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**WEDNESDAY, 17 JULY 2024**

**TO: ALL MEMBERS OF THE DYFED POWYS POLICE AND CRIME PANEL**

**I HEREBY SUMMON YOU TO ATTEND A MEETING OF THE DYFED POWYS POLICE AND CRIME PANEL WHICH WILL BE HELD IN THE COUNCIL CHAMBER, CYNGOR SIR CEREDIGION, PENMORFA, ABERAERON AT 2.00 PM, ON WEDNESDAY, 24TH JULY, 2024 FOR THE TRANSACTION OF THE BUSINESS OUTLINED ON THE ATTACHED AGENDA**

*Wendy Walters*

**CHIEF EXECUTIVE**

<b>Democratic Officer:</b>	<b>Janine Owen</b>
<b>Telephone (direct line):</b>	<b>01267 224028</b>
<b>E-Mail:</b>	<b>DemocraticServices@carmarthenshire.gov.uk</b>

Wendy Walters Prif Weithredwr, *Chief Executive*,  
Neuadd y Sir, Caerfyrddin. SA31 1JP  
County Hall, Carmarthen. SA31 1JP

<b>DYFED POWYS POLICE &amp; CRIME PANEL 14 MEMBERS</b>
--

**CARMARTHENSHIRE COUNTY COUNCIL - 3 MEMBERS**

- |    |            |              |
|----|------------|--------------|
| 1. | COUNCILLOR | KEN HOWELL   |
| 2. | COUNCILLOR | KAREN DAVIES |
| 3. | COUNCILLOR | VACANCY      |

**CEREDIGION COUNTY COUNCIL - 3 MEMBERS**

- |    |            |                 |
|----|------------|-----------------|
| 1. | COUNCILLOR | KEITH EVANS     |
| 2. | COUNCILLOR | WYN THOMAS      |
| 3. | COUNCILLOR | ELIZABETH EVANS |

**PEMBROKESHIRE COUNTY COUNCIL - 3 MEMBERS**

- |    |            |                 |
|----|------------|-----------------|
| 1. | COUNCILLOR | JONATHAN GRIMES |
| 2. | COUNCILLOR | SIMON HANCOCK   |
| 3. | COUNCILLOR | VACANCY         |

**POWYS COUNTY COUNCIL - 3 MEMBERS**

- |    |            |                |
|----|------------|----------------|
| 1. | COUNCILLOR | LIZ RIJENBERG  |
| 2. | COUNCILLOR | LES GEORGE     |
| 3. | COUNCILLOR | WILLIAM POWELL |

**CO-OPTED INDEPENDENT MEMBERS - 2 MEMBERS**

- |    |                           |
|----|---------------------------|
| 1. | PROFESSOR IAN ROFFE       |
| 2. | MRS HELEN MARGARET THOMAS |

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## DYFED POWYS POLICE AND CRIME PANEL

24/07/2024

<b>Subject</b> <p>Appointment of Panel Chair and Vice-Chair</p>		
<b>Purpose:</b> <p>To appoint a Panel Chair and Vice Chair until the next Annual General Meeting</p>		
<b>Recommendations / key decisions required:</b> <p>That a Panel Chair and Vice-Chair be appointed</p>		
<b>Reasons:</b> <p>The terms of office of the Panel Chair and Vice-Chair have ended.</p>		
Cabinet Decision Required		Not applicable
Council Decision Required		Not applicable
CABINET MEMBER PORTFOLIO HOLDER:-		Not applicable
Report Author:	Designations:	Tel: 01267 224018
Robert Edgecombe	Panel Support Officer	Email addresses: rjedgeco@carmarthenshire.gov.uk

**EXECUTIVE SUMMARY**  
**DYFED-POWYS POLICE AND CRIME PANEL**  
**24/07/2024**

**Appointment of Panel Chair and Vice-Chair**

Panel members are required to appoint members of the Panel to act as its Chair and Vice-Chair until the Panel Annual General Meeting in 2025.

Both posts may be filled by elected or co-opted members.

Each nomination will require a proposer and seconder before being voted on.

**DETAILED REPORT ATTACHED?**

**YES**

**Section 100D Local Government Act, 1972 – Access to Information**  
**List of Background Papers used in the preparation of this report:**

<b>Title of Document</b>	<b>File Ref No.</b>	<b>Locations that the papers are available for public inspection</b>
Host Authority Files	PACP-088	County Hall Carmarthen

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**DYFED POWYS POLICE AND CRIME PANEL****WEDNESDAY 15<sup>TH</sup> MAY 2024****PRESENT:** Professor Ian Roffe (Independent Member) (Chair)**Carmarthenshire County Council Members:**

K. Howell, K. Davies and D. Jones

**Ceredigion County Council Members:**

E. Evans, K. Evans and W. Thomas

**Pembrokeshire County Council Members:**

J. Grimes and S. Hancock

**Powys County Council Members:**

W. Powell and L. Rijenberg

**Independent Member**

Mrs H.M. Thomas

**In attendance from the Office of the Police and Crime Commissioner:**

Mr D. Llewelyn – Police and Crime Commissioner

Mrs C. Morgans – Chief of Staff

Mrs N. Davies – Acting Chief Finance Officer

**Also Present:**

R. Edgecombe, Legal Services Manager

A. Eynon, Principal Translator

R. Morris, Members Support Officer

K. Thomas, Democratic Services Officer

**Chamber, County Hall, Carmarthen - 10.30 am - 11.45 am****1. APOLOGIES FOR ABSENCE AND PERSONAL MATTERS**

An apology for absence was received from Councillor L. George.

**2. DECLARATIONS OF INTEREST**

<b>Member</b>	<b>Agenda Item No</b>	<b>Interest</b>
Cllr. S Hancock	Agenda items 7,8 & 9	Family member is a serving Police Officer within the Dyfed Powys Police Force.
Helen Thomas	Agenda items 7, 8 & 9	Family Member is involved in the Living Wage Group

Note: These minutes are subject to confirmation at the next meeting.

**3. TO SIGN AS A CORRECT RECORD THE MINUTES OF THE MEETING HELD ON THE 16TH FEBRUARY 2024**

**RESOLVED** that the minutes of the Dyfed-Powys Police and Crime Panel meeting held on the 16<sup>th</sup> February, 2024 be signed as a correct record.

**4. MATTERS ARISING FROM THE MINUTES (IF ANY)**

There were no matters arising from the minutes of the meeting.

The Chair on behalf of the Panel congratulated Mr Llewelyn on his recent re-election as the Police and Crime Commissioner for the Dyfed Powys Police Force area.

The Chair referred to the recent police incident at a school within Carmarthenshire and sought an update from the Commissioner on that incident together with his views on the future of police presence at schools within the force area.

With regard to the incident in question, the Commissioner advised he was unable to comment thereon as it was the subject of an on-going police investigation. In relation to the future, he assured the Panel the Dyfed Powys Force would continue with the school programme. However, the existing format would be reviewed and amended by working with schools and the Youth Justice Service.

**5. POLICE AND CRIME PANEL ANNUAL REPORT**

The Panel considered the 2023-2024 Annual Report for the Dyfed Powys Police and Crime Panel published in accordance with grant conditions applied to its funding received from the Home Office.

The Chair extended his appreciation to Mr Robert Edgecombe for producing the report.

The Chair also referred to an error in the report under item 6 and advised the reference made to a new 5 year cycle should have read a 4 year cycle.

**RESOLVED** that the 2023-2024 Annual Report for the Dyfed Powys Police and Crime Panel be received.

**6. PERFORMANCE SUB GROUP REPORT**

The Panel was reminded that its 2022-23 Annual report tasked a Sub Group of the Panel to scrutinise how the Commissioner performed his statutory duty to maintain an efficient and effective police force. In accordance with that decision, the Panel considered the Sub Group's report, conclusions and recommendations with the recommendations being:

1. That the Panel continues to scrutinise how the Commissioner holds the Chief Constable to account in relation to issues of staff well-being during

Note: These minutes are subject to confirmation at the next meeting.

the 2024-2025 municipal year through attendance at Policing Accountability Board meetings.

2. That the Panel ask the Commissioner to present a report at a Panel meeting during 2024/2025 detailing the steps taken by the Commissioner to ensure the issues identified in the HMICFRS report are addressed and the progress that has been made.

**RESOLVED that the Sub Group's findings be noted.**

## **7. DECISIONS MADE BY THE POLICE AND CRIME COMMISSIONER**

[NOTE: Councillor S. Hancock and Mrs H.M. Thomas having earlier declared an interest in this item remained in the meeting during its consideration and voting thereof.]

The Panel considered a report on decisions taken by the Commissioner between 8<sup>th</sup> February and 11<sup>th</sup> April. 2024.

Reference was made to the Decision on the Northwest Surveillance Situational Awareness System and to a recent news article on the use of face recognition cameras within Croydon. The Commissioner confirmed such cameras were not in use within the Dyfed Powys Police Force area.

With regard to objective 3 within the Strategic Equality Plan – “Strengthen our relationships through proactive community policing and engagement activities” the Commissioner confirmed he was striving for an increased visible and accessible force via the force’s 1308 officers which included a review currently being undertaken on the operation of the neighbourhood policing teams to achieving that aim. The Force would also be launching its equality Plan later in May 2024.

With reference to the one off £10,000 goodwill payment to each of the 3 Local Authorities within Dyfed Powys, the Commissioner confirmed no caveats had been placed on the payment.

Reference was made to the single tender awards within the report and to whether the costs thereof, for example the Automatic Number Plate Recognition Tender which could be significant, could be included within a future report. The Commissioner advised that could be looked at for inclusion within future reports to the Panel.

With reference to Value for Money for tenders the Commissioner advised that for large contracts eg the purchase of police vehicles, the force utilised the Blue Light Commercial organisation framework where large economies of scale could be achieved. For more specific local contracts, the force had a procurement policy in place and proper due diligence was applied to ensure value for money was achieved.

In response to a delay on the commencement of the contract for the Individual Sexual Violence Advisor, the Commissioner advised that had been delayed until

Note: These minutes are subject to confirmation at the next meeting.

the Autumn due to issues relating to the Transfer of Undertakings and Protection of Employment process. He confirmed the new contract would deliver added benefits to the existing contract for example, the provision of services for child victims of crime.

With regard to the extension agreement for the Go Safe Partnership and the review to be undertaken of the introduction of the default 20mph speed limits in Wales, the Commissioner advised on the financial pressures being faced by the partnership and discussions being undertaken with the Welsh Government on its grant funding. In relation to the review of the 20mph limit, a lead chief officer had been appointed to inform the review of the Welsh Police Forces response and he would provide an update at a future Panel meeting.

In relation to a question on a recent report published on Road Safety within Powys, the Commissioner advised whilst he had not yet read the report the situation was not unique to Powys. However, he would agenda an item thereon for a future meeting of the Panel.

With regard to the decision on the sale of the existing Pembroke Dock Police Station and the Purchase of a property on Argyle Street, the Commissioner advised those decisions had been made on the basis of future proofing police provision in the area and providing modern working facilities for officers. He further advised the force would shortly be reviewing its estate strategy.

**RESOLVED that the report be received.**

## **8. POLICING PROTOCOL - PERFORMANCE REPORT**

[NOTE: Councillor S. Hancock and Mrs H.M. Thomas having earlier declared an interest in this item remained in the meeting during its consideration and voting thereof.]

The Panel considered a performance report in relation to the Policing Protocol for Q4 of the financial year 2023-24. The report detailed the progress made in respect of the 50 actions introduced to measure compliance with the powers and duties set out in the Policing Protocol Order 2011.

The Panel congratulated the Commissioner and his team on the achievements made in reducing risks, with more risks now being categorised as 'Green'.

With regard to the 'Out of Court Disposals', the Commissioner advised those were discussed at quarterly scrutiny panel meetings to assess court cases and it, in turn, reported to himself and the Chief Constable.

**RESOLVED that the report be noted.**

Note: These minutes are subject to confirmation at the next meeting.

## 9. OPCC BUSINESS PLAN - PROGRESS REPORT

[NOTE: Councillor S. Hancock and Mrs. H. Thomas, having earlier declared an interest in this item remained in the meeting during its consideration and voting thereof.]

The Panel considered a report which summarised the progress made by the Dyfed Powys Police and Crime Commissioner during Quarter 4 2023/24 in delivering the requirements of its Business Plan. Panel Members were advised that the Business Plan was aligned to the priorities outlined in the Police and Crime Plan for 2021/2025.

The report detailed the 51 actions, 4 of which were categorised as red status, 26 amber status and 21 green status. The report noted that a decision had been made to defer two of the actions to the next Business Plan.

The Panel also received for consideration the Police and Crime Commissioner's 2024-25 Business Plan

In response to a question on the provision of a Women's Centre, the Commissioner advised that was a pilot being established, initially within Carmarthen, funded by his office where women in danger of offending could be referred. It was hoped that in time other centres could also be established. He further advised that he could arrange for the Panel to be provided with more details at a future meeting and possibly arrange for it to visit the centre.

Reference was made to the Sexual Assault Referral Centre in Bow Street Aberystwyth and the Commissioner advised that whilst there had had been long term plans to effect its relocation to more suitable premises capital funding was not available from the Welsh Government. However, discussions were being undertaken with the Welsh Government on its capital programme with an officer from the South Wales Force leading on those discussions.

In response to a question under value 2, the Commissioner confirmed the review being undertaken on his holding of the Chief Constable to account would result in changes to the current system. He further referred to the role of the Police and Accountability Boards and advised their operation would also be reviewed.

### RESOLVED

- 9.1 That the 2023/24 Q4 Business Plan progress report be noted
- 9.2 That the 2024/25 Business Plan be noted.

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CHAIR

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DATE

Note: These minutes are subject to confirmation at the next meeting.

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## DYFED POWYS POLICE AND CRIME PANEL

24/07/2024

### Subject

POLICE AND CRIME COMMISSIONER DRAFT ANNUAL REPORT

### Purpose:

To review the draft report and make such recommendations as the Panel thinks fit.

### Recommendations / key decisions required:

That the Panel reviews the draft report

### Reasons:

The Panel has a statutory duty to do this

Cabinet Decision Required

Not applicable

Council Decision Required

Not applicable

CABINET MEMBER PORTFOLIO HOLDER:-

Not applicable

Report Author:

Robert Edgecombe

Designations:

Panel Support Officer

Tel: 01267 224018

Email addresses:

[rjedgeco@carmarthenshire.gov.uk](mailto:rjedgeco@carmarthenshire.gov.uk)

**EXECUTIVE SUMMARY  
DYFED-POWYS POLICE AND CRIME PANEL  
24/07/2024**

**POLICE AND CRIME COMMISSIONER DRAFT ANNUAL REPORT**

Paragraph 24(e) of the Policing Protocol Order 2023 provides that the Police and Crime Panel has the power to review the Police and Crime Commissioner's Annual Report and make such reports and recommendations as it thinks fit, at a public meeting, which the PCC must attend.

The Commissioner's draft Annual Report is attached.

**DETAILED REPORT ATTACHED?**

**YES**

**Section 100D Local Government Act, 1972 – Access to Information**  
**List of Background Papers used in the preparation of this report:**

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**Comisiynydd Heddlu a Throseddu  
Dyfed-Powys  
Police and Crime Commissioner**

# **Annual Report**

## **2023-24**

This document is also available in Welsh.

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## Foreword

2023-24 has been an interesting year for everyone involved in Policing with the service being under the spotlight across the country. It has been challenging locally with a number of key incidents that have added pressure to the service.

This is the third year of delivering the commitments I set out in my Police and Crime plan for 2021-2025. A key focus has been working with the Force to continue highly effective and well regarded services.

As the PCC I have ensured that I visited many communities across the Force area to listen to you the public and what your concerns are. It is vitally important to me that I hear what you have to say and then where it is appropriate that I facilitate change.

I have continued to act as a Victims' Champion and am extremely proud of the work that continues with the Victims' Engagement Forum. Hearing first-hand the experiences of victims has on occasions been a sobering experience but by listening to those experiences we have been able to modify our services and affect change.

The work of our dedicated Independent Custody Visitors has resulted in deserved recognition where they received a Gold award from the Independent Custody Visitor Association as part of their Quality Assurance Framework assessment. I am extremely grateful and proud of the work they have undertaken to gain this level of award.

During the year I have welcomed the work that has been undertaken with higher education institutions and look forward to the work that will be achieved following the appointment of a jointly funded Evidence-Based Policing Research Co-ordinator. This is an appointment that will allow us to learn from current relevant research that can assist in driving improvements in operational policing.

We have continued to work closely with the Force, and I welcome the way the Force has been transparent over the course of the year when I have had the opportunity to challenge the Chief Constable on areas of performance to ensure that the priorities set out within the Police and Crime Plan continue to be delivered.

There have been specific challenges during the year that have caused significant pressures on the Force including issues at the Stradey Park Hotel but through regular dialogue I have been kept apprised of those events and have lobbied the Home Office, ultimately influencing their direction of travel.

I was extremely proud to be in attendance when three key projects won a Safer Community Award. The Economic Crime team won the Safeguarding Award, INTACT won the Serious Violence Award and the IOM Project won the Offending and Justice Award. These were the culmination of significant work between Dyfed-Powys Police and key partners who have shown dedication and commitment to safeguarding the communities in the Dyfed-Powys area.

At a local level I would like to pass on my thanks to all officers, staff and partners who have worked tirelessly to deliver services to our local communities. I am also indebted to all the volunteers who have given their time over the last year to support our endeavours in improving and sustaining quality service provision. You have all made significant contributions and I am extremely grateful for your endeavours.

Thank you all once again for your continued support – Diolch yn fawr iawn.

A handwritten signature in black ink, reading 'Dafydd Llywelyn', written over a thin horizontal line.

Dafydd Llywelyn

Dyfed-Powys Police and Crime Commissioner

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## The Role of a Police and Crime Commissioner

It is now 12 years since Police and Crime Commissioners (PCCs) were first democratically elected and started making a real difference by giving the public a stronger voice in policing and criminal justice.

In marking this milestone, PCC Llywelyn stated “As we come to the end of the third term of Commissioners and my second term, I am still sincerely privileged to hold the office of the PCC. I am honoured to be the voice of the public and with the link between policing and the local criminal justice system. The role is extremely important in the eyes of the public and myself as my office and relevant partner agencies and organisations work together to improve services and outcomes for both victims of crime and perpetrators with a goal of safer communities across the Dyfed-Powys area.”



**Here are 12 things to know about a Police and Crime Commissioner.**

**The Commissioner is 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
10. Setting the annual Police budget and precept level.

**The Commissioner is not responsible for:**

11. Day-to-day deployment and delivery of police services known as 'operational policing'; or

12. Investigating complaints against police officers below the rank of Chief Constable.

Visit our YouTube page to watch a video explaining the purpose, role responsibilities of Police and Crime Commissioners [https://youtu.be/PcB\\_lvZ2Dyk](https://youtu.be/PcB_lvZ2Dyk)

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## 2021-25 Police and Crime Plan

One of the key roles of a Police and Crime Commissioner is to produce a Police and Crime Plan setting the direction for policing for a four-year period.

The Plan includes the Commissioners overarching vision for the lifetime of the plan and that is, to keep the communities of Mid and West Wales safe, maintaining trust and confidence in our police and criminal justice system as a whole.

There are 5 key strands behind this vision that:

- We keep our communities safe, supporting them when there is crime and anti-social behaviour.
- Our services are accessible to all communities, recognising diversity and Welsh language.
- We take a public health approach to high community harm problems including substance misuse, violence against women and girls and mental health.
- We deliver a policing and justice system that meets our communities' crime prevention needs, protects the public and builds resilience.
- Our meaningful, far-reaching public engagement drives strategic decision making.

The statements above allowed the Commissioner to develop three key priorities:

1. Victims are supported
2. Harm is prevented
3. Our justice system is more effective

To facilitate delivery of the priorities, the Commissioner adopted four values that underpins the work undertaken by the Commissioner, his team and partners:

1. Working Together
2. Being Accountable
3. Being Sustainable
4. Engaging Widely

The Plan details the Commissioner's aims for Dyfed-Powys Police and how he will hold the Force to account to achieve them, as well as setting out steps the Commissioner will undertake with partners.

The 2021-25 Police and Crime Plan is available on the Commissioner's website: <https://www.dyfedpowys-pcc.org.uk/en/the-commissioner/police-and-crime-plan/>

A series of animated videos are available on the above link to support and summarise the Commissioner's Police and Crime Plan, to make it more accessible to all.

This Annual Report reflects on the work undertaken to meet the priorities, as well as how the Commissioner has championed partnership working, accountability, sustainability, and engagement.

## Strategic Policing Requirement

The Strategic Policing Requirement (SPR) sets out those threats which, in the Home Secretary's view, are the biggest threat to public safety and must be given due regard by the PCCs when issuing or varying Police and Crime Plans.

It supports the Commissioner as well the Chief Constable to plan, prepare and respond to these threats by clearly linking the local response to the national threats, highlighting the capabilities and partnerships that policing needs, to ensure it can fulfil its national responsibilities.

The 2023 SPR sets out seven identified national threats:

- Serious and Organised Crime (SOC)
- Terrorism
- Cyber Attacks
- Child Sexual Abuse
- Public Disorder
- Civil Emergencies
- Violence Against Women and Girls (VAWG)

Within the current Police and Crime Plan the Commissioner committed to *“Continue to ensure Dyfed-Powys Police meets the requirements of the Strategic Policing Requirement.”*

Staff from the Office of the Police and Crime Commissioner routinely attend Dyfed-Powys Police's internal meetings to understand how Chief Officers ensure the Force has the required capacity and capability to respond to each of the threats. In addition, through Policing Board the Commissioner asked the Chief Constable to answer three questions:

1. What evidence does the Force have that it has the necessary capacity and capabilities to address each of the threats?
2. How can the Force demonstrate the development and use of strategic threat assessments in predicting and managing demand?
3. What is the Force's Communications and Engagement plan to advise communities and businesses of threats and preventative measures?

The Chief Constable provided written responses covering each of the threats, which were reviewed in detail by the Commissioner's office. There was reassurance that where risks were identified, mitigating actions are being appropriately planned. Where appropriate, the Commissioner's team ensures that any matters requiring further assurance are progressed through internal scrutiny and escalated back through Policing Board meetings accordingly. The Commissioner has been assured that strategic threat assessments are in place and the Office continues to monitor how the Force and partners use these to ensure prevention activity is focused in the right areas.

The Office of the Police and Crime Commissioner will be using the Strategic Policing Requirement 2023 to inform the development of the 2025-29 Police and Crime Plan which will be published by the end of March 2025.

## **Progress against the Police & Crime Plan 2021-25**

### **Priority 1: Victims are Supported**

#### **Investment in support services for victims.**

The Commissioner is committed to ensuring that victims are recognised and supported, that their voices are heard, and responses are tailored to their individual needs.

For the 2023-24 financial year, the Commissioner continued to fund essential support services for victims. In many cases this is done using Ministry of Justice victim's grant funding; a key outcome of which is that services help victims to cope and recover from the impact of crime.

#### **Goleudy multi-crime service**

Throughout 2023/24, Goleudy continued to offer personalised, emotional, and practical support to help victims, their families and witnesses of crime and anti-social behaviour.

During 2023--24:

- 17,734 victims of crime and anti-social behaviour were referred to assess their need for support. 84% of these victims engaged with Goleudy.
- The highest proportion of these were aged between 18-34 (30%) and 35-54 (33%) years.
- Just over half, 53%, were female.

Goleudy refers victims into specialist support services where needed, including mental health, domestic abuse, sexual violence and substance misuse services. 253 victims were referred onto other services to receive additional specialist support.

- The Commissioner is in the process of recommissioning the future service for victims as the current contract with Goleudy comes to an end in March 2025.

## **Independent Road Victim Advocate Service**

In November 2023, as part of Road Safety Week, the Commissioner announced that he had approved a 12-month extension to a support service for road victims in the Dyfed-Powys area.

The funding will enable service provider Brake, to continue with the employment of a dedicated Independent Road Victim Advocate (IRVA), working with Dyfed-Powys Police and directly with victims who have been bereaved by road fatalities. Brake's National Road Victim Service (NRVS) is the leading, largest, road victim support provider for the UK. This care provision is not a helpline – it is case-managed care from day one for as long as required (sometimes more than a year) prior to safe exit. Care is provided by assigning a named, trained, paid caseworker to a family.

The funding provided by the Commissioner enables Brake to work in partnership with Dyfed-Powys Police to support families in the aftermath of fatal road incidents, ensuring they have access to specialist support from the IRVA who will put in place a bespoke package of care depending on the needs of each family. They can help with the immediate practicalities of dealing with finances and funeral arrangements through to supporting children with specialist counselling and support items such as memory bears. The Commissioner's funding allows this role to be in place until April 2025.

The Commissioner's office have worked closely with the Roads Policing Unit to encourage a robust referral process following road fatalities. Further work is required to ensure that all eligible victims are being offered support. Client feedback has indicated that the support provided is beneficial and provides comfort to clients' and their families:

"Thank you for being my caseworker - you listen and respond well. It's amazing to have you supporting me."

"I feel it a privilege to talk to you as my caseworker. I find it comforting to talk to you."

"Nice to have you to talk to as I don't want to burden the family"

"I very much appreciate the support you give to me as my caseworker. It helps me to talk to you as it allows me to summarise my feelings as this puts things into perspective for me."

**Police and Crime Commissioner, Dafydd Llywelyn said;** "Sadly, road collisions are common here in Dyfed-Powys, despite the proactive work of our Roads Policing Unit, Community Safety Speedwatch, and Go Safe.

“We all have a responsibility to drive safely and respect other road users. The casualty rate across the force area should not be accepted and I am committed to reduce these statistics and the associated terrible human cost.

“I cannot begin to imagine the trauma experienced by families who suffer a bereavement or life-changing injury in a road collision, and I hope that by funding this service delivered by Brake we can help alleviate some of that suffering, fear and uncertainty for victims in Dyfed-Powys.”

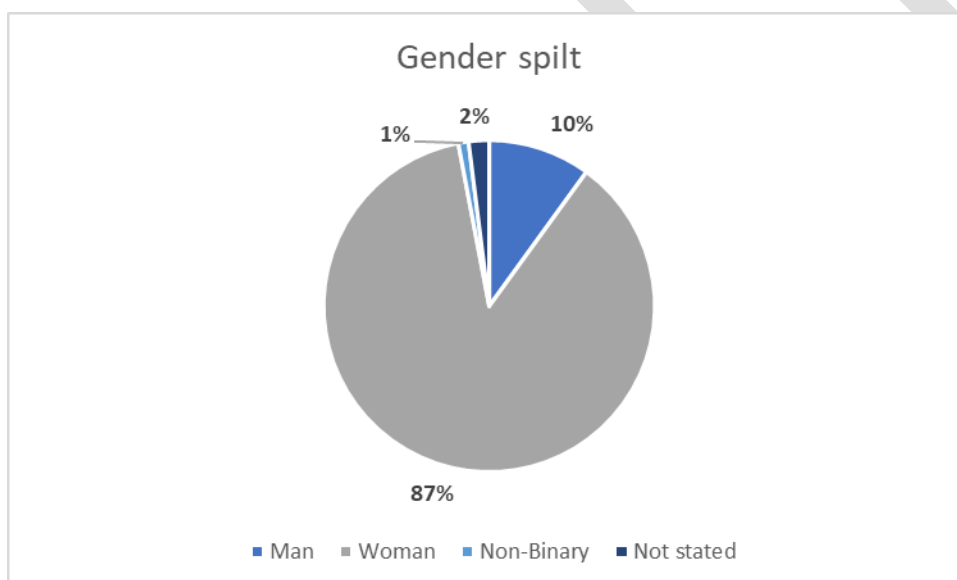
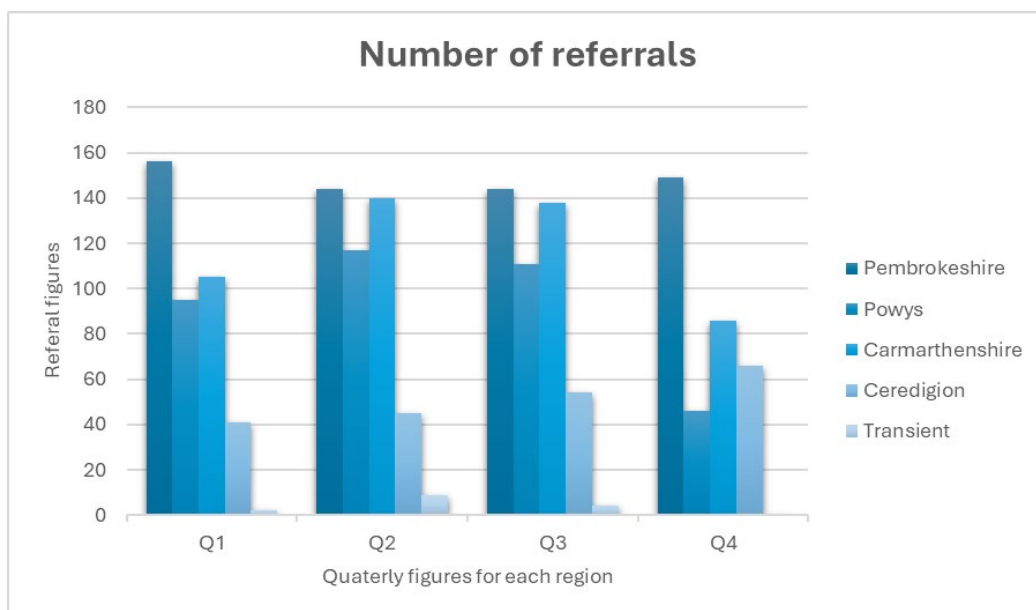
**Jami Blythe, Development Manager at Brake, said:** “Thanks to funding from Dyfed-Powys Police and Crime Commissioner, Brake is able to extend the operation of the National Road Victim Service into this local area. The funding will help road crash victims in Dyfed-Powys cope with the shock, turmoil and devastation that road crashes cause to families. The Independent Road Victim Advocate will work with local families to provide the vital support they need. We are incredibly grateful to be part of the Commissioner’s commitment to supporting the needs of road crash victims.”

### **Independent Domestic Violence Advisory service**

The Independent Domestic Violence Advisory (IDVA) service, run by Dal I Godi addresses the safety of victims who are at high risk of harm from intimate partners, ex-partners or family members, including ensuring the safety of children.

Dal I Godi is a collaborative partnership service formed by five specialist domestic abuse agencies, Calan Domestic Violence Service, Carmarthenshire Domestic Abuse Service, Montgomeryshire Family Crisis Centre, Threshold Domestic Abuse Service and West Wales Domestic Abuse Service. The five agencies between them have 148 years collective experience of delivering domestic abuse services.

The service received 1652 referrals during 2023/24, with cases from Pembrokeshire being the highest, followed by Carmarthenshire. 87% of these referrals were female.



Outcome data for those exiting the service during quarter 4 of 2023-24:

Percentage of clients reporting improved health and wellbeing	53%
Percentage of clients feeling more able to cope	60%
Percentage of clients feeling increased level of safety	63%
Percentage of clients feeling better informed and able to act	68%

Quotes from individuals who have accessed the services:

- I never thought I could feel safe and hopeful again, but your support has made that possible. Thank you for your kindness and for helping me take the first steps toward healing
- Thank you for providing a lifeline when I felt lost. Your guidance and care have made an enormous difference, and I am finally starting to feel hopeful again
- Better days are coming and I'm not going to stop until they are fully here. Massive thank you for everything you've done to help me honestly, you've been amazing!! Really glad I had your help! I'm going to miss you so much. I am so grateful for having met you and all you have done for me

### Case Study

A referral was made to the service in 2023 following an incident that was reported to the Police. A female who was believed to be experiencing coercive control, physical and sexual abuse perpetrated by her partner and then partners family.

The IDVA safely made initial contact within 24 hours of receiving the referral and arranged to meet at a local police station. Upon initial risk assessment, it was identified that this was a significant case of domestic abuse. Following this disclosure, the IDVA supported the individual to access the Sexual Assault Referral Centre (SARC), flee to safe accommodation and supported her to make a police statement that later resulted in the arrest of the alleged offender and a family member.

The individual had contact with the perpetrator due to child contact and experienced post separation abuse including coercion and threats that left her feeling afraid. The IDVA supported the individual in making a police report, provided emotional support when making a statement and updated the individual on any progress in the case by engaging with the Domestic Abuse Officer allocated to the case.

The individual continued to engage with the service and has reported feeling more resilient about the future for her and her daughter free from abuse.

### **Independent Sexual Violence Advisory service**

New Pathways are an experienced sexual violence support provider in Wales, with over 30 years' experience of delivering specialist support for adults and children affected by the trauma of rape, sexual assault and sexual abuse. Across Wales they support nearly 4000 people per year.

Within Dyfed Powys 582 individuals were referred to New Pathways in 2023/24, with the majority of referrals via Dyfed-Powys Police. just over half, 55% of referrals were as a result of historic cases with 17% of referrals following an acute presentation requiring a forensic medical examination. Those referred to the service benefit from

the support of an Independent Sexual Violence Advisor who provides support that is tailored towards the individual and provide emotional and practical support.

### **During 2023-24:**

582 referrals were made into New Pathways.

55% of these were historic cases.

12% of referrals were for children under 12 years of age.

37% of victims referred were aged under 17

### **Outcomes of New Pathways' support service:**

84% of service users reported feeling more able to cope.

84% experienced a reduction in symptoms of anxiety.

### **Operation Soteria Bluestone**

Through the year, Dyfed-Powys Police continued to transform their approach to the policing of rape and other serious sexual offences (RASSO) in line with Operation Soteria Bluestone; a national Home Office funded research and change programme.

The Commissioner maintained oversight of Dyfed-Powys Police's progress against both their own local action plan and Op Soteria's National Operating Model (launched in July 2023), through the presentation of regular updates at Policing Board. Representatives from the OPCC attended crucial internal and multi-agency meetings, keeping the Commissioner informed of any areas of concern or best practice identified.

Throughout the year, Op Soteria ran their national *"Police experience survey for victims of rape and sexual assault"*. Alongside Dyfed-Powys Police, the OPCC promoted this survey on social media, encouraging local victims of RASSO to share their experience at a national level in order to improve the police response to these crimes.



Com|Dyfed-Powys  
@DPOPCC

...

Do you want to give feedback on your experience with the police? Do the police know about your case of rape or sexual assault? Are you 18 or over? Complete this anonymous online survey

[tinyurl.com/1experiencesur...](https://tinyurl.com/1experiencesur...) to help us improve police response

#OpSoteriaBluestone



Com|Dyfed-Powys @DPOPCC · Mar 12

...

Ydych chi eisiau rhoi adborth ar eich profiad gyda'r heddlu? Ydy'r heddlu'n gwybod am eich achos o dreisio neu ymosodiad rhywiol? Ydych chi'n 18 oed neu'n hŷn? Cwblhewch yr arolwg ar-lein hwn

[ow.ly/tqAH50PIEW4](https://ow.ly/tqAH50PIEW4) i'n helpu i wella ymateb yr heddlu

#OpSoteriaBluestone



Acting as the voice of victims, the Commissioner and staff will continue to assist the Force in engaging those with lived experience to ensure they have a voice in improving

police services. The OPCC will have more involvement in Dyfed-Powys Police's internal scrutiny of their police response to RASSO.

### **Physical Empowerment CIC**

The Commissioner also distributed funding to community organisations and charities whose aims are to support the vulnerable.

Physical Empowerment CIC provide self-defence, resilience and confidence building classes to victims and survivors of domestic abuse.

Following a successful pilot project in 2022-23, Physical Empowerment CIC received further funding to continue this important work.

The original pilot utilised staff employed at the organisations' Port Talbot base who travelled to Llanelli to deliver sessions. This years' funding expands on this provision to employ a full-time resource to deliver directly to Dyfed-Powys communities.

The outcomes they deliver are developing attendees' ability to move from a 'victim' to 'survivor' mindset, having a stronger sense of self, helping them get rid of that permanent feeling of fear they carry, being more capable, independent and confident and in turn being able to contribute more to society.

The pilot project has been well received and has provided much needed support to women to empower them to recognise and avoid repeated behavioural patterns; become more assertive and increase their self-esteem.

The funding has facilitated the employment of a Community Co-ordinator, Operations manager and an instructor to deliver the sessions, specialist kit for the project and where appropriate funding has been given for child-care and travelling costs.

