station) and when they first attend the scene of the incident is improved;
- the force will ensure there is a high quality investigation of all domestic abuse crime;
- victims will be properly supported and offenders properly managed; and
- the training and learning provided to officers ensures they can give the best available response to the victim.

HMIC has made an initial consideration of the action plan submitted by South Wales Police. We found it to be detailed, and to evidence activity which is in line with the agreed national priorities for forces outlined above. The plan contains references to both the national and force-specific HMIC recommendations.

The crime inspection provided us with our first opportunity to test whether changes in the force's approach to domestic abuse were beginning to have a positive effect.

HMIC found evidence that domestic abuse is a priority for South Wales Police. Partners reported high standards of service for victims with good use being made of the special measures available to enhance the quality of a witness' evidence, for example, providing evidence via video link or from behind a screen in court. There was evidence of a good initial response to incidents, with positive action taken, and a clear assessment of the risks to victims. Subsequent investigations were progressed by specialist officers and subject to good supervision. Further to this, officers have recently received a day's training on their response to domestic abuse and it is evident that there is a victim-centred approach to tackling this problem.

## Summary



Good

- Clear priorities are agreed between the police and crime commissioner and South Wales Police to reduce and prevent crime.
- These priorities are translated effectively into operational activity by neighbourhood policing teams and specialist support services.
- The force has a thorough, current understanding of the demand that it faces, and aligns its resources to the areas of most need and greatest harm.
- The safeguarding of vulnerable people, early interventions to break cycles of offending and problem solving are central to the force's way of working.

# How effective is the force at investigating offending?

HMIC looked at the range of police tactics and powers used by the force to investigate offending, including how investigations are conducted, whether persistent offenders are diverted from crime and how people vulnerable to repeat crime are supported. We looked at how the force learns from experience in order to improve professionalism in operational practice and leadership.

## Vulnerability, risk and victims

The force's victim-centred approach assures accurate assessment of vulnerability and risk for victims. For victims of crime and crime-related activity, staff in the public service centre identify vulnerability by applying threat, risk, vulnerability and harm principles. Through this process, the call handler determines the appropriate response by the police. Factors that are considered by call handlers include; any information provided that suggests vulnerability, any physical or mental impairment, behavioural or language circumstances, the age of the caller, learning difficulties, and any suggestion that they are a victim of domestic abuse or hate crime.

The force currently has a single agency public protection hub which is responsible for victim safeguarding. Staff in this hub have a good understanding of the referral process for victims. The hub also provides advice and guidance on high-risk issues such as domestic abuse. The force is currently working with partners to establish a multi-agency safeguarding hub (MASH). This will see police, social services, health and education co-located as a single referral unit, enabling quick-time intelligence exchange and effective multi-agency case management.

Officers generally refer to the TRICK strategy rather than making reference to the Code of Practice for Victims of Crime as the force feels that the TRICK approach incorporates and builds on the Code. Over 2,000 officers have completed an online training package which sets out their responsibilities and obligations in the Code.

The force uses 'special measures' for victims effectively, and particularly in relation to sexual assaults. These measures are a provision of the Code and allow, for example, certain victims to give evidence by video link as opposed to attending the court room. Good use is also made of victims' personal statements in the force. These are used to explain considerations such as the trauma suffered or psychological effects experienced as a result of being victimised.



## Investigation

Crime investigation starts at the first point of contact with the force, and this is generally made through phone contact with the public service centre. Any risk factors are assessed through the TRICK risk assessment procedure which is re-examined when officers attend a crime scene and at critical points during an investigation.

The force uses a broad range of investigative tactics. These include; house-to-house enquiries, press releases, interrogation of social media, forensics, automatic number plate recognition, CCTV viewing, as well as retrieval of data from mobile phones to link suspects with particular crimes. The use of early evidence kits to gain forensic evidence at an early stage has been a real advancement. Frontline officers are now far more familiar with methods to exploit forensic opportunities, and the force has built up its capacity to digitally retrieve data from computers in support of investigations. All officers are now equipped with mobile data devices which provide capability to take digital images at crime scenes and upload them onto the force's record management system.

Good use is made of investigation plans, which are agreed between supervisors and investigators. These are used to identify investigative leads, monitor developments and exploit opportunities to identify offenders and bring investigations to the best possible outcome.

The allocation of crimes for investigation is managed professionally. Major crime and crime where the victims are vulnerable, intimidated or repeatedly targeted are allocated to CID teams. Specially trained investigative teams take responsibility for allegations of sexual offences, domestic abuse and hate crime. Additionally, investigative teams are based at the force's new custody centres at Cardiff, Swansea, Merthyr and Bridgend. These teams take responsibility for individuals arrested for more straightforward offences. They are well trained and ensure consistent, high quality standards of investigation and prosecution file preparation.

