



COMISIYNYDD
HEDDLU A THROSEDDU
DYFED-POWYS
POLICE AND CRIME
COMMISSIONER

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

**Commissioner's Progress
May 2016 – October 2020**

November 2020

Foreword

2020 has been an unprecedented year for us all. For me personally, the delay of the Police and Crime Commissioner elections to May 2021 was welcomed, as it provided critical stability for local police governance at an uncertain time. It has however, presented its own challenges. Alongside supporting Dyfed-Powys Police in their response to the Coronavirus pandemic, my office has adapted its operation to ensure I still discharge my statutory functions and critically, remain accessible to the residents I represent.

My staff and I have also taken this time to reflect upon what we have achieved collectively during my time in office, as well as what remains to be delivered in the remaining 6 months.

This report details those reflections and sets out some of my personal highlights and key achievements over the last 4 1/2 years.

Priority 1: Keeping Our Communities Safe

In 2017, I committed to prioritising the prevention of crime and anti-social behaviour as a preferable position to dealing with their harmful effects. I pledged to work collaboratively with police and partners to deliver on this priority. Specifically, I highlighted that this would include:

- Commissioning and promoting a range of crime prevention projects, reinvesting in an appropriate CCTV infrastructure and providing an effective, co-ordinated and timely response to ASB;
- Breaking the cycle of reoffending and address the behaviours of serious and prolific offenders through the delivery of offender management programmes for both adults and young people;
- Reducing the impact and harm caused to communities through substance misuse by commissioning services to support individuals to become less dependent on substances;
- Better understanding rural and wildlife crime, the impact of this on rural communities and how we can work together to protect our natural environment; and
- Focussing on the safety of our roads, targeting reckless drivers and protecting road users.

Over the last 4 years, I have had the opportunity to work with numerous partners in support of the delivery of this priority. Highlights for me include:

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 23 towns across the Force area. 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. With reinvestment of £1.3 million, the installation programme is scheduled to conclude by the end of 2020.

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, 618 referrals have been made to the Scheme, of which 91% have engaged. As of the end of September 2020, 266 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	91%
Empowered to make positive changes	85%
Improved safety	91.5%

Rural Crime

Dyfed-Powys is the largest police force area in both England and Wales, with much of its territory falling within rural inland areas and coastal countryside. Crime that

occurs within these areas, and indeed across much of Wales' landmass can be classified as rural crime, which is often complex, multi-faceted and difficult to monitor and investigate. In 2017, after consultation with the public and following research undertaken in partnership with Aberystwyth University, the Dyfed-Powys Rural Crime Strategy was renewed and re-launched. The focus of the Strategy is to protect our rural communities through prevention, intelligence, enforcement and reassurance. Dedicated Rural Crime Teams have been established within each of the four counties across Dyfed-Powys. They have received specialist training and work closely with their local Neighbourhood Policing Teams to provide regular contact with the community.

In order to address rural crime issues and give it a national platform, I arranged an all-Wales Rural Crime Forum in the 2018 Royal Welsh Agricultural Show. Sat alongside me, as Chair, were a panel of experts to discuss matters of rural and wildlife crime with members of the public.

The panel of experts consisted of key stakeholders and commentators, including Chief Constable Mark Collins of Dyfed-Powys Police, Natural Resources Wales, North Wales Police, Farmers Union of Wales, the Wales lead for Wildlife Crime and Rural Affairs, Gwent Police, and the veteran agriculture broadcaster and journalist, Anna Jones. Partnership work between rural forces in Wales is essential in tackling rural crime and the impact it has on the farming community and Dyfed-Powys Rural Crime Teams work closely with the North Wales and Gwent Police Forces. This partnership working has been recognised as national best practice as it provides the platform for shared knowledge that is key to tackling cross-border criminality.

The event was an excellent opportunity to listen to the concerns of the agricultural and rural community, and to gain a true insight into the complexities of rural crime here in Dyfed-Powys and the rest of Wales. The audience used the opportunity to raise pertinent questions, with the main topics including fly tipping, modern slavery and county lines, which sees drug gangs exploiting young and vulnerable people in rural areas. It was also an opportunity for Dyfed-Powys Police to highlight developments since the launch the Rural Crime Strategy. A similar event also took place in 2019, and provided an important platform to engage with the rural community.

