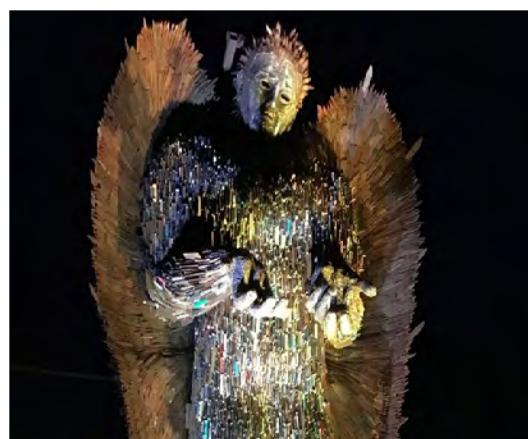




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HEDDLU A THROSEDDU  
DYFED-POWYS  
POLICE AND CRIME  
COMMISSIONER

# Annual Report 2019-2020

Safeguarding our  
Communities Together



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# Foreword

Welcome to my most recent Annual Report which takes a look back at the 2019/2020 financial year – my fourth year as your Police and Crime Commissioner – and details some of the significant progress and successes for the year.

Before I look back at the work undertaken, it would be remiss of me if I did not first mention COVID-19, the pandemic which impacted on all of us. My deepest condolences go out to those who have lost loved ones to the disease.

Police and Crime Commissioners have had an important role to play in supporting Chief Constables in helping keep the public safe during the coronavirus outbreak, and I have been in regular contact with the Chief Constable, seeking reassurance from him - on your behalf - as to the Force's arrangements in dealing with the COVID-19 pandemic. My role as Chair of Policing in Wales has meant that I have also been kept abreast of the situation on an all-Wales basis, leading important discussions on how COVID-19 impacted policing in Wales. You can read more about this role on page 31.

This Report provides you with details of work undertaken between April 2019 and March 2020 to meet my priorities; the most notable successes for me have been:

- The completion of the CCTV Project;
- Being awarded the Transparency Quality Mark;
- Becoming Chair of both Policing in Wales and the Local Criminal Justice Board;
- The progress made in giving young people a voice through my Youth Engagement Forum;
- The investments I have made in essential services and community projects;
- The launch of the Offender Diversionary Scheme, which featured in the APCC's publication "*PCCs Making a Difference: Alcohol and Drugs in Focus*".
- The scrutiny work undertaken by my office in to specific areas of policing, and the recommendations being put in place; and
- Hosting my annual St David's Day Conference, with the focus this year on Policing in Rural Areas.



These unprecedented times understandably resulted in the postponement of the May 2020 Police and Crime Commissioner Elections; now set to take place in May 2021. My time as your Police and Crime Commissioner has therefore been extended by a year. Whilst the priorities in my Police and Crime Plan remain unchanged, looking ahead, my primary focus for 2020/21 must be on:

- ensuring the Chief Constable has sufficient resources to respond to and recover from the emergency;
- ensuring, on behalf of the public, that the police respond in ways that are necessary, sufficient, proportionate and ethical;
- facilitating effective partnership working among agencies and groups working in community safety and criminal justice;
- commissioning services, particularly for victims of crime, and providing grants for policing and crime reduction purposes; and
- ensuring residents served by Dyfed-Powys Police have the information they need to understand how their service is performing.

Thank you for your continued support, and I hope you find my report both informative and enjoyable. Diolch.

*Dafydd Iwan*

# I am your Police and Crime Commissioner.

Here are 12 things to know about my role. I am responsible for:

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.



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I am not responsible for:

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

## My Priorities

My priorities, and the principles which underpin them, were set out within my [Police and Crime Plan](#); published in 2017. They are vital in delivering an effective and efficient police service for the public, and remain just as relevant to the policing of the Dyfed-Powys area 3 years on.

### My priorities are:

1. Keeping our communities safe;
2. Safeguarding the vulnerable;
3. Protecting our communities from serious threats; and
4. Connecting with communities.

### The principles which underpin them are:

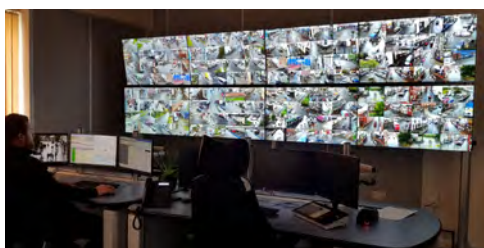
1. Supporting victims;
2. Engaging with the public;
3. Working together;
4. Providing strong leadership; and
5. Delivering value for money.

This Annual Report highlights progress in 2019/2020 towards delivering these priorities.



# Working to Accomplish my Priorities

## Priority 1 Keeping our Communities Safe



### Closed Circuit Television (CCTV)

Installation commenced in July 2018, and CCTV systems were live within 15 towns by the end of March 2019. This work continued into 2019/2020, and by 31 March 2020, over 145 cameras had been installed in 22 towns across the Force area. The installation programme will come to an end by the end of 2020, and I am very proud of this achievement: Thank you to all involved.

It's all about making sure our communities are as safe and secure as possible and it is very encouraging to see the positive impact the CCTV infrastructure, its centralised monitoring suite in the Force Communication Centre and our team of CCTV operators are having on policing. Community leaders who have had the opportunity to visit HQ and observe the system have recognised the value added by the investment.

As well as helping in the prevention and detection of crime, CCTV is assisting with the protection of vulnerable people in the force. Operators assist with searching for missing people and people in mental distress.

### CCTV footage taken from the new cameras has proven crucial evidence in police investigations:

The quality of the footage has been so compelling, some suspects have pleaded guilty to the offences they were accused of.

One such example being a grievous bodily harm case where a male victim was knocked unconscious with a single punch to the head outside The Met Bar in Llanelli in November 2018.

The incident was clearly captured on a Dyfed-Powys Police CCTV camera and when presented to the suspect, he pleaded guilty. He was sentenced to 20 months in prison.



### Chief Constable Mark Collins said:

*"We are dealing with an increasing number of vulnerable people with mental health or personal issues that have caused them to go missing or to experience mental distress. Police receive calls of this nature and have to respond quickly to fulfil our duty of care."*

*"CCTV is having a significant impact in this area, finding missing people, locating people who are threatening to harm themselves and bringing matters to a positive conclusion. The new infrastructure and the monitoring team are an invaluable tool that we are already making good use of within the force."*

## Substance Misuse Services

During 2019/2020 my focus on supporting the prevention agenda has continued. In December 2019, I co-chaired a Cross Partnership Prevention Summit with Ros Jervis, Director of Public Health and Chair of the Hywel Dda Area Planning Board. The event focused on how agencies could work better together to improve service delivery and drive a more preventative approach to reducing harm associated with substance misuse.

The group heard about the impact of adverse childhood experiences (ACEs) and how these affect the wellbeing of our future generations. ACEs are stressful experiences occurring during childhood that directly harm a child or affect the environment in which they live. Evidence shows that experiences such as domestic violence, drugs and alcohol, or parents who are incarcerated make children increasingly more likely to develop health-harming behaviours including substance misuse, violence or unintended teenage pregnancy.

At the time of our summit in December 2019, there had been 24 drug related deaths in the Dyfed-Powys area; with 22 deaths in 2017 and 20 in 2018. Those numbers are far too high, and that is why it was crucial for me to co-chair this Cross Partnership Prevention Summit. I am passionate about driving a more preventative approach to tackling substance misuse.

The key conclusions from the Summit included the need to reduce the barriers posed by information sharing between agencies, the importance of partnership working, and the desire for exploring new approaches to harm reduction.

My Office has worked with the partners of the Area Planning Board to review the specification for the jointly commissioned substance misuse services. Both the Hywel Dda and Powys services, with DDAS and Kaleidoscope are due to be recommissioned in 2020. The new services will include a more intensive focus on future generations and ensuring the wellbeing of communities. Providers will be required to work proactively with other agencies to target

those known to be causing disruption to local communities but who are not actively engaged with services.

The services received just under 3,000 referrals throughout the last year, with 68% of those individuals exiting the service being classed as a positive closure such as being drug free or ceasing offending.

## Commissioner's Community Fund

It is important to me to empower individuals and groups within our local communities to have a positive impact on their local area; to help make it a safe place to live.

As in previous years, in 2019, I ran my 'Commissioner's Community Funding' programme, through which, community groups are given the opportunity to apply for funding for community projects which make a difference within their communities, in line with the priorities within my [Police and Crime Plan](#).

In 2019/2020, I awarded a total £127,554 to 18 different community projects across the Dyfed-Powys area.

The successful bids included: Dyfodol Powys Futures who help to build positive futures with vulnerable young men for whom other sources of support have failed; 'Stop it now! Wales' who support families affected by online harmful sexual behaviour, reducing the risk of future offending behaviour and keeping children safe; Womens Survivors Support Project, a peer support group for women who have survived domestic abuse; and Cardigan Youth Project – Area 43, who offer the area's young people the opportunity to have their voices heard, and to enable them to support their peers to do the same through music and media production.

You can find out more about the successful bids on my [website](#).

### Claire Short, National Manager for 'Stop it Now! Wales' said the following on receiving a grant of £10,000:

*"Stop It Now! Wales are delighted to have been awarded funding through the Dyfed Powys Police & Crime Commissioner's Community Fund. Our project will enable us to deliver a suite of interventions designed to tackle online child sexual exploitation".*

The organisation will deliver their services across the Dyfed-Powys area.





# Community Investment

During 2019/2020, I also invested in specific communities. The wards of Glanymor and Tyisha in Llanelli, Carmarthenshire, are classed amongst the most deprived wards according to the Welsh Indices of Multiple Deprivation and a significant amount of work is underway to address some of the challenges experienced in these communities. As part of this, I committed to invest £50,000 towards a variety of projects put forward by the communities themselves.

The projects have provided support and numerous opportunities for young people and the wider community.

## Outreach Drug Support Officers £17,500

This project enabled the recruitment of two outreach drug support officers on a sessional basis. Fear is one of many multiple barriers faced by individuals in the area. The following issues were identified; drinking alcohol in public places by both adults and young people, drug dealing and taking including used syringes and needles found, night noise and rowdiness, theft, and young people hanging around / congregating. These issues were seen to have a negative effect on the lives of many, affecting health and wellbeing. With the County Lines being predominant in the area, increasing the availability of drugs that are being circulated, the lives of vulnerable individuals being put at a high risk.

## Swansea City Football Club Community Trust - Seaside Kicks £5,001

As one of the Premier League's flagship community programmes, this project worked with the national,



Premier League programme; Kicks. Activities through Seaside Kicks have taken place across Glanymor and Tyisha, engaging young people in constructive activities including a wide variety of sports, coaching and educational and personal development sessions. The young people take part in various practical activities as well as informal sessions that address crime issues. Earlier this year, I was able to see for myself the positive influence the initiative was having on the young people and the wider community. As a sports enthusiast, and having played football at many levels in my youth, I am fully aware of the influence that sport and exercise have on the health and wellbeing of individuals and communities in general.



## Crimestoppers Llanelli 'Be Fearless' £13,150

Crimestoppers is a charity which supports people who wish to report a crime anonymously, and Fearless is their youth service. Aimed at 11-16 year olds, their Llanelli 'Be Fearless' project sought to help build upon, as well as localise, the Welsh project. The project aimed to prevent and reduce youth crime in Llanelli, and enable young people to feel confident and resilient if they encounter crime.

Linked to this work, it was my privilege to speak at the Crimestoppers' Fearless video launch event in Llanelli during 'Youth Work Week' 2019, alongside representatives from Fearless, policing and members of my Youth Panel. Their new video, 'Running The Lines' raises awareness of how County Lines drug gangs exploit young people to sell drugs. I emphasised the importance of working together to ensure that children and young people are safeguarded against this type of crime.