The focus of funding was to set up a base within the Dyfed Powys region with a community co-ordinator – this has been successfully achieved. 1 training session was held during the funding period with 11 individuals interested to attend. 4 clients completed the full course and the others have been contacted with additional support, some of which are keen to attend future courses in the region. Consideration is being given to delivering courses in other locations within Dyfed Powys to maximise reach.

Client feedback includes the following:

"This course has brought women together to feel more than victims but to feel human, feel empowered."

"I have really enjoyed the Physical Empowerment course. The thing I have felt has been extremely helpful is being able to speak to ladies that understand Me!!"

“Amazing course. I would highly recommend anyone who has been in an abusive relationship to do the course. Amazing. Thank you 😊”

“Brilliant, it actually works to reset your brain back to before the abuse, it is better than counselling. It is empowering.”

### **Child to Parent Abuse**

In December 2023 the Commissioner once again highlighted Child to Parent Abuse (CPA) following the White Ribbon Campaign and encouraged organisations in the Dyfed-Powys area to sign the Child to Parent Abuse Covenant.

Child to Parent Abuse is a particular nuance of domestic abuse, and there is lack of awareness of this type of abuse. .

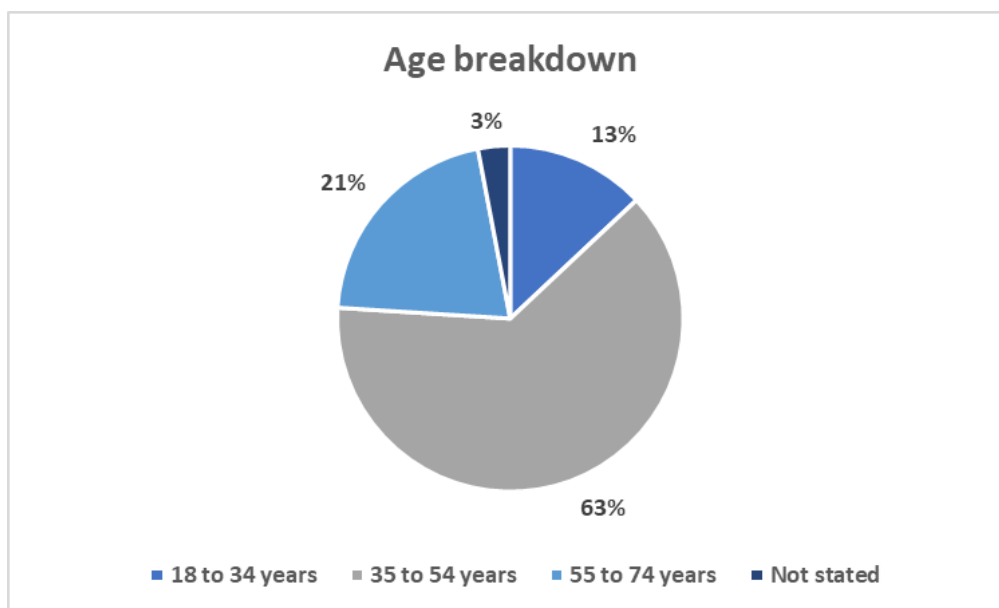
The Covenant gives employers across the UK the opportunity to recognise Child to Parent Abuse as a key type of domestic abuse, and begin offering support to their staff, volunteers, service-users or members of the public. Organisations can sign the Covenant whether they have existing policies and staff training in place, or whether they are completely new to their journey of discovering what CPA is and how it affects families.

The Covenant has been launched by not-for-profit organisation Parents Education Growth Support (PEGS), as part of their ongoing commitment to supporting parents, carers and guardians impacted by CPA.

The Commissioner has provided funding to PEGS during 2023/24 to progress awareness raising and support parents who are suffering with this type of abuse.

During 2023-24, 32 referrals were made to PEGS, of which 29 victims engaged with support.

All victims supported were females in the following age brackets:



In addition to the support service, PEGS have delivered a comprehensive training package to practitioners, including police officers, commissioned services and partners. The training includes awareness of an assessment tool that is being used by Dyfed-Powys Police to identify the presence of child to parent abuse, and to inform the operational response.

**Police and Crime Commissioner Dafydd Llywelyn said:**

“Our efforts, including the unique training we are providing within this area and signing the Child to Parent Abuse Covenant, are steps toward a safer and more informed community. By working together, we can create lasting change and support those affected by these forms of abuse.

Further details about the Child to Parent Abuse, and the Covenant, can be found on PEGS’ website here; <https://www.pegssupport.co.uk/CPAC> .

**Safer Communities Awards**

The Safer Communities Awards were held to recognise outstanding contributions to community safety in a multi-agency context. The Awards Ceremony, held in Swansea in December 2023, was an opportunity to recognise those who have had a real impact on people’s lives throughout the year.

A number of Dyfed Powys initiatives and projects won awards including INTACT - a multi-agency partnership to combat serious violence and organised crime in Dyfed-Powys the Integrated Offender Management (IOM) housing projects and Dyfed-Powys Police’s Economic Crime Team.

The staff and officers from Dyfed-Powys Police and partner agencies working within all three of these business areas have shown commitment and dedication to

safeguarding the communities of Ceredigion, Pembrokeshire, Carmarthenshire and Powys and deserve the national recognition.

Formed in 2019, INTACT is a multi-agency partnership to combat serious violence and organised crime in Dyfed-Powys. The aim of INTACT is to reduce the harm caused to individuals and communities by serious violence and organised crime (SVOC). It operates under the 4P approach to policing: Prepare; Protect; Prevent; Pursue. They work closely with partner agencies to provide early intervention and prevention services to protect those most at risk of engaging in SVOC as victims or offenders. To date, over 600 children, young people and vulnerable adults have been offered a variety of targeted interventions.

The Dyfed-Powys Integrated Offender Management (IOM) housing project in Ceredigion is a provision of temporary move on accommodation for IOM offenders.

The IOM team in Ceredigion identified accommodation as the key need amongst the cohort to attempt to break the offending cycle. Existing multi-occupancy projects didn't provide an environment or opportunity for rehabilitation.

The Commissioner provided set up funding for a dedicated property (single bedroom flat) to stabilise IOM nominals while more long-term accommodation was found.

Since the project was established in 2021, seven nominals have used the property, with main criminogenic needs being accommodation, drugs and mental health. Six nominals have since been de-selected from IOM, with one remaining on the scheme. Reasons for de-selection are that pathways have successfully stabilised, and the individuals no longer require intense multi-agency wraparound support.

In April 2020, Dyfed-Powys' Economic Crime Team took over the management of all Fraud and Cyber Crime incidents reported to the Force as a call for service – triaging the reports and engaging with victims at the earliest opportunity in order to provide consistent subject matter expert advice, guidance and support and to ensure accurate reporting to Action Fraud.

By taking on the management of all fraud and cybercrime incidents the Economic Crime Team has not only reduced the strain on frontline officers but have gained positive feedback from victims within the community, with many commenting on the quality of service and reassurance they have received.

A total number of 3328 reports were made to Action Fraud by residents of the Dyfed-Powys area during 2023-24. 1663 of these were reported directly to Dyfed-Powys Police as a call for service.

An additional 918 victims who reported directly to Action Fraud were engaged with and given PROTECT advice.

The total amount reported to Action Fraud as lost was over £20M

Operation Signature identifies and supports vulnerable victims of fraud, providing preventative and supportive measures to protect them and safeguard from further targeting.

In 23/24 the number of victims entered into Operation Signature was 285.

Of the 285 individuals, 81 were categorised as high risk victims, 81 medium risk and 123 as low risk.

The Fraud Safeguarding Officer provided support through direct contact and engagement with 163 victims and recovered a loss of £727,700.

The Financial Investigation Unit within the Economic Crime team has recovered funds totalling £1,004,181.72.

An example of a fraud investigation undertaken by the Economic Crime Team:

- A man from Tenby convinced friends and acquaintances to make high value payments which he said he would put into investment schemes on their behalf. In reality, he was out of work and funding his own lifestyle.
- The man's criminal behaviour came to light in 2018, when his victims failed to receive any money from the 'investments and their suspicions were raised.
- Police enquiries established that a number of people had been affected by his dishonest scheme, and he was arrested on suspicion of Fraud.
- A thorough investigation resulted in the 62 -year -old being charged with 26 counts of fraud.
- After a lengthy trial in December 2023, he was found guilty of these 26 charges, and one of theft.
- His Honour Judge Thomas described him as 'one of the most dishonest' men he had ever met, and he was sentenced on January 5<sup>th</sup>, 2024, to eight years in prison for causing the loss of £377,000.
- His Honour Judge Thomas praised the work of the Economic Crime Team, highly commending the officer in the case in particular for the quality of her investigation.

**In congratulating the three initiatives, Dyfed-Powys Police and Crime Commissioner Dafydd Llywelyn said;** "I am immensely proud to congratulate Dyfed-Powys Police and the multi-agency partners, on the well-deserved recognition given to them at the national Wales Safer Communities Award this week. This accomplishment highlights a commitment to safeguarding our communities by tackling complex challenges."

Also receiving recognition at the Awards was the Dyfed-Powys Community Champion initiative. This initiative is a partnership programme between West Wales Domestic Abuse Services, Calan Domestic Violence Service, Threshold, Montgomery Family Crisis Centre and Carmarthenshire Domestic Abuse Service. The Champions educational programme raises awareness of stalking, harassment and hate crimes, working towards creating safer communities, encouraging participants to become Upstanders and report as appropriate.

## Domestic Abuse Attrition Workshop

Reducing victim attrition in domestic abuse cases was incorporated into the 2023/24 Dyfed-Powys Criminal Justice Board's Delivery Plan.

A key priority at an all-Wales level through the work of the Criminal Justice Board for Wales, 'victim attrition' refers to the withdrawal of support for a criminal investigation. Victims may withdraw their support for several different reasons. As a first step in understanding victim attrition in domestic abuse cases, criminal justice agencies and support services met at a multi-agency workshop at Police Headquarters in November 2023, hosted by the Commissioner's team.

Chaired by the Crown Prosecution Service (CPS) Wales's Deputy Chief Crown Prosecutor, the workshop focused on:

1. The causes of victim attrition in domestic abuse cases, as evident through criminal justice agencies' and support services' existing work and data; and importantly.
2. The steps criminal justice agencies and support services could take to reduce domestic abuse victim attrition across the Dyfed-Powys area.

Some of the causes of victim attrition identified were:

- Delays in the provision of updates to victims during an investigation.
- The terminology used by response officers in initial interactions with victims.
- A lack of awareness and understanding of the special measures available for victims, both by victims and within criminal justice agencies/support services. and
- Inadequate information being shared with victims on services, criminal justice processes and who they may have contact with.

### Special Measures

A range of special measures can assist vulnerable and intimidated victims and witnesses during an investigation and whilst at court. These include, but are not limited to:

- the use of screens to prevent the victim or witness from seeing the accused.
- giving evidence by means of a live link.
- giving evidence in private away from the court.
- judges and barristers removing their wigs and gowns. and
- pre-recording an interview or pre-trial recorded cross-examination.

Further information can be found on the CPS website: <https://www.cps.gov.uk/legal-guidance/special-measures>

Some of the actions identified for organisations, including the Commissioner's Office, were to:

- Co-ordinate a scrutiny exercise by the Commissioner's Quality Assurance Panel focusing on the terminology used by response officers in initial interactions with victims. This took place on 20 March 2024 and the best practice and issues identified were shared with Dyfed-Powys Police for learning.
- Review the Dyfed-Powys Police's Victim Information Pack to ensure it contains all information a victim may require, specifically in relation to victims' services, criminal justice processes and the individuals/roles a victim may have contact with. This work commenced in March 2024, with members of the Commissioner's Victim Engagement Forum will be invited to review the Pack.
- Host a workshop with survivors of domestic abuse, to gather views on the causes of attrition, what criminal justice agencies and support services could do to maintain victim support and how the terminology used by response officers in initial interactions with victims may affect victim attrition. The workshop is due to be held online during April 2024.

Representatives of the criminal justice agencies and support services who attended the original multi-agency meeting continue to meet on a quarterly basis to ensure progress continues in this area. It will also be important to review any changes in victim attrition data to assess whether the actions taken by criminal justice agencies and support services has positively affected attrition.

## Priority Two – Harm is Prevented

### **Wales Police Schools Programme – School Beat Cymru**

In mid-December 2023, Welsh Government notified police forces in Wales that the totality of funding for the All-Wales Schools programme (£0.3m) would be withdrawn from 1st April 2024.

The Wales Police Schools Programme is a collaboration of Welsh Government and Dyfed-Powys, Gwent, North Wales, and South Wales Police which creates the role of Schools Police Officers - a dedicated point of contact for every school in Wales. School Police Officers have been delivering a nationally-reviewed bilingual curriculum of teacher-developed lessons for ages 5–16 for the past 10 years. More-so, they provide support and a bespoke response to incidents, ensuring the safety, well-being and overall development and pastoral care of students and their schools.

The Commissioner wrote to school leaders in the Dyfed-Powys area in January 2024 to clarify the position of the Wales Police Schools Programme. The letter acknowledged the critical role that the School Police Officer plays in maintaining and building a safe and secure environment for students. The Commissioner committed to ensuring the continuity of the programme within the four local authorities of the Dyfed-Powys area until the end of the academic year and is working with Dyfed-Powys Police and partners to scope the future of the Programme beyond July 2024.

## **Strategic Assessment of Serious Collisions**

Research carried out by Forbes Advisor identified that Powys has the most dangerous roads in Britain, followed by Ceredigion in second place and Pembrokeshire in seventh place. The link to the research can be found here [The top 10 most dangerous roads in Britain](#)

As a result, the Commissioner commissioned GoSafe to produce a 10-year strategic review of serious collisions across the Dyfed-Powys area. The review provided data for the Dyfed-Powys area in its entirety, with an emphasis on Powys due to the disproportionate number of deaths that occur within the county. The review found that 40% of all fatal collisions occurred in the Powys area and as a result, the Powys Road Safety Group was established with representatives from the Force, Powys County Council and Welsh Government. This group developed the Powys Strategic Road Safety Report which will be presented to Ministers in Welsh Government. The report gives recommendations to relevant partners (including the Police, Highways Authorities and Welsh Government) on how they should contribute to increasing road safety in Powys.

## **Road Safety Powys Community Engagement**

The Commissioner has supported the Powys Community Safety Partnership in their focus on road safety. During a visit to Cwmdu and Talgarth, the Commissioner met with Councillors to learn more about road safety concerns on the A479 main trunk road. A petition had been created calling for reduced speed limits in both villages, creation of a weight limit for the full length of the road, vehicle noise regulations, and installation of cycling and walking routes, all of which were matters for the Welsh Government to consider.

The Commissioner was able to discuss these concerns with local councillors and also with residents who live on the side of the A479 to understand the impact the road traffic is having on them individually, and their properties. Later on in the day, the Commissioner visited Ysgol Mynydd Du and the Community Library in Talgarth to meet with staff and volunteers as well as the Schools Road Safety Ambassador.

The Commissioner was able to provide reassurances to all that both Dyfed-Powys Police Roads Policing Unit and Go Safe are aware of the local concerns.

The Commissioner wrote a letter to the Deputy Minister for Climate Change in Welsh Government to highlight the concerns with speeding along the A479 trunk road. Within the letter, the Commissioner also suggested that average speed limit cameras should be considered for implementation along this road. The Commissioner also sent a letter to the Head of Highways in Powys County Council to express his concerns about speeding in the village of Trefecca and to urge that the Council take preventative action. The Commissioner recommended the use of traffic calming measures in Trefecca such as road humps or chicanes to ensure the speed limit is adhered to.

## Serious Violence Duty

The Serious Violence Duty commenced on 31st January 2023 and places a duty on Specified Authorities to work together to prevent and reduce serious violence. The Home Office has allocated grant funding for partners in each police force area to deliver the Duty, support the delivery of serious violence reduction strategies and prevent harm.

Police and Crime Commissioners have a convening duty to call together Specified Authorities and assist in delivery of the Duty.

The partnership, including all Specified and Relevant Authorities (see table below), assisted in developing the Strategic Needs Assessment which identified the areas of priority for the Dyfed-Powys area. A workshop with partners was then held to develop these priorities into a Strategy with a number of deliverable actions. This helped to identify initiatives and schemes within the Dyfed-Powys area to fund using the Serious Violence Duty grant funding.

Key findings from the Strategic Needs Assessment:

- Violent crime across the Dyfed-Powys area has been rising for several years.
- Transient summer populations affect the rates per population, skewing the figures to show Pembrokeshire and Ceredigion as having the highest rates of serious violence. The challenge of a non-resident population is something that needs addressing as part of the strategy.
- Domestic Abuse and Sexual Violence are most prevalent amongst the serious violence crimes.
- A high proportion of victims are under 25.
- A significant level of perpetrators of sexual crimes are also below 25, including a subset of peer-on-peer crimes.
- Victims are predominantly female, often repeat victims and highly likely to withdraw from the Criminal Justice process.
- The majority of perpetrators are male.
- There is a high prevalence of online violence and abuse.
- Drivers and risk factors have been identified as:
  - Adverse Childhood Experiences
  - Substance misuse
  - Societal norms
  - Deprivation
  - A lack of access and engagement in education

Key priorities emerging from the workshop were violence against women, domestic abuse and sexual violence (VAWDASV); the online threat; prevention activity and night-time economy. These have been turned into a Strategy and delivery plan which includes a provisional funding plan for 24/25. The delivery plan will continue to evolve as key pieces of additional analysis and work are brought together.

Specified and relevant authorities involved in the development of the Strategic Needs Assessment and Strategy:

- Dyfed-Powys Police
- Hywel Dda Health Board
- Powys Teaching Health Board
- Community Safety Partnerships
- Carmarthenshire County Council
- Powys County Council
- Pembrokeshire County Council
- Ceredigion County Council
- Crown Prosecution Service
- Mid and West Wales Fire and Rescue Service
- Youth Justice services
- VAWDASV regional co-ordinator
- HMPPS
- HMCTS
- Citizen's Advice
- Criminal Justice in Wales

## INTACT

During 2023/24, the Association of Police and Crime Commissioners (APCC) published an edition of their 'In Focus' publication that focused on ['Innovative & Effective Approaches to Tackling Serious Violence'](#).

The publication highlights Dyfed-Powys Police's prevention and intervention programme - INTACT, as an example of good practice.

Violent crime has a devastating impact on victims and communities, and is extremely costly to society, but police forces and other agencies cannot work in isolation to tackle it.

The APCC's 'In Focus' outlines the crucial work Police and Crime Commissioners are doing across England and Wales with their Police forces and local partners, to facilitate effective multi-agency partnerships to prevent serious violence.

It highlights collaborative and evidence-based approaches which are the key to making our communities safer.

Included within the In Focus publication as a good practice example, a detailed overview is given of the Dyfed-Powys approach to tackling serious violence and organised crime (SVOC) in the Force area, through the INTACT initiative.

The primary aim of INTACT is to coordinate and deliver early intervention programmes, which range from public engagement and education to one-to-one

focused involvement with specific individuals, drawing upon a range of literature and established principles in youth crime and justice.

**Dyfed-Powys Police and Crime Commissioner Dafydd Llywelyn said:**

"As the Police and Crime Commissioner for Dyfed-Powys, I firmly believe that tackling serious violence crimes requires us to constantly evolve and embrace innovative and effective approaches.

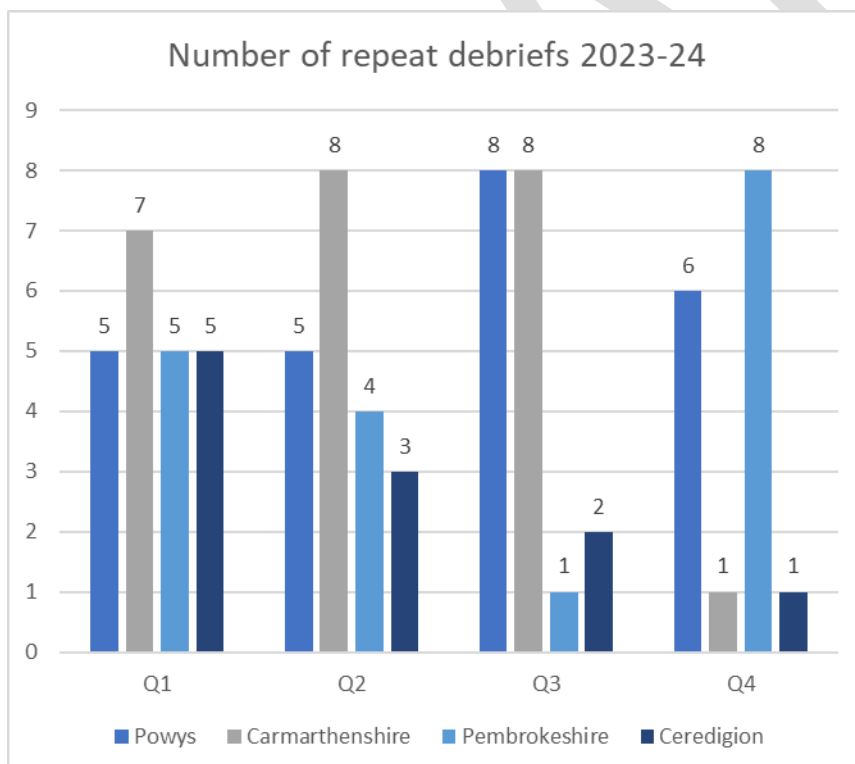
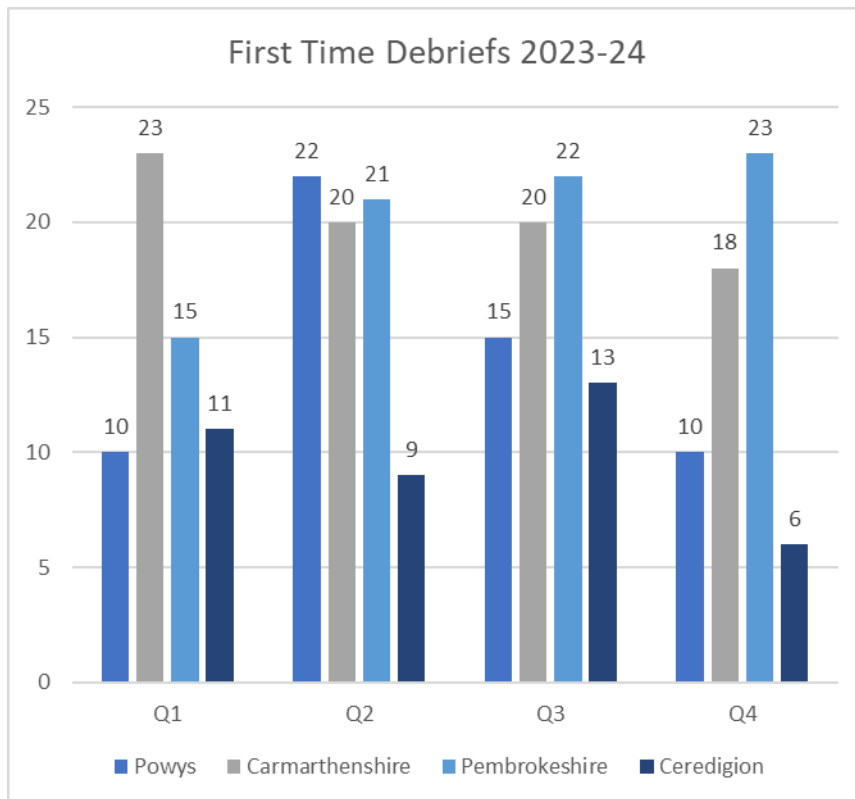
"Our communities' safety is our top priority, and we recognise that traditional policing methods alone are not enough to address the complex challenges posed by serious violence.

"To protect our residents and ensure a brighter, safer future, we are committed to collaborating with local partners to develop cutting-edge strategies such as INTACT, that prevent and combat serious violence within our communities, and I am pleased to see this innovative Dyfed-Powys approach being highlighted within the APCCs In Focus publication.

**Debrief and mediation service for missing young people**

Llamau offers a debriefing and support service for children and young people who have been reported as 'missing' and are at risk of exploitation or victimisation. The service also provides mediation for the young people and their families, addressing issues to help prevent future missing episodes.

During 2023/24 there were 1,599 missing reports for children and young people across Dyfed Powys. Many of these were repeat missing episodes. Following the eligibility criteria, 341 young people were referred for a debrief. 52% of referrals were female and the most common age groups were 13 to 15 years.



19% of debriefs identified possible signs of child sexual exploitation which was a 2% increase on the previous year. In total there were 66 cases where exploitation was identified. Out of the total cases 94 resulted in referrals to safeguarding teams, providing essential multi-agency support to the young people and their families.

The Commissioner continued to provide an uplift in the funding resource to the service to support the increased volume and complexity of cases being referred to the service.

The current contract ends in March 2025, and work will be progressed in 2024 to re-commission this vital prevention service.

### **Case Study**

A missing young person who had been exposed to parental health and substance misuse issues in infancy resulting in them being fostered by maternal grandparents, the grandmother suffered with alcohol issues and subsequently passed away. The young individual was a carer for her grandmother and experienced further emotional abuse from her.

At the age of 14, the young person experienced strong suicidal ideation and made serious attempts to take her life. The grandfather was struggling to cope, and the individual's father offered to take the young person. They moved in with their father and a brother joined later.

Following the move to the father they suffered further emotional abuse, and it was here that Llamau came in to support. Initially the young person found it difficult to talk about their experiences but the debrief worker listened and was able to support the individual.

Mediation sessions were held with the individual, the grandfather and father and through this and the development of house rules the individual remained with their grandfather. The mediation enabled them to break down former feelings of animosity and allowed the family to communicate positively. Following the successful interventions, the young person is no longer considered to be at risk of going missing from home and is looking forward to their future.

Other feedback from service users includes a parent's comment that "My son benefitted by talking to you and understands the risks he put himself in by going missing" and a young person who feared an interview with the police but felt that the debrief method allowed him to feel reassured and talk openly about his situation, claiming "you are not what I expected. I was a bit stressed about it but you're actually sound".

### **Offender Diversion Scheme**

The Dyfed-Powys Diversion Scheme aims to deal with criminal behaviour much sooner during an individual's offending journey by tackling the root causes of crime and related health and community issues. The aim is to reduce the number of victims of crime by offering a four-month program of interventions to eligible offenders rather than prosecuting them. The Commissioner works with Pobl, with the aim to divert low-level offenders away from the Criminal Justice System and reduce re-offending in the police area.

In 2023-24

1041 referrals were received.

969 progressed to initial assessment stage (72 were refused prior to assessment as they were not eligible for the scheme due to being out of area or committed an offence that is not eligible for out of court diversion).

810 assessments were completed.

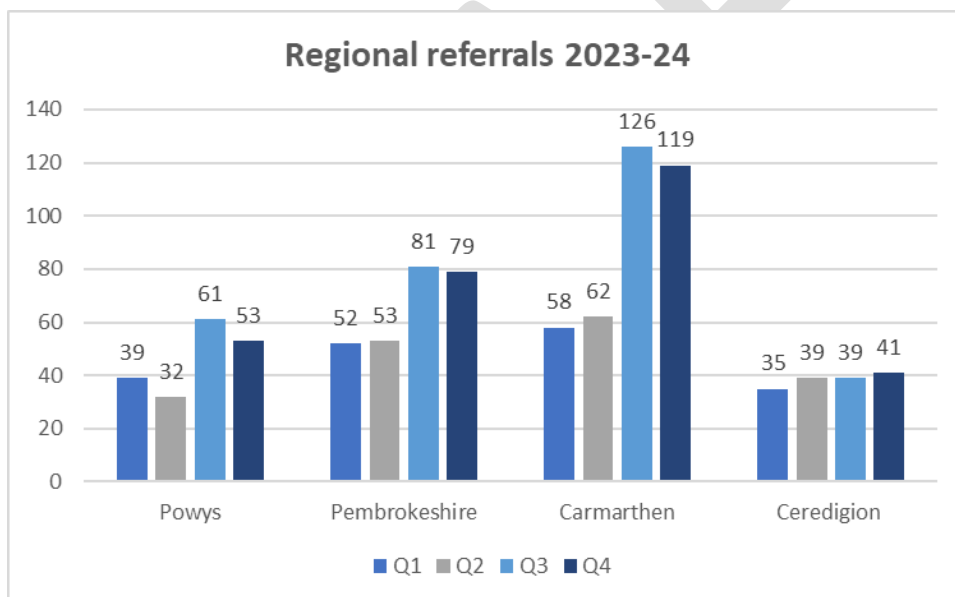
715 clients successfully completed the interventions in 23/24:

284 of these were referred in the previous financial year.

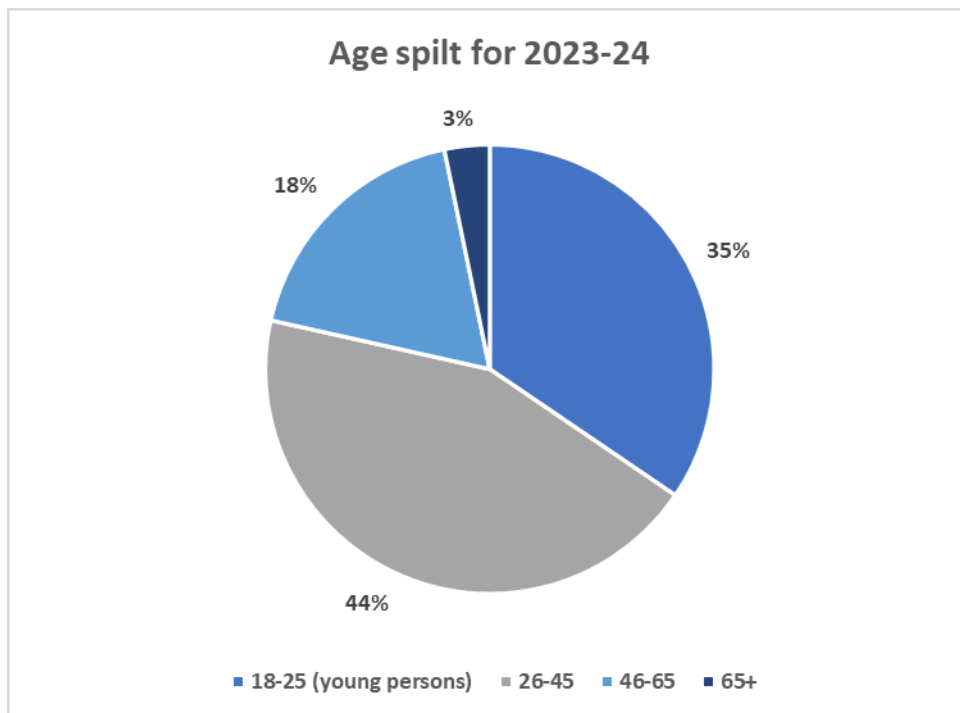
431 of these were within the financial year.

An additional 322 were still receiving support at the end of the financial year.

44 clients disengaged during the 4-month contract and so did not successfully complete. These individuals were referred back to the Police for onward criminal justice processes to take place.



## Age Spilt:



## Additional outcomes:

Outcome 1 – Enabled to make positive choices	89%
Outcome 2 – Empowered to make positive changes	88%
Outcome 3 – Improved safety	91%

## Case Study

An individual who lives on their own in a Council rented property. They identify as a transgender individual and are currently receiving assistance and treatment to transition. This process and the accumulated experiences of living in a limited sized flat in a location that was prone to socio-economic issues around sound disturbance and alleged illicit drug use, had brought the individual to the attention of the police, following a threat to a neighbour and public order. The service user advised that unpleasant derogatory comments were often directed toward them by several neighbours.

A referral to the Diversion Scheme was made following the incident. Upon meeting the individual, a relationship of trust was established through an open and honest discussion as to why they felt these incidents had occurred and why they subsequently had made threats to the resident in the neighbouring flat. The individual explained the history of the incident and admitted to a loss of emotional control and making a threat to the neighbour, an incident they regretted. In mitigation they advised that they felt persecuted and bullied in the locality because of their transgender identity and struggled with their own mental health. They also and also

struggled financially with limited benefits restricting their activities and isolating them geographically by financially limiting their choices.

The individual admitted they had utilised illicit drugs and alcohol as a means of coping and escaping their reality and at the Initial Assessment stage was open to considering an alternative non substance using lifestyle, therefore a referral to the local drug intervention agency was completed. Furthermore, it transpired that the individual was not claiming all entitled benefits to enable them to lead a more fulfilling life and provide an option for renting accommodation in a different location if desired.

A personal independence payment application was completed by the Diversion Scheme worker which required detailed and ongoing liaison with health colleagues to support the application with confirmation of diagnosed conditions. The Diversion Scheme worked with the relevant partners to establish resolutions to accommodation concerns and build a working relationship with the individual. Work on consequential thinking and conflict resolution was completed over the four-month Diversion Scheme intervention to avoid further negative interactions with criminal justice authorities and Council representatives.

The benefits claim for personal independence payment was successful and enabled the individual to make a decision about where they wanted to live, providing greater life choices. Addressing the drug and alcohol use enabled them to gain better mental health which they continued to receive support for through medical professionals. Addressing consequential thinking was also key to avoiding further conflicts, which proved to be successful as no further incidents occurred whilst they were subject to the Diversion Scheme.

### **Substance misuse services**

These jointly commissioned services, provided by Dyfed Drug and Alcohol Service (DDAS) in Carmarthenshire, Ceredigion and Pembrokeshire, and Kaleidoscope in Powys, aim to reduce substance misuse-related harm within our communities, in particular reducing harm amongst those coming into contact with the criminal justice system and their families and victims.

The Commissioner jointly funds these services as part of a wider contract shared with partner agencies within the Area Planning Boards including Health, Welsh Government and His Majesty's Prison and Probation Service. Both organisations work to identify and engage offenders from the point of arrest through to sentence, and to maximise the proportion of individuals successfully completing treatment programmes. This includes working with offenders in custody to undertake testing on arrest and provide brief interventions to reduce the immediate risk of harm

During 2023-24:

- Police colleagues referred just under 300 individuals for substance misuse treatment. This includes those given conditional cautions and individuals tested on arrest in custody.

- Over 80% of referrals are for males.
- Almost 70% of referrals are for those aged 20-39 years.
- 64% of individuals exited the service with a positive closure e.g., being drug free or completing treatment.
- In the Hywel Dda area, 40% of referrals were for primary alcohol misuse, with 56% of referrals in Powys for alcohol. This is followed by heroin and cocaine and the most common substances.

This service also comes to an end with the current contract ceasing in April 2025. The Commissioner's team will be working closely with partners to assess the delivery under the current service and influence the development of the new service requirement.

### **Safer Streets 5**

During 2023/24, the OPCC secured funding of nearly £800,000 from the Home Office's Safer Streets 5 Fund, by working closely with respected partners to develop several robust interventions.

The bids included a number of intervention initiatives that between them address Violence Against Women and Girls (VAWG), acquisitive crime (AC) and anti-social behaviour (ASB).

Collaborators include Local Authorities and specialist sector partners including domestic abuse organisations.

Police and Crime Commissioner Dafydd Llywelyn said; "Securing nearly eight hundred thousand pounds of funding for intervention initiatives targeting violence against women and girls, acquisitive crime and anti-social behaviour represents our relentless commitment to the safety and well-being of our communities.

"This investment underlines our dedication to work collaboratively with local partners to find proactive solutions, and I'm looking forward to seeing the impact of these initiatives as we work to ensure safer and more resilient communities for all".

During 2023/ 24, the following activities were delivered:

#### **▪ The Women's Centre**

The Safer Streets funding has supported the Nelson Trust with the development of a dedicated gender-specific space within Dyfed-Powys to support the needs of vulnerable women in the region. This modular building is based within the grounds of Glangwili Hospital, Carmarthenshire.

The Women's Centre is a safe haven for women and girls who have been affected by Violence Against Women and Girls and Anti-Social Behaviour crimes. Outreach Officers at the Women's Centre will deliver preventative programmes that provide holistic, practical and emotional support to some of the most disadvantaged, marginalised and stigmatised women in our communities.