Crime scene examiners are used effectively to identify linked series of crimes. Recent forensic retrieval has forensically linked 60 house burglaries to one individual by identifying the same stolen car that was used on each occasion. At the time of the inspection, intense proactive work was also taking place by forensic examiners to trace the culprit for repeated shed break-ins in a particular locality.

It is also encouraging that crime scene examiners are used to support investigations where victims are vulnerable. This is a break from tradition when forensic examination was predominantly associated with certain types of crime, for example burglary. By identifying perpetrators, they play an important role in supporting vulnerable victims.



## Tackling repeat and prolific offenders

According to the force's definition<sup>1</sup>, South Wales Police had 320 prolific offenders as of 31 July 2014, and 485 offenders under the integrated offender management (IOM)<sup>2</sup> programme.

The force's IOM model is part of an approach in Wales aimed at the effective management of 'high harm' and 'high-risk' offenders. The IOM Cymru toolkit brings partners within Wales together to enable a co-ordinated approach to the reduction of re-offending. This results in less crime and reduced demand on the judicial system by persistent offenders.

There is strong governance of IOM at a force level and the provision of this service takes place in each BCU through co-located teams of police, representatives from the National Offender Management Service (NOMS), local authority and probation officers.

The force is negotiating with partners to widen the remit of IOM to include younger offenders and those responsible for violence against women, which has been identified as an emerging issue.

## Learning from experience

Pockets of good practice exist in relation to organisational learning and development. For example, operational de-briefs and structured reviews of critical incidents are held regularly. HMIC also found evidence of a commitment and enthusiasm among team leaders to learn from experience and share best practice.

However, there is no central repository of best practice. Furthermore, problem-solving methods to address crime and crime-related activity appear to lack any formal evaluation of 'what works' in any given scenario.

<sup>1</sup> Prolific and priority offenders (PPOs) in South Wales are selected by using a matrix tool. PPOs must reach a matrix score of 200 to be given PPO status or if there is judged to be a high risk of reoffending.

<sup>2</sup> IOMs in South Wales are selected by using a matrix tool which is part of the IOM Cymru toolkit. Offenders must reach a matrix score of 100 to be given PPO status or if there is judged to be a high risk of re-offending.

## Recommendations

- Within six months South Wales Police should ensure that there are methods in place to:
  - (a) systematically review and evaluate the benefits from both current tactics and new crime fighting and anti-social behaviour initiatives;
  - (b) systematically capture learning and good practice in crime prevention and local problem solving; and
  - (c) share learning and good practice across the force.

## Summary

Good

- South Wales Police has an effective and consistent method in place to ensure that victim and witness care is of a high standard.
- Investigation plans are used effectively by supervisors to direct criminal enquiries, and maximise the likelihood of offenders being brought to justice.
- The force works well with other agencies to manage prolific and harmful offenders and reduce re-offending.
- Organisational learning is under-developed. It requires a more structured approach to ensure that a culture of continuous improvement becomes widespread in the force.

# How effective is the force at tackling anti-social behaviour?

HMIC looked at how the force prevents and tackles anti-social behaviour; in particular the way victims are treated. We looked at the quality and consistency of victim contact across the force and whether victims of anti-social behaviour were dealt with in a comparable way to victims of other crimes.

## Community contact and victim care

Victim contact and care in relation to anti-social behaviour are consistently strong. At the first point of contact for anti-social behaviour the TRICK risk assessment reveals the potential level of victim vulnerability. Any victim who has previously been identified as being a victim, or deemed as vulnerable, will have a marker placed against their recorded details. An automatic link is made to information on previous occurrences or pre-existing investigations which are under way. These procedures are focused on identifying early indicators of vulnerability. They form the basis on which sound judgments are made by the force on the most appropriate method of case management to be undertaken by the anti-social behaviour units.

The neighbourhood policing teams are the main focus for preventive and reassurance messages to the community. Regular updates are given through social media, the force website and local media organisations. PCSOs and beat managers also engage directly with the community, passing on messages and information through face-to-face contact. The regular 'police and community together' (PACT) meetings are also used to feed back information to the community.

The force also uses a website called 'Our bobby' which gives the public an opportunity to raise issues. This site provides the public with information on neighbourhood policing, and provides information about partnership work to tackle anti-social behaviour, crime and other problems that they have identified.

