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FRIDAY, 20 OCTOBER 2023

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 **CHAMBER - CEREDIGION COUNTY COUNCIL - NEUADD Y SIR, PENMORFA, ABERAERON SA46 0PA AT 10.30 AM, ON FRIDAY, 27TH OCTOBER, 2023** FOR THE TRANSACTION OF THE BUSINESS OUTLINED ON THE ATTACHED AGENDA

Wendy Walters

CHIEF EXECUTIVE

Democratic Officer:	Kelly Evans
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Webcast viewing link:	https://aisapps.sonicfoundry.com/AuditeIScheduler/Player/Index/?id=756dcbfe-5e72-48b8-bfb7-523c4da0c8b2&presID=06dd64912e6d4f2fbf38d199d7dc76181d

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

**DYFED POWYS POLICE & CRIME PANEL
14 MEMBERS**

CARMARTHENSHIRE COUNTY COUNCIL - 3 MEMBERS

1. COUNCILLOR KEN HOWELL
2. COUNCILLOR DOT JONES
3. COUNCILLOR KAREN DAVIES

CEREDIGION COUNTY COUNCIL - 3 MEMBERS

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

PEMBROKESHIRE COUNTY COUNCIL - 3 MEMBERS

1. COUNCILLOR BRIAN HALL
2. COUNCILLOR JONATHAN GRIMES
3. COUNCILLOR SIMON HANCOCK

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

AGENDA

1. APOLOGIES FOR ABSENCE AND PERSONAL MATTERS
2. DECLARATIONS OF INTEREST
3. TO SIGN AS A CORRECT RECORD THE MINUTES OF THE MEETING HELD ON THE 14TH JULY 2023 5 - 10
4. MATTERS ARISING FROM THE MINUTES (IF ANY)
5. QUESTIONS ON NOTICE FROM PANEL MEMBERS TO THE COMMISSIONER
Question from Professor Roffe

Commissioner, the ongoing plans by the Home Office to use Stradey Park Hotel in Llanelli to house asylum seekers continues to attract considerable media attention and have an impact on community cohesion. Please can you outline what engagement you have had with the Home office regarding this matter and what steps you are taking to ensure that Dyfed Powys Police is not placed in a disadvantageous position both in relation to the cost of policing the venue and its relations with the local community.

Question from Mrs Helen Thomas

Commissioner, the recent increase in shoplifting nationally has attracted considerable media attention. Has Dyfed-Powys witnessed a similar increase and what steps have you taken either separately from, or in conjunction with, the Chief Constable to address this problem?

Question from Councillor Keith Evans

Commissioner, recent reports have highlighted the dangers posed to young people by vaping. What role do you see police school liaison officers have in tackling this issue and what other steps have you taken or do you propose to take to help address this problem?

Question from Councillor Keith Evans

Commissioner, the new 20mph national speed limit in Wales will only be effective if properly enforced. Are you satisfied that you have sufficient resources to do this? Have you had any discussions with the Chief Constable regarding the approach the force will take to this work?
6. POLICING PROTOCOL - PERFORMANCE REPORT 11 - 40
7. DEEP DIVE REPORT - STALKING AND HARASSMENT 41 - 116
8. OFFICE OF THE POLICE AND CRIME COMMISSIONER BUSINESS PLAN 117 - 134
9. DECISIONS MADE BY THE POLICE AND CRIME COMMISSIONER 135 - 144

Agenda Item 3

DYFED POWYS POLICE AND CRIME PANEL

FRIDAY, 14 JULY 2023

Chamber, County Hall, Carmarthen, SA31 1JP
14:00pm - 16:09pm

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. Llywelyn - Police and Crime Commissioner;

Mrs. C. Morgans - Chief of Staff;

The following Officers were in attendance:

R. Edgecombe, Panel Monitoring Officer;

K. Evans, Assistant Democratic Services Officer;

R. Morris, Member Support Officer

S. Hendy, Member Support Officer

A. Eynon, Principal Translator.

1. APPOINTMENT OF PANEL CHAIR AND VICE-CHAIR

UNANIMOUSLY RESOLVED that :-

1.1 Professor Ian Roffe be appointed Chair of the Panel until the Panel Annual General Meeting 2024;

1.2 Councillor Keith Evans be appointed Vice-Chair of the Panel until the Panel Annual General Meeting 2024.

2. APOLOGIES FOR ABSENCE AND PERSONAL MATTERS

Apologies for absence were received from Councillor Les George (Powys County Council).

