

Dyfed-Powys Police Performance Report March 2018



Information & Intelligence Directorate

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IID



Heddlu Police

DYFED-POWYS

Ynghyd a Chymunedau Dyfed a Powys yn Cyswrtu'n Gyffwrdd - Together We Succeed

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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 ^A	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	No Significant Difference
"The police can be relied on to be there when you need them".	72%	- no data recorded in September 2017	No Significant Difference
"The police would treat you with respect if you had contact with them".	69%	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".	79%	No Change	No Significant Difference
"The police are dealing with things that matter to people in this area".	66%	No Change	No Significant Difference
"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	No Significant Difference
"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	No Significant Difference
"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	No Significant Difference
"The estimate percentage risk of an adult being a victim of all CSEW crime (including computer misuse and fraud)	13%	- no historic data to compare	No Significant Difference
Percentage who think their local police do a good or excellent job	74%	No Change	No Significant Difference
Total	6%	No Change	No Significant Difference
ASB perception:			
abandoned or burnt out cars	1%	No Change	No Significant Difference
people using or dealing drugs	20%	No Change	No Significant Difference
people being drunk or rowdy	17%	No Change	No Significant Difference
noisy neighbours	6%	No Change	No Significant Difference
litter or rubbish	20%	No Change	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

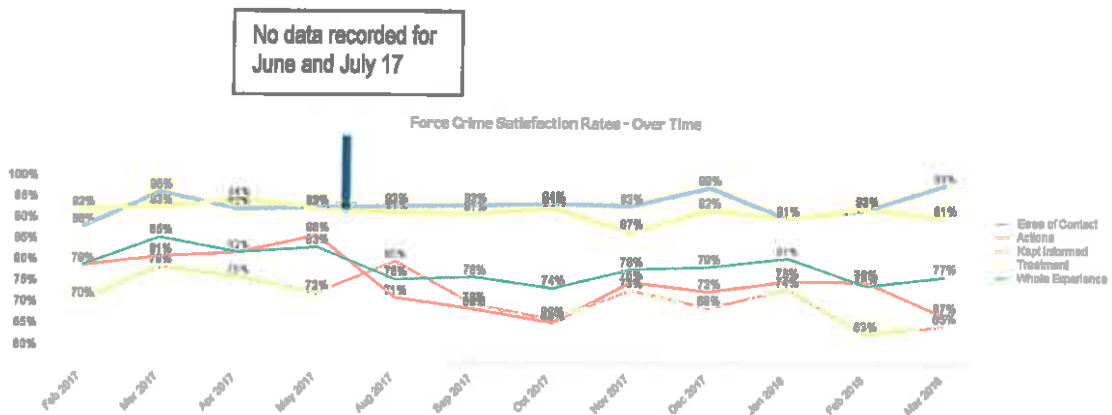
2.2 User Satisfaction

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%.

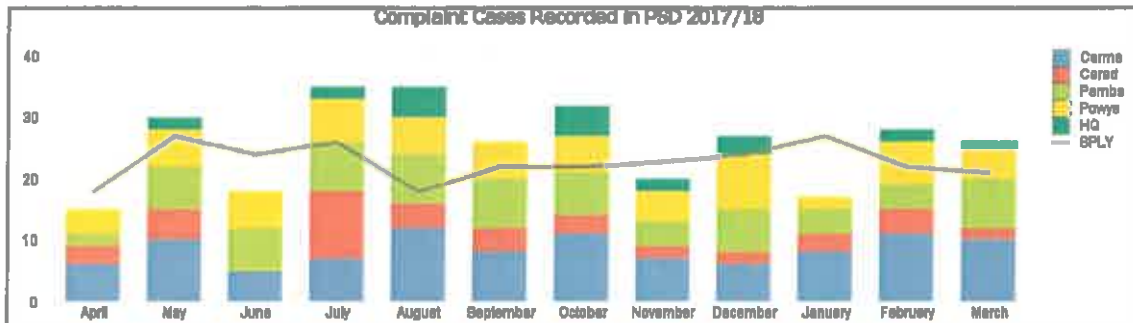


Source – Qlik view

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
Total Cases	12	5	4	4	1	26
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
Total Cases	2	1	0	1	2	6
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 10th April 2018)

CURRENT LIVE CASES ALLOCATED FOR LOCAL RESOLUTION						
	Carms	Cered	Pembs	Powys	HQ	PSD Total
Total Cases	0	0	0	1	2	3
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
Total Cases	4	3	5	7	0	19
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.

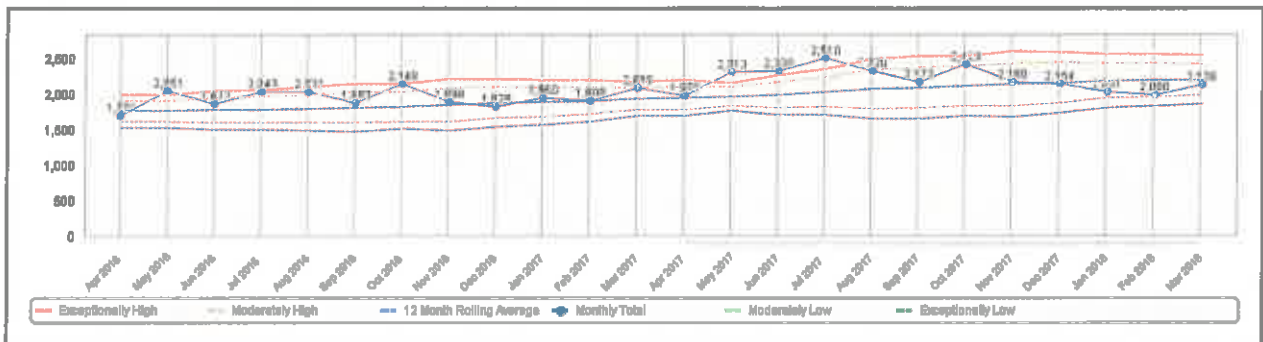
The HMIC team are working with FLL Sarah Cooper to ensure that the website will be reflective of the most up to date position with regard to each recommendation.

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).

