

# Document Pack



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**FRIDAY, 20 JULY 2018**

**TO: ALL MEMBERS OF THE DYFED POWYS POLICE AND CRIME PANEL**

I HEREBY SUMMON YOU TO ATTEND A MEETING OF THE **DYFED POWYS POLICE AND CRIME PANEL** WHICH WILL BE HELD IN THE CHAMBER, 3 SPILMAN STREET, CARMARTHEN AT 10.30 AM, ON **FRIDAY, 27<sup>TH</sup> JULY, 2018** FOR THE TRANSACTION OF THE BUSINESS OUTLINED ON THE ATTACHED AGENDA

*Mark James* CBE

**CHIEF EXECUTIVE**



PLEASE RECYCLE

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## DYFED POWYS POLICE & CRIME PANEL 14 MEMBERS

### CARMARTHENSHIRE COUNTY COUNCIL - 3 MEMBERS

- |    |            |             |               |
|----|------------|-------------|---------------|
| 1. | COUNCILLOR | KEN HOWELL  | (Plaid Cymru) |
| 2. | COUNCILLOR | JIM JONES   | (Independent) |
| 3. | COUNCILLOR | ERYL MORGAN | (Labour)      |

### CEREDIGION COUNTY COUNCIL - 3 MEMBERS

- |    |            |                  |                           |
|----|------------|------------------|---------------------------|
| 1. | COUNCILLOR | LLOYD EDWARDS    | (Welsh Liberal Democrats) |
| 2. | COUNCILLOR | KEITH EVANS      | (Independent)             |
| 3. | COUNCILLOR | ALUN LLOYD JONES | (Plaid Cymru)             |

### PEMBROKESHIRE COUNTY COUNCIL - 3 MEMBERS

- |    |            |                |                            |
|----|------------|----------------|----------------------------|
| 1. | COUNCILLOR | MICHAEL JAMES  | (Independent)              |
| 2. | COUNCILLOR | STEPHEN JOSEPH | (Independent Unaffiliated) |
| 3. | COUNCILLOR | ROBERT SUMMONS | (Conservative)             |

### POWYS COUNTY COUNCIL - 3 MEMBERS

- |    |            |                |                            |
|----|------------|----------------|----------------------------|
| 1. | COUNCILLOR | DAVID O. EVANS | (Independent)              |
| 2. | COUNCILLOR | LES GEORGE     | (Welsh Conservative Party) |
| 3. | COUNCILLOR | WILLIAM POWELL | (Welsh Liberal Democrats)  |

### CO-OPTED INDEPENDENT MEMBERS - 2 MEMBERS

1. PROFESSOR IAN ROFFE
2. MRS HELEN MARGARET THOMAS

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## DYFED-POWYS POLICE AND CRIME PANEL 27<sup>TH</sup> JULY 2018

### APPOINTMENT OF CHAR AND VICE-CHAIR FOR THE PANEL

#### Recommendations / key decisions required:

1. To appoint a Panel Chair for the 2018/2019 municipal year
2. To appoint a Panel Vice-Chair for the 2018/2019 municipal year

#### Reasons:

These appointments are required by the Panel rules

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# **EXECUTIVE SUMMARY**

## **DYFED POWYS POLICE AND CRIME PANEL**

**27<sup>TH</sup> JULY 2018**

### **APPOINTMENT OF CHAIR AND VICE-CHAIR FOR THE PANEL**

Panel rules require the appointment of a Panel Chair and Vice-chair every year at the Panel's Annual General Meeting.

<b>DETAILED REPORT ATTACHED?</b>	<b>NO</b>
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#### **Section 100D Local Government Act, 1972 – Access to Information**

**List of Background Papers used in the preparation of this report:**

**THESE ARE DETAILED BELOW:-**

Title of Document	File Ref No.	Locations that the papers are available for public inspection
Host Authority File	LS-0511/31	County Hall Carmarthen



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# Agenda Item 4

## DYFED POWYS POLICE AND CRIME PANEL

Friday, 18 May 2018

**PRESENT:** Councillor A. Lloyd-Jones (Chair);

Carmarthenshire County Council Members:  
Councillors T.J. Jones and E. Morgan;

Ceredigion County Council Members:  
Councillors K. Evans;

Pembrokeshire County Council Members:  
Councillor S. Joseph and R. Summons;

Powys County Council Members:  
Councillors D. Evans and W. Powell;

Independent Members

Professor I. Roffe;  
Mrs. H.M. Thomas;

In attendance from the Office of the Police and Crime Commissioner:-

Mr. D. Llywelyn - Police and Crime Commissioner;  
Mrs. C. Morgans - Chief of Staff;  
Ms. B. Peatling - Chief Financial Officer;

The following Officers were in attendance:

R. Edgecombe, Legal Services Manager  
L Morris, Senior Press Officer  
M.S. Davies, Democratic Services Officer

**Committee Room 2, County Hall, Haverfordwest - 10.00 am - 12.50 pm**

**1. APOLOGIES FOR ABSENCE AND PERSONAL MATTERS**

Apologies for absence were received from Councillors L. Edwards (Ceredigion County Council), L. George (Powys County Council), K. Howell (Carmarthenshire County Council) and M. James (Pembrokeshire County Council).

**2. DECLARATIONS OF INTEREST**

There were no declarations of personal interest.

**3. MINUTES**

**UNANIMOUSLY RESOLVED** that the minutes of the meetings of the Dyfed Powys Police and Crime Panel held on the 26<sup>th</sup> January, 2018 and 16<sup>th</sup> February 2018 be signed as correct records.

**4. QUESTIONS ON NOTICE FROM PANEL MEMBERS TO THE COMMISSIONER:**

**4.1. QUESTION BY COUNCILLOR A. LLOYD JONES:**

Question by Councillor A. Lloyd Jones:

"The government's Serious Violence strategy published in April 2018 discusses a number of factors believed to contribute to the levels of serious violence in our communities. In particular at pages 29-30 the strategy discusses links between alcohol consumption, licensed premises and serious violence. Although it appears from the data contained in the strategy that the incidence of serious violence in Dyfed-Powys is comparatively low, please can the Commissioner confirm what progress has been made in developing a joint response to alcohol related crime and to promote a safer night time economy as referred to in Priority 1 in the Police and Crime Plan and provide the Panel with a copy of that joint response?"

**Response by the Police and Crime Commissioner:**

"The government's Serious Violence Strategy was launched in April 2018 to provide support to Forces in response to the rise in Violent Crime. Thankfully, incidents of serious violent crime are low in the Dyfed Powys area; however this does not mean that we are immune to these issues. This week, I had an update from the Home Office in relation to the strategy and was told that there would be an additional fund of £11million available for forces to bid for to support of the implementation of this strategy. It is worth noting that as the Dyfed Powys Police and Crime Commissioner I feel that this strategy is predominantly aimed at urban areas in reaction to the significant escalation of serious violent crime and murders in London.

Dyfed-Powys Police has a multi-faceted partnership approach to tackling both drug and alcohol related disorder locally. For example, the work of our county licensing officers in liaison with the four Unitary Authorities and initiatives such as the #bignightout where additional resources were made available during the Christmas festive period show how Dyfed Powys Police proactively responds. It is also worth noting the considerable amount of work, and the impact the school and community liaison officers have on young people. These officers deliver a standard curriculum across Wales delivering messages on personal security and safety as well as the dangers of alcohol and substance misuse. It is of concern however, that there are indications from Welsh Government that they will withdraw the funding from the All Wales School Liaison programme from April 2019. I am lobbying alongside the other 3 PCCs in Wales to influence the Welsh Government's position on this matter although a recent communications received from the Cabinet Secretary for Health in Welsh Government does not indicate a change of position is currently being considered.

Investment has also been made in technology. For example, as part of the capital programme I supported the invested in over 800 body worn video cameras for uniformed officers. Since their inception there has been anecdotal information indicating an increase in early guilty pleas and suspects admitting their disorderly behaviour when presented with the evidence during interview however, further evaluation must be completed. Furthermore, there is also a preventative element in that the cameras overtly emit a red flashing light when activated and remind members of the public that their behaviour is being recorded and could be used in a court of law."

**4.2. QUESTION BY COUNCILLOR A. LLOYD JONES:**

**Question by Councillor A. Lloyd Jones:**

"The government's Serious Violence strategy published in April 2018 at page 69 addresses the importance of working to build resilience to violence in local communities. In particular the strategy refers to the importance of working with

young people so that they are aware of the risks of carrying a knife and the dangers it might lead to. Please can the Commissioner advise the Panel as to what progress is being made in relation to the elements of Priority 2 in his Police and Crime Plan that specifically relates to developing targeted prevention programmes for young people and providing funding for youth diversionary projects?”

**Response by the Police and Crime Commissioner:**

“I personally value youth diversionary projects and feel the evidence case for this activity is strong. I am proud of the additional funding I provide in support of their work in our communities. £45,000 is provided to each of the county Youth Offending teams (a total of £180,000 per annum), which I’m informed equates to approximately 30% of the funding of their interventions’ programme at present. I meet with the managers from each Unitary Authority on a quarterly basis where they provide information to quantify the value of that investment and the value added by the interventions. The purpose of this investment from my office is to positively impact demand on frontline officers and staff by reducing the need to respond to low level crime and anti-social behaviour. The Youth Offending Teams are looking at opportunities to work together strategically where possible and share best practice with my support as the PCC.

Further to this, once again the role of the Dyfed Powys Police School Community Police Officers (SCPO) who provide a pivotal role in providing a link between the schools and colleges of the area and the force. The curriculum includes and awareness of Domestic Violence and the need to report matters early, the risks of substance misuse, and sexual exploitation. I believe that this is the bedrock of our engagement with young people which is why I am lobbying Welsh Government in relation to their continued funding of the School’s Liaison Programme. Should Welsh Government withdraw their support for the programme, it would amount to a reduction of £1.89million out of policing.”

**UNANIMOUSLY RESOLVED to support the PCC in his endeavour to secure continued funding from Welsh Government for the School’s Liaison Programme.**

**4.3. QUESTION BY COUNCILLOR K. EVANS:**

**Question by Councillor K. Evans:**

“In recent months we have seen what seems like a significant increase in the number of deaths and tragedies in the Force area. These vary from road traffic incidents to fire related and unexplained loss of life. Is the Commissioner content that the Force has the appropriate skill sets and sufficient specialist Officers to undertake these varied investigations that are often multi-faceted in their nature?”

**Response by the Police and Crime Commissioner:**

“Dealing with death and tragedy is an unfortunate reality for those working in the Police Service. All police officers and certain police staff members will be experienced in dealing with death and tragedy. At the end of Mental Health Awareness week this week, it is important that we recognise the personal impact on those officers and staff, which can at times be significant. I have this week attended to show my support to an event held at Police Headquarters in Carmarthen as part of a week-long roadshow.

Specialists are used according to the type of incident or investigation which has occurred. The force has a number of Family Liaison Officers who are primarily investigators who support family members and provide a direct link to an investigation team. Family Liaison Officers can specialise in Road Death or Homicides and I have received personal feedback of the positive role they undertake. The Force also has trained Senior Investigating Officers who are responsible for overseeing the most serious incidents that occur as well as specialist Forensic Collision Investigators.

In addition to the resources available within the Force, there are also resources available through the process of 'mutual aid' which enables the Force to call upon specialist resources from elsewhere. Mutual aid arrangements work across England and Wales and enable us to increase resource levels to respond when exceptional operational incidents occur. I have discussed the matter with the Chief Constable, who has assured me that he is satisfied that he has sufficient specialist resources to respond to and investigate serious offences and major incidents that can occur across the force area."

#### **4.4. QUESTION BY PROFESSOR I. ROFFE:**

##### **Question by Professor I. Roffe:**

"The Commissioner has set out his intentions to improve the performance of Dyfed Powys Police service. The recent PEEL: Police efficiency (including leadership) 2017 report for Dyfed Powys Police provided an insight from the HMIC on the Force Performance. There are positives present such as the understanding of demand and areas that were assessed as requiring improvement - such as its planning for future demand and the need for a skills audit etc. It is appreciated that there have been necessary economies in police staff in recent years. However, could the Commissioner explain his approach in ensuring that the action points raised in this HMIC report are addressed?"

##### **Response by the Police and Crime Commissioner:**

"It firstly worth noting the positive progress the Force has made in recent HMICFRS PEEL inspections. Two of the last three inspections have concluded that the Force has moved from a 'Requires Improvement' grading to a 'Good' grading and I would reiterate my ambition to see Dyfed Powys Police achieve an 'Outstanding' grading. This shift in performance is partly due to my prioritisation of the HMICFRS activity in the Police and Crime Plan and more importantly due to the leadership team in place. Deputy Chief Constable Darren Davies in particular has taken personal responsibility for this work."

The Office of the Police and Crime Commissioner participate in the Dyfed Powys Police HMIC Governance Group meetings. It is in these meetings that the Force's leadership team, under the support and direction of the Deputy Chief Constable, maintain oversight of all outstanding HMIC recommendations and oversee preparations for future inspections. The Force's new governance structure supports better communication and ownership of HMIC recommendations, with each recommendation being assigned to the relevant governance group for attention. Clarity on the reporting lines and flow of information is ensuring actions and decisions are being made at the appropriate levels. The Force's new Governance and Performance team is supporting the coordination of this and my office are working closely with them, ensuring that I am sighted on progress, actions and issues at an early stage. I also regularly meet with HMIC officers and fully respect the value added by their inspection regime."

**UNANIMOUSLY RESOLVED that the Chief Constable be congratulated on the Force's progress and performance.**

**4.5. QUESTION BY COUNCILLOR M. JAMES:**

**Question by Councillor M. James:**

"Can the Commissioner confirm whether Dyfed-Powys Police holds statistical data similar to that set out in the National Police Chiefs Council's February 2018 report on Livestock worrying, and if it does, provide that data. In particular:

For the period 01/09/13 to 31/08/17

1. Recorded number of livestock worrying incidents in the force area
2. Recorded number of livestock killed as a result of such incidents
3. Recorded number of livestock injured as a result of such incidents
4. Recorded number of incidents where the offending dog was shot
5. Recorded number of incidents where the dog owner was not present
6. Recorded number of incidents where the dog/owner had previously been involved in a similar incident
7. Recorded financial loss arising from livestock killed/injured
8. Total amount of fines imposed by the courts on offending owners

Is there a need to amend the Commissioner's Rural Crime Strategy to specifically address the issue of Livestock worrying, given that at present it does not mention the issue?"

**Response by the Police and Crime Commissioner:**

"Livestock worrying incidents are not notifiable offences therefore force information on numbers of incidents is not readily available. The only means of capturing data would be to sift through individual Command and Control system (STORM) data which would take approximately 2000 hours (info provided from a previous Freedom of Information Request).

The force is however able to report that there were 13 prosecutions in the past 5 years in relation to livestock worrying offences. Of these 13 a total of £2525 was imposed in fines. In addition to the fines £2975.43 was awarded to victims in compensation; Victim Surcharges amounted to £325 and costs came to the sum of £1810.

Earlier this year CC Mark Collins took part in a radio interview with Heart FM raising the profile of Livestock worrying offences and the work being done in Wales to tackle the issue. The Chief Constable is the Welsh lead for Wildlife Crime and Rural Affairs working with closely with NRW, Welsh Government, Regional Organised Crime Units and the Fire Service. Providing an equality of service to isolated communities is a priority for the Chief Constable and forms part of the Rural Crime Strategy which was launched late in 2017 with the support of local community leaders and farming unions. I will be holding the Chief Constable to account to ensure that the strategy is turned into something tangible for our local farming communities."

**5. QUESTIONS ON NOTICE FROM MEMBERS OF THE PUBLIC TO THE COMMISSIONER:**

**5.1. QUESTION FROM J. ELLIS:**

**Question from J. Ellis:**



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"In light of the Commissioner's commitment on page 12 of the Police and Crime Plan regarding road safety does he agree with the call by Jessica Morden MP for the creation of a UK wide independent body to support officers who investigate fatal road accidents, identify trends and share lessons learnt from individual investigations. If he does agree what will he do to help bring this about. If he does not agree with Ms Morden, please can he explain why?"

**Response by the Police and Crime Commissioner:**

"I am generally in favour of what is being suggested by Jessica Morden MP although this is a matter that requires considerable partnership working with devolved institutions such as Welsh Government for the trunk roads and Local Authorities from a highways perspective. Therefore, the feasibility of creating a UK wide independent body is questionable in this context. I welcome the opportunity to work with partner agencies to improve road safety and would support a more co-ordinated approach to activity across Wales. This is something I have raised with the Welsh Government Cabinet Secretary for Economy and Infrastructure Ken Skates as I am keen for agencies to work more closely together to address this issue. I receive regular updates from the Force in relation to specific road safety initiatives, such as Operation Darwen and the All Wales 'Go Safe' Initiative and I also support the use of Community Speed Watch within the Police force area."

**5.2. QUESTION FROM A. WILLIAMS:**

**Question from A. Williams:**

"The previous Commissioner broadcasted his Panel meetings on the web from Haverfordwest Council chambers. Similar broadcasting facilities are available at County Hall, Carmarthen. Does Mr Llewelyn have any similar intentions of broadcasting his 'public' meetings with the Crime Panel? Where can the minutes of previous meeting be read online?"

**Response by the Police and Crime Commissioner:**

"Whilst the former Commissioner did broadcast his Accountability meeting with the Chief Constable, I have made a decision not to follow suite at this moment in time as I believe that such an approach can stifle discussion. However, I am keen to involve local people in scrutiny and governance and as such Accountability meetings with the Chief Constable are held in public locations, with public notice of it both on the website and social media. We also send invites to groups e.g. Ysgol y Stradey students were invited to the meeting held in Llanelli. Having said that, I am not averse to considering broadcasting such meetings in the future. In terms of broadcasting Police and Crime Panel meetings, that would of course be a decision for the Panel."

It was noted, for clarification, that the issue of webcasting of meetings of the Dyfed Powys Police and Crime Panel would be considered at its annual meeting.

**6. HMICFRS EFFECTIVENESS REPORT 2017**

The Panel considered the HMICFRS report published in March 2018 on the effectiveness of Dyfed-Powys Police against the following criteria:

- Investigating Crime and reducing reoffending [RATING: Good];
- Protecting vulnerable people [RATING: Requires improvement];
- Specialist capabilities [RATING: Ungraded].

In response to a concern regarding the use of police cells when dealing with vulnerable people due to lack of appropriate facilities the Police Commissioner assured the Panel that the issue was being addressed and reference was made to the proposed new custody suite in Llanelli. He added, however, that the police were often faced with having to balance public safety against care of the individuals involved. It was noted that the Chief Constable of Dyfed-Powys Police, Mark Collins, was also the National Police Chiefs Council lead on mental health and the issue had been the focus of this year's Dyfed-Powys St David's Day Conference held in Dyfed-Powys Police Headquarters. Extra support was also being provided to health partners with PCSOs being base at hospitals.

The Police Commissioner, in response to a query, agreed to enquire as to why 'Specialist capabilities' had been ungraded though he advised it was possibly connected with the fact that such matters transcended police force boundaries.

#### **UNANIMOUSLY RESOLVED**

- 6.1 to note the report;**
- 6.2 to support the Police Commissioner in his endeavour to ensure that appropriate facilities were available to the police when they had to remove a person from a public place to a place of safety under Section 136 of the Mental Health Act.**

#### **7. DECISIONS TAKEN BY THE COMMISSIONER**

The Panel received, for information, a report detailing the decisions made by the Police and Crime Commissioner for the period 27<sup>th</sup> February 2018 - 10<sup>th</sup> May, 2018. The following issues were raised:

- Referring to the decision not to buy a building in St. Clears to convert to a Police Museum the PCC referred to a proposal by the Chief Constable to establish a similar facility more centrally at the Police Headquarters. He added that the ecological survey at Penprys, Llanelli, related primarily to Japanese Knotweed and wildlife;
- In response to a concern over the reduction in funding towards substance misuse contract for 2018/19 the PCC commented that some of the signposting activities were already included within the Pathfinder Project;
- In terms of the 4 decisions taken by the PCC on the 10<sup>th</sup> May 2018 the Panel was advised that these were statutory decisions which had to be taken annually.

#### **UNANIMOUSLY RESOLVED that the report be received.**

#### **8. POLICE ACCOUNTABILITY BOARD**

The Panel received the agenda, reports and minutes for the Police Accountability Board meeting held on the 13<sup>th</sup> February 2018.

In response to a concern about the number of motorcyclist road casualties which seemed to involve older male riders on powerful bikes the PCC referred to the work by Dyfed Powys Police and other partners through Operation 'Darwin' which targeted older and younger riders to educate them about the importance of safety and, where appropriate, law enforcement.

Reference was made to the fact that the 'Target 25% reduction in the total number of motorcyclists killed and seriously injured by 2020' had not been achieved over 10 years and it was suggested that the target should perhaps be set at a level that was attainable.

The PCC paid tribute to the work being undertaken by the Goleudy Victim and Witness Service.

**UNANIMOUSLY RESOLVED** that the issues raised at the Police Accountability Board meeting held on the 13<sup>th</sup> February 2018 be noted.

**9. PANEL EXPENDITURE 2017-2018**

In accordance with the Police Reform and Social Responsibility Act 2011, the Panel considered a report detailing expenditure incurred during the financial year 2017-2018. It was suggested that consideration be given at the next meeting to the possibility of the Panel undertaking more detailed scrutiny of the PCC's role and decisions.

**UNANIMOUSLY RESOLVED** that the report be noted.

**10. DRAFT PANEL BUDGET FOR 2018-2019**

The Panel considered a report detailing the proposed budget for 2018/19. The operation of the Police and Crime Panel was funded via a grant received from the Home Office which, for 2018-2019, was expected to be £71,000.

It was suggested that the webcasting of meetings be considered at the Annual Meeting.

**UNANIMOUSLY RESOLVED** to endorse the draft budget.

**11. EXCLUSION OF THE PUBLIC**

**UNANIMOUSLY RESOLVED**, pursuant to the Local Government Act 1972, as amended by the Local Government (Access to Information)(Variation) (Wales) Order 2007, that the public be excluded from the meeting during consideration of the following item as the report contained exempt information as defined in paragraph 14 of Part 4 of Schedule 12A to the Act.

**12. ANY OTHER ITEMS OF BUSINESS THAT BY REASON OF SPECIAL CIRCUMSTANCES THE CHAIR DECIDES SHOULD BE CONSIDERED AS A MATTER OF URGENCY**

Following the application of the public interest test it was **UNANIMOUSLY RESOLVED**, pursuant to the Act referred to in Minute 11 above, to consider this matter in private, with the public excluded from the meeting as it would involve the disclosure of exempt information relating to the financial or business affairs of any particular person (including the Authority holding that information).

The PCC circulated the report of the Chief Financial Officer which provided an update on the estimated budget out-turn position against the Dyfed Powys Police Force & Crime Commissioner's budgets for the 2017/18 financial year for both revenue and capital.

**UNANIMOUSLY RESOLVED** to receive the report.

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**CHAIR**

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**DATE**

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## DYFED POWYS POLICE AND CRIME PANEL 27<sup>TH</sup> JULY 2018

### DRAFT ANNUAL REPORT OF THE POLICE AND CRIME COMMISSIONER

#### Recommendations / key decisions required:

To note the report and thereafter make such recommendations to the Commissioner as the Panel thinks fit.

#### Reasons:

The Police Reform and Social responsibility Act 2011 places a statutory duty upon the Panel to consider the Commissioner's annual report and make recommendations.

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**EXECUTIVE SUMMARY**  
**DYFED POWYS POLICE AND CRIME PANEL**  
**27<sup>TH</sup> JULY 2018**

**DRAFT ANNUAL REPORT OF THE  
POLICE AND CRIME COMMISSIONER**

Police Reform and Social Responsibility Act 2011 places a statutory duty upon Police and Crime Commissioners to produce an annual report and upon Police and Crime Panels to consider that report and make recommendations to the Commissioner.

Panel members are therefore requested to consider the attached draft report and make such recommendations regarding it as they consider appropriate.

<b>DETAILED REPORT ATTACHED ?</b>	<b>YES</b>
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**Section 100D Local Government Act, 1972 – Access to Information**

**List of Background Papers used in the preparation of this report:**

**THESE ARE DETAILED BELOW**

Title of Document	File Ref No.	Locations that the papers are available for public inspection
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# ***(DRAFT) DYFED-POWYS POLICE AND CRIME COMMISSIONER***

## **Annual Report 2017-2018**

***Safeguarding our communities together***

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## Foreword

### As your Police and Crime Commissioner, it is my privilege to present to you my Annual Report for 2017 - 2018.

This year marks two years since my election as Police and Crime Commissioner. I am passionate about my life's work and the area that we're all fortunate enough to call home – Dyfed-Powys.

I am honoured, with this report, to relay to you the result of twelve further months of hard work and dedication from myself and my team, and most importantly, what our work together means for you, the public. Over the past year, we have hosted public meetings across the Force Area in order to hear from you directly what is concerning you and your community. We have also hosted accountability meetings with Chief Officers in all four counties for you to have the opportunity to engage with us and contribute to policing decisions.

A focus on public engagement and working together to safeguard the vulnerable has resulted in a much needed shift in focus, to what is now recognised nationally as exceptional victim care provided by the Goleudy Team. Effective and efficient policing is, and always will be at the heart of what we do.

These positive strides are reflected in our most recent HMIC inspection, where we were graded as 'Good' overall for the first time since the HMIC PEEL inspection regime commenced. I am very proud of this positive recognition. However, it is still important to recognise that the landscape of policing is forever changing, and we still have a great deal of work ahead of us.

As a Force we are a comparatively small organisation covering a largely rural area. It is always my intention however for Dyfed-Powys to feature on the national policing stage; I have endeavoured to impact upon decisions that affect us as a Force, and nationally as a country, by sitting on a range of national boards whose work is significant for the future of policing in Wales.

As I mark the halfway stage of my tenure as Police and Crime Commissioner, I have taken some time to reflect on the challenges and opportunities that I have faced, and these have been met. This annual report provides a summary of my activity, my office's work and how we are working constructively with Dyfed-Powys Police to provide the best possible policing service.



**Dafydd Llywelyn**  
**Police and Crime Commissioner**

## About this Annual Report

In accordance with the Police Reform and Social Responsibility Act 2011, Police and Crime Commissioners are required to produce an annual report. This report highlights the key achievements during my second year of office. The same Act sets out my duty to issue a Police and Crime Plan, which was published in March 2017.

I was clear at the beginning of my term of office that the security and safety of Dyfed-Powys comes first. I am committed to represent and engage fully with communities and to act as the voice of the public on all police and crime matters. I have advocated for strong partnership working and a joined-up approach in tackling matters relating to crime and anti-social behaviour.

This report is a synopsis of my second year and highlights some of my key plans for 2018/19.

### 12 things to know about my role.

#### I am responsible for:

- setting the priorities for Dyfed-Powys Police;
- publishing a Police and Crime Plan;
- engaging with communities and representing the public's voice on policing matters;
- working closely with community safety and criminal justice partners;
- supporting victims and bringing people to justice;
- commissioning services to make communities safer and to support the vulnerable;
- appointing and, if necessary, dismissing the Chief Constable;
- dealing with complaints and disciplinary matters against the Chief Constable;
- holding the Chief Constable to account; and
- setting the annual Police budget and precept level.

#### I am not responsible for:

- day-to-day deployment and delivery of police services known as 'operational policing'; or
- investigating complaints against police officers below the rank of Chief Constable.

## Setting out my priorities

### My Police and Crime Plan

My Police and Crime Plan was published in March 2017 and is available [here](#). It sets out my priorities and how progress is measured.

My priorities:

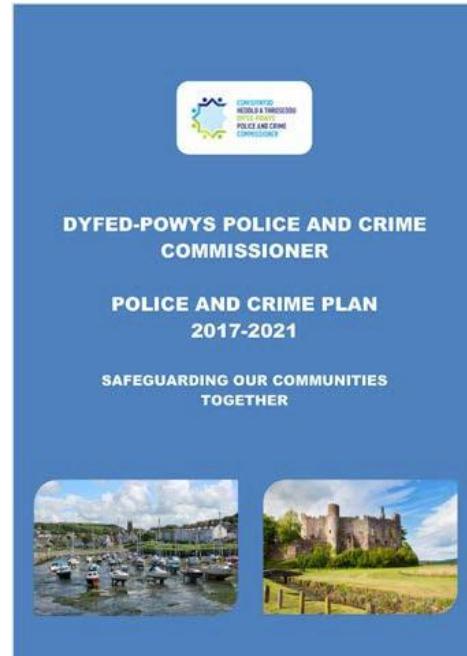
- Keeping our communities safe;
- Safeguarding the vulnerable;
- Protecting our communities from serious threats; and
- Connecting with communities

These priorities are the cornerstone against which all progress is evaluated. The priorities were created in direct response to feedback from you the public, along with input from the private sector, police staff and officers and partners.

My progress as Commissioner can therefore be held to account by you the public whose contribution forms the basis of these priorities.

They are underpinned by the following principles:

- supporting victims;
- engaging with the public;
- working together;
- providing strong leadership; and
- delivering value for money.



**The Office of the Police and Crime Commissioner**

I am supported by a team of professionals who bring a wealth of specialist knowledge to the office. Following my pledge not to appoint a Deputy Commissioner I rely on my staff to advise me on matters ranging from financial affairs to co-ordinating volunteers.

In 2017/18 my office was restructured to ensure that it provides efficient and effective support to enable me to discharge my statutory responsibilities.

As Commissioner I am responsible for the Dyfed-Powys Police Estate and the dedicated staff who maintain the land and buildings. The team were brought under my direct supervision from the Force in April 2017 in order for me to implement the Estates Program whose aim it is to enable our services to support the community effectively.

Upon transference of the estates function from the Force to the Office of the Police and Crime Commissioner (OPCC) in April 2017 a review of the efficiency of the estates operation was instigated giving consideration to staffing requirements. The findings informed the review of the overall structure of the OPCC which sought to bring the two areas together thereby providing a greater level of resilience particularly in relation to performance management and business support.

The new structure will work alongside a new corporate governance structure for Dyfed-Powys Police and will be aligned

to the my partnership approach of developing constructive professional relationships both within the Force and with external partners involved in the delivery of local services. In this regard, the OPCC will be a catalyst to positive change that delivers effective and efficient services for our local communities.

**Investment in Local People**

The restructure provided an opportunity to establish new opportunities at my office. In November 2017 I became the first Police and Crime Commissioner in Wales to employ an apprentice and intern. Apprentices and interns have been shown to add value, provide a skilled workforce for the future, increase staff loyalty and retention, change work prospects and open up interesting new pathways for both employer and employee. In September 2017 Ms Teleri Thomas started in her role as paid intern through the Coleg Cymraeg Cenedlaethol. Teleri studies History and International Politics at Aberystwyth University and has been instrumental in helping to achieve many objectives that I set at the start of the year. 19 people applied for the position of Business Support Apprentice, and the successful candidate Ms Anwen Howells is currently developing well in her role, guided by her tutor from the University of Wales Trinity St David's.

## Working with the Chief Officer Team

I hold the Chief Constable to account for the Force's Performance against the Police and Crime Plan. At fortnightly Policing Board meetings and quarterly Police Accountability Board meetings I focus on different areas of the Force, providing support and challenge to overall performance against agreed priorities. Minutes from these meetings are published on my [website](#).

Under the Chief Officers' leadership Dyfed-Powys Police have seen marked improvements in the results of Her Majesty's Inspectorate of Constabulary and Fire and Rescue Service (HMICFRS) inspections. In a recent Dyfed-Powys Chief Officers' roadshow, HMIC Wendy Williams publicly complimented the work Dyfed-Powys Police had undertaken to improve its practices.

I have had the pleasure of attending various community engagement events with both Chief Constable Mark Collins and his Deputy, Darren Davies, including quarterly Policing Accountability Board meetings in Aberystwyth University (July '17), Pembrokeshire College (Nov '17) and Llanelli Library (Feb '18). In November 2017 I instigated a series of evening meetings with Chief Officers in public locations around the Force Area. The Chief and his Deputy's attendance at these events have been extremely beneficial to the Force in order to hear first-hand the issues that are affecting different communities. Further details of these public meetings are provided on my website.



"As Chief Constable I am responsible for safeguarding our communities through the delivery of efficient, effective and responsive policing. Supporting the Police and Crime Plan is our Police and Crime Delivery Plan that sets out how we will deliver policing against the Police and Crime Plan priorities."

– Mark Collins BSc.

## Keeping our Communities Safe

### Community Funding Programme

As a Commissioner of services for the communities of Dyfed Powys, exclusively for 2017/18, I made available a funding programme for the community, which saw £75,000 available for projects that supported the priorities within my Police & Crime Plan. I invited bids that would supplement activity already underway across the communities of Dyfed-Powys.

The fund was inundated with applications from community groups, charities and organisations across Dyfed Powys. 106 applications for funding totalling £460k were received! Following some very difficult decisions on what all were worthy causes, 11 applications were successful. A total of £49,855 was awarded in the first instance to a variety of projects that supported initiatives such as tackling online child sexual exploitation and diversionary activities for young people. Details of those who were awarded funding are available on my [website](#). I look forward to working with the successful bids through the developments of their projects.

### Anti-Social Behaviour



2017/18 was the final year of the contract with Gwalia who during 2017/18 continued to provide their service across the Dyfed-Powys area to reduce the impact of Anti-social Behaviour (ASB). Throughout the year, 472 referrals were made, 330 of these were for enforcement activity, 121 were for support and 21 requested mediation. 5 of these cases saw a positive agreement being reached between the two parties undertaking mediation.

Gwalia were commissioned to deliver a victim led service across the Force area. Based on feedback from partners, they have continued to flex arrangements to provide a service that works best for all. This flexible approach has allowed real time improvements to be made to the service for victims. During the year, discussions on the future of the service took place and from April 2018, the management of ASB will form part of the service provided by the Goleudy Team. Goleudy whom currently offer the victim support and referral service for the people of Dyfed-Powys will now also be responsible for ASB.

#### Did you know?

In June 2017, Dyfed-Powys Police Officers in Welshpool secured their first guilty plea directly linked to Body Worn Camera evidence following the role out of this technology to officers and staff across the Force.

### Substance Misuse Services



I currently invest in jointly commissioned services across the Health Board footprints of Hywel Dda and Powys. This service provides support services and onward referrals for those both within and outside the criminal justice system identified as having substance misuse needs.

The services received approximately 846 referrals throughout the year, 509 commenced treatments and 53% of clients who exited the treatment services were classed as a positive closure. The contract with Kaleidoscope (covering Powys) ceases in March 2019. I recommended that Hywel Dda Area Planning Board utilised the option to extend the current contract with Dyfed Drug and Alcohol Service (DDAS), covering Dyfed for a further 12 months to 31<sup>st</sup> March 2019. This would allow some amendments to be made to the existing service model for criminal justice and reconsideration of the funding envelope which accompanies this work in particular.

By extending the contract with DDAS to 31<sup>st</sup> March 2019, plans will be brought into line with Powys Area Planning Board who have the first break clause in their contract at 31<sup>st</sup> March 2019, this way discussions can take place during the coming financial year regarding potential future developments at Dyfed-Powys level.

**You said... tackle drug problems including the cultivation, dealing and trafficking of drugs.**

### Assaults on Emergency Workers

In March 2018, I wrote to the 7 local Members of Parliament within the Dyfed-Powys area to encourage them to support the upcoming Assaults on Emergency Workers (Offences) Bill.

This is an important initiative which seeks to underline the importance of protecting emergency workers from assault. Emergency workers do their utmost to deliver invaluable services, day in day out no matter the circumstances.

Last year, Dyfed-Powys Police recorded 187 assaults against police officers, of which 48 were serious. This is unacceptable. I stand in solidarity with colleagues and officers, and indeed all blue light emergency workers alike in supporting this Bill.



## Keeping our Communities Safe

### Pembrokeshire Community Safety Team



In my desire to support Community Safety Teams across Dyfed-Powys I invested £34,890 over 3 years to Pembrokeshire Community Safety team to fund the KiVa Anti-bullying project. Over the grant period, the project will aim to deliver a program to prevent bullying and tackle cases of bullying effectively. To do this, Pembrokeshire Community Safety Team will establish the project in primary and secondary schools, with a view to achieving the following –

- Set a baseline measurement on the level of bullying in 2016;
- Understand the level and type of cyber bullying that takes place;
- Assess the awareness of pupils of sources of help with bullying problems;
- Assess pupils' views on the effectiveness of their schools' response to bullying;
- Provide empirical evidence for policy development and recommendations to improve;
- Provide opportunities to demonstrate exemplar equalities practice and provide evidence to support.

## Safeguarding the vulnerable

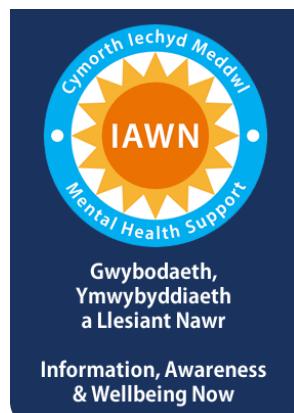
### Research

#### St. David's Day Annual Conference 'Mental Health and Policing'

Following the success of my 2016 Conference on Coercive Control, my team enlisted the help of partner organisations, commissioned services and representatives from other Police Forces to host a Mental Health Conference in 2017, focusing on "Mental Health in Policing".

Informative and often moving presentations were given by Chief Constable Mark Collins, Professor John Williams, Michael Brown OBE and Mr. Tony Herbert. Tony's son, James Herbert, tragically died in Police custody in the Avon and Somerset area in 2010. Tony's speech was a poignant remembrance of his campaign for social justice since James' avoidable death in 2010, with dignified retrospection of the impact of James' death on the officers involved in his detainment.

During the event, I was delighted and honoured to launch a wonderful new service for the NHS named 'IAWN'. 'IAWN' has been developed by Hywel Dda Health Board in partnership with West Wales Action for Mental Health. The website provides valuable quality and easily accessible information to those in need of mental health support in our communities. Partnership working is an approach that is essential to addressing and tackling the issues that lie ahead of us.



## Safeguarding the Vulnerable

### Supporting Victims

During 2017/18, I worked closely with community safety and criminal justice partners to safeguard children and young people, families and vulnerable adults.

#### Child protection



Llamau provides direct support to children and young people offering the opportunity to talk about their experience and to ascertain why they went missing.

Throughout 2017-18, 1230 young people were reported as missing; of these, 339 were referred for debriefing interviews of which 304 were first time debriefs and 59 cases identified child sexual exploitation with 44 being referred to safeguarding teams.

The service costs a maximum of £245 per debrief compared with the cost of £1300-£2400 to investigate a single missing person episode. The contract is extended to 31<sup>st</sup> March 2020 at current value.

*'I want to ensure that victims of crime have access to a support system which provides a single point of contact and a streamlined service provision.' – Dafydd Llywelyn (PCC)*

#### Youth Offending Teams (YOTs)

Supporting young people is very important to me. Working with young people in a targeted and preventative manner can achieve a reduction in offending and risk of harm amongst young people.

This year I increased the amount I invested in Youth Offending Teams (YOTs) by 60% from £110,000 (2016/17) to £180,000. YOTs are multiagency teams that bring together Police, Health, Social Services, Probation and Education. Along with my contribution, YOTs are funded by Welsh Government and Local Authorities. They work to reduce the risk of young people aged 8-17 years from offending and improving their safety and wellbeing. This is done by using targeted interventions and it is voluntary for the young people to engage. 426 individuals were referred throughout 2017/18 – 70% of these were male and 85% were under the age of 16. Further analysis work will be completed in the coming year to quantify the positive outcomes being achieved by these interventions. This work will include the cost saving benefits of this programme and how intervention can provide a long term sustainable reduction in offending rates, both by young people, but also reducing the risk of a young offender becoming an adult offender, therefore breaking the offending cycle.



## Domestic Abuse



Domestic Abuse continues to be one of the most serious issues facing our community and thus, continues to be a high priority of my Policing Plan. It affects both men and women and reaches far and wide into our communities, affecting not only those who are subject to Domestic Abuse, but also their families and friends.

During 2017/18, Hafan Cymru were providing an independent Domestic Abuse service across the four counties of Dyfed Powys. The service continued to support those affected, in particular, those who are vulnerable or at high risk of abuse. The Independent Domestic Violence Advisors (IDVAs) work closely with victims of Domestic Abuse and supports them both practically and emotionally from the point of reporting through the entire criminal justice process. In 2017-18, 801 clients were referred to the service from across the Force area with 543 referrals taken onto caseload, equating to almost 70% of the total referrals; 263 of these reported increased feelings of safety upon case closure.

Hafan Cymru's contract ceased on the 31<sup>st</sup> of March 2018 however I have extended the contract for 3 months to ensure continuation of service was secured whilst the successful tender was being embedded.

## Sexual Abuse



New Pathways continue to provide 24 hour access to crisis support for victims and ongoing support in a safe environment that offers safeguarding and specialist clinical and forensic care.

The number of referrals for 2017/18 was 356; nearly 40% of referrals to New Pathways during this year were historic cases; 77% of clients reported feeling less depressed after receiving treatment, with 83% feeling that they were better able to cope.

The current contract consists of £32,000 for a crisis worker at the Newtown and Aberystwyth sites, £42,339 for victims of Child Sexual Abuse and £63,000 contribution to the crisis worker and Independent Sexual Violence Advisor at the Carmarthen site.



*'I want victims to feel confident that when they report a crime they will be listened to and believed. All crime and incidents should be recorded accurately and at the point of reporting. I want Dyfed-Powys Police to work with victims to reduce the number of non-reported crimes, particularly those that can have a devastating effect on the vulnerable, such as domestic abuse, hate crime and sexual offences.' – Dafydd Llywelyn (PCC)*

## Safeguarding the Vulnerable

### Victim Satisfaction

During 2017/18, 836 interviews were conducted with victims of crime. The results showed that 77% of these victims were satisfied with the service provided as a 'whole experience' and 91% were satisfied with the treatment received by the police. Dyfed-Powys Police conduct the surveys with a Domestic Abuse Officer completing the surveys with victims of domestic abuse. In cases where victims are not satisfied with the level of contact they received, the callers can look into each case and advise officers of this. Cases can be re-opened if necessary and having this service in-house allows lessons to be learnt from past experiences to ensure a continuously improved service for victims of crime.

### Restorative Justice



A victim-led restorative justice service is provided by Wales Community Rehabilitation Company. Trained and accredited facilitators work with individuals to improve the access to restorative justice to collectively resolve how to deal with the aftermath of an offence.

*'Safeguarding the vulnerable is a key priority for me. I believe that everyone, particularly those who are most vulnerable to crime and abuse because of their age, ethnicity, disability, health, sexual orientation and any other factor deserves to live safely, free from harm and abuse.' – Dafydd Llywelyn (PCC)*

Throughout 2017/18 26 referrals were received with 2 restorative justice conferences completed.

### The Pathfinder Project

2017/18 has seen us prepare for the launch of The Pathfinder Project which is a project being delivered with our voluntary sector partners Pobl. A launch is planned in April 2018. The culture changing initiative seeks to tackle the root causation of offending and associated health and community related issues. It is a multi-agency programme which seeks to address offending behaviour at a much earlier stage in an individual's offending journey and improve the awareness of and access to health based services. The initiative will work with a third sector provider to identify why an individual has offended and what the best interventions are so that the appropriate services can be utilised to support the individual away from crime. The initiative aims to identify those at greater risk of low level offending, and reduce the number of victims of crime by offering eligible offenders a 4 month long contract to engage with support as an alternate to prosecution. The contract will offer interventions to address the underlying reasons why the offender committed the crime, and to prevent them from committing crime again.