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

3. DECLARATIONS OF INTEREST

Member	Agenda Item No	Interest
Cllr. S Hancock	All agenda items	Family member is a serving Police Officer within Dyfed Powys Police Force
Cllr. D. Jones	Item 9	Dolen Teifi funding
Cllr. K. Evans	Item 9	Dolen Teifi funding

4. TO SIGN AS A CORRECT RECORD THE MINUTES OF THE MEETING HELD ON THE 19 MAY 2023

RESOLVED that the minutes of the Dyfed-Powys Police and Crime Panel meeting held on the 19th May 2023 be signed as a correct record.

5. MATTERS ARISING FROM THE MINUTES (IF ANY)

No matters were raised at the meeting.

6. QUESTIONS ON NOTICE FROM PANEL MEMBERS TO THE COMMISSIONER

6.1 Question from Professor Ian Roffe

The Commissioner has indicated at prior panel meetings his work outside Dyfed Powys, including the national air police group, the Home Office digital communications project and the all-Wales policing board. Leading and collaborating can bring benefits to this area as well as other Force Areas. Could the PCC give an up-to-date review of the scope of his current engagement with such external groups, the main issues each group is addressing and any potential ramifications for policing governance in the Dyfed Powys area?

Response from the Police and Crime Commissioner

The Commissioner advised the Panel that Commissioners in England and Wales come together in various meetings during the year. Each Commissioner undertakes a function, to share the burden to some activity. There was a governance review of the National Police Air Service three years ago, which highlighted some recommendations and changes needed in the structure, leading to an Independent Chair being appointed.

The Commissioner informed the Panel of the different forums and panels that he's involved with, i.e. set up of the Police Digital Services Board, Police Staff Counsel, Association of Police and Crime Board, Partnership Board for Wales, chair of Policing Wales during Covid, lead against violence against women and girls, has recently given evidence at the Welsh Affairs Committee, has developed

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

a youth forum to empower young people and is currently involved with the asylum seekers incident at Llanelli .

The Commissioner reassured the Panel that he was in regular dialogue with the Police force regarding the asylum seekers in Llanelli and was monitoring the situation very closely. The Commissioner noted that it was a very dynamic situation and is having an impact on the force.

6.2 Question on Notice from Professor Ian Roffe

Panel members have encountered diverse cases where members of the public have been dissatisfied with responses from Dyfed Powys police to 101 calls.

Is the PCC aware of issues with the 101 service and what approach is he taking in ensuring more timely and appropriate responses to the public?

Response from the Police and Crime Commissioner

The Commissioner informed the Panel that there are around 500 incidents recorded each day by telephone. One of the critical issues is that of staff turnover for force communications. The demands on staff are increasing and turnover is at 17%. Investment has been made into the telephony system which should improve and streamline recording. Extra resources are needed to man the telephony department. The Performance data on call handling will be sent out to the Panel for information. The Commissioner explained to the Panel that there is a current recruitment problem.

In response to a query regarding callers having a delay when requesting to use the Welsh language, the Commissioner informed that he would look into the issue and respond after his meeting with the Chief Constable in the following week.

The Commissioner asked the Panel to forward any complaints or queries from the public to his office, who would then record, investigate and respond.

In response to a query regarding the high number of calls being logged as abandoned, the Commissioner informed that the high numbers were of option 2 & 4, which are deemed at a lower level of threat. The Commissioner informed members that he is briefed at the Police Accountability Board and would update the Panel.

6.3 Question from Councillor Keith Evans

I was recently approached by a member of the public who wished to complain about how the police had dealt with a road traffic collision that she had been involved in. Whilst I was able to signpost this individual towards the force itself in this instance please could you outline, for the benefit of newer Panel members and members of the public who may be watching, your role of the police complaints process, the oversight that you exercise regarding how the force

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

handles complaints, and what the public should do if they wish to make a complaint against a police officer.

Response from the Police and Crime Commissioner

The Commissioner informed the Panel that his office have a booklet on how to make a complaint and it is on their website for all to view. If a complaint is made against a Police Officer, it is the Force's responsibility to investigate. To ensure that there is a record of a complaint, the Commissioner informed the Panel that it would be best practice, for an email or letter to be sent to either the Force or his office.

6.4 Question from Councillor Liz Rijnenberg

Neighbourhood Policing Teams (NPTs) are critical to the success of all of the Police and Crime Commissioners priorities. Anecdotal information indicates that the effectiveness of these teams in terms of visibility and responsibility can vary from locality to locality.

Given the recent restructuring of these teams and the opportunity to improve the standard of service how is the Commissioner assuring himself of the following:

1. That the new arrangements have been adequately resourced.
2. That structures are in place to ensure that the NPTs are simultaneously responsive and consistent in terms of how they will liaise and communicate with all stakeholders and importantly, victims of crime across the localities.
3. How the effectiveness of the teams will be monitored and evaluated.