In 2019/20, Aberystwyth University undertook a second rural crime study on my behalf. The results of this were shared with attendees at my 4th annual St David's Day Conference which focused on policing in rural areas. I am thrilled that the study found that the farming and wider rural community were seeing inroads into the investigation of criminal events and widening trust in the police, which is credit to the work of the Rural Crime Teams across Wales.

Community Investment

Since 2017 I have provided grants to over 40 community projects across the Dyfed Powys area at a cost of over £171,000. 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. 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.

Following a successful Participatory Budgeting event which took place in Newtown earlier this year, I have committed £140k to roll out the scheme across the Dyfed-Powys area, the first to undertake this on a force-wide scale. There will be an allocation of £10k per Neighbourhood Policing Team, which will allow them to run their own Participatory Budgeting events. We will also be asking other key organisations to contribute towards this pot of funding, with an aim to expand the available budget to the community.

The process will involve the development of local panels made up of key community members and partners, who will go on to decide the allocation of the funding via a voting process once groups have submitted their funding ideas. The aim is to take a holistic approach to funding and allow the local community to decide on what 'they' want to see funded.

Priority 2: Safeguarding the Vulnerable

Safeguarding vulnerable people is a complex area and requires a multi-agency approach.

At the start of my term in office, I set out my intention to work with partner organisations through the Public Service Boards to safeguard children and young people, families and vulnerable adults, focusing on prevention and early intervention initiatives, including:

- Encouraging the reporting of hate crime and hate incidents and work with organisations that deliver support services for victims of hate crime;
- Commissioning victim support services that offer emotional and practical help to victims of domestic and sexual abuse to help them cope and recover from their experience and to support them to achieve the best possible outcome through the criminal justice system;

- Working with partners to improve our understanding of the demands associated with mental ill health and to develop a more cohesive response to mental ill health related incidents;
- Ensuring that children are not unnecessarily detained in police custody; and
- Continuing to commission services to support children and young people who have been reported as missing, improving their understanding of the risks of being missing, and the possible motivations of others involved.

The Chief Constable has supported me in achieving these endeavours by prioritising supporting vulnerable people in contact with the police. I am particularly proud of our work in this area, including:

Black History Month and Hate Crime Awareness Week

In October 2018 I was pleased to support Race Council Cymru's celebration of Black History Month – an all-Wales celebration of the contribution made by people of African descent in Wales. I opened the launch event held at Aberystwyth University and was pleased to see staff from Dyfed-Powys Police's Equality and Diversity department giving an input on the Force's commitment to combat hate crime in the Force area and the importance of having a diverse workforce. I have continued to support the celebration of Black History Month every year.

Within the same month in 2018, I hosted a range of activities throughout national Hate Crime Awareness Week, aimed at listening to the voice of young people. The activities included:

- Travelling Ahead film "I have a story" with Theatr Genedlaethol Cymru;
- Drama workshop on Hate Crime with Menter Iaith Sir Gaerfyrddin a Theatr Genedlaethol Cymru;
- Hate Crime & students with disabilities activities in Aberystwyth University;
- Giving Hate the Red Card football match; and
- Crickhowell high school hate language workshop.

Raising awareness of this important subject is critical to changing attitudes and increasing confidence. In October 2020, I hosted our first ever webinar on Hate Crime over Zoom, with support from Victim Support and Race Council Wales. We had a good response to our targeted advertising, with 35 of the 47 people registered actually joining the discussion. The focus was on how to identify hate crime, the intervention and prevention work being undertaken by the police and partner organisations, as well as the support available for victims of hate crime. The participants responded to a before and after poll, which demonstrated the impact of the webinar:

Statement	Before	After
I know what a hate crime is	Yes = 84% Not sure = 16%	Yes = 100%
I have been a victim of and/or a witness of hate crime	Yes = 61% No = 13% Not sure = 26%	Yes = 96% Not sure = 4%
I know how to report a hate crime	Yes = 19% No = 61% Not sure = 19%	Yes = 35% No = 61% Not sure = 4%
I would know where to go and how to get support if I had been a victim of hate crime	Yes = 45% No = 10% Not sure = 45%	Yes = 91% Not sure = 9%