My office and Dyfed-Powys Police will be working with Pobl to implement the scheme as a pilot in Haverfordwest for 12 months, from April 2018.

## Safeguarding the Vulnerable

### Goleudy

In September 2017 Baroness Newlove the Victims' Commissioner visited Dyfed-Powys Police Headquarters to launched the Dyfed-Powys Victims' Engagement Forum.

Embarking on various stages of the criminal justice process is a daunting prospect for victims however with engagement and support we can break down the barriers that they face.

As Commissioner I believe it is vital that we work together with victims to ensure that their voices are welcomed and carefully listened to. Goleudy is a commissioned service which provides anyone affected by crime, regardless of whether they've reported it to the police, with the support they need to recover from their experience. Victims and witnesses from across Dyfed-Powys Force area will be offered support and assistance. One of the important aspects about Goleudy is that victims of crime can speak to a representative about their options if they haven't reported the crime, allowing victims to talk through their experience at their own pace before moving forward.



## Protecting our communities from serious threats

### **Adverse Childhood Experiences (ACE's) – Home Office Police Transformation Fund**

The ACE's project is a collaborative approach to policing vulnerability in Wales: developing a multi-partner 'ACE' informed approach for early intervention and root cause prevention. This is an all Wales collaborative project between the four Police and Crime Commissioners across Wales. The project is also being jointly led by working in partnership with Public Health Wales.

The project falls within a bigger ambition to break generational cycles of ACEs, reducing the risk of poor outcomes by creating a multi-agency platform for early intervention and prevention, and provides the potential to significantly reduce events and issues that are demanding of police time and the wider Criminal Justice System. In total, the project was awarded £7 million over 3 years from the Home Office Police Transformation Fund.

### **Financial Investigator investment**

A financial contribution of £37,000 plus training costs of £3,000, was made to the CID from the Proceeds of Crime Act budget. The contribution went towards increasing the establishment of Financial Investigator's within the Financial Crime Team, adding to the resilience of the team and increasing their ability to investigate financial crime.

### **Community Impact Evaluation**

I invested £5,000 in Dyfed-Powys Police and the University of South Wales to allow them to conduct an evaluation

on a recent Police Operation conducted in Llanelli. The nature of the Operation was combat the level of drug supply within several Llanelli communities and the investment in funding was to evaluate the impact of these Operations on the communities and how effective they had been.

### **Council for Wales Voluntary Youth Services (CWVYS)**

I invested £33,000 into a 12 month pilot with CWVYS. The pilot will assist me in achieving the aims expressed in my Police and Crime Plan specifically Priority 3: Protecting our communities from series threats.

The aims of the project are to –

- Harness the skills and resourcefulness of voluntary youth work organisations in support of young people;
- To enhance life chances and prospects for young people aged 11-24 in specific hot spots of disadvantage and greatest need in Carmarthen and Fishguard;
- To engage 4 sessional outreach youth workers to provide practical support to young people;
- CWVYS members organisations to provide diversionary activities for 11-24 year olds in Carmarthen and Fishguard.

The outcomes of the project are to increase young people 11-24 years old being contacted through outreach services and increase in young people engaged in meaningful diversionary activities.

## Connecting with communities

### Volunteers

I have continued to host a number of volunteer schemes including the Animal Welfare Scheme, Independent Custody Visiting Scheme and the Quality Assurance Panel. We currently have 48 volunteers working with me to help monitor and ensure professionalism within Dyfed-Powys Police. The range of volunteer schemes available within my Office play an important part in supporting me with my vision and the delivery of my Police and Crime Plan.

### Volunteer Training

My office teamed up with Dyfed-Powys Police to deliver a volunteer training day in December 2017. Members from the Independent Advisory Group, Quality Assurance Panel, Animal Welfare and Independent Custody Visiting Schemes came together in Police Headquarters for a day full of development sessions, including mental health, effective scrutiny, stop and search, data protection and chairing meeting skills.



### Animal Welfare Scheme

Volunteers in my Animal Welfare Scheme look at the welfare and conditions under which Dyfed-Powys police dogs are housed, trained, transported and deployed. Our Animal Welfare visitors are independent members of the local community, this increases the public's confidence that police dogs are being cared for and trained humanely, ethically and transparently.

Over the last year our Animal Welfare Visitors made 26 visits to dog handlers and within these visits they saw 54 dogs. No concerns have been raised over the last year in relation to the welfare of Dyfed-Powys Police dogs. In September 2017 an annual training/ thank you day was organised. Within the training day the Animal Welfare visitors received an update from the dog Section on their work over the last year and they also had the opportunity to observe new Handlers going through their training with their dogs.

### Volunteers' Week

*Volunteers' Week between the 1<sup>st</sup> and 7<sup>th</sup> of June will be an opportunity to celebrate volunteering in all its diversity. There are currently 48 volunteers working for my office and this will be my opportunity to thank each and every one of them.*

## Connecting with communities

### Quality Assurance Panel

My Quality Assurance Panel, established in December 2016, has continued to develop and now reviews a wide variety of police contact with the public. Throughout 2017/18, they considered a selection of:

1. Local resolution complaint cases
2. Calls handled through the Force Communication Centre i.e. 999, 101 and switchboard calls
3. Low-level dissatisfaction cases
4. Stop and search encounters

The Panel Members' observations are fed back directly to the relevant department for comment and/or action, as well as being reported directly to the Chief Constable and me via our quarterly Police Accountability Board meetings. The Panel are increasingly invited by the Force to review additional areas of police contact, which is testimony to the value of their feedback in supporting customer focussed service improvements.

To date the Panel's feedback has:

- Identified areas of good practice, resulting in praise and recognition for staff
- Suggested areas for supervisor reviews to ensure standards are being maintained (by seeking supervisor's views on how certain interactions have been handled)
- Provided assurance on the efficiency of processes (by
- 

- identifying and querying delays in cases)
- Supported the dissemination of learning points through and between departments
- Provided an independent view on how the Force communicates, ensuring the public remain at the centre (through jargon busting and suggesting improvements to written communications)

My office has recently recruited an additional four Members to the Panel, bringing additional resilience and breadth of experience to the group. I am extremely grateful of the support the Panel provides to me in order to ensure our communities receive a first class service.

### Out of Court Disposal Scrutiny Panel

Representatives from across the criminal justice system are charged with reviewing the appropriateness of out of court disposals on my behalf. 2017 saw Mr. David Parry-Williams, Chair of Carmarthenshire Magistrates Bench, handing over the Chair of the Panel to Mr. Nick Powell, Chair of Montgomeryshire Magistrates Bench. I am grateful for the support and leadership David has shown over the years and welcome Nick to the role.

Throughout the 2017-18 year, the Panel has reviewed:

1. 10 cases of assaults on police

## Connecting with Communities

2. 18 cases of possession of controlled drugs
3. 19 cases of domestic / firearms related incidents
4. 16 cases of public order

Members of the Panel discuss the circumstances of each case in detail in order to pass a judgement on whether the crime(s) has been appropriately disposed and consequently the suspect being dealt with proportionately. The Panel are increasingly reviewing how the victim's views are being incorporated into decision making. Over the past year, the Panel has influenced:

- Additional guidance, feedback and training to officers, staff and supervisors regarding decision making and recording practices.
- Process improvements between agencies such as the Police and Youth Offending Teams
- Alterations to crime records to ensure outcomes are correctly recorded
- The initiation of an internal review of all out of court disposals for youth sexual offences. This review resulted in five recommendations to improve how cases of this nature are handled.

### Independent Custody Visitors

It is a statutory requirement for me to have an Independent Custody Visiting Scheme. These volunteers visit police custody areas to check on the wellbeing of detainees and to ensure that their rights are being upheld. They provide me with an independent assurance on the conditions in which detainees are being held within custody; providing the public with reassurance that detained persons are treated appropriately and fairly within Dyfed-Powys.

In September 2017, my office organised an annual training day for all Independent Custody Visitors (ICVs). Inputs during the day included, a session on the 'Street 2 Suite' van and a review on what is recorded within a detainees Custody record.

7 new ICVs were recruited and joined the ICV rota in October 2017. All new ICVs received induction training and visited custody for a shadow visit with an experienced ICV before commencing in their role. The scheme had 3 resignations in December 2017, which therefore means that the scheme currently has 27 active ICVs. In 2017/18, a total of 199 visits were made across the Force area, with 178 detainees being visited. Issues raised over this period include maintenance and cleanliness concerns i.e. peeling paint, cracks in flooring and inaccurate CCTV timings etc. All issues raised were reported to the Custody Inspector and passed on to the relevant individuals for actioning.

Over the last year a member of my office along with an ICV have been invited along to deliver an input on the role of the ICV within new custody staff training and within Custody staff refresher training. This ensures that all staff within custody are aware of the ICVs and their role.

## Connecting with Communities

### Strategic Equality Plan

I believe everyone deserves to live safely, free from harm and abuse. To outline my commitment to promoting equality and fairness in everything we do, I launched a strategic equality plan in March 2017 which we have implemented during 2017/18. An update on progress made against the Equality Plan Objectives is detailed below:

#### *Objective 1*

*All members of our communities are provided with an opportunity to engage with me as the Commissioner through a variety of means.*

Over the past year I have held several public engagement events, six public meetings with the Chief Officer team and my quarterly Policing Accountability Board meetings with the Chief Constable in community venues across Dyfed-Powys. Varying numbers of the public attended and were given the opportunity to ask me and the Chief Officers direct questions, raise local concerns and hear first-hand how Dyfed-Powys Police are working to improve how they serve you.

My office has established a quarterly interactive newsletter which is sent out to Dyfed-Powys residents and organisations.

My staff and I attended the Royal

Welsh Agricultural Show and Pembrokeshire Show over the summer months, promoting the services available to you and providing you with an opportunity to discuss issues affecting you. We will be at both of these large events and the Urdd Eisteddfod during 2018 and look forward to sharing our further progress with you.

## Connecting with communities

### *Objective 2*

*My office provides and promotes alternative communication formats for accessing information and services provided by my team.*

The Force and my office launched our new-look websites early in 2018, making them easier to navigate and improving how we tell people about what I'm doing. My Police and Crime Plan has been published in various forms, including British Sign Language, Easy Read and an Audio version in order to meet the needs of our diverse population. The Plan has also been developed into a visual 'Delivery Plan on a Page' in order to see how our and the Force's action makes a difference in our communities.

### *Objective 3*

*Individuals with protected characteristics, such as age, disability, gender reassignment, marriage and partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation are supported to contribute to the work of the OPCC*

My volunteers have been supported to engage in additional personal development through a joint training day with the Force and I have recruited additional members to both my Independent Custody Visitors

Scheme and Quality Assurance Panel in order to increase the diversity of the membership.

### *Objective 4*

*Employees and representatives of the OPCC have received appropriate training in equality and diversity issues in order to improve services offered to the public.*

Towards the end of the financial year, the majority of my staff attended a disability awareness course in order to improve their understanding of additional needs and to improve our services' accessibility.

## Connecting with Communities

### Welsh Government



I meet regularly with the Cabinet Secretary for Children and Communities along with Chief Constable Collins and the other PCCs in Wales. These are great opportunities to update the Government on the ongoing work in Dyfed-Powys, and seek support on issues we wish to raise to a national level. Through these meetings I regularly have an opportunity to speak with the Cabinet Secretary for Health Vaughan Gething and the Cabinet Secretary for Economy and Transport Ken Skates to discuss inter-related issues.

### Safer Communities Roadshow Event

In September 2017 I and other Welsh Police and Crime Commissioners hosted a Community Safety Partnership Roadshow in collaboration with Welsh Government. The event promoted our ongoing commitment to community safety and our work with partner organisations, local councils and Welsh Government.

### Domestic Abuse Consultation Event

During May 2018, I attended a Welsh Government consultation process, looking into the way that Domestic Abuse is addressed throughout Wales. This consultation was open to the public and allowed the views of victims and survivors of domestic abuse, the police, criminal and family justice practitioners, front line service providers, social workers, amongst others to have their say on Domestic Abuse, and to help shape the way that services are offered and supported in the future.

Through my Commissioning Team, I organised a thematic event aimed at addressing the needs of Older People in Dyfed Powys and how Domestic Abuse affects them. This involved focus group sessions which were attended by local Domestic Abuse providers, representatives from the Older People's Commissioner, Swansea University representatives involved in the Dewi's Choice programme, as well as survivors of Domestic abuse. The Event was supported and attended by members of the Home Office team, to allow first-hand experience of the people of Dyfed Powys to be heard and used to shape the future of services for the most vulnerable.

### All Wales Criminal Justice Board

The Board was established in May 2011 with the aim of connecting representatives from the Police, Her Majesty's Court Service, Youth Justice Board, Victim Support, NHS Wales, Crown Prosecution Service, National Probation Service, Welsh Government, National Offender Management Service, Ministry of Justice, and the Legal Services Commission. Clear and close partnership between criminal justice agencies and Community Safety Partnerships are promoted in quarterly meetings which also monitor performance.

### Local Criminal Justice Board

As the Police and Crime Commissioner for Dyfed-Powys, I Chair the Local Criminal Justice Board (LCJB). The Board is comprised of key partners and senior representatives of Criminal Justice Agencies operating within the area, allowing for collaboration and cross-agency partnership working. It is responsible and accountable for the service provided to victims and witnesses the delivery of criminal justice in the area, and the improvements in the delivery of justice and securing public confidence. The Board's membership includes:

- Dyfed-Powys Police and Crime Commissioner (Chair)
- Youth Offending Team Manager
- Dyfed-Powys Police Assistance Chief Constable
- Her Majesty's Court Service Deputy Justices' Clerk
- National Probation Service Assistant Chief Executive
- Crown Prosecution Service Deputy Chief Crown Prosecutor
- Wales Community Rehabilitation Company: Assistant Chief Executive
- Court Witness Service Wales Manager
- Hywel Dda Health Board: Head of Strategic Partnership Development

The Dyfed-Powys LCJB reports directly to All Wales Criminal Justice Board.



### Welsh Language Standards

I have continued to develop my staff's Welsh language ability in order to provide a bilingual service as far as possible. All of my vacancies state that the ability to speak Welsh is desirable. The front facing staff in my Admin and Engagement teams are all Welsh speakers in order for the public to engage in their preferred language on the phone or at public events. Currently 41% of my staff are confident at speaking through the medium of Welsh and 2 of my staff participated in training opportunities to improve their Welsh language skills.

My office has worked with the Force in order to ensure that we adhere to the Welsh Language Measure of 2011 which states that Welsh and English must be treated equally. The OPCC has adopted the Force's 'Dau iaith Dau Ddewis' logo on its correspondence to ensure that the public know they have the option of communicating with us in either language.

All OPCC led conferences and public events have a translator on hand and all documentation is available in Welsh and English.

## Spending money wisely

In January 2017, I set a net budget of £96.6million to deliver policing services for the communities of Dyfed Powys during 2017/18. This budget assumed a planned use of reserves to fund day to day services and included a 6.9% in January 2017 increase in council tax precept which, once again, was the lowest in Wales.

Together, my office and the Chief Constable delivered these services largely in line with the budget, although I agreed the additional use of reserves to meet the costs of the tragic fire in Llangammarch Wells and the costs of the unconsolidated pay award which arose from the unforeseen lifting of the Government's public sector pay cap. The following table summarises the position:

	2017/18 Revised Budget	2017/18 Actual	2017/18 Variance
	£'000	£'000	£'000
<b>Commissioner</b>			
Office and Commissioning Costs	1,975	1,725	-250
Estates Costs	3,481	3,691	210
<b>Total Commissioner</b>	<b>5,456</b>	<b>5,416</b>	<b>-40</b>
<b>Chief Constable</b>	<b>94,302</b>	<b>94,573</b>	<b>271</b>
<b>Other activities from reserves</b>	<b>286</b>	<b>136</b>	<b>-150</b>
<b>Net contributions to/(from) reserves</b>	<b>-3,428</b>	<b>-3,509</b>	<b>-81</b>
<b>Group total (including reserves)</b>	<b>96,616</b>	<b>96,616</b>	<b>0</b>
<b>Funded by grants and precepts</b>	<b>-96,616</b>	<b>-96,616</b>	<b>0</b>

In addition to this revenue expenditure, £5.2m was also spent on capital investment to ensure that estate, vehicle and technology provision can adequately meet policing demands.

At the end of 2017/18, reserves totalled £20.5m which included a general reserve of £4m to meet costs of unforeseen events, £4.1m to support costs of policing over the next three years along with £12.4m to fund future vital capital investment predominately in estates and technology.

For further information on the 2017/18 financial position, please see the [Group Statement of Accounts](#) for 2017/18 published on our website. The Narrative Report at the beginning of the Accounts provides a helpful summary of the financial position.

## Financial Outlook

Dyfed Powys Police Service has faced significant financial challenges since 2010 due to reductions in funding from central government along with costs pressures and continual changes in the demand for policing services. The Government have indicated that a

# DRAFT

## Spending Money Wisely

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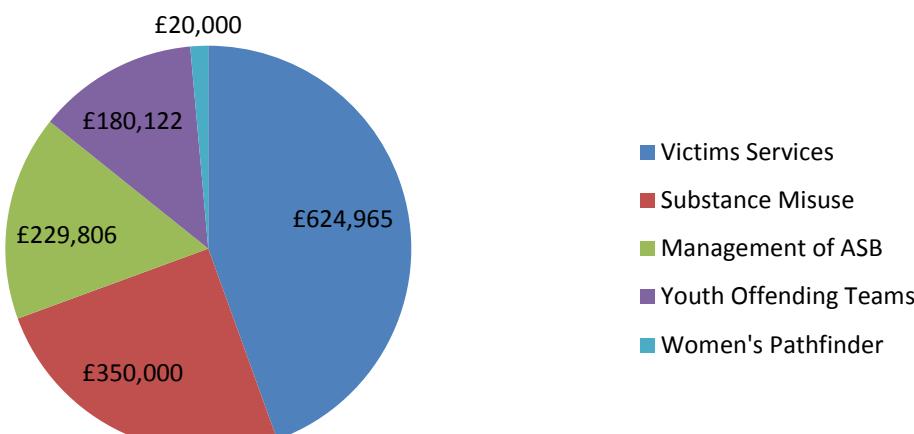
Comprehensive Spending Review will be conducted next year, the implications of which remain to be seen. There are also uncertainties around the potential impact of Brexit and renewed Government priorities which may present future challenges for the policing sector. In addition there is also uncertainty around the Formula Funding Review which the Home Office may look to implement from 2020 which could see Dyfed Powys losing a significant proportion of the central funding that it currently receives.

With my priorities and these uncertainties in mind, I consulted with the Chief Constable, the public and other stakeholders towards the end of 2017/18 before setting my budget for 2018/19 and outlining my [Medium Term Financial Plan](#). I will continue to engage and consult with communities and will work closely with the Chief Constable to ensure that the residents of Dyfed Powys receive the best possible services during 2018/19 and for the rest of my term of office.

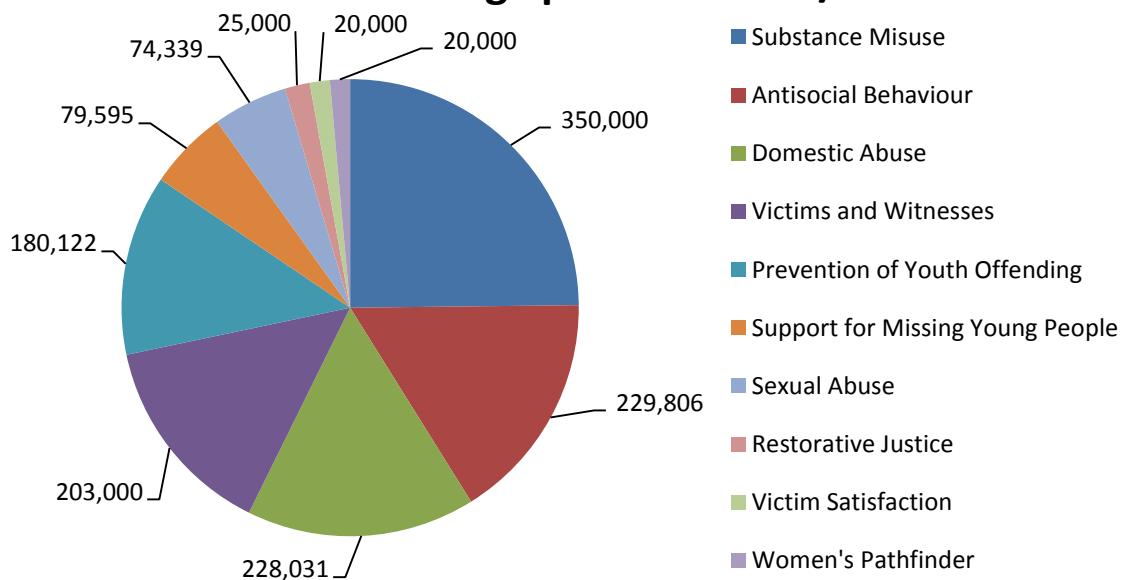
## Spending money wisely

The commissioning budget for 2017/18 was £1,409,893 of which £604,715 was funded by the Victims' Grant from the Ministry of Justice. The graph and table below show the detail of this allocation and expenditure by service area.

### Services for the Vulnerable - Amount spent on contracts 2017/18



### Commissioning Spend for 2017/18



### Estates Project

As Commissioner, I am responsible for the Dyfed-Powys Police Estates and the dedicated staff who maintain the land and buildings. The estates program whose aim it is to enable our services to support the community effectively has continued in its aim to deliver a fit for purpose and cost effective estate. Aligned to this, further environmental improvements have been carried out (listed below) across the following properties where practicable, along with essential fabric improvements. This work will continue in the next financial year, and will prolong the

lifespan of the estate and reduce our carbon footprint and operating costs on an ongoing basis.

Loft insulation, LED lighting, Double Glazed Window and door installations, and increased zoning of building heating systems.

During this period the following locations were focussed upon:

Aberystwyth, Milford Haven, Pembroke Dock, Fishguard, Newcastle Emlyn, Ammanford, Crosshands, Llandysul, Haverfordwest, Narberth, Llandovery, Crymych and Aberaeron.

## Looking ahead

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### Delivering on pledge to reinvest in CCTV

I am currently working towards reinvesting in CCTV in 17 towns throughout Carmarthenshire, Ceredigion, Pembrokeshire and Powys. 116 state of the arts CCTV cameras will be placed in towns identified as priority camera locations. These have been determined through analysis of crime and stakeholder consultation. CCTV was a key election pledge of mine, and I promised I would invest in a modern CCTV infrastructure. I am pleased to be able to say that this will soon be the case.

### Llanelli Police Station and Carmarthenshire Custody Project

The new Llanelli Police Station and Carmarthenshire Custody Facility project continues and anticipated to gain significant momentum in the communing year. Land has been identified, ecological surveys have been completed, and we are currently working with the land owner to confirm next steps relating to the geotechnical surveys, aligned with the proposed building footprint on the site. It is anticipated that a full public consultation process will commence in Q2/3 of the financial year followed with the planning application process. The building programme is estimated to take 18 months from successful planning application being received.

### Charity Bike Ride

Between April 29 and May 4 I will be spending 5 days on my bike as part of a challenge dubbed #TourdeForce. I will be cycling 500 miles with a team of supportive Dyfed-Powys Police officers to promote the Safer Dyfed-Powys Diogel Charity.

We will be cycling more than 3000 miles in order to visit 43 police stations across the Force area and hosting engagement events each evening to meeting with members of the public to raise awareness of the Charity.

### Safer Dyfed-Powys Diogel

Safer Dyfed-Powys Diogel is the Commissioner's Charity aimed at making a difference to communities within the Force Area. Applications for funding will open on May the 10<sup>th</sup> and close on June the 29<sup>th</sup>, and is open to all communities groups and/or charities within the Force Area to apply for a maximum grant of £1000.







If you require any further information or would like this document in an alternative format please contact us.

This Annual Report is also available on our website in Welsh.

## Contact the PCC

**Tel: 01267 226440**

**Email: [opcc@dyfed-powys.pnn.police.uk](mailto:opcc@dyfed-powys.pnn.police.uk)**

**OPCC, PO Box 99, Llangunnor, Carmarthen, SA31 2PF**

## DYFED-POWYS POLICE AND CRIME PANEL 27<sup>TH</sup> JULY 2018

### DECISIONS TAKEN BY THE COMMISSIONER

#### **Recommendations / key decisions required:**

To consider the decisions made by the Commissioner and make such report or recommendations as the Panel thinks fit.

#### **Reasons:**

The Panel has a statutory duty to do this

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Robert Edgecombe

Designation:  
Legal Services Manager

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**EXECUTIVE SUMMARY**  
**DYFED – POWYS POLICE AND CRIME PANEL**  
**27<sup>TH</sup> JULY 2018**

**DECISIONS TAKEN BY THE COMMISSIONER**

Section 28(6) of the Police Reform and Social Responsibility Act 2011 requires the Panel to review or scrutinise decisions made and actions taken by the Police and Crime Commissioner in connection with the discharge of his functions and make reports and recommendations to the Commissioner in relation to the discharge of those functions.

Any such reports or recommendations must be published by the Panel.

<b>DETAILED REPORT ATTACHED ?</b>	<b>YES</b>
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**Section 100D Local Government Act, 1972 – Access to Information**

**List of Background Papers used in the preparation of this report:**

**THESE ARE DETAILED BELOW**

<b>Title of Document</b>	<b>File Ref No.</b>	<b>Locations that the papers are available for public inspection</b>
Host Authority File	LS-0511/31	County Hall, Carmarthen



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**Decisions made by the Commissioner (including those made at Policing Board) 19<sup>th</sup> December 2017 – 16<sup>th</sup> July 2018**

Title & Summary	Date
<b>Funding for research into domestic abuse</b> The Commissioner approved £22,172 be awarded for an 18-month outcome evaluation of the Priority Perpetrator Identification Tool pilot which has been running in Dyfed-Powys since December 2016. The research will be conducted by Cardiff University and the University of South Wales.	Dec 19
<b>Quality Assurance Panel expansion action plan</b> The Commissioner approved the plan detailing how the Quality Assurance Panel's membership, reach and remit will be expanded.	Dec 19
<b>Encryption tender award</b> The Commissioner approved the award of a contract to ComputaCentre Ltd for the supply and 5 years support and maintenance of an encryption overlay at the cost of £667,256.12.	Dec 19
<b>National Units Collaboration</b> The Commissioner signed a Section 22A Collaboration Agreement regarding National Units.	Jan 16
<b>Joint Corporate Governance Framework</b> The Commissioner and Chief Constable agreed on their 2018-19 Joint Corporate Governance Framework.	Jan 16
<b>Force Executive Board</b> The Commissioner and Chief Constable agreed that the Chief of Staff would represent the OPCC at Dyfed-Powys Police's quarterly Force Executive Board meetings.	Jan 16
<b>Charitable contribution towards the WAAT4 Challenge</b> The Commissioner approved a financial contribution of £2,000 towards the WAAT4 Challenge on the basis of reputational benefit for Dyfed-Powys Police and the significant involvement of local officers in this community and charitable enterprise.	Jan 22

<b>Service for Victims of Sexual Abuse</b>	Jan 30
The Commissioner approved a contract extension for New Pathways for the provision of services for victims of sexual abuse at a cost of £136,570 for 1 <sup>st</sup> April 2018 to 31 <sup>st</sup> March 2020.	
<b>Domestic Homicide Reviews</b>	Jan 30
The Commissioner agreed with the Chief Constable that the Force would commit to making a financial contribution to Domestic Homicide Reviews alongside other statutory partners.	
<b>CCTV contract</b>	Apr 27
The Commissioner approved the award of a contract to Baydale Control Services Ltd for the supply, installation, commissioning and maintenance of public space CCTV at a cost of £984,961 (capital) and £259,130 (revenue) across a five year period.	
<b>Donation to Mentrâu Iaith 'Ras yr Iaith'</b>	May 16
The Commissioner approved a donation of £500 from the Police Property Fund to Mentrâu Iaith for their Ras yr Iaith event taking place throughout Dyfed-Powys.	
<b>Donation to Ammanford Football Club</b>	May 16
The Commissioner approved a donation of £196 from the Police Property Fund to Ammanford Football Club for their community event.	
<b>Donation to Central Beacons Mountain Rescue Team</b>	May 17
The Commissioner approved a donation of £2,000 to the Central Beacons Mountain Rescue Team to support the replacement of equipment following a fire at their base.	
<b>Road Safety Support Annual Membership</b>	May 22
The Commissioner approved the award of a contract to Road Safety Support Ltd for the provision of expert advice, reports and witness statements across the GoSafe partnership at a cost of £41,200.	
<b>ICT Backup Solution Professional Services contract</b>	May 22
The Commissioner approved the award of a contract to Tectrade for the continued provision of ICT backup support at a cost of £31,157 for one year.	

<b>Policing Board standing agenda items</b>	May 22
The Commissioner agreed that Human Resources and Finance would be discussed each month at the Policing Board meetings.	
<b>Vetting policy for Llanelli custody and station new build site contractors</b>	Jun 1
<p>The Commissioner approved the decision to establish a specific vetting policy for the new site due to the size of the project and the number of contractors who will be involved.</p> <p>Package contractors working on the project will not need to be vetted; this includes trades working on grounds work, main frame/structure, internal structure layout and first fix works. There will be another meeting held in advance of the second fix to evaluate the vetting requirement, as this stage will involve sensitive information such as where the security systems and fittings will be installed.</p>	
<b>Relocation of Haverfordwest Vehicle Maintenance Unit (VMU)</b>	Jun 1
<p>The Commissioner approved the decision made at the Estates Project Board to relocate Haverfordwest VMU to the neighbouring Mid and West Wales Fire and Rescue Service (MAWWFRS) site. Benefits identified include reduced costs; increased operational efficiency; reduced lone worker risk; and increased resilience by sharing work with MAWWFRS technicians when necessary.</p>	
<b>Discontinuation of Overnight Security Guard service at HQ</b>	Jun 1
<p>The Commissioner has approved the decision made at the Estates Project Board to discontinue the service. The decision was made on a number of key changes: installation of CCTV around HQ site; relocation of Carmarthen Police Station to its current neighbouring site; and the out of hours cover provided to the on-site facilities by the Force Communication Centre.</p>	
<b>Student internship with the Open University in Wales</b>	Jun 6
<p>The Commissioner approved the advertisement of a Student Internship opportunity working with the assurance team in the OPCC for a 10 week placement. The placement is in partnership with the Open University in Wales and funded by Santander, who will pay the student's first two weeks wages. The remainder of the weeks will be funded 50% by the OPCC and 50% by Santander, costing the OPCC £1,200 for the 10 week placement.</p>	
<b>Mobile SIMS contract</b>	Jun 19
<p>The Commissioner approved the award of a contract to EE for mobile SIMS at a cost of £237,000 for a period of 3 years.</p>	

**e-Notebook software contract**

Jun 19

As part of the Force's Mobile Data Programme, the Commissioner approved the extension of the existing contract with Airwave Solutions Ltd for an additional two year period for the provision of e-Notebook software at a cost of £178,532.

**Revision to Quality Assurance Panel handbook**

Jul 12

The Commissioner approved the amendments to the Quality Assurance Panel's handbook in line with the decision of 19<sup>th</sup> December. Changes include: the Panel's remit is extended to any area of police contact with the public; the removal of the introduction to complaints handling; the maximum Panel membership is increased from 12 to 15; the inclusion of a specific reference to the OPCC welcoming applications from diverse backgrounds; the increase in Panel activities to include diverse community groups in the Commissioner's scrutiny work; and improvements to how the Panel's findings are reported to the Commissioner and Force.

**Sale of redundant former police buildings – Phase 2**

Jul 16

The Commissioner approved a private treaty sale for two properties on behalf of the OPCC, with support from BP2 Chartered Surveyors and Carreg Law Solicitors. The first site is at St David's and second is a former police house in Heol Tyn y Fron, Aberystwyth. Properties will be offered to Local Authorities prior to going to the open market.

**Carmarthen Neighbourhood Policing Team (NPT) base**

Jul 16

The Commissioner has approved the decision made by Force representatives and the Director of Estates on the relocation of Carmarthen NPT. The facility requires moderate investment in the form of decoration, fitting out and installation of a Public Call Point.

## DYFED-POWYS POLICE AND CRIME PANEL 27<sup>TH</sup> JULY 2018

### POLICE ACCOUNTABILITY BOARD

#### **Recommendations / key decisions required:**

To note the agenda, reports and minutes for the Accountability Board 8<sup>th</sup> May 2018 and question the Commissioner about them.

#### **Reasons:**

One of the statutory duties of the Commissioner is to hold the Chief Constable to account for delivery of the Police and Crime Plan. One of the mechanisms for doing so is by means of public Police Accountability Board meetings.

Report Authors:

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Robert Edgecombe

Designation:

Relevant Panel Champion

Legal Services Manager

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**EXECUTIVE SUMMARY**  
**DYFED – POWYS POLICE AND CRIME PANEL**  
**27<sup>TH</sup> JULY 2018**

**POLICE ACCOUNTABILITY BOARD**

On the 8<sup>th</sup> May 2018 a Police Accountability Board was held in Crickhowell school at which the Police and Crime Commissioner sought to hold the Chief Constable to account.

One of the roles of the Panel is to scrutinise how the Commissioner performs this function.

Panel members are requested to note the agenda, reports and minutes of that meeting and question the Commissioner accordingly.

**Panel members are reminded that the purpose of this report is to enable to the Panel to scrutinise how the Commissioner holds the Chief Constable to account. Panel members should therefore not seek to question the Commissioner about operational policing matters.**

<b>DETAILED REPORT ATTACHED ?</b>	<b>YES</b>
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**Section 100D Local Government Act, 1972 – Access to Information**

**List of Background Papers used in the preparation of this report:**

**THESE ARE DETAILED BELOW**

Title of Document	File Ref No.	Locations that the papers are available for public inspection
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23<sup>rd</sup> of April

**TO:** **The Police and Crime Commissioner, Chief Constable, Deputy Chief Constable, Assistant Chief Constable, Director of Finance, Chief Finance Officer and Director of Resources**

Copy to: ACPO and Senior Officers/Staff

OPCC Staff

Press

Dear Sir/Madam,

A meeting of the **Dyfed-Powys Policing Accountability Board** will be held on **Tuesday the 8<sup>th</sup> of May at Crickhowell School between 10:30 – 13:30** for the transaction of the business on the attached agenda. Members of the Press and Public may attend this meeting. Those wishing to do so are asked to contact the OPCC in advance to inform us of any requirements, or if they wish to contribute to the meeting through the medium of Welsh.

Yours sincerely

**Carys Morgans**  
**Chief of Staff**

## AGENDA

### **Opening with an informal session with students from Ysgol Crickhowell.**

1. Welcome and Apologies
2. Minutes of the Accountability Meeting held on February the 13<sup>th</sup> 2018.
3. Force Performance Report Quarter 4
4. Financial performance during quarter 4
5. Update on the Police and Crime Delivery Plan, focusing on:
  - a) Victim Satisfaction



- b) Public Confidence





c) Organisational Health and Wellbeing



PAB- Organisational  
Health Wellbeing 19.

d) HMICFRS



PAB HMICFRS.docx

e) IPCC



PSD - Policing  
Accountability Board I

6. Update on Policing Board focus areas during quarter 4.

a. Crime Data Integrity

b. Victim Services

7. Scrutiny activity feedback



2018-01 OOCD  
report - Draft.doc

8. Action and Risk Summary from Meeting

9. AoB

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<b>Members:</b>	Mr Dafydd Llywelyn, Police and Crime Commissioner (PCC) Chief Constable Mark Collins (CC) Mrs Carys Morgans, Chief of Staff, OPCC (CM) Mrs Jayne Woods, Chief Finance Officer, OPCC (CFO) Deputy Chief Constable Darren Davies (DCC) Mr Edwin Harries, Director of Finance (DoF)
<b>Also Present:</b>	Ms Emma Northcote, Corporate Communication (EN) Staff Officer Gwyndaf Bowen (GB) Miss Mair Harries, Executive Support, OPCC (MH)
<b>Apologies:</b>	

ACTION SUMMARY FROM MEETING ON 03/11/2017		
Action Nº	Action Summary	Progress:
<b>PAB 068</b>	<b>DPP to provide an update on the OPCC website in Policing Board on November 21, 2017.</b>	<b>Complete</b>
<b>PAB 069</b>	<b>Police Accountability Board meetings to be re-arranged.</b>	<b>Complete</b>
<b>PAB 070</b>	<b>IPCC Reports to be provided to the OPCC</b>	<b>Complete</b>
<b>PAB 071</b>	<b>Chief of Staff Carys Morgans to represent the Office of the Police and Crime Commissioner in the drafting of future Force Management Statements.</b>	<b>Complete as of 14/2/2018</b>
<b>PAB 072</b>	<b>Joanna Thomas to link with Kerrie Phillips to discuss Victim Engagement Forum developments</b>	<b>Ongoing</b>
<b>PAB 073</b>	<b>Carys Morgans to liaise with Emma Northcote and Steve Cockwell following a public conference.</b>	<b>Complete</b>
<b>PAB 074</b>	<b>Breakdown of language profile to be provided to the OPCC.</b>	<b>Complete</b>
<b>PAB 075</b>	<b>IPCC report to be provided to the OPCC.</b>	<b>Complete</b>

## 1 Welcome and apologies

The Commissioner welcomed sixth form students from local secondary school Ysgol y Strade and their teachers. The Board members each took a turn introducing

themselves to the students and describing their role within Dyfed-Powys Police (DPP) or the Office of the Police and Crime Commissioner (OPCC).

A brief question and answer session ensued which included the PCC asking the students about their social media preferences. References were made to twitter stories from DPP's communication team regarding local news and events particularly useful. The class asked the Board about DPP's emergency planning measures. They were advised that planning work is completed with a multi-agency approach whereby local authorities, police, fire and rescue organise responses for emergencies based on what services were required. The Board were questioned regarding the Force's policy for recruiting officers from a range of cultural and racial backgrounds. The CC stated that

2% of the Dyfed-Powys Force area is made up of black and minority ethnic inhabitants therefore that 2% should be reflected and represented in the DPP family. It was stated that DPP regularly host recruitment drives in mosques, universities and community groups. The PCC stated that 41% of the Force area is made up of Welsh speaking inhabitants which should also be represented in the DPP family and Welsh speakers are actively recruited for positions within the Force and the OPCC. Currently 1600 DPP officers and staff out of 2000 have 'some Welsh ability'. The class were informed that DPP employs a Diversity Officer whose role consists of organising diversity events, some of which have already been planned for 2018. The PCC acknowledged the Polish community in Llanelli and stated that representation of similar small communities within the Force area is desirable. The DCC also noted the consistent recruitment of female officers to the Force.

The PCC acknowledged the passing of a Dyfed-Powys Police officer who had recently retired during his 50<sup>th</sup> year of service to the Force. The PCC extended the Board's condolences to the officer's family.

## **2 Minutes of the Accountability Meeting held on the 3<sup>rd</sup> of November and Matters Arising**

With an amendment of an error in a date the minutes from the previous meeting held on the 3<sup>rd</sup> of November were felt to be a true and accurate reflection of the meeting.

PAB 066 – Website launch – The PCC was informed that the DPP and OPCC websites would be launched the following day, Wednesday the 14<sup>th</sup> of February.

PAB 067 – Public Service Bureau (PSB) – The PCC requested that a meeting be arranged between himself and Professional Standards Department (PSD) staff, the Chief of Staff and the DCC to discuss the transition of the PSB currently housed within the Office of the Police and Crime Commissioner (OPCC) into the PSD.

PAB 068, 069 and 070 were all acknowledged as complete.

PAB 071 – Force Management Statement – The CoS stated that a meeting would be taking place tomorrow, the 14<sup>th</sup> of February to take the drafting of the Force Management Statement forward.

PAB 072 – Victim Satisfaction – It was decided that further engagement is required to assess how satisfied victims are with their ongoing relationship with the Force.

PAB 073 and PAB 074 were both acknowledged as complete with an action for the breakdown of the Language Profile to be discussed at Policing Board.

Action: The Breakdown of the Language Profile provided to the PCC at November 2018 PAB to be discussed at a future Policing Board.

PAB 075 was acknowledged as complete.

### **3 - Force performance report – Quarter 2**

The Report reflected that the overall position of the Force was a positive one, with 73.9% of user satisfaction survey participants providing positive feedback of their relationship with DPP. The PCC stated that the survey noted that DPP was the highest achiever of England and Wales Forces in terms of public perception of whether the Police do a 'good' job or an 'excellent' job. The PCC reflected that these levels of those satisfied in user satisfaction surveys remained lower in relation to follow up engagement from the police. The CC stated that this was being addressed with sergeants and inspectors tasked to ensure that follow up work is completed on cases. The matter has been raised at the Chief Officer Group (COG) and the DCC stated that the PB meeting on the work of the Commissioned Service Goleudy (supporting Victims and Witnesses of Crime) taking place on the 16<sup>th</sup> of February would emphasise three layers of assurance.

#### **Action: Timeline of meetings to discuss assurance to be provided to the PCC.**

The Board acknowledged low public satisfaction levels for violent crime police involvement and concluded that in assault cases pleasing both parties in an affray is difficult. The DCC stated that a Performance Event was hosted in DPP in January where a focus was placed on closing enquiries and investigation quicker; that is within 30 days. The discussion moved on to legacy cases within the Professional Standards' Department (PSD) which are monitored monthly; the DCC stated that cases which are ongoing for longer than six months are actively scrutinised.

The discussion moved on to Her Majesty's Inspectorate of Constabulary Fire and Rescue Service (HMICFRS) inspection of the Force's Hate Crime strategies which

was estimated to take place in May 2018. The DCC stated that recent work undertaken internally suggested that DPP's hate crime satisfaction record is positive. A discussion ensued about a HMIC custody inspection which are unannounced. The Custody Inspection took place in November 2017 and a response is expected shortly.

A discussion ensued regarding reporting crimes with a focus on rural crime. The CC acknowledged that with the launch of the DPP/OPCC Rural Crime Strategy more rural and farming crimes would be encouraged to report crime whereas previously this wasn't being done. The PCC stated that there had been an increase in reported crimes between 2016 and 2017 and the Board acknowledged that better recording processes may be responsible for this.

**Action: Force to provide a breakdown of reported crime including rural crime for PAB in summer 2018.**

The PCC highlighted reductions in drug offenses in the Force Performance Report however was unclear regarding what kind of offenses the document referred towards.

**Action: Force to provide a breakdown of drug offenses specifically the number of drug trafficking offences by PAB in Spring 2018.**

The PCC moved the discussion on to the possession of weapons and knife crime in particular. DPP's 'possession of a weapon' offences have reduced 4% and the PCC questioned whether the reduction had been emphasised in the media following perceived increase in knife offences in Merseyside and London areas. The PCC suggested that crime recorded data and performance be reviewed at PAB in summer 2018.

**Action: Crime recorded data and performance to be reviewed at PAB in summer 2018.**

A discussion ensued regarding sexual offences; the PCC accepted that there did not seem to be a pattern in the recorded sexual crime figures.

The PCC noted that theft currently counts for 20% of total recorded crime in DPP. The PCC questioned what operation activity is being done to target lower level theft and was informed that there is no current data to differentiate between the various kinds of petty theft e.g theft of mobile phones, wallets etc.