Date	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	328	340	330	309	342	332	325	320	358
Burglary - Business and Community	59	52	51	61	87	52	39	54	57	46	54	41
Burglary - Residential	99	100	97	82	104	76	79	84	85	63	91	70
Total Burglary	158	152	148	143	191	128	118	138	142	109	145	111
Drug Offences	123	135	151	158	180	249	175	134	145	160	134	149
Miscellaneous Crimes Against Society	51	62	36	51	38	57	45	44	37	41	59	54
Possession of Weapons	16	39	11	13	17	7	12	9	6	8	17	6
Public Order Offences	75	102	110	121	111	89	114	80	86	86	114	124
Robbery	1	0	5	0	4	5	6	5	1	4	6	6
Sexual Offences	100	108	128	102	84	98	137	123	91	105	98	101
Theft	381	431	440	355	481	439	483	488	403	403	381	380
Vehicle Offences	72	90	86	93	86	64	70	72	57	61	68	76
Violence Against the Person	886	1000	900	890	807	785	837	745	824	724	825	783
Total	1978	2313	2338	2318	2328	2173	2423	2180	2194	2031	2000	2128

Source: Qlikview

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

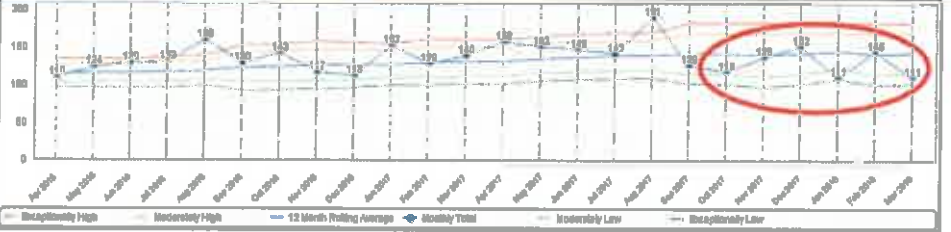
Burglary: From 1 April 2017, the classifications within burglary have been changed from *domestic burglary* and *non-domestic burglary* to *burglary-residential* and *burglary-business & community*. This reflects a revised approach within the Home Office Counting Rules. What constitutes a burglary does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

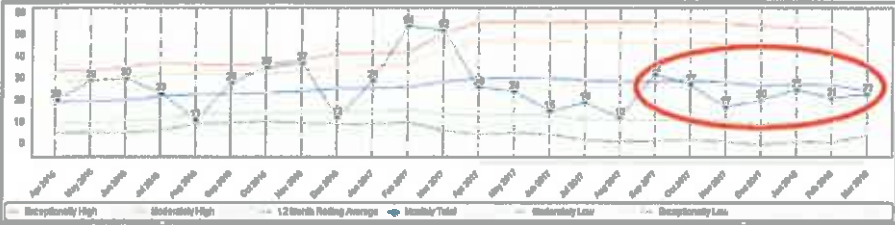
For example sheds, garages, outhouses etc. within the boundary of a dwelling are recorded under burglary-residential, while previously they may have been recorded as non-domestic burglary. Where such a building is used solely for business purposes, it will be recorded as burglary-business & community. 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.

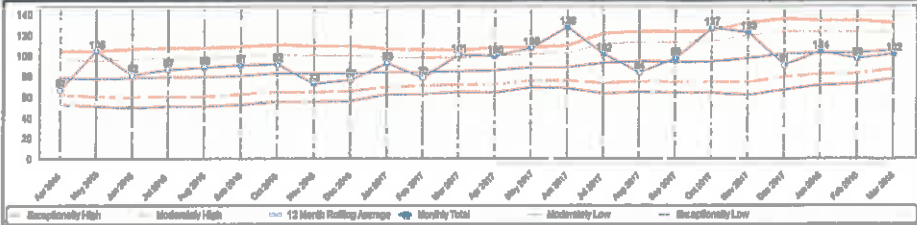
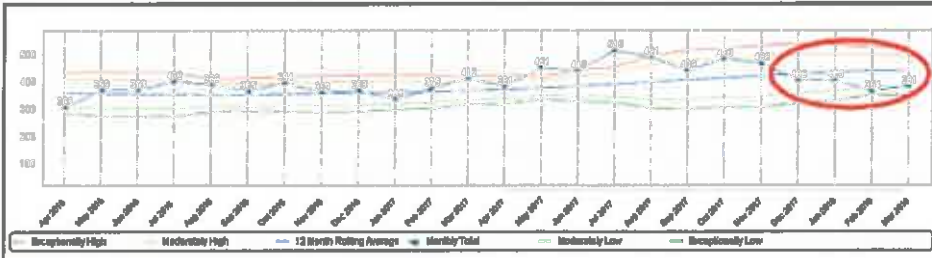
The following table provides details on the longer-term trends seen in each of the recorded crime categories over the last year:

Crime Categories	April 17 to March 18 Volume	Percentage Change on last Year	Statistical Significant Change between current and previous year
Arson & Criminal Damage	4259	+8%	Statistically Higher
	<p>Proportion Arson and criminal damage offences currently account for 16% of all recorded crime.</p> <p>Trends & Context Levels of offences over the last four (4) month shave stabilized and regressed to the mean – dotted blue line.</p>		
	<p>Criminal damage of vehicles accounts for 41% of all criminal damage.</p>		
	<p>Comparisons 39 out of the 43 forces in England & Wales have also recorded Increases in the 12 months to October 2017.</p>		
Total Burglary	1,695	+7%	Statistically Higher
	<p>Proportion Over the 12 months to March 2018, 1,695 burglary offences were recorded, which accounts for 6% of all crime.</p> <p>Trends & Context 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.</p> <p>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.</p> <p>However, monthly volumes post August 2017, have regressed to below the annual mean – dotted blue line</p>		

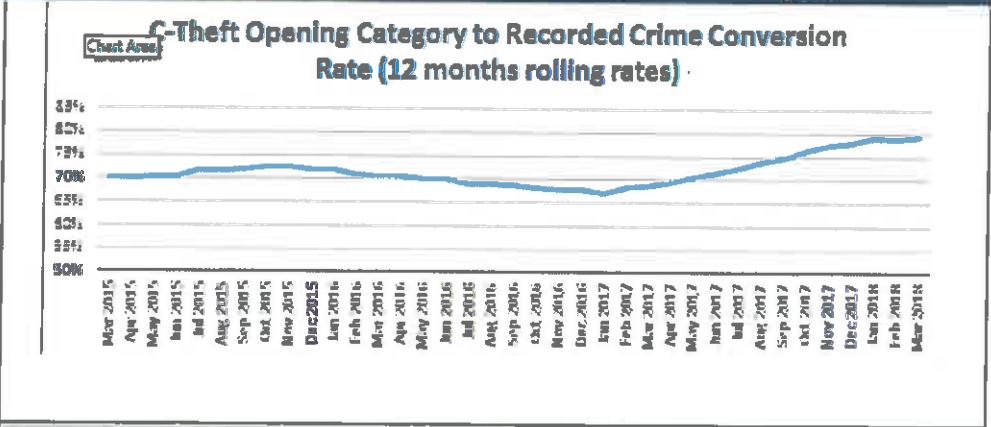
Crime Categories	April 17 to March 18 Volume	Percentage Change on last Year	Statistical Significant Change between current and previous year
	 <p>Comparison 31 out of the 43 forces in England & Wales have also recorded Increases in the 12 months to October 2017.</p>		
Drug Offences	1,800	-10%	Statistically Lower
	<p>Proportion 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.</p> <p>Trends & Context Decreasing volumes over the last 12 months, with a reduction of 26 crimes, on average, per month recorded when compared to the previous year.</p> <p>Recorded drug offences are sensitive to proactive police action and not necessarily an indication of criminal activity.</p> <p>Offence Breakdown Reductions are predominately observed in possession of cannabis offences, with drug trafficking offences remaining stable.</p>		
	<p>Comparison 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.</p>		
Miscellaneous Crimes Against Society	575	-7%	No Statistical Change
	<p>Proportion Over the last year, these offences have accounted for 2% of all crimes.</p> <p>Trends & Context 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.</p>		