Services for Victims

One of my greatest commitments as Commissioner is the funding of support services for victims of crime. During my time in office, I have invested over £6m in such services, some of which are listed below:

Service	Referrals	Impact	Investment
Victim & witness referral services	99,731	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.	£1,454,316
Domestic Violence Support Service	4,227	Supported over 2,000 individuals, with 72% of clients saying that they feel better able to cope with aspects of everyday life upon exiting the Hafan Cymru service. 76% of clients report increased feelings of safety and 77% feel better informed and empowered to act.	£856,000
Sexual Abuse Referral Centres (SARCs)	2,147	New Pathways provides 24-hour access to crisis support for victims of sexual abuse, and on-going support in a safe	£486,019

		environment that offers safeguarding and specialist clinical and forensic care.	
Restorative justice service	15	Wales Community Rehabilitation Company (CRC)'s specially trained facilitators provide advice and guidance to victims of crime on how to deal with the aftermath of an offence. 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.	£100,000

* Data up until the end of the 19/20 financial year*

When I took up the role of Commissioner I was determined to establish an annual St David's Day Conference to raise awareness of specific challenges facing policing and share best practice from within the service and beyond. My first event, in 2017, brought together key stakeholders to consider how we could improve our response to gender-based violence, domestic abuse and sexual violence, and ultimately improve the safety of victims. Since then, Dyfed-Powys Police has made significant progress on this, in particular through implementing the Vulnerability Hub. With support from a Welsh Government capital grant, the Hub brought together a number of Dyfed-Powys Police functions and partner agencies to ensure that vulnerability at all levels is managed appropriately by the best resources and in a timely manner.

Safeguarding Vulnerable Offenders and Those at Risk

Missing person cases place a significant demand on police forces. For example, in 2016 one child alone was reported missing on 62 separate occasions, costing over £80,000 in Dyfed-Powys Police resourcing. But we know there are complex underlying causes which can lead to a child or young person going missing. In order to address this, I commission Llamau (at a cost of £79,595 per year) to provide a de-briefing, support and mediation service for young people and their families who have been reported as 'missing' and at risk of sexual exploitation or victimisation. Since the start of my term in office, there have been over 1,000

debriefing sessions, with a subsequent reduction of over 650 individual missing episodes between 2015/16 and 2019/2020.

The demands placed on the police service by mental health problems was described in 2018 by Her Majesty's Inspectorate of Constabulary as a "national crisis". In the same year, my annual St David's Day Conference focused on the issue and how the police and partners were working together to provide the most appropriate care for people experiencing mental ill-health. Through Chief Constable Mark Collins' national leadership of mental health in policing, I am pleased that police custody is now no longer seen as a 'place of safety' for those in crisis. Dyfed-Powys Police and its partners work hard to minimise the number of mentally unwell individuals that arrive in custody suites, and for those that there are simply no other options, the appropriate questions are asked and lessons learned. The work of my Independent Custody Visitors is a vital part of this oversight and learning, and I am extremely proud of the work of my team in developing the scheme to the nationally recognised Gold Standard that it is today.

In September 2019, Dyfed-Powys 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), aimed 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 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. My office has continued to adapt throughout the Coronavirus pandemic to ensure this vital scheme continues to operate. Working closely with the Force, arrangements have been made for the volunteers to conduct random phone and video calls to custody suites, my office continues to undertake remote record reviewing and most recently, have agreed processes to re-introduce physical visits in a "Covid-safe" way.

Priority 3: Protecting Our Communities from Serious Threats

The area covered by Dyfed-Powys Police may be regarded as the safest in England and Wales, but it is not immune to serious threats. We all have a part to play in tackling serious and organised crime and preventing terrorism. In my Police and Crime Plan, I set out how I would support the Chief Constable to achieve this, including:

- Facilitating improved information sharing and co-ordination between forces and agencies nationally regarding crimes that are not geographically restricted;
- Educating young people on the dangers of using substances, including the potential links to organised crime activity that might lead them to a lifestyle of exploitation;
- Working with partners to educate people on how to protect themselves from cybercrime and where to go if they become a victim, with a particular focus on the most vulnerable; and
- Making best use of combined resources in our approach to emergency planning.

