

Cyswllt Cyntaf y Cyhoedd â Heddlu Dyfed-Powys (DPP)



COMISIYNYDD
HEDDLU A THROSEDDU
DYFED-POWYS
POLICE AND CRIME
COMMISSIONER

Craffu Dwys

Medi 2019

Beth wnaethon ni...



Arolwg barn ar-lein, gan dderbyn 863 o ymatebion



Ymgynghori wyneb yn wyneb a grwpiau ffocws â rhanddeiliaid allweddol



Adolygu a chraffu ar ddata



Ymchwil pen desg ar ddatblygiadau lleol a chenedlaethol a meincnodi mewn perthynas â chyswllt y cyhoedd

Pam y gwnaethom hyn...



Gwybodaeth a gasglwyd ar y pwysau a'r galw presennol ar Heddlu-Dyfed-Powys o ran cyswllt gan y cyhoedd



Un o flaenoriaethau'r Cynllun Heddlu a Throseddau 2017-2021



Cyfarwydddebau plismona cenedlaethol ar y modd y gall cyfathrebu digidol helpu i reoli Canolfannau Cyfathrebu'r Heddlu



Poblogaeth wledig Dyfed-Powys sy'n heneiddio - yr angen i'r cyswllt ateb y gofyn

Y ffeithiau:



Mae preswylwyr yn parhau i ffafrio cyswllt wyneb yn wyneb



Er i 87% o ymatebion yr arolwg gael eu gwneud ar-lein, roedd nifer yr ymatebwyr a oedd yn awyddus i allu riportio trosedd trwy'r cyfryngau cymdeithasol yn y dyfodol yn is na'r disgwyl



Mae'r cyhoedd yn aneglur ynghylch sut a pham y dylent gysylltu â Heddlu Dyfed-Powys, ac mae hyn yn cael effaith niweidiol ar y galw



Dim ond **40%** o alwadau i Ganolfan Gyfathrebu'r Heddlu dros gyfnod o 3 mis a riportiodd drosedd



Mae galwadau 101 yn cymryd mwy o amser i'w datrys nag erioed oherwydd y ffocws ar ansawdd, sy'n cael effaith ar amseroedd aros galwadau



Cyfathrebu / oedi gwael, yn seiliedig ar brofiad blaenorol defnyddwyr oedd wedi'u nodi fel y prif rwystrau i gysylltu â'r heddlu yn y dyfodol



Nid yw DPP yn llwyr ddeall anghenion ei holl gymunedau amrywiol. Mae angen gwell dealltwriaeth er mwyn sicrhau bod yr Heddlu'n gwbl hygyrch

Ein casgliadau...

- Ni all DPP gynnal y status quo mewn perthynas â rheoli cyswllt y cyhoedd;
- Mae angen mynd i'r afael â'r pwysau cynyddol o ran galwadau i Ganolfan Gyfathrebu'r Heddlu ar frys, gan symud galwadau diangen i asiantaethau neu unigolion mwy priodol o fewn DPP;
- Wrth edrych i'r dyfodol, ni all DPP ddiystyru'r ganran uchel o'r trigolion nad ydynt yn barod i ddibynnu'n llwyr ar gyswllt digidol. Rhaid i DPP gynllunio yn unol â hynny fel bod cyswllt digidol yn cynnwys dulliau cyswllt mwy traddodiadol.

Ein prif argymhellion...

- 1 Mae angen Strategaeth Rheoli Cyswllt glir sy'n esbonio sut y bydd DPP yn croesawu newid mewn cyswllt digidol yn y dyfodol, a'i fod yn addas ar gyfer cymunedau Dyfed-Powys;
- 2 Bod DPP yn gweithio gyda sefydliadau partner i ddatblygu ymhellach yr ymgyrch #maketherightcall i roi eglurder pellach i'r cyhoedd ar sut / pam y dylent gysylltu â'r heddlu;
- 3 Mae angen cynnal Archwiliad Hygyrchedd llawn ledled ardal yr heddlu;
- 4 Mae angen cynnal adolygiad llawn ar Orsafoedd Heddlu Symudol.

I ymweld â'm gwefan ac i gael mwy o wybodaeth am Heddlu Dyfed-Powys cliciwch ar y logos isod



Heddlu Police
DYFED-POWYS



Initial Public Contact with Dyfed-Powys Police (DPP)



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Scrutiny Review

September 2019

What we did...



Online public opinion survey, which received 863 responses



Face to face consultation and focus groups with key stakeholders



Review and scrutiny of data



Desk research on local and national developments and benchmarking in the field of public contact

Why we did it...



Knowledge gathered on the current pressures and demands of initial contact on Dyfed-Powys Police



Priority within the Police and Crime Plan 2017-2021



National policing directives on digital communication as a solution to controlling demand on Force Communication Centres



The ageing and rural population within Dyfed-Powys - the need for contact to be fit for purpose

The facts:



Residents continue to hold face to face contact high on their preference list



Whilst 87% of survey responses were received online, the number of respondents eager to be able to report a crime via social media in the future were lower than expected



The public are unclear on **how and why** they should make contact with Dyfed-Powys Police, which is having a detrimental impact on demand.



Only **40%** of calls to the Force Communications Centre over a 3 month period reported a crime



101 calls are taking longer to resolve than ever due to a focus on quality, which has an impact on call waiting times



Poor communication/delays, based on users' previous experience, were identified as the main barriers to contacting the police in the future



DPP doesn't fully understand the needs of all of its diverse communities. There is a need for better understanding so as to ensure the Force is fully accessible

Our conclusions...

- DPP cannot maintain the status quo in relation to public contact management;
- The pressures of increasing calls to the Force Communications Centre need to be addressed urgently, and unnecessary calls moved to more appropriate agencies or individuals within DPP;
- In looking to the future, DPP cannot disregard the high percentage of its residents who are not ready to depend solely on digital contact. DPP must plan accordingly for digital contact to incorporate more traditional contact methods.

To visit my website and for more information on Dyfed-Powys Police click on the logos below



Heddlu Police

DYFED-POWYS



Our top 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 DPP 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 across the force area;
- 4 A review full needs to be undertaken on Mobile Police Stations.