Response from the Police and Crime Commissioner

The Commissioner informed the Panel that Dyfed Powys, now have more Police Officers than ever before. The specialist roles haven't all be filled. Local contact is important and the Commissioner informed the Panel that he would discuss responsible operational activity within the force with the new Assistant Chief Constable.

In response to a query, the Commissioner informed the Panel that further engagements with local members, Councillors and Town & Community Councils would be held in the autumn of this year.

7. POLICE AND CRIME COMMISSIONER'S ANNUAL REPORT

[NOTE: Councillor S. Hancock had earlier declared an interest in this item.]

The Panel considered the 2022-2023 Annual Report of the Police and Crime Commissioner, which would be launched at the Royal Welsh Show this year.

The Panel thanked the Commissioner for all the hard work put into the user-friendly report.

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

In response to a query, the Commissioner advised that there was no certainty around the future of funding for the different services mentioned in the report.

The Commissioner informed the Panel that a new service provider had been re-commissioned.

RESOLVED that the Annual Report be received.

8. POLICING PROTOCOL - PERFORMANCE REPORT

[NOTE: Councillor S. Hancock had earlier declared an interest in this item.]

The Panel considered a performance report in relation to the Policing Protocol for Q1 of the financial year 2023-24.

The Commissioner informed the panel that there was an increase in 2 actions marked Green and a decrease of 2 actions that are marked Amber. The improvements came within the area of external funding and the introduction of new policies and procedures in relation to external funding which has seen an increase in funding sourced and allocated. Further work will be undertaken to fine tune some of the work undertaken in the last quarter with a view to there being an increased number of improved areas in green.

RESOLVED that the report be noted.

9. DECISIONS MADE BY THE POLICE AND CRIME COMMISSIONER

[NOTE: Councillor S. Hancock, Councillor D. Jones and Councillor K. Evans had earlier declared an interest in this item.]

The Panel considered a report on decisions taken by the Commissioner between 10th May to 29th June 2023. The Commissioner advised that the report contained a decision, which had been omitted from previous report.

It was noted that there was a typo on page 122, the amount of the conference was £3750.

RESOLVED that the report be received.

10. OFFICE OF THE POLICE AND CRIME COMMISSIONER BUSINESS PLAN

[NOTE: Councillor S. Hancock had earlier declared an interest in this item.]

The Panel considered a report outlining how the Office of the Police and Crime Commissioner will deliver the Commissioner's priorities for 2023/24.

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

RESOLVED that the report be noted

11. CHANGES TO THE POLICING PROTOCOL ORDER

[NOTE: Councillor S. Hancock had earlier declared an interest in this item.]

The Panel considered a report outlining the changes impact upon the relationships between the Home Office, Police and Crime Commissioner, Chief Constables and Police and Crime Panels.

RESOLVED that the report be noted.

12. POLICE AND CRIME PANEL ANNUAL REPORT

[NOTE: Councillor S. Hancock had earlier declared an interest in this item.]

The Panel considered the 2022-2023 Annual Report of the Panel.

The Panel thanked Robert Edgecombe for all the hard work staff have done in producing the report.

The Panel were advised that hard copies of the report would be provided to libraries.

RESOLVED that the Annual Report be received.

CHAIR

DATE

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

DYFED-POWYS POLICE AND CRIME PANEL 27/10/2023

POLICING PROTOCOL – PERFORMANCE REPORT		
Recommendations / key decisions required:		
<ol style="list-style-type: none"> 1. To scrutinise the performance of the Commissioner 2. To make such recommendations to the Commissioner as the Panel considers appropriate 		
Reasons:		
The Policing Protocol Order 2011 sets out how the functions of Police and Crime Commissioner and Chief Constable are to be exercised in relation to each other		
Relevant scrutiny committee to be consulted NA		
Cabinet Decision Required	NA	
Council Decision Required	NA	
CABINET MEMBER PORTFOLIO HOLDER:- NA		
Directorate: Chief Executives	Designations:	Tel: 01267 224018
Name of Head of Service:		Email addresses:
Linda Rees-Jones	Head of Administration and Law	rjedgeco@carmarthenshire.gov.uk
Report Author:	Legal Services Manager	
Robert Edgecombe		

**EXECUTIVE SUMMARY
DYFED-POWYS POLICE AND CRIME PANEL
27/10/2023**

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 powers and duties

DETAILED REPORT ATTACHED?