**Action: Force to provide data regarding lower level petty theft offenses.**

The PCC raised concerns regarding the high level of violence against the person and questioned what the Force is doing to combat the problem. The CC stated that 41

out of 43 UK Forces have seen an increase in violence against the person which suggests a national trend.

**Action: Review of violence against the person to take place at PAB in summer 2018.**

Ysgol y Strade students and pupils left the meeting.

The PCC moved the discussion to Roads Policing and the update received from the Force. The PCC requested more information broken down into separate months and raised concerns in relation to targets set by Welsh Government regarding policing the roads by 2020. The PCC enquired how future plans for Roads Policing is operationalised in order to try and meet the targets.

**Action: The Force to provide the OPCC with a current update on Roads Policing and provide quarterly figures of operational action for Roads Policing for Policing Board (PB) in May 2018.**

The discussion moved on to DP Crown Court Conviction Rate which is below the national average. The DCC stated that DPP's charging rate is low and queried whether the Force may be risk averse.

**Action: DPP's low Crown Court Conviction Rate to feature on Local Criminal Justice Board agenda.**

A discussion ensued around Stop and Search with positive searches is currently 40%, the best in the country. The PCC noted that young people are stopped and search seemingly every day. The PCC suggested obtaining a breakdown of the ages of young people being stopped. A discussion ensued regarding the level of scrutiny of stop and searches.

**Action: OPCC to be involved in scrutiny activity of DPP stop and searches.**

The discussion moved on to domestic incidents. The PCC noted that since 2016 there has been a reduction in the number of re-offending regarding domestic incidents. The DCC stated that DPP's Performance Board has been tasked with scrutinising domestic incidents numbers in January 2018, and officers have been tasked with maintaining performance to ensure quality of outcome in domestic cases.

The PCC praised the positive answer times for 101 calls to DPP in Welsh and English. The average waiting time for calls has decreased from 40 seconds to 20 seconds, resulting in a higher percentage of calls being answered, the figure being currently at 98%. The PCC stated he would find it useful to receive a breakdown of the data.

## **4 – Financial Performance**

The PCC praised the overall positive outlook of the Financial Performance Report taking into consideration recent estate activity around Police Headquarters.

The CFO asked the DoF what the final position would be. The DoF stated that the Force is down to £283,000 which he suspects will come down again due to recruitment plans and renewals. Mentions are made of operational pressures. DoF stated that everyone is aware of the Financial pressures. The CFO stated that predicted overspend was £280,000 before Christmas, and has come back to £90,000 since that time. The PCC stated that from a quarter ago there has been a great step in the right direction.

The CFO questioned what the final position of the 2017/18 financial year will be. The DoF stated that several factors including staff retirement and operational pressures made predicting the final position difficult.

The PCC acknowledged a considerable amount of work by the DoE to minimise spending by the Estates Department who have now come under the Police and Crime Commissioner's Office.

At the end of the discussion the PCC asked whether there was anything he should be worried about within the data. The DoF stated that when he assessed the data there was £406,000 overspent; he stated that half of costed operations had income attached or were one-off incidents such as the Brechfa Force escort. He also stated that terrorist attacks in London and Manchester would also have impacted upon operational costs. He stated that there is £200,000 which needs to be pushed back. Staff levels were low at the beginning of the year which had a knock on effect, but following recruitment that has impacted the budget. The CFO stated that it would be useful to see the data without the items that have income attached. The DoF stated that income recovery was made from both operations.

The PCC also questioned the monitoring of potential frequent claimants of overtime opportunities; this point was felt to have both financial implications and officer welfare implications. The DCC stated that overtime activity is being consistently monitored. The CC stated that the cost of overtime has decreased significantly since August 2017 due to officer numbers having been improved during the last 6 months. The DoF stated that the Force adhered to the European Working-time 48 hour rule and subscribed to clocking in systems in order to monitor the hours officers are working.

The CC stated that overall the Force is in a good position.

## **5 – Update on the Police and Crime Delivery Plan**

The DCC confirmed that the Chief Officers had had the opportunity to discuss the outcome reports with their authors and that a rating for each had been jointly agreed.

#### **a) Victim Satisfaction**

The PCC was presented with 6 months' worth of data. The PCC acknowledged the length of some of the cases, and that PSD had promised a conclusion for those cases by the end of the financial year.

#### **b) Public Confidence**

The discussion moved on to updates submitted from the Press Office. The PCC raised concerns regarding making the most of opportunities afforded by Operation Cynefin. The PCC questioned how this engagement with the public fed into operational policing. A discussion ensued regarding the synergy between various department with the PCC suggesting a scoping exercise of the overlay between PSD, Force Command Centre, Customer Centre and Operation Cynefin to provide a consistent service.

#### **c) Organisational Health and Well-being**

The Board reviewed a report supplied by the Operational Health and Well-Being department. A discussion ensued about the quality of leadership coaching and Calon activity. The CC stated that he was part of the Evaluation Board of such activity and found it to be very positive, so much so that North Wales Force and the Police Federation Nationally has expressed interest in adopting the same transformational leadership models. The DCC stated that unlike previous models, the current one is embedded in the DPP structure. The discussion moved on to the Personal Development Recording (PDR) process which a proportion of DPP staff has described as 'tick-boxing'. The CC stated that the Force is looking to amend the PDR system and improve it to meet the expectation of staff.

#### **d) HMIC**

The Board considered the report regarding Her Majesty's Inspectorate of Constabulary and Fire and Rescue Service (HMICFRS). The PCC announced that a meeting will take place between the Chief Officers and representatives from HMIC regarding the most recent inspection. A consultant is currently working with DPP in relation to HMIC work and the Board discussed an exit strategy for the consultant following the Autumn Police Effectiveness, Efficiency and Legitimacy (PEEL) inspection by HMIC.

#### **e) IPCC**

The Board acknowledged some long-standing cases with the PCC having previously been informed that the cases. The CoS highlighted concerns regarding the LQCs

whereby the current payment structure does not include preparation time and referred to a previous All Wales Policing Group where PCCs had decided to adopt the model used in English Forces and Gwent Force. The new model would allow payment for preparation time, allow consistency across the Forces and allow DPP access to College of Policing Training. This is scheduled to commence in-Force on the 1st of April 2018.

The PCC acknowledged recommendation by the Home Office with regard to moving the Public Service Bureau from the Commissioner's Office to ownership of DPP. The Bureau will formally transfer on the 1<sup>st</sup> of April 2018 although a transition plan was in place to ensure this was a smooth process. This included PSD taking line management responsibility from the 1<sup>st</sup> of January 2018.

## **6 – Update on Policing Board focus areas last quarter**

Wynne Jenkins from Llamau, a charity specialising in Young People attended PAB to give an input on the organisation's work. Llamau is commissioned by the OPCC for Dyfed-Powys Police to provide specialist support on missing children across the Force Area. There are currently three members of staff across the Force Area located in Ystradgynlais, Ammanford and Newtown. Children who had previously been reported missing are referred to the service by DPP while complying with current data protection laws. The CoS questioned whether Llamau had access to all the information they require from DPP and was informed that while the charity regularly have access to information there are occasions when they are forced to contact a school or a parents for pertinent information.

The Board questioned on response times to cases of missing children and the organisation's relationship with DPP the response to which was positive. Llamau face while working with families of missing children, children previously reported missing and organisations such as care homes.

EN questioned Mr. Jenkins regarding perceived seasonal change in the number of missing young people. Mr. Jenkins stated that during summer school holidays there seem to be fewer children reported missing, potentially because some children go missing due to problems arising in school during terms time. The DCC suggested that work could be done to liaise with schools regarding peak times for children to go missing.

The Board learned that information regarding children who go missing due to factors such as sexual exploitation or drug abuse is fed back to the Police while protecting the child's personal information.

EN requested feedback for how DPP's social media pages can assist with missing child cases. Mr. Jenkins stated that reaction from children varied e.g children experience stigmatism from being labelled as a 'missing child' after being found, and find that once they have been labelled so on social media it could affect other factors.

Mr. Jenkins left the meeting.

## **7 - Scrutiny activity feedback**

The Board discussed scrutiny activity of the Force by the OPCC, supported by the OPCC's Scrutiny Panel.

### **Action: The PCC to meet with the OPCC's Policy and Assurance Advisor in relation to ongoing scrutiny activity.**

The PCC raised a specific issue regarding a domestic incident whereby the Out of Courts Disposal Scrutiny Panel deemed that the offender in that case should have been charged by Police. The Board found that all charges in domestic cases are done through the Crown Prosecution Service (CPS) not the Force.

## **9 – Action and Risk Summary from Meeting**

### **10 - Any other business**

#### **a) Mental Health Update**

The Board briefly discussed the Mental Health Update provided by the Force. The CC stated that the Strategic Mental Health Plan is regularly monitored by him, and the ACC Chaired the previous Strategic Mental Health Board in January 2018. Street Triage will be available to the public seven days a week from April 2018. The CC is currently overseeing a project to refresh the Force's Mental Health Training Day and link it up with Hywel Dda Health Board.

#### **Action: Public Service Bureau to attend the Force's Mental Health Training Day.**

#### **b) Precept Letter**

The Police and Crime Panel unanimously supported the 5% rise of the precept for the next financial year.

The CFO stated that the total budget for the Force has increased to £99.1 million for 2017/18 from £96.6 million the previous financial year.

ACTION SUMMARY FROM MEETING ON 13/02/2018		
Action N°	Action Summary	To be progressed by:
<b>PAB 076</b>	<b>Force to provide a breakdown of reported crime including rural crime for PAB in summer 2018.</b>	<b>IID</b>
<b>PAB 077</b>	<b>Force to provide a breakdown of drug offenses specifically the number of drug trafficking offences by PAB in Spring 2018.</b>	<b>IID</b>
<b>PAB 078</b>	<b>Crime recorded data and performance to be reviewed at PAB in summer 2018.</b>	<b>MH</b>
<b>PAB 079</b>	<b>Force to provide data regarding lower level petty theft offenses.</b>	<b>IID</b>
<b>PAB 080</b>	<b>Review of violence against the person to take place at PAB in summer 2018.</b>	<b>MH</b>
<b>PAB 081</b>	<b>The Force to provide the OPCC with a current update on Roads Policing and provide quarterly figures of operational action for Roads Policing for Policing Board (PB) in May 2018.</b>	<b>GB</b>
<b>PAB 082</b>	<b>DPP's low Crown Court Conviction Rate to feature on Local Criminal Justice Board agenda.</b>	<b>BD</b>
<b>PAB 083</b>	<b>OPCC to be involved in scrutiny activity of DPP stop and searches.</b>	<b>CB</b>
<b>PAB 084</b>	<b>The PCC to meet with the OPCC's Policy and Assurance Advisor in relation to ongoing scrutiny activity.</b>	<b>CB</b>
<b>PAB 085</b>	<b>Public Service Bureau to attend the Force's Mental Health Training Day.</b>	<b>PSD</b>

#### Date of next meeting

May the 8<sup>th</sup> 2018

**Policing Accountability Board outcome report**

<b>Date of meeting:</b>	<b>8 May 2018</b>
<b>Author:</b>	<b>Insp Stuart Bell</b>
<b>Outcome</b> (please tick the outcome you are reporting on)	<input checked="" type="checkbox"/>
Public confidence	
Victim satisfaction	
Organisational health and well-being	
HMICFRS	<input checked="" type="checkbox"/>
Office of Police Conduct	

**Rating**

Inadequate  Requires improvement  Good  Outstanding 

**What is working well? How will we build on this?**

The force has well embedded practices in place to deal with the various types of HMICFRS related work: preparation for inspections, response to HMICFRS requests/publications, HMICFRS governance etc.

As part of the annual PEEL process, HMICFRS inspect all forces in England and Wales with regard to their Effectiveness, Efficiency, Legitimacy and Leadership.

All areas, with the exception of Leadership are subject to graded judgments. Forces are awarded one of four grades: Inadequate, Requires Improvement, Good or Outstanding.

In both 2015 and 2016, the force was graded as follows:

Effectiveness	Requires Improvement
Efficiency	Requires Improvement
Legitimacy	Requires Improvement

In both years the force was one of only two forces in England and Wales to not achieve Good in any PEEL category (along with Cleveland in 2015 and South Yorkshire in 2016).

In 2017 the force has been graded as follows:

Effectiveness	Good
Efficiency	Requires Improvement
Legitimacy	Good

The Effectiveness and Legitimacy grades represent the first awards of Good received against these categories. Although graded as Requires Improvement for Efficiency, the report outlines a marked improvement on the 2016 report and makes it clear that the direction of travel is positive.

HMICFRS governance is working well in the force. Each of our recommendations and AFIs are fed into a board within the new governance structure, where they are overseen and progressed accordingly; updates are fed into the HMIC governance group, at which AFIs and recommendations are signed off or tasked out for further work.

The new process is in its early stages and it is acknowledged that there is room for improvement to the process. The DCC and the inspection and review team are meeting in May 2018 to discuss the process with a view to making it more efficient.

Most outstanding AFIs and recommendations are to be captured on the HMICFRS 'recommendations register.' The register will be available on the HMICFRS web-page and will summarise the causes for concern, AFIs and recommendations of each force in England and Wales. We are working with our new force liaison lead, Sarah Cooper to ensure that our recommendations and AFIs are as up to date as possible prior to the publication of the register. The number outstanding in force is reasonable and is not likely to cause any public confidence concerns.

**What is not working well? How will we manage this?**

The force has been graded as Requires Improvement for Efficiency. We have been given some key areas for improvement though and are confident that if they are met, that a grade of Good is achievable for 2018.

Against the Effectiveness and Legitimacy pillars of PEEL the force has been assigned areas for improvement (AFIs) by HMICFRS. All such AFIs are monitored and progressed by the relevant group within the new governance structure, with a further level of oversight provided at the HMICFRS governance group, chaired by the DCC.

**What are our opportunities? How will we exploit them?**

The aforementioned AFIs are exactly that – areas for improvement. They each represent an opportunity for improved performance for the force. They are being prioritised and progressed appropriately.

The force is in the process of completing its first official Force Management Statement (FMS) having taken part in the HMICFRS pilot in 2017.

The completed document is due for submission to HMICFRS by 31 May 2018 with the early stages overseen by the respective Chief Superintendents and the Force Inspection and Review Team.

The FMS represents an opportunity for the force to build the demand analysis work into the annual planning cycle to enhance preparedness for the future. The FMS also feeds the new PEEL process; this is discussed in more detail under 'threats.'

**What are our threats? How will we manage them?**

The force has featured in the HMICFRS series of thematic fraud inspections. HMICFRS were in force 24-25 April to carry out a series of interviews, to hold focus groups and to carry out reality testing. HMICFRS visited the ROCU on 23 April.

The Inspection & Review and fraud teams have worked closely to manage preparations for the inspection to ensure that HMICFRS get the fullest appreciation of the great deal of work ongoing across the force in this regard: e.g. operation signature, the banking protocol, the fraud risk matrix etc.

The Crime Data Integrity (CDI) inspection remains outstanding. This inspection seeks to understand how effective our crime recording processes are: essentially, are we recording the crime that is reported to us in an effective and efficient manner.

Improvement work as well as QA and audit are being led by the force crime and incident registrar (FCIR), the deputy FCIR and an appointed DI.

HMICFRS's PEEL process has changed for 2018. In previous years the inspection regime was split into two tranches: the spring tranche focussed on efficiency and legitimacy whereas the autumn tranche focussed on effectiveness.

Under the new Integrated PEEL Assessment (IPA) approach, each force will be subject to one, larger inspection which will focus on all areas of PEEL. The inspections will take place in three tranches:

Tranche 1: 3 September 2018 to 14 December 2018

Tranche 2: 14 January 2019 to 12 April 2019

Tranche 3: 29 April 2019 to 19 July 2019

Dyfed-Powys will feature in tranche 1, with other Welsh forces featuring in tranches 2 (South Wales) and 3 (North Wales and Gwent).

The IPA will more than likely involve a two week inspection visit to the force and so we can expect a period of intensive activity.

As with previous PEEL inspections, there will be a requirement for a great deal of data and a large number of documents to be collated and submitted ahead of the inspection. Utilising the data and documents submitted, and considering the information included in our first FMS, HMICFRS will determine their key lines of enquiry (KLOE) for the inspection: that is, the areas that they believe are vulnerabilities for the force that will require a degree of scrutiny during the inspection.

The FMS therefore, presents a degree of risk to the force. HMICFRS advise that in compiling the FMS, honesty will be rewarded; however, we must be cognisant of the fact that whatever areas we highlight as requiring improvement, are likely to be subject of focus during the IPA.

<b>Resource implications</b>	
Finance – revenue funding, capital investment, external funding, commissioning, collaboration opportunities etc.	<p>The Force Inspection and Review Team comprises of 1.75FTE members of staff. The team is led by an Inspector (1.0FTE) and supported by a member of admin staff (0.75FTE).</p> <p>The team is currently supported by a consultant (0.6FTE) who, as a former member of HMICFRS staff, is able to bring a great deal of expertise to the force.</p>
Assets – estates, facilities, IT etc.	The FIRT shares an office at police HQ with the Assistant Director of Collaboration and Efficiency and his team.
Staff - knowledge & skills, capacity, capability, training etc.	<p>The FIRT have the requisite skills and experiences.</p> <p>Due consideration should be given to the appointment of the successor to the FIRT Inspector. Although no date has been set for his departure from the team, he is likely to move on in the second half of 2018. A replacement should be identified ahead of this move and it would be of benefit if a handover period was allowed to ensure that the gains made in the last year are not undermined.</p>
Timescales	<p>Key pieces of work in the calendar are:</p> <p>The annual PEEL inspection – the aforementioned IPA – will next take place in autumn 2018. This will test all pillars of the process: Effectiveness, Efficiency, Legitimacy and Leadership.</p>

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	<p>Force Management Statements: due 31 May 2018 for the first FMS, and then by 31 March annually thereafter.</p> <p>HMICFRS carry out thematic inspections throughout the year also. Currently they are inspecting hate crime and fraud.</p>
Leadership	<p>Leadership is a key theme of the HMICFRS analysis of forces. Every force receives an annual report on its leadership performance.</p> <p>Feedback in 2017 suggests that we have made great improvements since the 2016 inspection.</p>
Partners	<p>The FIRT liaises with HMICFRS and other forces on a regular basis. Wider partnership work, although crucial to force performance, is not routinely undertaken by the FIRT.</p>

Impact considerations	
Risk	<p>HMICFRS performance is subject to public scrutiny and so there are reputational risks involved regarding force performance.</p> <p>Post every inspection, HMICFRS publishes a report and an accompanying press release, which if unfavorable can damage the reputation of the force.</p> <p>The manner in which the force progresses AFIs carries a degree of risk.</p> <p>They need to be progressed effectively and in a timely manner to mitigate risks to the force and to individuals.</p> <p>The FIRT and the Governance Group work together to progress AFIs in a proportionate manner; AFIs carrying the greatest degree of risk are prioritized.</p> <p>HMICFRS are in the final stages of developing their 'recommendations register' – a summary of how many recommendations are outstanding for each of the 43 forces in England and Wales. Whereas prior to the establishment of the FIRT the force was in a vulnerable position, the number of outstanding recommendations is now far lower.</p>
Legal	<p>HMICFRS have the power to inspect forces to secure information, but no powers to give orders for change. AFIs and COCs are recommendations, not orders.</p> <p>Chief Constables and Police and Crime Commissioners are given the responsibility by HMICFRS to take any necessary action regarding AFIs and COCs.</p> <p>Police and Crime Commissioners are required to publish their comments on each HMICFRS report within 56 days of its publication, and must include an explanation of the steps to be taken in response to each</p>

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	HMICFRS recommendation or an explanation why no action has been or is to be taken in that respect.
Police and Crime Plan	HMICFRS activity and the work undertaken by the FIRT is relevant to all four of the Police and Crime Plan priorities.
Demand	As outlined above, the compilation of the Force Management Statement will aid the force's understanding of demand.
Governance	The HMICFRS Governance Group is chaired by DCC Davies.
Equality	
Reputation – confidence and satisfaction	
Environmental and sustainability	
Media, communication and engagement	Press releases are arranged post publication of all HMICFRS reports relevant to the force.

**Senior officer approval**

Name:

Signature:

Date:

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## Policing Accountability Board outcome report

Date of meeting:	8 <sup>th</sup> May 2018
Author:	Det Supt. David Guiney
Outcome (please tick the outcome you are reporting on)	
Public confidence	
Victim satisfaction	
Organisational health and well-being	
HMIC	
Office of Police Conduct	✓

Inadequate  Requires improvement  Good 

Rating



Outstanding 

### What is working well? How will we build on this?

The latest available IOPC data is for Q3 and sets out the Year To Date figures for the period April to December 2017 (inclusive).

The Q3 data continues to show improvements in the timeliness for finalising allegations by means of Local Resolution. In Q2, the average number of days to finalise allegations by way of local resolution was 74 days. By comparison, the Q3 statistics show that this figure has reduced further to just 66 days. This is a significant improvement when one considers that the SPLY figure was 117 days. At the end of Q3, our position in the national rankings for this particular performance indicator stands at 23<sup>rd</sup> out of 44 Forces – up from 29<sup>th</sup> position at the end of Q2. The extent of the improvement becomes apparent when one considers that at the end of Q4 last year (31<sup>st</sup> March 2017), Dyfed-Powys was sitting in 43<sup>rd</sup> position. The improved performance against this key performance indicator is all the more remarkable when one considers the notable increase in the number of complaints now being finalised through Local Resolution. The Q3 data shows that Year To Date, 46% of complaint cases have been finalised through Local Resolution compared to just 25% at the end of the last calendar year.

The Q3 figures indicate that 94% of complaints were recorded within 10 working days. This is higher than both the national average (82%) and the MSF average (91%). It also marks an improvement on the percentage of complaints recorded within 10 working days in the SPLY (89%).

In terms of allegations dealt with by Local Investigation, the Q3 statistics showed these were being finalised in an average of 251 working days - higher than the national average of 173 days and the MSF average of 177 days. However this is not reflective of the true performance as the average figure has been skewed by the completion of a small number of legacy cases. 51 of the 71 cases finalised through Local Investigation for YTD (i.e. 75%) were completed in less than the national average of 173 days.

The completion of the outstanding legacy cases continues to be a priority for PSD and they are subject of regular updates to the Deputy Chief Constable.

PSD performance data has now been incorporated into Qlikview. This data is available to BCU managers and to officers of Inspector rank and above. The data available includes: -

- Number of complaints per BCU
- Number of allegations per BCU
- Finalisations and timeliness for local investigations
- Finalisation and timeliness for local resolutions
- Details of all outstanding cases to include BCU, complainant's details, number of allegations and days active
- Top 10 complainants
- Top 10 officers / staff subject of complaints

In the interests of transparency, PSD is currently reviewing what additional performance data it can publish on the Dyfed-Powys Police public site.

What is not working well? How will we manage this?

There remains a backlog of checks to address the percentage of the workforce that do not hold an up to date vetting status which is in non-compliance with national standards. In order to address this backlog and to maintain business as usual, one member of the Vetting Team has been assigned to work through the backlog whilst the remainder of the Vetting Team deal with the incoming requests.

The significant numbers of transferees and new recruits joining the organisation has had a considerable impact in terms of vetting application workloads for the Department. According to the Work Force Plan, Dyfed-Powys Police intends to recruit a further 52 Police officers during the 2018 / 2019 financial year. Having liaised with Dylan Davies (Senior Manager Human Resources), it is anticipated that there will be uplift in Police staff establishment in the coming financial year comprising 38 new staff. In addition, two PCSO intakes are scheduled for August 2018 and February 2019 respectively – each comprising 6 – 8 new PCSOs.

It is also worthy of note that in January 2018, the Estates Team notified Vetting that there are potentially 176 contractors who will need prioritised vetting checks.

Furthermore, following an agreement between the NPCC and Her Majesty's Prison and Probation Service, individual Forces are being approached by HMPPS to process vetting applications for Probation staff residing in their Force area. PSD recently updated the Probation Service that it would not be possible to undertake the vetting of Probation staff until the Force had cleared its own backlog. The Probation Service has acknowledged the challenge we currently face with vetting backlog and has now secured the agreement of North Wales Police to take on the DPP Probation ViSOR vetting (comprising 35 Level 2 vetting applications for Probation staff).

On a positive note, the overall percentage of Dyfed-Powys Police employees currently without vetting has reduced from 28% three months ago to 24% (486 staff out of a total of 2055). However, based on current resources and the anticipated future demand over the coming financial year (2018 / 2019), the Force is unlikely to clear its vetting backlog by the HMIC target date of December 2018.

On 15th March 2018, D. Guiney and G. Lemon attended the 'Wales Regional Heads of PSD Meeting' in North Wales. During this meeting, each Force provided an update on their vetting situation and on the structure of their respective Vetting Units. It was apparent from this discussion that Dyfed-Powys Police has comparatively low numbers of vetting staff. North Wales Police and South Wales Police had both increased staffing levels and had recently succeeded in clearing their vetting backlog. Gwent had recently increased their staffing levels but had not yet cleared their vetting backlog. Both North Wales Police and South Wales Police stated that in the course of clearing their backlogs they had identified significant potential issues (predominantly financial) which could have left those staff members and in turn their Forces vulnerable / susceptible to corruption.

Whilst the Vetting Unit staffing levels will be evaluated as part of the imminent Departmental Review of PSD scheduled to commence in May, it has been decided to prioritise the allocation of additional temporary resources to the Vetting Unit on an interim basis. This will address the Force's current vulnerability in this area and increase the likelihood of achieving the HMIC deadline for clearing the vetting backlog (December 2018). Pending completion of the Departmental Review, our intention is to identify two Police officers on long term restricted duties to assist the Vetting Unit in clearing the backlog.

Following a procurement process, the Force has acquired a bespoke vetting system – 'Core Vet'. On 13<sup>th</sup> February 2018, PSD and IS&T met with the service providers (WPC) to help plan the installation and roll out

of the new system by July 2018. Once this has been introduced and embedded into the Department, the Core-Vet system will greatly assist the effective management of the vetting process. The recent increase in the frequency and gravity of conduct matters being dealt with by the Anti-Corruption Unit has placed a significant increased demand on this small team and has highlighted the need to consider increasing capacity in this area. The current staffing levels limit the proactive capability of the unit. The HMIC feedback received in October 2017 highlighted the need for the unit to be more proactive.

A Departmental Review will be undertaken in the coming months – commencing with a three day Continuous Improvement Event on 15<sup>th</sup> – 17<sup>th</sup> May 2018 at Llanarthne hall, which is being facilitated by the Force's Continuous Improvement Team.

#### What are our opportunities? How will we exploit them?

The Public Service Bureau has now come under the management of PSD providing the opportunity for PSD to oversee the entire front end of the complaints' process. This will benefit the Force and members of the public - particularly in terms of clarity of remit and role between PSD and the relevant appeal bodies. The current work practices of the Public Service Bureau will form part of the Departmental Review which will seek to ensure greater cohesion and streamlining of our processes to maximise efficiency and effectiveness

This transition also pre-empts the changes expected in Phase 3 of the reforms to the Police Complaints and Discipline systems - which for the first time will recognise a process for resolving complaints outside of the formal complaints process. Forces have been updated that there is to be a further delay in respect of the legislative changes. Implementation has now been pushed back to mid-2019.

PSD is continuing to provide a considerable number of inputs to various courses including 'new starters', Sergeant and Inspector Courses, transferees and custody refreshers. These inputs provide an opportunity for the Department to play more of a 'preventative' role - raising awareness of the standards expected and cascading organisational learning.

In recent months, numerous Misconduct Meetings have been chaired by Chief Inspectors who had never previously performed this role. PSD has been providing one to one training to these officers as well as ongoing support during the process. This support has resulted in well-run meetings and positive feedback from the Chief Inspectors concerned.

#### What are our threats? How will we manage them?

As mentioned earlier, the most significant current threat to the Professional Standards Department relates to the vetting backlog. The ongoing management of this threat has been set out above.

#### Resource implications

Finance – revenue funding, capital investment, external funding, commissioning, collaboration opportunities etc.	As mentioned earlier in this report, the imminent Departmental Review may result in bids being made for increased staffing levels in both the Anti-Corruption and Vetting Units. Clearly, any such bids would necessitate additional funding.
Assets – estates, facilities, IT etc.	

Staff - knowledge & skills, capacity, capability, training etc.	As highlighted above it has been identified there is a potential lack of capacity in certain areas of PSD. A full Departmental Review will address these issues and also consider whether there is any scope for reallocation of resources within the Department.
Timescales	
Leadership	As mentioned earlier, PSD continues to provide a range of inputs to various courses.  Det Supt Guiney and Complaints and Misconduct Officer James Lewis are currently responsible for the 'O' in Calon which covers 'Operating with Fairness, Values and Trust'.
Partners	

<b>Impact considerations</b>	
Risk	
Legal	
Police and Crime Plan	Priority 4 – connecting with communities Providing a professional response to dealing with complaints
Demand	
Governance	
Equality	
Reputation – confidence and satisfaction	
Environmental and sustainability	
Media, communication and engagement	

Name: **D/Supt Dave Guiney**

Signature:



Date: 27/04/18

## Policing Accountability Board outcome report



Date of meeting:	8 <sup>th</sup> May 2018
Author:	Steve Cadenne De Lannoy
Outcome (please tick the outcome you are reporting on)	✓
Public confidence	
Victim satisfaction	
Organisational health and well-being	✓
HMIC	
Office of Police Conduct	



Rating



Inadequate Requires improvement Good Outstanding

### What is working well? How will we build on this?

- Staff Survey 2018 – following discussion at Peoples Board and Calon Group it has been agreed that to further build on the 2017 staff survey we will use the ‘Durham Survey’ for 2018. This survey is provided by Dr Les Graham of Durham University. There will be a cost of £7500 to the force but analysis and reporting of the results are provided in this cost. The additional benefit of using this survey is that it is used by a significant proportion of police forces in England and Wales, as a result there will be the opportunity to compare results directly with other forces.
- The roll out of a Transformational Leadership Programme to managers and leaders not included in the initial senior leader’s cohort will be included in the training plan for 2018/19. The initial programme will continue to be evaluated with a second feedback event planned later this year.
- Results of the IIP Amnesty Review have been published with Dyfed Powys Police achieving ‘Standard Accreditation’. This review focused on specific areas which weren’t sufficiently met from the previous assessment and also captured further development work undertaken. The review commented that ‘the progress made in 12 months is exemplary and the changes made are already having a positive impact both in terms of results and perceptions by those interviewed’.
- HR Support Officers on divisions are now dealing with the majority of attendance and performance issues relating to their officer and staff in their areas. This has allowed us to reallocate the HR Support Officer Attendance & Performance to be the HR Support Officer for Headquarters Departments. This has begun with engagement with CID and Operations and will extend to other departments shortly.
- Police Officer recruitment continues to be an important part of our workforce plan for 2018/19, with the focus being to maintain a full establishment throughout the year. To ensure this occurs the force have 3 intakes scheduled, the first in June 2018 (for 6 transferees to be appointed to fill vacancies in Ceredigion and Powys), 1 intake of 22 new recruits in September 2018 and 1 intake of new recruits in March 2019. Projected establishment for the first quarter of 2018/19 taking into account leavers and new starters, is shown below:

	April 2018	July 2018
Authorised Establishment	1165.08*	1163.08*
Current / Projected Actual Establishment	1176.92	1166.92
Vacancy Factor	+11.84	+3.84

\* Please note that this figure takes account of the DRR2 decreases (8.4), 2 Inspector decreases (1Carmarthen and 1 Pembs with effect from the 1<sup>st</sup> April and decreases of 2 constable posts for workforce modernisation reasons in July.)

- Police staff numbers continue to be at or near to our authorised establishment. Our focus in the first three months is to ensure that we recruit into the new established posts that were part of workforce modernisation or growth bids, whilst at the same time ensuring that we replace any leavers.

- The force is participating in Direct Entry Programmes for both Inspector and Superintendent. The number of applicants for each has been high with Dyfed Powys Police receiving 10 Direct Entry Superintendent applicants and 32 Direct Entry Inspector applicants. All these applicants are currently being progressed through a series of selection processes with the College of Policing. Once the outcome of this process is known the remaining applicants will undertake an in force selection process with Chief Officers. Up to two Inspectors and one Superintendent will be recruited through this process.
- The iTrent Skills project is continuing with the review and updating of police officer skills and training records expected by May 2018. This work includes the development of an online questionnaire to officers and staff to ensure skills and training records are complete.
- Funding has been made available to recruit 7 new to organisation apprentices. Apprentices will be working in the following business areas: Business Support Unit; Procurement; Fleet; ICT; HR; Health & Safety; Governance & Change. Work is progressing to plan and progress recruitment and selection during May and June.
- The rates of sickness absence are reducing. The overall percentage of establishment absent between 1<sup>st</sup> October 2017 & 31<sup>st</sup> March 2018 was 4.50%. As per previous reports, rates of sickness absence remain above our 4% target. A snapshot of absence on 19<sup>th</sup> April 2018, shows an improvement with the rate decreasing to 3.50%.

	1 <sup>st</sup> August and 25 <sup>th</sup> October 2017 (PAB Report)	20 <sup>th</sup> November 2017	4th January 2018	19 <sup>th</sup> April 2018
Police Officers	4.88%	5.84% (68)	6.62% (79)	3.18% (39)
Police Staff	3.92%	3.88% (30)	4.55% (49)	3.94% (41)
Total	4.13%	<b>5.06% (98)</b>	<b>5.78% (128)</b>	<b>3.50% (80)</b>

#### What is not working well? How will we manage this?

- Despite sickness absence reducing, as described above, the increasing proportion of sickness absence attributed to psychological disorders continues to be a worrying trend both in force and nationally. The analysis of psychological disorders commissioned from IID has been provided to help understand this pattern in more detail. Some headlines from the analysis are provided below with further work being taken forward at a local level :
  - Between 2017 and 2016 the Force had seen a 4% increase in the number of absences for psychological disorders. However, in the same period there has been a 28% increase in the number of days lost to sickness for psychological disorders
  - During the review period a total of 23,041 days have been taken due to Psychological Disorders.
  - Of the 351 recorded absences for the review period only 5 (1%) have been recorded as 'Injured on Duty'
  - Increases in absences recorded as psychological disorders aren't evenly distributed across ranks or divisions/departments.
- Performance Development Review (PDR)**

The PDR lifecycle for the year 2017/2018 was due to end on 31<sup>st</sup> March 2018, however a decision was made at the Peoples Board on 4<sup>th</sup> April 2018, that this should be extended until 13<sup>th</sup> May 2018 and this has been communicated to the force. The completion figures for the PDR process to date are as follows:-

Stages in the PDR	Responsibility of :-	Completion figures per stage
1a – Self Assessment	Individual	78%
1b – Objective Setting	Line Manager	69%
2a – Half year review	Individual	52%
2b – Half year review	Line Manager	47%

3a – Year end	Individual	38%
3b – Year end	Line Manager	30%
3c – Comments	Individual	24%
3d – 2 <sup>nd</sup> Line manager	2 <sup>nd</sup> Line Manager	19%

Feedback from the Investors in People report dated 7<sup>th</sup> February 2018, states that “*PDR is difficult to navigate; onerous for managers and considered to be cumbersome*. There are very similar comments from the two previous internal staff survey’s and from a group of 14 newly promoted sergeants.

There is clear evidence from a number of sources, that the current PDR process is not fit for purpose, and its relevance and benefit to both the force and individuals remains uncertain.

Work is currently on-going between HR, IT and Supt Roderick, to look at ways to improve the current PDR process and user experience for staff and managers and to make it a more meaningful process that individuals will engage with and see the benefits of completing.

In February, Supt Roderick and Meriel Lewis attended Thames Valley Police to see their Talent Performance system designed by a company called “*Headlight*”, which has recently received praise from the HMICFRS, for the way the system has been designed as it prevents favouritism and ensure everyone has equality of opportunity. Following discussions with the IT team, we are planning on replicating some of the key features of the Thames Valley PDR process into a DPP bespoke process, these include:-

- For individuals to demonstrate “**how**” they achieve their objectives, in line with the College of Policing’s Competency Value Framework (CVF). It was agreed by the DCC at a recent Peoples Board meeting that the next cycle of PDR’s will include the CVF and colleagues within L&DS team are working on a delivery plan for this to happen.
- Functionality for managers to identify “**talent**” from within their team. This will require a new force strategy on Talent Management.
- Incorporating a TNA option, to ensure opportunities for development are apportioned “**fairly**” throughout the force.
- To create a CPD document to operate alongside the PDR as a way of recording examples of “**good work**”.
- To have a “**creditable**” system that individuals engage with and see benefits from.

It was agreed at the Peoples Board meeting that the next cycle of PDR (i.e. year 2018/2019) will start in June 2018, this will allow for the creation and development of a new bespoke PDR process, outside of iTRENT to take place.

- **Flexible Working Annual Reviews** – reference to annual reviews has been made in previous updates, with concerns over the impact of abstractions and working patterns prompting the need to reintroduce such reviews. An updated policy has been drafted following consultation with Chief Superintendents and Staff Associations. It has also been discussed with the Deputy Chief Constable who has suggested some further changes to the format of the policy and process so that it aligns to other processes. This work is on-going, and will hopefully be completed by May 2018, so that the policy can be approved at the JNCC meeting and the annual review can take place during the summer months.

What are our opportunities? How will we exploit them?

- **Workforce Transformation** – the College of Policing is working in partnership with the National Police Chiefs Council on a broad range of national initiatives supporting workforce transformation in policing. The programmes include:

**Entry Routes** - Reform of initial recruitment systems and processes, Apprenticeships.

**Role Definition and Comparison** – Competency Value Framework (CVF), Role Profiles

**Professional Development** - PDR & CPD, PEQF

**Linking pay to recognition of skills, competence and contribution** - Foundation ARC (Assessment & Recognition of Competence), Advanced Practitioner and License to Practise (underpinned by ARC)

Each of these initiatives can contribute towards a professional framework which unlock people's full potential and enables them to provide the best service to the public. We are working on an All Wales basis particularly in the areas of initial recruitment and PEQF.

- With the HR Support Officers on division now established there is an opportunity to expand the support provided to line managers. This will include CPD events on People Management related topics, helping us move away from centrally delivered inputs in headquarters.
- Occupational Health has been operating with reduced staffing levels over the last 9 to 12 months. For part of this period there have been 2 Occupational Health Adviser vacancies. This has significantly reduced the capacity of the team but they have continued to provide a comprehensive service. This period has provided an opportunity to review the services being provided and realign provision to meet changing needs of the organisation. One of the Occupational Health Adviser vacancies is now in the process of being filled and we are considering options for the second role.

#### What are our threats? How will we manage them?

- Workforce Transformation** – the programmes included in workforce transformation are extensive in their scope. They require changes to policies, processes, systems, and in some cases training development and accreditation of staff. Complex and often interdependent programmes it is a significant challenge to implement all programmes.

We are collaborating with other forces where the sharing of resources and expertise makes sense. We will also need to prioritise areas of work to balance competing demands.

- If iTrent Skills profiling is not completed this will impact on the use of this data for both succession and workforce planning and the training plan for 2018/19.
- If the PDR process and its relevance to staff isn't developed as described above it won't contribute towards workforce transformation as is hoped. This will negatively impact on the ability of the force to manage talent and influence performance through development.

#### Resource implications

Finance – revenue funding, capital investment, external funding, commissioning, collaboration opportunities etc.	Funded and in the budget(s)
Assets – estates, facilities, IT etc.	Nil
Staff - knowledge & skills, capacity, capability, training etc.	Covered above
Timescales	Covered above as applicable
Leadership	Covered above

Partners	Some of this work does involve partners, but the arrangements are covered either through existing working arrangements or through specific project plans for new initiatives
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<b>Impact considerations</b>	
Risk	Governance issue covered above
Legal	Nil
Police and Crime Plan	Key outcome area, at the heart of delivering an effective Policing Service
Demand	No additional points to raise
Governance	Covered above
Equality	Working closely with Force equality and diversity colleagues on positive action
Reputation – confidence and satisfaction	Covered above
Environmental and sustainability	Nil
Media, communication and engagement	The Comms team will be engaged with for launch of flexible working review.

#### **Senior officer approval**

**Name:** Steve Cadenne De Lannoy

**Signature:**



**Date:** 24<sup>th</sup> April 2018

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# Dyfed-Powys Police Performance Report March 2018



Information & Intelligence Directorate

Date: 10<sup>th</sup> April 2018 (Version 1.0)

IID



## Document Control

Version	Date	Department	Comments
1.0	04/04/2018	IID	Version 1

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## 1.0 Introduction

The following report provides a snapshot of the recent Force performance against the Police & Crime Plan 2017-2021 priorities, namely:

- The Difference we make (Outcomes)
- Priority One - Keeping our communities safe
- Priority Two - Safeguarding the vulnerable
- Priority Three - Protecting from serious harm
- Priority Four - Connecting with communities

## 2.0 The Difference we will make (Outcomes)

### 2.1 Public Confidence – Crime Survey of England and Wales

#### Latest Crime Survey of England and Wales (CSEW) Year ending September 2017

The CSEW nationwide currently interviews over 51,000 people aged 16 or over every year and in Dyfed-Powys this equates to a rolling total of around 650-1,000 per annum, with rolling annual results released each quarter.