Women also face a range of internal/external barriers to accessing effective support to reduce offending or reduce the risk of offending. As well as practical barriers such as accommodation issues and childcare arrangements they experience psychological barriers including shame, guilt, or worthlessness. The Women's Centre will support women with all aspects of their lives where it is identified that additional provision and/or referrals are required.

Whilst the modular building was being constructed off site, the Nelson Trust secured the use of temporary site in Carmarthen to ensure no loss of service and needs of the women were met without disruption. The PCC will be formally opening the Women's Centre in partnership with the Nelson Trust in summer 2024.

#### ▪ **CCTV Aberystwyth**

Safer Streets funding has supported the installation of CCTV that targets ASB offences around South Road, Marine Terrace, the Castle grounds, Bridge Street and Chalybete Street in Rheidiol ward, Aberystwyth.

Reports received from women state that the absence of CCTV in the area makes them feel unsafe. Reports of drug and alcohol misuse incidents in the Castle Grounds area is deterring local community and tourists from visiting this attraction that includes a children's play area.

Crime pattern analysis, Street Safe data and local intelligence from Neighbourhood Policing Teams (NPT), reveal the main drivers for the problem appear to be absence of CCTV, signs of drug/alcohol misuse and insufficient lighting in the area. An increased CCTV provision in the area has assisted in identifying/combating these issues and provide reassurance to the public.

Positive engagement and collaboration with the Local Authority and Trunk Road Agency facilitated installation of the CCTV cameras at the end of March 2024.

The following projects delivered activity during 2023/24 and will continue into 2024/25:

#### ▪ **My Safe Place**

Delivered by Carmarthenshire County Council, this project supports VAWG victims and survivor's rights to remain safely in their homes. This will be achieved through the provision of practical solutions aimed at improving home safety measures, including adaptations, technology and equipment.

The project recognises the importance of safety at home but also in the community, neighbourhood and online community. The service shall provide added benefit through the provision of information and advice for safety in the community, when accessing services online and neighbourhood relationships. The service will be delivered by specialists trained to Level 4 Certificate in Crime Prevention for Practitioners. A partnership approach will be taken, complimenting this service

through connectivity to the knowledge, expertise and skills of the VAWDASV workforce and the Police Designing Out Crime officers.

During 2023/24, 22 people received a home safety check which resulted in a standard security fit package and additional features for their individual property in accordance with the recommendations of the plan, along with information on safe techniques to apply within the home.

It is pleasing to see the variety of locations that the project has been active within (i.e., not just within the primary towns) in addition to the range of tenure. This is demonstrating the flexible nature of the project to give choice to victims. The Home Office estimates that the cost of a single victim of domestic abuse is £34,015. On that basis, in this reporting period alone this service has achieved preventative action that could be valued up to £741,588.

#### ▪ **Connected Communities**

This activity encompasses two strands of community support and engagement, delivered by Pembrokeshire County Council.

##### Anti-Social Behaviour – Waste amnesty

This involves a series of waste amnesties across 6 mixed housing estates in three towns in Pembrokeshire – Milford Haven, Pembroke Dock and Haverfordwest. This will lead to tactical, visible environmental improvements and a reduction in fly tipping and environmental crime.

During 2023/24 almost 500 homes have been supported across Pembrokeshire, within excess of 45 tonnes residual waste and 55 tonnes of recycling waste removed.

Waste management teams identified significant environmental crime issues experienced by communities, hence a targeted programme.

Residents were sent personalised letters, followed up through 1:2:1 contact across both estates to highlight the opportunity face-to-face by Housing Wardens.

This targeted, personalised service meant equitable opportunity to all; where residents faced difficulties meeting timelines, interventions were put in place, additional support offered if needed.

New street signs have been installed across estates, following consultation between local residents and the local authority. . Finally, the green spaces around housing estates have been cleared, with it now a more usable outdoor space for residents. The following outcomes achieved:

- Personalised initial contact led to high engagement within the community.
- Positive buy in from residents for the programmes of work.
- Identification of vulnerable households, with links to relevant services.
- Many people supported are elderly or disabled and unable to move items without this support.

- Residents' relationships with services improved.
- 45 tonnes of residual waste has been removed from homes, gardens and potential fly tipping.
- Large reduction in fly tipping already noticeable.
- 55 tonnes of recycling waste has been segregated and recycled including – furniture, electrical items, wood, plastics, metal and garden waste.
- Homes where clear evidence of hoarding / poor management of waste were picked up by Housing Wardens.
- Residents have engaged with the new waste management processes.

To date, three community engagement events took place in Haverfordwest, Milford Haven and Pembroke Dock respectively. Each event was supported by a wide range of partners, including:

- Environmental Waste Teams – providing advice on kerbside collections, waste amnesty activity and distributing receptacles for waste.
- Domestic Abuse Services – advice, support and community contact
- Food and Nutrition teams/ organisations – free food provided at events, advice to parents re: free school meals; Food demos on how to make healthy soups; raffles arranged to win food equipment/ hampers.
- Sport/ healthy living organisations – Football, skateboard and circus skills practitioners available to offer free training to attendees.
- Financial support team – offering money advice to attendees including support to families on low incomes.
- Housing Teams – providing advice and support regarding tenancy and other housing matters, this included representation from Ateb Housing Association.
- Voluntary sector - Pembrokeshire Association of Voluntary Services (PAVS) provided Community Connector support to attendees.

The second strand is in relation to ASB and Community Engagement with events on housing estates that will increase visibility and the feelings of safety in hotspots across Pembrokeshire. The aim is to cut criminal damage, arson, serious violence, burglary, drug use and drug dealing in public places. Promoting long term community involvement.

This will focus on attitudinal/behavioural change and awareness of the impacts of ASB on the local community and victims.

### - **Bystander Plus**

Community consultations in 2022 demonstrated within the Dyfed-Powys area that victims have difficulty in reporting unwelcome remarks and gestures, being followed/attacked and/or harassed in public spaces.

Specialist Dyfed-Powys Domestic Abuse (DA) organisations have formed a collaborative group that has developed a co-ordinated approach to preventative activity. The consortium includes West Wales Domestic Abuse Service (WWDAS),

Carmarthenshire Domestic Abuse Service (Carm DAS), Threshold and Montgomery Family Crisis Centre (MFCC).

The Bystander programme works with participants to increase confidence to make a positive difference in their communities. The activity will empower participants to actively challenge inappropriate behaviour in a safe and constructive manner.

This consortium delivered similar activity via Safer Streets 4 funding. This intervention has increased existing provision of the successful Bystander Intervention training to locations not targeted previously where crime rates have increased and/or not reduced.

Enhancements to the programme include developing online training, delivered for those who can't access in person training due to work, childcare and/or travel constraints.

Over 50 training and awareness raising events have been delivered during 2023/24 across the partnership with 21 champions signing the pledge and continuing the work within their businesses and local community. Engagement with the White Ribbon activity has also contributed to greater awareness and interest in the project.

The consortium has engaged with over 300 people including members of the community, organisation and businesses with positive responses and commitment from local businesses, public sector organisations, voluntary sector and local communities keen to get involved and receive training and support from this initiative.

- **Dyfed-Powys Police Education and Prevention**

The programme has been designed by Dyfed-Powys Police as a whole system approach to tackling Violence Against Women and Girls (VAWG) and is supported by multiple community partners.

The programme aims to target all forms of VAWG offences including rape, harassment, stalking and sexual assault.

There are 5 separate strands to this programme as follows:

Walk Safe / Stay Safe App

This app aims to improve feelings of safety, in particular women in public spaces and the Night-Time Economy (NTE). It enables users to identify/ avoid crime hotspots and assists with safe routes home.

Training, Support and Intervention within Further and Higher Education

Delivery of training/workshops to further/ higher education establishments where students are vulnerable to VAWG.

Collaboration with local Colleges/ Universities to strengthen existing links and continue focus on improving VAWG awareness and supporting students.

VAWG Man Ally / Man Culture

The Man training programme is aimed at managers from large employers across Dyfed-Powys.

The White Ribbon organisation recognise that most men want violence and abuse toward women to stop, but don't feel confident to speak up, or know how to challenge someone who is acting in a sexist, harassing or violent way.

The Man Ally programme involves workshops promoting positive masculinity, disrupts negative expectations and stereotypes and empowers men to be better upstanders and allies to women and girls.

### Crimestoppers

Crimestoppers have a successful track record of informing residents of crime issues and will support and help the programme in promoting all the interventions listed to ensure a wide range of coverage.

Dyfed-Powys has a significant rural population that can often be difficult to reach, Crimestoppers will assist and advise all intervention leads within the Safer Streets 5 Education and Intervention programme on how to best connect with these communities to ensure fair representation for all residents.

### Performance in Education - Step in/ Speak up

A Performance in Education provider was engaged to support the tackling/ prevention of VAWG offences and influence positive attitudes/ behaviours in young people.

The information and exercises included in the performance, workshop and teaching materials were created from a variety of publicly available resources, representing a distillation of the best current research and practice on bystander training. A series of learning objectives were agreed to raise awareness in pupils of the importance of safe intervention when witnessing problematic behaviour amongst friends and peers.

During 2023/24, "Step In, Speak Up" was delivered to 28 schools. A total of 45 shows and 21 workshops were delivered, reaching a total of approximately 6000+ pupils. The training has been well received from both pupils and educators.

### Pupil Feedback

An evaluation was conducted with a sample of the students attending the performances.

- By the end of the session, 78% of students completely understood the meaning of sexual violence against women & girls, compared to 41% pre the event.
- By the end of the session, 60% of students felt completely confident that they would report an incident of sexual violence against women & girls if they were a witness, compared to 45% pre the event.
- By the end of the session, 83% of students felt either completely or mostly confident that they would be able to safely intervene if they witnessed an incident of sexual violence against women & girls, compared to 50% pre the event.

- By the end of the session, 98% of students could correctly identify the 5 D's, compared to 3% pre the event.

### Adult Feedback

An evaluation was conducted with the adults attending the performances.

- 
- 122 out of the 137 adults who completed the evaluation thought the presentation would help them talk about violence against women & girls with their students.
- 125 out of 137 adults who completed the evaluation thought the presentation would help them talk about how to safely intervene with their students.
- 124 out of 137 adults who completed the evaluation thought the presentation would help them talk about the importance of intervening with their students.
- 118 out of 137 adults who completed the evaluation thought the presentation would help them talk about the responsibility everyone has to report and challenge violence with their students.
- 100% of adults thought the presentation had been beneficial for their students.
- 99% of adults thought the presentation encouraged their students to consider the effects and consequences of sexual violence against women and girls.
- 100% of adults thought the presentation was pitched at the right level for their students.
- 100% of teachers would recommend this activity to other schools and colleges.

Quotes from attendees:

“Absolutely. It empowers young people to take action in a safe way. It also highlights that it happens on their doorstep and how to deal/react to situations like this.”

– Teacher, Ysgol Bro Dinefwr

“The speakers/performers were excellent. Having a demonstration/’mock incident’ worked well and

the delivery of the workshop was clear and informative. Thank you!”

– Teacher, Redhill High

Queen Elizabeth High (Year 9 students)

“Very informative and engaging.”

“Such a great way of portraying such a tough subject.”

## **Investment in community initiatives**

The Commissioner continued in 2023-24 to invest in local community initiatives and groups to enable them to work with their communities to prevent harm.

### **Stallion Boxing**

Stallion Boxing offers 'Box Clever' - an early intervention and prevention programme. Stallion Boxing recognises the vulnerability of disadvantaged young people and has developed a programme to help improve positive life chances/choices, prevent harm in the community and encourage confidence.

The Commissioner provided funding to support the delivery of this programme. The project is intended for the 11-16 age demographic that are already known within the criminal justice system or are at risk of becoming involved in criminal activity. The project is designed to enable students to understand about living a life that's underpinned by strong moral principles and values; to understand the benefits of exercise/healthy eating to improve health and wellbeing; the fundamental skills of the art of boxing leading to disciplined mindset to make improved social, physical, intellectual and emotional decisions.

The project was a rolling 6-week programme for a total of 4 cohorts (24 sessions). Each cohort consisted of 10 individuals who undertook one session per week, for 10 weeks.

Evaluation of the success of the project will be undertaken during early 2024/25.

### **Area 43 Depot**

The Depot is a youth led cafe which is run as a safe space by Area 43 in Ceredigion in partnership with young people. The Depot offers an open, inclusive service to 14–25-year-olds who are at risk of becoming both victims and perpetrators of crime. They work with all young people to address issues related to vulnerability.

The Depot empowers and supports young people's right to access local, high quality, evidence-informed advice, counselling, and support services to improve their life opportunities for a better future.

The Depot has recently undertaken extensive construction activity to create a larger, more effective space for its users. The Commissioner provided funding for the purchase of furniture and equipment to make the space more welcoming for the users to allow a safe, comfortable environment in supporting positive personal development.

As a result of the funding, Depot has seen increased visitor numbers thanks to the new equipment, with the number of visitors now averaging almost 800 per month.

Feedback from the young visitors has been excellent as they value the facilities and the sessions that are arranged for individuals such as yoga, dance and fitness classes.

Ryan Davies, General Manager stated:

“We have been able to deliver circuit sessions, dance and yoga workshops thanks to this funding, and this resource means we have been able to engage these young people in a healthy supportive environment.

Young people were keen to be involved in the development of this space and spent time learning to build the new furniture as well as using the new resources and activity space.”

### **Rekindle**

Rekindle is a young person’s mental health charity, based in Newtown which supports those aged 16-25 years old.

A large number of their clients have been, or are at risk of being, exploited or involved in county lines gangs. Others have been victims of domestic abuse or sexual violence, have been involved in criminal activities, have a history of adverse childhood experiences, use drugs and alcohol, or have violent tendencies.

The organisation manages a safe place for victims of exploitation.

During 2023/24 Rekindle received funding from the Commissioner to help support for their One-to-One Recovery Support project.

The purpose of Rekindle’s Recovery Support project is to provide mental health support using a recovery-model based on early intervention. This aims to support every aspect of their clients’ lives including housing, relationships, work, training and finance, together with in depth individual and group therapy.

During the funding period, Rekindle dealt with over 51 referrals including supporting young people with housing, finance, employment and relationships.

Practical support with housing, finance and employment is provided with help from the Rekindle recovery practitioners. They have worked with young people over the past year to move into safer housing, supporting financial applications and helping with CV and employment opportunities. The team have supported young people with GP appointments and other health services.

The recovery practitioners advocate on behalf of young people to employers and education providers to make adaptations which reduce barriers for neuro-diverse clients who believe that their progress in work/education is impaired.

100% of Rekindle’s clients shared that the support has positively impacted on their mental health and wellbeing and as a result of accessing support are able to manage future challenges and take steps towards living the life they want to live.

## Case Study:

Case Study: Alisha (not her real name) a young woman of 23 was referred to Rekindle by Primary Mental Health team. She is one of the new cohort of clients and came to Rekindle in May 2023. Alisha presented with difficulties navigating the world after returning to live in Newtown. She struggled with her mental and physical health and disclosed that she had misused drugs and alcohol to try and level out. She self-harmed regularly and struggles with personal care as acts of self-harm were taking place in the shower. She was unemployed and was consumed by the burden of mounting debt. Alisha's initial goals was to find long term employment, access support and be understood. She wanted an accurate diagnosis of her problems and to improve her self-understanding and awareness. Effectively homeless on arrival she was given support to access local authority housing, however she was placed in unsuitable accommodation where her vulnerability was rapidly exploited by other tenants, to her great distress. A referral to POBL (specialist housing support organisation) was made and the council referred Alisha to The Money saviour, a debt counselling service. Alisha now lives in a secure independent rented property. She is working towards a diagnosis of her mental health problems and has started to create a plan to resolve her debt problems permanently. Alisha has a job and is working late two nights a week in order to be able to come to Rekindle during the day for continuing support. She feels more confident, heard and understood and continues to regularly attend sessions with Rekindle.

*"I wouldn't be where I am now without Rekindle. A friend of mine was in need of help and I told them to come straight here, as you actually help. I would be very lost without your help."*

*"As someone who visits Rekindle weekly, I can hands down say it's been the best support I have ever had. From sorting out help for money, housing, appointments, helping source food when I had none, and supporting me with my mental health and everything in between. I couldn't advise a better place to go to than Rekindle, and I cannot thank them enough".*

## Priority Three Our Justice System is more Effective

The Commissioner is committed to working with partners, communities, and victims to improve confidence in the criminal justice system.

### Local Criminal Justice Board

The Dyfed-Powys Criminal Justice Board brings together senior representatives of criminal justice agencies operating in the Dyfed-Powys area, to improve the delivery of justice and the service provided to victims and witnesses. The Board meets quarterly and is chaired by the Commissioner.

The vision of the Dyfed-Powys Criminal Justice Board (LCJB) is to improve the efficiency and effectiveness of the criminal justice system in Dyfed-Powys, including improving the experience for victims and witnesses and building confidence in the system as a whole.

During 2023-24, the Board continued to deliver the priorities that they share with the Criminal Justice in Wales Board:

- A focus on victims and witnesses, especially victims suffering from serious sexual offences.

- People who offend.
- Early intervention and prevention, and
- Race Equality

Significant work was undertaken to meet the priorities from the LCJB, and the key highlights included:

- **Domestic Abuse Attrition** – A multi-agency workshop took place in November 2023 to review domestic abuse cases to understand why victims were withdrawing their support for further action. During the workshop an action plan was developed and has been included within the LCJB delivery plan for 2024-25.
- **Domestic Abuse Virtual Response Unit (DAVRU) pilot** - As part of Dyfed-Powys Police Force's focus on working towards the elimination of domestic abuse, stalking and harassment, a pilot commenced in Carmarthenshire in April 2023. The service gives victims who report domestic-related incidents, who do not require an urgent response, the option to speak to an officer over a video call. Those who choose this receive an immediate video service rather than a delayed physical attendance. An immediate video response allows for earlier identification of risk and assessment of evidential opportunities. Victims have commented that they felt more comfortable knowing neighbours would not be aware of police involvement. An immediate video call had less impact on family life, and it was less daunting than the prospect of attending a police station. Due to the success of this pilot, delivery of a force-wide service has been agreed and will be rolled out.
- **Serious Violence Duty (SVD)** – a comprehensive Strategic Needs Assessment (SNA) was completed and followed up with a partnership workshop in January. The purpose was to consider the key findings, formulate recommendations and a delivery plan, map existing interventions that could be supported by current SVD funding and identify new, relevant interventions. The subsequent [strategy](#) and delivery plan will be implemented over the coming months. A SVD Co-ordinator, recruited by Carmarthenshire County Council, commenced in post in March 2024. The role will work across the partnership to implement the strategy and will seek to maximise funding to support existing prevention initiatives and implement new interventions in support of the priorities identified in the SNA.
- **Women's Centre** – Safer Streets 5 funding was awarded from the Home Office to progress a Women's Centre in Carmarthen. [The Nelson Trust](#) (an organisation which has been working successfully with vulnerable people who have multiple and complex needs including, addiction, trauma and offending for over 38 years) are leading the project to deliver services from a bespoke modular building based at the Sexual Assault Referral Centre (SARC) in Carmarthen. Planning permission has been approved and the project is scheduled for conclusion over the coming months.
- The **anti-racism taskforce** has been considering training and workforce representation, community engagement, data and disproportionality. The Dyfed Powys Equality, Diversity and Inclusion group will be monitoring performance metrics on the diversity of the workforce and positive action activity. A member of

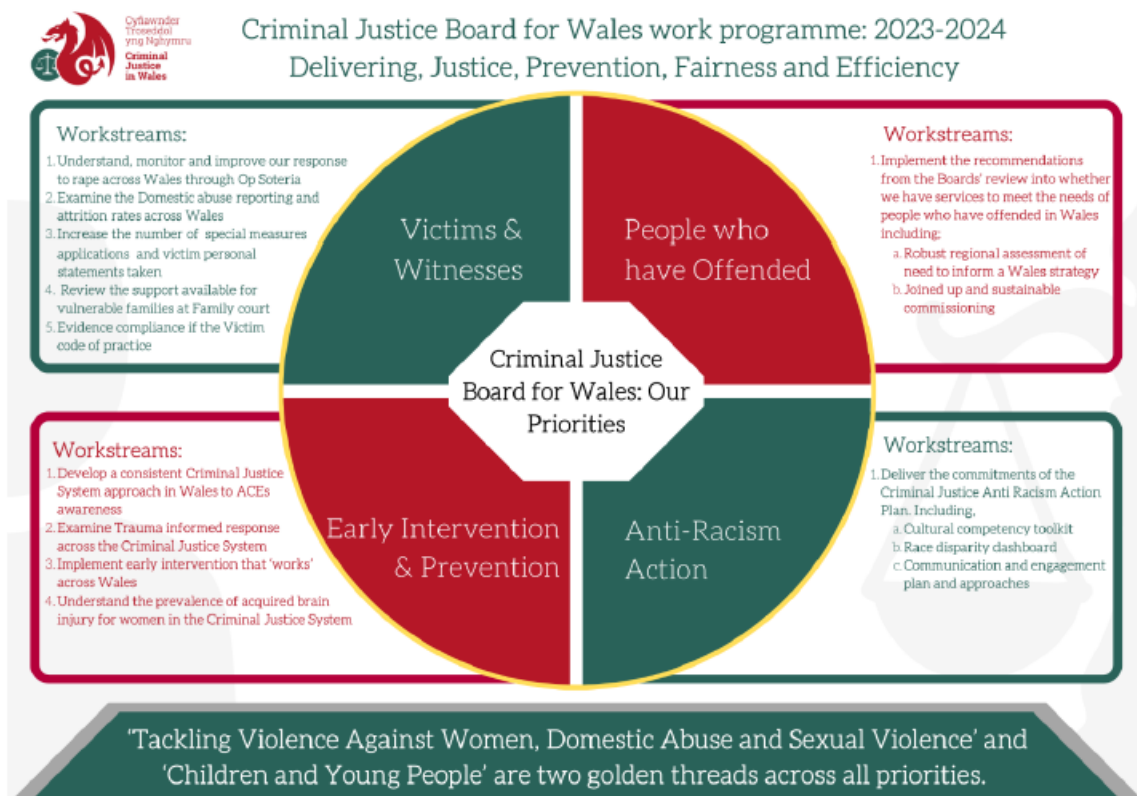
the PCC's youth forum is also being recruited to represent the voice of young people on the Independent Advisory Group.

## Criminal Justice in Wales Board

The Commissioner, as Chair of the Local Criminal Justice Board, is an active member of the Criminal Justice in Wales Board. The Board consists of senior representatives of criminal justice partners across Wales to ensure a joined-up approach to tackling the key priorities as listed above.

The Criminal Justice Board for Wales brings together criminal justice partners including: His Majesty's Prison and Probation Service (HMPPS), His Majesty's Courts and Tribunal Service (HMCTS), the Youth Justice Board, Police services in Wales, Police and Crime Commissioners in Wales, the Crown Prosecution Service, Public Health Wales, Welsh Government, the Welsh Local Government Association, Voluntary Sector bodies and the Victims Commissioner.

The infographic below provides a snapshot of the Criminal Justice Board for Wales's workplan for 2023-24, consisting of four overarching priorities which concentrated effort in a few areas to make a difference and effect change.



Some key achievements of the Criminal Justice Board for Wales during 2023/24 included:

Progress within Wales of Operation Soteria, which helps to understand the response victims of rape receive and to identify and share best practice.

Identifying the barriers and reasons for victim withdrawal from the criminal justice system, which include keeping victims updated, parity of support throughout the trial process and informing victims about special measures available when giving evidence at trial.

Understanding the reasons and root causes of offending and addressing service gaps such as accommodation, mental health and neurodiversity support.

Ensuring the criminal justice system is aware and takes account of the impact of Adverse Childhood Experiences (ACEs) on those within the system, both as victims and as offenders. This included work via the ACE Hub Wales Trauma and ACE (TrACE)-Informed Toolkit.

The Board has also published a Criminal Justice Anti-Racism Action Plan for Wales, with 7 commitments to deliver against by 2030. One of the key achievements of this year includes the establishment of an independent oversight and advisory panel. The panel receive presentations and scrutinise service delivery to ensure that all the work is driven and informed by ethnic minority people in Wales. The Anti-Racism Action Plan for Wales can be found here [Criminal Justice Anti-Racism Action Plan for Wales - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/publications/criminal-justice-anti-racism-action-plan-for-wales)

The Criminal Justice in Wales Board's Annual Report details the work undertaken in Wales to drive an efficient, effective and fair criminal justice system. [Criminal Justice Board for Wales Annual Report 2023/2024](#)

## **Community Payback**

In September 2023, The Commissioner joined local Prison and Probation Service Staff in Dyfed-Powys to mark 50 years since the introduction of Community Service Orders.

Community Payback is where offenders work on projects to pay back the community for their crimes, for example by, removing graffiti, clearing wasteland, decorating a community centre. The work must benefit the local community, not take paid work away from others and not make a profit for anyone.

Since the first Community Service order, as it was then known, was made in Nottinghamshire in 1973, many thousands of Community Payback (or Unpaid Work) projects have been completed across England and Wales, helping people on probation to gain skills and experience as they complete their requirements, and benefitting communities.

Projects have included the clearing of allotments, the repair and redecoration of community buildings, the planting of trees, river and beach clean-ups, the manufacture of toys and recycling of donated wood into furniture.

To commemorate the 50 years, Wales had a national spotlight from HMPPS in the month of September, with several projects planned across the country. The projects focus on themes including beach clean ups, community projects, and other community-based clean-up projects.

While on a community engagement day in Carmarthenshire, PCC Llywelyn joined up with colleagues in Llanelli to involve himself in some site maintenance, litter picking, and cutting back overgrowth, to celebrate the 50-year anniversary.

Community members can nominate a project for unpaid work to be carried out by offenders in their local area.

If anyone has a project they would like to be considered for Community Payback, they can find further details [here](#).

### **Police and Crime Commissioner Dafydd Llywelyn said; “**

“Since it was first introduced, Community Payback has provided an opportunity for offenders to make amends for their actions and to give back to the communities they may have harmed. Through unpaid work, individuals have repaired public spaces, contributed to environmental conservation, and supported local charities and organisations. This is all co-ordinated via collaboration between partners, including police forces, probation services, local authorities, and community partners”

Community members can nominate a project for unpaid work to be carried out by offenders in their local area.

If anyone has a project they would like to be considered for Community Payback, they can find further details [here](#).

### **Oversight of secure accommodation for children**

Children should not be held at the police station for longer than is necessary because support and/or accommodation is not available. The primary legislation on the treatment of suspects in police custody, including children, is Part IV of the Police and Criminal Evidence Act 1984 (PACE). The United Nations Convention on the Rights of a Child (UNCRC) requires that arrest, detention or imprisonment of children shall be used only as a measure of last resort and for the shortest appropriate period of time, and that any decisions made are in the best interest of the child.

The Children Act 2004 also places a duty on the police to ensure their functions, and any services safeguard and promote the welfare of children.

To hold the Chief Constable to account on the exercise of these duties the Commissioner's Office conducted dip samples of children's custody records previously to monitor the position in the Dyfed-Powys area and considered how this will be monitored in future.

In March 2024, the Custody Independent Scrutiny Panel reviewed 14 juvenile custody records to check whether there had been progress and improvements since the previous dip-samples. Overall, the feedback from the Panel was positive and they highlighted the good work that was evidenced in the custody records. However, it was noted that in 43% of the cases reviewed no alternative care was sought and instances of issues having access to local authority social services.

Following the review, the following actions were put in place by the Force to drive improvements in this area:

- Children in custody reports are compiled monthly for Welsh Government and the Home Office and are now shared with the Protecting Vulnerable People Lead.
- A monthly meeting between Custody and the Protecting Vulnerable People Lead to review all children's remands in custody to identify any concerns around decision making and learning any lessons that can be fed back to the relevant officers.
- The information is now presented to the Quarterly Safeguarding Board.

The Custody Independent Scrutiny Panel will continue to monitor this area during 2024/2025 and will also undertake a separate review of the voice of the child within the investigation process and custody episode.

## **Stalking and Harassment Deep Dive**

Deep dive scrutiny reviews provide the Commissioner with the evidence required to make informed decisions on the service Dyfed-Powys Police delivers to its communities.

In 2023/24, the Commissioner's Office undertook a detailed deep dive review of the Force's management of perpetrators of stalking and harassment, providing an independent insight into the effectiveness of offender management processes applied, and the safeguarding of victims as a result of these processes.

The Commissioner's office assessed the management of stalking and harassment perpetrators through:

- Researching national and local data
- Reviewing existing reports, recommendations and scrutiny activity
- Interviewing key officers, staff members, and specialists
- Dip sampling stalking and harassment cases
- Engaging victims and scrutinising victim satisfaction data

- Considering the Force's use of civil orders
- Reviewing active Stalking Protection Orders.

The deep dive report was published in September 2023, and is available on the Commissioner's website alongside a video from the Commissioner and Dyfed-Powys Police's response to the findings.

<https://www.dyfedpowys-pcc.org.uk/en/accountability-and-scrutiny/scrutiny/deep-dive/stalking-and-harassment-perpetrator-management-2023/>

### Main conclusions...

- **Are victims supported?** Victims did not feel supported, but dip sampling suggested victims were being safeguarded.
- **Is offending behaviour being prevented?** More needed to be done, especially in the use and management of civil orders, to consistently and robustly deter all perpetrators of stalking and harassment.
- **Is the criminal justice system being used effectively?** There was increasing consideration and use of civil orders and prosecutions, but also evidence of a disconnect between the victim, police and courts' understanding of the response to breaches and repeat offending.
- Dyfed-Powys Police had implemented or identified initiatives to improve the policing in response to stalking and harassment.

### Main recommendations...

1. **Resourcing** – to prioritise funding and recruitment for vital roles, and to proactively seek specialist advice and support.
2. **Training** – to review the Stalking Champions' training programme, and to consider learning from Operation Soteria Bluestone
3. **Data** – to expand Performance Dashboards for closer scrutiny of civil orders, and to ensure officers' easy access to a complete record of a perpetrator's breach history.
4. **Perpetrator Interventions** – to embed the Perpetrator Prioritisation Tool across the Force, and to consider the use of a range of interventions, including civil orders, as part of perpetrator management strategies
5. **Perpetrator Management** – to consider the implementation of processes to manage civil orders, including heightened follow-up and monitoring, and to incorporate the voice of the victim in civil order reviews.
6. **Victims** – to revisit Victim Contact Agreements at various stages of the investigation, and to ensure victims are kept informed in line with the Agreement.

At a Policing Board meeting in February 2024, Dyfed-Powys Police presented an update on progress made against the above recommendations. It was encouraging to note positive progress against several recommendations. Reassuringly, the update demonstrated that this thematic area continues to be the subject of ongoing improvement work by the Force.

Dyfed-Powys Police has recognised the need for a sustained focus on this work in aspiring to improve their service delivery to reduce the risk to victims and the wider communities.

The Commissioner will continue to oversee Dyfed-Powys Police's progress and monitor improvements.

## Values

In addition to the three priority areas to aid the Commissioner to achieve the vision of '**A Dyfed-Powys of safe communities**' there are four distinct values that aim to encourage the police and all other criminal justice system organisations to work efficiently and effectively by:

**Working Together**

**Being Accountable**

**Being Sustainable**

**Engaging Widely**

## Working Together

Throughout 2023-24, the Commissioner and his office continued to work in partnership to support the priorities of the Police and Crime Plan and the provision of services for local communities in the Dyfed Powys area.

The Commissioner's key partnership duties are laid out in legislation and explained further on the website here [Dyfed-Powys Police & Crime Commissioner \(dyfedpowys-pcc.org.uk\)](https://dyfedpowys-pcc.org.uk). They include a focus on community safety, criminal justice and safeguarding children and young people.

## Public Service Boards

The Police and Crime Commissioner and Chief Constable are statutory invitees to the Public Service Boards<sup>1</sup> and work closely with partners across Dyfed-Powys on this agenda.

The links below will take you to the websites for each area's PSB:

[Carmarthenshire Public Services Board](#)

[Ceredigion Public Services Board](#)

[Pembrokeshire Public Services Board](#)

[Powys Public Services Board](#)

Examples of the work delivered by Public Service Board partners during 2023/24 include supporting poverty-focused initiatives such as food banks and Warm Spaces campaigns and developing bespoke Carbon Literacy training for partners.

The Commissioner continued to support the work of the Mid and West Wales Living Wage Steering Group throughout 2023-24, by introducing the Real Living Wage to PSB organisations. The Living Wage is a voluntary rate of pay that is based on the cost of living and is calculated independently by the Living Wage Foundation.

It is designed to ensure that workers are paid enough to live on, rather than just the legal minimum wage. This is a vital opportunity to prevent acquisitive crime such as burglary and shoplifting. The Offender Diversion Scheme funded by the Commissioner continues to receive high levels of referrals and the scheme has recently seen an increase in finance, benefit and debt as a presenting need. Whilst this is only one indication of the underlying needs, initiatives such as the real living wage will help to provide stability to support individuals and families.

As Chair of the Steering Group, the Commissioner opened a celebratory event in the Halliwell Conference Centre in Carmarthen during Living Wage week 2023. Attendees heard from Coaltown Coffee and University of Wales Trinity Saint David as they shared their perspectives on implementing the Living Wage. They highlighted the positive impact the Living Wage can have for businesses, both large and small, and the impact they can have on the community through fair wage practices. It was encouraging to hear Powys County Council announcing at the event their commitment to becoming a Living Wage Employer. This is a significant step towards the Steering Group's aim of Mid and West Wales being officially recognised as Wales's first Living Wage Region.

PSB partner agencies are directly involved in the planning and delivery of interventions to prevent violence as part of the collaborative work under the Serious Violence Duty. The Commissioner has helped to highlight the prevalence and impact

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<sup>1</sup> Formally established under the Wellbeing of Future Generations Act 2015 to improve economic, social, environmental and cultural well-being

of violence that is felt by our communities. The diagram below shows some of the work that has been undertaken to tackle serious violence:



## Community Safety Partnerships

The Commissioner has continued to support the 4 Community Safety Partnerships (CSPs) across the Force area, working closely with partners in securing funding from Safer Streets 5 and the Serious Violence Duty as referenced earlier in the report.

Other notable areas of joint working include vital partnership input to tackling organised crime groups, a focus on preventing rural crime and the tackling of anti-social behaviour with the use of Public Space Protection Orders.

The Commissioner's office provided feedback to phase two of a national review into best practice regarding partnership working. Discussions covered a range of key topics including the existing CSP legislation and regulations, current activity and priorities, operating models, funding mechanisms, relationships with key partners, governance, accountability, and the added value in preventing crime and anti-social behaviour. It also explored the various contextual changes and challenges CSPs have encountered since they were initially introduced.

As a result, the Home Office will be updating the core CSP guidance to reflect the current context and set out recommended minimum standards as well as suggestions of good practice.

The Home Office is continuing to work towards implementation of proposals resulting from Phase one of the CSP review to strengthen the relationship between PCCs and CSPs, including via the Criminal Justice Bill, which is currently in Parliament.

## **Youth Justice Services**

The Commissioner continues to be passionate about working with the youth justice services within the Dyfed-Powys area. The Commissioner continued to fund the Youth Justice Victim and Restorative Justice Project, which aims to provide support to victims and enable their voice to be heard at each stage of the youth justice system.

The Commissioner is represented at each of the youth justice services' management board meetings by his office, and he keeps in contact with the heads of service, quarterly. Through these connections, the Commissioner has been able to hold the Chief Constable to account throughout the year on matters affecting children and young people, including topics such as: needing greater flexibility in the use of out-of-court disposals, delays to referrals to the services and issues experienced during a period of change to police systems. These links have also provided a richer understanding of impacts of policing decisions, such as stop and search. The Commissioner was pleased to hear of the 'outstanding' rating that Carmarthenshire Youth Justice Service received in their inspection by His Majesty's Inspectorate of Probation during the reporting year.

The OPCC also engages in Hwb Doeth regional meetings. The purpose of Hwb Doeth is to bring together knowledge, skills and experience to encourage the development of youth justice practice in Wales, which is based on sound theory, has practical application for those that intend to use it, and successfully implements Welsh and UK Government policy.

## **Area Planning Boards**

Area Planning Boards were introduced to provide accountability and scrutiny of substance misuse planning, performance and financial management sitting under the responsible authorities of the Crime and Disorder Act 1998. Area Planning Boards also align to the Future Generations Act.