YES

IMPLICATIONS

I confirm that other than those implications which have been agreed with the appropriate Directors / Heads of Service and are referred to in detail below, there are no other implications associated with this report:

Signed: *LRees-Jones*

Head of Administration and Law

Policy, Crime & Disorder and Equalities	Legal	Finance	ICT	Risk Management Issues	Staffing Implications	Physical Assets
NONE	NONE	NONE	NONE	NONE	NONE	NONE

CONSULTATIONS

I confirm that the appropriate consultations have taken in place and the outcomes are as detailed below

Signed: *LRees-Jones*

Head of Administration and Law

1. Scrutiny Committee - NA
2. Local Members – NA
3. Community / Town Council – NA
4. Relevant Partners - NA
5. Staff Side Representatives and other Organisations

**CABINET PORTFOLIO HOLDER(S)
AWARE/CONSULTED**

NA

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

Title of Document	File Ref No.	Locations that the papers are available for public inspection
Host authority file	PACP-079	County Hall Carmarthen

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

Dyfed Powys

Quarter 2 2023/24 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 healthcheck 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 healthcheck 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 Q2 of the financial year 2023/24 (July, Aug, Sept 2023)

RAG status comparison

This Quarter has seen an overall improvement in the number of actions that are now classed as Green with four improving on last Quarter's Amber performance but two have shown a decline from Green to Amber, the details of all are highlighted below.

Explore opportunities to reduce environmental impact – this has changed from Amber to Green as additional work has been undertaken during the last Quarter and further areas have been identified for future reductions in environmental impact.

Explore and maximise sponsorship opportunities – this has changed from Amber to Green due to a number of funding opportunities that have been shared with partners.

Explore collaboration opportunities with other partners – this has changed from Amber to Green due to further work that has taken place in collaboration with partners in the last Quarter.

Prepare and issue an annual report to the Panel on the PCC's delivery against the objectives set within the Plan – This changes from Amber to Green as the Annual Report has been published.

Handling of Information in accordance with Data Protection Legislation – this changes from Green to Amber due to the late replies to 2 Freedom of Information requests.

Monitor the performance of all commissioned services, ensuring they are fit for purpose and provide value for money – this changes from Green to Amber due to the performance concerns of the Goleudy service due to the lack of performance reporting information to evidence that the actions taken previously have remedied the issues.

Summary:

Of the 50 action areas:

	Qtr 1	Qtr 1	Qtr 2	Qtr 2
Red/Coch	0	0%	0	0%
Amber/Ambr	17	38%	15	30%
Green/Gwyrdd	33	62%	35	70%

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 2 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>The Police and Crime Plan for 2021- 2025 was published in December 2021. Work is continuing to deliver what is contained under each priority within the plan. Progress achieved is reported formally within the Annual Report.</p> <p>Work will commence over the coming months in relation to scoping the development of the next Police and Crime Plan. Timescale for project plan to be in place: Jan 2024.</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>A new Business plan has been prepared and published which focuses activity progressed by the OPCC in supporting the delivery of the Police and Crime Plan. Progress for delivery will be monitored through internal mechanisms and presented to the Police and Crime Panel for their information.</p> <p>Timescale: Business Plan 2024/25 to be developed by April 2024</p>
Review the Police and Crime Plan to ensure it remains fit for purpose		<p>Through the Business Plan and other work plans the Police and Crime Plan is constantly under review to ensure that the items contained within it are deliverable. Through continual engagement with the public the Commissioner is able to ensure that the work being undertaken adds value and is in the public's interest. Work will commence over the coming months in relation to scoping the development of the next Police and Crime Plan.</p> <p>Timescale for project plan to be in place: Jan 2024.</p>

17b) Scrutinise, support and challenge the overall performance of the force including against the priorities agreed within the Plan

Action Required	RAG	Quarter 2 Progress Update
There are formal governance arrangements in place to support effective scrutiny		<p>Clear governance arrangements are in place with escalation routes available to support the PCC in discharging his statutory responsibilities. These were reviewed as part of the annual review of the Corporate Governance Framework to ensure they support the PCC and appropriately take cognisance of the governance arrangements being put in place by the Chief Constable. A mapping exercise has been undertaken to ensure OPCC attendance at appropriate Force governance meetings to support PCC scrutiny responsibilities.</p> <p>Timescale: Further review to be undertaken post May 2024</p>
Development and annual review of Corporate Governance Framework		<p>The Corporate Governance Framework has been subject to a light touch review this year but still has included some important amendments. The main amendments have been in relation to increasing contract values and their level of scrutiny. The amendments were discussed and agreed at both the Joint Audit Committee and Policing Board.</p> <p>The next review of the Framework will be undertaken following the next Police and Crime Commissioner elections, post May 2024.</p>
Establish a risk-based, forward looking schedule of activity to support improvements in Force performance		<p>Scrutiny continued through Out Of Courts Disposal (OoCD) and Quality Assurance Panels (QAP).</p> <p>OoCD reviewed cases of assaults on police officers and emergency workers, 18 cases were looked, 9 Adult and 9 Youth, no recommendations were made to the Force. There have been two QAP meetings during this period where they have looked at the Crime Incident Hub and how they respond to victims. The Panel have also reviewed Stop and Search records to consider whether there were appropriate grounds for the officers to conduct the stop & search and how the officer dealt with the member of public.</p> <p>The OPCC also conducted a complaint dip sample of 5 closed complaint cases where the complaint concerned a Hate Crime incident. The dip sample includes complaints which were handled outside of schedule 3 and dealt with formally under schedule 3 of the Police Reform Act 2002.</p>