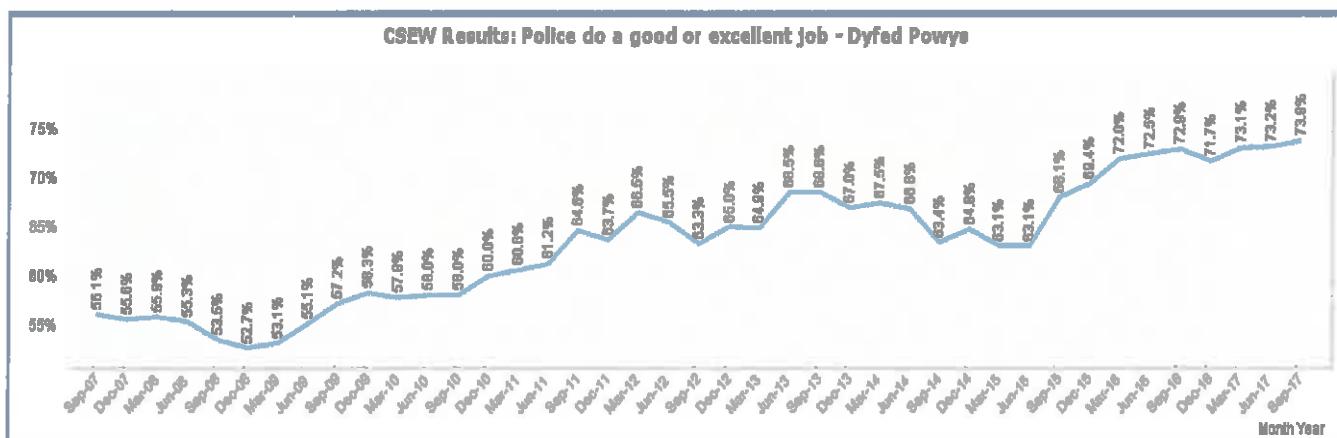
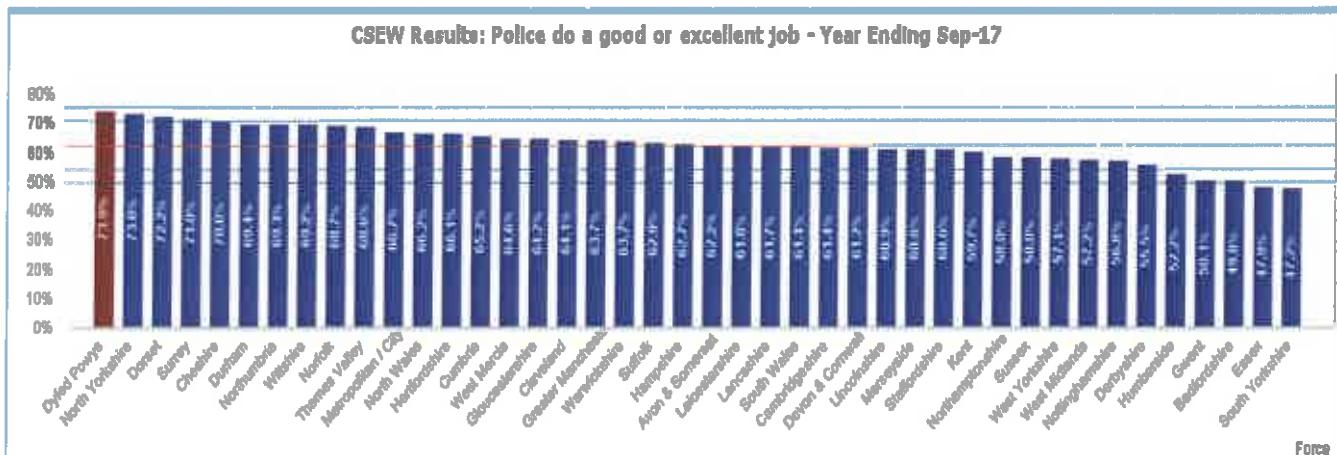
Crime Survey for England and Wales Results Year ending September 2017 Force Results % of respondents who agree that in this area:	DPP CSEW Performance Year- Ending September 17 <sup>a</sup>	Direction of Travel (performance over time)	Comparative Performance (current performance against England and Wales)
"The police and local council are dealing with issues".	72%	No Change	Not applicable
"The police can be relied on to be there when you need them".	- no data recorded in September 2017	- no data recorded in September 2017	Not applicable
"The police would treat you with respect if you had contact with them".	80%	No Change	No Significant Difference
"The police treat everyone fairly regardless of who they are".	72%	No Change	No Significant Difference
"The police understand the issues that affect this community".	70%	No Change	Not applicable
"The police are dealing with things that matter to people in this area".	60%	No Change	Not applicable
"Taking everything into account I have confidence in the police in this area".	81%	No Change	No Significant Difference
"The estimated percentage risk of an adult being a victim of a personal crime - excluding computer misuse".	2%	No Change	Not applicable
"The estimated percentage risk of an adult being a victim of a personal crime - including computer misuse".	16%	No Change	No Significant Difference
"The estimate percentage risk of a household being a victim of a household crime".	6%	No Change	Not applicable
"The estimate percentage risk of an adult being a victim of all CSEW crime (excluding computer misuse and fraud)".	7%	- no historic data to compare	Not applicable
"The estimate percentage risk of an adult being a victim of all CSEW crime (including computer misuse and fraud)".	11%	- no historic data to compare	No Significant Difference
Percentage who think their local police do a good or excellent job	74%	No Change	Not applicable
Total	6%	No Change	No Significant Difference
ASB perception			
Percentage saying there is a very/fairly big problem in their area			
abandoned or burnt out cars	1%	Upward trend	Upward trend
people using or dealing drugs	20%	No Change	No Significant Difference
people being drunk or rowdy	17%	Upward trend	Upward trend
noisy neighbours	6%	No Change	No Significant Difference
litter or rubbish	28%	Upward trend	No Significant Difference
teenagers hanging around	10%	No Change	No Significant Difference
vandalism and graffiti	6%	No Change	No Significant Difference
Adults experienced or witnessed ASB	21%	No Change	No Significant Difference

Comparable performance assesses Dyfed-Powys results against our most similar forces and the direction of travel judgments are calculated on Dyfed-Powys data over time.

Care must be taken when interpreting the performance assessment due to the way the questions are phrased; in some instances exceptionally lower may be positive and in other occasions it may be deemed as negative. Conversely, in some instances, exceptionally high may be positive and in other occasions it may be deemed as negative. Most notably, this impacts the way the ASB questions are phrased where lower is more desirable

Comparable and direction of travel graphs for the question:

**"Percentage who think their local police do a good or excellent job"**



For the year period ending September 2017, 74% of respondents stated that they felt that the Police do a good or excellent job.

This is one of the highest rates of all the forces in England and Wales, as well as the highest rate that the Force has recorded, rising from a low of 52.7% in December 2008.

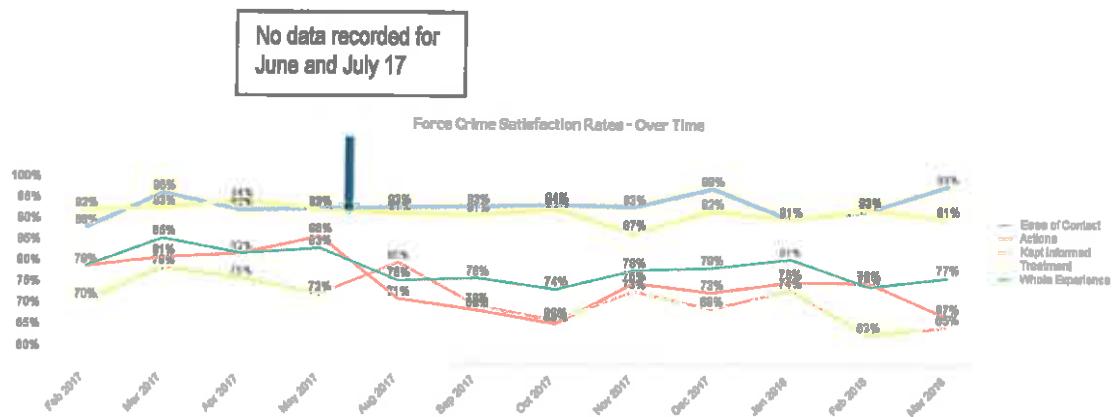
## 2.2 User Satisfaction

### Latest User Satisfaction data for the year ending March 2018

967 victims of crimes were surveyed over the 12-month period ending March 2018.

#### Direction of Travel

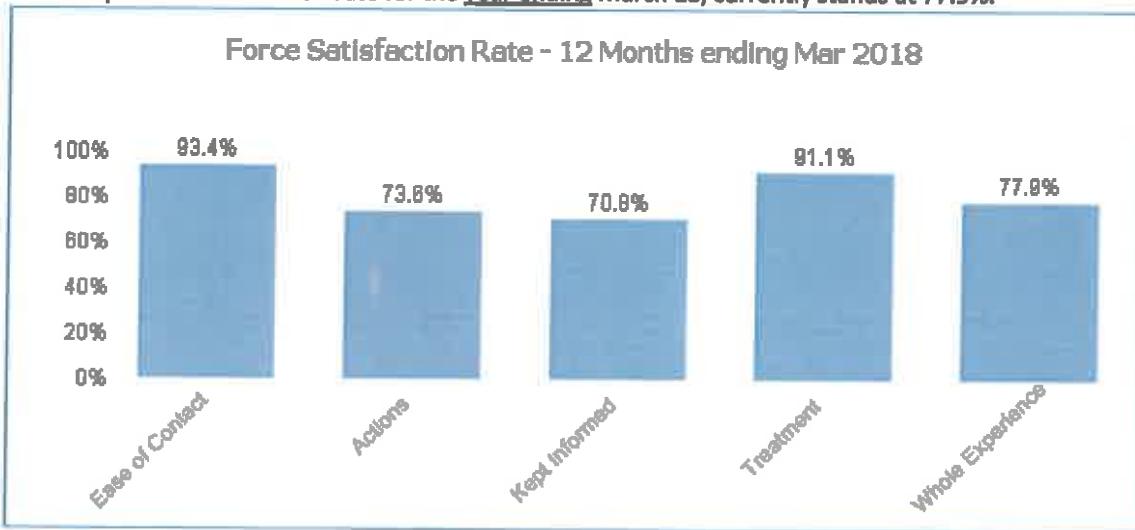
The graph below focuses on the various aspects of our victims journey and compares satisfaction rates of Dyfed-Powys for the year ending March 2018.



Source – Qlik view

The above graph illustrates that the follow up satisfaction rate (light green line) for our victims surveyed are lower than other aspects of their experience. The ‘whole experience’ rate for March 2018 stands at 77%.

The whole experience satisfaction rate for the year ending March 18, currently stands at 77.9%.

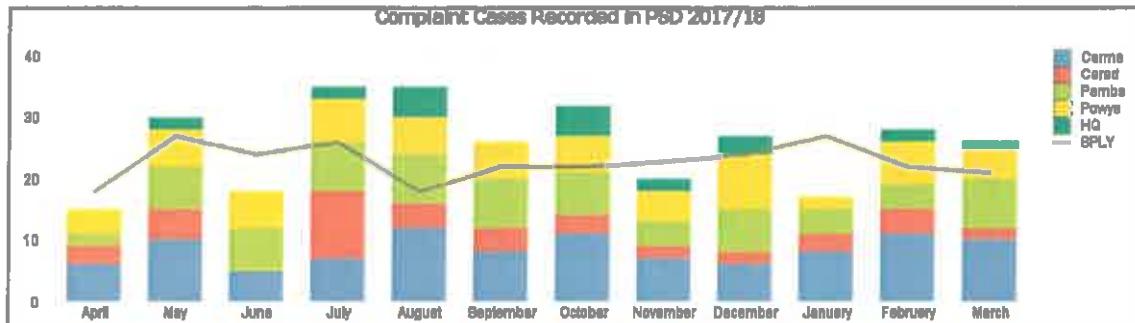


Source – Qlik view

## 2.3 Office for Police Conduct

The following tables display the number of complaints received and the current overview of cases being dealt with by the four Basic Command Units (BCU's), HQ Departments and Professional Standards Department (PSD).

### Number of Complaints Received



There are currently 312 complaint cases recorded this financial year (274 SPLY) with 565 allegations (493 SPLY). For March 2018, 26 complaints were recorded with a total of 58 allegations.

Whilst complaints recorded are slightly higher than the previous year, there has been no pattern to the increase in respect of categories.

In terms of finalisation, 24 complaint cases, relating to 37 allegations were finalised in March 2018. The 18 cases finalised by Local Resolution were completed in an average time of 72 working days, slightly above the national average figure of 71. However the overall average performance for the year 2017/18 was 66 working days.

The 6 cases finalised by local investigation in March were completed in an average of 94 working days (including sub-judice cases), below the national average of 173 days. However timeliness in respect of local investigations for the year stood at 300 working days. This figure was significantly higher than the national average and was expected, due to the number of PSD legacy cases finalised this year.

**BCU Overview (Cases handled by BCU Staff as at 10th April 2018)**

CURRENT LIVE CASES ALLOCATED FOR LOCAL RESOLUTION						
	Carms	Cered	Pembs	Powys	HQ	Total
<b>Total Cases</b>	<b>12</b>	<b>5</b>	<b>4</b>	<b>4</b>	<b>1</b>	<b>26</b>
0-30 days	5	4	2	3	1	15
31-90 days	6	1	2	1	0	10
91-180 days	1	0	0	0	0	1
181-360 days	0	0	0	0	0	0
361+ days	0	0	0	0	0	0

CURRENT LIVE CASES ALLOCATED FOR INVESTIGATION						
	Carms	Cered	Pembs	Powys	HQ	Total
<b>Total Cases</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>6</b>
0-30 days	0	0	0	0	1	1
31-90 days	1	1	1	0	1	4
91-180 days	1	0	0	0	0	1
181-360 days	0	0	0	0	0	0
361+ days	0	0	0	0	0	0

**PSD Overview (Cases being handled by PSD Staff as at 10<sup>th</sup> April 2018)**

CURRENT LIVE CASES ALLOCATED FOR LOCAL RESOLUTION						
	Carms	Cered	Pembs	Powys	HQ	PSD Total
<b>Total Cases</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>
0-30 days	0	0	0	1	2	3
31-90 days	0	0	0	0	0	0
91-180 days	0	0	0	0	0	0
181-360 days	0	0	0	0	0	0
361+ days	0	0	0	0	0	0

CURRENT PSD LIVE CASES ALLOCATED FOR INVESTIGATION						
	Carms	Cered	Pembs	Powys	HQ	PSD Total
<b>Total Cases</b>	<b>4</b>	<b>3</b>	<b>5</b>	<b>7</b>	<b>0</b>	<b>19</b>
0-30 days	2	0	1	0	0	3
31-90 days	2	1	2	4	0	9
91-180 days	0	0	2	1	0	3
181-360 days	0	1	0	2	0	3
361+ days	0	1	0	0	0	1

## **2.4 Her Majesty's Inspectorate of Constabulary (HMIC)**

### **HMIC Issues**

#### **Force Liaison Lead**

The force has been appointed a new FLL – Sarah Cooper. Sarah replaced Vince Tether as the HMIC appointed lead overseeing Dyfed Powys. Sarah is now the appointed FLL for all Welsh forces, ensuring consistency of approach across the region.

#### **PEEL Effectiveness report**

HMIC are to publish the force's PEEL effectiveness report on 22 March.

#### **Fraud Inspection**

The force has been identified as one of 11 to participate in the thematic fraud inspection. Field work is due to commence shortly and will run until June 2018. The HMIC team will be in force 24-25 April and with the ROCU on 26 April.

#### **Crime Data Integrity Inspection**

In November 2015, HM Chief Inspector of Constabulary, Sir Thomas Winsor, wrote to all chief constables and police and crime commissioners to inform them about how HMICFRS will inspect forces' crime-recording practices. Forces' crime data integrity will be inspected in a rolling programme of every force in England and Wales over a number of years.

Dyfed-Powys is yet to be inspected and so it is likely that we will receive notification from HMICFRS sometime this year.

The following work has been progressed to improve performance to this regard:

- A new CDI quality assurance policy.
- Training Package – a 2 hour NCRS and HOCR training package has been developed and will be rolled out to all front line staff between January and March 2018.
- Audit schedule – work has been undertaken to understand the reporting routes into the organisation. Using this data, the audit schedule is being redeveloped. It is nearing completion and will sit with the FCIR and the Crime Auditing team.
- CDI champions – 4 supervisors have been appointed to the role for each division. They will be given enhanced training which will be promulgated on divisions. The champions are named on the intranet page and attend the Crime Recording Integrity Group, which in turn feeds into the Strategic Crime Recording User Group.
- The FCIR web page has been enhanced to include FAQs.

#### **HMICFRS Integrated PEEL Assessments (IPA) Programme**

As per the report to FEB in November 2017, from 2018 HMICFRS will move to a single annual PEEL inspection each autumn, allowing simultaneous assessment of effectiveness, efficiency and legitimacy, with leadership as an overarching theme.

There are three strands to the IPA programme:

1. **Integrated PEEL Inspections**

This will take place in autumn of each year after a period of intensive fieldwork.

## **2. Monitoring and Insights**

Each quarter, HMICFRS will scan data and information from a range of sources to identify emerging problems and assess progress made against areas for improvement and causes of concern. This means that each quarter, the force will be required to submit a significant data return to HMICFRS as part of this regime, which needs to be reflected in force performance arrangements.

## **3. Force Management Statements (FMS)**

FMSs will act as an evidence based approach to identifying the force's principal risk areas. The quality and content of the FMS will directly contribute to the focus and breadth of the PEEL inspection and the subsequent grades awarded for each strand of PEEL.

On 18 December a workshop was held for senior leaders and other staff members involved in the FMS process. Leads have been appointed for each of the 11 'chapters' of the FMS, all at Ch Supt/Assistant Director level.

### **Key dates for planning:**

23 March	Final drafts of each chapter submitted to DCC. At this point the Inspection and Review team will review and QA the document, and make recommendations based on the findings of each chapter.
23 April	Completed FMS submitted to CC and PCC.
24 April	FMS presented to Policing Board
31 May	FMS submitted to HMICFRS

### **HMICFRS Recommendations Register**

HMICFRS are soon (exact date to be confirmed) to publish details on their website regarding all recommendations made to forces during PEEL and thematic inspections.

The inspection and review team are in the process of reviewing each recommendation and providing HMICFRS with a brief summary of the progress made, and status of each recommendation. Each recommendation will be given one of six statuses, to be agreed by our force liaison lead:

1. Will be progressed – there are plans to progress the recommendation, but the work has not started.
2. Being progressed – work is underway to progress the recommendation.
3. Will not be progressed – the force has informed HMIC that recommendation will not be progressed.
4. Complete – the work to progress the recommendation has been completed to the satisfaction of the HMI.
5. Awaiting review – the cause of concern \ recommendation will be considered by HMIC in a forthcoming review or inspection.
6. No further action needed – the cause of concern no longer exists/ has been superseded in a subsequent inspection.

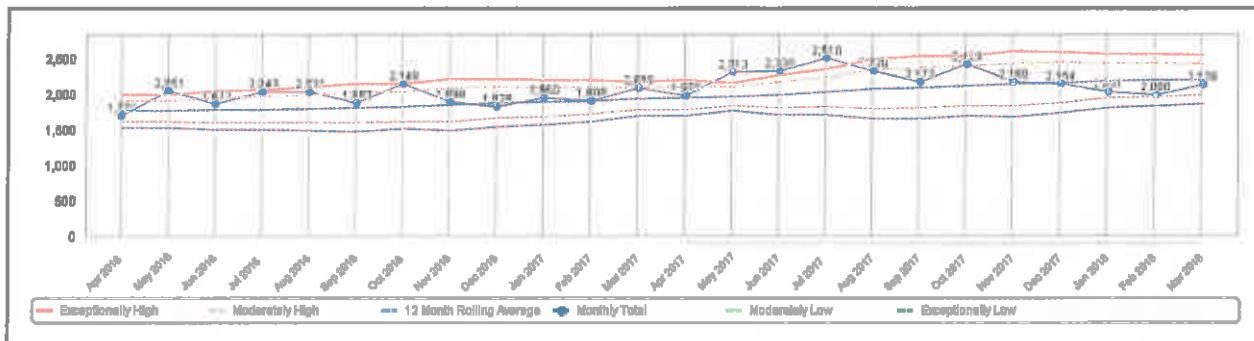
The HMIC team are working with FLL Sarah Cooper to ensure that the website will be reflective of the most up to date position with regard to each recommendation.

## 3.0 Priority one – Keeping our Communities Safe

### 3.1 Crime Volumes

The Statistical Process Control Chart (SPCC) below tracks crime volumes (all Crime) on a monthly basis and applies an objective statistical assessment as to the level of variation seen in discrete months.

#### Levels of total recorded crime over time



Source: Qlikview

The chart demonstrates that total crime within the Dyfed-Powys Police Force area has increased over the last 18 months. This is predominantly due to the continued effort to accurately record crime, with the most recent crime recording administrative process changes being introduced in May 2017. July 17 experienced the highest monthly crime volume since crime recording standards were introduced back in 2002.

The increase in total crime is driven largely by the Violence Against the Person (VAP) category, which accounts for a third of recorded crime in Dyfed-Powys.

The following table shows the levels of crime in the Force, by category, in the last 12 months and highlights data points outside of the threshold limits (as of 04/04/2018).

Offence	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017	Jan 2018	Feb 2018	Mar 2018
Arson & Criminal Damage	332	368	343	320	340	350	359	342	332	326	320	350
Burglary - Business and Community	59	52	51	61	67	52	39	54	57	46	54	41
Burglary - Residential	99	100	97	82	104	76	79	84	95	65	91	70
Total Burglary	158	152	148	143	181	128	118	138	152	111	145	111
Drug Offences	113	135	151	138	160	149	154	145	145	160	134	149
Miscellaneous Crimes Against Society	51	62	36	51	38	57	45	44	37	41	59	54
Possession of Weapons	11	25	21	12	17	7	12	9	10	8	17	8
Public Order Offences	75	102	120	116	111	69	114	80	86	86	114	124
Robbery	1	0	5	0	4	5	6	5	1	4	6	6
Sexual Offences	100	108	106	102	84	98	123	91	105	98	101	101
Theft	261	251	240	255	291	439	463	466	403	405	347	380
Vehicle Offences	72	90	86	93	86	64	70	72	77	61	68	76
Violence Against the Person	666	735	817	797	807	785	857	745	824	724	823	763
Total	1978	2015	2038	2010	2229	2173	2423	2187	2154	2031	2000	2128

Source: Qlikview

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Key	
Value	EXCEPTIONALLY LOW Monthly Total (HIGH IN THE CASE OF DRUGS)
Value	MODERATELY LOW Monthly Total (HIGH IN THE CASE OF DRUGS)
Value	TOTAL WITHIN AN AVERAGE RANGE
Value	MODERATELY HIGH Monthly Total (LOW IN THE CASE OF DRUGS)
Value	EXCEPTIONALLY HIGH Monthly Total (LOW IN THE CASE OF DRUGS)

***^ No colour codes have been applied to the specific burglary categories, please see the below for an explanation.***

#### **Recent Changes to Home Office Counting Rules – April 17**

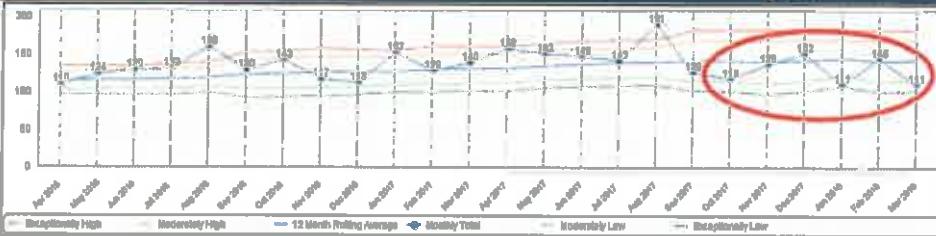
**Burglary:** From 1 April 2017, the classifications within burglary have been changed from *domestic burglary* and *non-domestic burglary* to *burglary-residential* and *burglary-business & community*. This reflects a revised approach within the Home Office Counting Rules. What constitutes a burglary does not change; however burglary-residential and burglary-business & community represent a new data series.

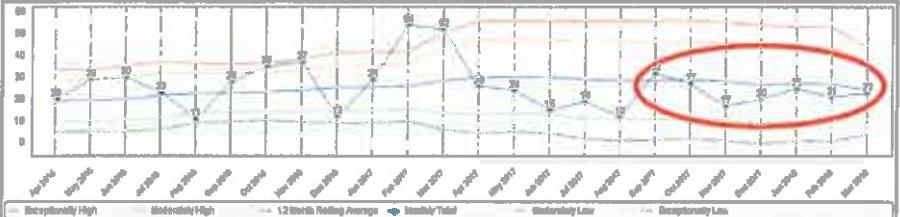
For example sheds, garages, outhouses etc. within the boundary of a dwelling are recorded under burglary-residential, while previously they may have been recorded as non-domestic burglary. Where such a building is used solely for business purposes, it will be recorded as burglary-business & community. The individual series for domestic burglary and burglary-residential cannot be added together to create an overall figure. The same applies to non-domestic burglary and burglary-business & community.

This change makes any trend analysis and historical comparisons difficult, hence why the burglary sub category offences are not colour coded, however, the total burglary offences are valid.

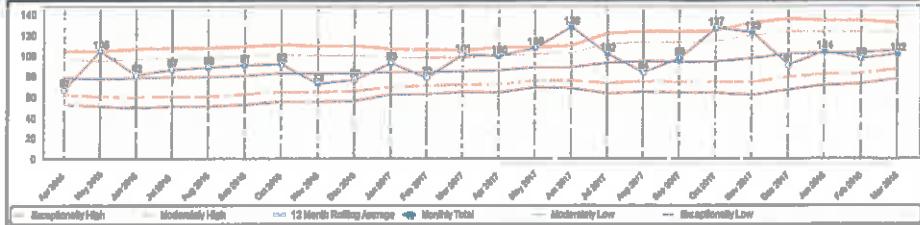
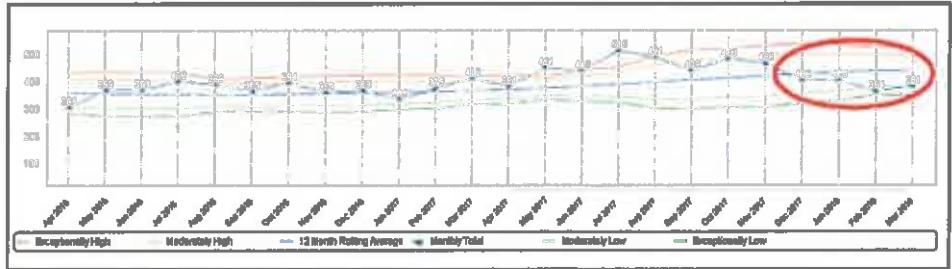
The following table provides details on the longer-term trends seen in each of the recorded crime categories over the last year:

Crime Categories	April 17 to March 18 Volume	Percentage Change on last Year	Statistical Significant Change between current and previous year
	4259	+8%	Statistically Higher
<b>Proportion</b> Arson and criminal damage offences currently account for 16% of all recorded crime.			
<b>Trends &amp; Context</b> Levels of offences over the last four (4) month shave stabilized and regressed to the mean – dotted blue line.			
<b>Arson &amp; Criminal Damage</b> <p>Criminal damage of vehicles accounts for 41% of all criminal damage.</p>			
<b>Comparisons</b> 39 out of the 43 forces in England & Wales have also recorded Increases in the 12 months to October 2017.			
	1,695	+7%	Statistically Higher
<b>Proportion</b> Over the 12 months to March 2018, 1,695 burglary offences were recorded, which accounts for 6% of all crime.			
<b>Trends &amp; Context</b> This is up from 1,581 offences during the same period last year (SPLY). This change is statistically higher, indicating that the increases seen cannot be attributed to normal random variation.  A review of the offence volumes over the last year show that Burglary offences have been Increasing over time, as shown in the below graph. During August 2017, there were 191, burglary offences recorded – an exceptionally high monthly volume.  However, monthly volumes post August 2017, have regressed to below the annual mean – dotted blue line			

Crime Categories	April 17 to March 18 Volume	Percentage Change on last Year	Statistical Significant Change between current and previous year
	 <p>Comparison 31 out of the 43 forces in England &amp; Wales have also recorded Increases in the 12 months to October 2017.</p>		
Drug Offences	1,800	-10%	Statistically Lower
	<b>Proportion</b> Currently Drug offences account for 7% of all crime recorded in Dyfed-Powys. 87% of all drug offences recorded are for possession offences, with the other 13% being trafficking offences.		
	<b>Trends &amp; Context</b> Decreasing volumes over the last 12 months, with a reduction of 26 crimes, on average, per month recorded when compared to the previous year.		
	Recorded drug offences are sensitive to proactive police action and not necessarily an indication of criminal activity.		
	<b>Offence Breakdown</b> Reductions are predominately observed in possession of cannabis offences, with drug trafficking offences remaining stable.		
	<b>Comparison</b> This <u>downward</u> trend has been observed, within 29 of the 43 forces in England and Wales during the 12 months to October 2017.		
Miscellaneous Crimes Against Society	575	-7%	No Statistical Change
	<b>Proportion</b> Over the last year, these offences have accounted for 2% of all crimes.		
	<b>Trends &amp; Context</b> This offence category has recorded <u>stable volumes</u> over the last year, albeit volumes are up, on average, by 25 crimes a month when compared to 2015. Obscene publication offences account for 45% of this type of offence. Recent monthly volumes have been stable and are predominately below the monthly annual rate, suggesting the Obscene publication offences are falling.		

Crime Categories	April 17 to March 18 Volume	Percentage Change on last Year	Statistical Significant Change between current and previous year
	<u>Obscene Publications</u> 		
	<b>Comparison</b> This <u>upward</u> trend has been observed within 40 of the 43 forces in England and Wales, during the 12 months to October 2017.		
Possession of Weapon	<b>145</b>	<b>+3%</b>	<b>No Statistical Change</b>
	<b>Proportion</b> Currently, possession of weapon offences make up just 1% of all recorded crime		
	<b>Trends &amp; Context</b>  <b>No notable trends</b> over the last year; levels have <u>remained stable</u> with monthly volumes randomly fluctuating above and below average levels.		
	<b>Offence Breakdown</b> Possession of an article with a blade or point accounts for just under two thirds (63%) of all these offences (91 offences).		
	<b>Comparison</b> 37 of the 43 forces in England and Wales have seen a percentage increase in this offence type, during the 12 months to October 2017.		
Public Order Offences	<b>1259</b>	<b>+44%</b>	<b>Statistically Higher</b>
	<b>Proportion</b> Currently, Public Order offences equate to 5% of all crime.		
	<b>Trends &amp; Context</b> Analysis shows that recorded volumes have remained stable over the last two years. However, monthly volumes post April 2017 have been exceptionally high, making period comparisons between the year ending March 17 and March 16 significantly high.  These recent increases are driven by rising levels of <u>Section 4 Public Order</u> offences which arise from calls recorded at the Force Command and Control (FCC). This suggests that the increases can be attributed to the crime recording administrative process changes introduced in May 2017.		
	<b>The below graph shows the recent increases seen in section 4 public order offences</b>		

Crime Categories	April 17 to March 18 Volume	Percentage Change on last Year	Statistical Significant Change between current and previous year
	<p>The chart displays monthly crime volumes over a 12-month period. The Y-axis represents the volume of incidents, ranging from 0 to 140. The X-axis marks each month from April 17 to March 18. A red circle highlights a group of data points in the later months of the year, showing a general upward trend.</p>		
<p>Some recorded public order offences are sensitive to proactive police action and not necessarily an indication of criminal disorder.</p>			
<p><b>Comparison</b> This <u>upward</u> trend has been observed within 40 of the 43 forces in England and Wales, during the 12 months to October 2017.</p>			
Robbery	42	-30%	No Statistical Change
<p><b>Proportion</b> Robbery accounts for 0.2% of all recorded crime during the year ending March 2018.</p>			
<p><b>Trends &amp; Context</b> Stable monthly volumes recorded over the last 12 months, with monthly volumes fluctuating above and below the average of 4.4 offences a month.</p>			
<p><b>Comparison</b> This <u>upward</u> trend has been observed within 41 of the 43 forces in England and Wales, during the 12 months to October 2017.</p>			
Sexual Offences	1,265	+22%	Statistically Higher
<p><b>Proportion</b> Currently, Sexual offences account for 5% of all crime.</p>			
<p><b>Trends &amp; Context</b> Sexual offences have gradually increased over the last year and trying to establish the causes is complex, as it involves trying to separate the effects of crime recording processes and increased confidence of victims to report crime. However, a vast majority of Forces throughout England and Wales have seen increases over the same period.</p>			
<p>June 17, recorded the highest number of sexual offences (128 Incidences) recorded in a month since the national Crime Recording Standards (NCRS) were introduced in 2003. Initial theories would suggest that the crime recording process change has influenced this. However, monthly volumes have now stabilised over the last four months</p>			

Crime Categories	April 17 to March 18 Volume	Percentage Change on last Year	Statistical Significant Change between current and previous year
			
<p>Over the last year, 66% of the reported sexual offences were classed as recent (6 months or less between date of incident and reported date) and 34% were classed as 'non-recent' (over 6 months between incident date and reported date). This rate is consistent with the breakdown experienced in previous years.</p>			
<p><b>Comparison</b> This <u>upward</u> trend has been observed within 42 of the 43 forces in England and Wales, during the 12 months to October 2017.</p>			
Theft	5,220	17+%	Statistically Higher
<p><b>Proportion</b> Theft offences account for 20% of all recorded crime.</p> <p><b>Trends &amp; Context</b> Levels have <u>increased</u> over the last two years, although volumes have fallen over the last three months. Other theft accounts for 60% of all theft offences and these crimes include such offences as knowingly acquiring another's property (e.g. the taking of an unattended mobile phone or wallet).</p> 			
<p>Following April 2017, monthly volumes have recorded exceptionally high levels, with July 17 recording the highest volume of offences since the national crime recording standards were introduced over 13 years ago. Again, this is most likely due to the change in crime recording practices, which is demonstrated in the below graph, from May 2017, the ratio of incidents opened as C-theft and then actually recorded as a crime has increased, from 70% in May 2017 to 79% in March 2018.</p>			

Crime Categories	April 17 to March 18 Volume	Percentage Change on last Year	Statistical Significant Change between current and previous year																																																																												
	<p><b>C-Theft Opening Category to Recorded Crime Conversion Rate (12 months rolling rates)</b></p> <table border="1"> <caption>Data for C-Theft Opening Category to Recorded Crime Conversion Rate (12 months rolling rates)</caption> <thead> <tr> <th>Date</th> <th>Conversion Rate (%)</th> </tr> </thead> <tbody> <tr><td>Mar 2015</td><td>70%</td></tr> <tr><td>Apr 2015</td><td>70%</td></tr> <tr><td>May 2015</td><td>70%</td></tr> <tr><td>Jun 2015</td><td>70%</td></tr> <tr><td>Jul 2015</td><td>70%</td></tr> <tr><td>Aug 2015</td><td>70%</td></tr> <tr><td>Sep 2015</td><td>70%</td></tr> <tr><td>Oct 2015</td><td>70%</td></tr> <tr><td>Nov 2015</td><td>70%</td></tr> <tr><td>Dec 2015</td><td>70%</td></tr> <tr><td>Jan 2016</td><td>70%</td></tr> <tr><td>Feb 2016</td><td>70%</td></tr> <tr><td>Mar 2016</td><td>70%</td></tr> <tr><td>Apr 2016</td><td>70%</td></tr> <tr><td>May 2016</td><td>70%</td></tr> <tr><td>Jun 2016</td><td>70%</td></tr> <tr><td>Jul 2016</td><td>70%</td></tr> <tr><td>Aug 2016</td><td>70%</td></tr> <tr><td>Sep 2016</td><td>70%</td></tr> <tr><td>Oct 2016</td><td>70%</td></tr> <tr><td>Nov 2016</td><td>70%</td></tr> <tr><td>Dec 2016</td><td>70%</td></tr> <tr><td>Jan 2017</td><td>70%</td></tr> <tr><td>Feb 2017</td><td>70%</td></tr> <tr><td>Mar 2017</td><td>70%</td></tr> <tr><td>Apr 2017</td><td>70%</td></tr> <tr><td>May 2017</td><td>70%</td></tr> <tr><td>Jun 2017</td><td>70%</td></tr> <tr><td>Jul 2017</td><td>70%</td></tr> <tr><td>Aug 2017</td><td>70%</td></tr> <tr><td>Sep 2017</td><td>70%</td></tr> <tr><td>Oct 2017</td><td>70%</td></tr> <tr><td>Nov 2017</td><td>70%</td></tr> <tr><td>Dec 2017</td><td>70%</td></tr> <tr><td>Jan 2018</td><td>70%</td></tr> <tr><td>Feb 2018</td><td>74%</td></tr> <tr><td>Mar 2018</td><td>74%</td></tr> </tbody> </table>	Date	Conversion Rate (%)	Mar 2015	70%	Apr 2015	70%	May 2015	70%	Jun 2015	70%	Jul 2015	70%	Aug 2015	70%	Sep 2015	70%	Oct 2015	70%	Nov 2015	70%	Dec 2015	70%	Jan 2016	70%	Feb 2016	70%	Mar 2016	70%	Apr 2016	70%	May 2016	70%	Jun 2016	70%	Jul 2016	70%	Aug 2016	70%	Sep 2016	70%	Oct 2016	70%	Nov 2016	70%	Dec 2016	70%	Jan 2017	70%	Feb 2017	70%	Mar 2017	70%	Apr 2017	70%	May 2017	70%	Jun 2017	70%	Jul 2017	70%	Aug 2017	70%	Sep 2017	70%	Oct 2017	70%	Nov 2017	70%	Dec 2017	70%	Jan 2018	70%	Feb 2018	74%	Mar 2018	74%		
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	<p><b>Comparison</b></p> <p>Latest data shows that 41 of the 43 Forces in England and Wales have observed increases in theft offences, during the 12 months to October 2017.</p>	897	-5% No Statistical Change																																																																												
Vehicle Offences	<p><b>Proportion</b></p> <p>Vehicle offences account for 3% of all recorded crime</p> <p><b>Trends &amp; Context</b></p> <p>Volumes between year ending March 17 and March 18, have decreased by -5%, albeit this is regarded as not been statistically significant.</p>																																																																														
	<p><b>Offence Breakdown</b></p> <p>Theft <u>from</u> a vehicle accounts for 60% of all vehicle offences.</p> <p><b>Comparison</b></p> <p>Latest data shows that 41 of the 43 Forces in England and Wales have seen increases in vehicle offences, during the 12 months to October 2017.</p>	9,400	+21% Statistically Higher																																																																												
Violence Against the Person	<p><b>Proportion</b></p> <p>Violence against the Person offences currently account for 35% of all police recorded crime.</p> <p><b>Trends &amp; Context</b></p> <p>During the year ending March 18, 9,400 crimes were recorded, with just under two thirds (67%) recorded as violence without injury and 33% were violence with injury.</p> <p>This is up 1,623 offences when compared to the same period last year (SPLY). This change is statistically significant, indicating that the increases seen are greater than just random variation. However, the office of national statistics have recently stated that police recorded crime trends are restricted to violent offences that have been reported to and recorded by the police. Due to the renewed focus on the quality of crime</p>																																																																														

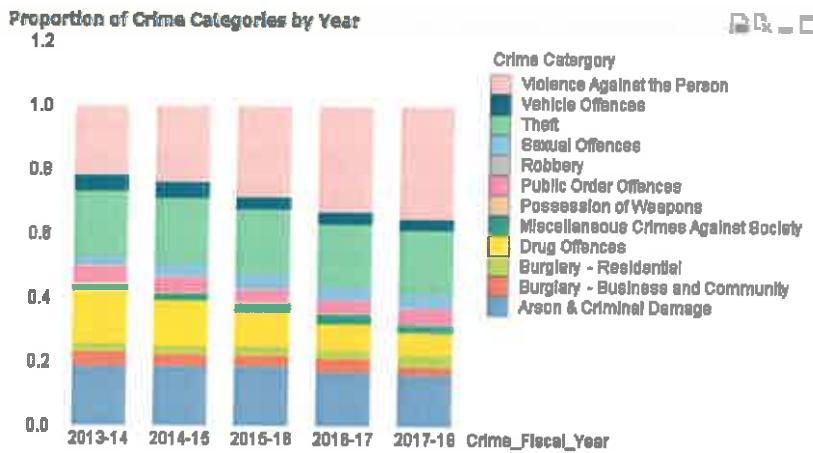
Crime Categories	April 17 to March 18 Volume	Percentage Change on last Year	Statistical Significant Change between current and previous year
<p>recording by the police, this crime series is not currently believed to provide a reliable measure of trends, owing to the ensuing efforts of police forces to tighten recording practice and improve recording processes.</p> <p>Monthly volumes post April 2017, have recorded exceptionally high levels, which again is most likely due to the change in crime recording practices. This is supported by the fact that the main crime types showing increases are "Common Assaults" and Harassment offences, both of which are sensitive to crime recording changes. In addition, the new offence of "Malicious Communications", introduced in April 17, has further enhanced the current increases.</p> <p><b>Comparison</b> This <u>upward</u> trend has been observed within 42 of the 43 forces in England and Wales, during the 12 months to October 2017.</p>			

## 2.2 Crime Proportions

The following table and chart demonstrate how the proportion of crime has changed over the period. Interestingly, the proportion of Drug offences has fallen from 17% in 2013/14 to 9% in 2016/17 and conversely the proportion of Violence against the person offences has increased from 22% in 2013/14 to 35% in 2017/18 to date.

Crime Category / Year	2013-14	2014-15	2015-16	2016-17	2017-18
Arson & Criminal Damage	19%	18%	18%	17%	16%
Burglary - Business and Community	5%	4%	4%	4%	2%
Burglary - Residential	2%	3%	3%	3%	4%
Drug Offences	17%	14%	11%	9%	7%
Miscellaneous Crimes Against Society	1%	2%	2%	3%	2%
Possession of Weapons	1%	1%	1%	1%	1%
Public Order Offences	6%	5%	4%	4%	5%
Robbery	0%	0%	0%	0%	0%
Sexual Offences	3%	4%	4%	4%	5%
Theft	20%	20%	20%	19%	20%
Vehicle Offences	5%	5%	3%	4%	3%
Violence Against the Person	22%	24%	29%	33%	35%

Source: Qlikview

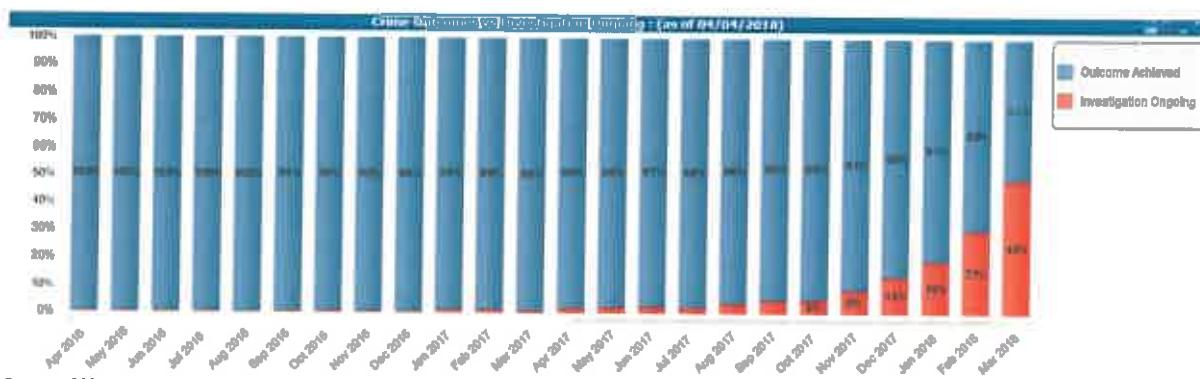


Source: Qlikview

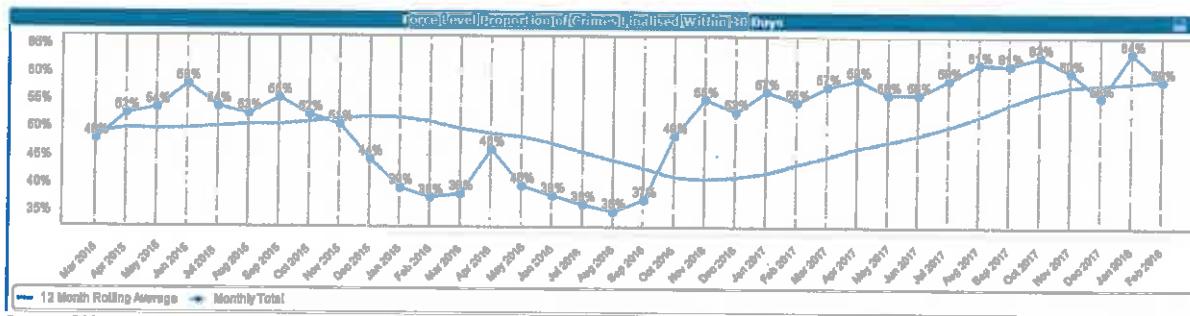
### 3.3 Crime Outcomes Achieved

The charts below show the percentage of crimes where outcomes have been achieved (which includes outcome 18: Investigation complete – no suspect identified) and the percentage of crimes where investigations are on-going for each month since April 2016.

As expected, a greater proportion of recently recorded crimes are showing as Investigation on-going. The small numbers of investigation on-going crimes in historic months relate to the more complex investigations, such as Fraud and Sexual offences.