Community viewings of 'Running the Lines', and discussion sessions acted as a hub approach for all partner agencies present to give additional opportunities to Glanymor residents to ask any questions or raise any concerns that they had.

## Carmarthenshire County Council - Get into Gardening £4,000

The project created opportunities for young people to further their skills in landscaping and gardening in an informal setting, whilst removing the barriers of cost, childcare and transport. The individuals who have worked with the youth service on this project were identified as at risk of becoming NEET (not in education, employment or training) or were working with the youth justice team. On completion of the project, they achieved a qualification: Agored Community Gardening unit Level 1.

## Priority 2 Safeguarding the Vulnerable



### Child Protection

Over 50% of all people who go missing in the UK every year are under the age of 18. According to the Department for Education, approximately 25% of children who go missing are at risk of serious harm. Llamau are a service I commissioned to deliver de-briefing, support and mediation services for young people who have been reported as 'missing' and at risk of sexual exploitation or victimisation, and their families.

In work undertaken to evaluate service provision, it was found that 25% of all 2019/2020 referrals for de-brief by Llamau displayed signs of possible child sexual exploitation (CSE). Issues were also identified during debriefs where young people were at significant risk as both victims and perpetrators of crime. Llamau were able to provide the necessary support and mediation in these cases to try and break this cycle.

The impact of the service can also be seen in the reduction in incidents of missing young people being reported. Missing incidents for under 18s in the Dyfed-Powys area reduced by approximately 35% between 2015/16 and 2019/2020, equating to a reduction of over 650 individual missing episodes. During 2019/2020, 371 children and young people who were reported as missing hit the trigger criteria for a referral to Llamau for the de-briefing service.

A study by the University of Bedfordshire (Rowe, 2016) found that police were only able to provide limited support in cases of missing persons. Over half of participants in the study felt that the best course of action was for the police to put them in touch with specialist agencies, such as Llamau. When we consider that the Llamau service costs a maximum of £250 per debrief, compared with the estimated cost of a medium risk missing person investigation being between £1,300 and £2,400, it is a worthwhile investment that really makes a difference to vulnerable young people.

The original contract was due to end on 31 March 2020 and I have recently undertaken a competitive

### Examples demonstrating the success of Llamau's interventions:

- A 14-year-old girl at risk of CSE was reported missing 10 times to Dyfed-Powys Police over an 8-month period. Llamau conducted 2 debriefs with her, following which no further missing episodes were reported;
- A 17-year-old girl at risk of CSE and in foster care was reported missing 14 times to Dyfed-Powys Police over a 6-month period. Llamau conducted 3 debriefs with her, with only 1 missing report recorded after the last debrief; and
- A 17 year old girl who was in the care of the Local Authority as a protective measure, was identified as being at risk of CSE, was reported missing 9 times to Dyfed-Powys Police over an 8-month period. Llamau conducted a debrief with her and there has only been 1 missing report recorded since.

exercise to award a contract for a further period. Llamau were successful in securing the contract and will therefore continue providing this service until 2022, with the potential to extend until 2025.

### Youth Offending Teams

I continued to fund the work of Youth Offending Teams (YOTs) during 2019/2020, providing £180,000 of investment over the four local authority areas serviced by Dyfed-Powys Police. The YOTs provide a multi-agency approach to working with young people aged 8-17 at risk of offending, with the aim of improving their safety and wellbeing. This is achieved through interventions and activities which are replicated across the four Youth Offending Teams, as well as those which are individually designed based on local needs of each community.

Over the past 3 years, there have been over 900 referrals to the YOTs. In 2019/2020, there were 369 individual referrals; 65% were male and 82% were under the age of 16.

Over the past two years, the 4 areas have worked hard to improve data gathering and processes. The data is being used to analyse the effectiveness of the service. The latest data on numbers of First Time Entrants (FTEs) into the youth criminal justice system indicates that there has been a substantive decrease in FTEs in Wales



and the Dyfed-Powys area. This is a significant indicator in identifying and demonstrating the impact of prevention work undertaken by Youth Offending and Prevention Teams.

## Domestic Abuse

To improve support for victims of domestic abuse, I worked closely with the four local authorities to jointly commission a single contract for the provision of Independent Domestic Violence Advisory (IDVA) Services for high risk victims across the entire Dyfed-Powys area, along with funding additional support for victims at any level of risk. This has resulted in a holistic, seamless delivery of service for victims.

The service ensures that the IDVA provision is available within courts, and is working closely with health partners to ensure victims are offered support at what is often the vital first contact with frontline health services.

This is a particularly exciting area of development and I look forward to seeing where it leads the service.

The Association of Police and Crime Commissioners (APCCs) release regular publications on how Police and Crime Commissioners are making a difference. I am proud to say that the above work featured in one of these circulars: [PCCs Making a Difference - Putting Victims First.](#)



**Early outcomes from the service are extremely positive:**

**72%**

of clients saying that they feel better able to cope with aspects of everyday life upon exiting the service;

**77%**

feel better informed and empowered to act; and

**76%**

of clients report increased feelings of safety.

## Feedback from service users outlines the true value of the service:

*"I do not feel I would have coped if it wasn't for the support of the IDVA. She never judged me; she supported me and kept me updated throughout, taking me to the refuge at the worst time of my life. I want to thank my IDVA from the bottom of my heart for everything she has done for me, she has been an angel in my life."*

*"I cannot stress enough the value of this support, women in my position are at their most vulnerable, desperate and emotionally stressed, things can quite easily go wrong, there are lots of days when it seems easier to go back to the abuser rather than find the strength to stand alone, having someone who is sensible, sensitive and knowledgeable at this time has been invaluable to myself and my daughter. I cannot thank you enough for the service you offer."*

## Sexual Abuse

New Pathways continues to provide 24-hour access to crisis support for victims of sexual abuse, and on-going support in a safe environment that offers safeguarding and specialist clinical and forensic care.

The service received 776 referrals for 2019/2020, with 44% of these reports being for historic cases. In addition, there were also 468 referrals for counselling services, with 25% of these being for children and young people.

My work with the other three Welsh Forces and Health partners continues in order to deliver a revised model of sexual abuse services across Wales. As part of this my Office has been instrumental in reviewing existing demand to help inform what the new service should look like.

During 2019/2020 my Office also secured additional funding from the Ministry of Justice for a full time Independent Sexual Violence Adviser (ISVA) to provide outreach work across the rural landscape of the Dyfed-Powys area. This type of work is vital in reaching victims within a Force area that covers over half the landmass of Wales.



## Feedback from New Pathways service users outlines the true value of the service:

*"Support has been positive for me. Just to have someone to speak to and not judge me. Coping mechanisms learnt. Support could have been improved if I had access to pre-trial therapy."*  
(Female, age 26)

*"Could never have got through a 4-year investigation without the support of my ISVA."* (Male client, age Mid-50s)

## Embrace Child Victims of Crime

Embrace Child Victims of Crime is a charity that supports children across the UK every day who have become innocent victims of crime. The charity works with police officers in every force in the UK to offer practical and emotional support. In 2018 I became a Trustee of Embrace Child Victims of Crime to support their good work and encourage it to be utilised both locally in the Dyfed-Powys area and across Wales.

During 2019/2020, I continued in this important role and as part of my commitment, on 28 April 2019, I ran the London Marathon; which I am relieved and proud to say that I finished and in doing so raised over £1,000 in support of the charity.



## Restorative Justice

Wales Community Rehabilitation Company (CRC) continues to deliver victim-led restorative justice throughout the Dyfed-Powys area, with specially trained facilitators working to provide advice and guidance to victims of crime on how to deal with the aftermath of an offence.

During 2019/2020, 8 referrals were made to Wales CRC; 6 male and 2 female victims. For each case, there is a significant amount of time dedicated to preparing both the victim and offender for the process, and victims receive ongoing support before, during and after the conference to ensure their experience is as safe and positive as possible.

I am keen to ensure that victims are fully aware of the availability of restorative justice options. This will form part of the victims project work during 2020/2021 and I will also discuss it with other Welsh Police and Crime Commissioners to ensure consistency in the support offered to victims.

Cwmni Adsefydlu Cymunedol  
**Cymru  
Wales**  
Community Rehabilitation Company



## Victim Satisfaction

Dyfed-Powys Police carry out telephone interviews with victims to discover how satisfied they were with the service received. I am kept abreast of the results of these surveys, as they are vital in the Force's learning and service delivered.

During 2019/2020, 808 telephone interviews were carried out with victims of crime. The results of these surveys indicate that 85% of victims were satisfied with the 'whole experience', with 82% being satisfied with the treatment they received from the police.

I have been working with Welsh colleagues during 2019/2020 to achieve a more co-ordinated approach to obtaining victim feedback and to ensure we learn from each other and use this information to help improve future services. This work continues in to 2020/2021.

## Offender Diversionary Scheme

On 1 November 2019, a new multi-agency initiative was launched, aimed at diverting low level offenders away from the Criminal Justice System, and reducing reoffending in the force area. The Offender Diversionary Scheme, which I funded, was the first of its kind to go live in Wales.

Through the Scheme, eligible offenders get the support and guidance they need to keep out of the Criminal Justice System. Many of these will have significant underlying needs, such as substance misuse or financial debt and risk of losing tenancies. This Scheme provides them with a comprehensive assessment, and puts in place a programme of support with direct access into agencies such as Dyfed Drug and Alcohol Service and Kaleidoscope.

Pobl Care and Support, who were awarded the contract, work alongside a wide variety of organisations to implement referral pathways into both generic and specialist service interventions.

Since its launch, 372 referrals have been made to the Scheme, of which 82% have

engaged. As of April 2020, 46 offenders had successfully completed the 4-month contract period and exited the Scheme.

Three key outcomes are assessed by the offenders with regards to the impact the Scheme has had on their lives:

Enabled to make positive choices	92.5%
Empowered to make positive changes	84.5%
Improved safety	86.5%

I am proud of this Scheme, and was delighted when it featured within another APCC publication: [PCCs Making A Difference: Alcohol and Drugs In Focus](#).

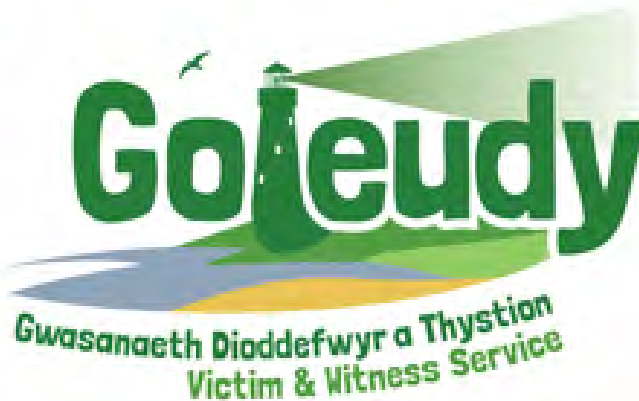


## Goleudy

Throughout 2019/2020, Goleudy continued to support victims and witnesses of crime, domestic abuse and antisocial behaviour across the Dyfed-Powys area, on my behalf: 13,705 victims of crime and anti-social behaviour received their support. Exit questionnaires revealed that almost 100% of the victims surveyed felt safer and more informed as a result of their contact with Goleudy. Victims also reported feeling more able to cope with the impact of the crime.

Almost half of the victims who chose not to take up the offer of support from Goleudy stated that they already had support networks in place, via their family, friends and community. A further 20% did not feel affected by the crime. It is vital that we also recognise and encourage these local networks of support, as they are important to the recovery process.