Crime Categories	April 17 to March 18 Volume	Percentage Change on last Year	Statistical Significant Change between current and previous year
	<p>Obscene Publications</p>  <p>Comparison 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>		
<p>Possession of Weapon</p>	<p>145</p>	<p>+3%</p>	<p>No Statistical Change</p>
<p>Proportion Currently, possession of weapon offences make up just 1% of all recorded crime</p> <p>Trends & Context <u>No notable trends</u> over the last year; levels have <u>remained stable</u> with monthly volumes randomly fluctuating above and below average levels.</p> <p>Offence Breakdown Possession of an article with a blade or point accounts for just under two thirds (63%) of all these offences (91 offences).</p>			
<p>Comparison 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.</p>			
<p>Public Order Offences</p>	<p>1259</p>	<p>+44%</p>	<p>Statistically Higher</p>
<p>Proportion Currently, Public Order offences equate to 5% of all crime.</p> <p>Trends & Context 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.</p> <p>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.</p> <p>The below graph shows the recent increases seen in <u>section 4 public order offences</u></p>			

Crime Categories	April 17 to March 18 Volume	Percentage Change on last Year	Statistical Significant Change between current and previous year
	<p>Some recorded public order offences are sensitive to proactive police action and not necessarily an indication of criminal disorder.</p>		
	<p>Comparison 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>Proportion Robbery accounts for 0.2% of all recorded crime during the year ending March 2018.</p> <p>Trends & Context 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>Comparison 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>Proportion Currently, Sexual offences account for 5% of all crime.</p> <p>Trends & Context 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 data-bbox="459 515 1420 638">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 data-bbox="459 683 590 712">Comparison</p> <p data-bbox="459 712 1420 772">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>		
	5,220	17+%	Statistically Higher
Theft	<p data-bbox="459 884 1029 952">Proportion Theft offences account for 20% of all recorded crime.</p> <p data-bbox="459 985 1420 1176">Trends & Context 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 data-bbox="459 1444 1420 1635">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
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Comparison
 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.

897	-5%	No Statistical Change
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Vehicle Offences

Proportion
 Vehicle offences account for 3% of all recorded crime

Trends & Context
 Volumes between year ending March 17 and March 18, have decreased by -5%, albeit this is regarded as not been statistically significant.

Offence Breakdown
 Theft from a vehicle accounts for 60% of all vehicle offences.

Comparison
 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.

9,400	+21%	Statistically Higher
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Violence Against the Person

Proportion
 Violence against the Person offences currently account for 35% of all police recorded crime.

Trends & Context
 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.

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

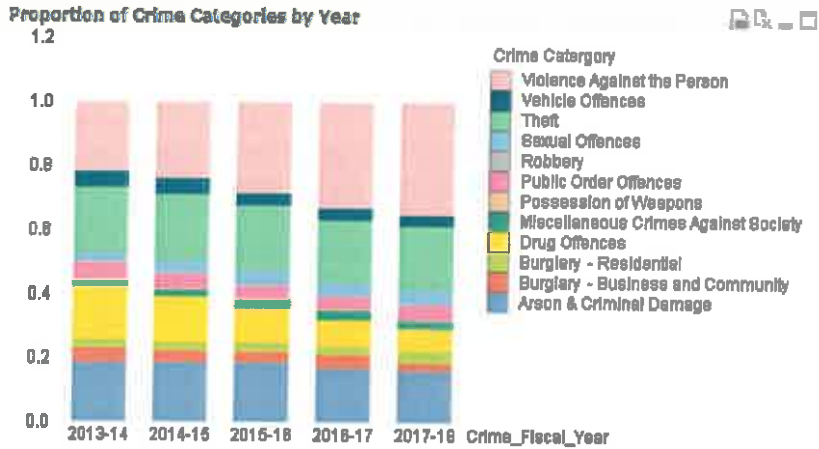
Crime Categories	April 17 to March 18 Volume	Percentage Change on last Year	Statistical Significant Change between current and previous year
	<p>recording by the police, this crime series is not currently believed to provide a reliable measure of trends, owing to the ensuing efforts of police forces 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>Comparison 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>		

3.2 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

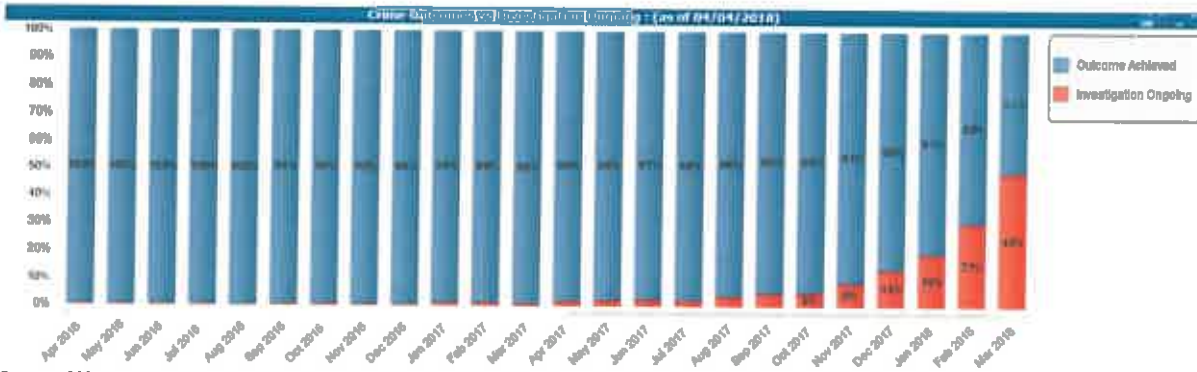


Source: Qlikview

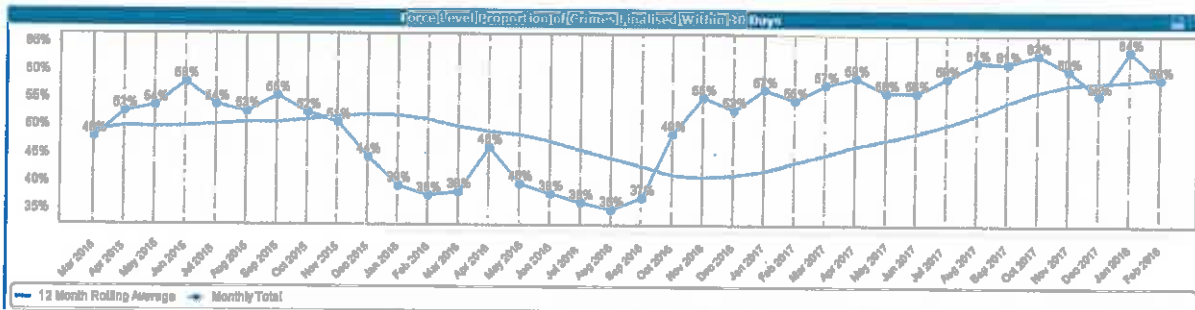
3.3 Crime Outcomes Achieved

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.



