

**Safe,**   
**Heard,**   
**Respected.** 



South Wales Children and Young People's  
Police, Crime and Justice Plan



Comisiynydd  
yr Heddlu a  
Throseddau  
De Cymru

South Wales  
Police  
and Crime  
Commissioner

## A note from Emma

Hi!



I'm Emma Wools, and I'm proud to be your Police and Crime Commissioner for South Wales. My job comes with many responsibilities, but one of the most important is making sure the police work for everyone, and that includes you.<sup>1</sup>

I care deeply about making sure every young person across South Wales has the chance to thrive, no matter their background or experience, that your rights as children and young people are respected<sup>2</sup>, and that your safety and wellbeing is protected.<sup>3</sup>

This Children and Young People's Police, Crime and Justice Plan is close to my heart because it puts your needs, ideas, and priorities right at the centre of my work. It's the first of its kind in South Wales and has been shaped by what you told me matters most: feeling safe, being heard, and being treated fairly.

You asked for **action**, not just words, and that's what this plan is here to deliver. Thousands of you took the time to speak up. Thank you. Your voices, your concerns, and your hopes are the heart of this plan. I also want to thank the amazing youth workers, schools, community groups, and professionals who helped make this possible. Your support has been key.

**Let me be clear, this isn't just a document to sit on a shelf, or stay on a glossy website, it's a promise.**

**A promise to you all, to listen and act.**



You've told us loud and clear: you want to feel safe, respected, and supported. You want the police, schools, and services to understand you and work with you, not just talk about you. That's why this is also a call to action: we need a joined-up response to make sure your priorities turn into real change.

We all know that change can't happen through one person or one plan alone. It will take all of us: the police, schools, councils, health services, families, and communities, working together, to deliver what you want and need.

This plan is just the beginning. We'll keep listening, learning, and working alongside you to build communities where everyone feels safe, respected, and included.

Thank you for being part of this journey, and a part of the change.

## Emma Wools

**Your Police and Crime Commissioner  
for South Wales.**





# Why I created this Plan

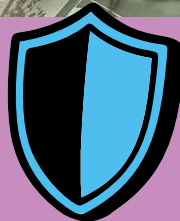


**As your Police and Crime Commissioner, I am responsible for making sure that South Wales Police do their job well, and I also work with many organisations to reduce crime and keep people safe.**

One of my responsibilities is to produce a Police, Crime and Justice Plan which sets the priorities for policing in South Wales and how they are going to be worked on.

I have developed this plan specifically for children and young people, because I'm passionate about placing your distinct needs at the centre of our work, respecting your rights as children and young people, and protecting your safety and wellbeing. Through the creation of this plan, we have worked to empower your voices so that we can listen to your problems and help shape solutions together.

This plan sets out my priorities for young people over the next 4 years, which has been shaped by what you have told me is most important to you. It also builds on other important work produced with children and young people, such as the Wales Without Violence Framework.



**I am committed to making a real difference for you by working with South Wales Police and other important organisations to help keep your communities safe.**



“.... Because the police is for everyone, so we should be able to say what is important to us too.”

Young Person's response to our Autumn Survey.



# How this plan was created

**This plan has been designed to reflect what matters most to children and young people.**

It's been built using a range of engagement activities, where my Office made sure that you were provided with as many opportunities as possible to share your honest feedback and personal experiences with us.

This plan reflects the voices of over **5,000 children and young people**, which includes a diverse representation of age, ethnicity, culture, disability and life experiences. This engagement also reflects contributions from children and young people who have experienced the criminal justice system, care system, hardship and isolation.

We've used the feedback shared with us to learn from your experiences, understand what is most important to you and talk to you about what you think could be done better.

These important insights have directly informed the plans priority areas, and how I will work with organisations to create solutions that are meaningful and focus on your needs and experiences.



# Here's how children and young people shaped this plan:

## Online Survey



**540**

children and young people completed our online survey.

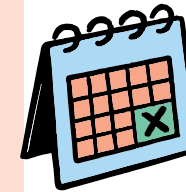
## Facilitated Sessions



**4,000+**

children and young people shared their feedback as part of facilitated sessions delivered by educational settings and local youth groups.

## Engagement Events



**411**

children and young people shared their feedback at community events.

## Focus Groups



**28**

children and young people participated in focus group sessions delivered by the Police & Crime Commissioner's team.

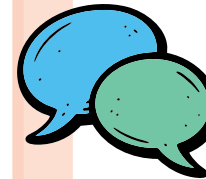
## Workshop



**13**

children and young people participated in a dedicated workshop facilitated by the commissioner.