As part of my drive to continuously improve the services we offer to victims,



I commissioned an independent review of the Goleudy Victim and Witness Service in November 2019. This provided me with some vital findings and a number of recommendations to consider. I will use these, along with the deep dive scrutiny review that my office undertook into victim withdrawal, to further inform the development of victim services in 2020/2021.



## Priority 3 Protecting our Communities from Serious Threats



It is key for me to be able to equip our communities with the knowledge and information to enable them to assist in protecting their own communities from serious threats. I will often share key messages, campaigns and information within my [Newsletter – Community Link](#), and on social media.

### Policing in Rural Areas Conference

The many remote rural communities across the Dyfed-Powys area present challenges in narrowing down potential criminal pathways. At my 4<sup>th</sup> annual St David's Day Conference, I enlisted speakers who would be able to provide attendees with vital information on the challenges of policing in rural areas.

The event was an invaluable opportunity for attendees and speakers to share our knowledge and best practice on tackling rural crime and dealing with rural issues: Information to be taken away and shared across our local rural communities.

With inputs from the Force Serious and Organised Crime team and the Force Rural Crime team, the importance of partnership working was a key theme highlighted during the conference. In 2019/20, Aberystwyth University undertook a second rural crime study on my behalf. Feedback relayed during the conference stated that the farming and wider rural community were seeing inroads into the investigation of criminal events and widening trust in the police more generally,



which builds foundations for greater collaborative work in this area.

In order to provide information on services available to our rural communities, I also invited a number of organisations to attend the Conference. Goleudy, representatives from farming unions, and Emma Picton-Jones from the DPJ Foundation were in attendance. Emma also addressed attendees, relaying key messages around agriculture, isolation and suicide.

I am confident that Dyfed-Powys Police are making a big difference in fighting rural crime in this area, and that they will continue to do so. I have previously highlighted my continual commitment to supporting the Rural Crime Team and I was pleased to hear the Chief Constable, whilst addressing Conference attendees, promise to review rural policing resources.

One of the reasons I hosted this Conference was to assess what future activity needs to take place for us to further improve local services. I look forward to working with the Chief Constable to further improve services.





## Knife Angel

Often, artwork is utilised to portray key messages and deliver information across our communities. Throughout 2019/2020, the Knife Angel, created by The British Ironwork Centre in Shropshire, toured the UK in a bid to deliver key messages around serious violence and knife crime. You can find out more about the Knife Angel on the British Ironwork Centre's [website](#).

Standing at 8 metres tall, the sculpture recognises those whose lives have been blighted by knife crime and acts as a memorial for bereaved families. It raises awareness within the communities it visits by providing a focal point, to question the senseless deaths and loss of lives and also support the police and school education programmes. We did just that in Newtown. Working with the local police and County Councillor Joy Jones, a very successful month-



long programme of intensive youth engagement activity across the town was launched; sharing the anti-violence and anti-aggression messages.

The engagement activity centred



around working with school children, activities with community groups and the delivery of knife crime and anti-violence sessions through the Crimestoppers Fearless project.

## Fraud

In October 2018, the post of Fraud Safeguarding Officer was developed within Dyfed-Powys Police's Criminal Investigation Department; a post which I part-fund (50%). I continued this funding in to 2019/2020, and received regular updates of the important service provided.

The Fraud Safeguarding Officer co-ordinates both Operation Signature and the Banking Protocol. Operation Signature identifies and supports vulnerable victims of fraud and provides preventative and supportive measures to protect victims and safeguard them from further targeting.

The Banking Protocol is a national scheme between the Police and financial sector. It aims to identify bank customers who are in the process of being victimised, and to refer them in to Operation Signature. The number of Banking Protocol referrals since the scheme started in August 2017, together with the amount of money prevented from being lost, can be seen in the table on the right.

Between 1 February and 18 March 2020, Action Fraud received 105 reports from victims of coronavirus-related frauds with losses totalling close to £970,000. Action Fraud is the UK's national fraud and internet crime reporting centre. At the end of March 2020, as Action Fraud UK announced an increase of 400% Coronavirus-related frauds, I took the opportunity to warn residents within our communities to be vigilant and alert to cyber-crime, in particular phishing scams.

### An example of the work carried out under Operation Signature:

*"The victim, who was isolating at home and suffering from the symptoms of Covid-19, lost £20,000 through fraud. He fell foul to a 'push payment' cold call and, probably due to his illness and isolation, unwittingly allowed his entire life savings to be transferred out of his bank account. The victim was distraught at the loss of the money. Initially his bank refused to refund the losses however, through Operation Signature engagement the bank reconsidered their position and refunded the entire amount."*

### The number of Operation Signature referrals is as follows:

	2018/2019	2019/2020
<b>Total Referrals</b>	407	455
<b>Of which High Risk</b>	58	47
<b>Of which Medium Risk</b>	95	104
<b>Direct FSO engagement</b>	45	85
<b>Total money stolen</b>	£1,710,006	£2,367,347

### The number of Banking Protocol referrals is as follows:

	2017/ 2018	2018/ 2019	2019/ 2020
<b>Total Referrals</b>	22	53	80
<b>Total Money Prevented from Loss</b>	£274k	£464k	£2.7m

## COVID-19

The start of 2020 saw the arrival of COVID-19; a serious threat to our local communities. The first case of COVID-19 in Wales was confirmed on 28 February 2020, and on 23 March 2020, the UK Government announced restrictions aimed at reducing the spread of coronavirus (COVID-19).

From day 1 of this pandemic, I have linked closely with the Chief Constable, seeking reassurance from him - on the public's behalf -

as to the Force's arrangements in dealing with the COVID-19 pandemic.

Regular virtual meetings have taken place, so that together, we can ensure Dyfed-Powys Police is delivering a police service which meets the current needs of our communities. These activities continue in to 2020/2021, to ensure that this is the case.

Please see the Looking Ahead section of this Report for further detail on my response to the COVID-19 pandemic.



## Priority 4 Connecting with Communities

### Volunteers

I currently have 67 volunteers working with me to help monitor and ensure professionalism within Dyfed-Powys Police, as Independent Custody Visitors, Animal Welfare Visitors, Quality Assurance Panel members, and Youth Ambassadors. To read more about each of these roles, [please visit my website](#).

### Independent Custody Visitors

It is a statutory requirement for Police and Crime Commissioners to have an Independent Custody Visiting Scheme. My Independent Custody Visitors (ICVs) provide me with an independent assurance that detained persons are treated appropriately and fairly within Dyfed-Powys.

In November 2019 I had the opportunity to shadow ICVs on a visit to Newtown Custody Suite to witness the checks they make and the changes and improvements they instigate.

During 2019/2020, a total of 208 visits were conducted by my ICVs to custody suites across the Force area; during which time there were 305 detainees in custody. Of these, 146 detainees consented to be visited and 66 detainees were observed.



Issues raised were reported to the Dyfed-Powys Police's Custody Inspectors and passed on to the relevant individuals for action. Further details on issues raised and the progress being made against them can be seen in the ICV quarterly updates published on my website.

For further information on my ICV scheme, please read the Independent Custody Visiting Scheme Annual Report 2019/20.

### Independent Custody Observers Pilot

#### An important development for my Independent Custody Visiting Scheme

In September 2019 we became one of five Force areas, the only in Wales, to take part in the National 'Independent Custody Observers Pilot'.

The 6-month Pilot, run by the Independent Custody Visiting Association (ICVA), aims to further protect the welfare of those identified as vulnerable within police custody, including young people. During this first phase, my ICVs routinely reviewed the custody records of vulnerable detainees, giving them an opportunity to consider a detainee's entire journey through custody. They closely consider whether vulnerable individuals have been detained according to their needs and in line with Police and Criminal Evidence Act (PACE) Regulations, helping us to build a better understanding of any current and local issues.

The second phase of the Pilot - trialled in the Pembrokeshire area - launched on 24 January 2020, and has brought some changes to the ICV visits.

With consent from the detainees, ICVs are able to observe some of the custody procedures which they previously did not review, such as the booking in and release procedures. ICVs answer a range of questions on the custody records and their observations, such as whether individuals have been read their rights and entitlements and that an Appropriate Adult has been called if required. These additional checks open up more of the custody process to my ICVs, giving them a better insight into the totality of care extended to vulnerable detainees across Dyfed-Powys custody suites.



## Scheme Commendation

In May 2019 my Independent Custody Visiting Scheme was awarded the Gold standard in the Independent Custody Visiting Association (ICVA) Quality Assurance Awards, demonstrating that my Scheme provides an excellent standard of custody visiting and volunteer management. Congratulations to all involved.

Katie Kempen, Chief Executive at ICVA said:  
*"Independent Custody Visiting Schemes ensure that the public have oversight of a high pressure and often hidden area of policing. These awards demonstrate how local schemes use volunteer feedback to make change and ensure that police custody is safe and dignified for all. I congratulate schemes on their accomplishments."*



## Animal Welfare Visitors

During 2019/2020, my 7 Animal Welfare Visitors made 24 visits between them to Dyfed-Powys Police Dog Handlers, seeing 44 dogs. Encouragingly, no concerns were raised in relation to the welfare of the Police Dogs.

During November 2019 I hosted an Annual Training and Thank You Day where the volunteers received updates from the Dog Section on their work over the last year and a refresher training input from the Dogs Trust in relation to the 'Five Freedoms'.

In May 2019 I accompanied one of the volunteers on a visit; it was great to have the opportunity to observe the thorough checks that they undertake.



## Youth Ambassadors

In my last Annual Report, I stated that during 2019/2020, alongside the ongoing work of my Youth Forum, I would be listening to the views of as many young people as possible across the Dyfed-Powys area, so that their voice becomes an intrinsic part of my decision making process. I commissioned Hafan Cymru to work alongside my Youth Ambassadors to identify ways of maximising opportunities to engage with young people.

As part of this work, on my behalf, Hafan Cymru arranged a series of youth engagement activities across the four counties of the Dyfed-Powys area, building relationships with youth partners. I am delighted that Hywel Dda University Health Board also teamed up with us on the commissioned work, as we believe that many of the issues faced by young people span across both health and policing.

I had the opportunity to discuss some of the survey findings with key partners at a Youth Conference I hosted in March 2020, which I hope will be the catalyst to further meaningful work with our young people, helping to inform the delivery of both policing and health services.



## All-Wales Youth Policing Convention

In November 2019, I had the privilege of hosting the first All-Wales Youth Policing Convention, sponsored by AM Elin Jones, our Llywydd at the Senedd in Cardiff. This was the first time for all four Welsh forces to join together to put a Welsh stamp on the work of the cadets and to recognise the impact that they have on our communities.