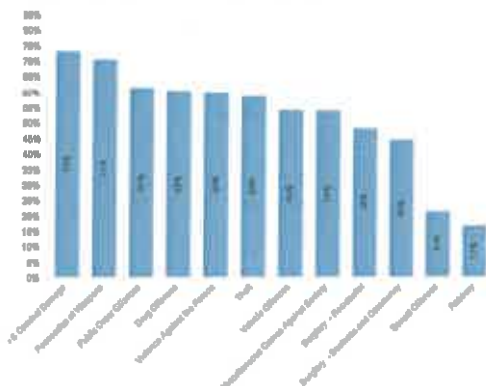
Source: Qlikview



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



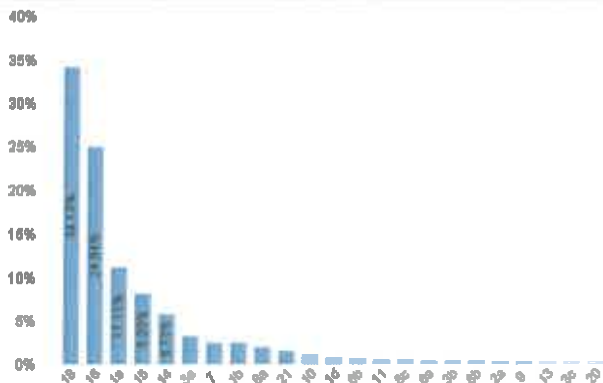
Of the crimes reported in February 2018, 59% of all crimes are finalised within 30 days.

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% were for outcome 18, Investigation Complete: No suspect identified and 25% for outcome 16: Victim does not (or has withdrawn) support.

Crimes Reported in February 18 and Finalised within 30 days - Proportion and Type of Outcomes Achieved During this period



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

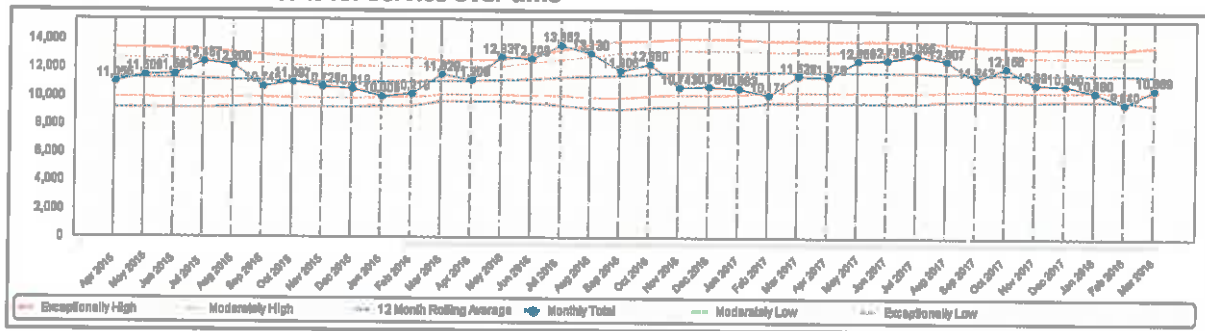
Outcome	Code
1a Charged	1a
1b Reported for Summons	1b
1d Charged for alternative offence	1d
2a Youth Caution	2a
3a Adult Caution	3a
3b Adult Conditional Caution	3b
6a PND for disorder	6a
6b PND for cannabis	6b
7 Cannabis Warning	7
8a Adult Community Resolution	8a
8c Youth Restorative Disposal	8c
9 Prosecution 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.

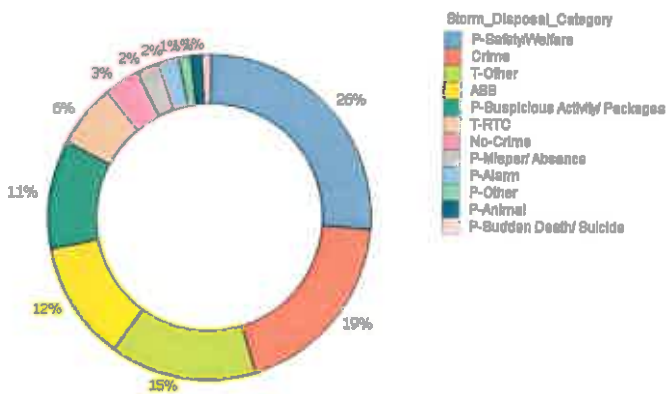
Levels of All Incidents – Calls for Service over time



Source: QJikview

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.

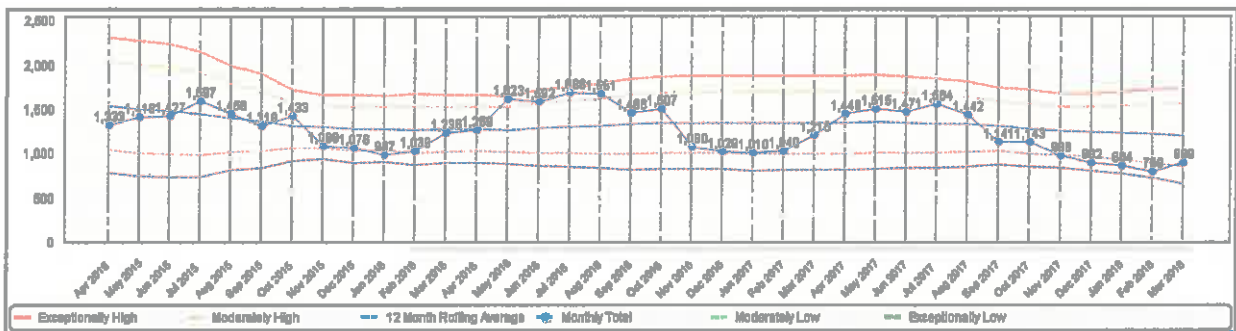
9.5 Anti-Social Behaviour (ASB) Volumes

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%	-22.7%	-18.2%	-14.4%	-18.7%	-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%	18.5%	-11.8%	-6.3%	10.5%	14.5%	22.4%	16.8%				25%

* Provisional data

- Up until 2016, there was a 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	76	77	79	86	80	79				71.9
Relative Changed	119.8	-31.8%	-21.8%	-28.9%	-34.9%	-36.7%	-34.1%	-28.2%	-33.2%	-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	2004-08	2009	2010	2011	2012	2013	2014	2015	2016	2017*	2018	2019	2020	Target
Absolute Numbers	46	58	35	54	60	45	62	70	55	40				27.6
Relative Changed	46	26.1%	-23.9%	17.4%	30.4%	-2.2%	34.8%	62.2%	18.8%	0.0%	0	0	0	40%

