

HMI's observations

I have concerns about Dyfed-Powys Police's performance in keeping people safe and reducing crime.

The force is good at investigating crime. But it needs to improve how it prevents crime and anti-social behaviour. The neighbourhood policing service it provides to the public is inconsistent.

The force is good at understanding and identifying vulnerability. But I am concerned that officers do not always complete a risk assessment when they respond to reports of domestic abuse. This means that the force may not be adequately protecting vulnerable people.

The force has improved some of its crime-recording processes but has more work to do.

The force needs to understand its current and future demand better. This should help it develop clear plans to make sure it uses its resources efficiently.

I am disappointed to see limited progress since last year in how the force makes sure it treats its workforce fairly. It also has more to do to assure itself that it has the capacity and capability to root out corruption.

Effectiveness

How effectively does the force reduce crime and keep people safe?

Last updated 01/05/2019

Good

We found that Dyfed-Powys Police is good at reducing crime and keeping people safe.

The force needs to improve how it prevents crime and anti-social behaviour.

The force should improve its focus on crime prevention. It should also check how well prevention tactics work.

The force needs to make sure it protects the public from crime consistently.

We found that Dyfed-Powys Police needs to improve how it protects vulnerable people.

The force is good at understanding and identifying vulnerability. But it does not always complete a risk assessment when it attends a domestic abuse incident. This means the force may not be giving vulnerable victims the best protection.

The force is good at supporting vulnerable victims. It exchanges information with other organisations which help and support victims.

In 2017 we judged the force as good at investigating crime. In 2016 we judged it to be good at tackling serious and organised crime.

Efficiency

How efficiently does the force operate and how sustainable are its services to the public?

Last updated 01/05/2019

Requires improvement

Dyfed-Powys Police requires improvement in how it meets demand and uses resources.

The force needs to have a better understanding of demand and what affects it, so that it can use its resources efficiently.

The force has achieved good savings in the past and can show the improvements from some of its investments. But it needs to review the efficiency of all its investments.

Dyfed-Powys Police needs to improve how it plans for the future.

The force is improving its understanding of what the public expects, which will help it plan for future demand.

It needs to improve its plans for future workforce needs. Replacing officers who have left with another of the same rank, without considering changing skills requirements, means its workforce may lack important skills for the future.

Dyfed-Powys Police needs to improve its financial planning. It will have to make savings when its financial reserves are at their lowest. The force needs to test the risks of its plans.

Legitimacy

How legitimately does the force treat the public and its workforce?

Last updated 01/05/2019

Requires improvement

Dyfed-Powys Police requires improvement in how legitimately it treats the public and its workforce.

The force is good at treating the public fairly. Its policies emphasise fairness and respect. The force values community engagement but could address community concerns more effectively by evaluating all its engagement activities.

The workforce understands how and when to use force and stop and search. The force needs to collect more data to monitor its use of these powers.

Dyfed-Powys Police requires improvement in behaving ethically and lawfully. The force needs to improve how it spots and manages risk of corruption. It also needs to make sure it has enough people and resources to do this work.

The force is good at encouraging ethical decision-making. Leaders promote the force's code of ethics and the workforce feels leaders set an ethical tone.

Dyfed-Powys Police requires improvement in how fairly it treats its workforce. Leaders are open to feedback. However, although the force acts on feedback, it doesn't always tell the workforce what it has done. Some members of the workforce feel that poor performance is dealt with inconsistently.

The force is good at looking after its workforce's wellbeing, but needs to improve how it selects for leadership roles. The workforce doesn't believe the selection process is always open and accessible.