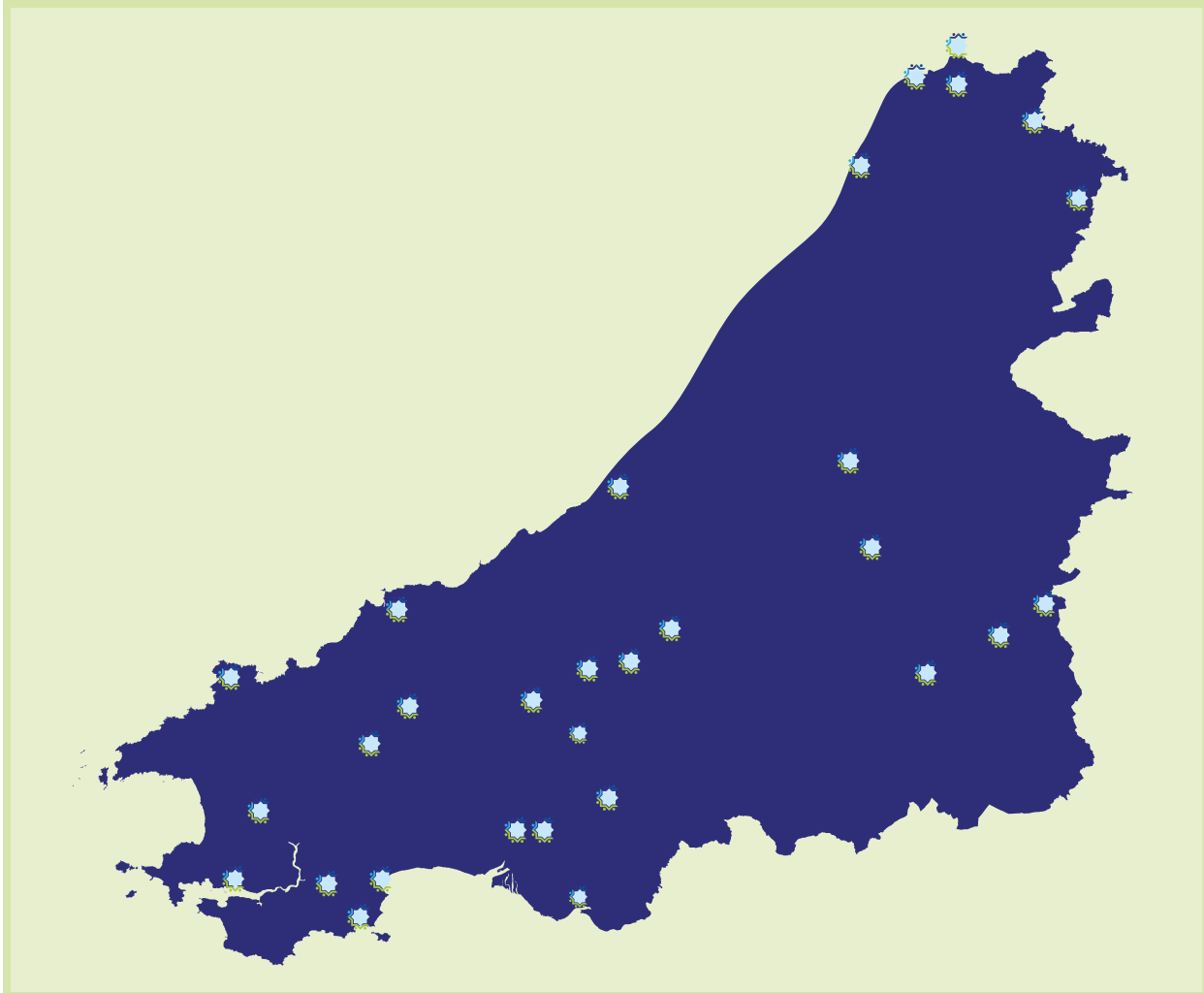
As per my Police and Crime Plan, I am keen to get young people more involved and have their say about policing and crime in their local communities. The Convention not only provided our young volunteers with the opportunity to share best practice with their peers, but it also enabled the four Welsh forces to learn from these young people on how the police service can best engage with future generations.



I will continue to support and promote the excellent work undertaken by young volunteers within our communities.

## Engagement

This map shows the location of my engagement activity.





April 2019		
Meeting with Llandrindod Wells Town Council	Llandrindod Wells	Powys
Ffair Adfywio / Regeneration Fair	Llandysul	Ceredigion
Engagement linked to CCTV installation in Newtown	Newtown	Powys
Engagement linked to CCTV installation in Welshpool	Welshpool	Powys
Engagement linked to CCTV installation in Llandrindod Wells	Llandrindod Wells	Powys
Talk to Crwbin Luncheon	Llangyndeyrn	Carmarthenshire
#OperationDarwen Engagement Day	Llandovery	Powys
Meeting with Aberystwyth Town Council	Aberystwyth	Ceredigion
Anthony Evans Safeguarding Event	Aberystwyth	Ceredigion
Rural Crime Prevention Event	Whitland	Pembrokeshire
Meeting with St David's City Council	St Davids	Pembrokeshire
May 2019		
Clwb Cinio Merched	Aberystwyth	Ceredigion
Engagement around 'Pink for Cancer Research'	Llandrindod Wells	Powys
Rural Crime Evening Event in Llwynneclyn	Aberaeron	Ceredigion
Engagement at the Hay Festival	Hay	Powys
June 2019		
Community Engagement Day Welshpool	Newtown	Powys
Swper a Chan - Llangunnor	Abergwili	Carmarthenshire
A talk to the Rotary Club - Spring Group	Aberystwyth	Ceredigion
A talk to the National Health Retirement Fellowship	Aberystwyth	Ceredigion
July 2019		
Brecon Police Station Open Day	Brecon	Powys
Fellows Banquet	Carmarthen	Carmarthenshire
Royal Welsh Show	Builth Wells	Powys
Career Familiarisation Session – Engagement with students	Police Headquarters	Carmarthenshire
Community Engagement Day Llanelli	Llanelli	Carmarthenshire
August 2019		
Newtown Police Station Open Day	Newtown	Powys
Pembrokeshire County Show	Haverfordwest	Pembrokeshire
Tregaron Show	Tregaron	Ceredigion
Llwynhendy Family Fun Day	Llanelli	Carmarthenshire
Tyisha Family Activity Day	Llanelli	Carmarthenshire
September 2019		
Crymych Community Engagement Day	Crymych	Pembrokeshire
Meeting with Llanelli Town Councillors	Llanelli	Carmarthenshire
Engagement through Project Edward at Llyswen Primary School	Brecon	Powys
Meeting with Carmarthenshire Water Safety Partnership	Carmarthen	Carmarthenshire
A talk at Cylch Cinio Teifi	Gwbert	Ceredigion
October 2019		
Engagement at the Cawdor Hotel, Llandeilo	Llandeilo	Carmarthenshire
Host CCTV Event at Police Headquarters	Carmarthen	Carmarthenshire
Host 2nd CCTV Event at Police Headquarters	Carmarthen	Carmarthenshire
Meeting with Llanelli Rural Council	Llanelli	Carmarthenshire
Talk to Merched y Wawr Tumble	Tumble	Carmarthenshire



November 2019		
Community Engagement Day Llandrindod Wells	Llandrindod Wells	Powys
Community Engagement Day Welshpool / Newtown	Newtown	Powys
Engagement with Arad Goch	Aberystwyth	Ceredigion
Unveiling of the Memorial Stone with Llangunnor Community Council	Carmarthen	Carmarthenshire
Candlelit Walk - White Ribbon Event	Carmarthen	Carmarthenshire
A talk to Cymdeithas Capel Mair	Cardigan	Ceredigion
Engagement at the Winter Fair, Royal Welsh Showground	Builth Wells	Powys
December 2019		
White Ribbon Football Event	Carmarthen	Carmarthenshire
January 2020		
Knife Angel Opening Ceremony	Newtown	Powys
Knife Angel Engagement Day	Newtown	Powys
February 2020		
Talk to Penrhiwllan Womens Group	Penrhiwllan	Ceredigion
Talk to One Voice Wales	Aberaeron	Ceredigion
Talk to Merched y Wawr, Llangyndeyrn	Llangyndeyrn	Carmarthenshire
Community Engagement Day Neyland	Neyland	Pembrokeshire
Host 3rd CCTV Event at Police Headquarters	Carmarthen	Carmarthenshire
Visit to The Youth Hut in Kidwelly	Kidwelly	Carmarthenshire
Visit to the Seaside Kicks Project	Llanelli	Carmarthenshire
Visit to Shadows Depression Support Group in Ammanford	Ammanford	Carmarthenshire
Talk to Merched y Wawr Aberaeron	Aberaeron	Ceredigion
Engagement linked to CCTV installation in Ystradgynlais	Ystradgynlais	Powys
The Great Young People of Carmarthen Event	Llanelli	Carmarthenshire
March 2020		
Engagement at St David's Day Celebrations in Carmarthen	Carmarthen	Carmarthenshire
Hosts Youth Conference	Llanelli	Carmarthenshire
Hosts Rural Crime Conference	Carmarthen	Carmarthenshire
Talk to Chwirlith Siolam	Carmarthen	Carmarthenshire
Talk to Merched y Wawr Bro Ddewi	Festri Seion	Pembrokeshire
WSSP's International Women's Day Event	Carmarthen	Carmarthenshire

During 2019/2020, my engagement team and I travelled throughout the Force area to meet and engage with local communities through various activities.

I am always honoured to be asked to speak at community / public events such as luncheon clubs, the WI, or open public meetings. It is important that the public are aware of my role as Police and Crime Commissioner, and that they share that knowledge within their own communities. It is also interesting to find out from these groups what they think of their local policing service; whether there are any local issues and what kind of relationship they have with local police officers. In my Police and Crime Plan, I stated that I would encourage face-to-face interaction between the police and the public. I want to see local officers using opportunities within the community to interact and engage.

It was important that I continued my engagement linked to the CCTV project during 2019/2020, whilst the project reached its final stages. My team and I visited the towns where CCTV cameras either had recently been, or were in the process of being installed. We were able to visit local businesses and speak to local residents, informing them of the locations of the CCTV cameras, explaining why the cameras were being installed, and importantly how their communities could benefit from the cameras.

During my Community Engagement Days, I spend time in a specific area, discovering first hand, the needs of that community in terms of policing. This assists me in my scrutiny of whether the Chief Constable and his officers are delivering an efficient and effective police service for the communities across the force area. If queries are raised, or dissatisfaction shared, I follow these matters up with the Chief Constable or local senior officers. I also pass on any compliments regarding local policing, to ensure that best practice is shared and officers receive the recognition they deserve.

These days are also a great opportunity to find out about the invaluable work undertaken by local organisations and charities; some of whom had received funding through my Commissioner's Community Fund. It is encouraging to be able to see first-hand the difference my funding really makes in local communities.

## Community Engagement Day Case Study – Powys, November 2019

Here are some of the engagement activity highlights from my time in Powys:

### Day 1

- Meeting with Linda Pepper from Dyfodol Powys Futures, in Llandrindod Wells – to find out how their 'Reaching Out / Estyn Allan' programme – funded through my Community Fund 2019 – was progressing;
- Meeting with Nia Lloyd, Director of YFC Wales, in Builth Wells – the YFC also received funding from my Community Fund 2019 for their 'What's the Crac' project – again to discuss progress; and
- Attending a public meeting in Llanwrtyd Wells; accompanied by the local Neighbourhood Policing Team's officers. Local issues were discussed, and a vital link was made between the public and local officers as a result of this meeting.

### Day 2

- An unannounced visit to Newtown Custody Suite shadowing two of my Independent Custody Visitors, and a catch up with officers at Newtown Police Station to discuss local matters;
- Visiting Newtown Port Talbot College, where I dropped into a session presented by the Powys Roads Policing Unit to A Level Public Service students, and met with students from the Gateway to Further Education course to see some of the work they did for Hate Crime Awareness Week. This was also an opportunity for me to explain my role and responsibilities to the groups;





- Meeting with Sara Clutton, Hafren Theatre Manager, and lead for the Hafren Creative Youth Intervention Project which received funding from my Community Fund, to check in on how the project was progressing;
- Meeting with local Councillor Joy Jones to discuss local issues around crime and policing, and bringing the Knife Angel to Newtown. Following this meeting, I was able to highlight some of Joy's concerns with the relevant policing personnel;
- Visiting the Trehafren Estate to meet with

Gwen Evans, Youth Officer for Newtown and Welshpool and Melanie Pettit, Hafren Community Engagement Officer, to discuss plans for The Creative Youth Intervention Project being funded through my Community Fund; and

- Visiting Newtown Youth Club where I sought the opinion of youth club members on the local police service. An interesting discussion, and the views expressed were considered by Hafan Cymru in their engagement work linked to my Youth Forum.