My contribution has included:

Working Together

In addition to working closely with local Community Safety Managers, Youth Service Managers and Public Service Boards, throughout my term in office I have also increasingly worked closely with Welsh Government and Policing in Wales. Collectively we aim to review and improve current joint-working arrangements both across policing and with other public services. As the Chair the Policing in Wales Group throughout 2019/20 I was delighted to lead the continuously improving national working relationships.

In September 2019, the Policing Partnership Board for Wales (a group where the 4 Commissioners and Chief Constables meet with senior Welsh Government officials) focused on how the police service and partners respond and deal with young people who are involved with local policing services. During the last financial year, I updated the Cross-Party Group of Members of the Senedd on work in the Dyfed-Powys area to tackle county lines, provide early intervention and youth preventative work.

In addition to my commitment to improving joint working in Wales, I also represent Welsh Police and Crime Commissioners on an England and Wales platform. In particular, I am a board member of the Police ICT Company, sit on the Home Office's programme board for the National Law Enforcement Database

(the replacement for the Police National Computer), and am the Senior Responsible Officer for the community safety data sharing and analysis work-stream in Wales.

In order to support partners in achieving the shared vision for 'evidence-based and intelligence-led' partnership working to address community safety issues, I agreed in 2018 to assume responsibility for a specific 'data & analysis' work-stream to explore options for change.

The multi-agency data sharing and analysis issues identified through the Welsh Government's Working Together for Safer Communities Review in 2017 have also been highlighted as barriers to other key strategic programmes of work aligned with the Safer Communities Programme including:

- Integrated Offender Management (IOM) arrangements across Wales;
- Wales Reducing Reoffending Pathways Framework programmes and development of joint HMPPS and Welsh Government 'justice delivery' blueprints for women and young people who offend;
- Public Health Wales' violence surveillance reporting at the heart of the establishment of an all Wales Violence Prevention Unit and associated activity to embed the Early Action Together Police & Partners Adverse Childhood Experiences programme approach;
- Partnership understanding and involvement in needs assessments / problem profiles and 'Four 'P' plans to address Serious & Organised Crime, serious violence and county lines type activity.

The working group I established seeks to influence positive progress on each of these aspects. For instance, by working with the Wales Accord for Sharing of Personal Information (WASPI) leads within the NHS Wales Informatics Service, we intend to develop appropriate guidance and highlight effective practice via a proposed Safer Communities network for Wales and online resource.

Supporting Young People

I remain committed to ensuring our children and young people are supported to be involved in decisions that shape their futures. My team has worked hard to establish a Forum of Youth Ambassadors aged 11-18 to represent community youth groups from across our police area. The Forum supports my decision making through sharing their views and ideas as well as helping to spread important messages about policing and crime amongst their peers.

Since 2017 I have worked with the Council for Wales Voluntary Youth Services to invest in detached youth workers for disadvantaged areas in Fishguard and Carmarthen. Working out of local youth clubs, the workers engaged with young

people aged 11-24, providing practical support and activities aimed at diverting them from harmful and criminal behaviours. This work was in addition to the financial support I have provided to Youth Offending and Prevention Teams (£180,000 per year) and numerous community and charity-based initiatives aimed at encouraging young people to take part in local activities. One such initiative, 'Seaside Kicks' is a partnership with Swansea City Football Club which runs across the Glanymor and Tyisha wards in Llanelli. I'm excited that plans are already well underway to extend this great programme into Pembroke in the coming months.

It is important to recognise the devastating impact being a victim of crime has on any individual, but the experience for children can be all the more traumatic. Children and young people need to be supported to cope and recover from their ordeal, not only to return to leading a 'normal' life, but also to prevent them from becoming involved in crime themselves, or indeed from becoming a victim again in the future. It is for this reason I was proud to become a Trustee of the charity Embrace Child Victims of Crime from 2018. My office continues to work with Embrace to support their work and encourage their activity across Wales.