* Provisional data

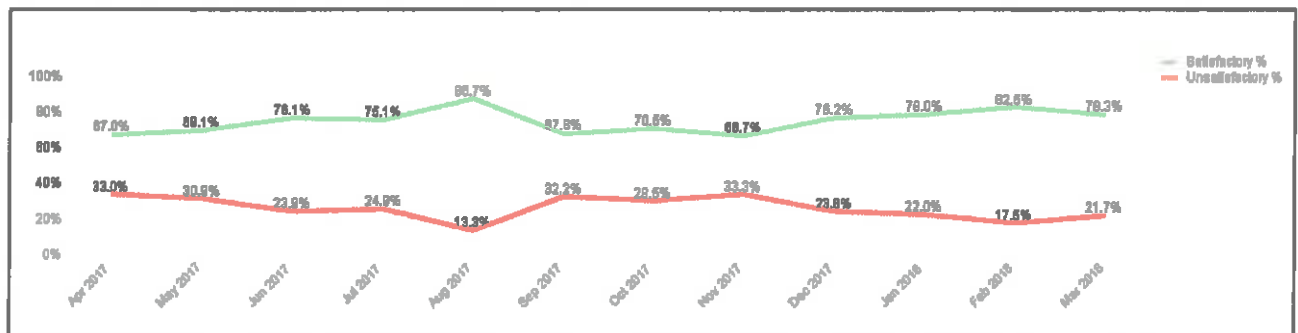
- There is an ageing population in the UK with Wales having the highest population of people of pensionable age and above. Our region brings its own challenges due to the rurality of our force area. Maintaining independence for this age group is and will be paramount as we don't always have a public 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

5.0 Stop and Search

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

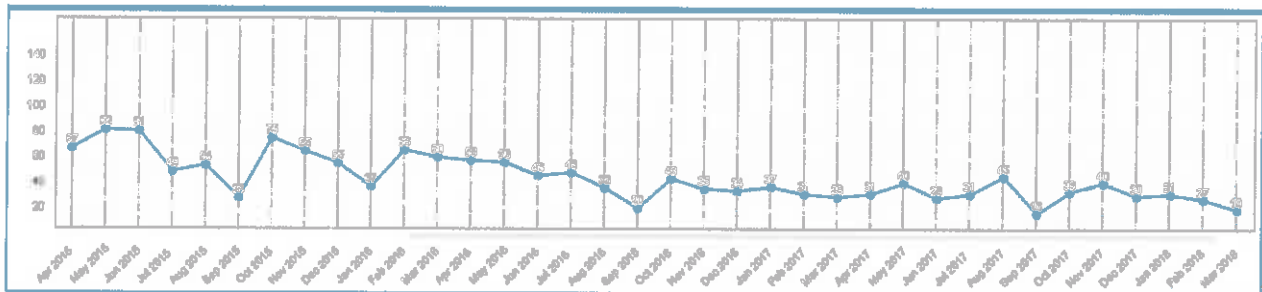
Territory	No. Stop & Searches	Vehicle Only Searches	Person Searches	Arrested	% Arrested	Age Under 18	% Under 18	Positive Searches	Positive Searches %	Linked Search (Reason = Seizure)	Linked Search Rate	Strip Searched	Strip Search %
Total (All)	2293	86	2747	8	1%	372	17%	938	41%	928	86%	21	1.8%
Under 18	371	0	371	1	8%	371	100%	91	24%	86	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



8.10 Custody Information

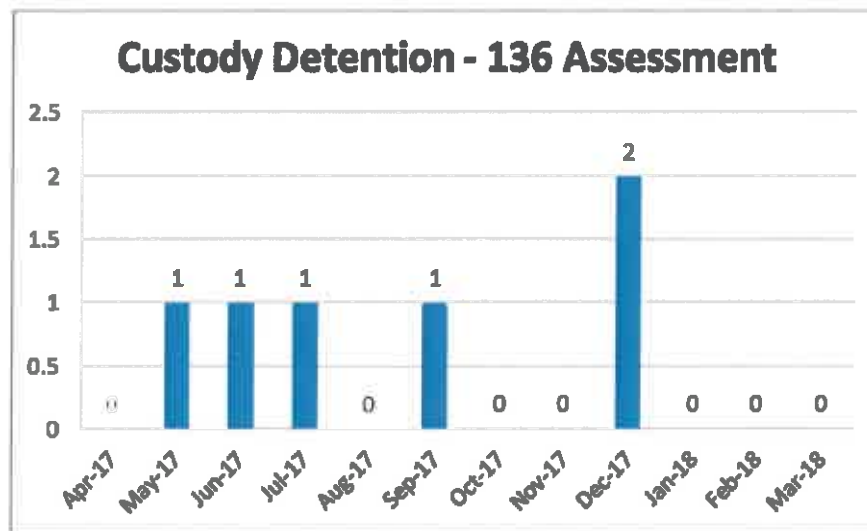
The tables below demonstrate the numbers of persons arrested for all offences over the last 12 months ending March 2018, by gender, ethnicity and age.

	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 months of 2018.

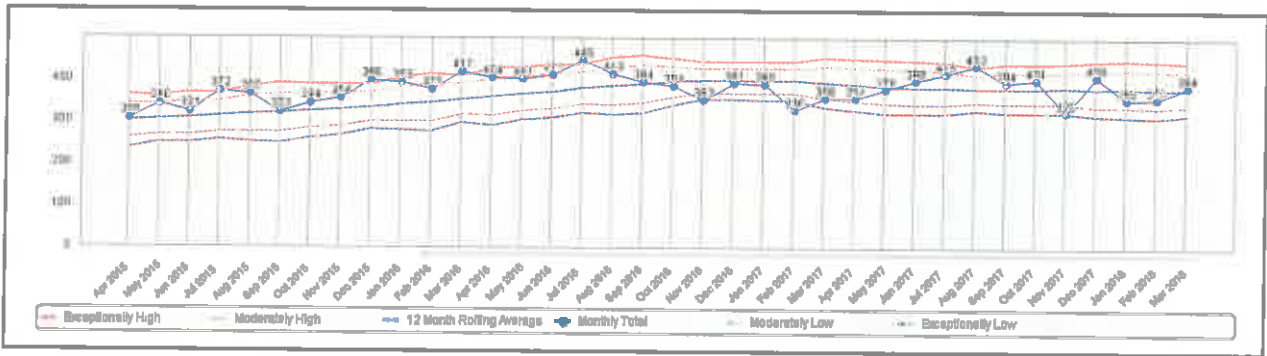


4.0 Priority two – Safeguarding the Vulnerable

4.1 Domestic Incidents

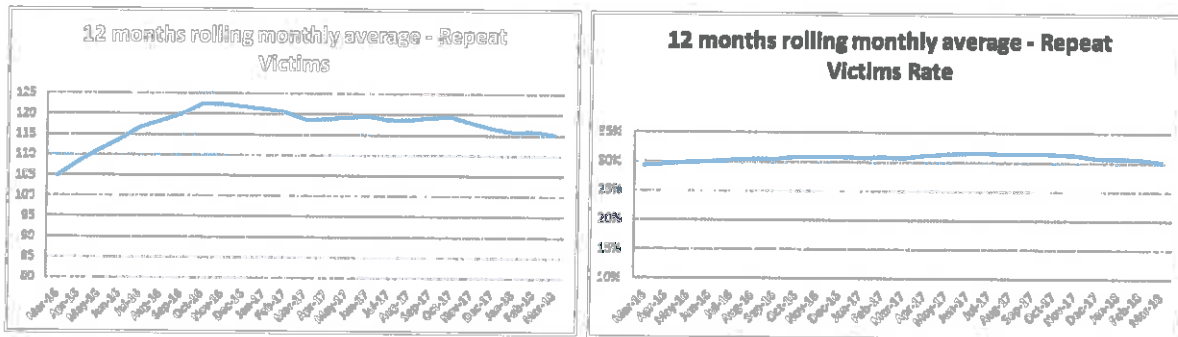
The Statistical Process Chart (SPC) below illustrates the monthly total Domestic Incident volume at a force level. The latest month of March 18 is judged as being 'normal'.