		Timescale: Ongoing
Ensure the public's views are represented in the PCC's scrutiny work		<p>The Custody Record Review continued during this period which looked at cases concerning Anti Rip suit and some BAME records. 26 records were reviewed and there were no concerns of disproportionality. The Pilot run with Dyfed Powys Police and Independent Custody Visiting Association has now been finalised.</p> <p>The area remains Amber as the OPCC recognises that there is a need to improve the diversity of our volunteer schemes. 2 new Quality of Service Caseworkers have been appointed, therefore there will be a focus on driving volunteers recruitment and increasing diversity of volunteers. The All Wales Policing Academic Collaboration recently funded research into understanding why individuals undertaking policing degrees were not actively engaging in policing volunteering opportunities. The findings from this research will be utilised to support and encourage such individuals to volunteer for schemes such as the Independent Custody Visiting Scheme.</p> <p>The OPCC conducted a deep dive into Dyfed-Powys Police's management of perpetrators of stalking and harassment. The results were published on 25th September 2023.</p> <p>Timescale: Ongoing</p>
Oversight and implementation of external inspectorates recommendations		<p>Four out of four responses published within statutory timescale:</p> <ol style="list-style-type: none"> 1. State of Policing: The Annual Assessment of Policing in England and Wales 2022. Published 09/06/23, PCC comment due 04/08/23, submitted on 03/08/23. 2. PEEL Spotlight: Police Performance: Getting a grip. Published 07/07/23, PCC comment due 01/09/23, submitted on 22/08/23. 3. An inspection of how effective police forces are in the deployment of firearms. Published 11/07/23, PCC comment due 05/09/23, submitted on 04/09/23. 4. Management of terrorist offenders in the wake of terrorist attacks. Published 20/07/23, PCC comment due 14/09/23, submitted on 12/09/23.

17c) Hold the Chief Constable to account for the performance of the Force's officers and staff

Action Required	RAG	Quarter 2 Progress Update
Development of a performance framework and structure that allows a greater understanding of the Police and Crime Plan outcomes		The New Business plan has been prepared and published and drives activity within the OPCC. Progress for delivery will be monitored through internal mechanisms and presented to the Police and Crime Panel for their information. Timescale: Business Plan 2024/25 to be developed by April 2024
There are formal governance arrangements in place to hold the Chief Constable to account for the performance of officers and staff		Clear governance arrangements are in place with escalation routes available to support the PCC in discharging his statutory responsibilities. These were reviewed as part of the annual review of the Corporate Governance Framework to ensure they support the PCC and appropriately take cognisance of the governance arrangements being put in place by the Chief Constable. A mapping exercise has been undertaken to ensure OPCC attendance at appropriate Force governance meetings to support PCC scrutiny responsibilities. A further review of governance will be undertaken as part of preparations for the Annual Governance Statement.
Chief Constable's Professional Development Review		The review of the Chief Constable's performance has been undertaken. Progress in relation to the Chief Constable's priorities are monitored through regular meetings between the Commissioner and the Chief Constable as well as through formal scrutiny arrangements.

17d) Decide the budget, allocating assets and funds to the Chief Constable; and set the precept for the Force area

Action Required	RAG	Quarter 2 Progress Update
Inform PCC's decision in respect of the precept		Detailed work continued during 2022/2023 which was provided to the PCC to inform his deliberations in relation to the precept for 2023/2024. This has included many discussions with Chief Officers, a seminar with Police and Crime Panel and Joint Audit Committee Members and subsequent meetings with the Police and Crime Panel's Precept Sub Group. The precept proposal for 2023/2024 were scrutinised by the Police and Crime Panel on 27th January 2023, and unanimously supported. Work has now commenced in 2023/24 in relation to the Budget and Mid Term Financial Plan (MTFP) for 2024/25 and there are a range of meetings scheduled to give due

		consideration to the array of financial considerations, including a number of sessions with the Police and Crime Panel Finance sub-group. Timescale: Decision by January 2024
Setting of Medium term financial plan		Following extensive scrutiny by both the Police and Crime Panel and Joint Audit Committee, the MTFP for 2023/24 - 2027/28 has been published. Work is progressing in relation to the budget for 2024/25 and MTFP. Timescale: Decision by January 2024
Funding of capital programme to provide force with appropriate assets to deliver effective policing services		Detailed work continues to further develop the longer term (10 year) capital programme which forms part of the approved MTFP and Capital Strategy which are considered by the Police & Crime Panel. All schemes within the programme have been reviewed to inform the MTFP for 2023/24 and beyond. The MTFP is also considered by the Joint Audit Committee in conjunction with the Reserves Strategy, Capital Strategy and Treasury Management Strategy Timescale: Decision by January 2024