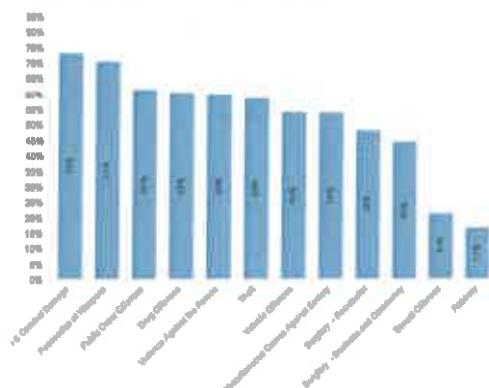
Source: Qlikview



Source: Qlikview Proportion of crimes assigned outcomes within 30 days of the date that they were reported.

The above chart illustrates the proportion of crimes that have been assigned an outcome within 30 days of the crime being reported. It is clear that since November 16, a higher proportion of crimes have been assigned an outcome within 30 days. It is believed that the introduction of the ICAT team in May 2017 has resulted in a further increase in the number of crimes assigned an outcome within 30 days.

Proportion of crimes assigned outcomes within 30 days of the date reported February 2018

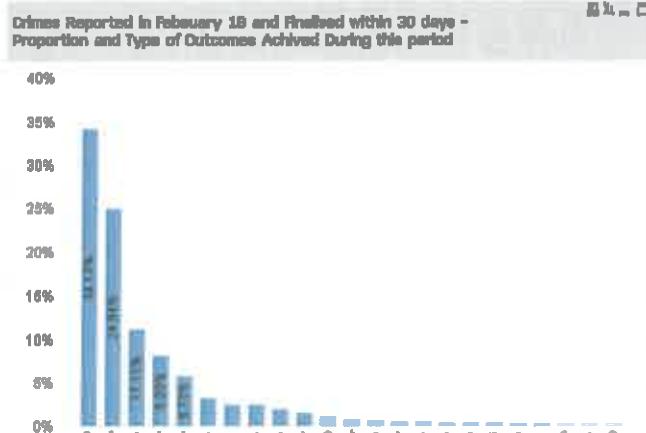


Of the crimes reported in February 2018, 59% of all crimes are finalised within 30 days.

73% of all Arson & Criminal Damage are finalised within 30 days compared to 21% and 17% for Sexual Offences and Robbery, respectively.

Source: Qlikview Proportion of crimes assigned outcomes within 30 days of the date that they were reported by Crime Type (February 2018)

The below graph illustrates, that of those crime reported in February 2018, and given an outcome within 30 days, the proportion of outcomes achieved. Therefore, for crimes recorded during February 2018 and given an outcome during the first 30 days, 34% where for outcome 18, Investigation Complete: No suspect identified and 25% for outcome 16: Victim does not (or has withdrawn) support.



Source: Qlikview- proportion of outcomes issued during the first 30 days since the crime was reported

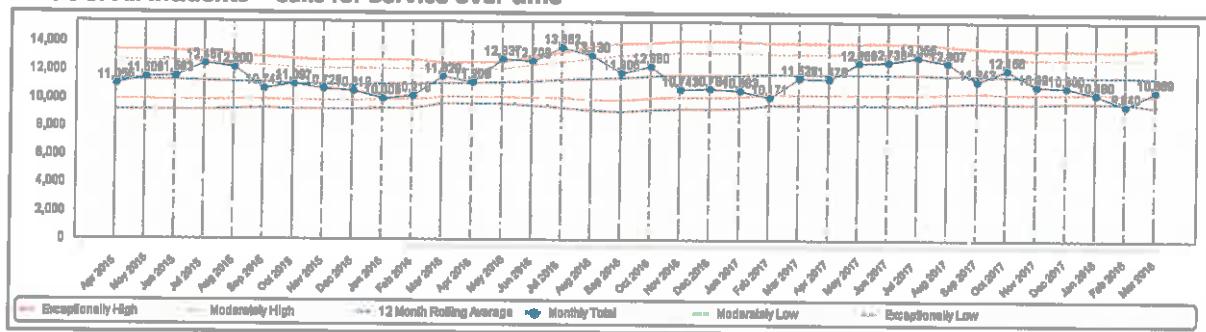
Outcome	Code
1a Charged	1a
1b Reported for Summons	1b
1d Charged for alternative offence	1d
2a Youth Caution	2a
3a Adult Caution	3a
3b Adult Conditional Caution	3b
6a PND for disorder	6a
6b PND for cannabis	6b
7 Cannabis Warning	7
8a Adult Community Resolution	8a
8c Youth Restorative Disposal	8c
9 Prosecution not in public interest (CPS) (all offences)	9
10 Formal action not in public interest (Police)	10
11 Named suspect under the age of criminal responsibility	11
12 Named suspect too ill to prosecute	12
13 Victim or key witness dead/ too ill	13
14 Victim declines/unable to support action	14
15 Victim supports action but evidential difficulties	15
16 Victim does not (or has withdrawn) support	16
18 Investigation Complete: No suspect identified	18
20 Other agency dealing	20
21 Further investigation to support formal action not in the public interest - police decision	21

### 3.4 All Incidents Calls for Service – Demand

Police recorded crime, as reflected in the main performance statistics, can only represent part of the police workload. While it presents an indication of an aspect of reactive demand to which the police respond, there are many types of work, both reactive and proactive that the police undertake, both as statutory duty and by common convention, which do not feature as reports of crime - and which therefore do not appear in assessments of demand using police recorded crime data. In addition, counts of crime do not show the varying levels of resource required to deal with different crimes.

Calls for service tend to follow seasonal patterns, with the summer months experiencing higher levels as displayed in the chart below which plots the levels of incidents on a monthly basis.

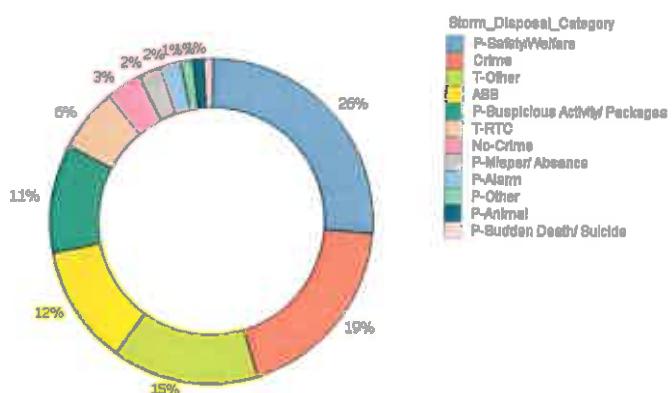
Levels of All Incidents – Calls for Service over time



Source: Qlikview

Dyfed-Powys police deal with a wide range of non-crime incidents which are not captured in police recorded crime. Non-crime related incidents account for 81% of all Command and Control (C&C) calls into the Force.

Calls for service by Final Category – 12 months ending March 2018



Data for the last 12 months shows that, 'public safety and concern for welfare' incidents now represent the largest category of recorded incidents.

As with crimes that relate to vulnerability, public protection and safeguarding, these incidents are likely to consume more resource effort as they can be more complex, as well as involving combined agency responses eg. mental health.

## 3.5 Anti-Social Behaviour (ASB) Volumes

Recorded annual ASB levels have fallen over the last 12 months, with a reduced ASB Incidence volume of 12% when compared to the 12 months to March 2017 (14,179 vs. 16,199, respectively). This is regarded as statistically significant, so the change is more than just random variation.

In addition, public confidence data from the Crime Survey of England and Wales shows that the percentage of adults who have experienced or witnessed ASB in Dyfed-Powys has fallen from a high of 23% in June 2015 to 21% in September 17.

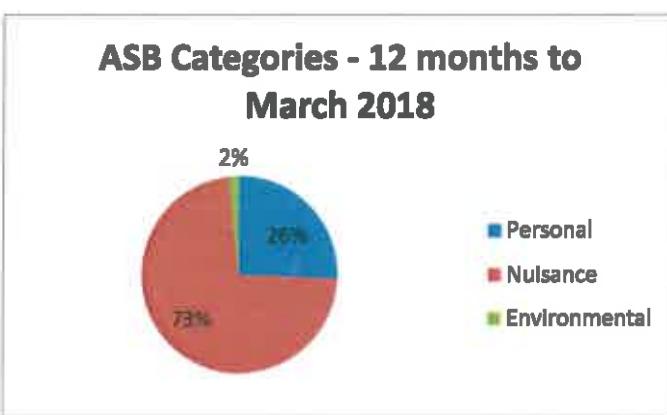
Recorded ASB levels have followed a seasonal pattern with the summer months traditionally being highlighted as the peak period as illustrated in the chart below.

Levels of total recorded ASB incident over time



Source: Qlikview

Over two thirds of ASB is categorised as 'nuisance' which captures those incidents where behaviour goes beyond the conventional bounds of acceptability and interferes with public interests including health, safety and quality of life. The most common type of nuisance ASB is rowdy or inconsiderate behaviour, which is characterised as mainly alcohol and youth related.



The incidents categorised as 'personal' are those occurrences where it is perceived that an individual or group is deliberately targeted rather than the community at large. Once again, rowdy or inconsiderate behaviour is the most common cause of this type of ASB followed by neighbour issues.

### 3.6 Road Traffic Collisions

There are 3 key targets in Wales aimed at reducing those Killed and Seriously Injured (KSI) by 2020 and are measured against the baseline average of 2004-08:

**Target - 40% reduction in the total number of people killed and seriously injured (KSI) by 2020:**

KSIs	2004-08	2009	2010	2011	2012	2013	2014	2015	2016	2017*	2018	2019	2020	Target
Absolute Numbers	418	356	318	359	333	298	342	358	348	338				250.8
Relative Changed	418	-14.8%	-23.9%	-14.1%	-20.3%	-28.7%	-18.2%	-14.4%	-16.7%	-18.1%				40%

\* Provisional data

- The data illustrates that overall the KSI rates are fairly stable from the baseline to date with a steady downward trend, albeit it is unlikely that the 2020 target will be reached in our region. Prevention work is in line with the campaign and operations calendar which is shared pan-Wales. Fluctuations in figures year on year can be attributed to weather, economic conditions and traffic volumes.
- The Fatal 5 strands representing the major contributory factors in KSI RTCs form a theme throughout the campaign calendar – drink/drug driving; speeding; careless driving; seatbelt wearing; mobile phones/distraction.
- Overall there is a decreasing frequency in deaths on the road network but as the numbers get smaller the greater the challenge to maintain a stable level let alone decrease further.

**Target - 25% reduction in the total number of motorcyclists killed and seriously injured (KSI) by 2020:**

KSIs	2004-08	2009	2010	2011	2012	2013	2014	2015	2016	2017*	2018	2019	2020	Target
Absolute Numbers	76	89	83	84	67	72	84	87	93	88				57.0
Relative Changed	76	17.1%	8.2%	10.5%	-11.8%	-8.3%	10.5%	14.8%	22.4%	15.8%				25%

\* Provisional data

- Up until 2016, there was stable trend with this KSI casualty group. However, last year saw a dramatic increase in one county which has affected the overall KSI figure.
- There were 55,000 more registered motorcycles in Wales in 2013 indicating a rise in motorcycling in our principality.
- Op Darwen is still our main focus for targeting those who ride in an indiscriminate or anti-social manner on our roads.
- RIDE (NDORS) is now being offered as an alternative to points and a fine to PTWs, which went live from July 2017.
- Education: we promote and run BIKESAFE workshops throughout the motorcycling season (March to November) as well as supporting and promoting courses and initiatives run by our partners. Engagement centres are co-ordinated by the Force and partners at key biker stop cafes, etc., with opportunities to engage with motorcyclists and encourage safer riding behaviour and attendance on courses.

**Target - 40% reduction in the total number of young people (aged 16 to 24) killed and seriously injured (KSI) by 2020:**

KSIs	2004-08	2009	2010	2011	2012	2013	2014	2015	2016	2017*	2018	2019	2020	Target
Absolute Numbers	119.8	82	94	84	78	77	79	85	80	79				71.9
Relative Changed	119.8	-31.6%	-21.5%	-29.9%	-34.9%	-35.7%	-34.1%	-28.2%	-33.3%	-34.1%	0	0	0	40%

\* Provisional data

- There has been a steady decrease in KSIs within this target group with fluctuations experienced which can be attributed to less young adults going through test centres during and after the recession with numbers now returning to the mean.
- Dyfed-Powys Police are running a research project around young adults aged 16 to 24 with partners utilising funding from the PCC's NDORS surplus. The project is focused around immersive 360 sets and

building a fit for purpose workshop around the immersive 360 experience with thorough evaluation developed from the outset.

**Notional target - 40% reduction in the total number of older people (aged 65 plus) killed and seriously injured (KSI) by 2020:**

KSIs	2004-05	2009	2010	2011	2012	2013	2014	2015	2016	2017*	2018	2019	2020	Target
Absolute Numbers	45	58	35	54	60	45	62	70	55	46				27.6
Relative Change%	46	26.1%	-23.9%	17.4%	30.4%	-2.2%	34.8%	82.2%	19.6%	0.0%	0	0	0	40%

\* Provisional data

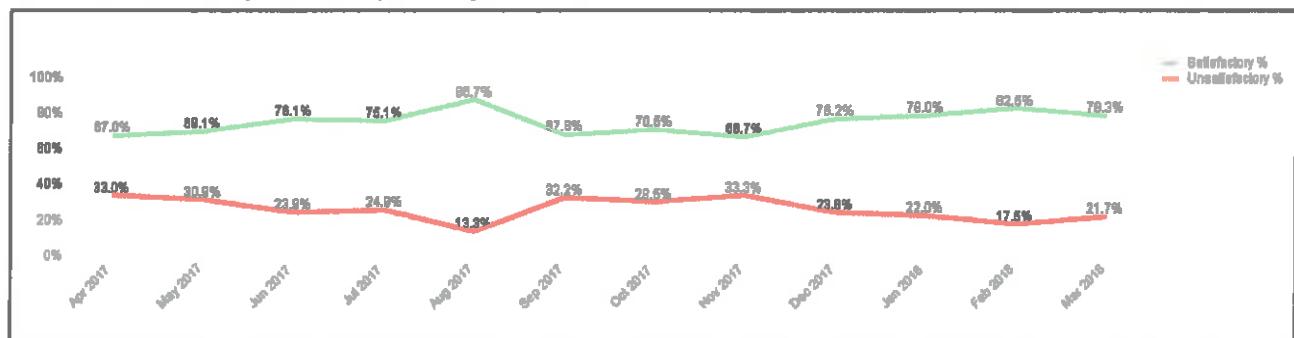
- There is an ageing population in the UK with Wales having the highest population of people of pensionable age and above. Our region brings its own challenges due to the rurality of our force area. Maintaining independence for this age group is and will be paramount as we don't always have a public transport system to support independence from driving. Health issues and impairment associated with the ageing process brings its own challenges; when these are ignored or not addressed then the consequences can be devastating.
- In order to address this, a fit for purpose course (which is at its pilot stage) involving a practical element that addresses medical issues, the changing road environment, modern cars and its challenges, knowledge, etc. has been established utilising funding from the NDORS surplus.
- A fitness to Drive Pilot Scheme, aimed at older drivers aged 70 plus who may have cognitive impairments or reduced physical ability and have been detected through Due Care Offences, has been introduced. Drivers are referred to Mobility of Wales for high level cognitive and practical driving assessments. Those drivers who fail to pass the assessments are referred to the DVLA.

### 3.7 File Quality

File Quality has dipped for the first time since November 2017, with performance in Powys and Carmarthenshire having an adverse effect on the overall performance levels. There has been an increase in file deficiencies relating to CCTV submissions and outstanding work requests.

The number of errors surrounding disclosure has stabilised since January 2018 where 32 errors were recorded. This has remained consistently at 24 errors over the last two months. During March 2018 CPS have rejected 5 cases where Disclosure has failed to meet the required standard.

Force Level Monthly File Quality Grading (Over Time)



Source: Qlikview

## 8.9 Stop and Search

Stop and search (all) volumes for the 12-month period ending March 2018 can be found below.

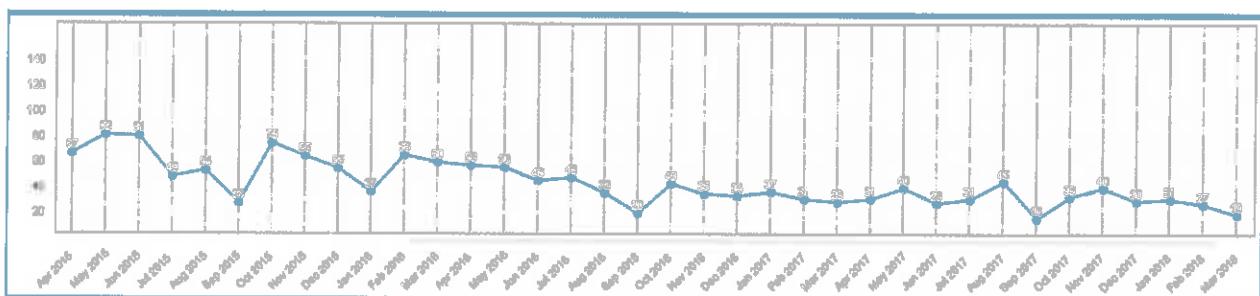
Territory	No. Stop & Searches	Vehicle Only Searches	Person Searches	Arrested	% Arrested	Age Under 18	% Under 18	Positive Searches	Positive Searches %	Linked Search (Reason = Seizure)	Linked Search Rate	Strip Searched	Strip Search %
Total (All)	2233	65	2747	0	1%	372	17%	925	41%	935	86%	21	0.0%
Under 18	271	0	371	1	0%	371	100%	91	24%	56	79%	0	0.0%

Under the best use of stop and search scheme, the 'linked search' rate is used to measure how effective the police are in using their powers. This measure establishes if the item seized is related to the reason for the search.

Traditionally, the measure of success for stop and search was a 'hit', or positive outcome. There may be occasions where the outcome of a stop and search is unconnected to the reasonable grounds for suspicion. Such an outcome may represent a chance detection rather than professional judgement and the use of reasonable grounds by the officer in question.

Over the last year Dyfed-Powys has a positive search rate of 41% (an item seized as a result of a search) and a linked search rate of 86% - that is in 86% of occasions where an item was seized, the item was linked to the reason of the search.

### Stop & Search Monthly Volumes



### 3.10 Custody Information

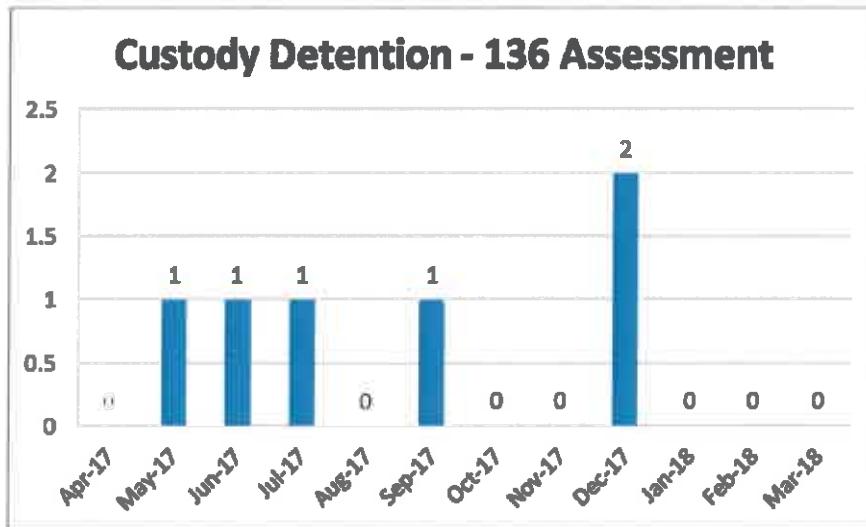
The tables below demonstrate the numbers of persons arrested for all offences over the last 12 months ending March 2018, by gender, ethnicity and age.

	Female						Male					
	Asian	Black	Mixed	Other	White	Not Stated	Asian	Black	Mixed	Other	White	Not Stated
Under 11	0	0	0	0	0	0	0	0	0	0	0	0
11 to 17	0	5	0	0	80	3	3	3	4	2	296	2
18 to 24	1	2	5	0	279	9	36	18	14	7	1617	14
25 to 34	2	4	2	2	420	1	46	28	13	7	2144	11
35 to 44	0	4	4	0	248	9	26	22	13	2	1274	17
45 to 54	1	0	1	2	157	0	15	4	4	0	721	13
55 to 64	0	0	0	0	55	0	2	3	0	2	245	1
65+	0	0	0	0	26	0	0	0	0	0	119	0
Total	4	15	12	4	1265	22	128	78	48	20	6416	58

	Female						Male					
	Asian	Black	Mixed	Other	White	Not Stated	Asian	Black	Mixed	Other	White	Not Stated
Under 11	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
11 to 17	0.0%	0.1%	0.0%	0.0%	1.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.7%	0.0%
18 to 24	0.0%	0.0%	0.1%	0.0%	3.5%	0.1%	0.4%	0.2%	0.2%	0.1%	20.0%	0.2%
25 to 34	0.0%	0.0%	0.0%	0.0%	5.2%	0.0%	0.6%	0.3%	0.2%	0.1%	26.6%	0.1%
35 to 44	0.0%	0.0%	0.0%	0.0%	3.1%	0.1%	0.3%	0.3%	0.2%	0.0%	15.8%	0.2%
45 to 54	0.0%	0.0%	0.0%	0.0%	1.9%	0.0%	0.2%	0.0%	0.0%	0.0%	8.9%	0.2%
55 to 64	0.0%	0.0%	0.0%	0.0%	0.7%	0.0%	0.0%	0.0%	0.0%	0.0%	3.0%	0.0%
65+	0.0%	0.0%	0.0%	0.0%	0.3%	0.0%	0.0%	0.0%	0.0%	0.0%	1.5%	0.0%
Total	0.0%	0.2%	0.1%	0.0%	15.7%	0.3%	1.6%	1.0%	0.6%	0.2%	79.5%	0.7%

Over the last year, 84% of all persons arrested were male with 95% of all persons arrested classified as 'white'. The 25 to 34 age group is the age group that records the most arrests with just over a third (33%) of all arrests.

Over the last 12 months 6 persons have been detained in custody where the reason for detention was a 'Section 136 Assessment', of which, the last detention of this nature was in December 2017, with no detentions recorded during the first three month of 2018.

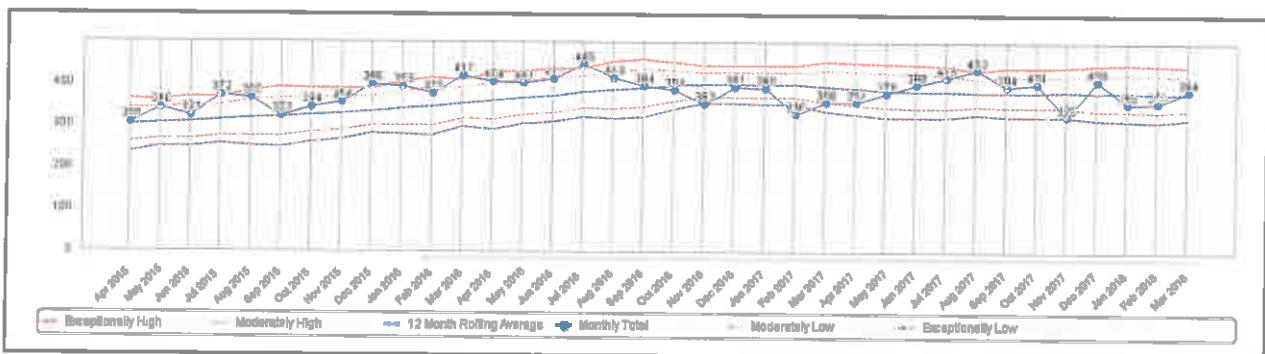


## 4.0 Priority two – Safeguarding the Vulnerable

### 4.1 Domestic Incidents

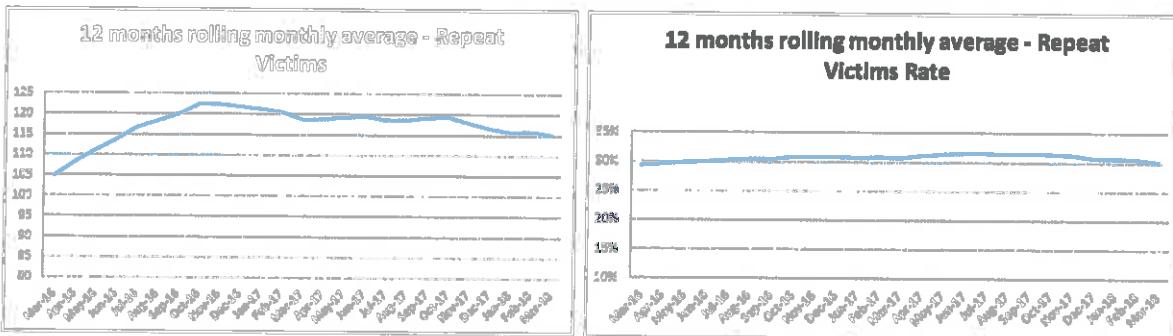
The Statistical Process Chart (SPC) below illustrates the monthly total Domestic Incident volume at a force level. The latest month of March 18 is judged as being 'normal'.

Levels of total recorded Domestic Incidents over time



Source: Qlikview

### Repeat Domestic Incidents

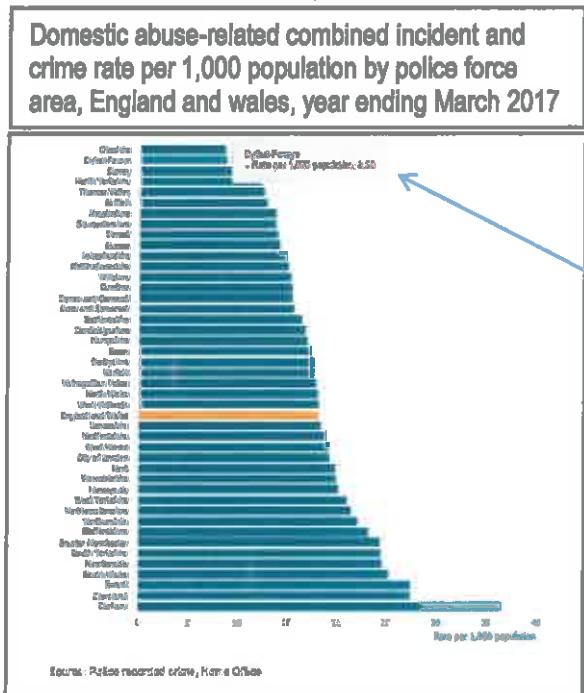


The charts above count those distinct victims in each month who have also recorded an incident in the previous 12 months. In absolute terms, repeat victims have increased and peaked in November 2016, and have started to decrease during the last seven months, from an average of 98 victims during the year to April 15, to a high of 122 in the 12 months to November 16, back to 116 in period to December 17. This trend is in line with the increases seen in recorded incidents.

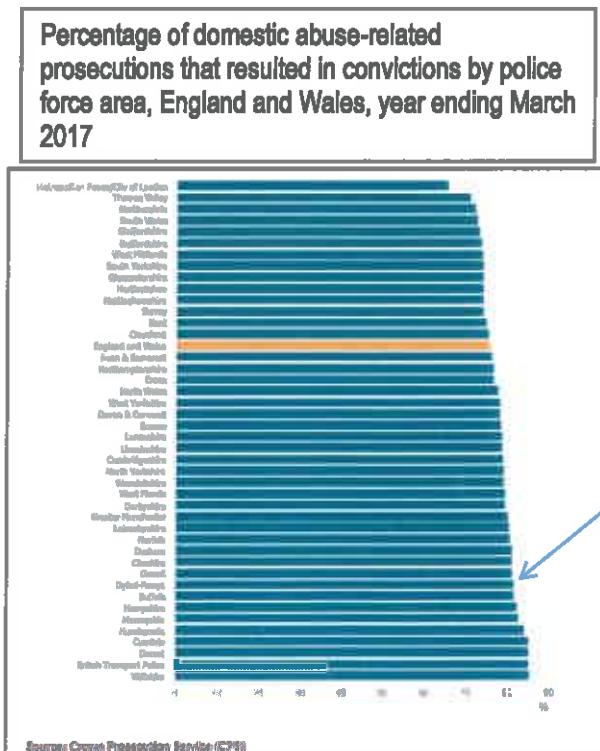
However, the percentage of repeat victims as a proportion of all incidents has remained stable, at between 29% and 32% per month, over the two last years – March 2018 rate stands at 30%.

## **Domestic Abuse - National comparison data – \*\*Latest Published Data\*\***

This is the first year that domestic abuse data has been collected by the Home Office and the charts below demonstrate the rate of domestic abuse incidents and crimes recorded by each force in England and Wales.



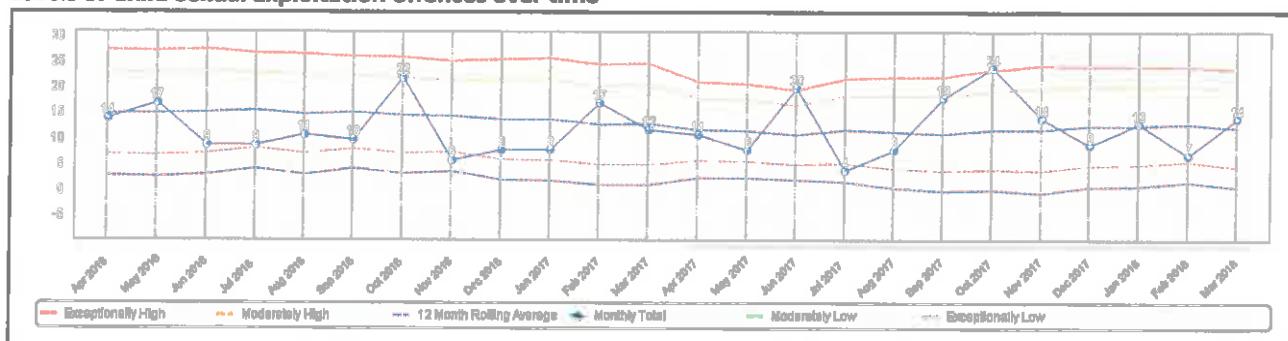
Dyfed-Powys recorded 9 domestic incidents for every 1,000 people in the population during the 12 months to March 2017.



**Within Dyfed-Powys 81.7% of domestic abuse related prosecutions result in a conviction.**

## 4.2 Child Sexual Exploitation

Levels of Child Sexual Exploitation offences over time



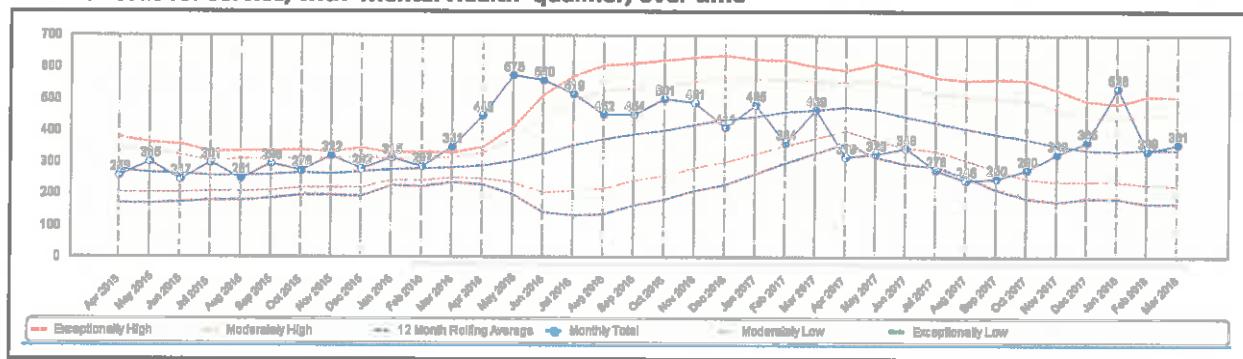
Source: Qlikview

Over the last three years, recording of CSE offences has improved, most notably due to the introduction of a specific tag to the crime recording process, which is clearly illustrated with the increase of recording of CSE offences after March 2015.

A common feature of CSE is that the person does not recognise the coercive nature of the relationship and does not see themselves as victims of exploitation (ACPO 2013). As such, victims reporting their own offences are very low, which could suggest that they do not see what is happening to them is wrong and would explain why the reporting of contact and online CSE offences is predominately carried out by parents or carers.

## 4.3 Mental Health Calls for Service

Levels of Calls for service, with 'Mental Health' qualifier, over time



Source: Qlikview

Anecdotally the level of demand associated with the need to respond to people with mental health problems has increased significantly. However, there appears to be conflicting confirmation when the number of mental health incidents are recorded and counted over time, recently volume have been falling. It must be noted that this data is highly reliant on how accurately the 'mental health' qualifier is utilised.

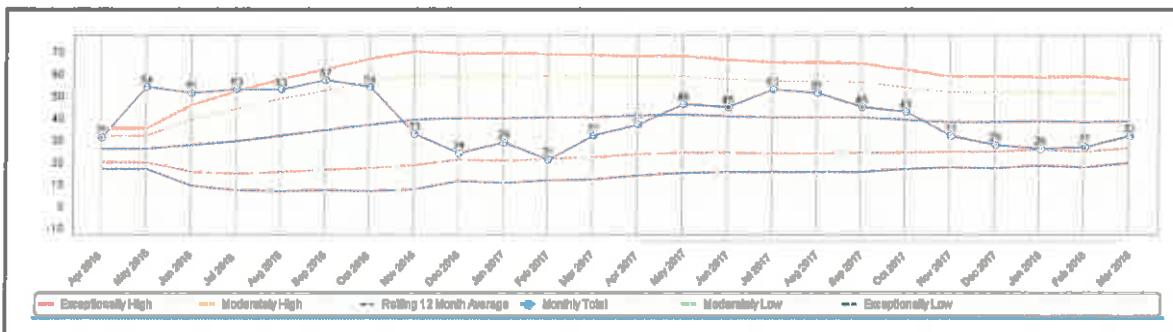
It must be noted that just counting calls for service does not give an indication of the complexity of the incident or how long officers are deployed in dealing with each incident.

Further analysis shows that data for the last 12 months ending March 18 has shown that 75% of all calls that have a mental health qualifier are related to public safety and welfare issues.

#### 4.4 Hate Incidents

A hate incident is an incident which is perceived, by the victim or any other person, to be motivated by a hostility or prejudice based on a person's race, faith, sexual orientation, disability or transsexuality or perceived race, faith, sexual orientation, disability or transsexuality.

##### Levels of recorded hate incidents over time



Source: Qlikview

Data reviewed over the last 12 months ending March 18, reveals that race remains the most common motivating factor in hate incidents, with 73% recorded as race related.

##### Levels of Hate Incidents (April 17 to March 18) by Territory and Hate Strand

Territory	Total Offences	Race Related	Homophobic	Disability	Transphobic	Religious / Faith	Not Recorded
Caerphilly	197	147   74.6%	23   12.7%	18   9.1%	6   3.0%	9   4.6%	0
Ceredigion	75	56   74.7%	8   10.7%	7   9.3%	2   2.7%	3   4.0%	0
Pembrokeshire	98	68   69.4%	19   19.4%	9   9.2%	2   2.0%	3   3.1%	1
Powys	95	67   70.5%	14   14.7%	11   11.6%	2   2.1%	3   3.2%	0
<b>Total</b>	<b>465</b>	<b>338   72.7%</b>	<b>65   14.2%</b>	<b>45   9.7%</b>	<b>12   2.6%</b>	<b>18   3.9%</b>	<b>1</b>

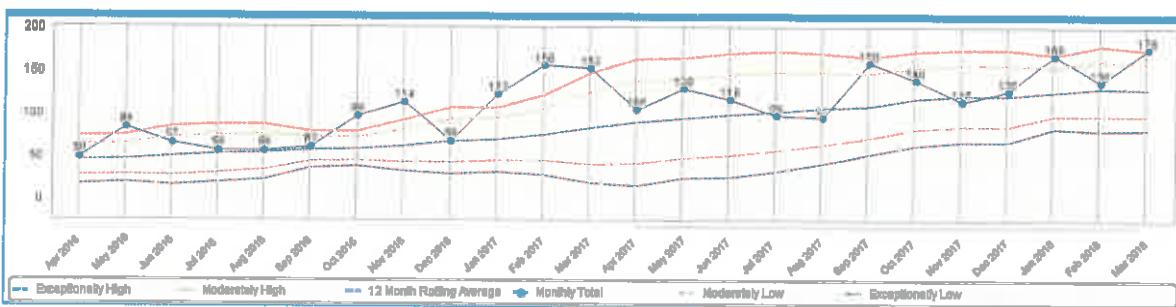
Source: Qlikview

The results indicate that 47% of the incidents recorded also resulted in a crime (218 crimes from the 465 incidents).

## 5.0 Priority three – Protecting from Serious Harm

### 5.1 Cyber Crimes Volumes

#### Levels of recorded Cyber-Crimes over time



Source: Qlikview

Recorded offences related to cyber-crime have increased significantly over the last two years.

The way in which criminals are operating is changing and they can now take advantage of new technologies, such as the Internet, to both expand the scope of existing crime types and develop new ones. Nowhere has this been more apparent than in fraud and cybercrime.

Increased awareness, in conjunction with the embedding of the new Digital Communications and Cyber-Crime Unit (DCCU) has seen an improvement in the level and consistency of tagging and therefore the recording of cyber-related offences.

The majority of cyber-related offences relate to Obscene Publications, which covers the exchange and possession of indecent images.

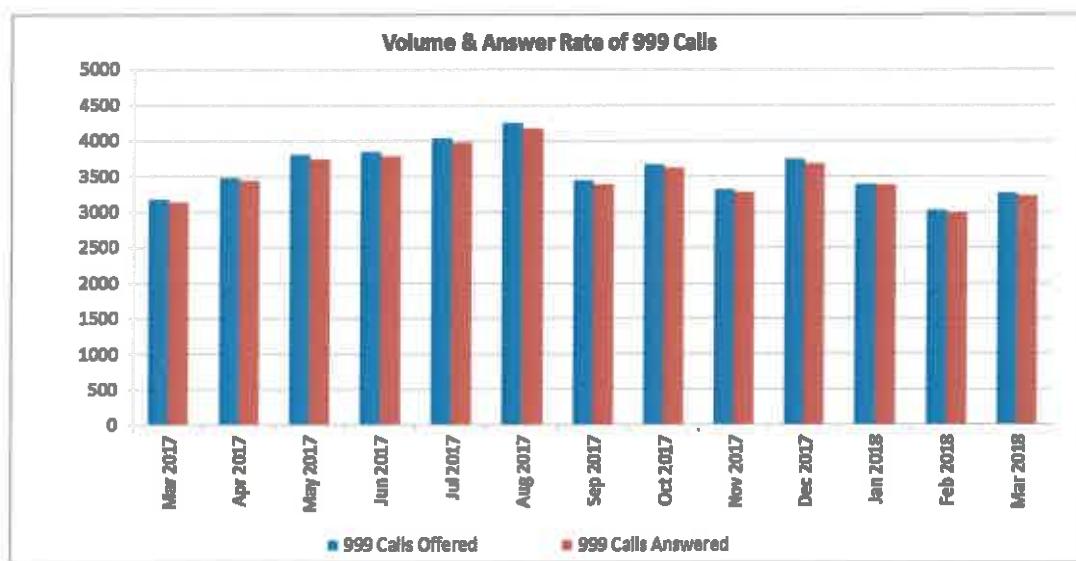
## 6.0 Priority four – Connecting with Communities

### 6.1 Force Contact Centre - Average Call Answer Time

#### 999 Call Data

Throughout the review period, Dyfed Powys Police have continued to answer 999 calls well within the ten second National Call Handling Standard (NCHS) (ACPO 2005).

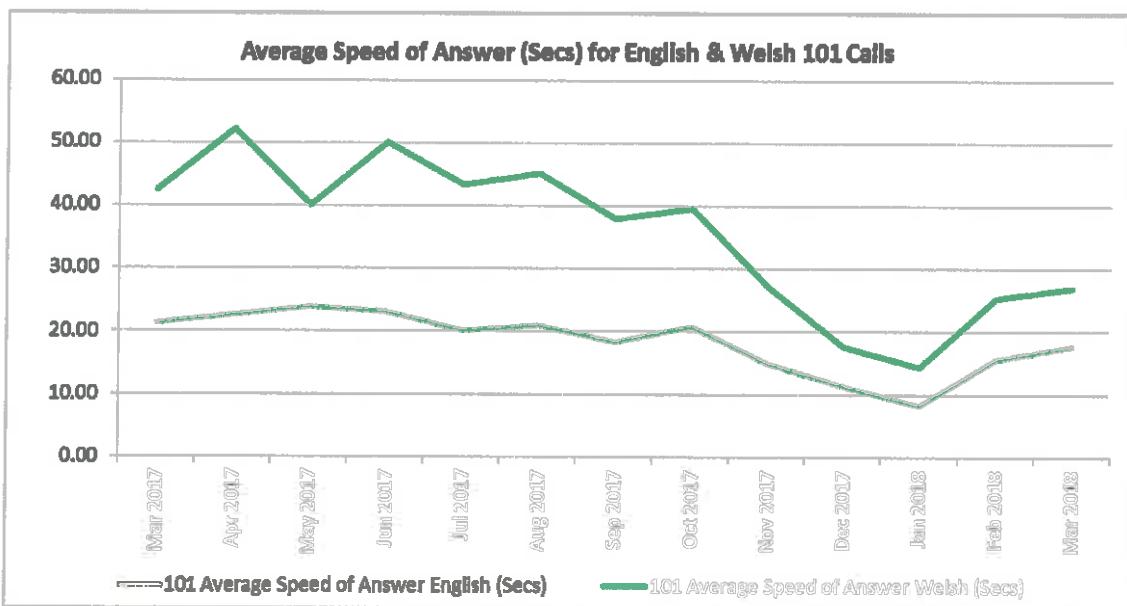
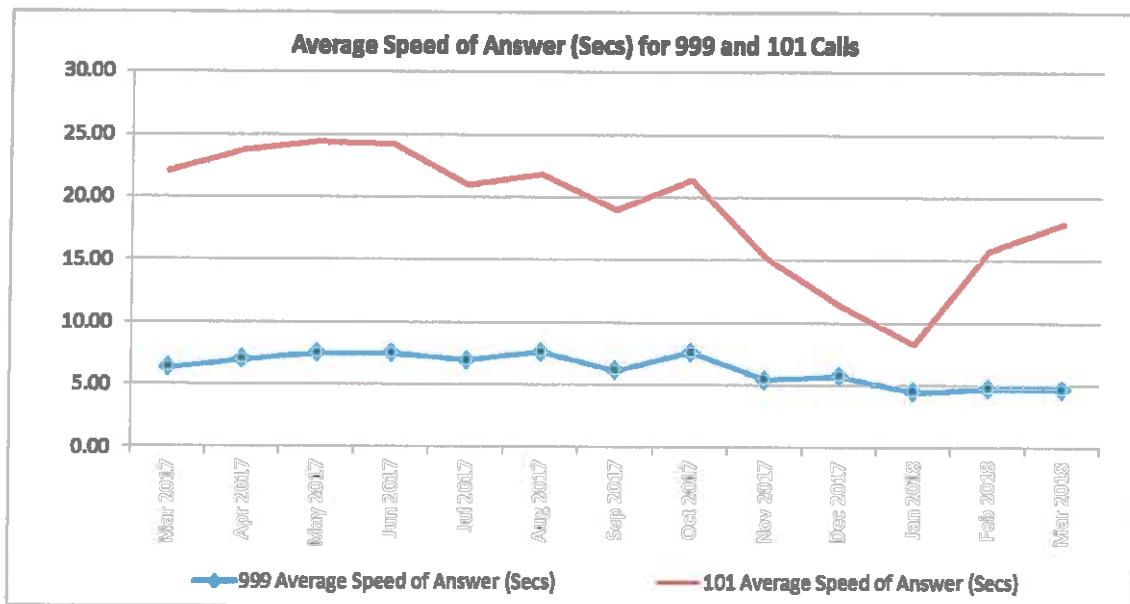
Please note that the table can be slightly misleading, inferring there is a difference between calls offered and answered (suggesting abandonment). This is not the case as all 999 calls are answered but not necessarily by the first route, they are offered. This does not affect the average speed of answer figure supplied.