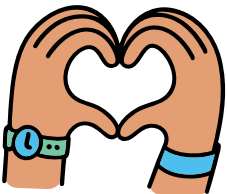
## Young Voices Conversation



**28**

children and young people spoke directly with the Commissioner and senior leaders as part of our established Young Voices Forum.

## British Sign Language (BSL)



A British Sign Language (BSL) video was created to support children and young people who are Deaf or hard of hearing to share their feedback.

## Testing design and language



We shared a draft version of the Plan and designs with groups of children and young people to understand what they thought about:

- design ideas and colours,
- the language used and whether it was easy to understand,
- name suggestions for the plan.



# The six priorities



**Promoting a  
positive police  
presence**



**Building trust  
and improving  
communication**



**1 Making our  
communities**







5 

**Education, early intervention and prevention**

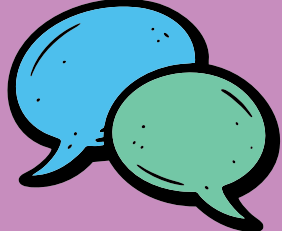


4 

**Improving crime reporting and ways to feedback**



**Providing support for children and young people in vulnerable situations**

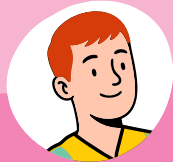
6 

## Priority 1:

# Making our communities safer

You want to feel safe where you live, go to school, work, hang out, and online.

"An adult will walk down the street and see just a street. A young person will walk down that same street and see threats, dangers and things that worry them."



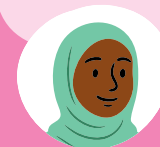
"It's very scary when I go outside sometimes. I always worry that me or my dog are going to get run over on the pavement."



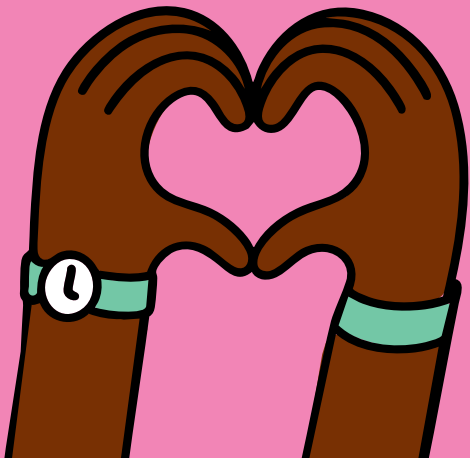
"Ask us where we don't feel safe and put police there."



"I don't like it when I hear strange noises in the house because I know that bad people hang around outside sometimes and I get scared that they've come in."



"I don't feel safe walking on the streets of Cardiff as a girl."







## You told us:

1

You have said you don't always feel safe in your community. You are worried about things like **violence**,<sup>4</sup> **online safety**,<sup>5,6</sup> **drug** and **alcohol use**, **knife crime**, **sexual abuse**,<sup>7,8</sup> and **exploitation**, **harassment**,<sup>9</sup> **antisocial behaviour** (including dangerous use of electric scooters and bikes) and **theft**.

2

The **design of public spaces** (including lighting) can make places feel more unsafe.<sup>10,11</sup>

3

You notice risks in everyday places that adults might see as normal.

4

When lots of police show up or carry weapons, it can feel frightening – even if they're there to help.



## We will:



Improve educational activities, resources and approaches to help you understand risks like violence, online safety, violence against women and girls, drugs and alcohol, antisocial behaviour and theft. We will make sure these reflect different experiences based on things like gender, sexuality, race, religion and disability, and will include specific engagement with young men and boys.

Work with organisations, like the police and the council, to make sure that your ideas are listened to when planning new services or designing public spaces.

Support projects where young people lead safety checks in their communities, so you can point out what needs to change, and we can help fix it.

Make sure your feedback about police responses are listened to when decisions are made on how safety messages are shared, and safety plans are put into action.

## Priority 2:

# Promoting a positive police presence

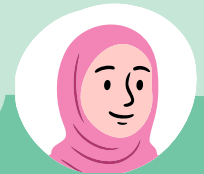
Seeing police officers more often is important, but it's also about how and where they show up.



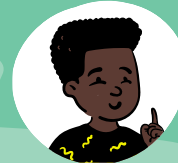
"Police should come into schools more often not just when a crime has happened to help build trust and to show they care about us."



"[Officer] comes to [youth club] quite a bit and it's good 'cause we know her now. I'd tell her if I was in trouble."