17e) Appoint the Chief Constable

Action Required	RAG	Quarter 2 Progress Update
Appointment of Chief Constable		The Chief Constable was appointed in December 2021. Tenure – 5 years

17f) Remove the Chief Constable

Action Required	RAG	Quarter 2 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 2 Progress Update
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<p>Ensure the delivery of Value for Money</p>		<p>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 Chief Finance Officer (CFO) participates in a number of force governance meetings which routinely consider aspects of Value for Money (VFM). The Efficiency and savings plan is considered as part of the MTFP and a focus has been brought to project proposals and business benefits realisation which will seek to assist in the continual drive for VFM. VFM is an intrinsic part to procurement activity at a local, regional, and national level and continued engagement with BlueLight Commercial will assist in driving further VFM. The CC initiated a Force Review in June 2022 which is reviewing all aspects of service delivery seeking to make cost reductions/ efficiencies / productivity savings and organisational change to help mitigate the impacts of the cost of living crisis. Fortnightly updates are provided to the PCC on progress in relation to the Force Review at Policing Board. This work continues in earnest as work commences on budget setting for 2024/25 and the next MTFP. Timescale: Ongoing</p>
<p>Statutory compliance of estates ensuring fit for purpose for operational use</p>		<p>All TIAA actions have been satisfactorily closed, the HSE team continue to carry out structured periodic assessments of statutory compliance ensuring that high compliance standards result. This is an independent mechanism to the reporting of compliance to the governance OEG/SEG and Health and Safety Board meetings. Changes in the Estates Department through bringing all mechanical and maintenance under direct management since June 2023 ensure that direct ownership of the performance results with all providers carrying out the works directly reporting to DPP Estates staff. Central collation of all planned works for statutory reporting continues to be monitored closely ensuring that compliance standards are maintained at a high level. HSE audits continue and bi-monthly reporting to Governance continues. TIAA are scheduled to undertake and independent internal audit in October 2023. Current performance is at 96% Compliance with planned mitigation for the 4% in place to remediate.</p> <p>Timescales: There will be a continued requirement to make decisions on Force estate at various junctures over the ensuing year.</p>

Explore opportunities to reduce environmental impact

The Sustainability Group continues to operate under the chair of Director of Finance. This group has the responsibility to review all sustainability impacts the Force and its operations has on our wider environment. Energy Management and Utility Management Groups are in place which track consumption and energy savings initiatives and action plans on an ongoing basis. Utility consumption trends and improvements are tracked at a building utility level. The Estates operation has under its Decarbonisation Plan identified further capital scheme feasibility studies, these cover Photovoltaic, LED lighting, and energy reduction technologies and fabric improvements. Funding for the works are included in the Mid Term Financial Capital plan and will be focussed on the sub divisional headquarter buildings in the coming years. The trend of year of year reduction in utility consumption continues. The new Waste management contract has been mobilised across the force, this is targeted to reduce our waste to landfill significantly and is targeted to provide a reduced carbon footprint and costs savings to the force. DPP continue to input and participate in the All-Wales Sustainability and Decarbonisation Group where an overall tracker by Force is used to determine progress and share best practice. The ongoing review of the estate and opportunities to collaborate has identified further opportunities to collocate and reduce our carbon footprint. This structured plan is being mobilised with numerous new initiatives and opportunities across all improvement areas progressing, aligned with national and All-Wales Policing projects and opportunities being identified. Grant funding routes are also being progressed where possible.

Timescales: Ongoing

Explore and maximise external funding opportunities

Safer Streets 4 funding ended on 30th September 2023, all partners advised of requirements for final claim return including funding balances and deadline dates. All remaining projects are on track to spend their remaining funds during the final quarter.

Safer Streets 5 funding bid was submitted in early September 2023 requesting funds just under £1m. Early indication suggest that this fund will be awarded. Awaiting grant agreement and final fund values.