#### 101 Calls (New Incidents English and Welsh)

The 101 calls for service are consistent with the same period last year. The average speed of answer has improved slightly for both Welsh and English calls. The FCC staff continue to seek to resolve as many calls for service at first point of contact to improve customer service and overall customer satisfaction. This, together with the THRIVES assessment, ensures the most appropriate grading of response with safeguarding considerations for every call.

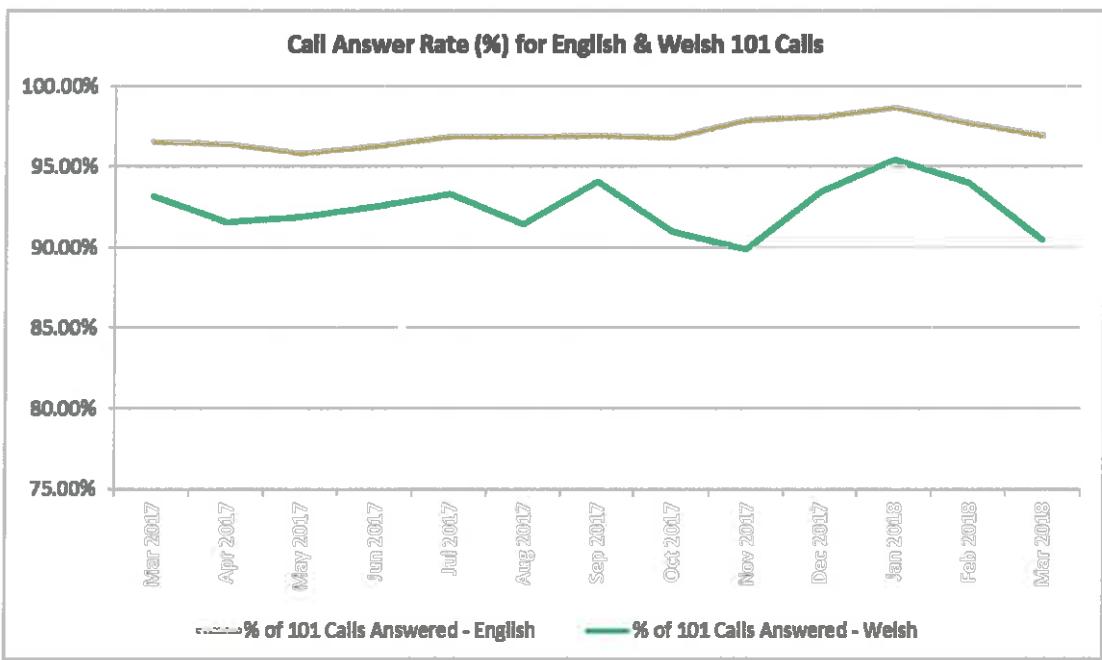
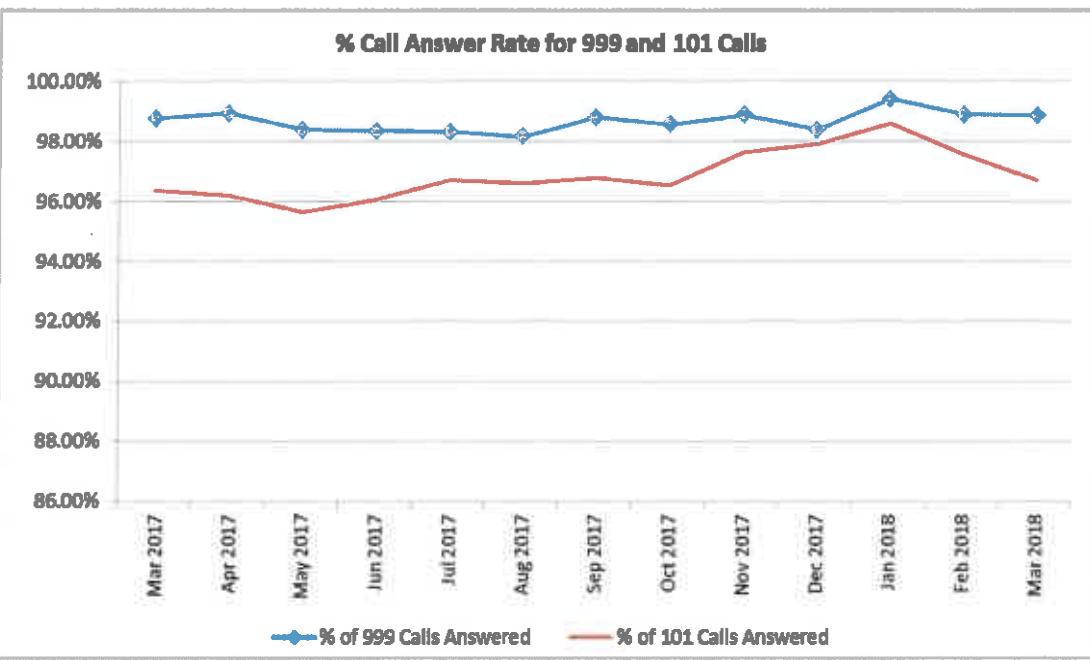
As further continuous improvement and changes to working practices are introduced, it is anticipated that the amount of time that Call Handlers are taking to deal with calls will continue to increase. This is expected to continue until new practices and procedures are fully embedded.



#### % Call Answer Rate for 999 and 101 Calls

The service level agreement for call answer rates is over 90%. The FCC has recently introduced a new performance management information system which supports the focus around real-time resource availability, current commitments and call queue information for both Welsh and English calls (including abandonments) and overall demand levels.

It is important to note that the total number of Welsh calls received by the Force is significantly lower than the total number of English calls which makes it difficult to make a direct comparison. However, the chart below illustrates that the average speed of answer is slower for members of the public who request to be spoken to in Welsh but call answer rates are improving. The FCC continues to actively recruit Welsh speaking members of staff to offer a Welsh language service and the answer rate has improved over the past three months.



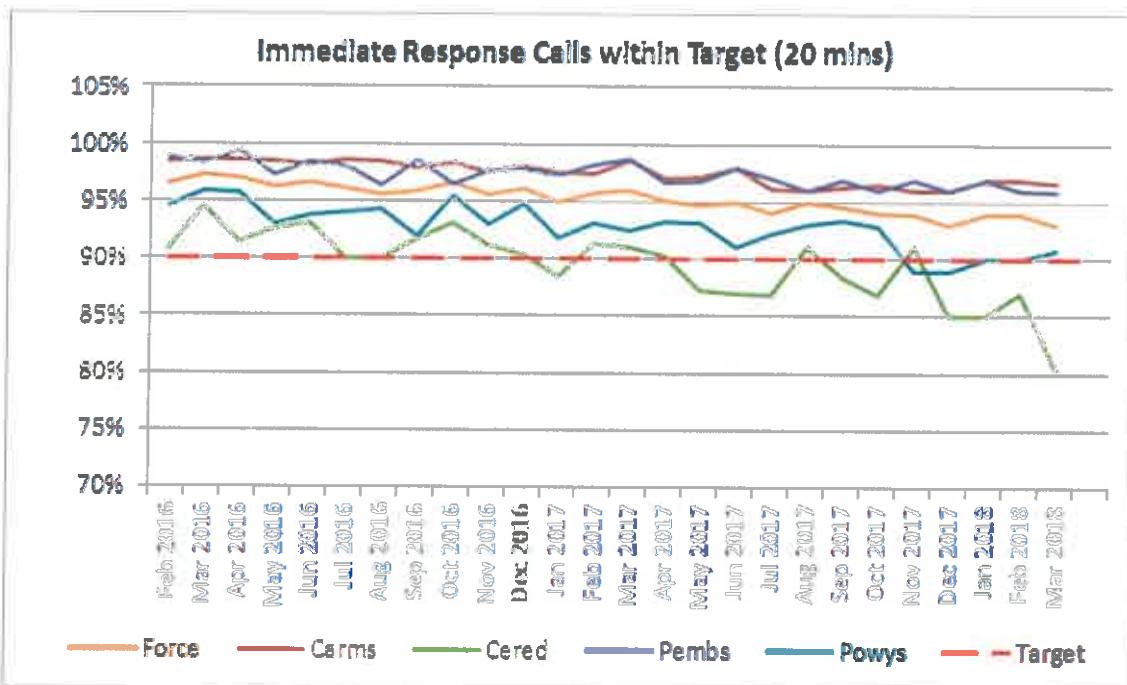
## 6.2 Incident Response Times

The following tables and graphs display the Priority 1 and Priority 2 response times for the force.

As can be seen, the force is meeting its target of responding to over 90% of Priority 1 calls within 20 minutes and over 90% of Priority 2 calls within 60 minutes.

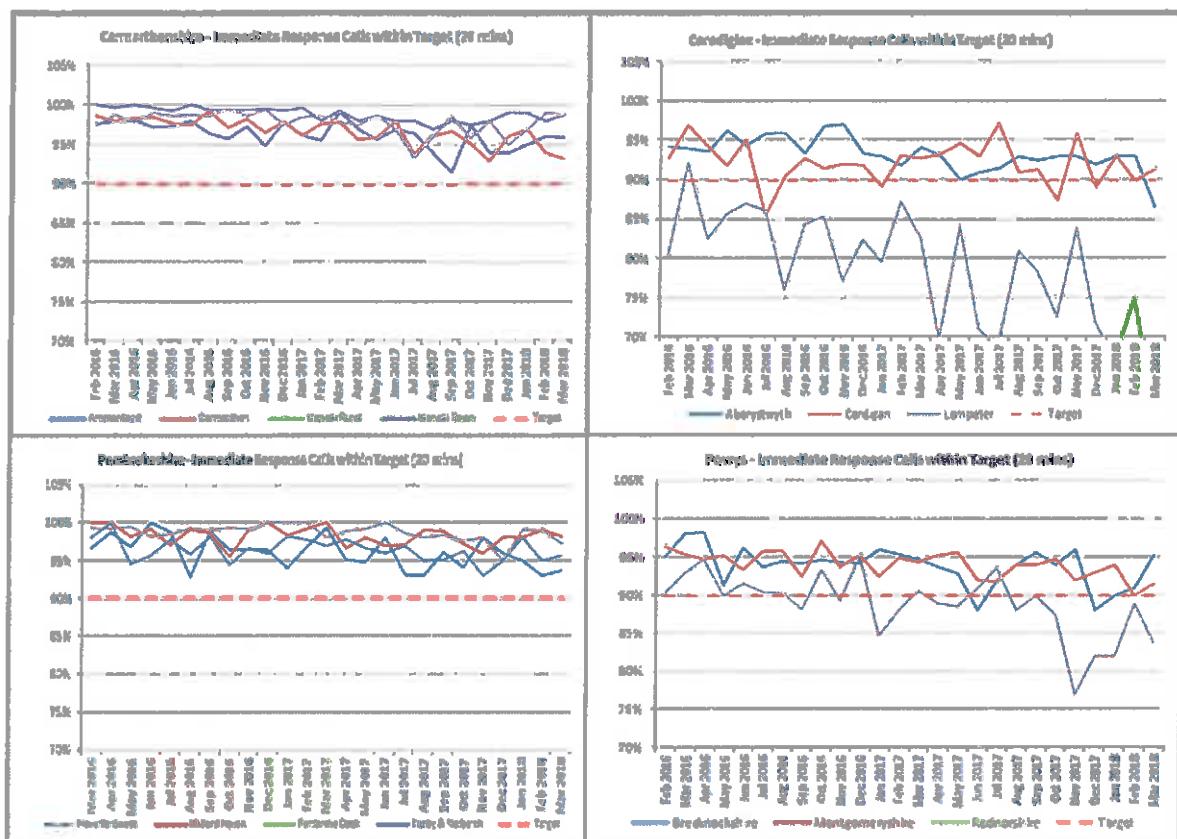
12 months ending March 2018							
Territory	Total Response Incidents	Priority 1 Total	Total Priority 1 In Target	Priority 1 % In Target	Priority 2 Total	Total Priority 2 In Target	Priority 2 % In Target
Cardiff	24692	10824	10455	96.6%	13868	13625	98.2%
Ceredigion	9796	4211	3670	87.2%	5585	5446	97.5%
Pembrokeshire	14727	6350	6134	96.6%	8377	8243	98.4%
Powys	13432	5571	5100	91.5%	7861	7702	98.0%
Total	62648	26957	25359	94.1%	35691	35016	98.1%

### Incident Response Times by Force and Territories



The following graphs display the Priority 1 Incident response times for each of the four counties broken down by Inspector area.

They highlight the challenge of policing a vast geographical area, with the most rural Inspector areas such as Lampeter, Aberystwyth and Radnorshire, failing to meet the target response times.



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DYFED-POWYS  
POLICE AND CRIME  
COMMISSIONER

## **Police and Crime Commissioner for Dyfed-Powys**

### **Scrutiny Panel**

#### **Dip Sampling Exercise**

#### **Review of Public Order Incidents (Oct-Dec 2017)**

#### **Out of Court Disposals**

#### **Panel Members' Findings & Feedback**

**January 2018**



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## 1.0 Overview

At a meeting of the Dyfed-Powys Out of Court Disposal Scrutiny Panel held on 30<sup>th</sup> January 2018, Members reviewed a selection of Public Order incident cases which had been dealt with by way of an out of court disposal.

The Panel considered a total of 16 cases, seven involving youth suspects and nine involving an adult suspect.

## 2.0 Background, Purpose and Methodology

Panel Members collectively agree an area of focus for each meeting. They receive relevant case files two weeks prior to each meeting which have been randomly selected by the Panel Chair. The Panel then meets to discuss each case and where possible reach a conclusion as to the appropriateness of the disposal. **In deciding which category the case falls, the panel consider the following criteria:**

- The views and feedback from the victim and the offender;
- Compliance with force policy;
- Rationale for the decision and outcome;
- Potential community impact;
- Circumstances and seriousness of the offence; and
- Potential alternative options that may have been available.

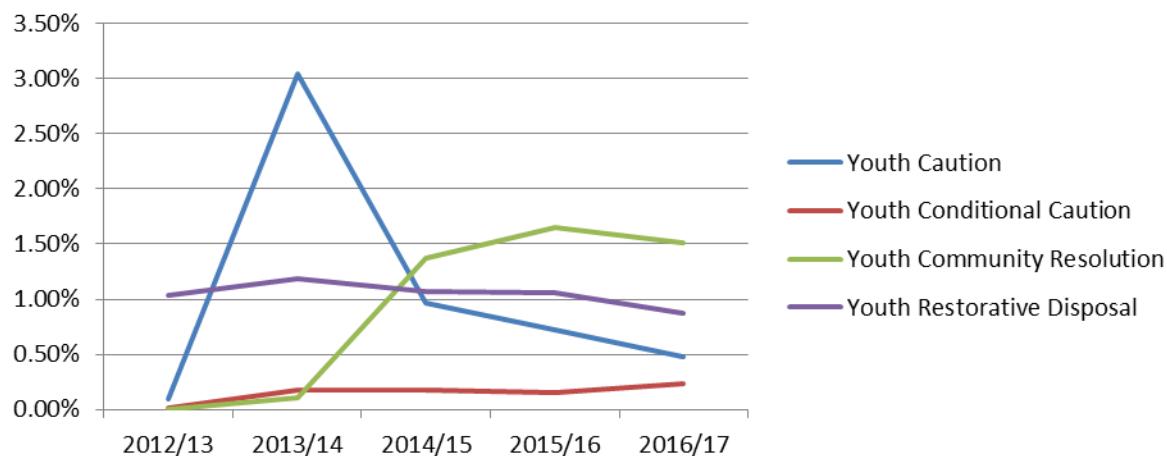
The Panel discuss each case and categorise them as one of the following:

- Appropriate use and consistent with policy;
- Appropriate use with panel Members' reservations;
- Inappropriate use or inconsistent with policy; and
- Panel fails to reach a conclusion.

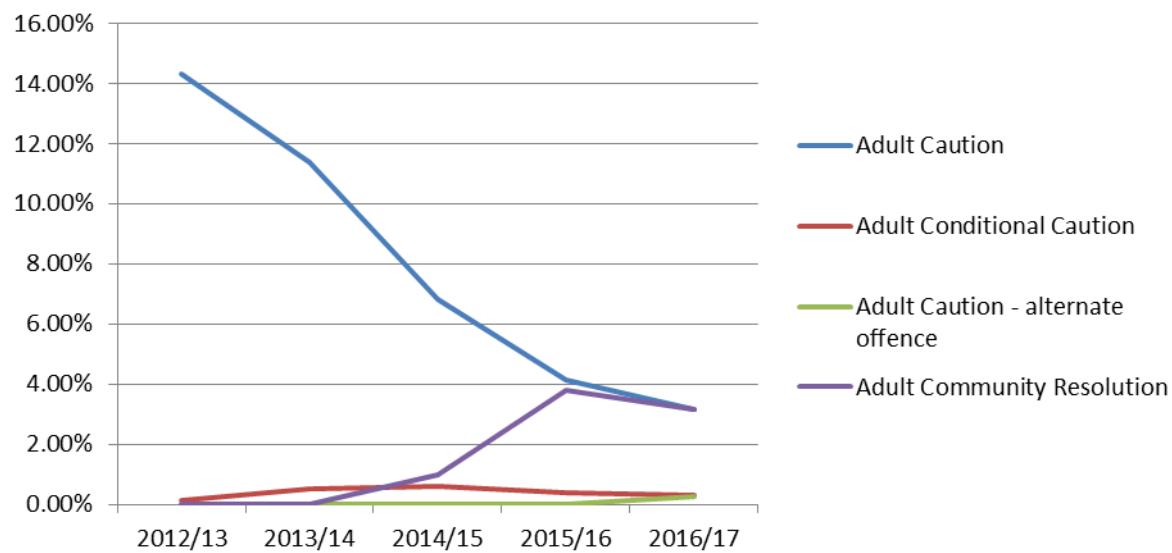
### 2.1 Background data

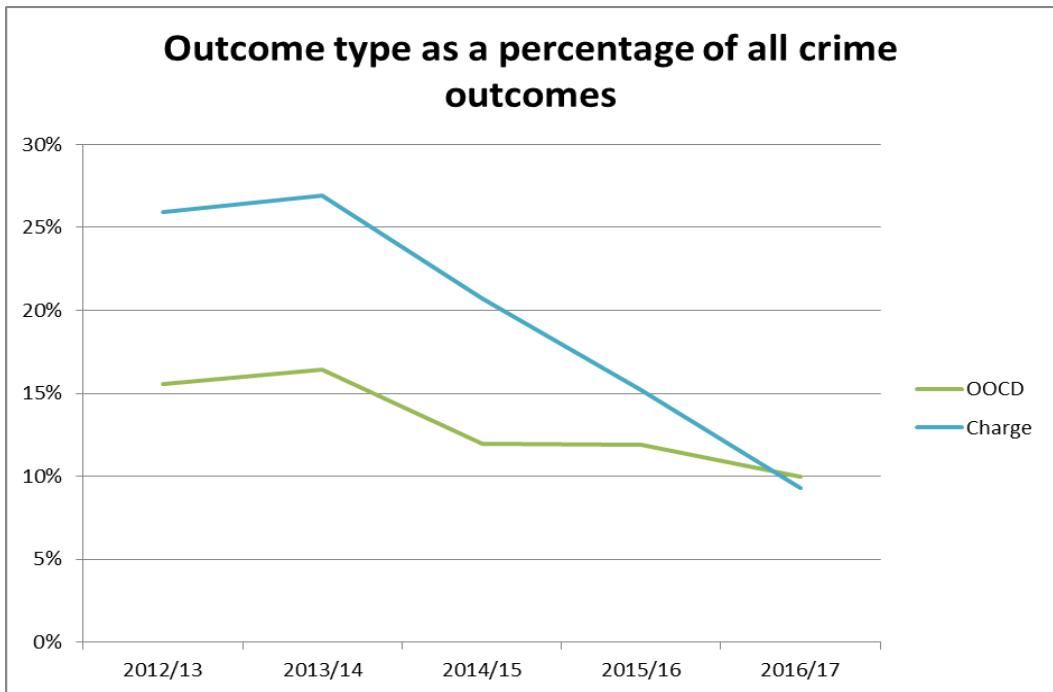
The following graphs show the change of Dyfed-Powys Police's use of different out of court disposal types over time.

## Youth out of court disposal type as a percentage of all crime outcomes



## Adult out of court disposal type as a percentage of all crime outcomes





### 3.0 Approval by Panel Chair

I \_\_\_\_\_ (print name) can confirm that I have read the report, and that it fully represents the views expressed by the Panel during our dip sampling exercise dated 30<sup>th</sup> January 2018.

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

## 4.0 Actions taken following previous Panel meeting

As a result of the Out of Court Disposal Scrutiny Panel's work, the following actions have been taken since the last meeting:

- Custody training has now been amended to incorporate consideration of crimes against hospital staff when officers have been called to assist with violent patients.
- Reminders / guidance have been sent out to all Custody Pool Sergeants and Supervisors in relation to the appropriate use of the ACPO gravity matrix.

## 5.0 Consideration of Public Order cases – youth suspects

Two of the youth cases considered had been dealt with by way of Youth Community Resolution, three cases by a Youth Restorative Disposal and two had been issued with a Youth Caution. Members' assessments were as follows:

<b>Members' assessment</b>	<b>Number of cases</b>
Appropriate	4
Appropriate with reservations	2
Inappropriate	1

### 5.1 Observations

Panel Members' observations on each case are detailed below.

#### Case 1

Members felt a Conditional Caution may have been more appropriate, as there was a concern whether the individual had learnt from the incident, as there were no consequences for not complying with the conditions attached to the Caution.

#### Panel's Assessment: Appropriate use with reservations

**Case 2**

Members identified that the suspect had received 3 Community Resolutions in the last 6 months. As such, the Panel felt that the individual was not taking responsibility for their actions and learning from past mistakes. It was felt that the outcome of the previous incident should have been escalated to a Youth Caution and therefore this incident should have been escalated further.

**Panel's Assessment: Appropriate use with reservations****Case 3**

The Panel were satisfied with the suspect receiving a Youth Community Resolution for the offence recorded, however queries were raised as to whether the crime had been recorded appropriately.

**Panel's Assessment: Appropriate****Case 4**

Members expressed no concerns with the rationale contained within the case file and subsequent outcome decision. The suspect had no previous convictions, good school attendance and appeared to have a strong and stable background for extra support.

**Panel's Assessment: Appropriate****Case 5**

Due to the suspect having no previous convictions, members expressed no concerns with the rationale contained within the case file and subsequent outcome decision.

**Panel's Assessment: Appropriate****Case 6**

It was found that the date of birth for the suspect had been recorded incorrectly on the PNC record and the outcome therefore was an Adult Community Resolution. Members expressed no concerns with the rationale for the outcome decision but requested the PNC record be updated with the relevant outcome.

**Panel's Assessment: Appropriate**

**Action 1**

Case 6 suspect's PNC record to be updated to accurately reflect the outcome as per the admission of guilt form.

**Case 7**

Panel Members came to the decision that this case had been inappropriately disposed. Members felt that due to the incident involving a knife, the offender should have received a minimum of a Caution. The Panel felt that this was inconsistent with the outcomes of similar cases.

**Panel's Assessment: Inappropriate****6.0 Consideration of Public Order cases -- adult suspects**

Panel Members reviewed 9 adult cases, 2 of which had been dealt with by way of Caution and 7 via Adult Community Resolution (ACR). Members' assessments were as follows:

<b>Members' assessment</b>	<b>Number of cases</b>
Appropriate	7
Appropriate with reservations	1
Inappropriate	1
Panel Failed to Reach Conclusion	0

**6.1 Observations**

Panel Members' observations on each case are detailed below.

**Case 8**

Members considered a Caution was appropriate in this case as the offender had no previous convictions, admitted responsibility and had given a full apology.

**Panel's Assessment: Appropriate**

### **Case 9**

Members were satisfied with the rationale contained within the case file and subsequent outcome decision.

#### **Panel's Assessment: Appropriate**

### **Case 10**

It was agreed by the Panel that an Adult Community Resolution was the correct form of disposal, as the victim was happy with this outcome and previous conviction was 2 years ago.

#### **Panel's Assessment: Appropriate**

### **Case 11**

Panel Members agreed that an Adult Community Resolution was appropriate for this case as the suspect fully admitted to the offence and had no previous history of offending.

#### **Panel's Assessment: Appropriate**

### **Case 12**

Panel Members agreed that Adult Community Resolution was appropriate for this case as this outcome had been discussed and agreed with victim.

#### **Panel's Assessment: Appropriate**

### **Case 13**

Panel members felt that a Caution would have been a more appropriate outcome as the suspect had assaulted a Police Officer and had resisted arrest.

#### **Panel's Assessment: Appropriate with reservations**

### **Case 14**

It was agreed by the Panel that Adult Community Resolution (ACR) was an appropriate outcome as both parties involved in the incident had agreed and signed the ACR.

#### **Panel's Assessment: Appropriate**

**Case 15**

Members expressed no concerns with the rationale contained within the case file and the subsequent outcome decision. Both parties involved in the incident had been addressed regarding the issue and a face to face apology had occurred.

**Panel's Assessment: Appropriate****Case 16**

Panel Members came to the decision that this case had been inappropriately disposed. The full submission was taken into consideration and the willingness by the victim for an ACR to be issued, however the Panel felt that a minimum of a Caution would have been more appropriate, due to the offender showing no remorse, having previously been banned from the premises, the offender's abusive actions towards the Police and that the incident had occurred in the presence of school children.

**Panel's Assessment: Inappropriate****Other Matters Arising**

A detailed discussion took place in relation to feedback from the Youth Bureau regarding the referral (RJ1) form and the need for the Youth Bureau to receive this form within 24 hours from the Force. It was raised that not all relevant information was being completed within the form, especially the previous convictions section. It was noted that this appeared to be a Force-wide issue.

A concern was also raised that victims were being updated by both the Youth Justice Team and the Force, resulting in a duplication of information for the victim. It was agreed by the Panel that this issue would be raised with the Partnership Chief Inspectors for a resolution to be sought.

**Action 2**

Victims receive an update from both the Force and the Youth Justice Team which results in a duplication of information and contact for the victim.  
Issue to be discussed amongst the Partnership Chief Inspectors to see if a solution can be found.

Panel Members noted that although there has been a decrease in the number of Cautions, this did not appear to be reflected in the amount of incidents dealt with through the Court.

**Action 3**

Data to be included within the future Panel reports showing how the overlaying crime trend relates to the Out of Courts Disposal outcomes.

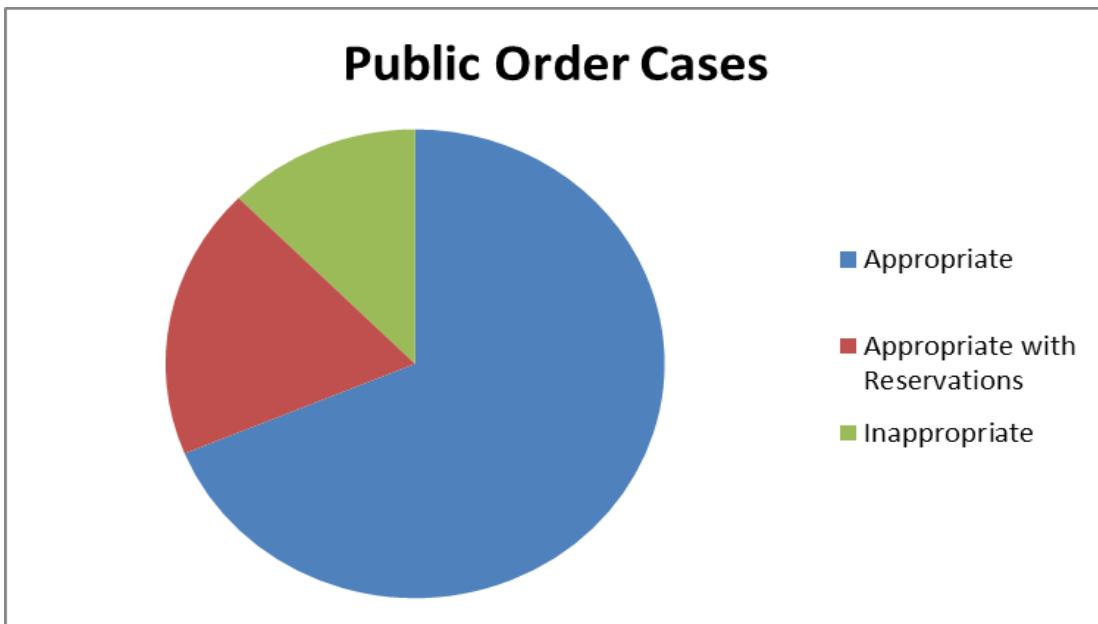
It was also discussed that there is a concern regarding the amount of time it takes for feedback to be fed into training and procedures.

**Action 4**

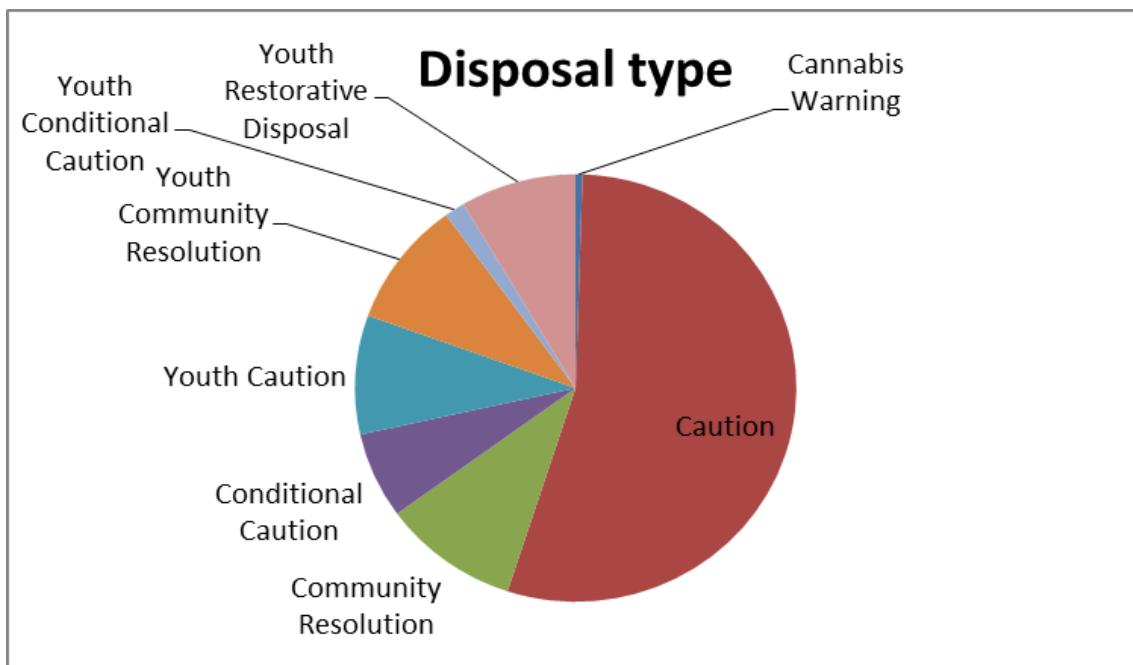
Force to consider how Panels findings are fed back into training and procedures in a timelier manner.

## 7.0 Panel's assessments to date

The graph below demonstrates the Panel's assessment of the cases considered at the most recent meeting.

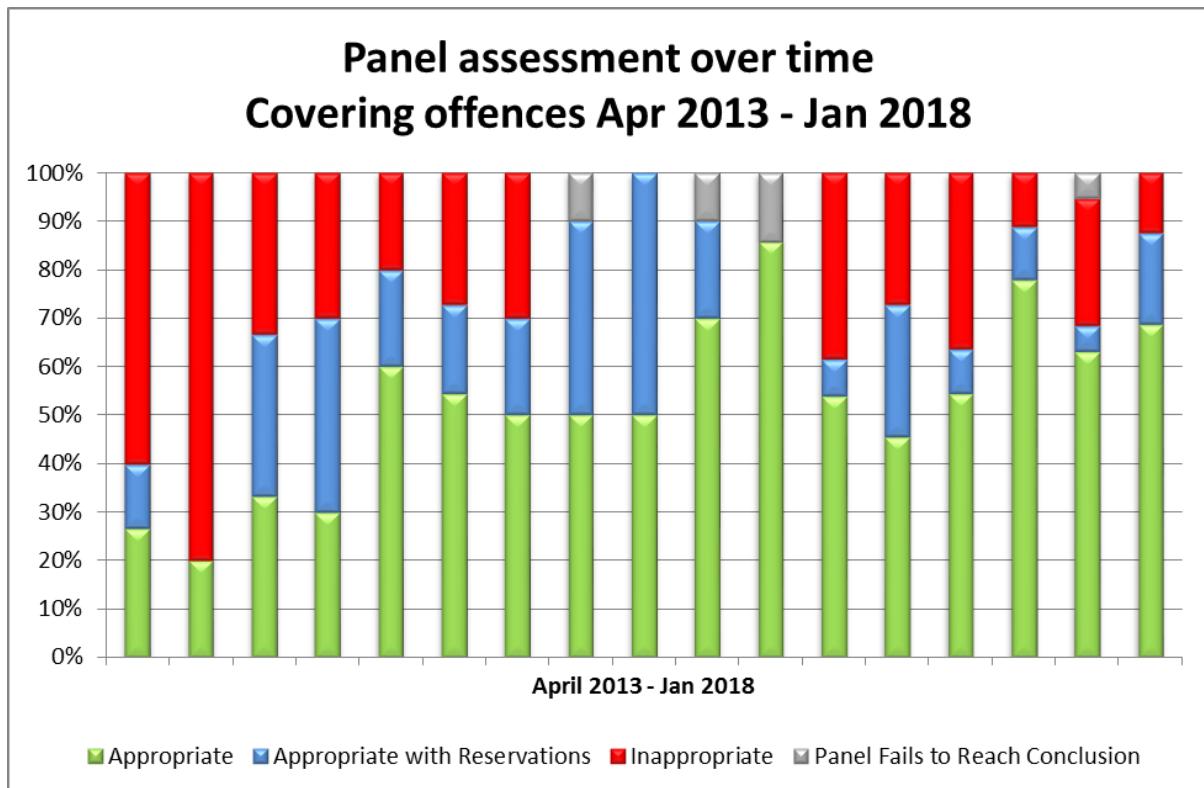


Since April 2013 the Panel has considered a range of disposals, as displayed in the graph below.



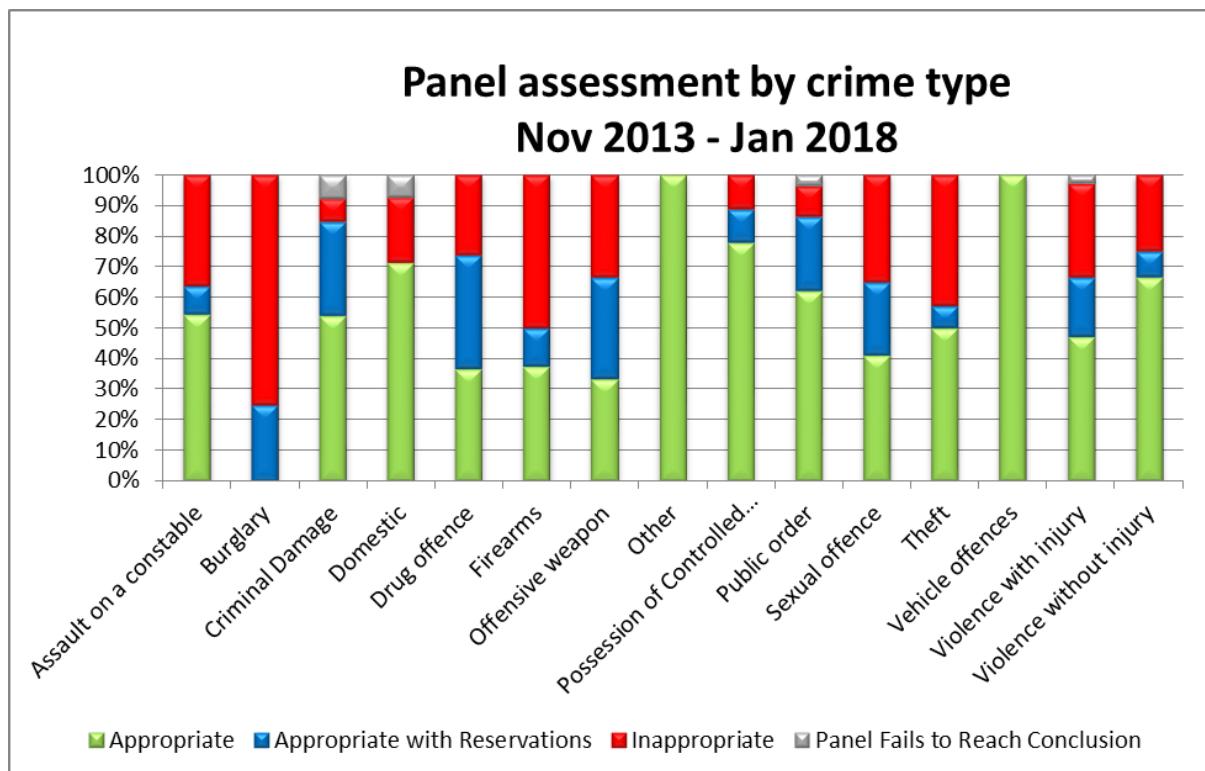
Of the 200 cases examined between April 2013 and January 2018<sup>1</sup>, 53% were assessed as appropriate, 26% as inappropriate, 19% as appropriate with reservations and the panel failed to reach a conclusion in 2% of cases.

Overall there has been an increase in the number of cases the Panel have deemed as having appropriate disposals. This change over time can be seen in the graph below.

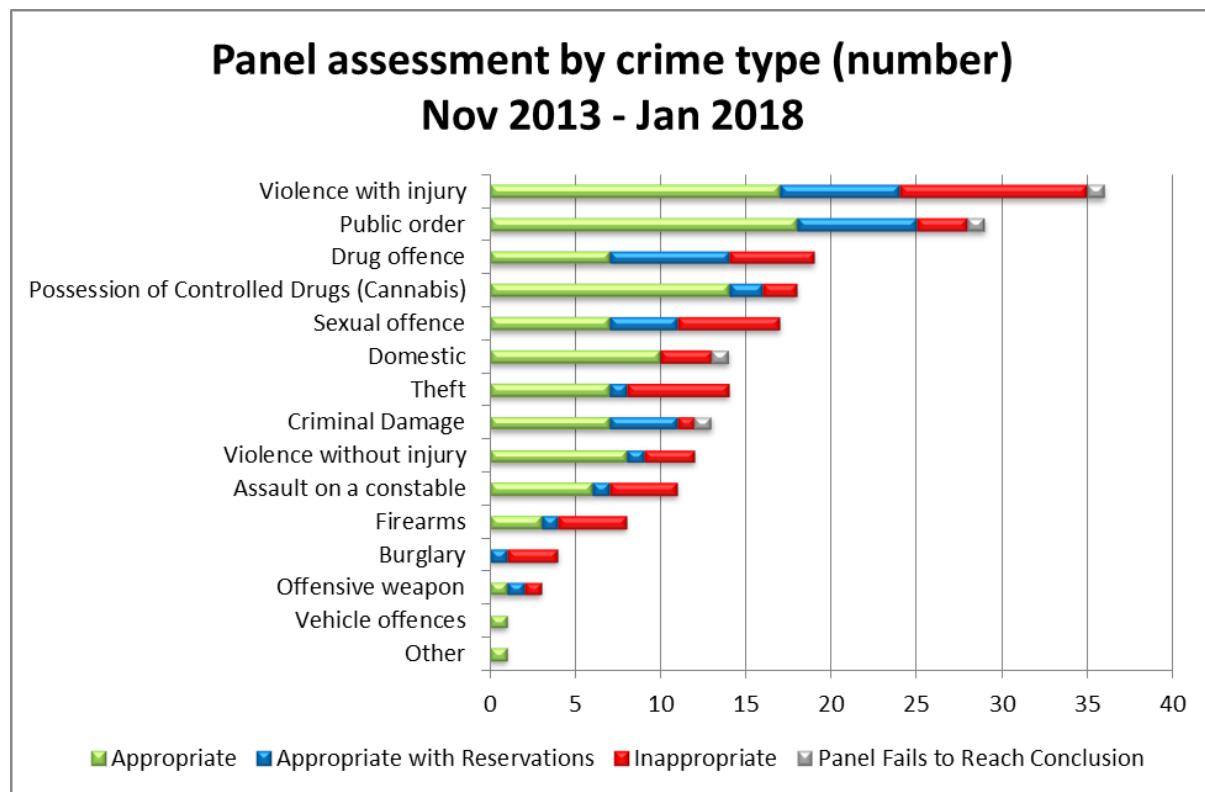


<sup>1</sup> Covering the Panel's activity from November 2013 to January 2018.

The graph below shows the breakdown by crime type as a percentage of cases considered between November 2013 and January 2018.



The following graph displays the actual number of cases assessed within each crime type and the resulting Panel opinions at their meetings between November 2013 and January 2018.



## 7.1 Good practice

The following examples of good practice were identified as a result of the Panel's work this quarter:

- Generally, the Panel was satisfied with the rationale noted within the majority of case files, which resulted in the appropriate disposal outcome.
- It was evident on a number of the cases that the victims' wishes had been taken into consideration when deciding on the outcome for the offender and the case.

## 7.2 Areas for improvement

One particular area for improvement was identified as a result of the Panel's work this quarter:

- There should be greater communication between the Youth Justice Teams and Dyfed-Powys Police to ensure referral forms are received in a timely and accurate manner and that an agreement be reached as to the efficient updating of victims following Youth Bureau decision making.

## 8.0 Future Panel focus

On recommendation of the OPCC, Members agreed to consider out of court disposals relating to Criminal Damage incidents at the next meeting of the Out of Court Disposal Panel.

## Policing Accountability Board outcome report

<b>Date of meeting:</b>	
<b>Author:</b>	<b>Emma Northcote</b>
<b>Outcome</b> (please tick the outcome you are reporting on)	
Public confidence	✓
Victim satisfaction	
Organisational health and well-being	
HMIC	
Office of Police Conduct	

Inadequate     Requires improvement     Good    



**Rating**



Outstanding    

### What is working well? How will we build on this?

We continue on an upward trajectory in relation those who feel 'police do a good or excellent job' according to the Crime Survey of England & Wales (73.9%). This is the highest rating nationally and at our highest point since recording began.