"The cops who have spoken to me on the street don't always have the best attitude, but [officer] is cool – he spoke to us on our level and showed us we could maybe do what he does if we wanted to."







## You told us:



## We will:



1

**Seeing and knowing your local police officers** is important to you, particularly in public spaces to help keep communities safe and calm, visiting schools and joining in with community activities.<sup>12</sup>

Review how police work with schools and see how it could be improved based on what you have told us. Support opportunities for police to be more involved in communities that are underrepresented, working closely with local leaders to build strong relationships.

2

You want police to be there **when and where you feel unsafe**, such as in the evenings, or in areas with higher levels of antisocial behaviour.

Listen to your experiences and where you feel unsafe when working with the police to make decisions on policing activity and engagement.

3

Some of you feel safer when police are nearby, but others find it stressful or upsetting. That's why it's important for police to be kind, understanding, and focused on building trust.<sup>13</sup>

Work with others, such as youth services and schools, to create safe, relaxed spaces for you to interact with the police and other community role models.

## Priority 3:

# Building trust and improving communication

You want to feel listened to, respected and have trust in those who are working to keep you safe.

"It feels like a cycle of not being spoken to. First not being spoken to or listened to by my parents. Then the police not speaking to me or listening to me."



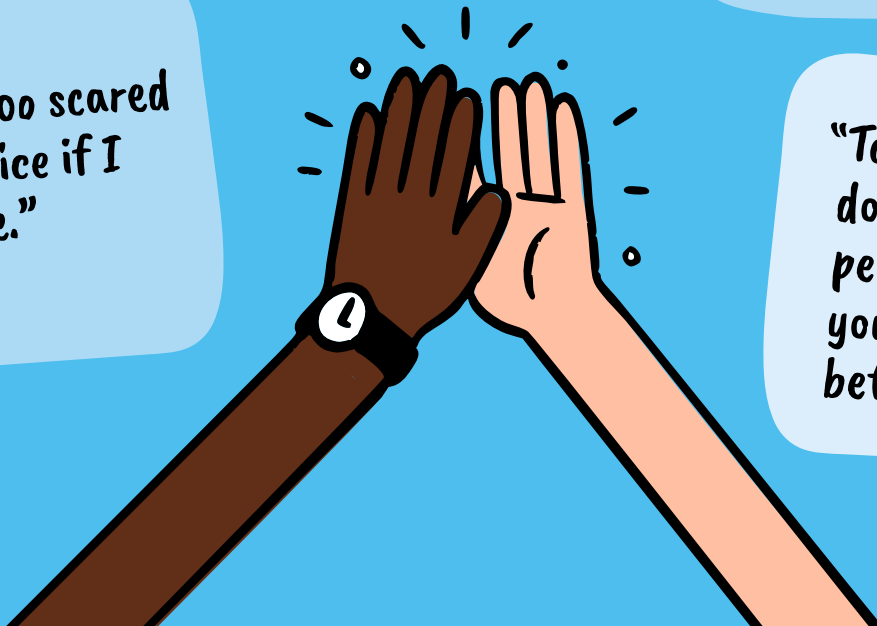
"Suggest that the police communicate openly about their policies, actions and misconduct investigations. Publicly sharing how they address complaints or officer training can show young people that the police are committed to fair practices and transparency."



"I would feel too scared to call the police if I was in trouble."



"Talk to us. And tell us what you are doing to make things better. No one is perfect, not even police, but showing you are doing things to make things better helps us trust you."







## You told us:

1

You want **simple, clear, reassuring and timely communication** from police and other adults. Some of you have told us about positive experiences with police, but others felt ignored, judged or confused about what was happening.

2

You want to be **treated with respect and care** by police and other adults in trusted roles, such as when being taken into custody, and during stop and search.<sup>14</sup>

3

You want your voices heard– in the justice system, in community safety decisions, and when services or funding are planned.<sup>15</sup>

4

You want to be sure there are checks on the police to make sure they act properly.



## We will:

Improve training and support the police to understand how to talk and listen to you properly.

Review current processes that inform how the police interact with you, especially in situations like stop and search, custody and safeguarding.

Build on projects like Young Voices and Police Youth Volunteers, so that you can shape our scrutiny programme and action plans.

Create a Children and Young People's Police and Crime Panel so that your ideas and opinions help to guide real change.

## Priority 4:

# Improving crime reporting and ways to feedback

You want to be taken seriously and be kept informed.