The Commissioner works closely with partners to jointly commission prevention and treatment services, reducing the harm caused to individuals and communities by substance misuse.

The Commissioner has worked with Area Planning Board colleagues to reduce the harm caused by substance misuse, in particular ensuring that over 800 Dyfed-Powys Police staff are now trained to carry Naloxone, which can reverse the effects of an opioid overdose, providing vital time for individuals to access and receive treatment and intervention.

Other good practice includes the Blue Light Project, which uses specially trained nurses to engage with frequent callers to emergency services due to their substance use. The project has secured long term funding and aims to reduce the burden on police and ambulance as well as other NHS services.

Substance misuse services in Powys have been some of the first to implement the ACE Hub Wales Trauma and ACE (TrACE)-Informed Toolkit, ensuring that services are fully trauma informed and can identify and respond appropriately to those with adverse childhood experiences. This includes the design of service centred against a specific model that supports and assists with recovery.

### **Data innovation and data sharing**

The Commissioner continued to chair the Wales Data and Analysis Innovation and Improvement Network (WDAIIN) throughout the year. A partner network of the Safer Communities Board, WDAIIN supports multi-agency, evidence-based, intelligence-led partnership working to support safe, strong and more confident communities. On the back of a successful conference last year, the Network has appointed an Executive Group who have developed a refreshed workplan for the year ahead, with a focus on:

- effective partnership working on common issues
- oversight of emerging issues
- identifying and share good practice.

In pursuit of these aims, the Commissioner has recently brought together representatives from Welsh universities and the four Welsh Police Forces to work towards the routine sharing of police data with the Secure Anonymised Information Linkage (SAIL) Databank.

Established by the Health Informatics Group at Swansea University Medical School in 2007, with core funding from Health and Care Research Wales of the Welsh Government, the SAIL Databank is a world-leading and internationally recognised data safe haven. It brings together a wide range of linkable, routinely collected, anonymised health and administrative datasets about the population of Wales. Specialists in academic and operational level research, SAIL has been used to address many important research questions, evaluations, and intelligence reports.

Ensuring police data is fed into the databank will allow greater insights across public services in Wales. This will provide a deeper understanding of the impact of police activity on the communities of Wales, as well as support evidence-based decision making.

### **All-Wales Policing Academic Collaboration**

During 2023/24, the second year in which funds had been allocated by all four Welsh Commissioners and police forces, funding was available for academic projects focusing on addressing violence against women and girls (VAWG).

Three projects received funding, ensuring that vital academic research was undertaken on:

1. Misogyny as a risk factor leading to serious harm in cases of domestic abuse
2. Specialist Units for tackling VAWG across Wales and
3. Addressing Police Perpetrated Violence Against Women, Domestic Abuse and Sexual Violence (VAWDASV)

A conference will be hosted in June 2024, where research findings from projects supported by Policing in Wales will be presented and next steps will be discussed.

### **Meeting between the Police and Crime Commissioner, Older People's Commissioner and National Advisor for Violence against Women and Girls.**

In June 2023, the Commissioner hosted a meeting with the Older People's Commissioner and National Advisor for Violence against Women and Girls, which focused on domestic abuse and violence against women and girls. The meeting took place in Police Headquarters and was an opportunity to highlight the efforts being made by Dyfed Powys Police in relation to tackling domestic abuse and violence against women and girls.

Attendees heard from the Chief Constable who has committed to working toward the elimination of domestic abuse, stalking and harassment and how new ways of working were being put in place to achieve this. They also saw how CCTV is playing a key role in keeping communities safe and supports in preventing violence against women and girls at busy night-time economy hotspots.

They also met key partners who support individuals who have been subject to domestic violence including representatives from 'Dal I Godi', staff and officers from the Force's Vulnerability Hub and representatives from Aberystwyth University.

Discussions focussed on working together on the shared endeavour of improving services for victims within our communities.

Governance arrangements remain in place to ensure appropriate accountability at all levels. The arrangements facilitate better decision-making resulting in positive outcomes for service-users.

The Commissioner's specific scrutiny role continued during 2023-24, facilitated by the Policing Board and Policing Accountability Board Meetings.

### **Policing Board**

During the year Policing Board meetings continued on a fortnightly basis during which the Commissioner held the Chief Constable to account for the delivery of policing services.

Key areas of the meetings included:

- Victims disengaging with the Criminal Justice System
- Strategic Policing Requirement
- Stalking and Harassment
- Baroness Casey report considerations
- PEEL Inspection Outcomes
- Information Management
- Rural Policing
- Policing Board minutes are available to download on the Commissioner's website [Policing Board](#)

### **Policing Accountability Board**

The Policing Accountability meetings continued during 2023/2024 on a quarterly basis and were held in Llanelli, Gwernyfed, Aberystwyth and Police Headquarters. The meetings were open to the public who were encouraged to ask questions of the Commissioner and the Chief Constable. The meeting held in May 2023 was held in the Wales Air Ambulance base in Dafen, Llanelli and following the meeting attendees were invited to a tour of the newly built Dafen custody suite prior to its official opening.

The focus of the meetings was on the Force performance against the Commissioner's priorities within the Police and Crime Plan and the Force performance against National Measures. Details of each meeting are published on the Commissioner's website [Dyfed Powys Policing Accountability Board](#)

### **Commissioning Advisory Board**

The Commissioning Advisory Board has been in place for several years and supports the Commissioner in relation to the awarding of grant funding or the tendering for services. The membership is made up of Force colleagues, partner agencies and representatives of the Commissioners volunteer panels.

Commissioned services and funding recipients presented to the Board during the year and answered questions to scrutinise performance and demonstrate value for money. During 2023/24 the Board received presentations from several commissioned services and key delivery partners. This included a focus on the Community Champion programme, Missing Young People Debrief service, Independent Domestic Violence Advisory service and a bespoke session to hear feedback on the experience of clients accessing the services. Towards the end of the period several members have unfortunately given notice to resign from the Board as they have competing demands as volunteers. This now presents an opportunity for the scrutiny of commissioned services and recipients of Commissioner's funding to be considered and incorporated into a review of the OPCC's governance structure to ensure there will still be an opportunity for commissioned services to contribute. This will be twofold in terms of contributing evidence and challenge as appropriate but also to present context and performance of their service delivery.

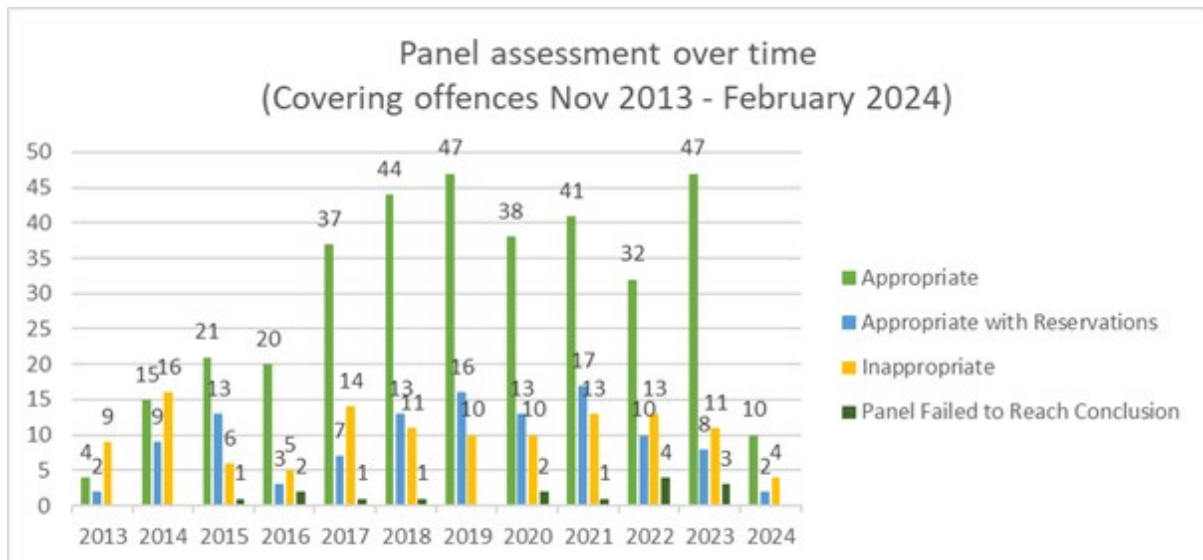
### **Out of Courts Disposals Scrutiny Panel**

The Out-Of-Court Disposal Scrutiny Panel, coordinated by the Commissioner's Office, 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) issued by Dyfed-Powys Police. The Panel make recommendations, provide 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.

Within their online scrutiny activities during 2023-24, the Panel reviewed 85 cases covering: knife crime, assaults on emergency workers, hate crime, women & disproportionality, burglaries and thefts.

Following scrutiny, it was recommended that Dyfed-Powys Police officers needed to be reminded of the policy and guidance regarding issuing Out of Court Disposals



The above graph highlights the panel assessments from November 2013 to February 2024.

David Evans JP former bench Chairman to the Carmarthenshire magistrates chaired his final meeting of the Out-Of-Court disposal scrutiny panel in February 2024. The Commissioner expressed his thanks to Mr Evans JP for his dedication and support towards the Dyfed-Powys Out-Of-Courts disposal scrutiny panel.

Reports on the work of the panel are available on our website here: [Out of Court Disposal Panel \(dyfedpowys-pcc.org.uk\)](https://dyfedpowys-pcc.org.uk)

## Volunteer Schemes

Throughout the year, the Commissioner and his team continued to work with volunteers and panels who support him in holding the Chief Constable to account for the delivery of efficient, effective and legitimate police services. The Commissioner is grateful to all those who have continued to volunteer for his Office as part of the Independent Custody Visiting and Animal Welfare Schemes, the Quality Assurance Panel, and the Victim and Youth Engagement Forums. All volunteers help to monitor and ensure professionalism within Dyfed-Powys Police

## Independent Custody Visiting Scheme

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

During 2023-24, Dyfed-Powys had:

17 active ICVs who conducted 137 physical custody suite visits.  
During this period:

- 411 detainees were in custody during calls/visits
- 177 detainees were spoken to by the ICVs
- 117 were observed by the ICVs
- 103 were not seen by the ICVs

Whilst the numbers of detainees that were spoken to by ICVs has decreased slightly by last year's standard, considering the total numbers of ICVs has decreased in numbers by 9, the number of visits conducted is only a slight decrease and shows the level of commitment from existing volunteers.



We are keen to recruit individuals from different backgrounds to support us with this activity. If you would like to become an ICV then please follow the link to our website for more information [Independent Custody Visitors](#)

The visits have resulted in recommendations for improvements including:

- Stencilled custody walls advising detainees that CCTV area surrounding the toilet is pixelated.
- Highlighting the length of a detainee's detention whilst awaiting transport to court.
- Religious items being kept in respectful storage locations.
- Rights and Entitlement booklet is being prepared for juvenile detainees and is continuously being monitored by ICVs.

## QAF Gold Award

During November 2023, the Independent Custody Visitors Association (ICVA) held a Quality Assurance Framework (QAF) event where the OPCC in Dyfed-Powys was rewarded for the management and running of the scheme and awarded with a Gold Award.

The QAF was first run by ICVA with schemes in 2019 and is a framework for the locally run schemes to help them to:

- Reflect on how they comply with the Code of Practice, the legislation that underpins custody visiting.
- Celebrate areas of strength.
- Promote custody visiting and the achievements they have made.
- Drive up performance of schemes.
- Increase sharing of good practice and resources across schemes.

To achieve an award, schemes must assess and provide evidence for a host of criteria under the themes of recruitment and training, managing volunteers, communications, holding the force to account, transparency and public reassurance and detainee welfare. Each area has several criteria for schemes to meet, the higher

the level, the more criteria they need to meet in order to attain it. Schemes need to complete each criteria under each level before moving on to the next. All levels require self-assessment and sign off from line managers. When going for Gold or Silver, ICVA dip sampling will take place as well and for Platinum, all evidence is dip sampled and assessed by ICVA.

The gold award means that the schemes have an excellent standard of custody visiting and we are incredibly proud to have achieved this level once again.

## **Training**

There were two ICV Training Days held during the year, one face-to-face and the other online. The first meeting invited ICVs to meet the new scheme managers, outline the strategy for the scheme for the new year and to discuss and record an ICV recruitment video. Both meetings also invited custody staff to join and discuss ongoing themes, issues or concerns in relation to custody visits conducted.

ICVs have also conducted several online training courses that include the Equality Act, Data Protection and Confidentiality via the College of Policing Online Learning Forum National Centre for Applied Learning Technologies.

ICVs were offered custody refresher training which was provided by a custody staff trainer. The focus of the training included the booking in of a detainee, risk assessing a detainee, powers of arrest and considerations for juveniles and females in custody.

Sherry Ralph, Chief Executive Officer from ICVA “the removal of a person’s clothing is an extreme measure to ensure their safety whilst in custody, which can have a serious impact for detainees and staff. I am delighted that Dyfed-Powys Police and the Office of the Police and Crime Commissioner had worked on a pilot project with ICVA, resulting in national recommendations for clothing removal in custody being made by ICVA to the College of Policing, Home Office and National Police Chiefs Council. A full update on these recommendations will be released in 2024/2025, but our thanks go to Dyfed-Powys for all their support and monitoring in the early stages of establishing policy positions on this important issue”.

To find out more about the work of the Independent Custody Visitors work you can read their annual report here [Independent Custody Visitors Annual Report](#)

## **Custody independent Scrutiny Panel**

The first Custody Scrutiny Panel was held on the 6<sup>th</sup> March 2024 and was introduced as a result of the Association of Police and Crime Commissioners (APCC) and the National Police Chief Council (NPCC) who recommended that an Independent Custody Detention Scrutiny Panel would improve transparency, increase public confidence and identify both good and poor practices with regular custody record reviews. The Panel consists of ICVs and volunteers from other schemes who have nominated themselves to be part of the process. The last panel meeting focussed on juveniles in custody.

Future panels in 2024/25 will scrutinise vulnerability, use of force, special risk clothing and continue to look at juveniles in custody. All reports will be published and available to view on the OPCC website [Custody Independent Scrutiny Panel](#)

Quote from one of the panel members “It has been rewarding to participate in the Custody Independent Scrutiny Panel as the aim is to review, in strictest confidence, how detainees are treated in custody. By noting good and less than ideal practices, our feedback will hopefully see improvement of the treatment of ALL detainees in custody.”

Temporary Chief Inspector Jenna Jones with responsibility for custody said “At the beginning of this year we developed the Custody Independent Scrutiny panel, working closely with the OPCC, we now have an established panel who review and scrutinise our treatment of persons entering custody. These reviews allow the police to understand areas where we are doing well and areas where we need to take learning and improve. The panel review specific Custody records scrutinising how we manage the welfare and needs of detainees, including Children in Custody, Use of Force and Vulnerability. These are extremely important areas for us to get right, the quality assurance process and feedback from the Custody Independent Scrutiny panel is vital in ensuring we do. I am thoroughly enjoying working with the panel members and as a force we are learning a great deal from each other, with the panels feedback, fresh eye’s view and the police providing a range of extra training to ensure an understanding of the processes and difficult decisions our Custody staff must make. The panel are making real improvements to our processes in Custody.”

### **Animal Welfare Scheme (AWS)**

The Commissioner’s Animal Welfare Visitors check on the welfare of police dogs engaged in police work. They also consider the condition in which the dogs are housed, trained, transported and deployed.

Animal Welfare Visitors are expected to make at least one visit to a Dog Handler and their dogs every 6 months. During 2023-24 the 4 Animal Welfare visitors conducted a total of 24 visits. There were no significant concerns raised through these visits.

Refresher training was provided by the Dog’s Trust in November 2023 for existing AWS volunteers and the scheme managers. Additionally, the Dog’s Trust provided the OPCC for Dyfed-Powys with a certificate recognising the continued monitoring of the Animal Welfare Scheme and ensuring that working dogs are suitable for operational matters until February 2025.

For more information on the Animal Welfare Scheme including how to volunteer please follow the link to the website. [Animal Welfare Scheme](#)

### **The Quality Assurance Panel**

In 2023/2024 there were 12 members of the Commissioner's Quality Assurance Panel who scrutinised the quality of Police contact with the public, in a transparent and independent manner. The Panel's scrutiny activity supports improvements within the Force. The Panel met six times during 2023-24, reviewing:

- Crime and Incident hub – The panel reviewed a random selection of 17 cases that were dealt with by the Force's crime and incident hub and were asked to consider if the crime and incident hub had dealt with each of the cases appropriately. The panel concluded that overall, the communication with victims was timely and appropriate, although the panel noted that some records were not complete, and some records were missing information. Dyfed-Powys Police responded stating that the panels observations would be addressed by providing training to officer on NICHE during the Autumn 2023.
- Stop and Search – The panel reviewed 4 Stop and Search incidents by considering body worn video footage. The panel were provided with guidance regarding the appropriate use of Stop and Search and were asked to consider if the cases reviewed were dealt with appropriately. Overall, the panel concluded that the use of Stop and Search was appropriate in the cases provided. The panel sought clarification on when and how often supervisors review Stop & Search. The Force advised that supervisors are required to review every single Stop and Search that is conducted.
- Domestic Abuse Attrition - The panel reviewed this important area on two occasions during the year. In November 2023 the OPCC hosted a multi-agency workshop, inviting criminal justice partners and support service representatives to discuss domestic abuse victim attrition. The aim of the workshop was to identify the issues resulting in victim attrition, as well as what steps attendees' organisations may be able to take to reduce attrition rates across the Dyfed-Powys area. To assist the discussions the Quality Assurance Panel was asked to review recent cases of domestic abuse where the victim had withdrawn their support for an investigation. The panel were asked to review body worn video footage of officers' interaction with Domestic Abuse victims to assess whether the language and terminology used could have contributed to their attrition. The panel considered 10 cases in total and found that improvements could be made, and the findings of the review were used at the workshop to facilitate further discussions.
- Use of Force – panel members reviewed 7 Use of Force incidents including forms and the accompanying body worn video footage and were asked to scrutinise whether the use was appropriate and whether officers training on the use of force was up to date. The Panel reported that overall, the use of force was appropriate, and officers had received the appropriate training.
- Digital Desk – The panel reviewed a selection of emails, website correspondence and social media correspondence, along with the call logs attributed towards police response between the Force communication centre and members of the

public. The Panel reviewed 7 incidents in total and noted that overall, the communication was appropriately handled.

In November 2023 Panel members attended a planning day in Headquarters where the handbook was reviewed, and forward planning was conducted for the year ahead. During the meeting Spencer Gammond was appointed as the Quality Assurance Panel Chair.

To read more about the Quality Assurance Panel's 2023-24 recommendations and how to become a member, visit the Commissioner's website: [Quality Assurance Panel \(dyfedpowys-pcc.org.uk\)](https://dyfedpowys-pcc.org.uk)

## **Complaints and Concerns**

The Commissioner has three main duties in relation to police complaints, as outlined below:

- Appropriate Authority to consider complaints about the Chief Constable
- Duty to hold the Chief Constable to account in providing an effective and efficient complaints process
- Relevant Review Body of some police complaints

## **Establishment of a new Governance Board**

The Commissioner has a duty to ensure that the Chief Constable has an effective and efficient police complaints system in place. It was agreed at a Policing Board in September 2023 that a Professional Standards Assurance Board (PSAB) be established. The PSAB will be the scrutiny forum for all functions carried out by the Force's Professional Standards Department which will enable the Commissioner to discharge his statutory obligation in accordance with the Policing Protocol 2023.

The inaugural PSAB took place in March 2024, where the Head of PSD provided assurance on the way complaints and misconduct allegations are dealt with by Dyfed-Powys Police. It allowed an opportunity for the OPCC to hold the Force to account on the arrangements and processes that are in place and seek reassurance that they are appropriate and effective.

## **Data Recorded**

The OPCC considers all communication received from the public and provides relevant advice to individuals, including on the process for making a complaint to the Force, details of the relevant department relevant to their communication and/or signpost the individual to where they can further relevant information on the Force website. This communication is logged and considered by the OPCC.

The Commissioner and his team also consider reports of dissatisfaction raised by members of the public. These 'community concerns' are recorded on the OPCC's correspondence recording system. Each quarter the community concerns are analysed to identify any themes or trends.

#### 2023/24 Complaints and Concerns numbers

Number of Chief Constable complaints received	3
Number of Chief Constable complaints recorded	0
Number of appeals against the decision made to the Independent Office for Police Conduct	0
Number of appeals upheld in favour of the Commissioner's decision	0
Total community concerns received	412
% Closed cases resolved within 30 working days	100

#### Complaint Dip Sampling

The OPCC reviews complaint data to identify any themes of complaints in a particular area of policing. Consideration is given to further work that may need to be undertaken to address repetitive concerns. This can include dip-sampling, independent analysis or top-level data comparison with other similar forces.

From September 2023 a decision was made to conduct monthly dip sampling of closed complaint cases. Themes are identified from the IOPC quarterly Performance Data [Police force data | Independent Office for Police Conduct \(IOPC\)](#), National or Local concerns which have been identified as a theme from Trend Analysis.

34 cases have been reviewed during this period which have considered the following areas:

- Complaints closed as “Other Action”
- Hate Crime
- Outside Schedule 3 complaints
- Police Action following Police Contact
- Investigations
- Discrimination

Overall, the cases reviewed were positive and some complaint handlers were identified as best practice for the thoroughness of handling complaints other than by investigation. However, there were some common themes identified concerning the timeliness of handling the initial complaint and being able to identify a clear audit of communication with the complainant.

It is worth highlighting that during quarter 3 and quarter 4 the Independent Office for Police Conduct (IOPC) were delivering workshops “Right First Time” which went through a tool kit that will be available to all complaint handlers to support and ensure there is consistency in the initial stages of handling complaints. OPCC representatives attended the workshops as it will be beneficial for the consideration of dip sampling moving forward.

The outcome of the monthly dip sampling is compiled into a quarterly report and shared with the Professional Standards Department for consideration and response. Additionally, the report is discussed in the PSDAB to consider any wider organisational learning.

All reports are publicly available on our website [Dyfed-Powys Police & Crime Commissioner \(dyfedpowys-pcc.org.uk\)](https://dyfedpowys-pcc.org.uk)

## **Complaint Reviews**

Since 1st February 2020, if an individual’s complaint was recorded under Schedule 3 of the Police Reform Act 2002 and the individual is unhappy with the outcome of their complaint, they can apply for a review to the Relevant Review Body, either the Independent Office for Police Conduct (IOPC) or the Police and Crime Commissioner.

The Commissioner has a duty to consider requests for review to determine:

- Whether the request for a review was valid
- Whether the outcome of the complaint was reasonable and proportionate and
- Whether any recommendations should be made to the Force because of the handling and/or outcome of the complaint.

The outcome of a review must be communicated to the complainant in writing. It must include sufficient information to enable the reader to understand what decisions and recommendations have been made, and why.

## 2023/24 Complaint reviews

Total valid reviews received	59
Total reviews completed	57
Total upheld	4
Total not upheld	53
Total ongoing	7
Total lessons learnt/ recommendations identified by the Commissioner	4

\*To note 5 reviews were carried over from the previous year as they were not received until the end of March 2023 and were completed in April 2023.

During the review process, anomalies are sometimes identified that do not change the outcome being reasonable and proportionate, but where the service in handling the complaint can be improved. The review process provides an opportunity to address those anomalies, in individual cases, with the appropriate authority.

Additionally, to increase transparency since quarter 4, the team will be publishing quarterly reports on the OPCC website, where the public will be able to see some of the themes being identified as oversight in addition to the reason why the reviews were upheld. [Complaints Performance Data](#)

## Transparency

The Commissioner is elected by the public and must be accountable during his term of office. The Elected Policing Bodies (Specified Information) Order 2021 requires certain information about Police and Crime Commissioners to be published. The public can use this information when holding the Commissioner to account. A consistent set of published information will also allow the public to compare services with other police force areas.

During 2023/2024 work was ongoing to develop a new website for the Police and Crime Commissioner that will be launched following the elections. During the year the team have been considering the information contained on the current website and identifying the information that will need to be in place on the new website. In the absence of any formal external review of Police and Crime Commissioner websites it has been agreed that there will be regular internal monitoring by OPCC staff to ensure compliance with the order.

Full details of the Statutory Publishing Requirements, with details of how this is being achieved is available on the Commissioner's website. It includes the need for detail about office holders, staff, income and expenditure, property, rights and liabilities, decisions and policies. Link [Dyfed-Powys Police & Crime Commissioner \(dyfedpowys-pcc.org.uk\)](https://dyfedpowys-pcc.org.uk)

## **Welsh Language Standards**

Throughout the year the Commissioner's Officer continued to adhere to the Welsh Language Measures of 2011. During 2023/2024 the Welsh Language Commissioner undertook a review of the OPCC's compliance with the Welsh Language Standards and following the review the Commissioner was delighted to hear that the OPCC was compliant with the standards.

During the year a number of Policing Boards were held through the medium of Welsh and meetings of the Policing Accountability Board always welcome Welsh language contributions and simultaneous translation is provided.

All job vacancies advertised in 2023/2024 stipulated the ability to speak Welsh to level one is required, or that the individual must attain level one within 6 months of being in post. Currently just over 70% of staff are confident speaking through the medium of Welsh and all front facing roles are fully fluent in Welsh and this ensures that we continue to offer a bilingual service.

In May 2023 the Office published its first standalone Welsh Language Annual report having previously developed joint reports with the Force. This was an opportunity to highlight the work that specifically was undertaken in the Office of the Police and Crime Commissioner. The Welsh Language Annual Report can be found here: [Welsh Language Annual Report](#)

## **Joint Audit Committee**

The Joint Audit Committee provides independent assurance to the Commissioner and 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.

During two recruitment drives (one commenced towards the end of the previous financial year) two new members of the Committee were appointed. David Macgregor attended his first meeting in July 2023 and Julie James attended her first meeting in March 2024. They joined Kate Curran (Chair), Farhan Shakoor and Brian Jones meaning the Committee was at full complement, ensuring resilience to enable appropriate review and challenge at each meeting.

There were 4 formal meetings held during 2023/2024 and the Committee considered reports on:

- Risk Management – where the Committee paid particular attention to the risk registers of the OPCC and the Force. Following discussions and recommendations from the Committee the format of the report was changed to make it easier for Members to understand. The Committee also challenged areas of the risk register to ensure the risks were appropriately detailed and clear.
- Information Management – in recent years the Committee had considered this area on an annual basis however, due to significant issues in relation to Freedom of Information request backlogs a report was presented to each meeting during the year. This allowed the Joint Audit Committee to monitor progress of improvement and added an additional level of review and challenge.
- Governance – the Committee considered information in relation to audit review recommendations and raised their concerns in relation to those that remained outstanding for 6 months or more. Following receipt of the information the Committee recommended that where appropriate the actions be placed on the Corporate Risk register. This provided the Committee with assurance that progress against the implementation of the recommendations would be monitored via the risk register.
- Financial Reporting – The Committee considered and signed off two sets of Statements of Accounts during the year. In July 2023 the Committee signed off the accounts for financial year 2021/2022 and in March 2024 the accounts for 2022/23 were signed off. In addition, the Committee were kept up to date on issues relating to the preparation of the Annual Statement of Accounts for 2023/24. Members took a keen interest into the feedback in relation to the preparation of the 2021/2022 accounts and asked Officers to demonstrate that lessons had been learned to improve future accounts preparation. In addition, the Committee considered the

Medium-Term Financial Plan, Treasury Management Strategy, Reserves Policy and the Capital Strategy.

- Training Needs Analysis - during the year the Committee undertook an exercise to establish whether there were any training or development requirements for Members. The information will be considered during the 2024/2025 year and arrangements will be made for appropriate training to be delivered.
- Internal Audit – The Committee considered 22 specific Internal Audit Reports during 2023/2024. As part of their role Members were able to challenge the information contained within the reports and seek assurance where issues had been identified that the remedial work would be undertaken to drive improvements. On occasions where there were specific serious issues identified the Committee requested an update report be presented to a future meeting to demonstrate any progress that has been made. Committee Members also took an interest in the scope of reviews and requested that more focus is given to the initial scope of future reviews to ensure that outcomes add value and be of organisational benefit.

Following continued robust challenge from the Committee, the Commissioner was given an additional level of assurance by the Independent Members ensuring that there are effective arrangements in place in relation to areas such as governance arrangements, financial arrangements and audit findings.

For further information, please see the Committee's [Annual Report](#)

### **Independent Assurance**

What is known as the third line of defence within the Joint Annual Governance Statement independent assurance is provided by internal audit activity, Audit Wales activity and independent inspection by HMICFRS. The main role is to ensure that the functions, policies and frameworks are operating effectively. They provide an evaluation, through a risk-based approach, on the effectiveness of governance, risk management, and internal control to the Commissioner, Chief Constable and Senior Management.

### **Internal Audit**

There was an agreed audit plan in place with the Commissioner and the Chief Constable's internal auditors, TIAA. They target resources at areas of risk and concern identified by the Commissioner and the Chief Constable.

During 2024/2024 there were 22 specific internal audits that took place, 13 were internal assurance reviews of Dyfed Powys Police that included reviews of:

- ICT Disaster Recovery
- Business Continuity
- HR Management
- Estates

Also, during the year there were 9 reviews of collaborative work being undertaken between all Welsh Forces and included reviews of:

- Fleet Management
- Payroll
- Debtors and Creditors

It was pleasing to note that 10 reviews received substantial assurance, 11 reviews received reasonable assurance and only 1 received limited assurance. All reviews are considered and challenged at the Joint Audit Committee, and this provided the Commissioner with additional assurance.

## **External Audit**

Audit Wales are the appointed external auditors to the Commissioner and 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.

A significant amount of work was undertaken in relation to the 2022/2023 accounts and in March 2024 the audit of the accounts was completed. Audit Wales issued unqualified audit opinions in respect of the 2022/2023 accounts to both the Police and Crime Commissioner and the Chief Constable and were satisfied that the Police and Crime Commissioner and the Chief Constable had appropriate arrangements in place in year to secure economy, efficiency, and effectiveness in the use of their resources. Both the Police and Crime Commissioner and the Chief Constable statutory accounts were finalised on the 15th of March 2024.

## **HMICFRS**

His Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) independently assesses Dyfed-Powys Police. The Commissioner is required by law to consider and respond to each of these assessments.

In November 2023, Dyfed-Powys Police received a report from HMICFRS on the PEEL Inspection 2023-2025. Within the report the Force was considered as adequate against 6 areas and required improvement against 2 other areas, the table below highlights the Judgements:

Area	Outcome
Police Powers and treating the public fairly and respectfully	Adequate
Preventing and deterring crime and antisocial behaviour, and reducing vulnerability	Adequate
Responding to the Public	Adequate
Investigating Crime	Adequate
Managing Suspects and Offenders	Adequate
Leadership and Force Management	Adequate
Protecting Vulnerable People	Requires Improvement
Building, Supporting and Protecting the Workforce	Requires Improvement

In his response the Commissioner noted his disappointment at some of the less favourable feedback. Of particular concern to the Commissioner was the challenges highlighted within the vulnerability area, given that this incorporates one of the Chief Constable's priorities. It was clear from the Commissioner's oversight that the requirement to improve is a result not of a lack of action or effort by those leading and working in the business area, but of insufficient support, focus and resourcing by the organisation at large.

The Commissioner was however reassured that significant steps had been and continue to be taken towards redressing this since the inspection fieldwork period. The Commissioner was encouraged by the identification of promising practice relating to the Force's use of data to manage and understand its finances. This is becoming increasingly vital - whilst the report suggests the Force is in a healthy financial position, the ongoing challenges to ensure this endures cannot be underestimated. Since the publication of the inspection report, the Commissioner has received a comprehensive update from the Chief Constable detailing the work being undertaken to address each of the areas for improvement identified by His Majesty's Inspectorate. Monitoring of the progress being made against the recommendations contained within the inspection report will continue through Policing Board and the Joint Audit Committee.

The Commissioners full response to the HMICFRS inspection can be found on the Commissioner's website [2024-01-11-response-to-peel-report.pdf \(dyfedpowys-pcc.org.uk\)](https://www.dyfedpowys-pcc.org.uk/2024-01-11-response-to-peel-report.pdf)

Between April 2023 and March 2024, the Commissioner responded to 15 separate HMICFRS reports, all of which can be found on the Commissioner's website: [Dyfed-Powys Police & Crime Commissioner \(dyfedpowys-pcc.org.uk\)](https://www.dyfedpowys-pcc.org.uk/)

April 2023

- An inspection of how well the police tackle serious youth violence

May 2023

- An inspection of how well the police and National Crime Agency (NCA) tackle the online sexual abuse and exploitation of children

June 2023

- State of Policing: The Annual Assessment of Policing in England and Wales 2022

July 2023

- Police Performance: Getting a grip
- Management of terrorist offenders in the wake of terrorist attacks

September 2023

- An inspection of how effective police forces are in the deployment of firearms

October 2023

- Race and policing - A review of the police service's leadership and governance arrangements for race-related matters
- Race and Policing: An inspection of race disparity in police criminal justice decision-making
- Homicide Prevention: An Inspection of the Police contribution to the prevention of homicide.

November 2023

- PEEL 2023–25 - An inspection of Dyfed-Powys Police

December 2023

- Meeting the Needs of Victims in the Criminal Justice System
- Criminal Justice Alliance's Super Complaint - Section 60
- Group Based Child Sexual Exploitation

February 2024

- The impact of recruitment and selection on the criminal justice system.
- Joint Inspection of the Multi Agency response to abuse and neglect of children in Powys

### **Police and Crime Panel**

The Dyfed-Powys Police and Crime Panel has a statutory responsibility for scrutinising the work of the Commissioner and supporting him in the performance of his statutory functions. During 2023/24, the Panel continued to discharge this responsibility with a particular focus on:

- Scrutiny of the Police Precept
- Scrutinising how the Commissioner holds the Chief Constable to account
- Scrutinising the Commissioner's performance against the Policing Protocol Order
- Scrutinising the Commissioner's performance against the 2023/24 Business Plan Objectives

The Panel also identified two priorities during 2023/24 that related to a statutory function of the panel. To facilitate deliver of the priorities two sub-groups were established.

Priority One which was the Scrutiny of the Police Precept was delivered by the Finance subgroup that sought to ensure that the Commissioners finances were being properly managed and that the people of Dyfed-Powys are receiving value for money from the Police Precept. The subgroup reviewed the end of year accounts and publicly questioned the Commissioner on them. The subgroup received briefings from the Commissioner and Chief Financial Officer on the demands on the financial status of the Force, conducted independent research and held a public hearing to

consider the proposed precept. Following consideration of all the information and rigorous scrutiny the Panel endorsed the Commissioners precept increase of 6.2% in the precept.

The second priority area was considered by the performance subgroup and was in relation to how the Commissioner performs his statutory duty to maintain an efficient and effective police force. The objective of the subgroup was to gain a fuller understanding of how the Commissioner has been able to influence how efficient and effective Dyfed-Powys Police is, and what the Commissioner could do to improve things further. The subgroup considered specific information in relation to three main themes, namely, the impact of resources and wellbeing on performance, the impact of public engagement and accessibility on performance and how effectively the Police and Crime Plan priority of preventing harm has been implemented and what has been achieved. The subgroup also carried out independent research including looking at examples of best practice from elsewhere and concluded that the Commissioner had satisfied the requirement of maintaining an efficient and effective police force.

In addition to these priorities the Panel scrutinised all key decisions made by the Commissioner, including those in relation to commissioned services. The Panel also undertook their statutory function of handling complaints made against the Police and Crime Commissioner. Two complaints were received which were considered in accordance with the Panel's complaints protocol. It was resolved to take no further action in relation to either of them.

For further details on the Police and Crime Panel and their scrutiny activity, go to:

[Dyfed Powys Police And Crime Panel \(dppoliceandcrimepanel.wales\)](https://dppoliceandcrimepanel.wales)

## **Evidence to Welsh Affairs Committee**

The Commissioner, along with the other three Police and Crime Commissioners in Wales, gave evidence to the Parliamentary Welsh Affairs Committee in November 2023.

The Committee wished to explore how each Police and Crime Commissioner executed their duties as an elected representative responsible for police governance, police oversight and the commissioning of criminal justice services for the force area, together with their engagement with the UK and Welsh Governments.