We have supplemented the CSE&W with a pilot community consultation programme (OpCynefin), which has now been undertaken in three wards across Carmarthenshire, Pembrokeshire and Ceredigion. OpCynefin has enabled us to get a more distilled understanding of how our communities feel about issues local to them, factors impacting on whether people choose to report incidents and crime to police, how they prefer to be engaged with and how they prefer to contact us. A report is being prepared on the initial findings now and these will be commented upon here next quarter.

Analysis of news cuttings continue to demonstrate we are achieving the headlines we are aiming for when proactively issuing news and, are achieving our desired mix of crime and appeal related articles vs information promoting engagement. We also see consistent reinforcement of our primary key messages, and that of being a service of our communities and for our communities. Corporate Communications Senior Manager has now set individual challenges to the team to convert neutral coverage to useful, valuable stories demonstrating innovation, use of tech, positive attitudes in preventing and tackling crime.

We are especially focused on developing media and social media features which close the loop on some of our appeals/incidents reported on in the media. Our roads policing units are very good at doing this via Twitter. Over the next six to eight months, we will look at an effective model to bring more of this content over from Facebook to Twitter.

A recent survey run by Corporate Communications on Facebook asking why people follow us and how they rate our content, suggested they were happy overall with the content posted and wanted to see more of the operational activity. The majority of those who follow us on Twitter don't follow us on Facebook too – but given the volume of accounts we have on Twitter, or presence is larger with more area specific content. This can be used differently and we think to better effect on Facebook.

Total number of Facebook followers mid-April is 44,443 – an increase of approx.5,000 in last quarter.  
Total number of Twitter followers mid-April is 42,502 – an increase of approx. 1,850 in last quarter.

In January, we launched our first Facebook Group, in response to a request from the rural community in north Pembs/south Ceredigion. This group now has 1,229 members, 1,031 of whom are active (84%). Corporate Communications presented the Group to the Rural Crime Board in February and it was received positively. Discussions are now ongoing in relation to how we develop the group concept, whilst maintaining quality and control. Evaluation of this group is underway (internally and externally).

The CSE&W figures at June 17 showed that 68.5% of people felt 'police or council deal with crime' – a drop of 2.6% compared to the previous year. The most recent CSE&W figures show an improvement on the last position, with 72.2% feeling that 'police or council deal with crime'. Nationally, this is the highest percentage by force area.

### **What is not working well? How will we manage this?**

When CSE&W asks residents if they feel 'police deal with community priorities', 68.5% of people agreed. This is the highest approval rating nationally when communities were asked this question, but has dropped by 3.9% on the previous year's figure (72.4%). Nationally there has been movement with many forces seeing a drop in this area. We know that community issues that matter most to communities are those which aren't necessarily matters for police to resolve.

We have completed the first OpCynefin stage of our community consultation exercise in Tycroes, Tregaron and Milford Haven. We are confident that activity to develop our understanding of community priorities will help us drive improvement in this measure and will inform the roll out of a wider consultation programme forcewide.

In addition to increasing our focus on pushing local messages out for print media, we are also making moves to increase our presence on Facebook, recognising that our communities are predominantly engaging with us via Facebook. (The Rural Watch group and the Crime Prevention group mentioned earlier form part of this). We anticipate that this will increase the ability of teams to demonstrate local action being taken to tackle quality of life issues and, assist us in closing the loop on appeals and incidents.

### **What are our opportunities? How will we exploit them?**

Recent consultation activity has enabled us to gain an insight into the preferred means of engagement for those over 55. This has been a gap we have been keen to understand better, given the vulnerability profile.

In undertaking internal and external consultation to provide evidence behind our decision to cease using our community messaging system, we inadvertently learnt that DPCM (community messaging system) is a system is a preferred means of contact for this age group (along with the other means we are already aware of). DPCM has not been high on our development agenda given challenges internally with navigating the system.

We see opportunities to increase targeted take-up of this system and adapt our messaging to 'calls for action', now we understand the user profile better. We will also be returning to the system provider to ask for work to be done to make it more user friendly.

### **What are our threats? How will we manage them?**

We continue to mitigate the risk of fewer people seeing our posts on Facebook, following FBs change to the algorithm and prioritising profile content over page content. We are posting instructions on how people can still choose to see our posts in their newsfeeds, but a wholesale change is required in our approach if we are to maximise on our reach.

We have not seen a drop in number of print media and a move online, as many other forces have, therefore resource to serve print and broadcast agencies, as well as service our own news channels is becoming increasingly difficult.

We are now working to understand Facebook rules around groups attached to pages. We anticipate that this will generate additional demand on Corporate Communications – we are therefore looking across our

current workload and are engaging with the Continuous Improvement team to help us in identifying capacity to better manage and grow our social media channels.

The individual in our Communications & Engagement Co-ordinator post submitted her resignation last week. We feel we have learnt a significant amount from this post in the last 12 months and are much better informed as a result of the work undertaken. The decision has been taken to swap this post for that of a Digital Media Officer now, so that we can push ahead with our learning in this area and put a suitable work plan in place to keep ahead of development online and on social media.

The introduction of GDPR (General Data Protection Regulation) at the end of May is a threat to us having visually attractive content, as we work to update our image library and gain all necessary permissions for use of image. This piece of work has been prioritised.

Resource challenges and increasing demand upon NPTs pose a threat to the pace at which we can move forward with our aims to tailor and improve communication and engagement. The new communication and engagement approach to segment our audiences and only concentrate on methods likely to have the greatest effect will, in the long run assist in improved utilisation of resources. In doing this, we aim to make NPTs engagement activity more efficient, but there is a significant investment of time required by Corporate Communications. To help with this, we have employed the services of the Continuous Improvement team to help us in identifying opportunities for more efficient ways of working and assist us in freeing some capacity to support communication activity and have a CI event scheduled for June 2018 (moved from April 2018 because of availability of those invited).

<b>Resource implications</b>	
Finance – revenue funding, capital investment, external funding, commissioning, collaboration opportunities etc.	Corporate Communications is currently operating beyond capacity (carrying high numbers of hours) and are looking at what we can stop doing to further support NPTs and meet Chief Officer priorities.
Assets – estates, facilities, IT etc.	None.
Staff - knowledge & skills, capacity, capability, training etc.	Corporate Communications is prioritising a piece of work to explore further any opportunities for the Force Contact Centre to play a role in a customer service aspect of response as Corporate Communications does not have the resources to staff the customer contact element of our social media channels.
Timescales	Ongoing work to drive improvement.
Leadership	The Chief Constable's message to 'Do the basics brilliantly' has traction now – we must grip this and take it through our work to improve public perception.
Partners	Partnership working will be key to improving community confidence. PSB relationships is being maximised to achieve this.

<b>Impact considerations</b>	
Risk	Historic reports (HMIC, IPCC), not of now. PSD issues relating to individuals.
Legal	Welsh Language Standards. GDPR.

Police and Crime Plan	None.
Demand	The demand of reactive incidents upon scheduled work.
Governance	None.
Equality	We are working hard to deliver the bilingual service as required of us under our obligations to comply with the Welsh Language Standards and our organisational commitment to the language. It is a challenge to maintain our spontaneity in communication (particularly on social media), but is one we are managing on the corporate channels to date (2.5 FTE fluent Welsh speaking staff with varying confidence in writing in Welsh accurately). However, a recent rebuked challenge made to the Welsh Language Commissioner on the production of English only videos could make our ability to work to the timescales currently required of us very difficult and mean our senior officers lose their voice in video. We appealed the response to our challenge but this was rejected. We are now in the process of scoping acquiring professional subtitling software to try to make the process as efficient and professional as possible whilst helping us maintain some degree of spontaneity if possible.
Reputation – confidence and satisfaction	Historic reports (HMIC, IPCC), not of now; Large scale incidents not of our control (response is within our control).
Environmental and sustainability	None.
Media, communication and engagement	The demand of reactive incidents upon scheduled work.

**Senior officer approval**

Name:

Signature:

Date:

## Policing Accountability Board outcome report



Date of meeting:	8 <sup>th</sup> May 2018
Author:	Irene Davies Jones Assistant Director CJD
Outcome (please tick the outcome you are reporting on)	
Public confidence	
Victim satisfaction	✓
Organisational health and well-being	
HMIC	
Office of Police Conduct	



Rating



Inadequate   Requires improvement   Good  

Outstanding  

Terms of Reference have been agreed for the Victim and Witness Group. The purpose of the Board is to maintain strategic oversight of the victim and witness business area and is chaired by the Assistant Chief Constable. The Board will :-

- Maintain and seek to improve service delivery to all victims and witnesses
- To ensure that victims and witnesses are at the heart of the Criminal Justice System
- To ensure that the rights of the victims and witnesses are maintained, from report to resolution.
- To improve Victim Satisfaction and Public Confidence.

The Board will agree a Strategic Action Plan to ensure the delivery of a professional and effective service across departmental and territorial boundaries, agreeing deliverables, timescales and key milestones. It will provide a mechanism for Board members to report on any local/organisational barriers, risks or issues which would impact on service delivery and victim satisfaction. Furthermore, it will produce and agree a robust Victim and Witness Communications Strategy.

Work has been undertaken to amalgamate the separate action plans from Victim's Journey, Victim Satisfaction Continuous Improvement Event, #wecare, VCOP action plan and DA survey into one overarching action plan with priorities identified and fed back to the Force Victim and Witness Group. **(Target Date: 30<sup>th</sup> June 2018).**

A high level of victim satisfaction is a key outcome. The formal Home Office reporting requirement is no longer in place, allowing victim satisfaction performance to be tailored in line with Force priorities and the Police and Crime Plan. Paul Morris is currently preparing a report outlining options for future provision of the service for consideration by the Group.

In the meantime, the Victim Satisfaction crime survey for 2018-2019 has been improved, all crime categories are now included in the sample to ensure that views are collected from victims of all crimes (except serious crime). Vulnerable victims are also included in the crime sample to ensure consistency of service delivery. The question set has been amended following discussions with stakeholders, and the survey will be produced in a bilingual format to allow easier response collection and analysis. An online survey has been designed which could be sent electronically to victims, this is in its infancy at the moment.

Victim Satisfaction continues to be prioritised as part of day to day policing and forms part of themes around Divisional DMM with clear focus around completion of contracts and updates. A trial is continuing in Carmarthenshire whereby the Telephone Researcher can place a request on the crime

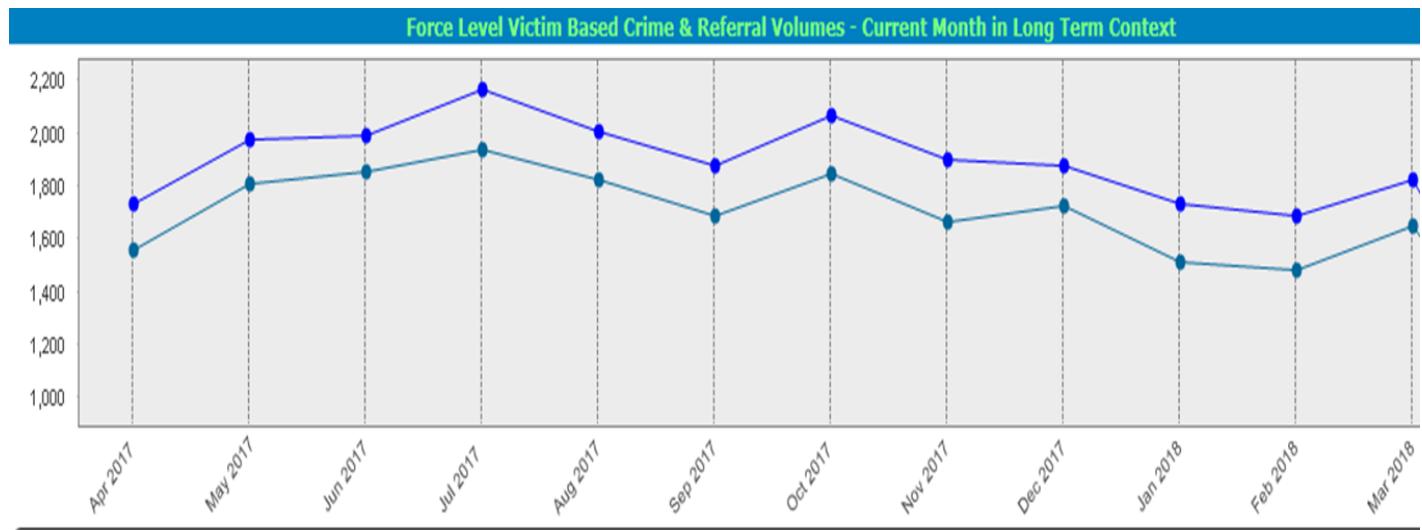
directly when a victim has asked for an update from the officer in the case after completing a survey. This has had some service recovery success, with some officers contacting the victim that very same day. This will be considered for Force-wide roll out.

The domestic abuse victim satisfaction research process has been improved to ensure consistency of approach. The screening of victims to ensure suitability for a telephone survey has been reduced to attempt to engage with victims from the high risk category. The Constable is undertaking both the research beforehand and the survey itself, and is providing service recovery to the victim by offering advice and guidance whilst on the telephone. Any necessary follow-up action is also being highlighted by the Constable, and the lower level complaints are being dealt with by the CI team and PSD.

Analysis is being undertaken of the Crime Survey results, focusing on the information provided by the free-text responses. The analysis includes a shallow audit of the records on CMS & STORM to sense-check the responses and to identify patterns that could explain where a respondent is dissatisfied with the various elements enquired about. Initial findings suggest that respondents are finding it difficult to accept resolution by ICAT, preferring to see an officer in person.

**Separating the data in respect of cases dealt with by ICAT will provide a clearer picture in respect of any variances in satisfaction levels which will be explored further. Additionally, although records document all the investigative actions undertaken by the officer and the updates made to the IP, this information may not be delivered or fed back, resulting in lack of understanding and therefore dissatisfaction by the victim.**

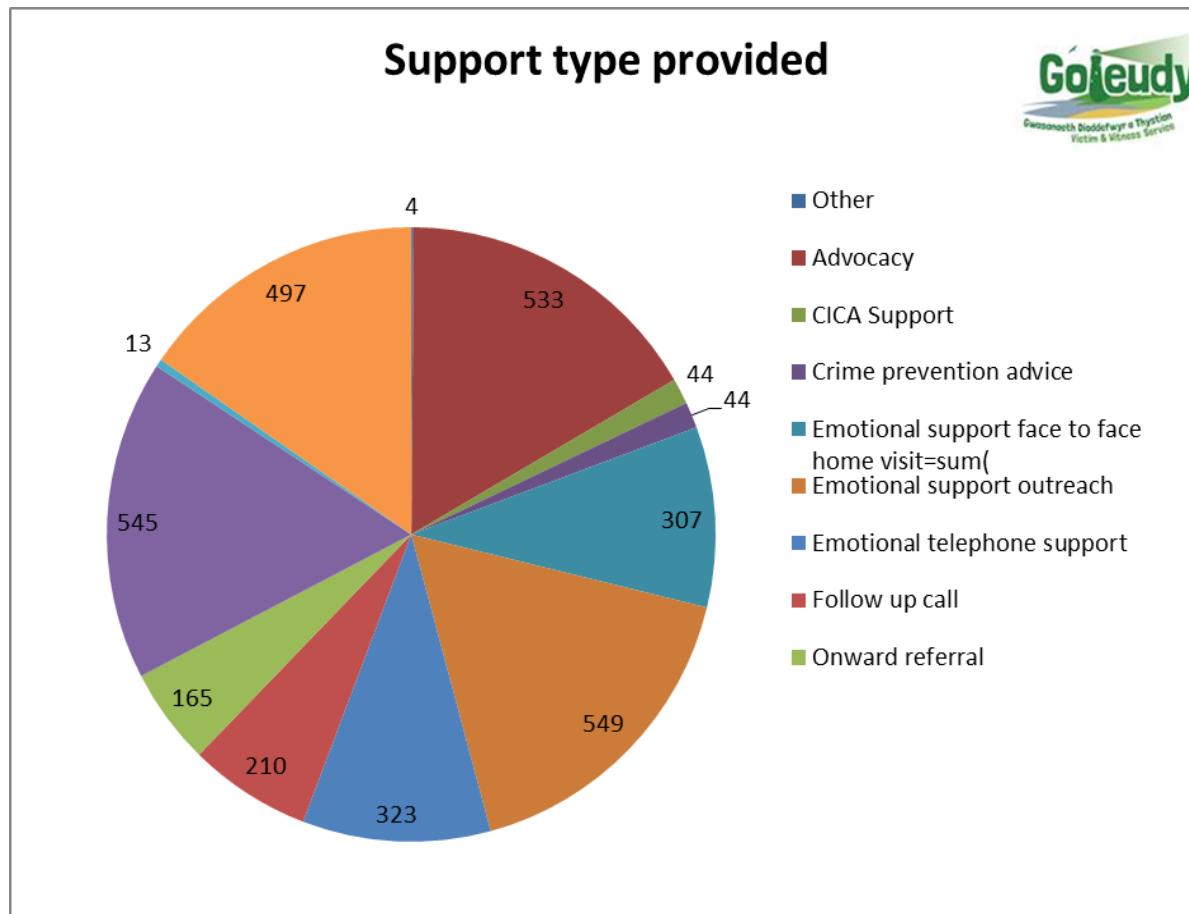
**Goleudy encompasses two teams – Victim Services and Witness Care unit. Having them both in one department offers an interwoven/co-ordinated approach for victim and witnesses at every stage. Support is provided for all recordable victim based crimes, with the exception of Hate Crime, High Risk Domestics and Homicide and crimes against companies.**



**Since Goleudy was launched on 1 April 2017, 23,644 referrals have been made.**

**The top line indicates recordable victim based crimes in that given month; the bottom line demonstrates the number of referrals coming through to Goleudy. Goleudy referrals are mirroring the peaks and troughs of current crime levels. On average the number of cases received daily is 66.**

In regards to categories of crime types, Violence against the person, Criminal Damage and Theft, were in the main, the largest categories of referrals.



The above diagram highlights the breakdown of the type of support that is provided and requested by victims.

Goleudy ensures that all victims are provided with an effective and holistic, wrap around service. It is recognised that victims may need more than one type of support or intervention throughout the criminal justice process.

Goleudy staff have all received THRIVES training and incorporate this into the initial risk assessments, to ensure that the correct service and advice is being offered, and that service provision is not solely based on the crime type.

From October 2017, Goleudy agreed to manage and support medium risk Domestic Abuse Victims as an interim measure. Two Support Officers have recently been appointed, on a six monthly temporary contract. All officers will hold a generic caseload, this is to ensure that each territorial area will have a Support Officer that can effectively manage all case types. A victim may have several needs, ie be a victim of theft but later discloses domestic abuse, therefore it is imperative that the victim is not passed from one specialist officer to another – a holistic needs-responsive approach is taken by Goleudy to ensure an enhanced service to all victims.

The Witness Care Unit (WCU) is currently dealing with 658 live cases and 266 trials. The WCU offers victims and witnesses a dedicated single point of contact from the first hearing to the conclusion of the case. The Witness Care officers co-ordinate and schedule pre-trail visits and special measures.

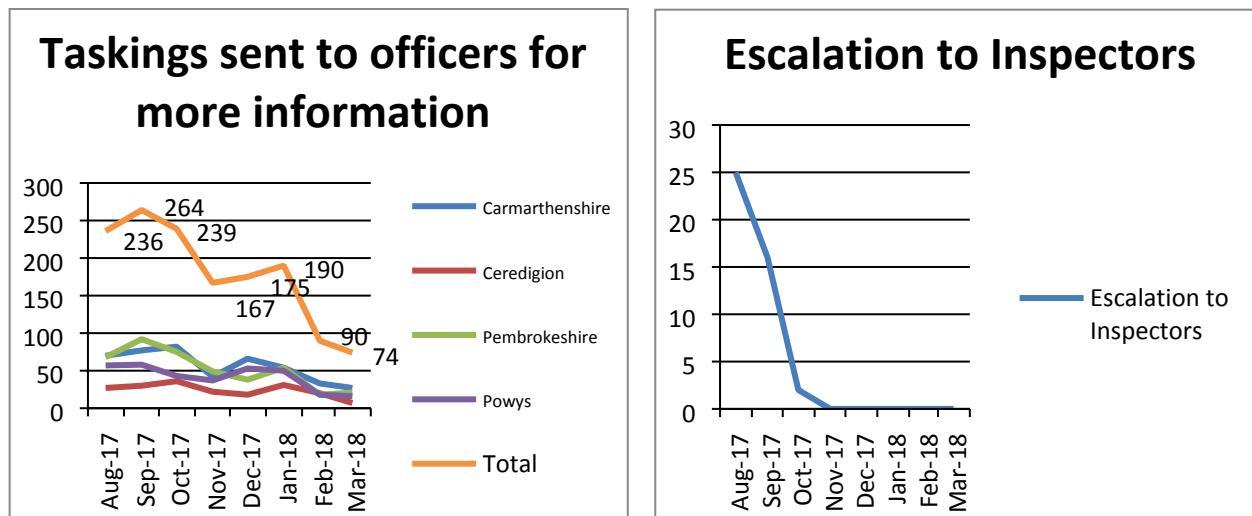
The Anti-Social Behaviour (ASB) contract with Gwalia terminated on the 31st March 2018. Goleudy Victim and Witness Service are now responsible for managing medium and high risk ASB victims from the 1st April 2018. Dyfed Powys Police have reviewed all processes and protocols in regards to Anti-Social Behaviour to ensure a more effective and swift response. Victim and witness support officers will be based within stations across the Force area - co-location will promote a more effective service to victims, as well as providing officers with a single point of contact for victim queries. All support officers will have a base but will be actively encouraged to attend all stations within their divisions on a regular basis.

**Since Goleudy Victim and Witness service was launched on the 1<sup>st</sup> April 2017, the team have undergone a considerable amount of change and development. Through partnership working with the OPCC office and internal Departments across the force, Goleudy's referral pathways are becoming embedded.**

**Goleudy have assumed responsibility for medium risk domestic abuse victims and also action Fraud. From 1 April 2018 this has been extended to include anti-social behaviour. The current priority is to fully embed these service provisions.**

**Whilst Goleudy were honoured and delighted to receive recognition by the Peel Effectiveness Report published in March 2018 as best practice for supporting victims, there remains much to do if victims are to be truly placed at the heart of the criminal justice system.**

## Service Recovery



In regards to Service Recovery, the team have been manually collating, since April 2017, all cases where the victims have not been updated accordingly per VCOP. In order to aid service recovery at the earliest opportunity, the team have been providing gentle nudges to the officer in the case to contact the victim. Should this not occur within 5 working days (taking into account DMS) the case is then escalated and highlighted to an Inspector. It is pleasing to note the decreases in nudges and also that between November 2017 and March 2018 there has been no escalation to an Inspector.

## What is not working well? How will we manage this?

Following the Victim Satisfaction CI event, it was agreed that victims should be surveyed 4-5 weeks after their crime had happened, to aid their recollection of how the police dealt with them. Due to the 0.5 Telephone Researcher post still remaining vacant, this has not been possible, and victims are currently being surveyed 8-9 weeks post-incident. There is no programme or resources in place for full analysis of the survey responses by the CI team at this time.

Data collection has been an issue. The OPCC and Goleudy Victim and Witness service are reviewing the current data collected and **revising down the key performance indicators from 40 which are unwieldy to a more meaningful number to ensure that the service is delivering its key aims and objectives; that all data is meaningful, informative and able to be analysed to dictate future progression.**

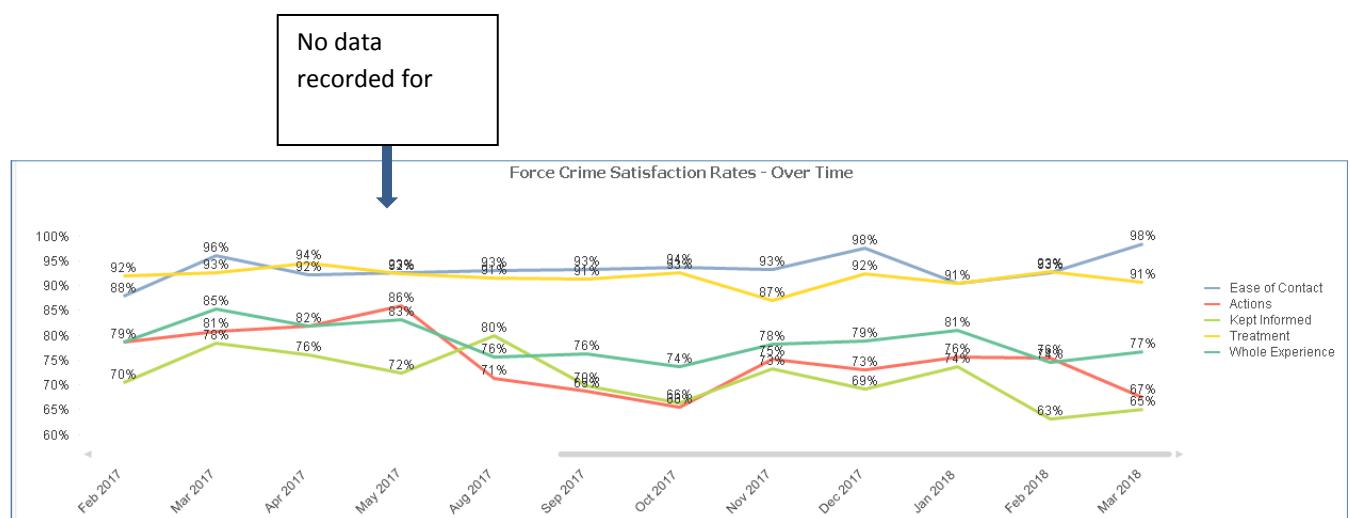
### What are our opportunities? How will we exploit them?

#### Latest User Satisfaction data for the year ending March 2018

967 victims of burglary, vehicle, violent and hate incident /crimes were surveyed over the 12-month period ending March 2018.

#### Direction of Travel

The graph below focuses on the various aspects of the victim journey and compares satisfaction rates of Dyfed-Powys for the year ending March 2018.

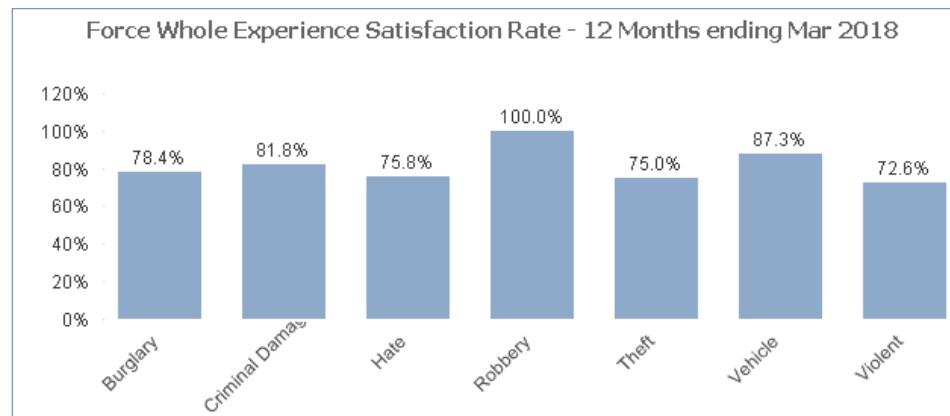
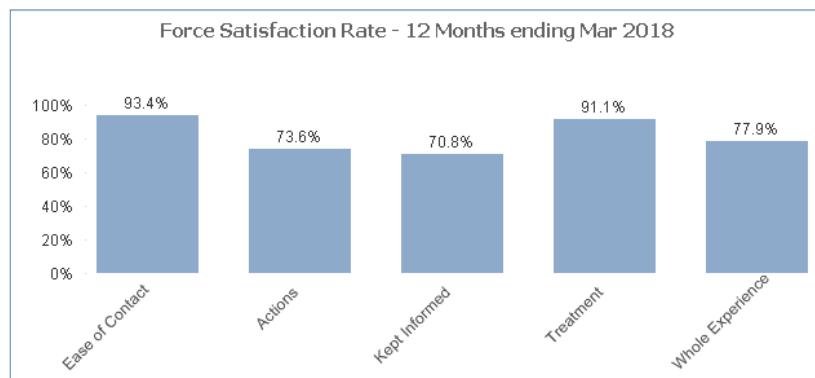


Source – Qlik view

The above graph illustrates that the follow up satisfaction rate (light green line) for victims surveyed are lower than other aspects of their experience. The '**kept informed**' rate for March 2018 stands at 65%.

The whole experience satisfaction rate for the year ending March 2018, currently stands at 77.9%, with some variation seen amongst various crime types, with victims of vehicle offence standing at

87.3% and victims of violent offences standing at 72.6%. Criminal damage (11 surveys), Robbery (1 survey) and Theft offence (4 surveys) have been surveyed for the first time in March 18.



The Continuous Improvement team is currently designing an online survey and are liaising with IS&T to explore if a text message survey can be utilised. Correct analysis of the data collected would enable the identification of areas of poor service to enable the targeting of improvements. It will also recognise and celebrate outstanding service.

The Force maintains a gifts and hospitality register, the purpose of which is to ensure transparency. This often includes expressions of thanks and recognition of good work which is not currently captured as evidence of victim satisfaction. This will be reported on in general terms in future updates.

## Victim Communication Strategy

Dyfed Powys Police are currently re-drafting the communications plan in support of the work to improve victim satisfaction, with a focus on informing officers and staff in contact with victims of crime about what matters to them. This will be finalised once a decision has been made at the next force Performance and Outcomes Board regarding the wider plan to trial improvements. A

strong message around the basics of good service to victims is included within the Chief Officer Group Roadshow slides which began on Monday, 16th April 2018.

### **What are our threats? How will we manage them?**

The current Telephone Researcher occupies two and a half day post, and the 0.5 has not been filled. The desired dataset will have to be restricted to ensure the Continuous Improvement team resources can manage the workload. In order to collect views from vulnerable victims from January, the process of screening out certain groups of victims has been greatly reduced; the Telephone Researcher reports issues with contacting certain vulnerable victims, including those who suffer from alcohol abuse, dementia, etc. The recording of incorrect telephone numbers of victims is still causing concern.

The Constable undertaking the Domestic Abuse surveys is not a welsh speaker and there may be a delay in identifying a suitable person to undertake the survey.

### **Victim Engagement Forum ( VEF)**

The VEF was launched in September 2017 with a view of acting as the ‘voice’ of victims of crime and anti-social behaviour within Dyfed Powys Police. The VEF will allow opportunity for individuals to openly contribute their experience of the Criminal Justice (CJ) Process and to help shape the future work of the Local Criminal Justice Board (LCJB), ensuring that the CJ process is as effective and efficient as possible. The VEF will also seek the views of members of the public who have supported victims throughout the process, to ensure that a fully rounded picture of the CJ process can be obtained.

Regretfully, since the launch of the VEF in 2017, there has been little progress with this, largely due to a lack of staffing resource to progress this initiative further. However, over the next month, two key individuals will be in post within the PCC, who will be tasked to review and progress the VEF.

Key areas of the above work will be to look at the methodology for obtaining the ‘voice’ of the victim, ensuring that this is done via the most appropriate means. This will consider the use of telephone contact, e-mail, text messaging services, as well as utilising face to face engagement style events. This flexible approach will allow the work of the VEF to be tailored as required to the most appropriate means, dependent on the matter for which feedback is being sought. This work is currently already being considered in partnership with the Collaboration and Efficiency Department, looking to utilise the Victim Satisfaction contract as an enabler wherever possible.

### **Resource implications**

Finance – revenue funding, capital investment, external funding, commissioning, collaboration opportunities etc.

Assets – estates, facilities, IT etc.

Staff - knowledge & skills, capacity, capability, training etc.	Ongoing recruitment issues regarding telephone researcher post to undertake the Victim Satisfaction survey; Ongoing permanency issues regarding the Constable conducting the DA surveys.
Timescales	
Leadership	
Partners	

<b>Impact considerations</b>	
Risk	
Legal	
Police and Crime Plan	
Demand	
Governance	
Equality	
Reputation – confidence and satisfaction	
Environmental and sustainability	
Media, communication and engagement	

#### **Senior officer approval**

**Name:**

**Signature:**



COMISIONYDD  
HEDDLU A THROSEDDU  
DYFED-POWYS  
POLICE AND CRIME  
COMMISSIONER



ITEM

Heddlu Police  
**DYFED-POWYS**

## POLICING BOARD REPORT

**PURPOSE:** Policing Board – Victim and Witness update

**Timing:** Policing Board – 9<sup>th</sup> April 2018

**Title:** Victim and Witness update

**Business Area Impact:** Operational Policing/Criminal Justice

### Executive Summary:

This report provides key updates in respect of victims and witnesses as commissioned by the Victim and Witness Group.



## Introduction

Victim satisfaction is a key outcome of the Police and Crime Delivery Plan. The Victim and Witness Group maintain oversight of the victim and witness business area, with the overall aims to:

- Maintain and seek to improve service delivery to all victims and witnesses.
- To ensure that victims and witnesses are at the heart of the criminal justice system.
- To ensure that the rights of victims and witnesses are maintained, from report to resolution.
- To improve Victim Satisfaction and Public Confidence.

A high level of victim satisfaction is a key outcome. The formal Home Office reporting requirement is no longer in place, allowing victim satisfaction performance to be tailored in line with Force priorities and the Police and Crime Plan. Paul Morris is currently preparing a report outlining options for future provision of the service for consideration by the Group.

Victims Services, commissioned by the OPCC were brought in-house from 1 April 2018. Pre 1st of April, Victim Services were provided by Victim support. Based in Police Headquarters, they were remotely managed from Cardiff. There was very little interaction with police officers, other departments and external agencies. Staff did not have access to force systems and therefore working almost in the blind when processing referrals, compromising the quality of the service provided to the victims. Goleudy was developed to address a number of these key issues.

A year into the contract, the below provides an over-view of progress to date.

## **Structure:**

Goleudy encompasses two teams, Victim Services and Witness Care Team.

Goleudy ensures a seamless provision of care for victims and witnesses throughout the Criminal Justice process; offering an enhanced service that victims are entitled to, providing end to end case management throughout, from report to resolution.

Goleudy as it stands comprises:-

Service Manager x 1	-Funded OPCC
Victim and Witness Supervisor x 1	-Funded CJD
Victim Care officer x 3.8 (4 Officers)	-Funded OPCC
Victim & Witness Support Officer x 1.8 (3 Officers)	-Funded OPCC
Witness Care Unit x 3.5 (4 officers)	-Funded CJD
Volunteers – 5	

## **Additional resources from January 2018:-**

Temporary Victim and Witness Support Officer x 2                    -Funded by the OPCC

## **Additional resources from April 2018 (ASB Transfer):-**

Victim and Witness Support Officer x1	-Funded by OPCC
Senior Supervisor x1	-Funded by OPCC
Vacancies: 72 Hour void	-Funded by OPCC
(Currently 21 hours have been absorbed by current staff as additional hours)	

Goleudy have 18 volunteers – 12 of which are newly appointed and have only recently undertaken and completed their training. A further recruitment drive will be held in September 2018, with a target set to recruit a further 15 volunteers across the force area.

## **Initial Backlogs:**

Goleudy inherited a backlog of 790 cases from Victim Support, some of these cases were back dated to February 2017, therefore victims appeared to be waiting an approximate two months before having contact from support services. Victim Support did offer to ‘manage’ this backlog “quickly”. The Project Team lead identified that this would be achieved by Victim Support by reducing the contact methodology ( ie instead of attempting to contact the victims three times over five working days, they would contact the victims once/twice before closing the case). This was the norm when dealing with ‘pinch periods’, such as staff holidays, peak referrals etc. Given that the team were continuously working with reduced resources, this reduced contact methodology almost became normal practice.

The above backlog was successfully managed and addressed by June 2018 by Goleudy Staff.

### **Issue with Data:**

The ‘Victim Support Demand’ paper submitted to the Executive Board in March 2017, stated that care should be taken when interpreting the breakdown of the demand as there are a number of discrepancies in the Victim Support supplied data, and subsequently went on to evidence and provide examples of several inaccuracies.

An internal target, created by Goleudy, has been to contact all victims within 72hours (from receipt of referral). Should no contact be made, further attempts will always be made (5 attempts over 5 days) followed by a letter/or SMS (if appropriate) to ensure that all victims are provided with Goleudy’s contact details, should they require support in the future.

There are also issues with the Police data.

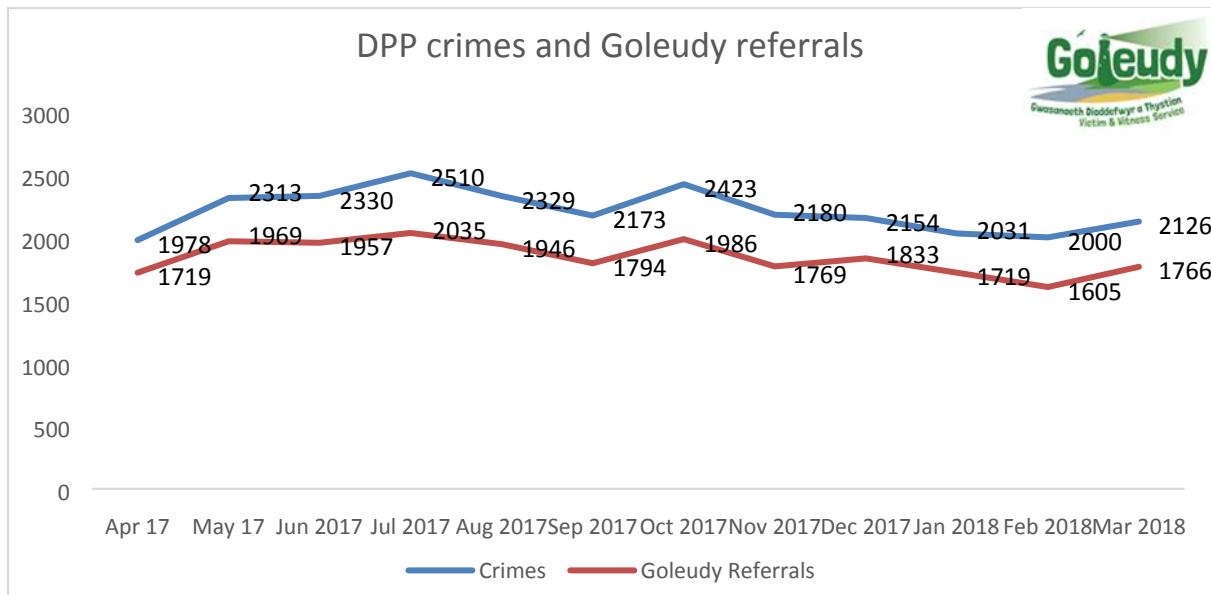
Goleudy’s internal case management system – Case Hub Tracker (CHT), has been under review since April 2017 and despite considerable effort by both Goleudy and IS & T, several SPRINT Work Items remain outstanding. Some of these Work Items relate to improving the software to ensure that it is an effective and robust case management system. A considerable amount of the SPRINT items were to enable Goleudy to provide sufficient data to the OPCC in relation to the Key Performance Indicators.

Since January 2018, the IID Department, have also been heavily involved in order to develop and provide performance data on QlikView (following an unsuccessful attempt to abstract data through Kibana to produce performance data). IID have questioned the level of detail that the current KPIs and raised concern that they are simply management indicators and not performance indicators.

Despite Goleudy now having a presence on Qlik View, unfortunately, much of the data that has been received to date, has not been informative or indeed meaningful. Moreover, some of the data is contradictory, unable to be interpreted effectively, or simply missing (this is due to a combination that there isn’t sufficient data to retrieve, as many of the fields being populated had only been recently developed and also due to the complexities surrounding capturing the data, IS&T were still in the process of developing the system. (It is noteworthy that the CHT system has grown from 1- 2 platforms where data can be retrieved, to 40 plus).

Following discussions with the Police and Crime Commissioner, it has been agreed that the current KPI’s be reviewed as a matter of urgency to ensure that all have a clear aim and purpose for each measure.

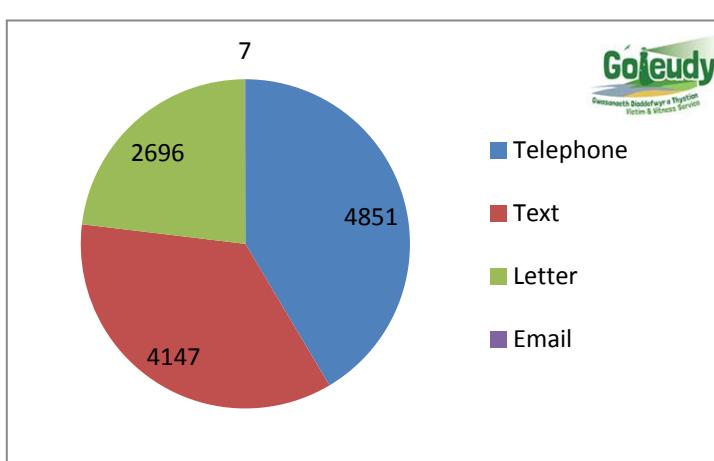
### **REFERRALS:**



Goleudy referrals are mirroring the current crime levels. On average the number of cases received daily is 66. As regards to the above data – checks are currently being undertaken by the IID team to ensure that all data is being captured, particularly in regards to Action Fraud referrals and Domestic Abuse cases as there appear to be some inaccuracies. Since 15<sup>th</sup> January 2018, Goleudy have manually recorded that they have received 88 referrals from Action Fraud.

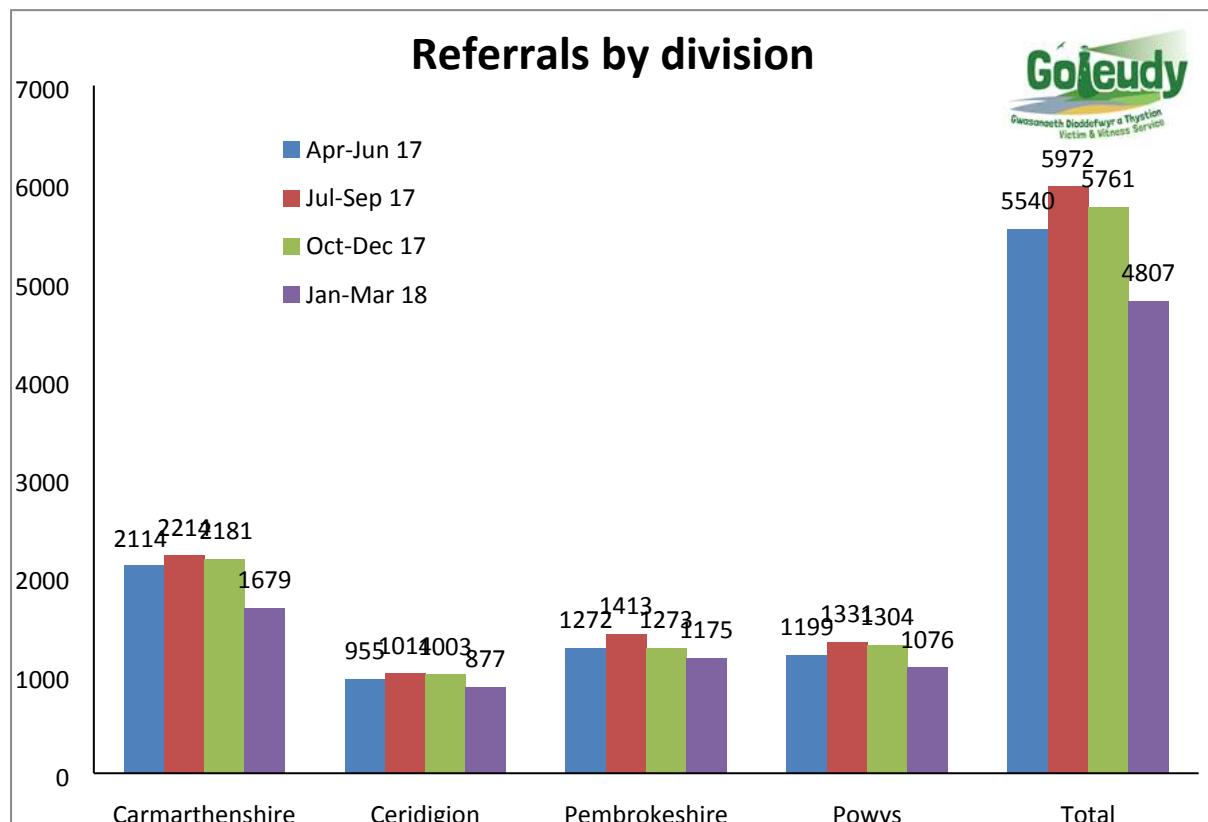
During the first two quarters there were many occasions where referrals were received, however were unable to be progressed due to very scarce information. As a result of educating and increased communication between OICs and Goleudy staff, this has reduced considerably. Staff are now able to retrieve, view and assess all the rich data of the crime that officers have captured. This in turn has enabled the team to provide a more tailored approach.

