

Operation Kendall Learning and Community Engagement.

On the 20th of May 2021, a large crowd gathered in the Mayhill area of Swansea whereby serious disorder took place resulting in 27 individuals being charged with the offence of riot (2 additionally charged with Arson with intent to endanger life), and 5 subjects receiving out of court disposal for the offence of Riot.

This was a spontaneous incident that had a devastating impact on the local community, with dissatisfaction around the policing response on the night. This directly impacted the trust and confidence of the neighbourhood in the service the police were providing. A Community Impact Assessment (CIA) was created, the purpose of which was to identify issues that may affect a community's confidence in the ability of the police to respond effectively to their needs, thereby enhancing the police response. This was completed by engaging with the community, Key Individual Network members and key stakeholders, to truly understand the current level of confidence in the police and improving it whilst working with the community.

Engagement activity since the incident.

It was recognised that there needed to be an increase in both the engagements that were taking place from the local neighbourhood team and the recording of them to enable the effectiveness of them to be reviewed. Communication with the public will be affective when the police are accessible, visible and trust exists.

Since the incident, within the Townhill ward, there has been 169 recorded engagements (data as at Oct 2022) on South Wales Police's Engagement and Consultation Activity Dashboard portal. This is how many recorded engagements there have been in the area, where the local neighbourhood team have engaged, consulted and feedback to the community.

To improve visibility within the locality after the incident there was an increase in officers deployed to the area, this included public order resources, mounted officers and most importantly the local neighbourhood team. As part of the consequence management plan a short-term action was to increase patrols and public reassurance, ensuring that patrol strategies were conducted in areas most affected by the disorder and that the public in these areas could feel safe in their own homes. A mobile police station was placed in strategic locations, maximising visibility and accessibility maximising the ability of the public to communicate their fears to the police, improving engagement. Schools' liaison officers attended local schools to give inputs to children and young people, addressing fears and ensuring that trust and confidence in the policing capability is not lost.

A community engagement plan was created, mirroring the SWP communication engagement and consultation strategy to delivering on maintaining and enhancing engagement with the community. Focus group meetings with Mayhill Community

Centre regarding committee members and Friends of Mayhill Park joining the committee to start arranging events from the Centre.

There were also meetings with local youths at Mayhill Community Centre conducted which looked at what they want and need in the area. From this Mayhill Youth Club has been started with the help from Police and Evolve / Early intervention. Councillors, committee members and “Friends of Mayhill Park” were spoken to and together facilitated the opening of the official new Mayhill Park in February 2022.

The local neighbourhood policing team engaged with a new boxing club in Mayhill Community Centre, assisting in providing funding to the club to purchase new equipment, ensuring it didn't close. The centre is attended by the youth of the area, providing a location to build discipline and fitness for the youths of the area.

Partnerships

South Wales Police prioritise engaging with their communities and partners to develop sustainable solutions to problems. Strong links were built key locations in the area, one of which being the Phoenix Centre, this is a one stop-shop with activities such as a nursery and all-weather sport pitches.

Funding was been obtained from the PCC's office to conduct a community “fun day” event in Mayhill where the local community came together and experienced partnership working. This was organised after the disorder to help to bring the community back together, in attendance were 25 different Partnership Agencies, The Lord Mayor, MP, all 3 emergency services, 7 Ward Members and it was attended by over 300 residents.

This led onto The Community Integration & Partnership Team at Swansea Council, together with the Safer Swansea Partnership and partner agencies collectively hosting fourteen community engagement events that aimed to maximise community engagement in order to provide opportunities to rebuild relationships, reduce any ongoing or resulting conflict/tension, and start to repair harm collectively.

The objectives of these events were as follows :-

- To allow the public in the locality to build relationships with the Emergency Services and develop the confidence to discuss the impact of anti-social behaviour and crimes that take place in their area.
- To increase the public's confidence to report crime in future by offering opportunities for dialogue between residents and representatives.

- To encourage more local residents to participate in the offer of discussions with council leaders and the Emergency Services in safe and welcoming surroundings.
- To contribute to the development of a Council supported, community-led community development programme that could provide an exemplar for other areas of the local authority area, by creating and supporting community capacity, safe spaces, youth activity.

In total 23 statutory and non-statutory partners took part and actively contributed to these events.

Meetings with partners continue to be key in ensuring community cohesion is obtained, and the monthly Problem-Solving Group meetings are chaired by the neighbourhood policing Inspector. All meetings are recorded and uploaded onto a shared drive for transparency and recording purposes. Monthly meetings were held with Local councillors; Cyril Anderson and Lesley Walton, David Hopkins (deputy leader), Dave Richards (Housing) and Cath Goddard (Local Authority) to understand if any issues were occurring without being reported to the police.

A community meeting was organised held at the Phoenix centre named the Local People Project. This is where members of the community, councillors and neighbourhood watch all come together to discuss any problems. The Inspector attends every other month with a PCSO to engage and address the community's issues and continue to build the relationships. In addition, a Cuppa with a copper continues at Mountain View Family Centre, Mayhill and held monthly with positive feedback for the local PCSO being received.

Several meetings with housing officers and joint visits to residents that have reported ASB issues to provide reassurance and conduct a "walk through" which is a joint patrol through the Mayhill Area with housing officers, Safer Swansea, and local councillors, to identify potential issues and display partnership working.

The Early Help hub are fully engaged within the locality to identify and address vulnerabilities, providing the correct service support to those in need.

The Neighbourhood Policing Inspector has met with all the significant KINS and councillors within the sector on a personal level to discuss problem and concerns early on. There has been a real focus on the roles of PCSO's and the important part they play within the community. A full review of their daily business was conducted to ensure that they are utilising their time effectively and are engaging with the

community and identifying any concerns or tensions whilst building resilience and community-based problem solving.

There has been a renewed focus on intelligence gathering with NPT staff having refresher training in this area.

It is important to remember that the documenting of all police activity is key to transparency and will allow the ability to identify good practice and address underperformance. Both the OSARA and CIA that were created after this event are updated regularly and can be produced as documented evidence of what activity the police are conducting for the community.

Operational Learning - Operational Kendall Phase 2

The aim of Operation Kendall Phase 2 is to gain a detailed understanding of the policing response to the public disorder which took place at Waun Wen Road in Mayhill on the 20th May 2021.

At time of writing the review is yet to be finalised but South Wales Police will shortly provide to the College of Policing a report summarising its recommendations from the review undertaken together with a tactical plan which details the recommendations to be addressed there from and the proposed action to be taken.

These findings will be compiled primarily into a detailed timeline of events accompanied by an evaluation and summary report. The College of Policing will review and feedback on the contents of the same by way of a report (and copies of any knowledge or learning that may assist SWP) with a view to informing the force's response to any future incidents of spontaneous urban public disorder.

At this moment in time the above process has not been fully completed and no formal findings have been published into the public domain however this is imminent. When these matters are finalised they will be circulated with the generic recommendations.