*"You never hear of stuff that's been reported actually going anywhere."*



*"More information about reporting crimes, more information on what support is available for victims."*





## You told us:

1

Sometimes when you tell the police something, it feels like they don't take it seriously or don't tell you what will happen next. You want to be **kept in the loop**, even if there is no new update, or no further action can be taken.

2

Some of you think the police are only for extreme emergency situations, and not for situations that are worrying but aren't dangerous right away.

3

If you have been involved in criminal activity as a result of exploitation or abuse, you need to trust that adults will understand this when you make a report, and will keep you **safe from further harm**.

4

Stories about policing or the justice system in other places can make it harder for you to feel confident about reporting a crime.



## We will:



Provide opportunities for you to be involved in creating ways to report things and get updates.

Share clear information developed specifically for children and young people relating to what support the police can offer and how you can access it (e.g., 101 promotion and online reporting, and Crimestoppers).

Work with Youth Justice agencies, criminal justice agencies and other partners to make sure you feel safe reporting things, to protect you from being hurt again and to, wherever possible, reduce contact with the criminal justice system.

Share positive outcomes and good news stories using the platforms, including online, that you use most, so you can see what the police are doing to keep you and your communities safe.



## Priority 5:

# Education, early intervention and prevention

You want to see meaningful engagement and activity that prevents harm and diverts vulnerable young people away from the criminal justice system.

"A lot of stuff is happening too late. The work needs to start when kids are 3 or 4."



"Look at the warning signs – some of us are crying out for help, going missing and it can just seem like it's accepted as inevitable that we will end up in a bad space."





## You told us:

1

You want police to be more involved in **schools** and engage with children from an early age, to help them understand how their actions might impact them and others, how to stay safe based on current risks, how to build healthy relationships and to learn more about what the police do.

2

It's important that adults who come into schools, colleges and communities understand what life is *really* like for young people and your community.

3

You want clear information and real voices to help fight the **harmful influence of the media and online spaces**. You want to be supported to deal with content that glamorises crime, **that promotes hate, violence or extreme views** and content that damages trust in those who should be trusted adults, including police.<sup>16</sup>

4

You want more done to **stop children and young people from getting involved in crime at an earlier stage**, and more support to be in place to stop young people from committing any further crimes.<sup>17</sup>



## We will:



Identify and open up opportunities for schools to work with the police, youth workers and other support services to provide information about issues that are important to children, to support their safety, to build healthy relationships and give early help in a kind and understanding (trauma-informed) way.

Provide ways for you to work with professionals like teachers, police and social workers to shape future engagement activity in schools, youth settings and communities.

Include children and young people in the development of a programme to help young people stay safe online and spot misleading information. This will be done with schools and experts as part of our long-term plan to safeguard you from harm online.

Ensure our communications content is clear, relevant and age-appropriate.

Continue to support projects and services that help children and young people move away from crime and stop them from getting involved in the criminal justice system. We'll make sure that feedback from young people is listened to whenever new projects and services are planned.

## Priority 6:

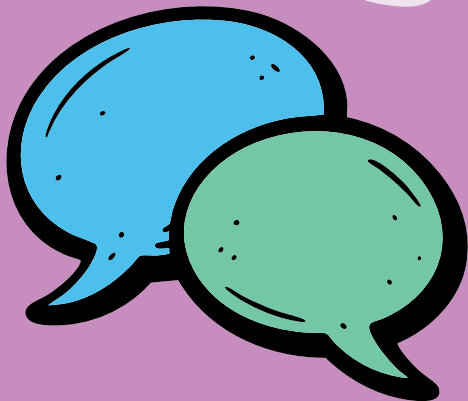
# Providing support for children and young people in vulnerable situations

You want the right support to be provided at the right time.

*"Services for children when they've seen bad things or had bad things going on at home. Support in groups too because then you can make friends with other kids that have been through things like you, and it helps you feel like you aren't on your own."*



*"I felt scared, upset and didn't know what would happen or how long I was going to be alone."*







## You told us:

1

**You want help to be there** when you have witnessed or experienced something scary or upsetting, like a parent being arrested while you are at home, especially support for your mental health.

2

You think adults should make sure that you feel safe, supported, and that your rights are met, especially when something big has happened, or when you are involved in the criminal justice system yourself.<sup>12</sup>

3

You think more needs to be done to provide **safe spaces** e.g., more safe public spaces and youth centres, investment in support that **addresses things that can lead to harmful behaviours**.