Fraud and Cyber-Crime Awareness

I have part funded the post of Fraud Safeguarding Officer within Dyfed-Powys Police's Criminal Investigation Department since October 2018. Their role is to co-ordinate 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 which aims to identify bank customers who are in the process of being victimised, and to refer them in to Operation Signature. My annual St David's Day Conference in 2019 focused on fraud and cyber-crime, with the aim of raising awareness of the scale of the threat posed and what can be done to safeguard people against becoming victims.

Responding to Emergencies

2020 has so far been extremely challenging for us all, not least our emergency services. As Commissioner, I have been keener than ever to ensure my activities designed to meet my statutory responsibility (to hold the Chief Constable to account for the delivery of an efficient and effective police service) do not get in the way of that delivery. To that end, in May 2020 I reported to the Police and Crime Panel my intentions for 2020/21:

- Ensure the Chief Constable has sufficient resources to respond to and recover from the emergency (**securing resources**)

- Ensure, on behalf of the public, that the police respond in ways that are necessary, sufficient, proportionate and ethical (**holding to account**)
- Facilitate effective partnership working among agencies and groups working in community safety and criminal justice (**enhancing delivery**)
- Commission services, particularly for victims of crime, and providing grants for policing and crime reduction purposes (**community safety and crime reduction**)
- Ensure residents served by Dyfed-Powys Police have the information they need to understand how their service is performing (**local link**)

The progress my office has made can be seen in the October 2020 Covid-19 response report to the Police and Crime Panel. I am grateful to my team for their continued efforts throughout these unfamiliar times in supporting me to achieve these aims.

Priority 4: Connecting with Communities

Following consultation with the public when I first became Commissioner, I committed to continue active and open discussions with the public, with my engagement team acting as my advocates. I wanted to make sure I did this so that I could understand, listen and respond to local need. This included in particular:

- Improving our understanding of communities so that we can respond appropriately to how specific communities and community groups want to engage;
- Ensuring that all members of our communities, including diverse groups, are provided with an opportunity to engage through a variety of means;
- Delivering a professional response to handling both compliments and complaints that is widely accessible and transparent and that delivers swift resolutions;
- Consolidating and collaborating with Public Service Board members and partners; and
- Acquiring land and building a Carmarthenshire Custody Suite.

Within my first few months in the role, I reviewed and restructured my office, saving over £100,000 in running costs. This saving was partly reinvested in a new community engagement team to play an active role in liaising and working with communities. Some of my personal highlights in connecting with communities over my time in office include:

Community Engagement

I pride myself on being a particularly active Commissioner, visiting an array of locations, individuals and communities throughout the Force area. Supported by my team, I undertake an average of five engagement events per month, including talks at various groups, visits to support groups and projects I have funded, open public meetings and online question and answer sessions. I continue to use these opportunities to raise awareness of my role and most importantly to act as the bridge between the public and police. Many of these activities are held jointly with representatives from Dyfed-Powys Police. Some of the most memorable include:

- 'We're in Your Area' event in Tregaron
- Our response to an illegal rave in the Brechfa Forest
- Business breakfasts
- Travelling Public Accountability Board (PAB)
- Facebook Live Question and Answer sessions with the Chief Constable after PAB meetings

The restrictions as a result of the Coronavirus pandemic has forced organisations to think and work differently. I am extremely pleased with my team's efforts to ensure that I remain accessible throughout this time, especially through new digital means. We have held a number of virtual public meetings through a variety of social media channels, as well as increased our overall social media presence and engagement. One of the most recent developments is the "Commissioner in Conversation" where I interview individuals on Facebook Live. My first session with Chief Constable Mark Collins was an opportunity for an informal discussion on his views on the role, the service and his vision for the future, and has already received 4.1K views. I look forward to the next conversation due to take place on 27th October with Superintendent Ifan Charles through the medium of Welsh.

Extended Workforce

In the true spirit of supporting young people to shape their futures, I was pleased to be the first Police and Crime Commissioner in Wales to employ an apprentice and intern. In total, I have had the pleasure of welcoming 8 student placements and internships into my team. Each of the individuals provided much needed extra support for my community engagement and scrutiny work, as well as supporting them in their future employability through valuable work experience in a busy office. My thanks and best wishes for the future must be extended to them all.