During the evidence session the Committee asked for more information on the Role of Police and Crime Commissioners and the relationship with the Chief Constables. The Commissioner described the role as a leadership role, bridging communities with their respective police services and emphasised the importance on allowing victims and survivors to have a voice and access into the police and wider criminal justice system. The Commissioner provided examples to the Committee on how he interacts with the Chief Constable for example through formal Policing Board

meetings where the Commissioner holds the Chief Constable to account. Further evidence was provided on how all four Commissioners agreed there could be better scope for collaboration across Wales, but having a single police force would not benefit Wales.

## Being Sustainable

### **Sustainability**

Sustainability is a key value for the Commissioner. Overseeing the work is the Dyfed-Powys Sustainability Group, which continues to operate and develop. The Group monitors the work of the Force to drive forward the sustainability agenda aligned to the Welsh Government and All-Wales policing strategy, to ensure that the organisation reduces its carbon footprint and positively impacts on the environment. Key initiatives include:

- Major building project in Dafen opened in May 2023 —Shortlisted for Constructing Excellence Wales award for Building Project of the Year and won the National Police Estates Group best Capital Policing project over £5m. The facility has achieved the following:
  - All Electric building with zero use of fossil fuels
  - Photovoltaic Electric generation 60kW
  - Category A Energy Rated Building
  - Excellent BREEAM rating
  - Point of use hot water throughout
  - Presence detection on lighting, heating, and cooling to minimise requirement
  - 18 Electric Vehicle Car Charging Points – Operational Staff and Visitor use
  - Grey water for flushing all toilets
  - Electric Cycle charging points
  - Cycle Store, lockers, showers, drying room facilities
  - Ecological enhancement in place, maintenance agreement in place with Carmarthenshire County Council Ecology Team over 10 years
- ‘No Mow May’ Continues with wildflower meadows promoted with walkways for staff at Headquarters. In addition, bird habitats and boxes have been installed at in Ammanford.
- Localised utility monitoring continues at a granular level by site to assist in reducing demand and consumption, clear initiatives and improvement made demonstrate significant energy saving on all utility consumption across the estate.

- Electric vehicle fleet charging infrastructure extended further across wider territory sites, HQ and new build projects.
- LED lighting being expanded across the force aligned with preparatory work for further Photovoltaic panel installations being finalised for delivery in the next financial year.
- The Capital investment initiatives across the estate to decarbonise its operation continues with Insulation projects being delivered across our buildings.
- All Wales Sustainability and Decarbonisation Strategy and Action Plan implemented in 23/24 is being used to drive change.
- Decarbonisation tracking – Net Zero Carbon Reporting – All Wales Policing “Welsh Government derived” template being used.
- Dyfed-Powys are members of the EV Charge All Wales Policing Group which is driving a common delivery and consistent solution across the Region,
- Sustainable Procurement supported by WRAP Cymru – All our future procurement activities will have sustainability threaded through its process and a minimum of 10% allocated to scoring aligned with Cost and Quality. This now aligns with the All-Wales approach and provides a consistency to all procurement across Welsh policing.

In addition to the sustainability element that considers the environment the Commissioner committed in his Police and Crime Plan that he will encourage and enable work with the College of Policing, the wider police service, partners and academia, to identify and share learning about current threats. In addition, the Commissioner committed that he would drive efficiency through collaboration and learning. To assist in delivering these and Evidence-Based Policing Research Co-ordinator was appointed.

### **Evidence-Based Policing Research Coordinator**

The Commissioner partnered with University of Wales Trinity Saint David (UWTSD) to employ an Evidence-Based Policing Research Coordinator for a two-year pilot period. Dr Rhiannon Sandy commenced in the role on 5th February 2024, and brings a wealth of experience from academia and work on the Police Degree programme. The overarching aim is to enhance the approach to Evidence-Based Policing in the Dyfed-Powys Police area, through broadening partnerships between local academic institutions, Dyfed-Powys Police and the Commissioner’s Office. The post looks to encourage the translation of academic research into local practice and embedding evidence-based policing into day-to-day operational policing through training, problem-solving and projects.

The Commissioner has been able to deliver an ambition of his with the creation of this post. Collaboration with institutions from higher education allows the office to ensure there is the best available evidence used to inform and challenge policing priorities, practices and decisions. The work that will be undertaken but by the postholder is hoped to facilitate further improvements can be made in ensuring the security and safety in the Dyfed-Powys area.

Whilst the role is in its infancy it has been obvious to see there is a clear appetite within Dyfed-Powys to use academic research to enhance ways of working and policing. It has been noted early on that the geography and demography of Dyfed-Powys will create challenges when applying research conducted elsewhere but work will be undertaken with academic partners to foster research that fits the needs of the force.

The Commissioner said, “My long-term aspiration is that this work will lead to the Dyfed-Powys Police area being recognised as an evidence-based policing centre of excellent for Wales and beyond, and it’s fantastic to be collaborating with the University of Wales Trinity St David’s on this.”

## Engaging Widely

The Commissioner welcomes community involvement in policing and seeks to ensure that people who reflect the diversity of the force area are involved in decisions that matter to them.

Throughout 2023/2024 the Commissioner and his Team engaged with local communities and consulted on important policing matters.

### Summer Shows and Events

#### Urdd Eisteddfod

Representatives from Office of the Police and Crime Commissioner and the Dyfed-Powys Police attended the Urdd Eisteddfod in Llandoverly, Carmarthenshire held between the 29<sup>th</sup> of May and the 3<sup>rd</sup> of June 2023.

The Urdd Eisteddfod is one of the largest youth festivals in Europe and being held within the force area, it was an opportunity to listen to young people’s views and experiences so that they can have an opportunity to influence decision making.

Young people have a central voice on the future of policing, and this event was important in supporting and promoting the Youth Forum recruitment campaign. This was also an opportunity for representatives from the Youth Forum to attend the Eisteddfod during the week to promote ‘Y Sgwrs’ consultation by holding engagement activities. A specific focus area for the Office of the Police and Crime Commissioner and Dyfed-Powys Police was on young people having the opportunity to share their views and experiences of mental health issues, alcohol and drugs misuse, and youth offending.

Prior to the Eisteddfod, the Commissioner provided funding for the youth justice team in Carmarthenshire to work with children between 8 and 17, who are at risk of crime or have committed crimes on a creative project ran by the Urdd Eisteddfod. Project 23 aimed to give all children and young people the opportunity to get involved and develop the creative skills through themes such as local history, legends and belonging.

The project employed a creative practitioner to work closely with young people to create murals and artwork for benches depicting the local heritage of Carmarthenshire.

The benches were on display at the Urdd Eisteddfod all week for visitors and competitors to use whilst at the festival.

### **Pembrokeshire County Show**

In August 2023 representatives from the OPCC attended the Pembrokeshire County Show in Haverfordwest. It provided an opportunity to engage with the public to promote the work of the Commissioner.

As with the Urdd Eisteddfod the public were asked to complete a short survey to understand their perception of policing and of the progress made towards the outcomes set under the Police 2021/2025 Police and Crime Plan priorities. It was pleasing to note that 87% of people felt safe or very safe in their area with the remainder stating they felt neither unsafe or safe, nobody responded that they felt unsafe or very unsafe.

The public were asked if they were aware of what the Police and Crime Commissioner was responsible for.

Whilst the results highlighted that there were many respondents who thought the Police were effective or very effective in areas there is still work to be done to ensure more individuals respond in a positive way rather than stating they are unsure or that the police is ineffective or very ineffective. The results of this survey and others undertaken during the coming year will assist in formulating areas of work for the Office of the Police and Crime area to drive improvements and could feed into the development of priorities for the new Police and Crime Plan.

### **Other Community Engagement highlights**

The Commissioner undertakes regular Community Engagement Days where he meets with key partners, service providers and members of the public across the Dyfed-Powys Force area. Some examples are shared below:

#### **Ceredigion Community Engagement**

The Commissioner visited Aberystwyth where he had the opportunity to meet with students and representatives from Aberystwyth University to discuss issues that are of importance to students and young people. The Commissioner also met with the Director of Student Services to discuss the challenges the University face in

providing support for their students, and what are the pressing concerns when it comes to ensuring the safety and wellbeing of students.

The Commissioner also met with some commissioned service providers and visited West Wales Domestic Abuse Service and their brand new sensory suites. He also visited the Dyfed Drug and Alcohol Services, who provide substance misuse support services for adults, and New Pathways' Sexual Assault Referral Centre (SARC) in Bow Street to discuss the resources and support that are available at the Centre.

The visit to Aberystwyth coincided with Neighbourhood Policing Week and the Commissioner met with officers from Aberystwyth Neighbourhood Policing team to discuss local issues and how they engage with various groups and communities within Aberystwyth to ensure visibility and effective engagement.

### **Carmarthenshire Community Engagement**

The Commissioner attended Old Road Cemetery in Llanelli to celebrate 50 years of community payback with His Majesty's Prison Probation Service. The Commissioner has strongly supported this initiative that serves both as a punishment for offenders and a means of a rehabilitation scheme.

Whilst in Llanelli he has also met with Stallion Boxing Club to discuss their plans for expansion in the community and how they aim to divert youths from crime by attending boxing classes.

In Ammanford, the Commissioner met with the local Neighbourhood Policing Team to discuss local challenges and listened to community concerns raised, followed by a visit to Coaltown Coffee Roasters to discuss their work and their plans to give back to the communities.

### **Pembrokeshire Community Engagement**

The Commissioner was invited to a Graffiti Art Project Exhibition and Launch Event as part of Pembrokeshire College's Politics, Democracy and Activism Focus Week. The event celebrated graffiti art boards created by young people from across Pembrokeshire, which highlight improvements the young people would like to see in their local communities. The graffiti project was supported by each Welsh Police and Crime Commissioner's Adverse Childhood Experiences (ACES) fund and aimed to give young people in the area a sense of control and feel more connected to their communities by having their voices heard, thereby increasing their resilience and well-being, and to better equip decision makers to tackle ACES in their communities.

The Commissioner also visited The Hive and [Garth Youth & Community Project](#) in **Haverfordwest**, where the aim is to support the young people of the Garth Ward and local community in Haverfordwest. The project offers a safe environment for young people to meet, play, learn and educate themselves by helping them grow and develop into adults that are positive members of society continuously improving

their future life opportunities. It was also a chance for the Commissioner to see the completed 'Cruyff Court', a brand new facility that had been built in partnership with the Cruyff Foundation Pembrokeshire and part-funded by the Commissioner and partners.

The Commissioner visited a Boxwise session in Pembroke Dock to award the Coach, Chris McEwen with a certificate of recognition for all his hard work in the community. BOXWISE is a successful boxing intervention programme for young people that helps build confidence, improve their health and wellbeing, and maximise all opportunities available to them in the Dyfed-Powys area.

### **Powys Community Engagement**

The Commissioner met with Cllr Joy Jones, a county councillor and community advocate who facilitated a visit to the Newtown Community Kitchen that provides many people from the local community with a safe space and a warm meal. The Commissioner also met with members of staff at Credu, an organisation who work to support family members and friends across Powys who are looking after someone who is unwell or disabled and Ponthafren, a mental health charity for people who experience mental health issues or are socially isolated or excluded.

The Commissioner has also visited Brecon and the surrounding areas where he visited one of his commissioned service providers Kaleidoscope, a charity methadone drug clinic who provide help and support to people with alcohol abuse, drug abuse and drug addiction. Today Kaleidoscope runs substance misuse projects across Wales and supports upwards of 10,000 people a year.

### **Open Doors Events**

The Commissioner held a series of Open Doors events on the 15<sup>th</sup> and 16<sup>th</sup> of November 2023 at Police Headquarters, Carmarthen. The events were open to Dyfed-Powys Community Representatives including County Councillors, Town and Community Councillors, Members of Parliament and Members of the Senedd, with the aim of fostering a deeper sense of transparency and trust between our police force and the communities we serve. It was also an opportunity to ask questions, share insights and engage in constructive discussions with our officers.

The series of events included a range of inputs from specialist units and departments from the force, designed to provide community representatives with a comprehensive understanding of the vast work being undertaken to ensure that our communities remain safe from harm. Force representatives provided inputs on key areas of policing, including Force Performance, Specialist Operations, Serious Violence and Organised Crime Programme, Neighbourhood Policing Team's and the Central Prevention Hub. The events concluded at the Force Control Centre, to demonstrate how the CCTV infrastructure is being implemented to support Officers on the ground.

## 2024 St David's Conference

The Commissioner's eighth annual St David's Day Conference was held on the 1<sup>st</sup> of March 2024 as a hybrid event Online and at Dyfed-Powys Police Headquarters, Carmarthen. The key area of focus this year was on recognising offender vulnerability.

The Conference provided an insight into how a range of organisations and support service providers work to understand an offender's vulnerabilities; how they identify situations where offenders may be at risk of victimisation within the criminal justice system; and how they support in putting appropriate safeguards in place, to protect vulnerable individuals from harm. By addressing the underlying issues that contribute to criminal behaviour through identifying and understanding vulnerabilities, it allows for targeted and effective interventions and will aid in reducing the risks of reoffending and victimisation.

Guest speakers at the Conference included:

- Michelle John, Parental Education Growth Support (PEGS) Support Director - Recognising and Responding to Child to Parent Abuse.  
PEGS helps parents, carers and guardians experiencing Child to Parent Abuse (CPA) by providing support services, training frontline professionals and working with national and regional organisations to develop and implement policies.
- Rebecca Zerk & Elize Freeman, Centre for Age, Gender and Social Justice at Aberystwyth University - Older victims' experiences of adult family abuse.  
The Dewis Choice initiative based at the Centre for Age, Gender and Social Justice has provided intensive support to individuals, aged 60 years and over, to make informed choices about: safety, civil, criminal, and restorative justice options and provided well-being support in recovery.
- Mike Wilkinson, New Pathways Deputy Director - Responding to Problematic and Harmful Sexual Behaviours displayed by Children and Young People.  
New Pathways are the largest sexual violence support provider in Wales, with 30 years' experience of delivering specialist therapeutic support to adults and children affected by the trauma of rape, sexual assault, or sexual abuse, supporting nearly 4,000 people each year.
- Victoria Harris, Assistant Chief Probation Officer, HM Prison and Probation Service - Strategic Approach to Managing Offenders and the Female Offending Blueprint. The aim to reduce the number of women in the criminal justice system is further supported by the Female Offending Blueprint for Wales, aiming to create sustainable community-based solutions to keep women and communities safe and free from criminal behaviour.
- Gemma Humphreys, Criminal Justice Service Manager in Wales, The Nelson Trust - Female Offending Services and Women's Centre Approach.  
The Nelson Trust is a charity whose approach is trauma informed, relational and oriented to lifelong recovery. They offer residential rehabilitation treatment and women's services for people affected by addiction and multiple disadvantages.

Following the conference, the Commissioner said: “It is important to recognise that many offenders are often victims themselves, who might have possibly experienced crimes worse than their own. Additionally, a significant number of them suffer with mental health problems. Understanding these underlying factors is essential as we strive to find more compassionate and effective solutions. Sending individuals to prison isn’t always the better choice; instead, we must work collaboratively to develop interventions and support systems that address the root causes and contribute to rehabilitation.”

## **Consultations**

The Commissioner consulted with public, community representatives and Dyfed-Powys Police on the options available to victims of low-level crime and anti-social behaviour for a new community remedy menu.

A community remedy is victim-focused, aiming to give victims a greater say in how offenders should be dealt with and increase the public’s confidence in out-of-court disposals. Taking a restorative approach, the community remedy offers a list of seven appropriate sanctions that can be used by the police and authorised by investigating officers, sometimes in conjunction with other, more formal, out of court disposals. Such sanctions can include repairing damage caused, mediation to support the resolution of disputes, substance misuse and alcohol dependency programmes, a verbal or written apology, and educational, diversionary or anger management courses. The suitability of the options depends on the nature of the offence, the age of the offender and the circumstances of situation. Community remedy is most often used with first-time, low-level offenders.

Supporting victims of crime to recover and move on is a key part of the Commissioner’s role, and making restorative justice, such as the community remedy, available ensures age appropriate, sustainable, and meaningful services for the communities of Dyfed-Powys, being mindful of the needs of those involved. This also includes restorative practices in education, family and community settings used for preventative measures and ongoing support; and out-of-court disposals to divert young adults from the Criminal Justice System.

As part of the Public Consultation the Office shared an online survey with the public to respond to which received a total of 131 responses.

Following on from the consultation, the PCC considered all the responses, and agreed the list of the Community Remedy Options with the Chief Constable.

They include:

1. Compensation for the damage
2. Substance Misuse / Alcohol Dependency Support Programmes
3. Educational, Diversionary and / or Anger Management Courses

4. Domestic Abuse Counselling
5. Mediation
6. A verbal or written apology
7. Signing an Acceptable Behaviour Contract (ABC)

Further information can be provided here (QR code to: [Community Remedy \(dyfedpowys-pcc.org.uk\)](https://dyfedpowys-pcc.org.uk))

## Youth Engagement Forum

Our Youth Forum provides a platform for young people to influence the future of policing and crime prevention in their local areas. The Youth Ambassadors who are members of the Youth Forum play a key role in our success: they challenge us, question us, support us and make sure that we keep our promises to children and young people of Dyfed Powys.

The Commissioner first established the Youth Forum in 2018 so that Dyfed-Powys has a forum of Youth Ambassadors who are ready to 'influence' and 'challenge decision-making', and to ensure that the communities of Dyfed-Powys have a Police Force that successfully safeguards children and young people and promotes their wellbeing.

In 2022, we launched "Y Sgwrs" (The Conversation) consultation for young people following a summer survey where three priority areas were identified for the Youth Forum to focus on during the academic year. Young people and professionals working with young people were invited to take part, to share their experiences of issues in relation to the three priorities - mental health, being a victim or witness of crime, youth offending and substance misuse.

The consultation included an online survey that asked teenagers and young adults to explain what is working, what doesn't and how things might be improved. The Youth Forum also held focus groups to ensure a wide reach and to get views from children and young people in their area. Youth Ambassadors also attended summer events such as the Urdd Eisteddfod and Pembrokeshire Show to engage with young people on these key priorities.

From this consultation, Y Sgwrs Report was created which highlighted recommendations made by the Youth Forum for change and improvements to be made within the Police Force and its partner agencies. These recommendations were presented to a Youth Conference in July 2023 hosted by the Youth Forum, the PCC, Chief Constable and decision-makers from local councils and youth organisations, as well as partner agencies were invited to Parc y Scarlets, Llanelli. All partners in attendance pledged to make a change to improve the services for children and young people.

Since the Conference, the Youth Engagement Forum Terms of Reference has been updated and is now referred to as the Youth Ambassador Scheme. Moving forward, the Commissioner and members of staff from the OPCC will visit the Ambassadors across the Dyfed-Powys Force area to engage with their groups and listen to any local issues or concerns they have.

## **Victim Engagement Forum**

The overarching aim of the Victim Engagement Forum is to work together to ensure that victims support the delivery of outstanding services. Through the Forum, the Commissioner continues to provide opportunities for those with lived experience to engage in local discussions about criminal justice priorities, and to co-design services where appropriate. It is vital that engagement through the Forum makes a difference to service delivery. Below are some of the victim services considered by the Forum during the year, the activities undertaken, and importantly, the outcome of their work:

## **Domestic Abuse and Rape and Serious Sexual Offences Engagement**

- **Victim service considered:** An insight into the barriers victims face when reporting crimes of Domestic Abuse (DA) and Rape and Serious Sexual Offences (RASSO) to the Police.
- **What Forum members were asked to do:** Take part in a consultation whereby a survey was created for victims of DA + RASSO to complete, explaining the barriers they face when reporting these crimes to the Police. Additionally, three focus groups were held where more in-depth conversations were had with victim-survivors.
- **Outcome:** Following the consultation, a report including recommendations was created by the OPCC, which highlighted considerations made by the victims on changes and developments that the Police should implement to better serve victims of Domestic Abuse and Rape and Serious Sexual Offences. This report was then shared with Dyfed-Powys Police and discussed in Policing Board. Dyfed-Powys Police responded to the Recommendations and has since made the improvements by progressing with some of the recommendations. These changes were then shared with the Victim Engagement Forum and participants of the Consultation to show them the work that has been done over the months as a response to their input to these engagements.

**Quote from Dyfed Powys Police Officer leading the engagement with the Forum:** “The force has worked collaboratively with the OPCC to gather victim feedback, specifically from those who are living with or who’ve been subjected to domestic abuse and sexual offences. Whilst we do not wish to retraumatise victims,

its vital that where people feel able, we give them a voice, so we can constantly review our service from a victim's point of view, and we are committed to using suggestions and ideas to make changes where this is feasible."

### **Independent Sexual Violence Advisor Recommissioning Focus Groups**

- **Victim service considered:** The Police and Crime Commissioners of Dyfed Powys, South Wales and Gwent wished to collaboratively provide a criminal justice focussed Independent Sexual Violence Adviser/Advocate (ISVA) service to increase the emotional safety and wellbeing of adults and children who experience sexual violence and abuse.
- **What Forum members were asked to do:** Members were invited to an ISVA Recommissioning Survivor Engagement Event. A focus group was helping to engage with survivors at an early stage to share the proposed service model and gain the victim's feedback.
- **Outcome:** The feedback from the focus groups helped to shape and inform the specification for the new service. Examples included the type and frequency of contact with service users, the training and skills/qualities required of ISVAs and the importance of support services working seamlessly together to meet the needs of service users. The tender process has now concluded the new service will commence across Dyfed Powys, South Wales and Gwent on 1<sup>st</sup> July 2024.

### **Domestic Abuse Alarms Engagement Activity**

- **Victim service considered:** Identifying a new Alarm product which will issued to Domestic Abuse victims, Stalking victims and any victim at risk of high harm of violence within Dyfed-Powys.
- **What Forum members were asked to do:** Dyfed-Powys Police invited to members to attend two online product presentations arranged from companies who supply these specialist alarms, where the product and its benefits were explained, and the Victim Engagement Forum members could ask questions and share their views on each product.
- **Outcome:** At the conclusion of the presentations the members opinions were taken into consideration so that Dyfed-Powys Police could make the best decision on what product to use in the future to help protect the communities we serve.

### **Quote from Dyfed Powys Police Officer leading the engagement with the Forum:**

“Involving the Victim Engagement Forum with the presentation panels helped identify the best available solutions for our communities. It enabled us to listen to the unique points of view of people with lived experiences of the issue in hand. It provided ideas and thoughts that may not have been considered previously, this allowed us to tailor our response to best support the people we are trying to help.”

Other victims’ services considered by Forum members during the year included being involved in a consultation undertaken by the Law Commission focusing on ‘Evidence in Sexual Offence Prosecutions’. The consultation related to provisional proposals for reform of the way that evidence is used in sexual offences prosecutions in England and Wales, and the proposed reforms had three goals:

1. improving understanding of consent and sexual harm by countering the effects of rape myths,
2. improving the treatment of complainants, and
3. ensuring that defendants receive a fair trial.

Members were also invited to take part in Dyfed-Powys Police’s Winter Campaign, focusing on Domestic Abuse and Alcohol-Related Violence, and sought the views of members of the Victim Engagement Forum by sharing their real-life experiences of these crimes. Victim Engagement Forum members were also invited to attend an extra-ordinary Commissioning Advisory Board meeting, where individuals who have received support from one of the PCC funded Commissioned Services were asked to attend our meeting and share their experiences. Feedback from service users is vital in improving future delivery and this route allows independent and confidential feedback to be provided directly to the commissioners of those services. Dyfed-Powys Police and partners have sought feedback from the Forum regularly through the course of the year. Other local justice partners are encouraged to engage with victims through this platform.

### **Engaging with Underrepresented Communities**

In the Dyfed-Powys Police and Crime Plan 2021-2025, one of the Commissioner’s objectives is to “undertake work to understand and address disparities in the public’s trust of the police among different age groups, races and genders, including young adults. This includes improving the effectiveness of our scrutiny mechanisms to help build trust and confidence, including ensuring young adults are able to be meaningfully involved in holding the police to account.”

During November and December 2023, and January 2024, the OPCC worked with a diverse range of community groups through engagement sessions to ensure that

there was equitable opportunity to represent and reflect the voices of communities served by the OPCC and Dyfed-Powys Police. The OPCC sought to evaluate these communities' engagement with Dyfed-Powys Police, establishing feelings of safety within the communities, identifying any police contact, whether there were any victims of crime, and their interpretation of and willingness to report crime.

There was a total of 64 participants across six engagement visits conducted by OPCC Staff, across all four local authorities within the Force area.

Through the engagement sessions, it was important to gain an insight on what the communities would like to see Dyfed-Powys Police prioritise, and for communities to be aware of the opportunities available through the Commissioner's Office to scrutinise the force and hold the police to account.

## **Strategic Equality Plan 2024-28**

In June 2023 to support the development of a new Strategic Equality Plan for 2024-28, a regional survey was launched in partnership with local public sector agencies to seek views from residents across Carmarthenshire, Ceredigion, Pembrokeshire and Powys about their experiences, when trying to access a range of public services from policing to housing and health.

Local authorities in the four regions along with Powys Teaching Health Board, Hywel Dda University Health Board, Dyfed-Powys Police, Mid and West Wales Fire & Rescue Service, Bannau Brycheiniog National Park Authority, Pembrokeshire Coastal National Park Authority and the Office of the Police and Crime Commissioner, collaborated to create the survey.

The survey focused on key areas including, education, housing, health, crime, leisure and access to the coast and countryside. It asked people to rate their own experiences of these services and their perceptions of the experience that other people in our society may have.

The feedback would help inform work around equality and how people with protected characteristics are affected or treated when trying to access services provided by the sector. All public bodies have to produce a Strategic Equality Plan setting out how they will work to ensure services are provided and accessible to all residents and service users irrespective of their age, gender, sexuality, religion, language preference or disability.

Each public sector body has a duty to:

- Eliminate discrimination, harassment and victimisation
- Advance equality of opportunity between people who share a relevant protected characteristic and those who do not
- Foster good relations between people who share a protected characteristic and those who do not

Staff from the Office worked with Dyfed-Powys Police's Equality and Diversity Manager in the Autumn to review the consultation responses, and to develop a new

Strategic Equality Plan. The new plan will have four objectives for both the Office and the Force. They include:

**Objective 1:** Increase workforce and volunteer groups diversity to be fully representative of the communities that we serve. Focusing on recruitment, retention and progression.

**Objective 2:** Addressing and eliminate racial disparities within DPP and OPCC by implementing policies and practices that promote racial equality.

**Objective 3:** Strengthen our relationships with our communities through proactive community policing and engagement activities.

**Objective 4:** Promote a culture that is inclusive and supportive including those with protected characteristics or which stands up to racist, misogynistic or homophobic behaviour.

A draft of the new plan was shared with our Independent Advisory Group, and the Force's Embracing Diversity Group. Following feedback from our Independent Advisory Group and the Force's Embracing Diversity Group, a final draft was signed off, and a new Plan will be published in May 2024 following the Police and Crime Commissioner Elections.

### **2024-25 Police precept Consultation**

The Commissioner is responsible for setting the budget for the police, which includes setting the precept which is the element of council tax that goes to the police. The Commissioner consulted with the public to inform considerations and to obtain their views on the level of Police Precept increase for 2024/25. Of the 627 responses, 67.3% noted that they would support either an enhanced or increased level of funding. A 6.2% increase was approved after a process of extensive scrutiny by Dyfed-Powys Police and Crime Panel.

Further details on the consultation results were incorporated into the Medium-term Financial Plan, available on the Commissioner's website: <https://www.dyfedpowys-pcc.org.uk/en/finance/precept-and-medium-term-financial-plan/>

In March 2024, the PCC published the Precept leaflet that explains to the public where the funding will be spent.

QR Code to here: [precept-notice-leaflet-202425.pdf \(dyfedpowys-pcc.org.uk\)](https://www.dyfedpowys-pcc.org.uk/precept-notice-leaflet-202425.pdf)

## Resources

### 2023-24 Budget & Outturn

The Dyfed-Powys Police service continues to face significant financial challenges from the combined impact of real terms reductions in Central Government and Welsh Government grants and uncertainties around inflation and pay award increases. Despite the success of the Police Officer Uplift Programme, which has increased officer numbers by 132 over the past three years, recruitment and retention continue to be a challenge. This reflects a national picture for voluntary resignations for Police Officers of 3.3% for 2022/3 being the highest level ever recorded. This is in addition to significant cost pressures and continual changes in the complexity and demand volume for policing services. This is all set against a very challenging financial and economic landscape.

Following a rigorous process of scrutiny and deliberations over financial assumptions, risks that threaten our communities, investment requirements and priorities, the Commissioner set a net revenue budget of £133.4m to deliver policing services for the Dyfed-Powys area for 2023-24. This budget incorporated a use of reserves of £2.6m, as well as financial savings of £6.4m (4.6%).

As part of this budget, the Commissioner agreed a 7.75% increase in Council Tax or £22.49 per annum to £312.65 in Council Tax Band D. Once again, Dyfed-Powys has the lowest council tax precept in Wales. The precept will raise a total of £72.518m, a 54% of funding.

The 2023/2024 financial year was challenging, with many uncertainties around energy costs, general inflation, and interest rates etc. Going into the financial year, the Force also faced the risk of cost escalation from unfunded pay awards and on-going significant operations in relation to asylum centre protests (Operation Cambrian).

The 2023/24 financial year has been a year of significant financial variances, the vast majority of which are positive. The following table sets out the final out-turn position for 2023/24 and compares this to the original budget. The revised budget is also shown which reflects the additional budgets and reserve movements approved during the year for budget monitoring purposes approved in accordance with the Corporate Governance Framework.

Revenue Budget Summary 2022/23	Original Budget	Revised Budget	Actual	Variance (Positive for Saving)
	£000	£000	£000	£000
<b>Total Budget - Commissioner</b>	2.4	2.4	2.4	0
<b>Total Budget - Chief Constable</b>	133.6	134.2	128.6	5.0
<b>Movement in Reserves</b>	- 2.6	- 3.2	2.5	- 5.1
<b>Net Spending After Transfer from/to Reserves</b>	133.4	133.4	133.4	-

The final out-turn position on the Commissioner's Revenue budget was a positive variance of £0.1m, the underspend has been transferred to a ringfenced reserves to fund additional one-off costs in 2024/5.

The final out-turn position for the Chief Constable was a £5m positive variance. This allowed a transfer to reserves rather than use the £2.6m transfer from the Commissioner's reserves that had been budgeted.

The main variances were:

- Police officer and staff pay - the Home Office agreed funding of £2.3m to meet the shortfall of the pay award. Following the force review there were delays in the recruitment of staff posts and challenges continue in recruiting to specialist roles e.g., IT, Legal etc. In addition, Police Officer leavers were higher than predicted and nationally are the highest levels recorded. A recruitment and retention post has been created which has seen positive results.
- Transitional Reserve - Following the force review the cost of change was lower than estimated, this reduced the need to use a ringfenced reserve of £1.4m which had been budgeted.
- Premises Costs - Some significant cost increases were budgeted for premises headings due to anticipated inflationary increases, these were lower than expected and rates rebates were confirmed which brought further unexpected savings.
- IT Projects - delays in implementation of the Contact Management System (CMS) and telephony solution in the control room contributing to £0.5m.

- Insurance & Litigation Provision – In-year savings of £0.3m, because of delays in the audit process due to adjustment in 2022/3, accounts were open for longer which required further adjustments in 2022/3 reducing in 2023/4 spend.
- Forensics – Savings of £0.3m as complex/serious crime was reduced in year, resulting in lower demand on forensic analysis.
- Collaboration - mainly Regional Organised Crime Unit (Tarian), and the Joint Firearms Units coming in well within budgets, again mainly due to staffing issues. Contributions to other National Joint Arrangements were also lower than anticipated at budget setting time.
- Additional Grants - £2.3m Special Grant towards pay awards, and £0.5m additional grant due to achieving uplift acceleration. Additional unannounced funding was also received from the Home Office in respect of Disclosure and Barring, software cost increases and the National Law Enforcement Data (LEDS) Programme.
- Other non-grant income was over budget by £0.7m with interest receipts contributing the vast majority of this due to the early payment of the pensions grant and £0.4m received from Op Safeguard (utilising custody cells).
- Direct Revenue Financing - The MTFP set in January 2024 assumed that £1.1m additional Direct Revenue Financing charges were to be made to reduce statutory repayment and interest charges in 2024/25 when balancing budgets.

The budget for 2024/5 and Medium-Term Financial Plan already incorporated the utilisation of an element of this underspend to reduce the precept increase. These included in increase in Direct Revenue Financing £1.1m detailed above and the creation of a revenue budget mitigation reserve (£1.172m) to support future one off budget pressures, the Force Review and to bring forward savings from future years.

As highlighted above, the favourable budget position overall did allow the Police and Crime Commissioner to increase revenue reserves by £1.8m overall from £19.7m to £21.5m. Taking account of Holding Account transfers, the overall increase for the Police and Crime Commissioner Reserves is £2.4m.

In relation to Capital Spending, the Commissioner set an original budget of £18.2m in February 2023 for the financial year 2023/24, which was reduced to £11.4m in January 2024 due to delays in relation to some major schemes.

	Original Budget 2023/24	Revised Budget 2023/24	Actual Spending 2023/24	Variance
	£m	£m	£m	£m
<b>Capitalised Expenditure</b>				
Estates Programme	11.2	5.6	3.6	2.0
Vehicles	1.3	1.8	1.3	0.5

ICT Major Projects	1.7	1.6	0.8	0.8
ICT Infrastructure Projects	0.5	0.5	0.3	0.2
Recurring ICT Device Replacements	2.4	1.2	1.1	0.1
Other Capital Equipment Replacements	1.1	0.6	0.2	0.4
<b>Total Capitalised Expenditure</b>	<b>18.2</b>	<b>11.3</b>	<b>7.3</b>	<b>4.0</b>
<b>Total Expenditure</b>	<b>18.2</b>	<b>11.4</b>	<b>7.4</b>	<b>4.0</b>

The Carmarthenshire Station and Custody Facility Scheme in Dafen opened on schedule in June 2023. There has been some unavoidable slippage experienced against some projects including the new Brecon Station and some minor works schemes for which funding will need to be carried over into the next financial year.

There was some slippage against vehicle purchases, attributable to longer lead times, and delays associated with delivery. The Force is replacing infrastructure, including within its Control Room, and slippage was experienced against this budget heading.

The overall year-end position was discussed at a Policing Board meeting. The Commissioner made decision on the allocation of reserves towards meeting capital slippage and current / future cost pressures including:

- An increase in the general Reserves to 4% of budget to mitigate potential future financial risks and ensure improved financial resilience.
- An increase in Capital reserves to reduce future borrowing requirements.
- The earmarking of reserves towards future innovative ICT, partnership working and commissioner initiatives over the next four years.
- To meet several short-term cost pressures in relation to Welsh language translation, diversity, staff wellbeing and professional standards.