Levels of total recorded Domestic Incidents over time



Source: Qlikview

Repeat Domestic Incidents

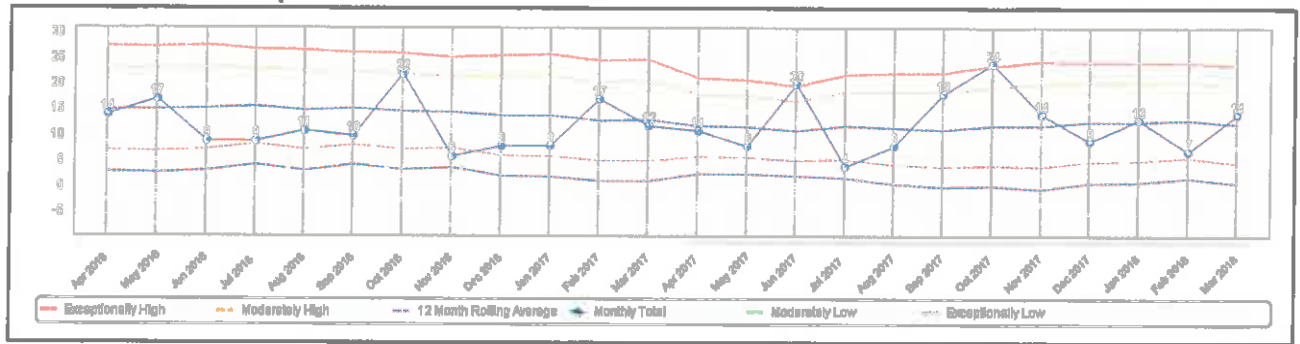


The charts above count those distinct victims in each month who have also recorded an incident in the previous 12 months. In absolute terms, repeat victims have increased and peaked in November 2016, and have started to decrease during the last seven months, from an average of 98 victims during the year 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%.

4.2 Child Sexual Exploitation

Levels of Child Sexual Exploitation offences over time



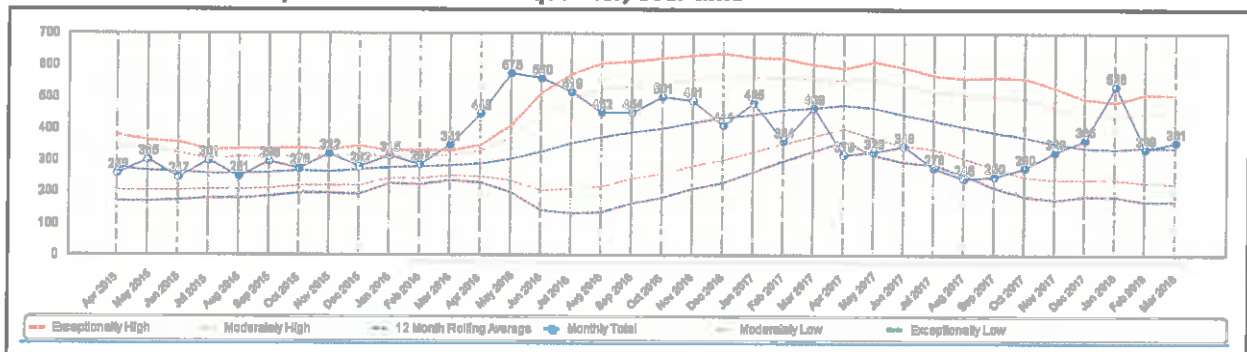
Source: Qlikview

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.

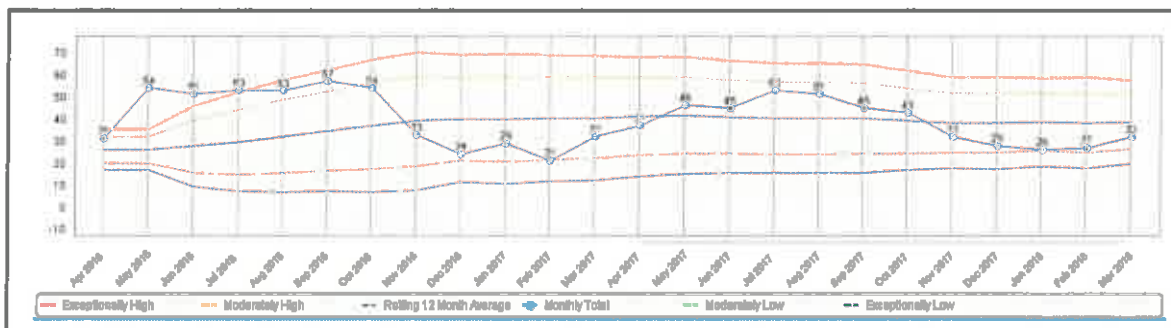
It must be noted that just counting calls for service does not give an indication of the complexity of the incident or how long officers are deployed in dealing with each incident.

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
Cardiff/onsshire	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
Total	465	338 72.7%	65 14.2%	45 9.7%	12 2.6%	18 3.9%	1

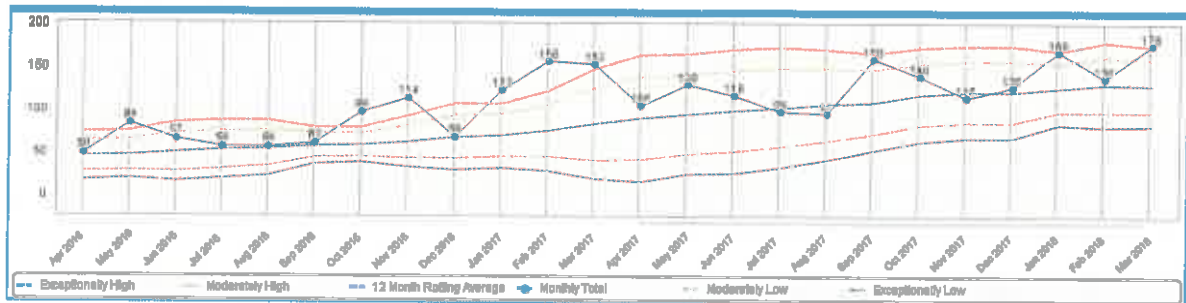
Source: Qlikview

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.