88.27% of all referrals receive a full needs assessment. The average monthly referrals to Support Officers, who case manage serious and sexual victims of crime as well as those identified with complex needs, is 29 cases per month.



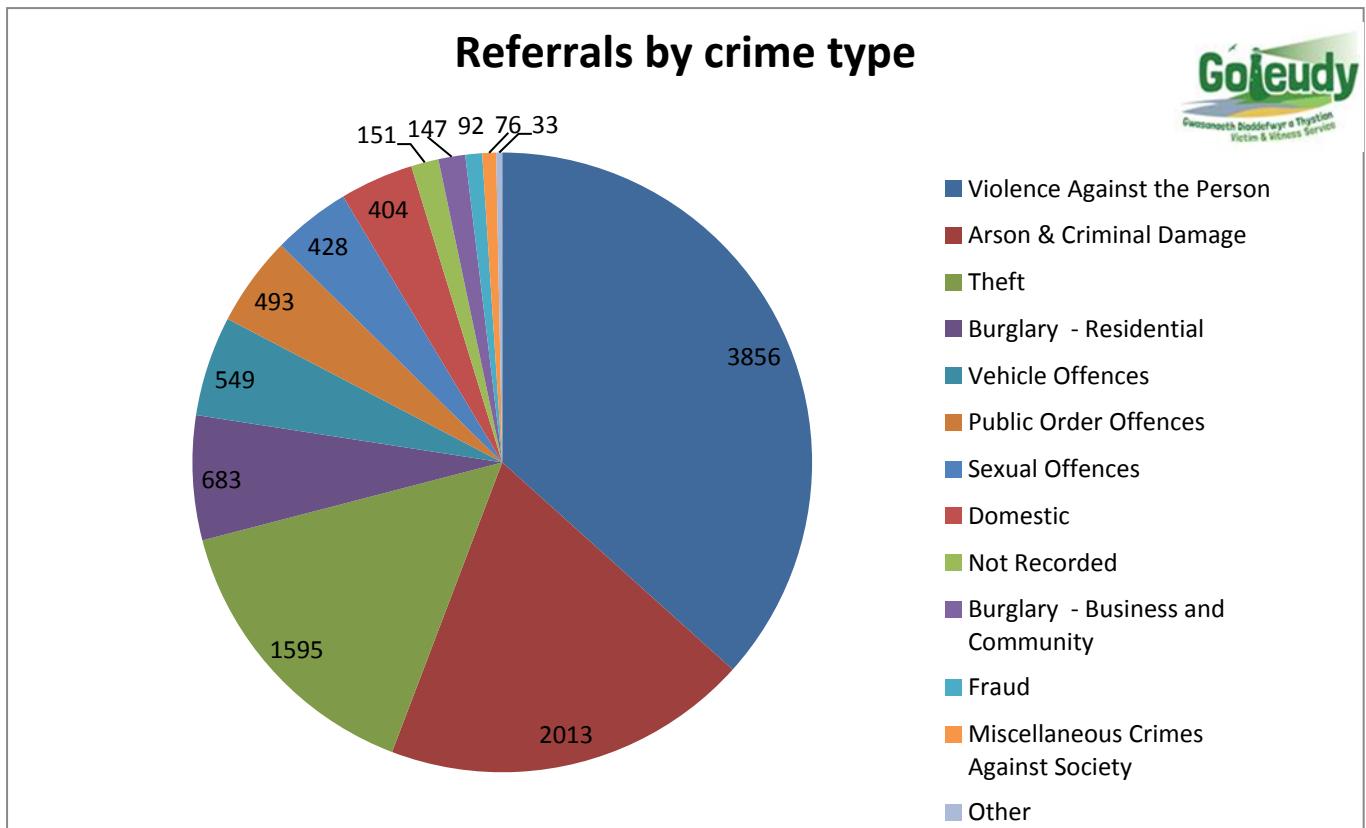
More insight is needed as which contact methodology utilised, resulted in successful contact being made – such data would then inform the most appropriate way initial contact should be approached. IID state that the current format of CHT makes retrieving such data virtually impossible.

Goleudy have actively moved away from scripted responses on initial contact. It is felt that every contact should be tailored and delivered to that particular victim and their circumstances.



Support officers will be based within stations across the force area. Co-location will promote a more effective service to victims, as well as providing officers with a single point of contact for victim queries. Currently, Powys and Ceredigion have their own dedicated Goleudy Support Officers, by the 16 April, 2018 Pembrokeshire will also host two support officers in Haverfordwest. Carmarthenshire will host a Support Officer in Ammanford, once this position is filled. (All support officers will have a base but will be actively encouraged to attend all stations within their divisions on a regular basis).

Since 1st April, 2017 Goleudy has received 25 referrals from Victim Support. In contrast, on average, Goleudy are referring 8 cases per month to Victim Support (where the victim does not reside within the Dyfed Powys Area). No data is available as to how many cases were referred pre-1st April, 2017, however staff have questioned the lack of referrals received to date.

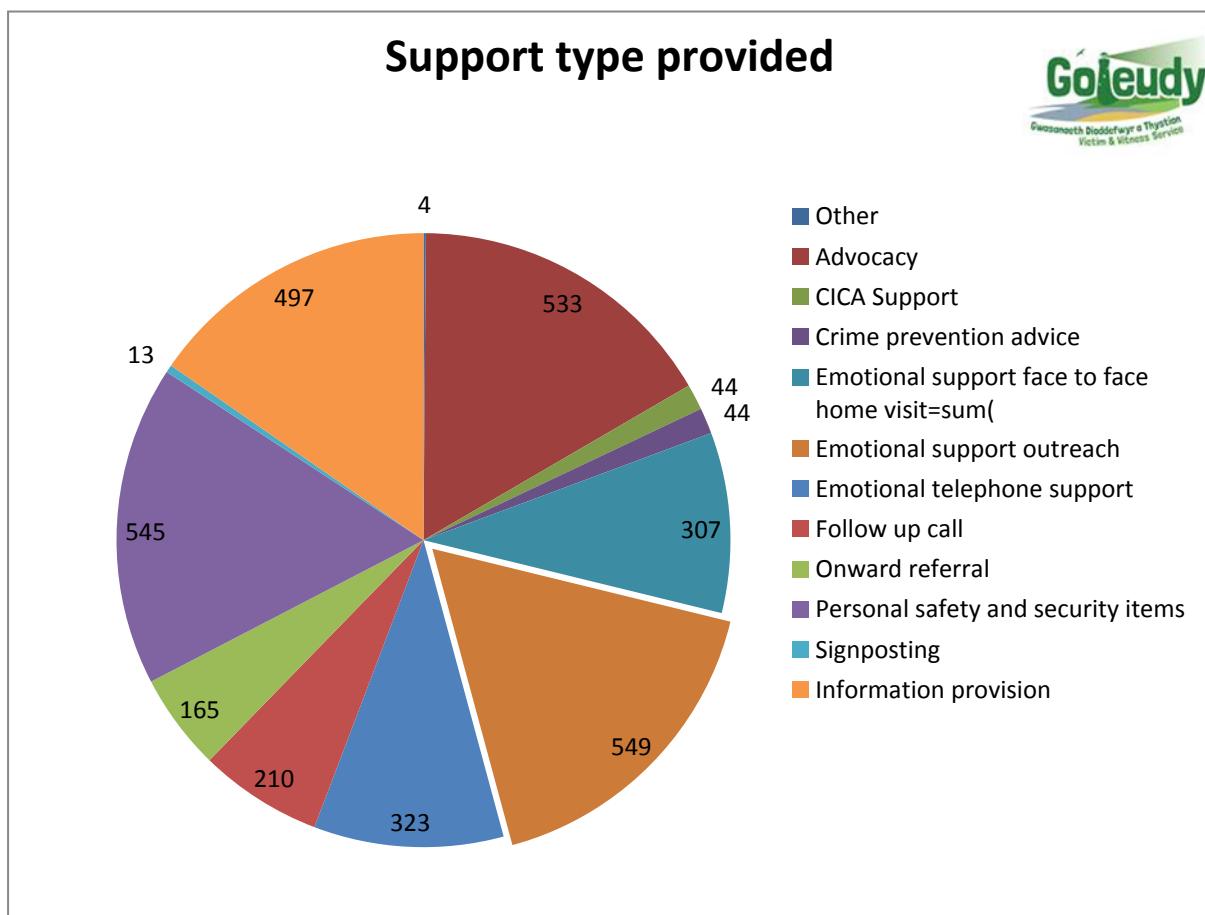


From October 2017, Goleudy agreed to manage and support medium risk Domestic Abuse Victims as an interim measure. Two Support Officers have recently been appointed, on a six monthly temporary contract. All officers will hold a generic caseload, this is to ensure that every division will have a Support Officer that can effectively manage all case types. A Victim may have several needs, ie be a victim of theft but later discloses Domestic Abuse, therefore it is imperative that the victim is not passed from one specialist officer to another – a holistic needs-responsive approach is taken by Goleudy to ensure an enhanced service to all victims.

### **Self Referrals**

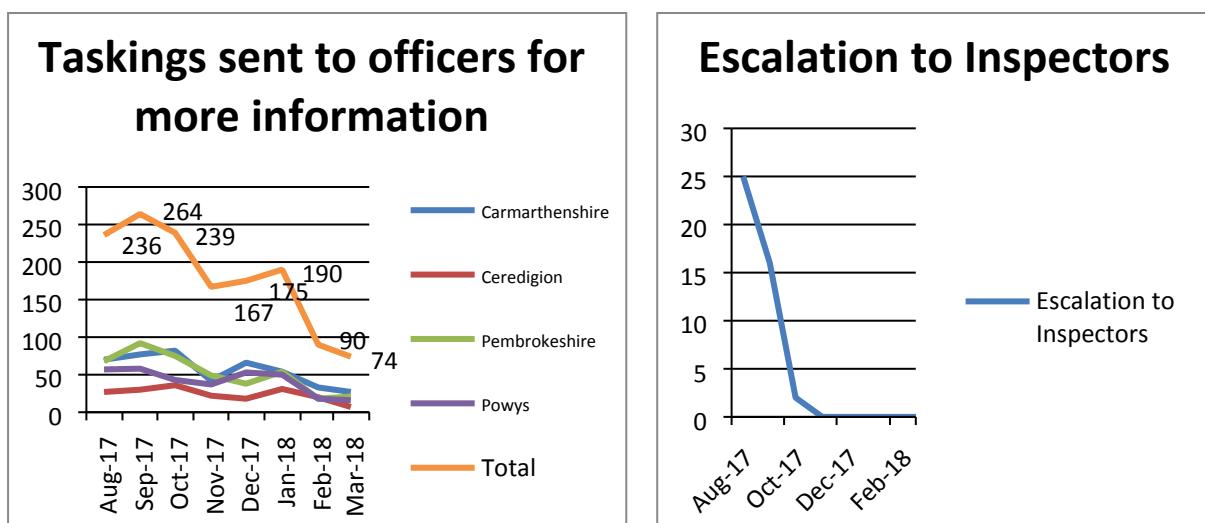
Self-referrals are one area that Goleudy wants to improve upon. Although no data has been provided to date, over the next year Goleudy is determined to improve public awareness of the service.. A robust communications strategy is needed to ensure that as a public facing service, the communities across Dyfed Powys force area are fully aware of the service provided. Goleudy team will be actively attending many events and festivals across the divisions throughout 2018, including the National Urdd Eisteddfod and Royal Welsh Show as well as attending colleges/universities, Health Centres, Supermarkets and Libraries.

## Support offered



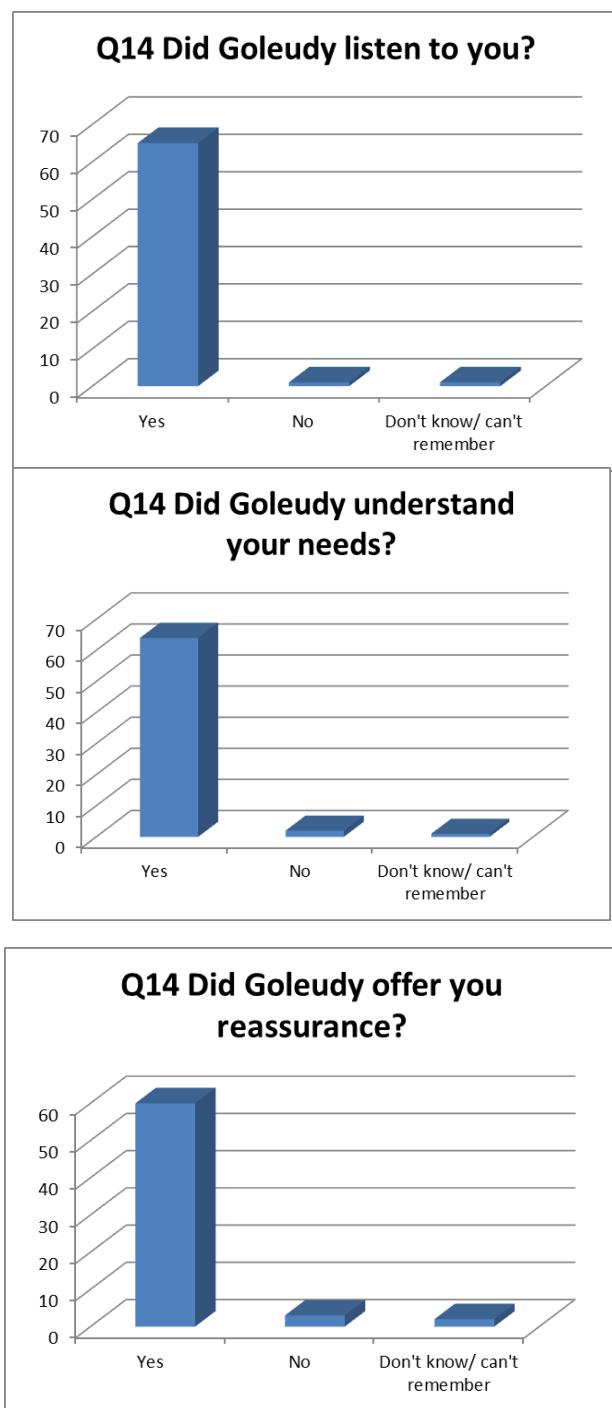
Currently the Force does not have an accurate method of recording victims of repeat offences or those who have been deemed vulnerable.

### Service Recovery

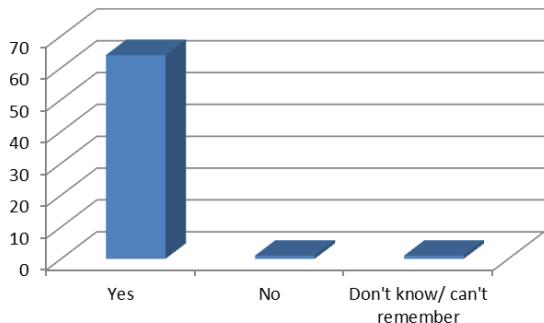


In regards to Service Recovery, the team have been manually collating, since April 2017, all cases where the victims have not been updated accordingly per VCOP. In order to aid service recovery at the earliest opportunity, the team have been providing gentle nudges to the OIC, to contact the victim. Should this not occur within 5 working days (taking into account DMS) the case is then escalated and highlighted to Inspector. As the above data illustrates – between November 2017 and March 2018 there has been no escalation to Inspector.

### **Victim Satisfaction feedback re Goleudy**



**Q14 Did Goleudy treat you with respect?**

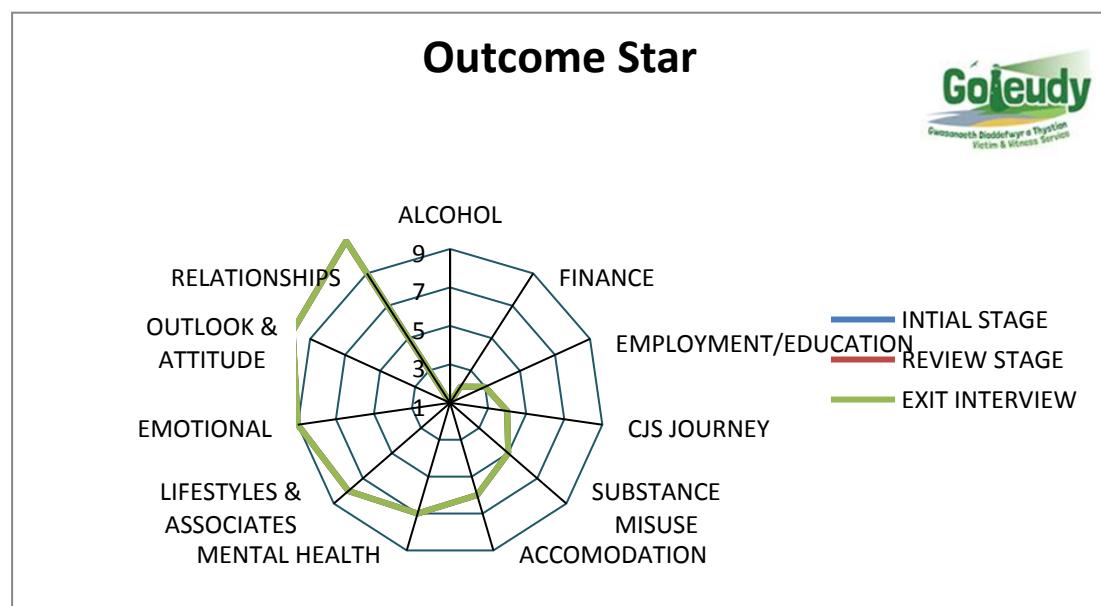


Whilst the feedback is very positive, care needs to be taken in respect of the sample size (8.75%).

### Goleudy Exit Questionnaire

Data still awaiting to be collected by IID – it is important to understand what victims want from our service – if we can understand what victims value in service delivery, with what they find un-helpful within our processes/contact methodology/services – we will be in a position in the future to monitor and refine our service delivery and provision in the future.

### Outcome Star



As requested by the OPCC, Goleudy have devised an 'Outcome star'. The Outcome star attempts to plot the journey of the victim whilst they are supported by Goleudy and involved in the Criminal Justice System, to identify and explore the victim's needs to ensure that their support plan is both relevant and effective.

The Outcome Star is a tool that will help support and measure change when working with victims of crime. It aims to empower victims and encourages collaboration and integration for all involved. This tool will help plot the victim's journey – motivating victims to see change or progress that has been achieved within specific areas. It will provide data to demonstrate and evidence the impact Goleudy as a service has on victims. The tool will also help to identify what is working and what can be improved for the future. (All data will be shared with the Police and Crime Commissioner to ensure that future commissioned services are both relevant and targeted specifically for Dyfed Powys) The Outcome star is the key vehicle by which Goleudy officers and volunteers will work with victims to support them to meet their individual support needs.

The Outcome Star scoring system uses a 10-1 sliding scale,  
1 indicating = Poor/Negative/Complex entrenched issues,  
10 indicating =Excellent/Positive/No issues.

Goleudy Support Officers will undertake the above at three intervals - Initial stage, Review Stage and Exit stage.

Data is not available to date from IID in regards to the above, as CHT has only recently been updated with the new template. Feedback received through supervision, however illustrates that in the main Victims Mental Health, Finance, Relationships and Emotional are the key factors for Support Plans.

## **Anti-Social Behaviour**

As from the 1st April, 2018 Goleudy Victim and Witness. Goleudy will only be managing medium and high ASB cases, and will be solely concentrating on providing a victim led service. Goleudy are currently working closely with the Crime and Harm Reduction Unit to ensure that their new updated version of MAVIS provides a seamless referral process for victims into Goleudy.

## **Case Study**



Assault with Injury  
Case Study.docx

## **Conclusion:**

This year has been a year of considerable change and development, and that through partnership working with the OPCC office and internal departments, Goleudy referral pathways are becoming embedded.

Goleudy is also now providing a stable and supportive working environment for all team members. Staff receive on-site management and supervision. Initially, staff that were transferred over from Victim Support demonstrated a limited knowledge base and operational experience and were in need of intensive support from management. It was clear that there are significant gaps in both knowledge and skills. This is being addressed; a full review of all training has been undertaken and all staff have received a variety of training including risk assessment, Domestic Abuse and DASH training, Disclosure Safeguarding issues and Mental Health training.

During the year Goleudy have taken over responsibility for medium risk domestic abuse victims and also action Fraud. From 1 April 2018 this has been extended to include anti-social behaviour. The current priority is to fully embed these service provisions. Whilst Goleudy were honoured and delighted to receive recognition by the Peel Effectiveness Report published in March 2018 as best practice for supporting victims, we are fully aware that there remains much to do if victims are to be truly placed at the heart of the criminal justice system.

Irene Davies Jones  
Assistant Director Criminal Justice



## POLICING BOARD REPORT

**PURPOSE:** Police Accountability Board – Focus on Protecting Vulnerable People

**Timing:** Policing Board – 27<sup>th</sup> March 2018

**Title:** Records Management and Crime Data Integrity

**Business Area Impact:** Information Management and Compliance / Force Crime Registrar

### Executive Summary:

This report provides key updates in respect of the business areas detailed below, following queries raised by the Office of the Police and Crime Commissioner (OPCC)

- Information Management and Compliance
- Crime Data Integrity and Force Crime Registrar



## **1. Information Management and Compliance**

### **1.1 Overview and governance**

Governance for the Information Management Business Area moved in 2017 from Legal and Compliance to Chief Superintendent portfolio (Governance and Change).

Since November 2017 T/Chief Superintendent Steve Cockwell has been strategic lead and T/Chief Inspector Gary Davies has been performing the role of Information Manager. The department is in a period of transition with 8 staff members being on temporary contracts and the future structure and resourcing of the department yet to be fully determined.

The main areas of focus have been: -

- Review of roles within department to align with Authorised Professional Practice (APP).
- Continuous Improvement Exercise held to identify waste, inefficiencies and duplication of effort.
- Review and updating of all policies within Information Management Business Area.
- Preparing for implementation of Data Protection Bill and GDPR
- Implementing Government Security Classification procedures and utilisation of TITUS software.
- Addressing action points from Ascentor report, previously commissioned.
- Addressing points raised in ICO undertaking and having a robust mechanism for decision making on any potential breaches.

### **1.2 Records Management and PNI**

The work relating to Records Management relates to the following areas

- Reviewing and scanning paper records stored at various police premises
- Review and consolidation of PNI duplicate and rejected nominals
- Applying RRD (Review, Retention, Deletion) assessment under MOPI categories.

The 3<sup>rd</sup> element cannot be completed until the first 2 elements have been finalised.

In terms of scanning there is a plan in place to have digital converted all relevant records within a 2 year period.

The issue concerning PNI remains of concern due the high numbers of duplicate and rejected nominals that are in system and continue to be created. We are at the stage now where almost all auto matching has been completed to a level that provides assurance.

At present there are 272,526 nominal that require clerical matching and a total of 617,115 rejected nominals in system.

Additional funding has been provided for a further 4 temporary staff to assist in this process but timescales cannot be provided at this time due to the continued problem of poor data quality.

### **1.3 Records Management System Group**

A Records Management System Group has been set up, which is chaired by the ACC and a copy of the terms of reference are included below.



The first meeting was held on Thursday 22<sup>nd</sup> March 2018.

There are no definitive timescales on a decision on whether to migrate to another Record Management System, but the Deputy Chief Constable has requested a progress update on the work of the group by the end of May 2018, prior to the next Chief Officer Visionary seminar.

### **1.4 ICO Undertaking**

The ICO undertaking was signed and agreed by Chief Constable Mark Collins on the 12th September 2017, following a number of ICO reported breaches and penalties.

A comprehensive response to the undertaking will be submitted on Monday 26<sup>th</sup> March 2018 and a further verbal update can be provided at Policing Board detailing the significant progress that has been made, which predominantly relates to the training that has been provided to all staff.

The OPCC has previously raised a query on completion rates for the ICALT packages and these currently stand at 86% for Police Staff and 79% for Police Officers. The statistics are being reviewed as persons shown as not completing packages include leavers, seconded staff, staff on career break and those on long term sick.

The NCALT package is only a small part of a comprehensive training plan that has been implemented with the support of Learning and Development Services.

A teleconference has been arranged with the ICO on 3<sup>rd</sup> April 2018 following the submission of all relevant documents in order to check that the ICO are satisfied with the information provided.

## **2. Crime Data Integrity and Force Crime Registrar**

### **2.1 Background**

In 2014 the HMIC conducted a Crime Data Integrity Inspection and the forces were assessed as only recording 68% of reported crime.

Significant resources were lost from Crime Recording Bureau and the Force Crime Registrar under the Public First Programme (2014) and as such only limited audit has been progressed since that time.

### **2.2 TIIA Compliance Audit**

A TIIA Compliance Review of Crime Recording in 2018 provided a grading of reasonable assurance with the following comments: -

- Dyfed Powys-Police has a detailed Crime Recording, allocation and Investigation Policy, which includes the process, in place.
- The Crime Recording, allocation and Investigation Policy needs to be made clearer in relation to the process.
- The audit schedule for 2018/19 needs to be finalised and the schedule adhered to.
- Issues with the data integrity of crime recording were noted.

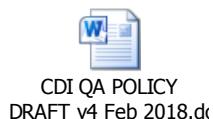
These recommendations have been progressed and are managed through the Strategic Crime Recording User Group (CRUG).

### **2.3 Crime Data Quality Assurance Policy**

A Crime Data Quality Assurance Policy has been drafted and is pending approval through the Strategic Crime Recording User Group (CRUG). All potential entry points for crimes have been mapped and an audit plan has been completed pending approval.

The Home Office indicative sample sizes are unrealistic and scoping would require a team in excess of 17 staff members within Force Crime Registrar.

Other than the Force Crime Registrar and Deputy there are 2 full time members of staff for audit. A further post has been funded for part year in 2018/2019 budget and the sample size will reflect the staffing levels as well as addressing the very high and high priority areas.



In addition an Audit and Quality Assurance Framework is being developed across all business areas and will commence from April 2018. Crime Data Integrity will be a golden thread through all frameworks. This will be key to improving Crime Data Integrity throughout the Force.

Crime Data Integrity Champions have also been identified within each BCU (4 per BCU) and received training on 19<sup>th</sup> March 2018. As part of the Spring Training Programme all frontline staff received training on Crime Data Integrity with relevant scenarios around points of entry explored.

## 2.4 ICAT evaluation

A copy of the ICAT Evaluation that was conducted by Chief Inspector Craig Templeton is attached. The ICAT team have dealt with 16% of total crime for the Force at a time when there has been an increase of 16% in volumes.

The evaluation refers to criming at first point of contact, but this is only applicable to a percentage of the crimes reported. The limitations of the report recognise that the Crime Recording Bureau function was not evaluated.



The findings of the report have been discussed with C/Supt Vicki Evans and it has been agreed to consider the wider functions of ICAT to include the CRB function and a need to develop processes further.

## 2.5 Preparation for CDI Inspection

There have been significant improvements in addressing Crime Data Integrity issues, as have been outlined. Whilst there has been approximately 16% increase in crime with the implementation of ICAT, this is in the context of a previous HMIC compliance rate of 68%. If no other improvements were made a 16% rise in crime would relate to an increase of compliance to approximately 79%.

It is recognised that we may still have a further 15-20% rise in overall crime to reach the Crime Data Integrity Standards that are required. From a review of other Force Inspections, it appears that anything under 85% is assessed as inadequate, under 90% requires improvement.

A recent audit of STORM data from December 2017 to February 2018 showed a compliance rate of 85%. An audit rate of PROTECT for the same period showed a poor compliance rate of only 50% and this has been addressed via CID management.

With further rises in crime rates likely, the process for determining what crimes are allocated to frontline BCU staff is of particular significance in order to manage workloads and to remove bureaucracy where possible.

## **2.6 Conclusion**

Whilst CDI issues are being addressed, this is against a background of failing to address some of the key issues identified in 2014. The date for the 2018 Crime Data Integrity Inspection has yet to be announced, but it is likely to come too soon before the benefit of all positive changes are realised fully.

Moving forward, true recording at the point of contact will need to be implemented to reach the high compliance rates that are achieved by Forces Wales who adopt such an approach and have the processes and resources to support this.

Steve Cockwell  
T/Chief Superintendent

## DYFED-POWYS POLICE AND CRIME PANEL 27<sup>TH</sup> JULY 2018

### CHAIRMAN'S ANNUAL REPORT 2017-2018

**Recommendations / key decisions required:**

**To approve the report and agree its distribution.**

**Reasons:**

The publication of the report will help raise public awareness of the role and work of the Panel and hopefully increase public engagement.

Report Authors:

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Robert Edgecombe

Designation:

Relevant Panel Champion  
Legal Services Manager

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# **EXECUTIVE SUMMARY**

## **DYFED POWYS POLICE AND CRIME PANEL**

### **27<sup>TH</sup> JULY 2018**

#### **CHAIRMAN'S ANNUAL REPORT 2017-2018**

At its training day in March 2018 Panel Members agreed to the publication of an Annual Report setting out its activities for the past year together with appropriate objectives for the forthcoming year. The text of the report was circulated to panel members on the 12<sup>th</sup> June and the attached document reflects the feedback received.

The report also reflects guidance issued by the Centre for Public Scrutiny regarding the content of such annual reports.

Individual panel members have volunteered to act as Panel Champions in respect of the 4 objectives. These are as follows;

Objective	Panel Champion
Scrutiny of the Police Precept	Cllr Keith Evans
Scrutiny of how the PCC holds the Chief Constable to account	Cllr William Powell
Scrutiny of the Police and Crime Plan	Professor Ian Roffe
Improving Public awareness of the Police and Crime Panel	Cllr Alun Lloyd Jones

It is proposed that the Annual report be distributed as follows;

1. Published on the Panel website and circulated to traditional media outlets that are active in the force area;
2. Emailed to all MPs, AMs, MEPs, County Councillors and Town & Community Councils in the force area.

<b>DETAILED REPORT ATTACHED?</b>	<b>YES</b>
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**Section 100D Local Government Act, 1972 – Access to Information**

**List of Background Papers used in the preparation of this report:**

**THESE ARE DETAILED BELOW:-**

Title of Document	File Ref No.	Locations that the papers are available for public inspection
<b>Host Authority File</b>	<b>LS-0511/30</b>	<b>County Hall Carmarthen</b>

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# Dyfed-Powys Police and Crime Panel CHAIRMAN'S ANNUAL REPORT 2017-2018

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DYFED POWYS POLICE  
AND CRIME PANEL



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# chairman's foreword

I am delighted to be able to introduce the first ever Annual Report of the Dyfed-Powys Police and Crime Panel. The creation of directly elected Police and Crime Commissioners and their attendant Police and Crime Panels in 2012 heralded a radical change in how police forces in England and Wales were governed.

Whatever views one may have on the merits of this approach compared to the old Police Authority system, support for the concept of Police and Crime Commissioners has slowly grown over the years, with all main political parties fielding candidates in the last Commissioner elections. It is perhaps no coincidence that voter turnout in Dyfed-Powys for those elections was the highest (at 52%) of any area in England and Wales.

The theory behind the introduction of such Commissioners was that they, and ultimately the Police themselves, would become more directly accountable to the public via the ballot box, and therefore more responsive. However placing such power in the hands of an individual politician for several years potentially brings with it risks which Police and Crime Panels are designed to counter act.

As such my colleagues and I are committed to holding the Police and Crime Commissioner for Dyfed-Powys to account for the performance of his statutory functions and supporting him to deliver to the public the efficient and effective police force that it deserves.

# who we are



Dyfed-Powys Police and Crime Panel was formed in 2012 by the Police Reform and Social Responsibility Act 2011. It has 14 members consisting of;

- 1.** 3 County Councillors from Carmarthenshire
- 2.** 3 County Councillors from Ceredigion
- 3.** 3 County Councillors from Pembrokeshire
- 4.** 3 County councillors from Powys
- 5.** 2 Independent co-opted members

All Panel Members are formally appointed by the Home Office.

Further information regarding the Panel Members can be found at Appendix 1.

# our role

The functions of the Police and Crime Panel are to;

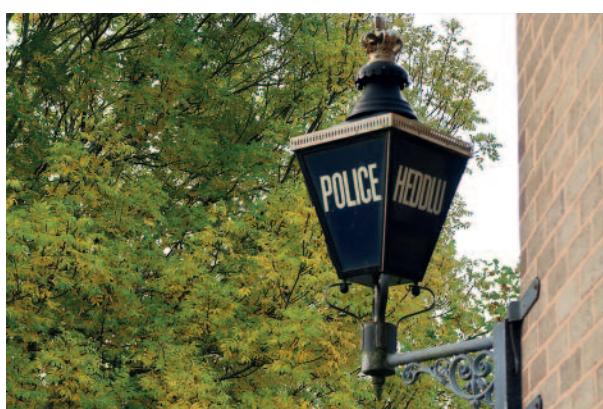
1. Review the Police and Crime Commissioner's police and crime plan
2. Review the Police and Crime Commissioner's annual draft budget, with the power to veto the level of precept.
3. Deal with certain complaints against the Police and Crime Commissioner or his deputy.
4. Scrutinise decisions and actions taken by the Police and Crime Commissioner
5. Review the appointment or removal of the Chief Constable and the appointment of certain senior staff in the Police and Crime Commissioners office
6. Support the Commissioner in the performance of his statutory functions
7. Make reports or recommendations to the Commissioner
8. Review the Commissioner's conduct

The statutory functions of the Police and Crime Commissioner are;

1. Setting the priorities for Dyfed-Powys Police;
2. Publishing a Police and Crime Plan;

3. Engaging with Communities and representing the public's voice on policing matters;
4. Working closely with community safety and criminal justice partners;
5. Supporting victims and bringing people to justice;
6. Commissioning services to make communities safer and to support the vulnerable;
7. Appointing and, if necessary, dismissing the Chief Constable;
8. Dealing with complaints and disciplinary matters against the Chief Constable;
9. Holding the Chief Constable to account; and
10. Setting the annual Police budget and precept level

**Neither the Panel, nor the Police and Crime Commissioner has any role in the management of operational policing by Dyfed-Powys Police. Operational Policing is the responsibility of the Chief Constable.**



# review of the year

## New membership

Following the Local Government elections in May 2017, the Panel saw significant changes in its membership. Seven new members were appointed and five previous members returned, two of whom were co-opted members.

## Training

All Panel Members received induction/refresher trainer both in relation to their statutory responsibilities and the challenges faced by Dyfed-Powys Police.

## Precept

On the 26th January 2018 the Panel met to consider the level of precept proposed by the Police and Crime Commissioner for the 2018/2019 financial year. In preparation for that meeting Panel Members received a detailed briefing from the Police and Crime Commissioner, Chief Constable and other senior staff regarding;

1. The financial position of the force, including projected income, expenditure and reserves
2. The level of demand faced by the force, particularly in relation to cyber-crime, historical sex abuse investigations and serious and organised crime.
3. Staffing levels, including both for warranted officers (i.e. Police Officers), PCSOs and civilian staff.

During the course of the Panel Meeting on the 26th January 2018 Panel Members questioned the Police and Crime Commissioner and his Chief Financial Officer regarding the financial data and assumptions relied upon to justify the proposed precept.

At the conclusion of that process the Panel were satisfied that the proposed precept represented value for money and recommended to the Commissioner that the proposed Precept be implemented.

## Confirmation Hearing

On the 16th February 2018 the Panel met to consider a request from the Police and Crime Commissioner that it confirm his proposed appointment of a new Chief Financial Officer.

The Panel had an opportunity to question the Police and Crime Commissioner regarding the process for the proposed appointment and the preferred candidate regarding her suitability for the role. Subsequently the Panel recommended to the Commissioner that his preferred candidate be appointed.

## Questions on notice

During the year Panel Members have questioned the Commissioner about a wide range of issues falling within his remit. However he was specifically asked about the following;

1. The Quality and cost of air support received from the National Police Air Service.
2. The ability of Dyfed-Powys Police to respond to terrorist incidents within the force area.
3. The reduction in the number of vehicles stopped by the force for drink/driving.

The questions put to the Commissioner and his detailed answers to them can be found in the minutes of Panel Meetings on its website by following the link below;  
<http://www.dppoliceandcrimepanel.wales/>

### Other Work

During the year Panel Members also;

1. Scrutinised how the Police and Crime Commissioner holds the Chief Constable to account
2. Scrutinised the work of the Joint Audit Committee that supports the Police and Crime Commissioner and Chief Constable
3. Reviewed all significant decisions taken by the Police and Crime Commissioner and questioned him about them

4. Reviewed all reports issued by Her Majesty's Inspectorate of Constabulary, Fire and Rescue Services (HMICFRS) of relevance to Dyfed-Powys Police and questioned the Police and Crime Commissioner about them.



# objectives for 2018-2019

During this municipal year the Panel will aim to perform its key statutory functions as follows;

<b>Panel Function</b>	<b>What we will do</b>	<b>Our Objectives</b>	<b>How we will measure whether we have achieved our objectives</b>
Scrutiny of the proposed police precept	<p>Review the end of year accounts for 2017-2018</p> <p>Receive a briefing from the Police and Crime Commissioner and his Chief Financial Officer regarding the financial status of Dyfed-Powys Police and the demands upon it.</p> <p>Hold a hearing to consider the proposed precept and make a recommendation to the Police and Crime Commissioner</p>	To ensure Police and Crime Commissioner's finances are being properly managed and that the people of Dyfed-Powys are receiving value for money from the Police Precept	<p>That any proposed increase in the police precept for 2019-2020 is appropriate given the circumstances facing Dyfed-Powys Police at that time</p> <p>That Dyfed-Powys Police has been able to operate within its allotted budget whilst delivering the service that the people of Dyfed-Powys require.</p>
Scrutinise how the Police and Crime Commissioner holds the Chief Constable to account	<p>Attend and observe meetings of the Police Accountability Board</p> <p>Review and scrutinise Agendas and Reports considered at the Police Accountability Board</p> <p>Question the Commissioner about how he holds the Chief Constable to Account</p>	To ensure that the Police and Crime Commissioner is holding the Chief Constable to account in a thorough and robust manner for the delivery of the Police and Crime Plan and the operational policing decisions that he(the Chief Constable) makes.	That there is clear evidence the Police and Crime Commissioner is robustly challenging the Chief Constable where it is appropriate to do so.

## DYFED-POWYS POLICE AND CRIME PANEL

Objectives continued;

Panel Function	What we will do	Our Objectives	How we will measure whether we have achieved our objectives
Scrutinise the impact of the Police and Crime Plan	<p>Receive regular reports from the Police and Crime Commissioner regarding the implementation of the Police and Crime Plan</p> <p>Receive and note any relevant reports from HMICFRS/other regulators and question the Police and Crime Commissioner regarding them</p> <p>Seek the views of other stakeholders and the Public</p>	To ensure that the priorities in the Police and Crime plan continue to be fit for purpose and that their implementation is achieving the stated aims.	<p>There is clear evidence the Police and Crime Plan Priorities are supported by key Stakeholders and the public</p> <p>There is clear evidence that the operational performance of Dyfed-Powys police continues to support those priorities</p> <p>There is clear evidence that the commissioning strategies pursued by the Commissioner continues to support those priorities.</p>
Improve public awareness of the Roles and Responsibilities of the Police and Crime Panel	We will engage directly with the public and their elected representatives to inform them of our work and seek their views on Policing and Crime in Dyfed-Powys.	To make more people aware of what we do and why we do it.	That we have engaged with more residents of Dyfed-Powys than before.



# Conclusion

Policing and crime and disorder matters to everyone. We all have a vested interest in ensuring that Dyfed-Powys Police is efficient, effective and responsive to the needs of the people that it serves. As a former special constable I understand the unique relationship that has always existed between the police and the public. To put it simply, we cannot hope to live in a society which is safe for our families without an effective police force. Yet our police cannot hope to be effective without the engagement and support of the public which they serve.

I and my colleagues are fully committed to doing our part to ensure that the people of Dyfed-Powys get the police force that they need and deserve. We firmly believe that with your engagement and support this is an aim that can be achieved.



# appendix 1

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AND CRIME PANEL



## DYFED-POWYS POLICE AND CRIME PANEL 27<sup>TH</sup> JULY 2018

### PANEL COMMUNICATIONS STRATEGY

#### Recommendations / key decisions required:

1. To agree a communications strategy for the Panel
2. To trial the webcasting of the next Panel meeting on the 16<sup>th</sup> November 2018

#### Reasons:

The Police Reform and Social Responsibility Act 2011 contains a legal obligation to promote the work of the Panel.

Conditions attached to the Home Office Grant that funds the work of the Panel require it to ensure that its activities are conducted in a cost-effective manner

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# **EXECUTIVE SUMMARY**

## **DYFED – POWYS POLICE AND CRIME PANEL**

### **27<sup>TH</sup> JULY 2018**

#### **PANEL COMMUNICATIONS STRATEGY**

Legislation requires Police and Crime Panels to promote their activities with a view to raising public awareness and engagement in the work.

Since the creation of the Dyfed-Powys Panel this role has been undertaken by Carmarthenshire County Council's Media and Marketing Team which has;

1. Created, maintained and updated the Panel's website
2. Issued a large number of press releases and engaged with traditional media outlets across the force area and the press offices of the other 3 unitary authorities across the force area.

The last 12 months has seen a significant increase in public and press interest in the work of the Panel. For example;

1. On several occasions members of the public have submitted questions to the Panel to be put to the Commissioner.
2. Representatives of local and/or national media have attended at least 2 panel meetings and published news stories relating to the work of the Panel both in the local press and online.

However the level of public understanding of the specific role of the Panel continues to be relatively low. The attached strategy therefore sets out how this might be addressed, both through the use of traditional media and online/social media.

Other Panels have found webcasting of their meetings to be a cost-effective means of engaging with the press and public and it is therefore suggested that the Panel trial this for its next scheduled meeting on the 16<sup>th</sup> November.

<b>DETAILED REPORT ATTACHED?</b>	<b>NO</b>
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**Section 100D Local Government Act, 1972 – Access to Information**

**List of Background Papers used in the preparation of this report:**

**THESE ARE DETAILED BELOW**

<b>Title of Document</b>	<b>File Ref No.</b>	<b>Locations that the papers are available for public inspection</b>
<b>Host Authority File</b>	<b>LS-0511/31</b>	<b>County Hall Carmarthen</b>

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