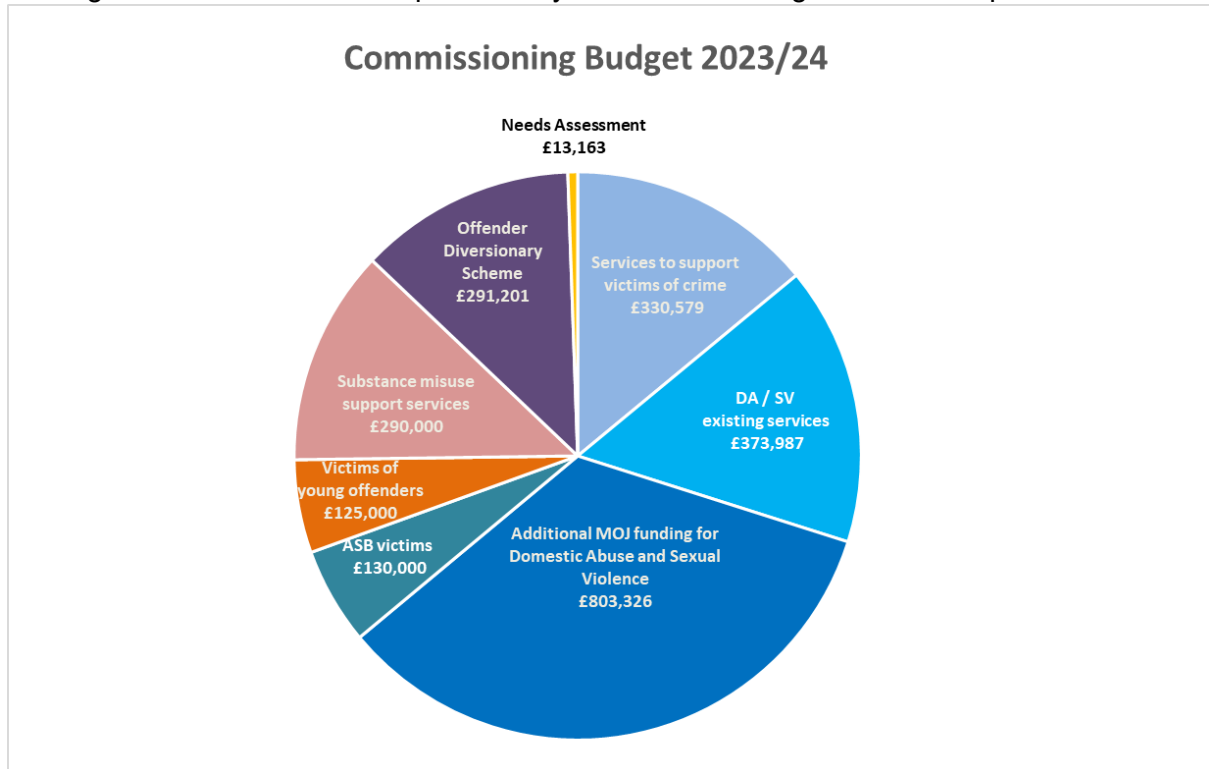
The final year-end position was very positive, putting Dyfed-Powys Police in a stronger and more resilient position to deal with the array of future financial challenges, which are comprehensively set out within the Medium-Term Financial Plan.

<https://www.dyfedpowys-pcc.org.uk/en/the-office/finance/precept-and-medium-term-financial-plan/>

## Commissioning Budget

The Commissioning budget for 2023/2024 was £2,429,523. which included staff costs in addition to costs incurred for direct service provision. £1,432,033 of the overall budget was funded through the core Victim's Grant from the Ministry of Justice (MOJ) and additional

funding to VAWDASV services provided by the MOJ following the Covid 19 pandemic. .



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## DYFED POWYS POLICE AND CRIME PANEL

24/07/2024

### PROGRESS REPORT ON DEVELOPING A NEW POLICE AND CRIME PLAN

#### Purpose:

To note the progress made and proposed timetable for the adoption of the new Plan

#### Recommendations / key decisions required:

none

#### Reasons:

The Police and Crime Commissioner is required to adopt a new Police and Crime Plan following the elections in May 2024.

Cabinet Decision Required

Not applicable

Council Decision Required

Not applicable

CABINET MEMBER PORTFOLIO HOLDER:-

Not applicable

Report Author:

Robert Edgecombe

Designations:

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**EXECUTIVE SUMMARY**  
**DYFED-POWYS POLICE AND CRIME PANEL**  
**24/07/2024**

**Progress Report on developing a new Police and Crime Plan**

Following the Police and Crime Commissioner elections in May 2024 the Commissioner is required to adopt a new Police and Crime for his current term of office.

The attached report sets out the progress made to date and the proposed timetable for the adoption of the new Plan.

**DETAILED REPORT ATTACHED?**

**YES**

**Section 100D Local Government Act, 1972 – Access to Information**  
**List of Background Papers used in the preparation of this report:**

<b>Title of Document</b>	<b>File Ref No.</b>	<b>Locations that the papers are available for public inspection</b>
Host Authority Files	PACP-088	County Hall Carmarthen

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# Police and Crime Plan 2025-2029 development



Update to Police and Crime Panel  
26<sup>th</sup> July 2024

# Background – the (O)PCC must:

- Issue as soon as practicable and no later than 31/03/2025
- Prepare a draft
- Consult the Chief Constable, local people and victims of crime
- Formally consult the Police and Crime Panel
- Have regard to guidance, duties and Strategic Policing Requirement



# Schedule



# Plan content - approach

- Less prescriptive, but clear priorities which reflect what the public want
- Focus on performance – practical ways of measuring the delivery of priorities
- Responsive to Force areas of focus, with a clear link between the priorities and the funding to deliver them
- Content which is accessible to the public and free of jargon



# Activity to date

- Detailed research and consideration of over 70 documents
- Mapped into key themes
- Consultation with selection of operational Force representatives
- Consultation with Chief Officers
- Early drafting
- Work with Force to shape key performance measures



# Key considerations

- Statutory requirements – legislation, guidance, SPR
- UK landscape – Policing Vision 2030, NPCC 2040 Future Operating Environment, Think Tanks
- Welsh landscape – Wellbeing of Future Generations, Welsh Government, Policing in Wales
- Local landscape – audit and inspection findings, risks, needs assessments, Force Management Statement, existing Force / OPCC activity
- Partners' priorities – PSBs, CSPs, YJSs, CJ agencies
- PCC's manifesto



# Outline of Draft Plan

## Improving public trust and confidence in policing

Supporting victims  
and preventing  
victimisation

Supporting safe  
communities through  
preventing harm

Efficient and effective  
justice

Long-term

Evidence-led

Trauma-  
informed

Involvement

Child /  
person-  
centred



Comisiynydd Heddlu a Throseddu  
Dyfed-Powys  
Police and Crime Commissioner

# Unpicking the detail



# Consultation

- General public:
  - Urdd Eisteddfod, Welshpool
  - Online survey
  - Festival of Inclusion, Pembrokeshire
  - Royal Welsh Agricultural Show, Powys
  - Pembrokeshire Show



# Consultation

- Face to face facilitated sessions with special interest groups:
  - Minority groups including disability, religion, LGBT+
  - Local Councillors
  - Partners



Date	Venue	Target audience
20 <sup>th</sup> July	Pembrokeshire Festival of Inclusion	All
22nd-25 <sup>th</sup> July	Royal Welsh Show	All
31 <sup>st</sup> July / 1 <sup>st</sup> August	Online	All
14th-15 <sup>th</sup> August	Pembrokeshire County Show	All
11 <sup>th</sup> September*	Yr Egin, Carmarthen	Elected officials and partners
12 <sup>th</sup> September*	Aberystwyth University	Elected officials and partners
18 <sup>th</sup> September*	Y Ffwrnes Theatre, Llanelli	Elected officials and partners
19 <sup>th</sup> September*	Pembrokeshire College, Haverfordwest	Elected officials and partners
25 <sup>th</sup> September*	Hafren Theatre, Newtown	Elected officials and partners
26 <sup>th</sup> September*	Brycheiniog Theatre, Brecon	Elected officials and partners
Various dates	Various venues	Special interest groups

\* Registration required via Police and Crime Commissioner’s Office – details will be released closer to the dates.

# Have your say!

- Share your views via the online survey:  
<https://t.co/Ir9UWBGZT3>
- Speak to one of the Commissioner's representatives at the summer shows
- Sign up to one of the in-person sessions



## DYFED POWYS POLICE AND CRIME PANEL

24/07/2024

**Subject**

PROGRESS REPORT ON STALKING AND  
HARASSMENT DEEP DIVE

**Purpose:**

To note progress made

**Recommendations / key decisions required:**

None

**Reasons:**

The Commissioner has previously given a commitment to provide a progress report on this issue.

Cabinet Decision Required

Not applicable

Council Decision Required

Not applicable

CABINET MEMBER PORTFOLIO HOLDER:- Not applicable

Report Author:

Robert Edgecombe

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**EXECUTIVE SUMMARY  
DYFED-POWYS POLICE AND CRIME PANEL  
24/07/2024**

**Progress Report on Stalking and Harassment Deep Dive**

At the Panel meeting in October 2023 the Commissioner presented a report regarding the Deep Dive exercise undertaken by his office into how the force was tackling the issues of stalking and harassment.

Subsequently the Commissioner undertook to provide the Panel with a progress report regarding this work.

The commissioner's detailed progress report is attached for consideration.

**DETAILED REPORT ATTACHED?**

**YES**

**Section 100D Local Government Act, 1972 – Access to Information**  
**List of Background Papers used in the preparation of this report:**

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# Deep Dive Review

## Progress Report

Is Dyfed-Powys Police effectively managing perpetrators of stalking and harassment?

June 2024

## Contents

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## Overview

In October 2023, the Police and Crime Commissioner (PCC) presented the Police and Crime Panel with a [report](#) on the findings of a deep dive scrutiny review which set out to determine whether DPP was effectively managing perpetrators of stalking and harassment.

Through intensive scrutiny in this area, the Office of the Police and Crime Commissioner (OPCC) found that in a number of cases DPP was effectively managing perpetrators of stalking and harassment, but it was not a consistent picture. To view the main findings of the deep dive, visit the PCC's [website](#), where a summary is also provided.

The OPCC set out several recommendations which were grouped into the headings of 'Resourcing', 'Training', 'Data', 'Perpetrator Interventions', 'Perpetrator Monitoring', and 'Victims'.

## DPPs' Strategic Response to Stalking and Harassment

The strategic response to stalking and harassment is led by DPP's Assistant Chief Constable (ACC) and the Detective Superintendent for Protecting Vulnerable People. As an existing priority for the Chief Constable, the policing of stalking and harassment has been the subject of focus for the Force through a Thematic Vulnerability Improvement Group led by the ACC. The deep dive scrutiny review findings were utilised by the group. The PCC's Head of Strategy and Policy attended the Group's meetings to ensure oversight of progress.

## Progress Reported by DPP

At a Policing Board meeting in February 2024, seven months after receiving the report, DPP presented the PCC with an update on progress against each recommendation. To provide the Police and Crime Panel with the most up to date report on DPP's progress, in June 2024, an OPCC representative met with the Detective Superintendent for Protecting Vulnerable People to discuss progress against each recommendation in detail.

The following pages set out the Force's initial response to each recommendation upon receipt of the report in July 2023, progress made as of February 2024, and the position at the time of writing (June 2024). Each recommendation has been assigned a RAG rating in terms of progress made:

- Red** No progress has been made.
- Amber** Some progress has been made but more is required.
- Green** Recommendation is complete.

Detail of the OPCC's ongoing monitoring activity against each recommendation is also provided below.

Please note that Recommendations 5 and 18 were not allocated to DPP, but His Majesty's Courts and Tribunals Service (HMCTS) and the OPCC respectively.

## Resourcing Recommendations

### Recommendation 1

**Longer term sustainable funding should be identified by the Force for the Domestic Abuse and Stalking Perpetrator Co-Ordinator post.**

#### Response July 2023

- During the financial year, the Force will actively seek long-term funding for the Domestic Abuse and Stalking Perpetrator Co-ordinator role.

#### Progress February 2024

- Funding for a 12-month period has been sourced through the Serious Violence Duty.
- Work continues to source longer term funding to ensure the post is sustainable.

#### Progress June 2024

- Funding has been confirmed until April 2025.
- Long-term funding is being sought by DPP.

#### Ongoing OPCC monitoring activity

- To maintain oversight of progress against all outstanding recommendations, the OPCC will meet with the Detective Superintendent for Protecting Vulnerable People in January 2025.
- An update on the long-term funding position will be requested.

### Recommendation 2

**Recruitment into the Civil Orders Officer role should be prioritised. One of the initial focuses of the role should be the development of a process to monitor offenders subject to all civil orders.**

#### Response July 2023

- This post has been sanctioned by the Force and will come to fruition in Autumn 2023.

#### Progress February 2024

- A Police Constable has been recruited into the role of Civil Order Co-ordinator and commenced training.
- Internal messages accompanied by a process map have been circulated to ensure clarity around the Civil Order Co-ordinator as a source of information and support.
- The Co-ordinator has commenced police station visits to assist with the compilation of civil order applications.
- They are also developing a library of civil orders to enhance the oversight and management of orders and any subsequent breaches.

#### Progress June 2024

- The Civil Order Co-ordinator is compiling a list of perpetrators subject to civil orders to provide DPP with a profile report in terms of numbers of perpetrators and civil order types.

- The Civil Order Co-ordinator liaises with officers to confirm whether offenders they have been allocated, who are subject of civil orders, have attended the mandatory perpetrator programme.
- The Civil Order Co-ordinator has undertaken a period of observation and upskilling within both Legal Services and the Vulnerability Hub.
- During National Stalking Awareness Week in April 2024, the Civil Order Co-ordinator was involved in activities aimed at raising awareness both of the role and of the use of civil orders.
- As part of the national Op Flagship<sup>1</sup>, in June and July, the Civil Order Co-ordinator will be engaged in the civil order aspects of the Op's delivery plan.

#### **Ongoing OPCC monitoring activity**

- The Policy Advisor leading on this piece of work has met with the Civil Order Co-ordinator to fully understand the role and will maintain contact to keep abreast of any developments, areas of concern and good practice in this area.

### **Recommendation 3**

**Officers should be encouraged to proactively seek specialist support and advice from Legal Services, Stalking Champions and the Offender Management Unit when dealing with stalking and harassment cases.**

#### **Response July 2023**

- Once the Civil Order Co-ordinator is in place, they will provide support to officers and coordinate contact with those specialists who can provide information on the variety of orders and application process.
- Detective Sergeants who manage the daily discussion process will continue to prompt officers around civil measures; and signpost staff to specialist knowledge.

#### **Progress February 2024**

- Internal communications are planned to highlight the single points of contact across the Force who can provide advice and guidance to frontline officers.

#### **Progress June 2024**

- As part of Op Flagship, the Civil Order Co-ordinator will promote civil orders, and liaise with officers who have queries/need guidance.
- The Civil Order Co-ordinator is focusing on ensuring that supervisors within the Criminal Investigation Department (CID) and Local Investigation Units (LIUs) have an understanding of civil orders, as they are the officers most likely to be investigating cases such as stalking.

#### **Ongoing OPCC monitoring activity**

- As per Recommendation 2, the Policy Advisor will maintain contact with the Civil Order Co-ordinator to keep abreast of any further developments in this area.

<sup>1</sup> The National Police Chiefs' Council (NPCC)'s Operation during the EURO 2024 tournament.

## Training Recommendations

### Recommendation 4

**The Force should review the impact of the refreshed Stalking Champion training programme within 12 months of implementation. This review should include the consideration of victim feedback, outcomes, and reoffending data.**

#### Response July 2023

- The vulnerability trainer will co-ordinate a programme of continuous professional development to ensure Stalking Champions have enhanced knowledge about domestic abuse and stalking and harassment.

#### Progress February 2024

- Stalking Champion Training has been delivered to DPP representatives undertaking a wide variety of roles across the organisation. This included the lived experience of Rachel Williams, [Stand Up to Domestic Abuse](#), which was impactful on officers.
- A formal evaluation of the regular inputs will be completed in February 2025.

#### Progress June 2024

- A Domestic Abuse Champions training day was delivered in March/April 2024, led by DPP's Vulnerability Trainer.
- All Champions attended upskilling and information sharing events across National Stalking Awareness Week in April 2024.
- Welsh Women's Aid has hosted a risk assessment day for Domestic Abuse Officers (DAOs) and Secondary Risk Assessment Unit (SRAU) staff who are considered Champions.
- DPP are in discussion with Paladin National Stalking Advocacy Service<sup>2</sup> in relation to delivery of Stalking Champion training later this year, though funding has yet to be secured.
- A formal evaluation of the regular inputs will be completed in February 2025.

#### Ongoing OPCC monitoring activity

- As per Recommendation 1, to maintain oversight of progress, the OPCC will meet with the Detective Superintendent for Protecting Vulnerable People in January 2025.
- An update on plans for specific training for Stalking Champions will be requested.

### Recommendation 6

**The Force should look to seek specific feedback from officers on inputs from victims and survivors in any future training surveys.**

#### Response July 2023

- Future Vulnerability Hub training will capture feedback from staff, which will be used to inform future training.
- The new training officer will be able to manage and monitor this using "Forms" on Microsoft Teams.

<sup>2</sup> [Paladin – National Stalking Advocacy Service \(paladinservice.co.uk\)](https://paladinservice.co.uk)

**Progress February 2024**

- This activity links into Recommendation 4 and will be included in the evaluation.

**Progress June 2024**

- The Detective Superintendent for Protecting Vulnerable People has heard anecdotally that police officers do support hearing from those with lived experience during training.
- This will be considered formally however in the above-mentioned evaluation.

**Ongoing OPCC monitoring activity**

- An update on the process to retrieve officer feedback on victim inputs will be requested from the Detective Superintendent for Protecting Vulnerable People in January 2025.

**Recommendation 7**

**The Force should consider how learning from the Operation Soteria Bluestone report may be relevant and applicable to the policing of stalking and harassment.**

**Response July 2023**

- The Op Soteria<sup>3</sup> team is currently reviewing the newly published operating model and will share the relevant learning across other areas including stalking and harassment, domestic abuse, and child sexual abuse.
- One of the key elements of learning will focus on victim support and suspect focus.
- The restructure of the strategic response to Vulnerability will support this as the Detective Chief Inspector and Detective Inspector with responsibility for rape and other serious sexual offences (RASSO) now also leads on domestic abuse and stalking and harassment.

**Progress February 2024**

- Ongoing activity: Update as of July 2023.

**Progress June 2024**

- The Detective Superintendent for Protecting Vulnerable People advised of key Op Soteria learning in relation to victim engagement. For example:
  - DPP is looking at how they implement victim engagement and ongoing contact; and
  - they are maximising the use of Early Advice from the Crown Prosecution Service; a process encouraged through Op Soteria.

**Ongoing OPCC monitoring activity**

- DPP provides the PCC with regular updates in relation to Op Soteria at Policing Board. The next update is due in July.

<sup>3</sup> "Operation Soteria Bluestone is a national Home Office funded research and change programme [...] to enable forces to transform their response to rape and serious sexual offences (RASSO)."  
<https://www.npcc.police.uk/our-work/violence-against-women-and-girls/operation-soteria/>

- OPCC staff attend regular internal and external meetings to keep abreast of progress and any issues linked to Op Soteria, and these are escalated to the PCC if necessary.

## Data Recommendations

### Recommendation 8

**If they are not already doing so, the Force should set out the preventative and intervention methods utilised against repeat offenders within their future crime profile reports.**

#### Response July 2023

- Information and guidance on managing perpetrators is accessible on the force intranet, however, there is disparity in the way officers/staff record this information.
- This requires improvement, and the Force will work towards this in the next 12 months.
- Progression against this recommendation will be monitored through the Force's governance structure, the action will be managed on the force action plan.

#### Progress February 2024

- A process is being piloted across the Force to identify high risk perpetrators, who are then discussed at the monthly intelligence and tasking meetings.
- This process is accompanied by a guidance document outlining the intervention and prevention options are available to offenders. It also includes a link to the Violence Against Women and Girls (VAWG) toolkit which specifically references offender management options.

#### Progress June 2024

- To effectively identify and consider repeat offenders and the interventions utilised, the Detective Superintendent for Protecting Vulnerable People has written an options paper to be discussed with the Assistant Chief Constable, setting out a new Multi-agency Tasking and Co-ordination process.
- Improvements in data processes (see Recommendation 9 updates) will enable greater consideration of preventative and intervention methods when compiling crime profile reports.

#### Ongoing OPCC monitoring activity

- An update on the Multi-agency Tasking and Co-ordination process will be requested from the Detective Superintendent for Protecting Vulnerable People in January 2025.

### Recommendation 9

**The Force should expand its Performance Dashboards to enable closer scrutiny of the application and breaches of civil orders.**

#### Response July 2023

- The strategic team will work closely with the performance team to ensure this information is captured within the dashboard. In addition, the Civil Order Co-

ordinator will conduct daily reviews of the force systems to monitor incidents and ensure there is a robust response to any breaches of civil orders.

#### **Progress February 2024**

- No progress: Update as of July 2023.

#### **Progress June 2024**

- As per Recommendation 2, the Civil Order Co-ordinator is compiling a list of perpetrators subject to civil orders. This process needs to be uploaded to a performance dashboard and discussions are ongoing as to what the dashboard needs to include.
- A Vulnerability Analyst has been recruited and is currently reviewing available data in order to enrich the data considered at performance boards.
- DPP's Performance Manager is currently assessing whether DPP deals effectively with breaches: A challenging piece of work which will improve DPP's ability to monitor and respond to breaches.

#### **Ongoing OPCC monitoring activity**

- Progress on performance dashboards will be monitored through OPCC representatives' attendance at Force governance meetings.
- An update on the development of the performance dashboard will be requested from the Detective Superintendent for Protecting Vulnerable People in January 2025.

### **Recommendation 10**

**Dyfed-Powys Police should be assured that investigating officers can easily access a complete record of a perpetrator's breach history at the earliest possible stage of an investigation.**

#### **Response July 2023**

- Any breach which is reported to DPP will lead to the creation of a STORM incident, and where necessary a crime being recorded, or the offender being brought to custody. These actions will be captured on the force records management system (NICHE).
- These actions will be identified in the future through a search on the person on the records management system. However, the record will not hold information if they have not ended up with the policing response.
- Police Officers will be directed to conduct searches on NICHE, STORM, the Police National Computer (PNC), and the Police National Database (PND) to ensure they have the background information of the perpetrator.
- In future the force will capture details of breaches which do not require the creation of a crime in a section on the person dossier. This will ensure that any breaches of orders and any risk management plan is accessible by all relevant officers/staff.
- The Offender Management package of Record Management System has not been implemented to date, but it will be included in phase 2 of the delivery plan. This will give officers and staff information on breaches which are not linked to an occurrence or STORM message.

**Progress February 2024**

- No progress: Update as of July 2023.

**Progress June 2024**

- Details of both DPP and external agency breaches, which lead to the creation of a crime will now be on Niche.

**Ongoing OPCC monitoring activity**

- Through maintained contact with the Civil Order Co-ordinator, the OPCC will keep abreast of any issues in relation to breaches of civil orders.

**Perpetrator Interventions Recommendations**

**Recommendation 11**

**Work to embed the Perpetrator Prioritisation Tool within Niche should be prioritised by the Force, so as not to lose traction with this vital project.**

**Response July 2023**

- The Force Performance Team have been tasked to rebuild the Perpetrator Prioritisation Tool.
- The team have been unable to complete the work due to the additional demand following NICHE implementation.
- The request is in the work queue which is being prioritised based on risk.
- The progress is being monitored through the force governance structure.

**Progress February 2024**

- In the interim DPP identify repeat perpetrators through a Power BI dashboard.
- A process had also been introduced to ensure high risk repeat offenders are discussed at local intelligence and tasking meetings.
- Whilst this does not have the functionality of the Perpetrator Prioritisation Tool it has enabled the Force to have a more robust process for the identification of offenders.

**Progress June 2024**

- The interim process remains in place.

**Ongoing OPCC monitoring activity**

- An update on a more permanent process in monitoring repeat perpetrators will be requested from the Detective Superintendent for Protecting Vulnerable People in January 2025.

**Recommendation 12**

**Dyfed-Powys Police should seek assurance that investigating officers are considering the use of a range of interventions, including civil orders, as part of their perpetrator management strategies, and at the earliest possible stage of an investigation.**

**Response July 2023**

- The VAWG Toolkit provides a wide range of interventions for offences including stalking and harassment. This is available via the intranet and is included within the learning pack given to supervisors when they attend their Secondary Risk Assessment Unit (SRAU) / Offender Management Unit (OMU) familiarisation day.
- The new audit framework will seek to include a process that will check, and test interventions are being considered where necessary.

#### **Progress February 2024**

- The VAWG Toolkit is available via the intranet and now via a hyperlink on NICHE specific to safeguarding.
- The Civil Order Co-ordinator and Stalking Perpetrator Co-ordinator roles will ensure that the Force has better oversight and management of orders and interventions.
- The introduction of a Stalking Clinic with psychologists will enable staff to assess the most appropriate interventions based on offending behaviour and presentation.

#### **Progress June 2024**

- The established Civil Order Co-ordinator and Stalking Perpetrator Co-ordinator roles ensure oversight of officers' use of interventions such as civil orders.
- As part of Op Flagship, over a month, DPP will focus on reviewing whether any live cases should be considered for a Stalking Protection Order.

#### **Ongoing OPCC monitoring activity**

- Through maintained contact with the Civil Order Co-ordinator, the OPCC will monitor the use of interventions such as civil orders.
- The Policy Advisor leading on this piece of work will attend a Stalking Clinic in July 2024 to observe the processes in place and the consideration given to the offenders' breach history.
- In August 2024, the PCC's Quality Assurance Panel will revisit stalking and harassment in their scrutiny activity. Officers' consideration of civil orders at an early stage is currently being considered as the focal topic.

#### **Recommendation 13**

**The Force should ensure all considerations of assessments (such as the Homicide Risk Escalation) and any interventions (such as civil orders and the Reflecting on Relationships Programme), whether progressed or not, are noted by officers within the Crime Management System. This should include when cases are discussed at Daily Management Meetings.**

#### **Response July 2023**

- The Homicide Timeline/Risk escalation is a tool that is used by secondary risk assessors when assessing escalation factors and identifying triggers when considering the actions of perpetrators of stalking and harassment. This assists staff to identify cases where there is increasing risk to the Victim and is an evidence-based process which has been developed by the University of Gloucester.

- To embed this training across the organisation, a number of training sessions have been rolled out across the force, utilising external funding. Approximately 300 officers and staff have received the training to date including investigators, domestic abuse officers and response officers. However, the training has not been mandated for all, so this is something the Force is looking at in the next 12 months.
- Domestic abuse, stalking and harassment (DASH) and screening assessment for stalking and harassment (SASH) assessments are recorded on NICHE and linked to the incident and the nominal record. These are standardised processes used widely across policing to assess the potential risk posed to victims of domestic abuse and stalking.
- The Reflecting on Relationships Programme can only be offered to suspects whose investigations have been finalised with no further police action. These details will not routinely be recorded on the crime management system. Co-ordination and attendance will be managed by the Domestic Abuse and Stalking Perpetrator Coordinator.
- In respect of the crime management system the response is as per the comments for recommendation 8.

#### **Progress February 2024**

- No progress: Update as of July 2023.

#### **Progress June 2024**

- Processes have been professionalised through the Force's Daily Management Meetings (DMMs) whereby senior officers are checking whether officers have considered risk assessments/interventions and are holding supervisors to account.

#### **Ongoing OPCC monitoring activity**

- The Detective Superintendent for Protecting Vulnerable People has suggested that an OPCC representative attends a DMM to observe such discussions and holding to account. This is to be arranged by the OPCC.

### **Perpetrator Monitoring Recommendations**

#### **Recommendation 14**

**The Force should consider the implementation of processes to manage civil orders as recommended by the Force's VAWG lead in the Domestic Abuse Review. This should include heightened follow-up and monitoring once interventions such as the Reflecting on Relationships Programme are completed.**

#### **Response July 2023**

- The additional post has been agreed through the force governance structures, it will be advertised in Autumn 2023.

#### **Progress February 2024**

- The Civil Order Co-ordinator role will ensure heightened monitoring of interventions and offenders.

### Progress June 2024

- Single Points of Contact (SPOCs) are being established across the Dyfed-Powys area, who link in with the Civil Order Co-ordinator to manage and review civil orders.

### Ongoing OPCC monitoring activity

- The Policy Advisor will seek assurances from the Civil Order Co-ordinator in terms of SPOC processes and how civil orders are monitored.

### Recommendation 15

**The new Civil Orders Officer should support reviews of civil orders. Such reviews should incorporate the views of the victim.**

### Response July 2023

- This post has been sanctioned by the Force and will come to fruition in Autumn 2023.

### Progress February 2024

- It is not foreseen that the Civil Order Co-ordinator will undertake this role, i.e., engage victims, as they do not engage with nor update all victims seeking a civil order. The Civil Order Co-ordinator is a source of information and support. The investigating officer in a case would speak to a victim and request their views.

### Progress June 2024

- SPOCs are being established across the Dyfed-Powys area, who link in with the Civil Order Co-ordinator to manage and review civil orders.
- The Civil Order Co-ordinator undertakes risk assessments in his reviews of civil orders and advises officers of the appropriate course of action, such as when they ought to speak to victims.

### Ongoing OPCC monitoring activity

- The Policy Advisor will seek assurances from the Civil Order Co-ordinator in terms of SPOC processes and how reviews are undertaken.

## Victims Recommendations

### Recommendation 16

**Officers should be encouraged to revisit contact agreements with victims at various stages of the investigation.**

### Response July 2023

- Victims contact agreements are an area the Force is working on.
- There is work to do to understand whether officers understand the need to routinely review the victim contract during the investigative period.

### Progress February 2024

- This piece of work is being led by the Victim and Witness Sub-Group of the Local Criminal Justice Board (LCJB).

**Progress June 2024**

- DPP is undertaken a piece of work to ensure that a victim needs assessment is undertaken. Findings are reported to the Victim and Witness Sub-Group.

**Ongoing OPCC monitoring activity**

- OPCC representatives co-ordinate and sit on the Victim and Witness Sub-Group. Attendance at this meeting will ensure continuous oversight of improvement in the Victim Contact Agreement processes. Any concerns regarding this process will be highlighted to the PCC.

**Recommendation 17**

**Any future engagement with victims should consider whether victims were kept informed in line with the Victim Contact Agreement made with their investigating officer.**

**Response July 2023**

- The Victim Satisfaction Survey provides feedback about the victim contract agreement. The performance pack which includes victim feedback is available to local managers.
- In future this information will be used to improve our delivery of the Victims' Code of Practice (VCOP).

**Progress February 2024**

- The Force's performance data aids supervisors in monitoring and managing victim updates.

**Progress June 2024**

- The Force's PowerBI performance dashboard provides information as to which victims have not received contact as per the agreement.

**Ongoing OPCC monitoring activity**

- As per Recommendation 17, Victim Contact Agreements and compliance against VCOP are key areas for discussion and scrutiny at the Victim and Witness Sub-Group of the LCJB. Attendance at this meeting will ensure continuous oversight of improvement in the Victim Contact Agreement processes. Any concerns regarding this process will be highlighted to the PCC.

## Progress Reported by HMCTS and the OPCC

Please note that neither HMCTS nor the OPCC were asked to provide a formal response to the recommendations set out within the deep dive report.

The report was shared with the respective senior staff members, the Senior Legal Manager for North Wales and Dyfed Powys at HMCTS, and the PCC's Director of Commissioning and Partnerships, whom have both provided a recommendation progress update for this paper.

### Recommendation 5

**HMCTS should consider independent training to improve judges' understanding and knowledge of the significance of breaches of civil orders.**

#### Progress June 2024

- The preliminary position of the Judicial College who have the remit to train the Judiciary is that training is not required for Magistrates given that the Sentencing Guidelines applicable to Breach of Protective orders are thorough and are available. There does not appear to be a need elsewhere in other regions across England and Wales.
- Notwithstanding the above, last year given the concerns raised by the police regarding Domestic Violence Protection Orders, additional awareness sessions to all Magistrates in the Dyfed-Powys area via multi-agency Teams events through the Domestic Violence co-ordinators was arranged by HMCTS.

### Recommendation 18

**Further consideration should be given to the support provided to victims of stalking in the upcoming retendering of Victim and Witness Services by the OPCC.**

#### Progress June 2024

- Goleudy Victim and Witness Service currently provides support to medium and standard risk victims of domestic abuse, with specialist training available for staff. As such, service provision should be able to offer a first level of support to victims, including those experiencing stalking crimes. They would then signpost as appropriate to specialist support.
- The PCC also commissions specialist providers for sexual abuse and domestic abuse support, both of which have specialist training regarding stalking. Each individual case should be reviewed to ensure the most appropriate support is provided.
- Within the specification for the new victim referral service there is a requirement for the provider to work in partnership with specialist domestic abuse services to ensure support is in place for all victims of domestic abuse, including those experiencing stalking.
- Separately, the new service providing Independent Sexual Violence Advisory services across Dyfed Powys, Gwent and South Wales goes live on 1st July 2024 and will support those experiencing stalking within a sexual violence context.
- The PCC has recently approved funding for the OPCC to pilot a service through which stalking victims will receive specialist support from an Independent

Stalking Advocacy Caseworker (ISAC). The pilot service will provide both the offer of advocacy to high-risk victims of stalking and the offer of short-term support/one off advice to low and medium risk victims. This ensures a level of support for all stalking victims. The accompanying training for professionals included within the pilot agreement will ensure a more widespread understanding of stalking and its complexities, and the support stalking victims need.

## Conclusion

It is encouraging to see the positive progress made against each of the recommendations and the plans the Force have in place for others.

No recommendations have been assigned a Red RAG rating in terms of progress made.

The Force has recognised the need for a sustained focus on this work in aspiring to improve their service delivery to reduce the risk to victims and the wider communities.

As detailed throughout the report, the OPCC will continue to monitor DPP's progress in this area to assist further improvement in the policing of stalking and harassment and the management of perpetrators.

Representatives will continue to attend meetings relating to this thematic area, and DPP will be asked to provide further progress reports at Policing Board at regular intervals.

## DYFED POWYS POLICE AND CRIME PANEL

24/07/2024

**Subject**

DECISIONS MADE BY THE POLICE AND CRIME COMMISSIONER

**Purpose:**

To review the decisions made by the Police and Crime Commissioner.

**Recommendations / key decisions required:**

To review the decisions made and make such recommendations as are considered appropriate.

**Reasons:**

The Police Reform and Social Responsibility Act 2011 places a statutory duty upon the Panel to carry out this function.

Cabinet Decision Required

Not applicable

Council Decision Required

Not applicable

CABINET MEMBER PORTFOLIO HOLDER:-

Not applicable

Report Author:

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Panel Support Officer

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**EXECUTIVE SUMMARY  
DYFED-POWYS POLICE AND CRIME PANEL  
24/07/2024**

**DECISIONS MADE BY THE POLICE AND CRIME COMMISSIONER**

Section 28(6) of the Police Reform and Social Responsibility Act 2011 requires the Panel to

1. Review decisions made and actions taken by the Police and Crime Commissioner in connection with the discharge of his functions and
2. Make such reports and recommendations to the Commissioner in relation to those decisions and actions as the Panel considers appropriate.

The attached report sets out the Commissioner's decisions and actions since the last review was carried out.