## Consultations

It is important that all members of our communities are provided with an opportunity to share their views with me as their Commissioner, through a variety of means. I carried out a number of consultations during 2019/2020 to gather residents' opinions on a number of important matters:

- Setting my 2020/2021 Police Precept (see Case Study 1);
- Public contact with the Police (see Scrutiny section of this Report);
- Local policing services (see Case Study 2);
- Young people's views on policing (see information on Youth Ambassadors);
- Rural crime (in partnership with Aberystwyth University), and
- Setting the equality objectives within the first Joint Strategic Equality Plan.



### Consultation Case Study 1: Police Precept

**Aim:** To find out how much more residents of the Dyfed-Powys area would be willing to pay per month towards their local policing services.

**Methodology:** To ensure as many residents as possible were given the opportunity to share their views, the survey was promoted in a variety of ways...

- An article in my Newsletter sent to all 333 individuals who had at the time subscribed to the circular;
- A press release to all media contacts across the Force area, which was also uploaded to my website and highlighted in social media posts;
- Regular social media posts, shared by partners;
- Letters to all AMs/MPs, Town and Community Councillors and County Councillors;

- Survey link sent to all commissioned services providers and my volunteers; and
- For the first time, we linked in with Corporate Communications for a 'call to action' to be sent out to all subscribers to the Force's Community Messaging System.

**Response:** 697 residents of the Dyfed-Powys area shared their views with me.

#### Results:

£1 more	40% (244 respondents)
£1.50 more	17% (106 respondents)
<b>£2 more</b>	<b>43% (267 respondents)</b>

**Feedback:** The above results and comments/suggestions put forward were taken into account when making my proposal in setting the Police Precept level. This proposal was considered by the Police and Crime Panel and unanimously supported. I shared this news with the public, initially in a press release, and then through my Police Precept Notice delivered to all households within the Council Tax Notice.



## Consultation Case Study 2: OpCynefin Newtown East

This work had previously been undertaken by Dyfed-Powys Police across specific locations within Carmarthenshire, Ceredigion and Pembrokeshire. I believed that Powys residents also had to be given the opportunity to have their say.

**Aim:** To find out...

- How residents of the Newtown East area viewed Dyfed-Powys Police;
- What the quality of the relationship was between local residents and the local police;
- What issues local residents had;
- How they wanted to engage with both myself and the police;
- Whether they were aware of various aspects of policing, such as how to contact the police and the identity of their local officers – the things Dyfed-Powys Police wanted them to know; and
- What ideas they had to help improve the local police service.

**Methodology:** Surveys were distributed to all residential properties in the Newtown East area; 952 in total – thank you to the local Police and Community Support Officers who assisted my team in this process.

**Response:** 192 completed surveys were returned to the OPCC by the deadline; giving a response rate of 20%.

**Results:** Survey results were analysed by my team, and having identified the main issues and concerns arising I held a meeting with representatives from partner organisations to discuss action to be taken.

**Feedback:** Partners took actions based on survey findings, and this was fed back to the public during January 2020 when I returned to Newtown with the Knife Angel.



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HEDDLU A THROEDDU  
DYFED-POWYS  
POLICE AND CRIME  
COMMISSIONER

IN YOUR AREA: Newtown East

## YOU SAID, WE LISTENED

In July 2019, we sent a survey to 900+ households in the Newtown East area to get your views on local matters. 20% of you responded, diolch. Your results were shared with partners; Powys County Council, Dyfed-Powys Police and Go Safe. Here's a snapshot of what you told us, and what we have done/will do...

**"Rubbish and litter lying around is a very / fairly big problem"**  
(51% of respondents)

**"Your local Neighbourhood Policing Sergeant is linking in with Council colleagues on this matter, and your local Police Cadets are carrying out litter picks in the area."**

**"Speeding is a very / fairly big problem."**  
(37% of respondents)

**"Our partners Go Safe have analysed the locations identified by respondents. They will assess the situation and target speed checks and enforcement accordingly."**

**"We are worried about speeding outside Treowen School."**

**"Go Safe are carrying out speed enforcement outside the School and working with the School to educate pupils on road safety".**

**"Parking is a very / fairly big problem."**  
(37% of respondents)

**A number of you identified parking as a very or fairly big problem, although through the survey, you were unable to provide specific details relating to specific parking issues.**

Our partners at Powys County Council have advised us that you are able to report a specific parking problem directly to them at: <https://en.powys.gov.uk/article/4659/Report-a-parking-concern>. Please remember that any occurrences of obstruction (including pavement parking) or parking in a dangerous place needs to be reported to Dyfed-Powys Police, not the Council.





# My Office

My Office is based at Dyfed-Powys Police Headquarters in Carmarthen. I also have a small number of staff who work across the Dyfed-Powys Police force area.

My team is made up of dedicated and professional individuals whose roles and responsibilities vary widely: From finance and budgeting to co-ordinating volunteer schemes; from compliance with statutory duties to commissioning services for the public; and from engaging with the public to managing the police estates. Please click [here](#) to view my office structure

In addition to my core team, I also provide opportunities for local people to receive work

experience. Apprentices and student interns add value, help us develop 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. 3 individuals embarked on student placements with us during the summer of 2019, all of whom were undertaking university studies. Cerys Morgan, Cerys Rees and Steffan Chambers became a part of our team and assisted us greatly in our work over the summer. They attended summer shows and events alongside my engagement team and assisted in gathering views from the public to inform our scrutiny programme.



## Transparency

In March 2020, for the second year running, my Office was awarded the Transparency Quality Mark: A sign of high quality standards in relation to transparency of governance structures and information publishing.

CoPaCC, the police governance experts, review Police and Crime Commissioners' ability to meet their statutory transparency responsibilities. During November and December 2019, Commissioners' Offices were assessed by a "mystery shopper" who reviewed our websites to determine how we fulfil our statutory duties for transparency as outlined in the Elected Local Policing Bodies (Specified Information) Order 2011.

As one of 28 OPCCs to be presented with the award, my Office has proven that we provide timely, consistent and clear information; demonstrating our commitment to transparency. As part of this, we publish a variety of information, including our responses to requests for information under the Freedom of Information (FOI) Act on the disclosure log on my website.

We are pleased to embrace the spirit of the Standards and the opportunities they offer for the people of Dyfed-Powys to utilise their language of choice when they engage with us. All public facing staff in the office are Welsh speakers in order for the public to feel confident that they have the option to engage with us in their preferred language. Currently 41% of the team are confident speaking through the medium of Welsh

In November 2019, 5 of my team participated in training where they were able to build upon their existing written welsh skills and increase their confidence in preparing e-mails, posting on to social media, and writing letters and reports. The course was well received by the participants and my Office constantly strives to ensure that these opportunities are available for all staff.

We are supportive of the Standards and the opportunities they present in Wales, and are committed to ensuring that language inclusivity is part of day-to-day business within the team.

## Welsh Language Standards

My Office continues to work closely with Dyfed-Powys Police in order to ensure adherence to the Welsh Language Measure of 2011. A representative from my Office attends the Force's quarterly "Yr Iaith Ar Waith" meetings in order to understand the Force's compliance levels and to work together towards our commitment of the provision of a bilingual service.

All of my vacancies state that the ability to speak Welsh is desirable as a minimum, with all new staff members receiving an awareness session on the Welsh Language Standards and how they need to be implemented, as part of their induction.





# Governance and Scrutiny

It is very important that I have an effective working relationship with the Chief Officer Group; one of support and co-operation but also, importantly, one where scrutiny and accountability play a vital role.

Governance arrangements are designed to ensure appropriate accountability and to assist effective leadership. The Police Reform and Social Responsibility Act 2011 created two “corporations sole” within each police force: The Commissioner and the Chief Constable. We each have separate roles set out in statute. Whilst I set a budget each year, including the Council Tax precept, this is done in consultation with the Chief Constable who is responsible for the control, direction and delivery of operational policing.

Through Policing Board, which is held every 3 weeks, and Policing Accountability Board, which is held quarterly, I hold the Chief Constable to account for Force performance. Finance and policy specialists from both my Office and the Force attend Policing Board, and a forward working programme ensures that meetings are effective and focused. A themed approach is adopted, and each meeting focuses on a particular area of business which is identified and prioritised based on operational demand, community impact and risk. Minutes of the Policing Board can be found on my website.

Policing Accountability Board (PAB), a public meeting, is a forum which allows the public to witness how I hold the Chief Constable to account. At PAB, consideration is given to the themes addressed during the Policing Board meetings held during the course of the preceding 3 months, as well as considering the Force’s performance data.

During 2019/2020, I continued my commitment to ensuring that people from across the Force area had access to me and my Office by holding PAB in each of the four counties.

The May 2019 PAB in Llandrindod Wells stands out for me as it was where the Chief Constable and I hosted our first Facebook Live engagement session for those who were unable to attend the meeting. In order to improve accessibility for



**Police and Crime Commissioner**  
Dafydd Llywelyn

Join us for a Q&A  
LIVE from Ceredigion  
*A chance to ask the questions that matter to you*

**Tuesday 6 August**  
**1:00pm**  
facebook.com/DPOPCC

**Chief Constable**  
Mark Collins











the public, we answered their questions live on Facebook. This approach is now a regular feature of our engagement with the public.

I also take decisions that relate to my areas of statutory responsibility. Significant decisions taken can be found on my website.

## Scrutiny Activity by my Office

My Office continues to develop and utilise a scrutiny framework, where a network of volunteers, partners, my staff, and the public work together to carry out proportionate, timely and topical scrutiny work.

### Scrutiny Framework Facts

Throughout 2019/20, using the scrutiny framework, my team has facilitated **15 reviews** using **5 different methods** covering **9 different topics**.

My team has identified **78 observations**, of which **75 were accepted**, **20 were repeat observations**, and **17 have been actioned** to date.

This framework is designed to offer a broad range of methods, from quick “snapshot” reviews through to detailed thematic reviews; a ‘Deep Dive’. This kind of review utilises a variety of analysis, consultation and research methods, as my staff work together to scrutinise a specific policing theme. They consider current best practice within and outside of policing, the current performance of Dyfed-Powys Police, public and workforce opinion, as well as national developments. This provides me with the evidence required to make informed decisions on the service Dyfed-Powys Police delivers to you.

Following my first scrutiny ‘Deep Dive’ review, which was published in September 2018, my Office has continued to focus on issues that matter to the public. During 2019/2020, my Office has undertaken a further three detailed reviews: Dyfed-Powys Police’s approach to tackling illegal drugs (April 2019), Public’s Initial Contact with Dyfed-Powys Police (October 2019) and Victim Withdrawal (December 2019). You can read more about these reviews on my website; what we did and why, our findings and recommendations, and critically, what has changed as a result of these reviews.

## Deep Dive Reviews – Headline Recommendations

### Tackling Illegal Drugs

#### Top 3 (of 9) recommendations:

1. Engage with partners at an early planning phase of drug disruption operations.
2. Develop a consistent working protocol between Dyfed-Powys Police and substance misuse providers.
3. Implement the Pathfinder scheme across the whole of the Dyfed-Powys force area.

### Initial Public Contact

#### Top 3 (of 14) recommendations:

1. There is a need for a clear Contact Management Strategy which explains how DPP will embrace change in digital contact in the future, and that it is suitable for the communities of Dyfed-Powys.
2. That Dyfed-Powys Police works with partner organisations to further develop the #maketherightcall campaign to give further clarity to the public on how/why they should contact the police.
3. A full Accessibility Audit needs to be undertaken on stations across the force area.