4

You think there have been **missed opportunities**: the “right questions” not always being asked at the right time, or young people are not being referred to a service that might have made a real difference and prevented them from further harm.<sup>18</sup>



## We will:

Work with others to find out what support is already out there for children and young people and where more help is needed.

Make sure there is a Champion within the Office of the Police and Crime Commissioner who speaks up for your rights and works with criminal justice agencies, youth justice and other partners to meet your needs.

Work with others to make sure you have places to go where you feel safe, supported and heard.

Review how the police talk to and support children, including the use of language, what they ask you and when.

Work with the police and partners to ensure that you are connected to services that can help you before things get harder.



REALITY WE SHAPE A WORLD,  
EATING EQUITY, OUR BANNER UNFURLED  
IN MEDIA DOMAIN, STORIES UNFOLD,  
STEREOTYPES, TRUTHS BOLD  
BUSINESS, LET FAIRNESS REIGN  
DIVERSITY, BRE  
VITY GU  
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ORBES



# Support and Advice

You have told us that making sure children and young people know where to go for support is important.

There are lots of services that support and work with young people, but if you are worried or need to talk to someone, here are some people you can contact:



## South Wales Police

In an emergency, call **999**.

For a non-emergency, you can either call 101 or report online – [www.south-wales.police.uk/ro/report/ocr/af/how-to-report-a-crime](http://www.south-wales.police.uk/ro/report/ocr/af/how-to-report-a-crime)

## Childline

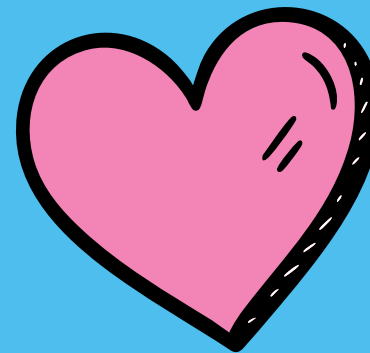
Childline is the UK's free, 24-hour service for children and young people. Run by the NSPCC.

0800 1111 or online messaging – [www.childline.org.uk/get-support/1-2-1-counsellor-chat](http://www.childline.org.uk/get-support/1-2-1-counsellor-chat)

## Fearless (Part of Crimestoppers)

Fearless enables young people to pass on information about crime 100% anonymously.

0800 555 111 | [www.crimestoppers-uk.org/fearless/give-information-anonymously](http://www.crimestoppers-uk.org/fearless/give-information-anonymously)





# Thank You

A big thank you to everyone who has supported us in creating this plan from beginning to end.

Without your amazing support, it wouldn't have been possible to create a plan which truly reflects the voices and experiences of children and young people across South Wales.

I would like to personally thank all the educational settings and youth groups who supported young people to complete our survey, as well as the following schools and organisations who have facilitated conversations with young people on our behalf:



Abbey Primary School

Active Young People  
Department (AYPD)

AFC Abercynon

Barnardos

Bulldogs Boxing  
and Community Activities

Butetown Pavilion

Cardiff University

Cathays Community Centre

Cefn Glas Infant School

Danescourt Primary School

EE Project

Ethnic Youth Support Team  
(EYST) Wales

Fearless

Ferndale Youth Club

Fitzalan High School

Glan-yr-Afon Primary School

Héronsbridge School

Hillside Secure Children's Home

HMP Cardiff & Swansea

HMP Parc Prison – Children's Unit

Hope Girls Collective

Media Academy Cymru

Mums and Toddlers Foundation

New Pathways

Peer Action Collective (PAC)

Penarth Youth Action Group

Pencoed Comprehensive School

Pil Primary School

Porthcawl Comprehensive School

Safer Merthyr Tydfil

Seren y Dyfodol

St Albans Primary School

St John Lloyd RC Primary School

Stephens and George  
Charitable Trust

Tonypandy Scout Hut

Vibe Youth CIC

Wales Council For Deaf People

Whitmore School Council

Youth Engagement Participation  
Service (YEPS)

Youth Justice Services

Your Voice Matters (YoVo)

Ysgol Gynradd Gymraeg  
Calon y Cymoedd

Ysgol Gymraeg Nant Caerau

All the children and young people who took part in our surveys, focus groups and sessions and to everyone else who has supported us in developing South Wales' first Children and Young People's Police, Crime and Justice Plan.



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**“Thousands of you took the time to speak up. Thank you. Your voices, your concerns, and your hopes are the heart of this plan.”**



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South Wales  
Police  
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Commissioner

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Mae'r ddogfen hon hefyd ar gael yn Gymraeg.  
This document is also available in Welsh.