**DETAILED REPORT ATTACHED?**

**YES**

**Section 100D Local Government Act, 1972 – Access to Information**  
**List of Background Papers used in the preparation of this report:**

<b>Title of Document</b>	<b>File Ref No.</b>	<b>Locations that the papers are available for public inspection</b>
Host Authority Files	PACP-088	County Hall Carmarthen

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**Decisions made by the Commissioner (including those made at Policing Board) from the 27<sup>th</sup> of April to the 12<sup>th</sup> of July 2024**

Title & Summary	Date
<p><b>Temporary Chief Finance Officer</b></p> <p>Every Police &amp; Crime Commissioner is obliged to appoint a Chief Finance Officer (CFO) who is the PCC's professional advisor on financial matters. The statutory responsibilities of this role are set out in the Police Reform &amp; Social Responsibility Act 2011 (paragraph 6 of Schedule 1) and Section 114 of the Local Government Finance Act 1988.</p> <p>Certain duties of the PCC's CFO, as set out in Section 114 of the Local Government Finance Act 1988, must be carried out by the CFO personally. Guidance from the Chartered Institute of Public Finance and Accountancy (CIPFA) states that a deputy should be appointed to carry out these duties in the event of the CFO's absence.</p> <p>The current CFO for Dyfed Powys is currently unavailable to discharge time critical statutory responsibilities. An appropriate qualified individual from the Force, Nicola Davies appointed to act as Temporary Chief Finance Officer for a period of 3 months until the 31<sup>st</sup> of July 2024.</p>	<p>1<sup>st</sup> May 2024</p>
<p><b>Pilot Stalking Support Service</b></p> <p>The PCC approves the commissioning of a bespoke pilot stalking support service with Paladin, incorporating a full time Independent Stalking Advocacy Caseworker to support 45 high risk cases, once off support and advice for 90 cases and professional advice to other agencies in the area on cases and training for 60 professionals. The amount per financial year is £38,670.</p>	<p>5<sup>th</sup> May 2024</p>
<p><b>Finance Update and Decisions Relating to Reserves</b></p> <p>The PCC considered the underspend position of £3.3m from the 2023/4 budget and accepted the increased underspend position and acknowledged the reasons outlined in the report. The PCC agreed the transfer to reserves, detailed in the appendix. In addition, the transfer from reserves was lower than anticipated at the time of budget setting.</p>	<p>21<sup>st</sup> May 2024</p>

<b>Multisite PV Solar Panel Project Proposal</b>  PCC approved the awarding of the contract to CBRE for the installation of Photovoltaic Panels at Aberystwyth, Ammanford, Cardigan, Haverfordwest and Newton to the value of £351,818.	21 <sup>st</sup> May 2024
<b>Museum Artefacts Storage</b>  The PCC approved the proposal to store museum artefacts at Ammanford Police Station.	21 <sup>st</sup> May 2024
<b>Section 22A Collaboration Agreement in respect of the Modern Slavery and Organised Immigration Crime Programme 2023-24</b>  The PCC and CC agreed to sign the agreement S22A Collaboration Agreement in respect of the Modern Slavery and Organised Immigration Crime Programme 2023-24.	21 <sup>st</sup> May 2024
<b>Taser</b>  PCC approved the awarding of the contract to Axon Public Safety Ltd for CED Taser requirements for a period of 5 years at a cost of £1,038,800.82.	21 <sup>st</sup> May 2024
<b>Professional Estates Services</b>  The PCC approved the recommendation to award the extension contract of the provision of Professional Estates Services to CBRE Ltd for a period of 3 years at a cost of £13,085,230.	21 <sup>st</sup> May 2024
<b>Safer Stret Round 5</b>  The PCC approved the single tender report to award the Safer Street Round 5 contract to Crimestoppers at a value of £18,000 (2023-24); £21,400 (2024-25) excluding VAT to deliver a public awareness programme to support police-led community intervention activity.	21 <sup>st</sup> May 2024

<p><b>Digital Forensics Unit Support Services</b></p> <p>The PCC approved the awarding of the provision of Digital Forensics Unit Support Services to CDW for 5 years at a cost of £480,000 and £25,000 for additional ad-hoc project support professional services.</p>	<p>21<sup>st</sup> May 2024</p>
<p><b>Cleaning Services Contract</b></p> <p>The PCC approved the recommendation to extend the current cleaning services contract with Kingdom Ltd for a period of 1 year. The contact value for 2024/25 is £974,833 across all sites.</p>	<p>21<sup>st</sup> May 2024</p>
<p><b>Public Space CCTV</b></p> <p>The PCC approved the recommendation to award a contract to CDS Integrated Services for the provision of Public Space CCTV System for a period of 3 years at a cost of £210,655.80, with the option of up to 2 annual extension periods at a cost of £164,974.33.</p>	<p>21<sup>st</sup> May 2024</p>
<p><b>International Strategies and Capabilities Team Police Agreement</b></p> <p>The PCC agreed to sign the ISC Police Agreement.</p> <p>The ISC agreement has been approved by all forces through NPCC Chiefs Council, with each force coming online individually by signing the agreement.</p> <p>The agreement allows for an efficient process to be undertaken <b>IF</b> any Officers from DPP provide services to the Home Office for International Assistance. Specifically:</p> <p><i>“ISC Police Agreement – Dyfed-Powys” – this is the overarching Agreement that the Home Office use to call on services from DPP. It is not a commitment to any particular number of deployments or any level of support but allows a request for services from DPP, and then invoke the payment mechanism for reimbursement of charges. The limit for work has been set at £950,000.000, this is the upper limit and not an amount that is expected to be reached by any Force. The amount is split two ways:</i></p> <ul style="list-style-type: none"> <li>• <i>Stream one - International Police Assistance Service (IPAS) – this is work linked to capacity, and capability development with international partners.</i></li> <li>• <i>Stream two - International Strategy &amp; Capabilities Unit (ISC) – this is work that could also be requested from</i></li> </ul>	<p>11<sup>th</sup> June 2024</p>

*DPP and is related to training opportunities for international partners (both in the UK and abroad) and is managed by colleagues in the Home Office's International Training Management Centre.*

### **Forensic Medical Services for Sexual Assault Referral Centres**

11<sup>th</sup> June 2024

The PCC approved the awarding of a four-year contract for Provision of Forensic Medical Services for Sexual Assault Referral Centres to Nurture Health and Care Limited at a cost of £1,527,843 to the Force.

### **Mutual Aid to the Paris Olympic and Paralympic Games 2024**

11<sup>th</sup> June 2024

The PCC agreed to send approval for the deployment of officers on mutual aid to the Paris Olympic and Paralympic Games 2024.

### **OPCC's participation in the Sound Campaign and supporting activity**

18<sup>th</sup> June 2024

The PCC and Executive Team approved the OPCC's participation in the Sound Campaign and supporting activity.

The Sound campaign, which is in its early stages, encourages men aged 18-34 in Wales to learn about gender-based violence, in three ways:

- Sound It Out - Have conversations with male peers in safe spaces, sounding out problematic behaviours and concerns.
- Sound Advice - Get trusted insights on what a healthy relationship looks and feels like and ask for support if you're struggling.
- Be Sound As - Encourage friends to open up, support them, challenge them, be a role model, emulate the figures in your life who you consider 'sound as.'

The Sound Campaign welcome the support of all PCCs across Wales both in using their Sound media elements and in opening up conversations around Sound's key messages. There would be no cost attributed to using the Sound products but are looking to "build relationships that can see Sound through with contributions down the line". For

<p>example, they would be seeking assistance in making this campaign representative – i.e., young people hearing from people like them in Sounding it out, giving and asking for Sound advice, and encouraging others to be Sound as. The Sound Campaign hopes to work with influencers and ambassadors across Wales.</p>	
<p><b>PCC Response to HMICFRS inspection report on National Crime Agency Vetting and Anti-Corruption</b></p> <p>The PCC approved the OPCC response to HMICFRS inspection report on NCA Vetting and Anti-Corruption. To review the response please go to - <a href="#">link</a></p>	<p>18<sup>th</sup> June 2024</p>
<p><b>Appropriate Adult Service</b></p> <p>The PCC approved the 6-month extension until the 30/11/2024 to the contract with Adferiad Recovery for Appropriate Adult service in the value of £61,000 excluding VAT.</p>	<p>25<sup>th</sup> June 2024</p>
<p><b>Police Constable Entry Point (PCEP)</b></p> <p>The PCC approved recommendations to vary the current Policing Education Qualifications Framework (PEQF) Call Off Contract with the University of South Wales to introduce the PCEP as an additional entry route into Dyfed Powys Police and it be accredited by a Higher Education Institute (HEI) continuing to professionalise the workforce.</p>	<p>25<sup>th</sup> June 2024</p>
<p><b>Police Liaison Unit S22A Collaboration Agreement</b></p> <p>The PCC and CC agreed to sign the Police Liaison Unit S22A Collaboration Agreement. The Police Liaison Unit provides an integral link between policing and Welsh Government.</p>	<p>25<sup>th</sup> June 2024</p>
<p><b>Donation to Hay, Brecon and Talgarth Sanctuary for Refugees</b></p> <p>The PCC agreed to donate £250 to support the Hay, Brecon and Talgarth Sanctuary for Refugees Welcome Day on 15<sup>th</sup> September 2024. The Welcome Day includes encouraging new and existing refugees and local communities to meet and engage in multi-cultural events throughout the day, creating a safe and welcoming space for all.</p>	<p>2<sup>nd</sup> July 2024</p>

<p><b>Donation to Builth Wells Events Safety Group (RWS)</b></p> <p>The Builth Wells Events Safety Group was established in 2017 in order to ensure so far as reasonably practical that events held in the Builth Wells are during the period of the Royal Welsh Show operates safely, and that reasonable measures are taken to reduce risk to participants, spectators and officials.</p> <p>The funding will support the Builth Wells Events Safety Group delivery of the 2024 communication campaign across social media, all event sites, the town centre itself, and licenced premises. This will:</p> <ul style="list-style-type: none"> <li>• Enhance public safety during the Royal Welsh Show</li> <li>• Reduce demand on core (non-event) public services.</li> <li>• Reduce anti-social behaviour.</li> <li>• Reduce hospital admissions.</li> <li>• Increase safeguarding.</li> </ul> <p>The PCC agreed to contribute £4,500 towards the Builth Wells Events Safety Group delivery of the 2024 communication campaign.</p>	<p>2<sup>nd</sup> July 2024</p>
<p><b>Donation to Police Unity Tour 2024</b></p> <p>The Police Unity Tour is a charitable pedal cycle event that raises fund for UK Care of Police Survivors (COPS).</p> <p>The event increases awareness and honours police officers who have died in the line of duty. Police officers from around Wales and England cycle across the county to raise funds and are dedicated to helping the families of police officers who have lost their lives on duty.</p> <p>In recent years, a number of serving officers from Dyfed-Powys have tragically died and this charity have provided invaluable support to their families. Each year, officers from Dyfed -Powys are involved in being part of the tour and representing the Force in fundraising event.</p> <p>This year Theo Earp will be riding with the Dyfed Powys team to honour his father, Insp Gareth Earp who sadly passed last summer.</p> <p>The PCC agreed to contribute £1000 towards the unity ride, £500 of the donation specifically for the efforts of Theo Earp.</p>	<p>2<sup>nd</sup> July 2024</p>
<p><b>Donation to Llanelli Polish War Memorial</b></p> <p>To commemorate the Polish airmen who lost their lives in Carmarthenshire during the Second World War and Polish war</p>	<p>2<sup>nd</sup> July 2024</p>

veterans associated with the area, funds are being sought to place a memorial at the Llanelli Town Hall Cenotaph in memory of seven Polish Airmen buried at Pembrey Church, Pembrey who gave the ultimate sacrifice during World War Two. The fundraising activity coincides with D-Day remembrance events taking place in Llanelli during summer months.

The PCC agreed to contribute £250 to support the fundraising activity from the Sale of Found Property Budget.

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## DYFED POWYS POLICE AND CRIME PANEL

24/07/2024

### Subject

POLICING PROTOCOL – PERFORMANCE REPORT

### Purpose:

To review the performance of the Police and Crime Commissioner against the requirements of the Policing Protocol Order

### Recommendations / key decisions required:

To review the performance and make such recommendations as are considered appropriate.

### Reasons:

The Police Reform and Social Responsibility Act 2011 places a statutory duty upon the Panel to carry out this function.

Cabinet Decision Required

Not applicable

Council Decision Required

Not applicable

CABINET MEMBER PORTFOLIO HOLDER:- Not applicable

Report Author:

Robert Edgecombe

Designations:

Panel Support Officer

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**EXECUTIVE SUMMARY**  
**DYFED-POWYS POLICE AND CRIME PANEL**  
**24/07/2024**

**POLICING PROTOCOL – PERFORMANCE REPORT**

Section 79 of the Police Reform and Social Responsibility Act 2011 requires the Secretary of State to issue a Policing Protocol, the purpose of which is to set out how the functions of Police and Crime Commissioner and Chief Constable are to be exercised in relation to each other.

Paragraph 17 of the Protocol sets out the legal powers and duties of the Commissioner, namely.

(a) set the strategic direction and objectives of the force through the Police and Crime Plan (—the Plan), which must have regard to the Strategic Policing Requirement set by the Home Secretary;

(b) scrutinise, support and challenge the overall performance of the force including against the priorities agreed within the Plan;

(c) hold the Chief Constable to account for the performance of the force's officers and staff;

(d) decide the budget, allocating assets and funds to the Chief Constable; and set the precept for the force area;

(e) appoint the Chief Constable (except in London where the appointment is made by the Queen on the recommendation of the Home Secretary);

(f) remove the Chief Constable subject to following the process set out in Part 2 of Schedule 8 to the 2011 Act and regulations made under section 50 of the Police Act 1996(a);

(g) maintain an efficient and effective police force for the police area;

(h) enter into collaboration agreements with other PCCs, other policing bodies and partners that improve the efficiency or effectiveness of policing for one or more policing bodies or police forces in consultation with the Chief Constable (where this relates to the functions of the police force, then it must be with the agreement of the Chief Constable);

(i) provide the local link between the police and communities, working to translate the legitimate desires and aspirations of the public into action;

(j) hold the Chief Constable to account for the exercise of the functions of the office of Chief Constable and the functions of the persons under the direction and control of the Chief Constable;

(k) publish information specified by the Secretary of State and information that the PCC considers necessary to enable the people who live in the force area to assess the performance of the PCC and Chief Constable;

(l) comply with all reasonable formal requests from the Panel to attend their meetings;

(m) prepare and issue an annual report to the Panel on the PCC's delivery against the objectives set within the Plan;

(n) monitor all complaints made against officers and staff, whilst having responsibility for complaints against the Chief Constable.

The attached report sets out the Commissioner's performance against these requirements

**DETAILED REPORT ATTACHED?**

**YES**

**Section 100D Local Government Act, 1972 – Access to Information**  
**List of Background Papers used in the preparation of this report:**

<b>Title of Document</b>	<b>File Ref No.</b>	<b>Locations that the papers are available for public inspection</b>
Host Authority Files	PACP-088	County Hall Carmarthen

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

## **Dyfed Powys**

**Quarter 1 2024/25 Summary Performance Report**

## Introduction

The Police Reform and Social Responsibility Act (PRSRA) 2011 establishes Police and Crime Commissioners within each Force area in England and Wales, giving them responsibility for the totality of policing within their area. It requires them to hold the Chief Constable to account for the operational delivery of policing, including the Strategic Policing Requirement published by the Home Secretary.

Section 70 of the PRSRA requires the Secretary of State to issue a Policing Protocol, which applies to every Chief Constable and Police and Crime Commissioner.

This protocol sets out the roles and responsibilities of all involved in the quadripartite relationship, namely Police and Crime Commissioner, Chief Constable, Police and Crime Panel and Home Secretary.

All parties will abide by the 7 principles set out in the Standards in Public Life, known as the Nolan Principles.

The establishment and maintenance of effective working relationships by these parties is fundamental. It is expected that the principles of goodwill, professionalism, openness and trust will underpin the relationship between them, and all parties will do their utmost to make the relationship work.

In order to demonstrate compliance with the Policing Protocol Order 2011 the Office of the Police and Crime Commissioner for Dyfed-Powys developed a health check which covers all the areas in the protocol which the Police and Crime Commissioner has legal power and duty over. This equates to 21 areas which are further broken down into 54 areas of action by various business areas within the OPCC, 4 of these are permanently marked as N/A which leaves 50 action areas. These are completed on a quarterly basis to show continuous progress.

Each section is given a RAG rating to highlight any areas of concern.

**Green** - Fully compliant, no additional work necessary

**Amber** - Partially compliant, some additional work necessary

**Red** - Not compliant, duty not currently being met.

The summary of the health check is made available to the Police and Crime Panel in report format, including an Executive Summary of the previous quarter.

## **Executive Summary**

The following report covers the reporting period of Q1 of the financial year 2024/25 (Apr, May, June 2024)

### RAG status comparison

This Quarter has seen the change in performance of a number of actions, 4 actions have changed from Amber to Green and 8 have moved from Green to Amber. The amendments are explained below:

This Quarter has seen an improvement in performance with two actions moving from Amber to Green. The 2 amendments are explained below:

Development of Police and Crime Plan in line with requirements set out in the Police Reform and Social Responsibility Act 2011 – this changes from green to amber as work has commenced on developing a new Police and Crime Plan for the period 2025-2029.

Review the Police and Crime Plan to ensure that it remains fit for purpose – this changes from green to amber as work has commenced on developing a new Police and Crime Plan for the period 2025-2029.

There are formal governance arrangements in place to support effective scrutiny – this has changed from green to amber as there is a review ongoing in relation to OPCC governance arrangements.

Development and annual review of Corporate Governance Framework – this has changed from green to amber and will be completed once the review of governance arrangements has concluded. This features twice in the protocol report - once in relation to the scrutiny, support and challenge of the overall performance of the force and secondly in relation to the PCC must not fetter the operational independence of the police force.

There are formal governance arrangements in place to hold the Chief Constable to account for the performance of officers and staff – this has changed from green to amber due to the review of OPCC governance arrangements.

Prepare and issue an annual report to the Panel on the PCC's delivery against objectives set within the Plan – this has changed from green to amber until the Annual report is considered by the Panel in a meeting held in July 2024.

PCC's national portfolio responsibilities – this has changed from green to amber as all portfolios are subject to a review following the PCC elections.

Ensure the public's views are represented in the PCC's scrutiny work – this moves from amber to green following the appointment of additional volunteers.

Implement and maintain a risk register to identify and mitigate risks to the OPCC and Force – this moves from amber to green as the mechanisms are in place and working to monitor risks across the OPCC and the Force.

Engage residents in contributing to assurance and scrutiny activity – this moves from amber to green following the appointment of additional volunteers.

Development and implementation of a framework for the provision of crime and disorder grants this moves from amber to green as work has been undertaken to implement the framework and an internal audit review gave the arrangements substantial assurance.

### Summary:

Of the 50 action areas:

	Qtr 4 (23/24)	Qtr 4 (23/24)	Qtr 1	Qtr 1
Red	0	0%	0	0%
Amber	15	30%	19	38%
Green	35	70%	31	62%

**17a) Set the strategic direction and objectives of the Force through the Police and Crime Plan which must have regard to the SPR**

Action Required	RAG	Quarter 4 Progress Update
Development of Police and Crime Plan in line with requirements set out in Police Reform and Social Responsibility Act 2011 (Part 1; Chapter 3; 7)		<p>Public consultation was formally launched on 8th July 2024 following a delay due to the General Election announcement.</p> <p>Internal consultation with DPP key stakeholders has been undertaken and early drafting is underway.</p> <p>Progress report will be provided to Police and Crime Panel in July.</p>
Development of a Police and Crime Delivery Plan to support the achievement of the objectives as set out in the Police and Crime Plan		<p>The OPCC Business Plan provides detail in relation to how the OPCC will support the delivery of the Police and Crime Plan. This is reported to the Police and Crime Panel on a quarterly basis. The Business Plan for 2024/25 was approved by the Police and Crime Panel on the 15th May 2024 for information.</p> <p>In developing the new Police and Crime Plan, there will be also be the development of a performance framework, against which the Force and commissioned services will be measured.</p>
Review the Police and Crime Plan to ensure it remains fit for purpose		<p>PCC has a statutory responsibility to launch a new Police and Crime Plan by 31<sup>st</sup> March 2025. Work is ongoing in relation to this, for example public consultation was formally launched on 8th July 2024.</p> <p>Internal consultation with DPP key stakeholders, including the Chief Officer team has been undertaken and early drafting is underway. Full consideration has been given to the revised Strategic Policing Requirement.</p> <p>Progress report will be provided to Police and Crime Panel in July.</p>

**17b) Scrutinise, support and challenge the overall performance of the force including against the priorities agreed within the Plan**

Action Required	RAG	Quarter 4 Progress Update
There are formal governance arrangements in place to support effective scrutiny		Whilst there are formal governance arrangements in place, they are currently under review in order to ensure that they are effective as possible.
Development and annual review of Corporate Governance Framework		Once the review of governance arrangements is concluded, the Corporate Governance Framework will be revised.
Establish a risk-based, forward-looking schedule of activity to support improvements in Force performance		<p>A risk-based, forward-looking schedule of activity to support improvements in Force performance is in place and is regularly reviewed to ensure it remains fit for purpose. The OPCC engages a number of panels to support scrutiny activity.</p> <p>The OPCC aim to draft the panels recommendations and observations within 10 working days from the meeting. The reports are then circulated with those in attendance for comments before it is sent to the Force for their observations.</p> <p>The OPCC liaise with the relevant department within the Force to obtain response to the recommendations and observations raised by the scrutiny panels. Once approved the finalised report is published onto the OPCC website.</p> <p>11 recommendations were made by the Out of Courts Disposal (OCCD) panel including matters such as the need for better communication with the Youth Offending Team, the inaccurate issuing of YRD's for youth drug offences and concerns of individual cases. Feedback is presented within the reports and actions are addressed at the beginning of each meeting.</p> <p>5 recommendations/observations were made by the Quality Assurance Panel (QAP) including concerns of inaccurate information on the stop and search forms, queries regarding a certain case and concerns for conducting stop and searches in public spaces. The comments were assessed and responded to by the special operations Inspector who has passed learning onto his officers.</p> <p>Data for the Custody Independent Scrutiny Panel (CISP) reports on vulnerability and use of force is</p>

		<p>currently in draft. Panel members answer a set list of questions, and the data is then presented to the Head of Custody in the report. Improvements have already been noted in the risk reports following the panels recommendations.</p> <p>Issues raised by Independent Custody Visitors (ICV) are brought to the attention of the custody inspector and are usually resolved in a timely manner. Any ongoing concerns are addressed in the ICV panel meetings or are escalated if necessary.</p>
Ensure the public's views are represented in the PCC's scrutiny work		<p>Scrutiny continued across all security groups. With QAP, CISP, ICV panel and OOCDD meetings being held.</p> <p>OOCDD reviewed cases of drug possession cases. 18 cases were reviewed, 9 Adult and 9 Youth from across the Dyfed Powys area. The panel identified concerns regarding the issuing of YRD's to youth drug offences which is not in the statutory guidance. Further discussions were held regarding the lack of communication between the Force and the YOT's. The next meeting is set for September 2024 and will focus on assaults and actual bodily harm to general members of the public. A new teams channel has been set up for partners to easily access reports.</p> <p>The QAP met in May to review a selection of stop and search instances. The panel reviewed body worn video footage noting that overall the conduct of the officers was fair and appropriate. The panel however identified inaccuracies and errors within the stop and search logs. The special operations Inspector provided the Force's response to the panels observations noting that officers are still getting used to the new IT system Niche although feedback will be provided to ensure that care is taken when completing these forms. The panels next meeting in July 24 will focus on the use of force. To assist the panel with their scrutiny activity they attended the Force's training sessions on stop and search and the use of force.</p> <p>A ICV panel meeting was held in May. The meeting was well attended by both volunteers and</p>

		<p>representatives of the Force. The panel meeting focused on data from the previous quarter and allowed the ICV's to address any ongoing concerns with the Force. It was agreed that going forward that the panel meetings will focus on the ICV quarterly updates that are published.</p> <p>The CISP met in April to review vulnerability cases and in June to review use of force cases. Ahead of each meeting the panel were provided with training in order to aid their understanding. Adferiad provided training to panel members of the role of appropriate adults in custody.</p> <p>In June the AWS met at the Pembrey kennels for a planning day with scheme managers. Changes will be made to the reporting forms to include additional questions to help aid with the scrutiny.</p> <p>The OPCC conducted a complaint dip sample on individual behaviour, domestic abuse and outside schedule 3 cases.</p> <p>The OPCC continue with their recruitment drive for their volunteer schemes. Advertising has continued on social media and scheme managers have been out in the communities. The OPCC had a joint stand with the Force in the Urdd Eisteddfod and are attending the Royal Welsh Show to promote the scheme.</p>
Oversight and implementation of external inspectorate's recommendations		<p>1/1 response was submitted within the statutory timescale:</p> <p>Vetting and anti-corruption part 2: How effective is the National Crime Agency at dealing with corruption?</p> <p>Published 30/04/2024. PCC response due 25/06/24, submitted 21/06/24.</p>

### 17c) Hold the Chief Constable to account for the performance of the Force's officers and staff

Action Required	RAG	Quarter 4 Progress Update
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Development of a performance framework and structure that allows a greater understanding of the Police and Crime Plan outcomes		<p>The 2024/25 Business Plan was considered by the Police and Crime Panel in May 2024. The Panel will receive quarterly updates on the progress against actions contained within the plan.</p> <p>In developing the new Police and Crime Plan, there will be also be the development of a performance framework, against which the Force and commissioned services will be measured.</p>
There are formal governance arrangements in place to hold the Chief Constable to account for the performance of officers and staff		Formal governance arrangements are in place to hold the Chief Constable to account for the performance of officers and staff however they are currently under review to ensure arrangements are as effective as possible
Chief Constable's Professional Development Review		Regular discussions are had between the Chief Constable and the Commissioner in relation to his performance, however a formal review of the Chief's Professional Development is scheduled to take place in September 2024.

**17d) Decide the budget, allocating assets and funds to the Chief Constable; and set the precept for the Force area**

Action Required	RAG	Quarter 4 Progress Update
Inform PCC's decision in respect of the precept		The precept for 2024/2025 was considered by the Police and Crime Panel in January 2024 and was unanimously supported. This was the culmination of detailed work that was undertaken throughout 2023/2024 including discussions with the Police and Crime Panel and subsequent meetings with the Police and Crime Panel's Precept Sub-Group. Work will continue during 2024/2025 on the precept for 2025/2026.
Setting of Medium-term financial plan		The MTFP for 2024/25-2028/29 has been published and work will commence in July to progress the MTFP for 2025/26.
Funding of capital programme to provide force with appropriate assets to deliver effective policing services		The Capital programme is an integral part of the MTFP and has been approved for 2024/25. Further consideration to the provision of appropriate assets in future capital programmes will be undertaken during the forthcoming meetings in relation to the MTFP

**17e) Appoint the Chief Constable**

Action Required	RAG	Quarter 4 Progress Update
Appointment of Chief Constable		The Chief Constable was appointed in December 2021.

**17f) Remove the Chief Constable**

Action Required	RAG	Quarter 4 Progress Update
Follow process set out in Part 2 of Schedule 8 to the 2011 Act and regulations made under Section 50 of the Police Act 1996(a)	N/A	N/A

**17g) Maintain an efficient and effective police force for the police area**

Action Required	RAG	Quarter 4 Progress Update
Ensure the delivery of Value for Money		Responsibilities and arrangements for striving for Value for Money are embedded throughout the Corporate Governance Framework with both Internal and External Audit seeking assurance that appropriate arrangements are in place to secure economy, efficiency and effectiveness in both the PCCs and CCs use of resources with the Finance and Strategy Board overseeing arrangements. The CFO participates in a number of force governance meetings which routinely consider aspects of Value for Money. The Efficient and savings plan is considered as part of the Mid Term Financial Plan. The Force review that was initiated by the CC in June 2022 is continuing and progress is reported to

		Policing Board and Joint Audit Committee on a regular basis.
Statutory compliance of estates ensuring fit for purpose for operational use		<p>The Estates and Health and Safety team continue to carry out structured joint monthly assessments of statutory compliance ensuring that high compliance standards result. This is an independent mechanism continues to provide the reporting of compliance to the governance Board meetings. Month on month improvement has been evidenced with mitigating actions and corrective plans in place on any remedials identified to closure.</p> <p>Both the Contract Services Coordinator and Helpdesk support roles lead in the daily review and management of this key performance area, which they have brought further structure and assurance through their ownership and drive. These resources provide a robust in-house team, to plan monitor and deliver the Statutory, Planned, and Reactive works moving forwards. The current performance is at 97% at end of June 2024 significantly above the 85% target, with all outstanding items escalated /scheduled for swift completion.</p>
Explore opportunities to reduce environmental impact		<p>The Sustainability Group continues to operate under the chair of Director of Finance, this continues to provide strategic alignment with Welsh Forces and clear direction by each function with tactical improvement plans in place by each key function.</p> <p>Carbon/Greenhouse Gas Reporting continues to be a key area of focus, with DPP representatives attending a national working group to identify consistency and national alignment. The detail and focus required to achieve accurate annual data has resulted in a business case being presented in July to provide specialist Sustainability focussed resource, to drive validate and report on live and summarised data for governance review and scrutiny moving forward. This resource under the management of the HSE team is proposed to be funded by carbon/cost savings achieved through the delivery of initiatives across various departments, resulting in a cost natural and lower carbon footprint outcome. Note: Wider</p>

sustainability scope will also form part of this role if approved.

Utility consumption trends and improvements continue to be tracked at a building utility level, clear reduction across the estate is evident this year aligned with previous years which is positively recognised. This can be aligned to numerous small changes and local schemes which continue to be applied and delivered across the estate.

The Sub Divisional Photovoltaic project is in progress and hoped to be completed in the coming months, complexities in supply chain has caused delay. LED lighting Sub Divisional scheme at Haverfordwest has been completed and the Newtown scheme has been approved along with Electrical infrastructure upgrades which will be combined to provide greater off grid demand resilience and greater sub metering capabilities to pinpoint any peak consumption areas moving forwards.

Surveys have been completed by building to provide an evidence based further fabric first and technology based improvements plan, the output is currently being finalised for priority schemes in FY 24/25. The project to provide a significant Photovoltaic solar farm at HQ is at a review stage where design, tender and planning fees are being scrutinised, and the District Network Operator fees and programme are expected in mid-July 24, this will be concluded during the month of August for governance review aligned with a detail cost proposal and programme to implement. The scheme continues to be budgeted for delivery in the 2024/25 financial year.

The Waste management contract continues to provide improvements in the management of waste with zero waste to landfill, new internal and external bins are being monitored an improvement signage is now in place to maximise its efficiency. Cultural changes are being monitored along with contamination levels across the streams.

Electric vehicles continue to be adopted in a structured approach, clarity on planned infrastructure

	<p>changes in the 2024/35 and 2025/26 financial years are progressing and wider options around industry fuel changes, hybrid model and local shared infrastructure projects are being reviewed. It is acknowledged that the high performance cars and their electricity demand and low dwell time provides a substantial risk to policing aligned with the ceasing of manufacture of ICE vehicles in 2027/28 which is less than 4 years away.</p> <p>We were recently unsuccessful at a Grant funding application via Salix Low Carbon Skills Fund, this was applied with all other Welsh forces as individual applications and sadly DPP and South Wales to date has not been successful.</p> <p>Carbon Literacy Training materials are being finalised in Collaboration with Greater Manchester and West Yorkshire Police to create a national training package which aims to be available shortly.</p> <p>IEMA Environmental Sustainability qualifications are being progressed for key team members through a local college which is funded by Welsh Government and a first wave will attend IEMA Environmental Sustainability Skills for Managers in early July.</p>
Explore and maximise external funding opportunities	<p>Two of the Home Office Safer Streets 5 projects have reports delays in delivery during Quarter 1 as the project organisations (Local Authorities) have been impacted by the General Election. This has affected their resource capacity to deliver due to temporary redeployment to statutory election activity. Reassurances have been provided that plans are underway to ensure projects will be delivered by the end of the funding period.</p> <p>The monthly project board meetings continue to generate beneficial cross project collaboration and positive networking opportunities for all members.</p> <p>Serious Violence Duty Funding during Quarter 1 has had limited activity regarding intervention delivery. A mapping exercise has been undertaken to identify the existing serious violence interventions undertaken by all statutory partners across the</p>

		<p>region to better understand any gaps in provision and utilise the serious violence duty funding to provide support in these areas. It is expected that delivery interventions will be planned, agreed and implemented from Quarter 2.</p> <p>In collaboration with the Police force and other key partners, the OPCC has successfully received Home Office ASB Hotspot funding. This fund is aimed at increasing patrols by police and multi-agency partners to reduce ASB crime in the region. The fund requested is just under £1m to be delivered by 31st March 2025. The grant agreement was issued by the Home Office in June 2024, therefore, there has been limited activity to date but plans are underway to implement swiftly from Quarter 2.</p>
Explore and maximise sponsorship initiative opportunities		<p>OPCC continue to act as members of the Shared Prosperity Fund Board for Ceredigion and Carmarthenshire Councils and contribute to discussions around community funding to improve the region, and engagement is being sought with the other local Shared Prosperity Fund boards.</p> <p>Work continues to seek support from other funding sources to add to our contact directory to share with funding applicants that do not meet the PCC funding conditions. This allows funding applicants to maximise their reach in seeking funding from a wide range of sources.</p> <p>Further work will be undertaken with Procurement in Quarter 2 to identify social value commitments made by contract holders and seek support with delivering meaningful funding to communities within Dyfed Powys.</p>
Implement and maintain a risk register to identify and mitigate risks to the OPCC and force		<p>Risks continue to be reported to the Joint Audit Committee on a quarterly basis and at Senior Management Team on a fortnightly basis.</p> <p>There is continued dialogue with the Force representatives responsible for risk to ensure that the most up to date information is included on the risk registers.</p>

Utilise training and development plans for all OPCC staff		Staff continue to utilise appropriate and relevant training opportunities that have been identified via training plans.
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**17h) Enter into collaboration agreements with other PCCs, other policing bodies and partners**

Action Required	RAG	Quarter 4 Progress Update
Explore collaboration opportunities in accordance with the Policing Vision for Wales		Collaboration opportunities are at the forefront of office thinking and wherever appropriate the PCC will engage with the activities. Collaboration is a significant focus of Policing in Wales.
Explore collaboration opportunities with other partners		<p>Positive activity is underway to create a Funding and Project Forum/Group in collaboration with the Police Force to maximise opportunities to develop ideas and proposals from force colleagues in improving services across the region.</p> <p>This group is currently developing processes and is plans to launch the service from September 2024. This group will comprise of representation from OPCC and the Force and will provide a guidance platform to colleagues who are seeking support with project development and/or funding consideration.</p> <p>The force is currently in the process of recruiting a new Partnership Co-ordinator who will become a standing member of this group and will be able to provide (alongside OPCC colleagues) a voice to external partners at this forum as appropriate.</p>
There are formal governance arrangements in place to scrutinise collaboration agreements		A paper was agreed at the last Policing in Wales meeting to introduce a new governance arrangement to scrutinise collaboration arrangements. This will be implemented over the Autumn 2024.