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.

My thanks must also be extended to my committed and enthusiastic team of volunteers, without whom I could not achieve my obligations to provide independent oversight of the police's interactions with the public and how police dogs are cared for. An average of 44 volunteers work across three schemes which contribute to a comprehensive supportive programme of scrutiny to hold the Chief Constable to account. In particular, my volunteers are involved in the:

- Thematic deep-dive approach to reviewing topics of public concern;
- Quick-time evaluation of specific projects and their impact on the public;
- Quarterly public Policing Accountability Board focusing on Force performance data;
- Bi-monthly Quality Assurance Panel where the quality of police contact with the public is independently reviewed;
- Quarterly Out of Court Disposal Scrutiny Panel who independently assess, scrutinise and quality control the use of alternative sanctions;
- Commissioning Board which ensures commissioning activity meets the needs of victims and complements and enhances the role of officers; and
- Animal Welfare and Independent Custody Visiting (ICV) schemes where volunteers independently assess the welfare of police dogs and custody detainees.

Transparency and Complaint Handling

A key responsibility of public organisations is their transparency – in terms of the decisions they make, the money they spend and the policies they follow. In March 2020 my office was awarded the nationally recognised Transparency Quality Mark for the second year running. Our application has already been submitted for this year's assessment, which will review whether we continue to provide timely, consistent and clear information to the public.

In addition to dealing with any formal complaints against the Chief Constable (which average at 11 per year), I now also have a greater oversight of complaints against officers. In February this year, the role of Police and Crime Commissioners was enhanced to enable individuals who are unhappy with the outcome of their complaint to submit a request for review to their Commissioner. As can be seen within the report submitted to the Police and Crime Panel in October 2020, so far my office has dealt with 26 such requests, 4 of which were upheld fully, and 2

partially, in favour of the complainant. Nine of the reviews resulted in recommendations or lessons learnt.

Another statutory responsibility of Commissioners is to set the annual police precept and budget. An important part of this process is gathering residents' views on how much they are willing to contribute to their police service through their council tax bill. I place a great importance on this, to ensure that my decision balances the public's expectations with the Force's needs. I am proud that I have maintained the lowest precept rate in Wales and Dyfed-Powys Police continues to seek ways to improve their efficiency without compromising delivery to the public.

Estates Strategy

As custodian of the Police Estate, I rely on my estates team to ensure it remains cost-effective and fit-for-purpose. I am relieved that after many years of hard work, we are finally at the stage of submitting the planning application for the long overdue new Carmarthenshire Custody Suite. This substantial project has been ongoing alongside:

- the development of a new mechanical, electrical and cleaning contract;
- improvements to maintenance efficiency;
- activity to facilitate agile working spaces;
- the sale of redundant properties; and
- a renewed focus on sustainability and reducing our carbon footprint.

My team has worked tirelessly to continue with this work, whilst also supporting Dyfed-Powys Police's response to and recovery from the current pandemic. This has included the vital role of maintaining and managing Personal Protective Equipment stock levels as well as assisting with office moves to enable social distancing and protect key fixed-base workers. The estates team are a true example of our 'behind-the-scenes' key workers, without whom, frontline services would grind to a halt.

Deep Dive into Initial Public Contact

Over the last two years my team has worked extensively to introduce a new 'deep dive review' scrutiny approach. In this time, they have delivered reports on four such reviews, focusing on topics of most concern to, or impact on, our residents. One such report, delivered in October 2019, made a series of recommendations to the Chief Constable about how the organisation manages and supports the public to 'make the right call' when contacting the police. I am confident that these reviews have stimulated important discussions and actions within Dyfed-Powys Police to improve the service experienced by the public. I look forward in particular to seeing the recommendations of the initial public contact being

considered fully throughout the Service's reform as it emerges from the current crisis.

Further information

This year saw the first of my annual reports to feature short YouTube clips summarising the progress my team and I have made throughout 2019/20. These, and all of my previous annual reports which detail the achievements featured in this report, and more, can be found at:

<http://www.dyfedpowys-pcc.org.uk/en/the-commissioner/police-and-crime-commissioners-annual-report/>