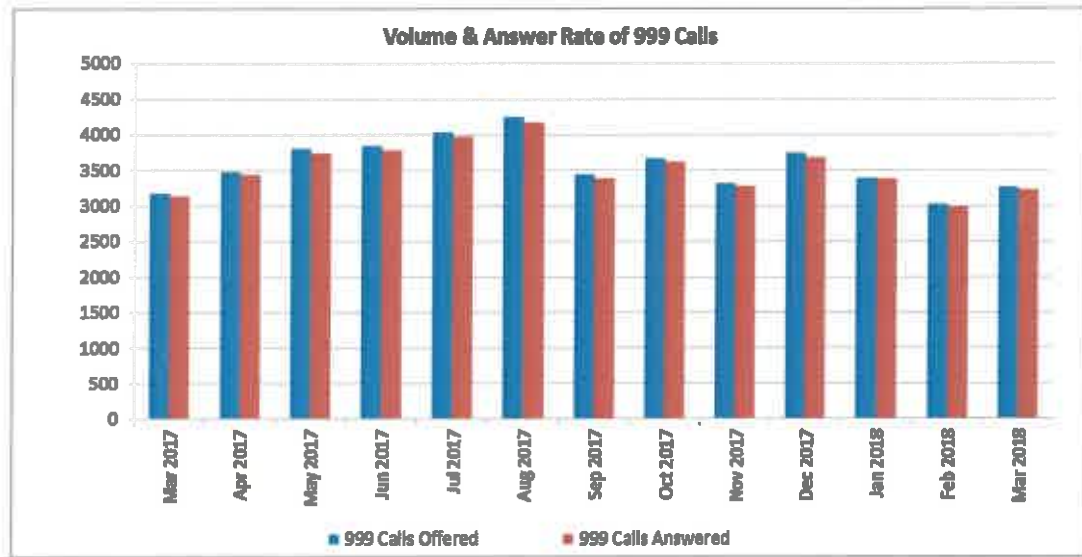
6.0 Priority four – Connecting with Communities

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).

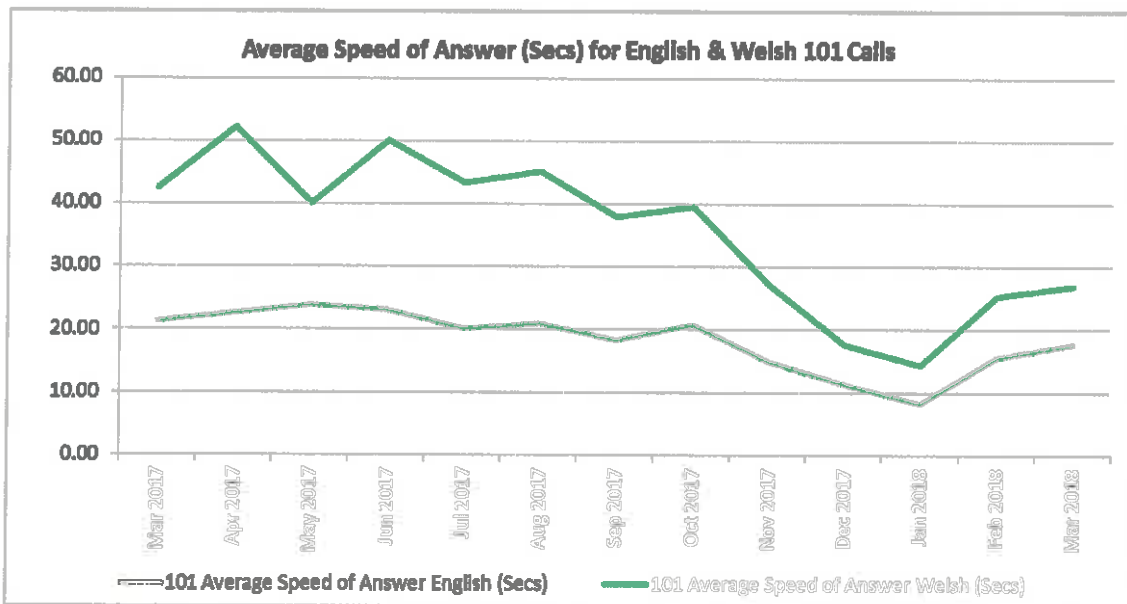
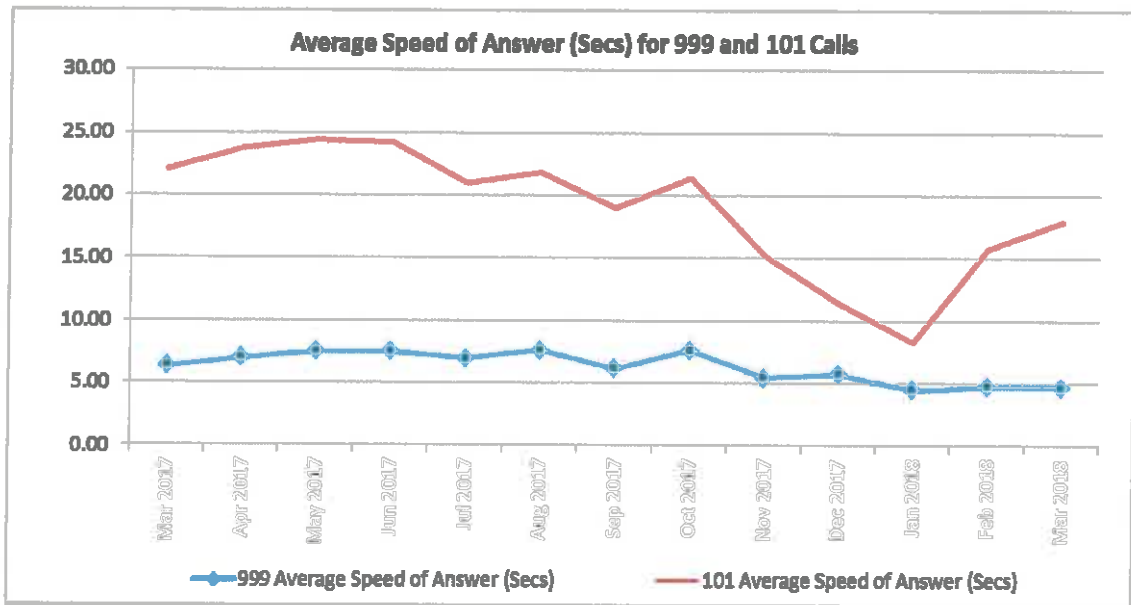
Please note that the table can be slightly misleading, inferring there is a difference between calls offered and answered (suggesting abandonment). This is not the case as all 999 calls are answered but not necessarily by the first route, they are offered. This does not affect the average speed of answer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