**17i) Provide a local link between the police and communities, working to translate the legitimate desires and aspirations of the public into action**

Action Required	RAG	Quarter 4 Progress Update
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Working with the Force to develop and implement our joint Strategic Equality Plan; meeting the objectives within		Our new joint Strategic Equality Plan is ready for publishing, with plans to make joint public announcement with DPP in August. The document will be publicly available on our website.
Development and implementation of OPCC Engagement and Communication Strategy and action plan, and Social Media Policy and Strategy incorporating providing opportunities for local communities to inform and influence decision making and proactively promoting the work of the PCC and CC		<p>Community Engagement</p> <p>No formal Community Engagement Days for the PCC have taken place during this quarter due to the PCC pre-election period and UK Government Pre-election period.</p> <p>The Office had a joint stall with Dyfed-Powys Police at the national Urdd Eisteddfod, which took place in Meifod, North Powys between 27th of May and 1st of June. The event is one of the largest youth festivals in Europe. During the week, we engaged with young people and asked them to note positive and/or negative comments that were of importance to their local community. These notes were posted on to a map of Dyfed-Powys on one of the stall's walls. All views and feedback from the event will be fed in to the consultation on the new Police and Crime Consultation.</p> <p>In June, staff from the office arranged an engagement event with members of Pembrokeshire People's First – a charity run for and by people with learning disabilities and/or autism. The purpose of the engagement session was to listen and understand their experience of policing and crime in the Dyfed-Powys area. Their feedback will feed into the consultation on the new Police and Crime Plan.</p> <p>Due to the UK Government Pre-election period, plans were put on hold to launch the Police and Crime Plan Consultation until Q2. However, staff have been reaching out to several minority groups in the area, with the aim of arranging focus group engagement sessions with groups during Q2 as part of the Police and Plan Consultation.</p> <p>Youth Engagement Forum</p> <p>During Q1, work has been ongoing to prepare a workshop in Q2 for the Youth Ambassadors with colleagues from University of Wales Trinity Saint</p>

	<p>David. The aim of the workshop will be to prepare the Youth Ambassadors to hold the Chief Constable and PCC to account at an extraordinary Policing Board meeting in September this year where they will raise matters and views that are of importance to young people in the communities of Dyfed-Powys.</p> <p>Victim Engagement Forum</p> <p>During Q1 VEF members were asked for their views and opinions on the Force's plans to introduce E-bit – which is a tool to support DPP's approach to crime recording, triage and assessment. Its purpose is to assist in decision-making following the initial investigation stage into minor, non-domestic assaults; and public order offences. The tool has been developed by Cambridge Centre for Evidence Based Policing. VEF members were asked to provide written feedback to the Force on the tool. In addition to this, they had the opportunity to attend a Q&amp;A with representatives from Cambridge Centre for Evidence Based Policing.</p> <p>Monthly bulletin</p> <p>In this period, we published 2 monthly e-bulletins summarising the work of the Commissioner and his Office, and have continued to publish the PCC's weekly highlights for social media.</p> <p>New website</p> <p>During Q1 we have launched a new website. The new website aims to provide a more intuitive and informative experience for our community. Key sections have been updated to include comprehensive resources on public safety, crime prevention, and community engagement initiatives.</p>
Respond to community concerns in a timely manner	<p>Some changes have been made to how we capture correspondence received in the OPCC. When correspondence is received they will either be recorded as "community concern" or "PSD matter"</p> <p>Where a correspondence is categorised as a PSD matter, the member of public will usually receive a response to advise of the complaint and complaint</p>

		<p>review process. During this period out of the 98 items of correspondence recorded 18 of those were recorded as a "PSD matter" Having considered the concerns being raised they relate to not receiving an update/response to their complaint or are wanting to make a new complaint about an investigation.</p> <p>Where correspondence has been categorised as a "community concern" this usually involves the OPCC making contact with relevant departments within the Force on behalf of the member of public. These have also been broken down into sub-categories.to identify any trends. During this period it has been identified that the majority of the concerns raised have been in regard to lack of updates/response times from the Force. This will be monitored over the next quarter and feed into other scrutiny activity.</p>
Engage residents in contributing to assurance and scrutiny activity		<p>Two new members joined the Quality Assurance Panel in May. There are 2 Independent Custody visitors and one Animal Welfare scheme visitor awaiting vetting clearance before they can commence in role.</p> <p>26 visits were undertaken during the period that observed 57% of custody detainees at the times of the visits. ICV's in Ceredigion raised concerns regarding the removal of the external phone in custody that meant external partner need to contact 101 to get through to custody. Staffing issues remained a concern for the ICV's</p> <p>33 cases were reviewed by the Custody Independent Scrutiny Panel including a review of anti-harm suit cases.</p>
Provide effective and accessible services for victims and vulnerable people		<p>MOJ reporting not due till mid-year. Awaiting formal reporting mechanisms from MOJ to share with providers.</p> <p>No complaints received by PCC regarding service providers. Complaints process forms part of annual audit cycle for commissioned services.</p>

		<p>Core questions regarding how services will be made accessible from a number of perspectives including geographical, physical, language, diversity, equality and ability are contained within the procurement template and form part of the scored submission. We also ensure that these questions are incorporated into tender processes run by partners where we are a joint investor. Providers are now required to undertake annual equality monitoring assessments alongside narrative reporting; this will be in addition to the data required by MOJ.</p> <p>MOJ quantitative framework still awaited. Reporting requirements referenced in Victims Bill with discussions ongoing regarding format by which PCCs will be required to capture and monitor compliance of all CJ agencies. All Wales governance structure in place and leading on discussions with MOJ.</p>
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**17j) Hold Chief Constable to account for the exercise of the functions of the office of Chief Constable and those under his direction and control**

Action Required	RAG	Quarter 4 Progress Update
As detailed in 17c	N/A	N/A

**17k) Publish information specified by the Secretary of State and information that the PCC considers necessary to enable the people who live in the force area to assess the performance of the PCC and CC**

Action Required	RAG	Quarter 4 Progress Update
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Publish information in accordance with the Elected Local Bodies Order		A new website has been developed and further work is ongoing to ensure that the information contained is up to date and relevant. Staff from the OPCC are monitoring their respective sections and an overarching review will be undertaken in due course to ensure continued compliance with the Specified Information Order.
Publish information in an accessible and easy to reach format		The Transparency Quality Mark obtained in previous years evidences the quality of the information available on the website and the ease of accessibility to everyone. A new website has been launched which should further improve accessibility of information. The regular monitoring of the website ensures that it remains accessible to all.
Publish information in accordance with the Welsh Language Standards		All published information is routinely translated as business as usual prior to anything being published, ensuring that at all times both English and Welsh are treated the same. The move to a new website resulted in a review of information to ensure that this was the case.
Proactively promote and raise awareness of Commissioned Services		<p>New website content reviewed and updated where appropriate. Link to the website is included within Victim Information Packs. Individual service performance and overview documents currently in the process of being updated for 23/24 output. Working with Engagement team to produce animated film clip to raise awareness of commissioned services amongst public and internally with Force.</p> <p>PCC Engagement team are linked into the press teams within all commissioned services and have established a working group to jointly to share social media and press articles. Regular social media articles shared regarding commissioned service activity and included in newsletters. Comms plan being developed to promote new pilot service providing supporting for victims of stalking.</p> <p>Commissioning and Engagement teams continue to provide evidence and best practice examples of work within Dyfed Powys to national calls for evidence by APCC and national bodies. Working with Engagement</p>

		<p>team to produce animated clip raising awareness of commissioned services.</p> <p>All contracts contain standard requirement for promotion of services. Service implementation meetings include a focus on communications plans during implementation and at commencement of service in liaison with OPCC and Force comms where appropriate. Commissioned services are required to acknowledge PCC /MOJ funding source in all publicity and materials. Providers are required to undertake equality assessments and provide evidence of awareness raising activity amongst all communities. This will help us to inform any specific areas of focus required for future service plans.</p>
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**17l) Comply with all reasonable formal requests from the Panel to attend their meetings**

Action Required	RAG	Quarter 4 Progress Update
Quarterly attendance at Police and Crime Panel meetings		The Police and Crime Commissioner and relevant officers attend all Police and Crime Panel meetings as required. Regular discussions are maintained between the Chief Executive and Panel's key officer to ensure members received relevant and timely information.
Provision of documentation to Police and Crime Panel as per their requests		The Police and Crime Commissioner and relevant officers attend all Police and Crime Panel meetings as required. Regular discussions are maintained between the Chief Executive and Panel's key officer to ensure members receive relevant and timely information.
Regular liaison between OPCC and PCP in support of discharging statutory duties		The Police and Crime Commissioner and relevant officers attend all Police and Crime Panel meetings as required. Regular discussions are maintained between the Chief Executive and Panel's principal officer to ensure members receive relevant and timely information.

**17m) Prepare and issue an annual report**

Action Required	RAG	Quarter 4 Progress Update
Prepare and issue an annual report to the Panel on the PCC's delivery against the objectives set within the Plan		The draft Annual report has been drafted and is to be considered by the Panel at its meeting to be held in July.

**17n) Monitor all complaints made against officers and staff, whilst having responsibility for complaints against the CC**

Action Required	RAG	Quarter 4 Progress Update
Handling of complaints against the Chief Constable		<p>During this period 3 complaints were received against the Chief Constable. 1 complaint was received via a third party and having consulted with the IOPC advice was provided to the third party should they wish to take matter further.</p> <p>2 complaints were received via crimestoppers, however due to minimal information provided it would not have been appropriate to record the complaint as the indication test had not been met.</p>
Ensure systems and processes are in place in readiness for the PCC's increased roles in complaints as outlined in Police and Crime Act 2017		<p>During this period 18 new complaint reviews were received.</p> <p>1 review was upheld and recommendations were made to PSD.</p> <p>14 reviews were not upheld, 6 of which resulted I oversight being identified which was in relation to the timeliness of the handling of complaint and lack of updates.</p> <p>Additionally, to strengthen transparency the OPCC now produces a quarterly report of complaint reviews which is published on the OPCC website.</p>

**18) PCC must not fetter the operational independence of the police force**

Action Required	RAG	Quarter 4 Progress Update
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Development and annual review of Corporate Governance Framework		Once the review of governance arrangements is concluded, the Corporate Governance Framework will be revised.
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### 19) Access to information, officers and staff

Action Required	RAG	Quarter 4 Progress Update
Handling of information in accordance with Data Protection legislation		As a corporation sole the OPCC are subject to and responsible for Freedom of Information requests. There were 11 FOI requests received during the period and the OPCC held information for 5 of them. The requests were answered in time. The themes of the requests were Child Sexual Exploitation, Grant Funding to Palestine Solidarity Campaign, Grant Funding to Climate Change Organisations, Domestic Abuse Perpetrator Schemes and Stalking. The requests the OPCC did not hold the information for were in relation to Police Force Call signs and requests for personal information in relation to operational matters.

### 20a) Delivery of community safety and crime reduction

Action Required	RAG	Quarter 4 Progress Update
Development and implementation of a Governance Framework for Commissioning and Partnerships		<p>Commissioning strategy in place which replaces previous documents. Available on new PCC website. Strategy currently under review for Term 4.</p> <p>Commissioning Advisory Board has been in place for several years and within that time has had membership from Force colleagues, partner agencies and representatives of the Commissioner's volunteer panels. Commissioned services and funding recipients have presented to the Board and answered questions to scrutinise performance and demonstrate value for money. Over time, all services have presented multiple times and the format of the Board requires refreshing. A number of members have unfortunately given notice to resign as they have competing demands as volunteers. The scrutiny of</p>

commissioned services and recipients of Commissioner's funding has therefore been considered and incorporated within the overall OPCC governance structure. The proposed select committee approach provides an opportunity for commissioned service providers to contribute. This can be two-fold in terms of contributing evidence and challenge as appropriate but also to present the context and performance of their service delivery ensuring that this is woven into Force and partners workstreams.

Contracts register in place and reviewed for Term 4, alongside evaluation and audit plan for future of all commissioned services. Regular meetings between Director of Commissioning & Partnerships and Head of Procurement. There are a number of recommissioning exercises due within 24/25, all on track for open procurement within Q3.

All partnership contacts, including CSP managers have been invited to consultation events in September 2024. They have also received the survey which is being promoted via number of routes.

Tender evaluation process for new services and scoring for grant bids includes requirement to link to PCP priorities. Head of Assurance has forward work plan to review service provision compared to demand on Force, Police and Crime Plan priorities and unit costings. This will commence in September 2024 with a focus on sexual violence services.

LCJB priorities and delivery plan aligned to Criminal Justice in Wales priorities. Agenda and structure has been revised to provide more focus on the local delivery and performance. 2024/24 delivery plan signed off, reflecting local priorities such as Community Payback alongside national work on VCOP, domestic abuse attrition etc. All partnership contacts, including LCJB members, have been invited to consultation events in September 2024. They have also received the survey which is being promoted via a number of routes.

Commissioning of services in support of community safety and crime reduction

Ministry of Justice (MOJ) victims grant is match funded by PCC core funding. Total grant for 24/25 is £1,411,634 of a total £2.74m commissioning budget. Therefore, the PCC provides approximately 49% of funding for services. This is noted in MOJ returns where match funding is reported to Ministers. At present, grant awards are secured until end of March 25. OPCCs are making continual representation to the MOJ to encourage early indication of future allocations to avoid disruption to contracts and frontline service provision.

Quarterly meetings are diarised between YOPS managers, CSP managers and OPCC representatives. Policy officers represent OPCC on all Youth Offending Management Boards and Community Safety Partnerships across the Force area. Youth justice is the main focus at present of Criminal Justice in Wales and the LCJB. CSP representative and Area Planning Board representative are members of LCJB leading on prevention work. Work continues with CSP and YOPS partners to deliver Serious Violence duty, in particular developing interventions under the delivery plan.

Provision of Restorative Justice is a statutory function for HMPPS, who work with victim services to identify and contact victims as appropriate. DPP training requires refreshing and referral routes need to be highlighted. This will be a priority within the implementation of the new victim referral service once the services is live in November. Policy lead for Criminal Justice is meeting with the Force lead to update Force plans, training and champion initiative. Restorative Justice should feature within new Police and Crime Plan.

All partnership contacts, including CSP managers, have been invited to consultation events in September 2024. They have also received the survey which is being promoted via a number of routes.

## 20b) Community Safety Partnerships

Action Required	RAG	Quarter 4 Progress Update
N/A in Wales	N/A	N/A

### 20c) Crime and disorder reduction grants

Action Required	RAG	Quarter 4 Progress Update
Development and implementation of a framework for the provision of crime and disorder grants		<p>The external funding audit conducted in April 2024 resulted in an overall assessment of substantial assurance. This is an improvement on the assessment result in the previous audit conducted in 2022.</p> <p>This provides reassurance that the process improvement introduced in July 2023 has had a positive impact on delivery.</p> <p>This framework has assisted in the development of the Funding and Project Forum/Group to inform best practice regarding grant funding.</p> <p>Further activity in Quarter 1 has led to process improvements regarding finance controls and approval systems from Chief Finance Officers and Senior Leaders.</p>
Provision of crime and disorder reduction grants within 2023/2024		<p>Since April 2024, 6 new funding and/or donation applications have been approved with a requested value of £45,170.00</p> <p>21 projects are under review and 13 have been paused from 2023/24. A further 9 funding enquiries have been received since the Police &amp; Crime Commissioner's Elections.</p> <p>Decisions were unable to be made from April to May 2024 due to the pre-election period leading up to the Police &amp; Crime Commissioner elections.</p> <p>Some financial decisions have been delayed from June 2024 to early July 2024 due to the restrictions imposed by the UK General Election.</p>

		<p>A review is underway to assess the outstanding enquiries with the Commissioner to determine if the proposals meet the current and/or updated Police &amp; Crime plan priorities. Decisions on whether to progress the outstanding enquiries will be made by early Autumn.</p> <p>All applicants and enquirers have been updated with an interim response and been given access to other funding sources if they are unable to wait until the Autumn.</p>
Evaluation of crime and disorder reduction grants to determine social return on investment		<p>Revised application form provides clarity on value for money and sustainability, ensuring detailed responses are provided for both.</p> <p>This also features in the revised scoring process to ensure circular economy principles are considered and noted within the application and scored appropriately.</p> <p>The amended Grant Agreement allows for tailored approaches to monitoring requirements that meet the expected outcomes of the project and alignment with Police &amp; Crime Plan priorities.</p> <p>Funding recipients are expected to outline how their project is achieving its proposed outcomes and providing positive crime reduction benefits to its communities.</p>

## 20d) Collaboration agreements

Action Required	RAG	Quarter 4 Progress Update
As detailed in 17h	N/A	N/A

## 20e) Wider responsibility for the enhancement of the delivery of criminal justice in their area

Action Required	RAG	Quarter 4 Progress Update
Monitor the performance of all commissioned services, ensuring they are fit for purpose and provide value for money		<p>Q4 review meetings all held. Meeting structure, minutes and actions audited as part of annual audit checklist. Only concerns raised regarding performance are with the Goleudy service, which is well documented and included on the risk register. Most services reporting challenges with cost of living increases balanced against lack of inflation applied to PCC contracts. This has been escalated to Chief Finance Officer and is being addressed both via the allowance of annual growth within budgets for re-commissioned contracts and via evidence-based one-off contributions to those providers in mid contract period.</p> <p>Annual audit includes review of timeliness and positive progress against KPIs. Goleudy performance concerns ongoing due to lack of performance reporting information to evidence whether the actions have remedied the issues. The Force still cannot produce this data and therefore this remains on the risk register. New victim referral service will commence in November 2024. Performance data has been requested from Goleudy as part of the service exit planning.</p> <p>PCC continues to visit appropriate services as part of Community Engagement Days. Commissioning team feed into schedule for PCC visits to services and funding recipients in line with community engagement activity. Visits during Q1 reduced due to pre-election period.</p> <p>Commissioning Advisory Board has been in place for several years and within that time has had membership from Force colleagues, partner agencies and representatives of the Commissioner's volunteer panels. Commissioned services and funding recipients have presented to the Board and answered questions to scrutinise performance and demonstrate value for money. Over time, all services have presented multiple times and the format of the Board</p>

		<p>requires refreshing. A number of members have unfortunately given notice to resign as they have competing demands as volunteers. The scrutiny of commissioned services and recipients of Commissioner's funding has therefore been considered and incorporated within the overall OPCC governance structure. The proposed select committee approach provides an opportunity for commissioned service providers to contribute. This can be two-fold in terms of contributing evidence and challenge as appropriate but also to present the context and performance of their service delivery ensuring that this is woven into Force and partners workstreams.</p>
PCC's contribution to the All Wales Criminal Justice agenda		<p>Dyfed Powys Local Criminal Justice Board work closely with the Criminal Justice in Wales coordinator to ensure alignment of priorities and reporting into All Wales arrangements. Policy lead for Criminal Justice meets regularly with Criminal Justice leads for other Welsh OPCCs. Reporting structures are agreed and meeting dates aligned to ensure DP highlight positive progress on national and local activity as well as escalate areas of concern/risk where required. Dyfed Powys provide best practice in linking in the work of the Community Safety Partnerships and Area Planning Boards to our Early Intervention and Prevention priority. Key highlights in recent report include positive progress with partnership action to improve domestic abuse attrition rates and increased engagement of sexual violence victims with support services due to early intervention as part of Operation Soteria.</p> <p>LCJB meeting held May 2024, including signing off delivery plan for 24/25 with narrower focus on priority areas and recognition of the overlap with the work of other Boards. Race remains an overarching theme across both priority areas, with additional requirements built into the Board terms of reference for members adherence. May's meeting focussed on Victim and witness priority including presentation on a data dashboard that will be scrutinised via All</p>

		Wales meetings. Next meeting will focus on People Who Offend priority. New governance structure within OPCC will incorporate the scrutiny of VCOP compliance across all criminal justice agencies.
PCC's national portfolio responsibilities		National portfolios are currently under review following the PCC election in May 2024. A meeting is taking place on July 16 <sup>th</sup> 2024 where distribution of lead roles will be discussed. The Dyfed Powys PCC is the Chair of Policing in Wales for 2024/25

## DYFED POWYS POLICE AND CRIME PANEL

24/07/2024

<b>Subject</b> OPCC BUSINESS PLAN – PROGRESS REPORT		
<b>Purpose:</b> To review the progress made against the business plan.		
<b>Recommendations / key decisions required:</b> To note the progress made and make such recommendations as are considered appropriate.		
<b>Reasons:</b> The Police Reform and Social Responsibility Act 2011 places a statutory duty upon the Panel to carry out this function.		
Cabinet Decision Required		Not applicable
Council Decision Required		Not applicable
CABINET MEMBER PORTFOLIO HOLDER:- Not applicable		
Report Author:	Designations:	Tel: 01267 224018
Robert Edgecombe	Panel Support Officer	Email addresses: rjedgeco@carmarthenshire.gov.uk

**EXECUTIVE SUMMARY  
DYFED-POWYS POLICE AND CRIME PANEL  
24/07/2024**

**OPCC BUSINESS PLAN – PROGRESS REPORT**

The Office of the Police and Crime Commissioner (OPCC) has developed a business plan aimed at assisting with the actions contained in the Police and Crime Plan.

The attached report outlines the progress that has been made in delivering the requirements of the business plan in alignment with the priorities in the Police and Crime Plan itself.

**DETAILED REPORT ATTACHED?**

**YES**

**Section 100D Local Government Act, 1972 – Access to Information**  
**List of Background Papers used in the preparation of this report:**

<b>Title of Document</b>	<b>File Ref No.</b>	<b>Locations that the papers are available for public inspection</b>
Host Authority Files	PACP-088	County Hall Carmarthen

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**Police and Crime**

**Commissioner for Dyfed-Powys**

**Dyfed Powys Police and Crime Commissioner – Business Plan**

**Quarter 1 2024/25 Summary Performance Report**

## Introduction

During late 2023/2024 the Office of the Police and Crime Commissioner developed a Business Plan for 2024/2025 that would assist with the delivery of the actions contained within the 2021/2025 Police and Crime Plan.

The report is set out to mirror the format of the Police and Crime Plan in that it lists actions under each of the three Priority Areas and each of the four Values set out in the Plan.

Each action contains a narrative on the progress made up to the end of Quarter Three

Each action is given a RAG rating to highlight any areas of concern.

**Green** - Work complete, no additional work necessary.

**Amber** - Partially complete, some additional work necessary

**Red** - Not yet started.

## Executive Summary

The following report covers the reporting period of Q1 of the financial year 2024/25 (Apr, May, June 2024)

The actions that are currently marked as a Red are purely on the basis that they have not had work commenced on them yet. Further work will be undertaken in Quarter 2 and beyond in an effort to deliver those actions.

### RAG status comparison

#### Summary:

Within the 2024-2025 Business Plan are 35 actions. Recorded below is a summary of the total number of different RAG statuses. This will then be compared in future reports.

	Qtr 1	Qtr 1
Red	2	6%
Amber	31	88%
Green	2	6%

**Priority One – Victims are Supported.**

Action Required	RAG	Quarter 3 Progress Update
Continuation and future development of the School liaison programme Support the continuation to the end of the 2023/24 academic year and in collaboration with the Force and partners, develop a proposal for the future of the programme taking into consideration wider prevention activity.		The OPCC has been monitoring and working closely with Dyfed-Powys Police as they move from an all-Wales model to a regional approach. The OPCC frequently meet with Dyfed-Powys Police representatives to ensure that a School Police Service continues. The decision around the future model of the school's service was made at a force review senior sponsors meeting on the 20th of May. The Commissioner and Chief Constable wrote to all schools in June 2024 to confirm that a school police service will be available in the next academic year. There are plans to launch the service fully at the start of the next academic year.
Sexual Abuse Services Continue to collaborate with Policing and Health Colleagues as part of the Regionalisation of Sexual Abuse Services across South, Mid and West Wales.		Implications of phase 1 financial agreement modelled by OPCC and Force finance colleagues. The required uplift has been factored into 24/25 budgets. Currently awaiting the Phase 2 and 3 financial models from the Welsh Sexual Assault Services programme team. The delivery of a new Health based Aberystwyth site and transfer of existing acute services remains a risk.
Independent Sexual Violence Advisory (ISVA) Service Implement and embed the new collaborative Independent Sexual Violence Advisory service with existing community and other commissioned services in the specialist sector.		New regional service across Dyfed Powys, South Wales and Gwent will go live on 1st July 2024. Weekly implementation meetings will continue in the immediate term to monitor any emerging risks. Performance data will be monitored from Q2 onward to ensure consistency of service provision.
Meeting our obligations to the Victims Code of Practice (VCOP) and Witness Charter Work is required to ensure compliance with VCOP via continued scrutiny of criminal justice partners and through Out of Court Disposal (OOCd) and Quality Assurance Panels (QAP).		Discussions continue between the OPCC and DPP in relation to their compliance measures. Similarly, discussions are ongoing at an all-Wales level through the Criminal Justice Board for Wales, as to what current compliance activity ought to look like whilst we await the national performance metrics. It has been agreed that each organisation will share their individual VCOP compliance data with PCCs for discussion at the LCJBs, increasing transparency and accountability of VCOP compliance.
Victim Engagement Forum (VEF) Consult and engage with victims to ensure that the voice of those with lived experience influences the development and scrutiny of		VEF members were asked for their views and opinions on the Force's plans to introduce E-bit – which is a tool to support DPP's approach to crime recording, triage and assessment. Its purpose is to assist in decision-making following the initial investigation stage into minor, non-domestic assaults; and public order offences. The tool has

services for victims, including the development of the new Police and Crime Plan.		been developed by Cambridge Centre for Evidence Based Policing. VEF members were asked to provide written feedback to the Force on the tool. In addition to this, they had the opportunity to attend a Q&A with representatives from Cambridge Centre for Evidence Based Policing.
FAQ Sheets on website Develop Frequently Asked Question sheets for public to download on OPCC website. Improve access to information e.g. developing a new website, FAQ's, access to information on Commissioned Services and develop an Internal Communications Strategy.		Now that a new website has been developed and launched work will continue to develop Frequently Asked Question sheets for the public that will improve access to information. Information has already been completed and uploaded for the Complaints process and more will be uploaded during the course of the year.  New Communications Advisor has commenced in post and has already been engaging with Commissioned Services in relation to improving access to information.
Domestic Abuse Attrition Continue to work with Dyfed-Powys Police, criminal justice and support service partners to progress actions from the workshop conducted in 2023/24 to reduce domestic abuse attrition rates.		The Task and Finish Group met on June 10th to discuss progress against the Action Plan. Positive progress was reported against several actions, with a number closed/finalised.  One closed action, co-ordinated by the OPCC, was to host a CPS training session focused on the role of CPS, domestic abuse, evidence led prosecutions, witness summonses, witness retractions and special measures.  This recorded event was shared widely with partners and has since been split into 5 modules and uploaded to College Learn website as mandated training for all police officers, staff investigators and staff within the Case Progression Unit.  The Group will next meet in Dec 24/Jan25.

## Priority Two – Harm is Prevented

Action Required	RAG	Quarter 3 Progress Update
Debrief Service for Missing Young People Re-commission the debrief service for missing young people, including consideration of widening the specification to incorporate further preventative work within schools.		Specification currently under review with stakeholder and service user consultation ongoing. A provider market engagement event has been held. Currently on schedule to publish tender early September 2024.

Serious Violence Duty Funding Ensure Home Office Serious Violence Duty funding is utilised appropriately to support partners in the prevention and tackling of serious violence, including evaluation of impact.		New Serious Violence Duty Coordinator is in post and leading on planning non-labour costs for interventions during 24/25. Partnerships and External Funding Manager working closely with the Coordinator to fulfil 24/25 claim duties. The Coordinator holds delivery group meetings to map existing interventions amongst partners and plan additionality for 24/25. Future funding remains uncertain.
Preventative and Treatment Services for individuals with Substance misuse Work with Hywel Dda Area Planning Board to jointly re-commission preventative and treatment services for individuals with substance misuse and their families. This should include evaluation of the outcomes achieved by individuals receiving services, both from a public health and criminal justice perspective.		Buvidal evaluation is complete and findings have been incorporated into Area Planning Board (APB) priorities. Area Planning Board commissioning sub group is planning and implementing the recommissioning of Tier 2 service. Specification currently being reviewed by Force colleagues to establish requirements for custody and diversion activity. Provider market engagement event held.
Youth Offending and Prevention Services Continue to work with Youth Offending and Prevention Services to support victims and intervene earlier with young offenders, including extension of existing grant funding awards.		Existing grant agreement runs until March 2025. Meeting scheduled with YOPS managers in September to discuss future proposals, linked to PCC lead portfolio on Youth Justice. Child centred policing also to feature strongly in Police and Crime Plan.
Safer Streets To continue to project manage the funding received under Safer Streets 5 and to lobby the Home Office for the continuation of the funding stream		Memorandums of Understanding for year 2 signed by delivery partners and a Home Office grant agreement is in place with OPCC. Safer Streets Board meets quarterly to govern delivery reporting and grant claims. Awaiting update from Home Office regarding future rounds.
Review of all OPCC Deep Dives. To conduct a review of all OPCC Deep Dives to inform future scrutiny to support the development of the Police and Crime Plan.		Work is being undertaken to populate recommendations from previous scrutiny activity on to an assurance tracker. The assurance tracker will be utilised to monitor and review assurance and scrutiny activity which will inform future scrutiny and feed into the new OPCC governance structures.
Assurance of Commissioned Services		The Assurance Team have attended meetings with New Pathways, which will be the pilot for establishing a scrutiny

<p>To establish a scrutiny process for Commissioned Services through utilising the Quality Assurance Panel (QAP).</p> <p>To gain an understanding of the social impact of the Commissioner's investment in prevention services.</p>		<p>process for Commissioned Services. The OPCC's Quality Assurance Panel will be scrutinising an aspect of New Pathways in September.</p>
<p>Youth Ambassadors Scheme Consult and engage with Youth Ambassadors throughout the year, to ensure we provide a platform for young people to influence the future of policing and crime prevention in their local areas and support the development of the Police and Crime Plan.</p>		<p>Work has been ongoing to prepare a workshop in Q2 for the Youth Ambassadors with colleagues from University of Wales Trinity Saint David. The aim of the workshop will be to prepare the Youth Ambassadors to hold the Chief Constable and PCC to account at an extraordinary Policing Board meeting in September this year where they will raise matters and views that are of importance to young people in the communities of Dyfed-Powys.</p>

### Priority 3 – An Effective Justice System

Action Required	RAG	Quarter 3 Progress Update
Offender Diversionary Scheme Re-commission the Offender Diversionary Scheme, taking into account the increased demand on the service created by out of courts disposal policy changes.		Specification is under review. Stakeholder and service user consultation ongoing. Provider market engagement event held. Currently on schedule to publish tender early September 2024.
Women's Centre Embed the new Women's Centre into local practice and evaluate the whole system approach to female offending in Dyfed-Powys.		Women's Centre modular building now sited in place and open events being planned for August/September for partners to view. Implementation group ongoing to schedule partner delivery and agree operating model. Reporting will be via Local Criminal Justice Board aligned to female offending blueprint programme delivery.
Integrated Offender Management (IOM) Housing Pilot Continue the expansion of the Integrated Offender Management (IOM) Housing Pilot to ensure provision of temporary move-on		Ceredigion pilot continues to provide successful move on transition for offenders. Powys property identified with a memorandum of understanding in place and the first offender was housed in May. Discussions ongoing to progress sites in Pembrokeshire and Carmarthenshire.

accommodation throughout the Dyfed-Powys area, enabling the rehabilitation and resettlement of offenders.		
<p>Restorative Justice</p> <p>Undertake a thorough review of when and how Restorative Justice is being offered to victims, with a view to understanding the impact of restorative practices on those involved. This will also include supporting the rollout of the Immediate Justice approach.</p>		<p>Progress of this objective has been delayed by the Force lead changing again.</p> <p>A meeting has been set up with Criminal Justice Superintendent for 18th July when we are hoping to ascertain who will lead on the initial work of collating how restorative justice currently works and what the referral numbers are.</p> <p>The rollout of Immediate Justice has been put on hold due to the change in Government.</p> <p>Confirmation will be sought from Home Office ministers on whether they will be proceeding with the roll out of Immediate Justice.</p>
<p>Gender Responsive Psychologically Led Model</p> <p>Work with the Female Blueprint Team to test the Gender Responsive Psychologically Led Model in the Offender Diversion Scheme within Dyfed-Powys including the delivery of trauma informed training.</p>		<p>An initial desktop review has been undertaken of Pobl, the offender diversion scheme provider.</p> <p>The next stage is on track and fieldwork is due to commence on 22nd July.</p>
<p>Internal Communications Strategy</p> <p>Develop an Internal Communications Strategy that will consider how we as an Office communicate and engage with internal staff and Officers in Dyfed-Powys about our work, commissioned services and partnerships for example, that will also ensure that the workforce understands the role and responsibility of the Commissioner.</p>		<p>Initial discussions have taken place with Dyfed-Powys Police's Head of Corporate Communications to understand what communications and engagement approaches could be included in the strategy. Further discussions are scheduled in Q2 with other OPCCs in Wales to understand their approach to internal communications and engagement.</p>

<p>Social Media Monitoring and Performance</p> <p>Establish a social media monitoring and performance tool to ensure that effective monitoring of these channels is undertaken to inform the analysis of the success of various means of engagement with different demographics within the area. (Recommendation from Internal Audit Report on Engagement and Communications).</p>		<p>Monthly reports are set up via Orlo - the platform in which we use to schedule and post. This information is shared with the Senior Management Team.</p>
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### Value 1 – Working Together

Action Required	RAG	Quarter 3 Progress Update
<p>Police and Crime Plan 2025-2029</p> <p>Following the elections held in May 2024 and the end of the Police and Crime Plan for 2021-2025 a new Police and Crime Plan requires development for the period 2025-2029.</p>		<p>Public consultation was formally launched on 8th July 2024 following a delay due to the General Election announcement.</p> <p>Internal consultation with DPP key stakeholders has been undertaken and early drafting is underway.</p> <p>A progress report is being provided to Police and Crime Panel in their July meeting.</p>
<p>Workforce Culture</p> <p>Work with the Force to improve workforce culture including a focus on compliance with the Code of Ethics for Ethical Policing, use of reflective practice and implementation of the Strategic Equality Plan (SEP).</p>		<p>During this period the Force have contacted the OPCC to work together to revise the Code of Ethics Committee. The Head of Assurance and Force representative will conduct a scoping exercise over the next quarter to present options at the People Ethics and Culture Board in October 2024.</p> <p>The joint Strategic Equalities Plan has been approved and will be published in August 2024. Films have been created to support knowledge and understanding of the SEP, which in turn will support implementation.</p>
<p>Local Businesses</p> <p>Work with the Force to develop a proposal for consideration in term 4 to work with local businesses to raise awareness and prevent violence and abuse towards shop</p>		<p>Proposal written and meeting diarised with the PCC and Force lead to go through Force Retail Crime Strategy to ensure that it dovetails with the proposal and PCC's wishes. Proposal will then considered by the OPCC's Senior Management Team.</p>

workers as well as encourage cyber resilience.		
Domestic Homicide Review Oversight Mechanism Pilot Work with the Domestic Abuse Commissioner's office to pilot the local oversight mechanism in collaboration with Pembrokeshire Community Safety Partnership.		Involvement in the pilot has been discontinued due to capacity issues within the Pembrokeshire Community Safety Partnership.
Evidence-Based Policing Collaboration Enhance partnerships between local academic institutions and key Force departments and the Commissioner's Office, with the aim of developing a Strategic Research Agenda for the Force.		Drafting of Strategic Research Needs Analysis (to inform Research Agenda) currently ongoing - this will inform external research requirements. Links have been formed with several local academic institutions, as well as colleagues in similar roles in other police forces as well as the College of Policing. Various projects are ongoing within the force and efforts being made to encourage academic collaboration where appropriate.
Data Innovation and Sharing Support the delivery of the Wales Data Analysis Innovation and Improvement Network (WDAIIN) workplan. This will also include achieving the routine sharing of police data into the SAIL Databank.		Preparations are underway with WDAIIN to deliver a 'Hackathon' event focused on synthetic opioids in mid September.  Police-SAIL data project remains in its infancy, with forces currently working through Data Protection Impact Assessments to achieve approval to progress plans for routine data sharing.

## Value 2 – Being Accountable

Action Required	RAG	Quarter 3 Progress Update
Holding to Account  A review of the arrangements for the Commissioner to hold the Chief Constable to account on all matters relating to the Force.		The review of governance arrangements commenced following the Police and Crime Commissioner elections in May 2024. A number of options have been proposed and these are due to be considered at a special meeting between the OPCC and the Force on 8th July prior to agreeing the revised arrangements.
Support the public to make informed and appropriate choices when accessing our services by: • Ensuring we have an easily accessible website that signposts individuals to specialist services as well as our own internal services.		During Q1 we have launched a new website. The new website aims to provide a more intuitive and informative experience for our community. Key sections have been updated to include comprehensive resources on public safety, crime prevention, and community engagement initiatives.

<ul style="list-style-type: none"> <li>• Ensuring that however an individual contacts the office they will wait no longer than 48 hours to receive the information they require.</li> <li>• Ensuring that the Force have sufficient understanding and awareness of commissioned services to bring them to the attention of victims and individuals who would benefit from accessing services.</li> </ul>		<p>Work is ongoing to ensure the website is accessible for all.</p> <p>There has been further work undertaken to ensure that individuals are responded to within 48 hours with the information they require.</p>
Governance and Financial Arrangements of All Wales Activity Work with Chief Executive Officers and Chief Finance Officers in Wales to improve governance and financial arrangements for All Wales activity.		A paper was agreed at the last Policing in Wales meeting in June 2024 to introduce a new governance arrangement to scrutinise collaboration arrangements. This will be implemented over the Autumn 2024.

### Value 3 – Being Sustainable

Action Required	RAG	Quarter 3 Progress Update
Financial Sustainability and Resilience Monitor the implementation of the recommendations from the Force Review to ensure that they deliver financial savings that are sustainable and resilient.		The Force review is reported regularly to Policing Board and the Chief Finance Officer monitors the recommendations to ensure that they provide evidence that any associated financial savings are resilient and sustainable.
External Funding Arrangements Review the external funding arrangements to ensure maximisation of opportunities.		An audit of external funding was undertaken in April 2024 that resulted in an overall assessment of substantial assurance. Activity undertaken in Quarter 1 has led to process improvements regarding finance controls and approval systems. Further work will continue during the year to maximize opportunities of external funding
Sustainability Culture Further develop and embed a culture in terms of sustainability by monitoring the reduction of our carbon footprint and ensuring any		Work is due to commence to record how the agile working arrangements have reduced the office's carbon footprint to establish a base line. Monitoring will then take place on when

agreements with partners is cognisant of the sustainability agenda.

staff attend the office to record the effect this has on the carbon footprint.

#### Value 4 – Engaging Widely

Action Required	RAG	Quarter 3 Progress Update
<p>Underrepresented Groups Strengthen our relationships with our communities through proactive engagement activities with the aim of:</p> <ul style="list-style-type: none"> <li>• Increasing the diversity of the workforce and volunteer groups.</li> <li>• Understand their feelings, views and experiences, and to provide information.</li> </ul>		<p>Assurance Team have been working with the Engagement team to increase the diversity of volunteer groups. During this period, they have attended colleges, schools and universities to promote volunteer schemes. Other activity has included visiting multicultural groups in Pembrokeshire and Carmarthen.</p>

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