We have been successful in receiving grant funding from the Welsh Government to support the Violence Against Women Domestic Abuse and Sexual Violence national strategy. The funding will support the refurbishment of a room in a Police Station each Local Policing Area to

		<p>provide an environment which is more welcoming and homely to female victims/ witness of crime. The funds will also support the purchase of target hardening equipment.</p> <p>A funding bid has been submitted for Drugs Strategy – Out of Court Disposal options. This is for a pilot exercise to consider alternative means of dealing with drug related arrests. We are awaiting the outcome of this bid.</p> <p>We are in the process of exploring ideas to submit a funding bid to support Roads Policing functions. This is in the early phases of development with an aim to submit a funding proposal within 6 weeks.</p> <p>Timescales: Ongoing</p>
<p>Explore and maximise sponsorship initiative opportunities</p>		<p>Engagement work with Swansea Football Club Kicks project regarding future, alternative funding opportunities has begun with face to face meetings scheduled in October 2023 to discuss further.</p> <p>Funding opportunities shared with partners during this quarter include:</p> <p>Carmarthenshire Rural Innovation Fund</p> <p>Community Cohesion Small Grants Scheme</p> <p>Our Communities Together</p> <p>Grantiau Bach Prosiect Perthyn</p> <p>Place of Worship Security</p> <p>Current dialogue with Arfor project to understand and scope funding opportunities through the Welsh Language to help community economic growth.</p> <p>Timescales: Ongoing</p>
<p>Implement and maintain a risk register to identify and mitigate risks to the OPCC and force</p>		<p>Risks are reported to the Joint Audit Committee and OPCC Executive Team on a quarterly basis.</p> <p>Additional work is being undertaken on the reporting of risk to ensure there is sufficient line of sight on the risks and the mitigations in place.</p> <p>The Force has changed the format of their Risk Register and implemented changes on how risks are recorded, updated and scored. Work is continuing on the format of the OPCC Risk Register and this will be finalised in this</p>

		<p>following quarter. This work has been delayed due to competing priorities but the risks are still being managed.</p> <p>Timescales: Review of risk reporting to be completed by December 2023.</p>
<p>Utilise training and development plans for all OPCC staff</p>		<p>All staff within the OPCC have had their training and development requests discussed and where there have been requests for specific training these have been discussed as a Senior Management Team and where appropriate the training has been arranged. This has resulted in significant upskilling within this office.</p> <p>The Training Needs Analysis that has been undertaken by staff is currently being costed and will be considered by the Senior Management team in due course.</p> <p>Timescales: Fully costed training plan for the officer to be finalised by October 2023.</p>

17h) Enter into collaboration agreements with other PCCs, other policing bodies and partners

Action Required	RAG	Quarter 2 Progress Update
<p>Explore collaboration opportunities in accordance with the Policing Vision for Wales</p>		<p>Collaboration opportunities are at the forefront of office thinking and wherever appropriate the PCC will engage with the activities. As part of the Policing in Wales group several projects that were part of the All Wales Policing and Academic Collaboration that has seen Universities from across Wales working on different projects. The outcomes from three have been received and have been considered by Policing in Wales and show encouraging signs of tangible work that has been undertaken and used to shape Policing in the future.</p> <p>Further work has been agreed for this work to be extended during 2023-2024, with a specific focus on undertaking academic research in relation to Violence Against Women and Girls in Wales.</p> <p>Timescales: Ongoing</p>
<p>Explore collaboration opportunities with other partners</p>		<p>Collaboration is ongoing with the following business streams within force:</p> <p>Serious and Violence Organised Crime (SVOC) Teams</p> <p>Central Prevention Hub</p>

		<p>Welsh Language Unit</p> <p>External Funding Board has been re-established with force Chief Officer Group to inform and develop project funding proposals and maximise external funding opportunities.</p> <p>Terms of Reference, attendees and meeting expectations agreed – first meeting due on 3rd October.</p> <p>The External Funding Manager is also an attendee on the Ceredigion Shared Prosperity Fund Group and links in with external partners to maximise opportunities for funding in and out of the OPCC.</p> <p>Timescales: Ongoing</p>
<p>There are formal governance arrangements in place to scrutinise collaboration agreements</p>		<p>Collaboration is also scrutinised from a Dyfed Powys perspective through Policing Board and at an All Wales level through Policing in Wales. The Chief Executive Officer has commenced discussions with the newly appointed Assistant Chief Constable for Regional Collaboration in relation to how governance arrangements may be further strengthened and draft Terms of Reference are being developed.</p> <p>Timescales: Ongoing</p>

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 2 Progress Update
<p>Working with the Force to develop and implement our joint Strategic Equality Plan; meeting the objectives within</p>		<p>The regional survey that was launched last quarter by public sector partners to seek views from residents across Carmarthenshire, Ceredigion, Pembrokeshire and Powys about the experiences they, and others may have, when trying to access a range of public services from housing to health – was closed.</p> <p>A review of the survey responses is to take place with the Force’s Equality and Diversity Manager in October, when planning work will begin on the OPCC and DPP’s new Strategic Equality Plan for 2025-29.</p> <p>Timescales: April 2024</p>
<p>Development and implementation of OPCC Engagement and Communication Strategy and action plan, and Social Media</p>		<p>Communication and Engagement Strategy A new communication and engagement strategy was developed and signed off by the OPCC Executive team. The strategy set out our aims and objectives for communications and engagement activity, as well as the</p>

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

methods in which we will carry out the activity. The strategy will be published on the OPCC website.