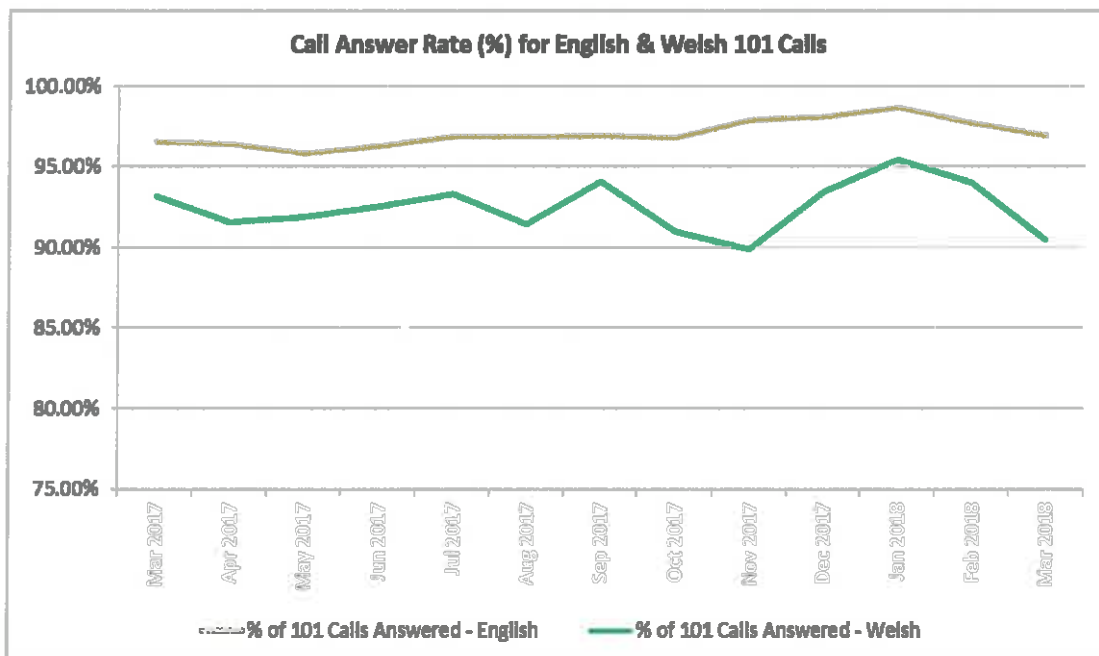
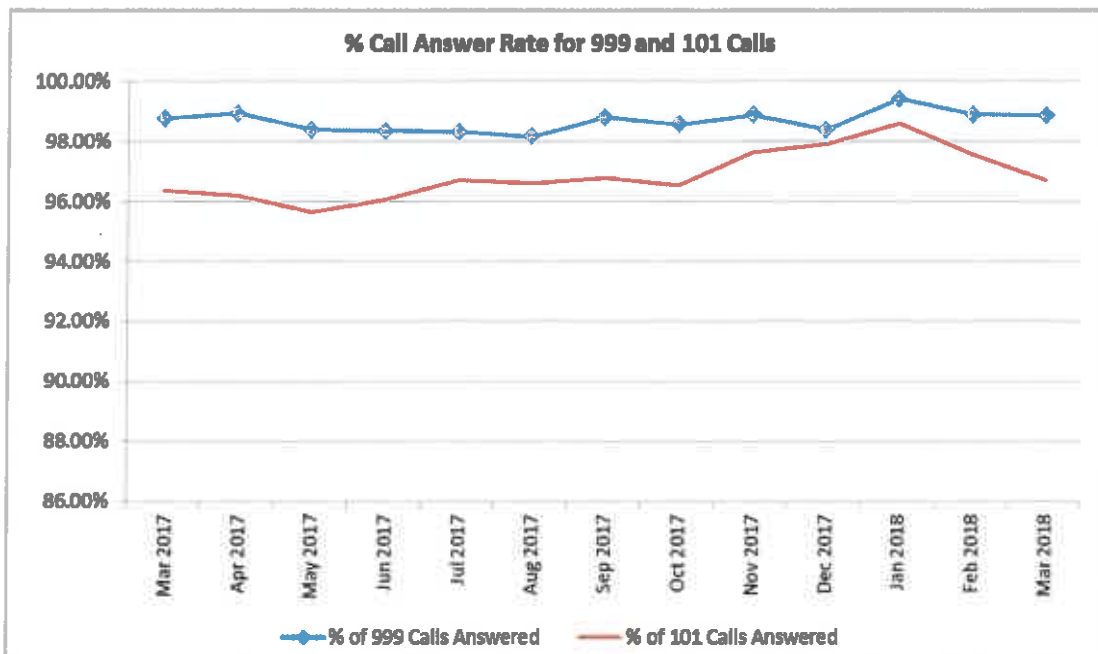
As further continuous improvement and changes to working practices are introduced, it is anticipated that the amount of time that Call Handlers are taking to deal with calls will continue to increase. This is expected to continue until new practices and procedures are fully embedded.



% 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.



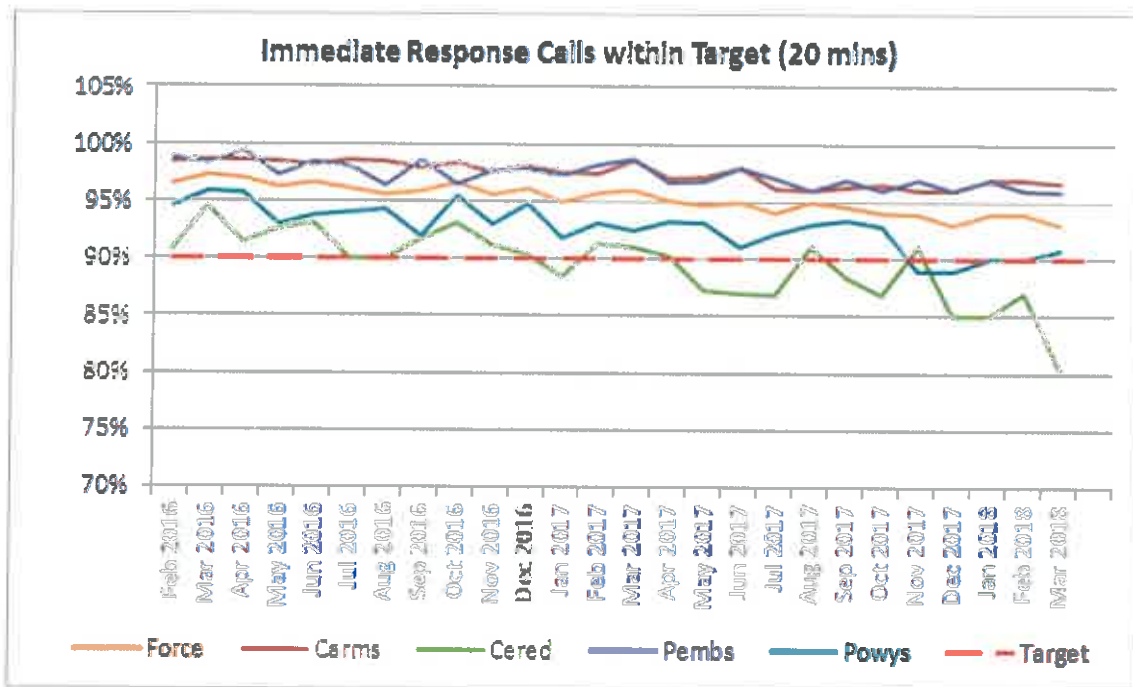
6.2 Incident Response Times

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
Cardiganshire	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.