### Victim Withdrawal

#### Top 3 (of 10) recommendations:

1. Consider centralised resource to apply and quality assure crime outcomes.
2. Provide clarity on the data produced, including how it can be used and shared.
3. Ensure the support pathway for victims is clear, with consent gained at first point of contact.

Dyfed-Powys Police are asked to provide details of progress made against all recommendations which in turn is reported to the Police and Crime Panel.



## Scrutiny Work Case Study

Following mounting evidence from HMICFRS inspections and internal reviews, the Chief Constable made domestic abuse his number one priority for service improvement through the past year. In the spirit of my “supportive scrutiny” approach, my office used the full range of scrutiny methods to focus on various aspects of how domestic incidents are managed by DPP.

My Out of Court Disposal Scrutiny Panel, consisting of representatives from across the Criminal Justice System, reviewed 13 domestic abuse cases which had been dealt with outside of court proceedings. They found 6 had been dealt with appropriately and they had some reservations about 3 of the cases. Four cases were deemed to have been finalised inappropriately, either due to the suspects’ previous convictions suggesting an out of court disposal was insufficient to change their behaviour, or because the disposal issued was inconsistent with policy.

My Quality Assurance Panel, consisting of up to 15 volunteer residents from across the Dyfed-Powys area reviewed three 999 and one 101 calls for help with domestic incidents. They concluded that generally call handlers were empathetic and provided reassurance and safeguarding advice to callers, but did identify that improvements were required to signpost victims to support services, as well as give callers timescales of when to expect further contact from officers (when given a lower priority “scheduled” response).

Later in the year, the Quality Assurance Panel looked at domestic cases from a different angle, considering how victims had been supported and communicated with throughout their case. On the whole, Panel Members considered that victims had been well supported and reasonable steps had been taken to investigate each of the crimes reviewed. There was good evidence in every case of supervisors regularly reviewing and endorsing officers’ decision making. Support services had been offered to 10 out of the 14 victims. The Panel considered that both contact agreements and support services should be offered in every case.

Finally, the information from these three exercises was combined with focus groups with 28 survivors of domestic abuse, interviews with support service representatives, information from the Force’s user satisfaction surveys and shadowing of the Force’s new Vulnerability Desk to generate insights into the police’s initial response to domestic abuse within the Dyfed-Powys area.

Dyfed-Powys Police introduced the Vulnerability Desk into the Force Communication Centre on 1 April 2019. Its primary aims were to improve crime recording; completion of Domestic Abuse, Stalking and Harassment (DASH) risk assessments and ensure officers were equipped with more detailed information when attending domestic-related incidents.

Through all of the above, I found that:

- 1) the introduction of the Vulnerability Desk has delivered much needed demonstrable operational benefits;
- 2) this change in process has not had a directly noticeable impact on victims’ experiences; and
- 3) the victim experience appears to continue to greatly depend on the proactivity and sensitivity of the officers responding to the calls for help.

I concluded that further work was necessary to ensure all victims of domestic abuse receive a consistently good service, in accordance with the Victims’ Code, and critically, their individual needs and wishes.

The outcomes of these reviews provide me with further evidence to feed into the victims project work that will be pivotal during 2020/21. I am pleased to already see marked improvements in how crimes are being recorded and how victims are being supported. I have been encouraged by the Force’s response to my office undertaking this work and thank all those who contributed honestly and thoroughly to the reviews. I look forward to following up on their progress in the coming year. My Office will be continuing to promote a variety of ways in which victims can share their experience and provide feedback regarding how services could be improved. I would encourage anyone who has experienced our services to use these opportunities to help us shape future provision.

## Scrutiny Panels

In the Scrutiny Case Study, I refer to both the Out of Court Disposal Panel and my Quality Assurance Panel. Each of these Panels are instrumental in the regular programme of scrutiny activity undertaken by my Office.

My Quality Assurance Panel is made up of 15 dedicated volunteers; residents of the Force area, who meet every other month to review police-public interactions, including; stop and search cases, incidents where force has been used, hate crimes, call handling (101 and 999), and complaints handling. They provide a unique insight from a lay person's perspective and their work has helped to support improvements within the Force. All of the Panel's reports are available to view on my website.

My Office co-ordinates the Out of Court Disposal Panel which brings together representatives from across the criminal justice sector, including; Courts, Probation, Youth Offending Teams, and the Crown Prosecution Service. Panel members independently assess, scrutinise and quality control the use of out of court disposals (such as cautions, community resolutions and youth restorative disposals), by Dyfed-Powys Police. They can make recommendations, feedback on individual cases to officers, communicate findings, promote best practice and identify potential policy development or training needs for consideration by the Force or other agencies involved.

## Complaints

A further way in which I scrutinise the work of the Chief Constable, is through dealing with the public's formal complaints against the individual holding that post. It is one of my key statutory responsibilities.

During 2019/20, my Office received a total of 13 complaints against the Chief Constable. Once a complaint is received, I have to decide whether to record the complaint (in line with legislative requirements) and if so, how to address it.

Of the 13 complaints, 5 were formally recorded and 8 resulted in a non-recording decision.

All 5 complaints that were formally recorded resulted in a 'local resolution' outcome. The Independent Office for Police Conduct (IOPC) is the appellant body in respect of all Chief Constable complaints received by my office.

## Complaints Numbers

Number of formal Chief Constable complaints:	13
Number of Chief Constable complaints recorded:	5
Number of appeals against my decision (to the IOPC):	2
Number of appeals upheld in favour of my decision:	2
Total community concerns received:	195
% Closed cases resolved within 30 working days:	98.41 %

During the past financial year, the IOPC received a total of 2 appeals, with the IOPC upholding my decisions in both cases.

Within my Police and Crime Plan I committed to delivering a professional response to complaints (and compliments) that is widely accessible, transparent and provides swift and proportionate responses. Alongside considering complaints against the Chief Constable, I also consider dissatisfaction raised by members of the public concerning various issues that they have encountered within our Force area; these are referred to as Community Concerns. Community concerns are recorded into three main categories: 'Personal Concerns' such as anti-social behaviour, traffic concerns or domestic abuse; 'Organisational Concerns' such as CCTV, financial/budgets or arrest dissatisfaction; and 'Other Concerns' such as local/national concerns or non-policing related concerns.

Each quarter, the data is considered for any peaks in complaints or a consistently high volume of complaints in a particular area of policing, and consideration is then given to any further work that may need to be undertaken to address repetitive concerns. This can include dip sampling with referral to the Quality Assurance Panel for independent analysis or top-level data comparison with other similar forces etc.

## Complaints Reform

In 2019 I informed you of the major reforms to come within the police complaints system in England and Wales. These changes to the system mean that as your Police and Crime Commissioner, I will now have a greater role to play in increasing independence, improving complaints handling, and holding the Chief Constable to account in the complaints arena.

On 10 January 2020, the Home Office introduced legislation in relation to how complaints made against the police are



handled, and to improve the discipline system for officers. The changes, which came into effect on 1 February 2020, ensure that complaints can be dealt with quickly, effectively and proportionately, not just for the benefit of the public, but also for the police.

From 1 February 2020, if your complaint has been recorded under Schedule 3 of the Police Reform Act 2002 and you are unhappy with the outcome of your complaint, then you can submit an application for a review to the Police and Crime Commissioner for Dyfed-Powys. The review will consider whether the outcome of your complaint is reasonable and proportionate.

Importantly, the reforms aim to make the discipline system more proportionate and encourage a much greater emphasis on learning from mistakes.

The Home Office has worked closely with the National Police Chiefs' Council (NPCC), the Independent Office for Police Conduct (IOPC), the Association of Police and Crime Commissioners (APCC), staff associations and others to develop a comprehensive package of improvements. These include:

- An enhanced role for Police and Crime Commissioners to strengthen independence;
- Further measures to increase the IOPC's effectiveness and independence in investigating all serious and sensitive matters involving the police;
- Focusing the formal discipline system on breaches of professional standards that would result in formal disciplinary action, enabling line managers to focus on improving individual learning and behaviours in response to lower level conduct matters – based on a new Reflective Practice Review Process;
- New provisions to improve the efficiency and transparency of misconduct investigations; and
- Increasing the transparency of appeals against misconduct findings, by replacing the current retired police officer as a member of the panel with an independent layperson and introducing new provisions to improve the timeliness and efficiency of proceedings.

Staff within my Office have continued to undertake training and attend input sessions to support the implementation of these reforms.

## Dip Sampling – 'Timeliness & Communication with the Complainant'

Dip sampling was undertaken by my Office in November 2019 regarding 'Timeliness & Communication with the Complainant'. The key points identified during the dip sampling are outlined below:

A total of eight (8) cases were reviewed – all were recorded within 10 working days. This is an area previously identified as requiring improvement and the Professional Standards Department (PSD) has put a number of measures in place to improve performance, as reflected in Independent Office for Police Conduct (IOPC) statistics.

In one (1) case, it was identified that it had taken in excess of fifty (50) days to meet with the complainant. Having raised this concern with PSD, it was noted that contact had been made prior to the first recorded meeting between PSD and the complainant. The issue in this particular case appears to be an incomplete record of contact. This has identified a potential area of vulnerability, whereby PSD update complaints appropriately, but do not evidence it. PSD will review the process for documenting contact to ensure it is suitably robust.

## Out of Court Disposals Panel Review

Panel members reviewed a number of youth Out of Court Disposals issued for possession of knife offences.

They concluded there were inconsistencies in the application of policies between the Youth Bureaus within Dyfed and Powys.

I raised this matter with the Chief Constable and am pleased that prompt action was taken,

through the agreement of a revised policy by the regional Criminal Justice Board.

This also had national sign-off and ensures that young people are not unnecessarily criminalised. Individual circumstances and needs are placed at the centre of decision making to ensure young people are supported to change offending behaviour before it escalates.

# Working Together

## Welsh Government

As Police and Crime Commissioner for the largest geographical police area in Wales, it is vital that I work closely with Welsh Government. Throughout the COVID-19 pandemic, I have met with the Deputy First Minister and Chief Whip on a weekly basis and received regular updates from the Head of the Police Liaison Unit at Welsh Government, to discuss the collaborative response across Wales and the work of the Welsh Government in responding to the crisis.

I also sit on the Policing Partnership Board for Wales, where specific matters are considered by all Welsh Police and Crime Commissioners and Chief Constables, alongside senior Welsh Government officials. For example, in September 2019, the Board focussed on 'young people'; how the police service and partners respond and deal with young people who are involved with local policing services.

In addition to the above Welsh Government forums, the Cross-party Group considers questions of how policing operates within the devolved and non-devolved aspects of public services in Wales, as well as issues facing the service in Wales and how best to engage with the National Assembly on policing challenges. During 2019/2020, I provided updates on work in the Dyfed-Powys area, and highlighted issues such as the importance of partnership working between the police service and other agencies around county lines, early intervention and youth work.

The Police Liaison Unit provides a strategic link between all Welsh Police and Crime Commissioners, Welsh Police Forces and Welsh Government; promoting partnership working between policing and other public, private and third sector agencies across Wales, and facilitating the development of legislation and policies which impact policing in Wales. As Chair of the All Wales Policing Group, it is vital

that I have a strong working relationship with the Unit, and during 2019/2020, the Head of the PLU, Paul Morris and I commenced our fortnightly catch up meetings. Paul has also delivered an input to my team on how my Office and the PLU can work closer together.

## Policing in Wales

I have had the honour of chairing this group (previously the All Wales Policing Group) since May 2019, and I will continue as Chair until July 2020 when Alun Michael, South Wales Police and Crime Commissioner takes on the position.