In a drive to ascertain the level of confidence in the service that it provides for victims of anti-social behaviour, the force surveys a number of victims in each geographical area. On occasions, this identifies callers who believe that the police have failed them. Frequently this is resolved with an explanation of the law, police powers or procedures. It also identifies occasions where an excellent service is provided to victims. Inspectors use this information as both an opportunity to reward frontline staff who excel in their duty, and to begin 'service recovery' when standards have not been met. In a recent development to this scheme, volunteer students are being used to interview anti-social behaviour victims. This is designed to give the force a better understanding of the victim experience, and to offer an insight to young people on how people's lives can be affected by anti-social behaviour. As a result of this pilot, chief officers have established three permanent telephone researcher posts to focus on the experience of victims of anti-social behaviour.

The 'Get Out' initiative encourages positive action at individual, household and community levels when instances of anti-social behaviour become known. Patrolling frontline staff make secondary contact with victims to explain the action that they are taking. If the problem is more enduring, the force relies on volunteers within key individual networks (KINs) to update the wider community. This has proved particularly effective to communicate with migrant communities where language difficulties might otherwise be a problem.

Other tactics include; the deployment of body-worn cameras to secure first-hand evidence, the inclusion of geographically contained patrols, (or 'way points') to ensure frontline deployments are directed to areas of peak offending, and the use of IR3, a piece of newly acquired software which assesses the impact of patrol activity on occurrences of anti-social behaviour.

## Partnership working

South Wales Police have worked effectively to unite a range of statutory organisations and other service providers in an effort to reduce anti-social behaviour. The priority to reduce anti-social behaviour is explicit in the police and crime commissioner's police and crime reduction plan. It is reinforced by the police and crime commissioner's personal commitment to the Welsh Government, with whom he is working to reform housing legislation to protect the interests of tenants. Operational activity to tackle anti-social behaviour is driven at a neighbourhood level. Police inspectors in charge of local policing units play a central role in galvanising the support available from other service providers.

Such has South Wales Police's commitment to local policing been that the role of neighbourhood inspector is regarded by officers as a prestigious position. Many individuals have held this post for a number of years – the continuity they bring and the relationships they develop have a positive effect on victims and partners.

The identification of the vulnerable victims through the application of TRICK at the first point of contact with the police, gives assurances to partners that victims' needs have been considered from the outset. Depending on any risk factors associated with the offender, case management to support victims and address offenders is progressed in a number of forums. With young offenders, a triage system operates. The youth offending team and children's services make rapid assessments of individuals and consider the views of victims. In certain cases, the criminal justice process for young offenders is concluded through the use of out-of-court disposals, under the umbrella of community resolutions which involve the parents and carers of the young person. In other cases, support to the victim and the management of the offender is considered through meetings with the neighbourhood anti-social behaviour unit for the Rhondda Cynon Taf area.

## Improving services to the public

South Wales Police is well organised and structured in its determination to clamp down on anti-social behaviour and improve the quality of life for citizens. The force has completed a cycle of mandatory training for staff involved in the investigation of anti-social behaviour, and the range of specialist support available to neighbourhood officers – both to support victims and to tackle offenders – is good.

To support deaf victims, a number of officers and PCSOs have been trained in British Sign Language after patterns of victimisation were identified against deaf people. This is indicative of the exceptional measures that the force will undertake to identify offenders and protect its communities.

The force has gained a greater insight into the communities that it serves with a view to improving service delivery and residents' quality of life. 'Project 446' is an initiative to identify the top priorities amongst residents in a particular community for neighbourhood teams to focus on. The project is informed by extensive consultation and engagement which has identified the main concerns within the community. This has been revealing and identified strong anxieties of personal safety and security, even in areas where crime is falling. Joint teams from the police, councils, social landlords and the voluntary sector have developed action plans to tackle the problems. Examples have included litter picking and graffiti removal to bring about immediate improvements.

In the 12 months to March 2014, South Wales Police recorded 42,139 incidents of anti-social behaviour. This is a reduction of 5 percent against the previous 12 months.

### Summary

**Outstanding**

- Anti-social behaviour is a priority in South Wales. Operational activity is carried out by multi-agency teams which constantly review how best to support victims and curb offending behaviour.
- Analysis and intelligence are used effectively to prevent repeat victimisation and identify those offenders who cause the most harm.
- Partnership working is a strength in the force, both in relation to the identification of vulnerable victims and the way in which it draws on the support of external organisations to protect them.
- Neighbourhood policing teams use problem solving techniques effectively to improve the quality of life for the people of South Wales.

# What each judgment means

HMIC uses four categories for making judgments, two are positive and two are negative. The categories are:

- outstanding;
- good;
- requires improvement; and
- inadequate.

Judgment is made against how well the force cuts crime. In applying the categories HMIC considers whether:

- the way the force is cutting crime and reducing offending is good, or exceeds this standard sufficiently to be judged as outstanding;
- the force requires improvement in the way it cuts crime, and/or there are some weaknesses; or
- the force's effectiveness at cutting crime is inadequate because it is significantly lower than is expected.