Policing in Wales is a quarterly meeting between the four Police and Crime Commissioners and the four Chief Constables in Wales. Between July 2019 and March 2020, we have met on four occasions; providing an opportunity to review Collaboration work in Wales, financial commitments and projects, engagement with other organisations including Welsh Government and the Health Service, and other relevant matters.



## Her Majesty's Inspectorate of Constabulary, Fire and Rescue Services (HMICFRS)

During 2018/19 Dyfed-Powys Police were one of the first Force areas to undergo an inspection under the new Integrated PEEL (Police Efficiency, Effectiveness and Legitimacy) assessment regime.

In the summer of 2019 I expressed some



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Welsh Government

concerns about the methodology adopted and how the Inspectorate's overall judgements were reached. I was, and continue to be, confident that Dyfed-Powys Police have made significant progress in addressing some of the shortcomings previously identified. There is also no evidence to suggest that the public served by Dyfed-Powys Police think that the Force treat them unfairly or unreasonably. My scrutiny activity continues to find examples where officers go above and beyond to ensure all members of society receive proportionate and dignified treatment when they come into contact with the police.

The Chief Constable's substantial focus on improving the response to Domestic Abuse during the 2019/20 year, including the swift introduction of a "Vulnerability Desk" in the Force Communication Centre and the rollout of the "DA Matters" training to all frontline officers and staff, has had a notable impact. The Force has reported significant improvements in Domestic Abuse, Stalking and Harassment (DASH) risk assessment compliance since the changes. Within my response to the 2018/19 PEEL report, I committed to monitoring the developments closely to ensure the improvements were leading to a better experience for victims.

## Joint Audit Committee

My Joint Audit Committee provides independent assurance to me and the Chief Constable on the effectiveness of governance arrangements, risk management and control frameworks, including financial reporting, annual governance processes, and internal and external audit findings, helping to ensure efficient and effective arrangements are in place.

Its judgements may be informed by the scrutiny undertaken by the Police and Crime Panel. Members are Malcolm MacDonald (Chair), Martin Evans, Andre Morgan, Alasdair Kenwright and Kate Curran.

For further information, please see the Committee's annual report published on my website.

## Internal Audit

I have an agreed audit plan in place with our internal auditors, TIAA, who target resources at areas of risk and concern identified by the Chief Constable and myself. The Internal Audit Plan is scrutinised by the Joint Audit Committee before it is agreed, and audit findings are considered by the Committee.

Internal Audits reviewed during 2019/2020 include; Review of Overtime and Additional Allowances, HR Management – Recruitment and Training, ICT Review of GDPR compliance

and a Review of Risk Management. Further detail of internal audit activity is available on my Joint Audit Committee website page, as is their 2019/2020 Annual Report.

## External Audit

Audit Wales (previously named Wales Audit Office) are the appointed external auditors to myself and the Chief Constable. Each year, they comment on the financial aspects of corporate governance, including the legality of financial transactions, financial standing systems, systems of internal financial control and the standards of financial conduct, fraud and corruption. Audit Wales also has a statutory duty to assess arrangements for securing economy, efficiency and effectiveness in the use of resources, and undertook a Value for Money review of Collaboration arrangements.

## Public Service Boards

As a statutory invitee to each of the four Public Service Boards across the Dyfed-Powys area, I am committed to working with partners to ensure positive, sustainable outcomes for our communities.

One of the key recommendations from the needs assessment that I commissioned in January 2019 was for me to ensure that the needs and interests of victims of crime are represented within the work of Public Service Boards (PSBs). My Office have been working with PSB partners to ensure we raise the profile of victims of crime and vulnerable people. They have also worked with Dyfed-Powys Police to embed specialist fraud and cyber prevention training into the future plans of community projects, to ensure that workers and volunteers within our communities are provided with the tools to support older people who are disproportionately affected by fraud.

## Community Safety Partnerships

During 2019/2020, I have continued to work closely with Community Safety Partnership (CSP) Managers, and have provided funding opportunities for projects which assist in the delivery of my Police and Crime Plan priorities.

I made £25,000 available to each of the four CSPs for them to develop projects which meet both their own local community safety objectives as well as the priorities set out within my Police and Crime Plan.



**Carmarthenshire CSP** were able to undertake three projects through this funding opportunity: (1) the extension of the Llanelli 'Be Fearless' campaign in to Carmarthen; (2) a multi-agency campaign involving the purchase of promotional materials linked to the White Ribbon and 'Live Fear Free' Campaigns, alongside activities for victims and survivors; and (3) the 'Looking out for your neighbours' campaign where Dyfed-Powys Police's Digital Communications and Cyber-Crime Unit and Crimestoppers worked together to encourage people to identify potential victims of cyber-crime and fraud in their local community.

**Ceredigion CSP** utilised the funding for a project focussing on the vulnerable within their local communities: They developed training packages for partners, awareness campaigns, and many other initiatives.

**Pembrokeshire CSP** took this opportunity to undertake two separate projects; one to better protect vulnerable residents from telephone scams, and the other to provide training opportunities to local young people linked to the regeneration of their own local area, giving them a greater sense of belonging and social contribution.

**Powys CSP** utilised the funding for a rural crime interventions project, specifically targeting quad bike theft in the area. The funding went towards the proactive targeting of offenders as well as preventative initiatives, such as; DNA kits, UV pens to mark quad bikes and tools, and marketing materials.

## Local Criminal Justice Board

I continued to Chair the Dyfed-Powys Criminal Justice Board in 2019/2020, which focussed on:

1. Mental health, including:
  - a. Street Triage offering crisis support to those in need
  - b. Crisis Care Concordat (national agreement between services and agencies involved in the care and support of people in crisis)
2. Violence Against Women Domestic Abuse and Sexual Abuse (VAWDASV)
3. Victims' Code of Practice (VCOP)

The Board brings together senior representatives of criminal justice agencies to consider service improvement to victims and witnesses and the delivery of justice. For example, the Board reviewed and discussed a recent sexual assault case where the victim experienced significant challenges with the criminal justice system. I had met personally with the victim and wanted to share their feedback with board representatives and discuss learning for all organisations involved. There are further steps to be taken, but this feedback has shown the value of

existing processes such as the victims' right to review.

For more information on the Dyfed-Powys Criminal Justice Board, or if you wish to share your experience of the criminal justice system in the area please contact the office of the Police and Crime Commissioner by calling 01267 226440 email: [opcc@dyfed-powys.pnn.police.uk](mailto:opcc@dyfed-powys.pnn.police.uk) or visit the website [www.dyfedpowys-pcc.org.uk](http://www.dyfedpowys-pcc.org.uk).



## Police and Crime Panel

It is the role of the Police and Crime Panel to scrutinise how I discharge my responsibilities and the progress made against my Police and Crime Plan priorities.

Police and Crime Panel meetings are open to the press and public, and are held at various locations across the force area. During 2019/2020, I went before the Panel on 6 occasions, where my work was positively challenged and future plans were discussed.

For the first time, in October 2019, my Office produced a thematic report at the Panel's request. Panel members identified 'Violence Against Women, Domestic Abuse and Sexual Violence' as one of the key themes they wished to scrutinise during the year.

Since this first thematic report, my Office have produced thematic reports on 'Crime Prevention', 'Anti-Social Behaviour' and 'Rural Crime': all identified by the Panel as priorities they wished to scrutinise during 2019/2020. All reports are available within the meeting agenda documents on the Police and Crime Panel's website.

I welcome the challenge from the Panel and am grateful to them for their contributions. I look forward to continuing to work constructively with the Panel for the remainder of my term in office. You can read more about the Dyfed-Powys Police and Crime Panel's work in their annual report, available on their website.



# Spending Money Wisely

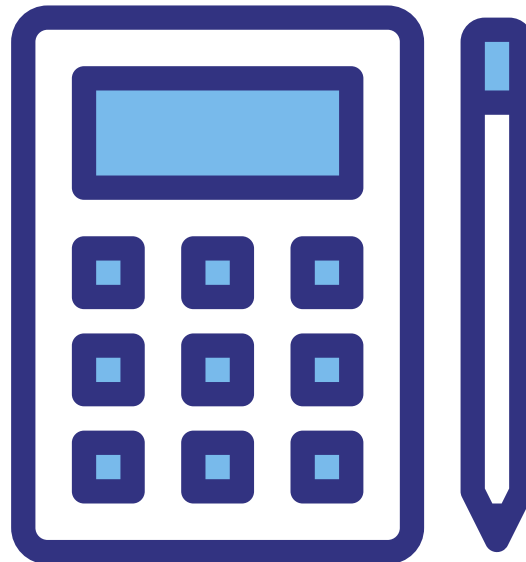
## 2019/2020 Budget

In January 2019, I set a net revenue budget of £105.595 million to deliver policing services for the communities of the Dyfed-Powys area during 2019/2020.

This budget assumed a planned use of reserves of £0.981m(million) to fund day to day services, as well as cashable savings of £2.932m to be delivered across a number of initiatives including; workforce structures, collaborative arrangements, ICT developments, income generation and significant reductions in non-pay spending delivered through procurement and other cost reduction initiatives.

To meet an array of financial burdens, including those arising from increases to employer contributions for Police Pensions, the budget included the Government's assumed precept flexibility of an additional £24 per Band D property. This once again, saw the Dyfed-Powys area having the lowest precept in Wales, as well as the fourth lowest council tax precept increase across England and Wales since 2012/13.

In terms of financial performance during the 2019/2020, despite a number of financial and operational challenges, including those arising as a consequence of the COVID-19 pandemic,



I am pleased to report a net underspend of £1.792m for the Group Accounts.

Considerable financial constraint was exercised during the year to mitigate areas of operational and organisational pressures, with a number of savings being achieved with additional grants and income streams materialising towards year end.

The following table summarises the final position:

	2019/2020 Revised Budget £'000	2019/2020 Actual £'000	2019/2020 Variance £'000
<b>Commissioner</b>			
Office and Commissioning Costs	1,945	1,873	62
Estates Costs	3,994	4,078	-84
<b>Total Commissioner</b>	<b>5,939</b>	<b>5,951</b>	<b>-12</b>
<b>Chief Constable</b>	<b>99,656</b>	<b>97,852</b>	<b>1,804</b>
<b>Net Position</b>	<b>105,595</b>	<b>103,803</b>	<b>1,792</b>

*All figures are provisional – please check my website for the audited Statement of Accounts.*

This outturn position is very positive and facilitated the creation of the specific earmarked reserve to partly mitigate the anticipated financial consequences arising from the pandemic and allowed for a reduction in the planned utilisation of revenue reserves to support the 2019/2020 budget. Work continues in earnest to fully assess the financial implications of the pandemic for both 2020/21 and beyond, albeit this may take some time to crystallise both in terms of the local impact but also within the wider economic landscape.

In addition to this revenue expenditure, £5.124m was also spent on capital investment to ensure that estate, vehicle and technology provision can adequately meet policing demands.

At the end of 2019/2020, reserves totalled £14.575m, which included a general reserve of £4.032m to meet costs of unforeseen events, £0.774m to support baseline costs of policing, the newly formed reserve totalling £0.650m to partly mitigate the financial consequences of COVID-19, along with £4.964m to fund future vital capital investment, predominately in estates and technology.

For further information on the 2019/2020 financial position, please see the Group Statement of Accounts for 2019/2020 published on our website. The Narrative Report at the beginning of the Accounts provides a helpful summary of the financial position, and more detailed analysis of variances.

## Financial Outlook

In terms of the Medium Term Financial Outlook, Dyfed-Powys Police has faced significant financial challenges since 2010 due to reductions in funding from central government along with cost pressures and continual changes in the demand for policing services.

In September 2019, the Government outlined their commitment to tackling crime and keeping people safe. This included funding for 6,000

additional police officers across England and Wales as part of a wider commitment to recruit an additional 20,000 officers, with an initial allocation of 42 officers for Dyfed-Powys Police.

The 2020/21 grant settlement for Dyfed-Powys Police was £56.617m being £4.967m higher than 2019/20. The settlement included an increase in core funding of £3.768m along with a specific ring-fenced grant of £1.190 million to support the recruitment and infrastructure costs of the additional officers. The settlement also reflected a significant reduction in the allocation of capital grant from £325k to £85k.

Following a rigorous process of scrutiny and deliberations over the financial assumptions, risks that continue to threaten the communities of the Dyfed-Powys area, and consideration of investment priorities, I submitted my precept proposal for 2020/21 and Medium Term Financial Plan (MTFP) 2025/26 to the Police and Crime Panel. This process included consultation with the public; a number of seminars and presentations to my team and I, the Force Executive Board, Wales Audit Office representatives and Joint Audit Committee. Police and Crime Panel Members unanimously voted in favour of supporting my proposal in February 2020.

The MTFP includes assumptions of 5% year on year increases in precept and incorporates an assumption of 2.25% growth in pay and inflationary pressures from 2021/22 onwards modelling known growth and cost increase pressures and potential loss of specific grants. In addition, the continued reduction in the annual contribution from reserves and an incremental increase in contribution to capital financing and charges to support the forward Capital Programme have been included. Further additional spending on a number of national, regional and local priorities along with the additional costs arising from changes to police pensions have been included.

The Force continues to identify efficiency





measures and has a cost reduction plan aiming to capitalise on national, regional and local initiatives, including the National Commercial Board, Police ICT Company and All Wales Collaboration activities. This plan assumes reshaping of the workforce and cost base through efficiency and productivity, but this needs to continue to develop to enable the Chief Constable and I to set a balanced and funded medium term financial position for both revenue and capital whilst protecting the standard of service for the communities of the Dyfed Powys area.

As a consequence of the COVID-19 pandemic, the Government's much awaited Comprehensive Spending Review (CSR) is now likely to take place in 2021, and initial indications are that there will be a one-year rollover of funding for 2021/22; albeit there are a number of uncertainties in relation to a number of elements of funding given the wider economic context.

The scale of the Government's economic

interventions has been vast and this will undoubtedly have significant implications for public services and both core and specific grant funding streams. In addition to these there are also uncertainties around implications on the economy for the local tax base, market conditions for the supply of goods and services, the ability to meet planned efficiencies, impact on national IT projects and initiatives, along with potential changes to policing services generally. All of these factors will need careful consideration by myself, the Chief Constable and our respective teams.

The Medium Term Financial Plan and its associated plans and strategies, will therefore be reconsidered in light of these wider implications, with a particular focus on financial resilience and sustainability, taking full cognisance of the impact on the delivery of policing services to meet evolving demand and capability requirements to continue to safeguard the communities of the Dyfed-Powys area.

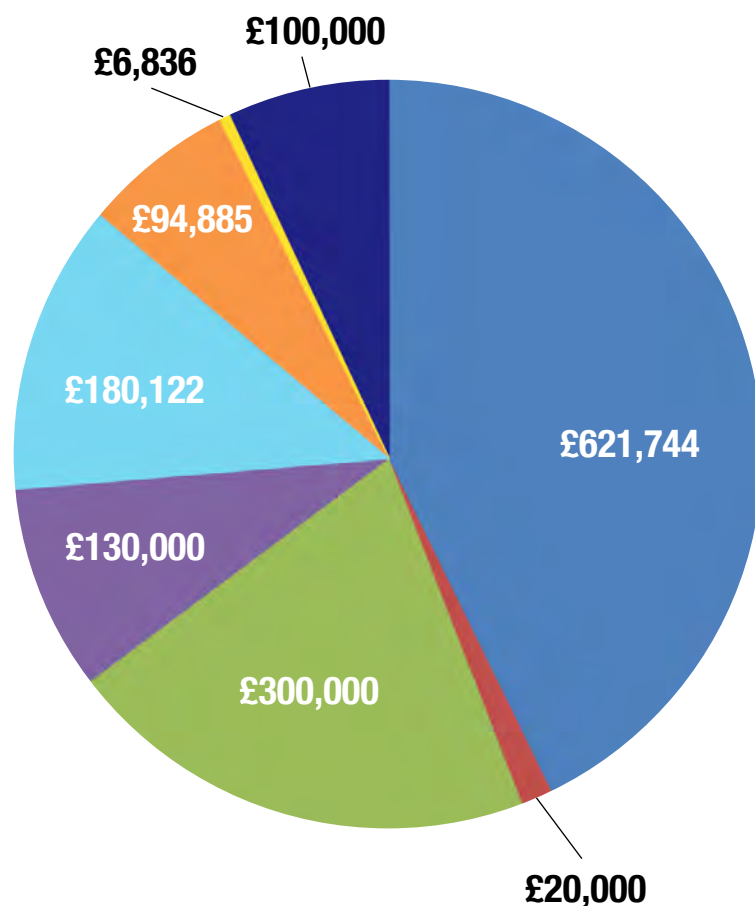
## Commissioning Budget

The commissioning budget for 2019/2020 was £1,453,587, of which £596,891 was funded by the Victims' Grant from the Ministry of Justice. The following graph shows the detail of this allocation.

My Commissioning Advisory Board support me in this activity by acting as advisors in relation to the awarding of grant funding or the tendering for services. The Board focus on scrutinising activity and holding service providers to account, ensuring a return on my investment.

- Services to support victims of crime
- Victim Satisfaction Surveying
- Substance misuse support services
- Services to support victims of anti-social behaviour
- Prevention of Youth Offending
- Offender Diversionary Scheme
- Community Safety Projects
- Development of Commissioned Services

## 2019/2020 Commissioned Service Budget



# Estates

My dedicated Estates team have continued to maintain, upgrade and improve Dyfed-Powys Police's land and buildings, for which I am responsible. This encompasses many things, but the main aim remains to ensure a cost-effective and fit-for-purpose estate.

During 2019/2020, the team have worked on a number of different important projects, some of which are detailed below:

- In my last Annual Report, I noted that the original proposed site for the development of the new Custody facility for Carmarthenshire had been deemed unviable. During 2019/2020, my team worked hard to identify a new site for the Carmarthenshire Custody Suite development. A main Contractor team has been appointed and investigatory works for planning continues in to early 2020/2021;

- A new Mechanical, Electrical and Cleaning Contract was awarded for the Estate, raising statutory compliance, business continuity and quality of service across the estate.
- Hand Held Technology was issued to all Maintenance Technicians enabling them to operate live time across the estate;
- An Agile Working Group was established, delivering a short and medium term plan to deliver efficiencies and improvements across the force for staff and the estate;
- Our Sustainability Group was re-energised and improvement plans put in place to increase productivity on reducing the force's overall carbon footprint and our impact on the environment; and
- The successful sale of redundant properties was completed (Friar's Park Carmarthen).

## Reflecting Back & Looking Ahead



In my 2018/2019 Annual Report I referred to a number of activities and work which would be undertaken during 2019/2020. Some will have been reported on in this document, but I would like to take this opportunity to reflect back on those pieces of work, provide you with updates, and report on my plans for 2020/2021.

### Scrutiny Activity

During 2019/2020 my staff continued to focus on further supporting me in ensuring the Chief Constable was delivering the most efficient and effective policing services for the residents of the Dyfed-Powys area.

In order to respond to the COVID-19 emergency, to continue to meet my priorities, and to fulfil my statutory responsibilities, my focus for 2020/2021

will be on:

- 1) Ensuring the Chief Constable has sufficient resources to respond to and recover from the emergency (**securing resources**);
- 2) Ensuring, on behalf of the public, that the police respond in ways that are necessary, sufficient, proportionate and ethical (**holding to account**);
- 3) Facilitating effective partnership working among agencies and groups working in community safety and criminal justice (**enhancing delivery**);
- 4) Commissioning services, particularly for victims of crime, and providing grants for policing and crime reduction purposes (**community safety and crime reduction**); and

- 5) Ensuring residents served by Dyfed-Powys Police have the information they need to understand how their service is performing (**local link**).

For further information on my Office's response to the COVID-19 pandemic, please [click here](#) to view the Report I presented to the Police and Crime Panel in May 2020.

## Commissioned Services

The findings and recommendations from the needs assessment that I undertook in early 2019 have provided me with the basis for an action plan to improve the services provided to victims across the Dyfed-Powys Police force area.

This has included working in different and improved ways with partner agencies to ensure we jointly provide the best possible services, lobbying at Ministerial and government level for additional funding and improved services across the spectrum of victim support and exploring ways to enhance our current service provision.

A specific review of Goleudy victim and witness service was undertaken in November 2019 and this has provided me with additional evidence and recommendations to assist in developing future plans for victim provision.

All of this, together with the findings of the scrutiny review into victim withdrawal, provides an excellent evidence base for service improvement. During 2020/2021 I will be focussing on victims and a project group including representatives from my office, the Force and partner agencies will be working to implement a whole series of improvements to the services that victims receive.

I look forward to being able to update you on progress as the year progresses.

## Youth Forum

As previously noted, in March 2020, I hosted a Youth Conference to discuss the results of the work with Hafan Cymru. Looking ahead to 2020/2021, I will explore the findings in full and hold further detailed discussions with partners and young people. The new partnership formed with Hywel Dda University Health Board will also continue as we look to work closely together to address many of the findings.

## Digital Engagement

As we move in to 2020/2021, I recognise that COVID-19 has impacted how I can engage with our communities. This must be taken into account, but whilst digital engagement appears the most suitable method in current times, moving forward, it is important that we do not isolate those who do not have access to the internet or digital forums.

My engagement team are reviewing the way in which I run my engagement activities and provide information and updates to residents across the Dyfed-Powys area. We are taking steps to improve our understanding of communities so that we can respond to how they want to, and how they can, engage.

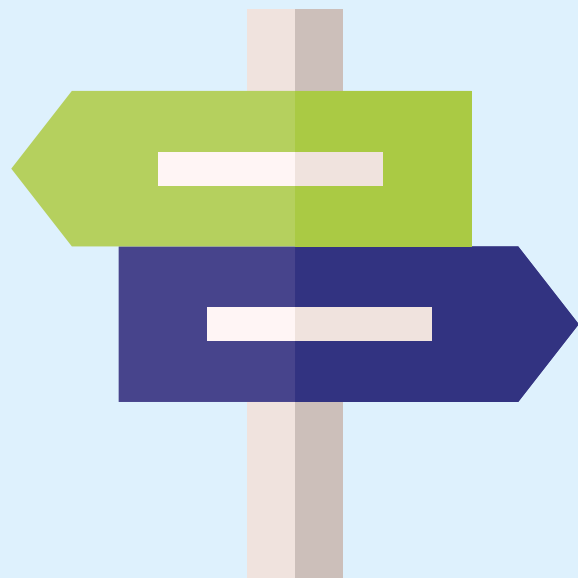
## Participatory Budgeting

In February 2020, I announced my investment in a new approach to community funding following the 2019/2020 refresh of the Neighbourhood Policing structure across the Dyfed-Powys Police area.

Participatory Budgeting is a way of giving communities a greater say in how money is spent in their local area: Communities should be influencing the decisions.

During the 2020/2021 financial year, each of our 14 Neighbourhood Policing Teams will receive £10,000 to be spent within the communities they serve, and the communities themselves will be key decision makers. Local police officers will work closely with their local communities to enable the public to make important decisions on how money will be spent.

My engagement team will also be involved in this process, and I look forward to seeing how the new approach develops.







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HEDDLU A THROSEDDU  
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## Contact the Commissioner

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