Youth Forum

At the beginning of this Quarter, our Youth Forum hosted a Youth Conference to discuss our recent youth consultation – Y Sgwrs.

The conference focused on the Y Sgwrs consultation that the Youth Forum had been working on over the last year with the Office, which focused on three key areas: mental health support, substance misuse, and youth offending. Over a hundred partners attended the Conference which was held at Parc y Scarlets Hotel in Llanelli on 5th July. The partners ranged from voluntary organisations that work with young people, to local authorities, health board, schools and colleges, and the Children's Commissioner's office to name but a few.

There were presentations from forum members, and an opportunity to take part in meaningful conversations, exchange ideas, and network with key individuals. The conference offered a platform for young people to voice their concerns, share personal stories highlighted through the consultation, and discuss developing strategies and policies that can make a real difference to young people's lives.

All conference attendees were asked to write a pledge each, as a response to Y Sgwrs discussions. These pledges have been collected by the Office. The Youth Forum will aim to hold another event in 2023-24 in order to request an update from partners on their pledges. The consultation report was published at the Conference and is available to download on our website.

During Q2 we also opened a recruitment opportunity, in an attempt to increase the number of members. To date, 2 new members have been appointed. An induction session is being organised for YEF member at Police Headquarters in October.

Community Engagement Days

In July, ahead of the Youth Conference in Llanelli, a Community Engagement Day was organised for the PCC in Llanelli, where the PCC met with a local boxing club to discuss a local youth intervention initiative; a meeting with a local councillor to discuss matter in North Dock, and a meeting with Pobl Group to discuss the support services they provide in Carmarthenshire.

In September, another Community Engagement Day was held in Carmarthenshire for the PCC where he was invited to attend the 50th anniversary celebration of the Community Payback Scheme. During the day, the PCC joined up with colleagues from HMPPS' Payback Scheme in Llanelli to involve himself in some site maintenance, litter

picking, and cutting back overgrowth, to mark the 50 year anniversary.

Other engagement activity from the day included attending a meeting between the Carmarthen NPT officers and local councillors in Carmarthen to listen to local issues and concerns, and visiting Carmarthen Mosque.

Royal Welsh Show

At the Royal Welsh show, the OPCC did not have its usual designated joint space with Heddlu Dyfed-Powys Police at the show as the Force had decided not to attend. However, we arranged for the PCC to visit the Show for key discussions with Farmers' Unions, Government Ministers and other partners on rural crime issues and violence against women and girls.

The PCC met with Deputy Minister of Social Partnership, National Farmers' Union's Welsh Representatives, the Wales Rural and Wildlife Crime Coordinator, and Dyfed-Powys Police's Rural Crime Team to have key discussions on rural crime challenges in the Dyfed-Powys area and beyond.

The PCC also spoke at the launch of the Not In My Name campaign to end violence against women and girls, while also hosting a meeting with the Chief Executive of the Association of Police and Crime Commissioners, Mr Phil Goulding, who was visiting the event.

We also arranged for the PCC to visit the multi-agency control centre in the town Centre in Builth to meet with representatives from the Builth Wells Event Safety Group and other blue light partners who were based there for the week addressing the safety of visitors and residents.

Pembrokeshire Show

The OPCC had a joint space with DPP at Pembrokeshire show which took place in August where we were engaging with the public and asking them to complete our general public survey on policing perceptions. We were also aiming to promote our volunteering schemes, as well as our commissioned services.

Monthly bulletin

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.

Timescales: Ongoing

<p>Respond to community concerns in a timely manner</p>		<p>There was an increase in correspondence received relating to concerns against Police Estates. 99% were regarding the Force's announcement to sell four Police Stations across the Force area in the coming months, in particular Llanelli and Kidwelly. The PCC received reassurance from the Force that the sale of the stations would not impact the Force's delivery. The PCC has also sent out letters to key town and community councillors providing such reassurance. The PCC regularly monitors the Force's performance and meets with local communities on a regular basis to address any concerns.</p> <p>Timescales: Ongoing</p>
<p>Engage residents in contributing to assurance and scrutiny activity</p>		<p>2 new QAP members have cleared vetting, 1 is still awaiting clearance. We have 13 Active QAP members.</p> <p>1 Independent Custody Visitor (ICV) has joined and is awaiting vetting clearance.</p> <p>Total of 28 ICV visits were conducted during this period.</p> <p>The most frequent concerns raised by ICV's concerned Healthcare Professionals. The PCC has raised the issue with the Chief Constable at Policing Board and considerations are being given to address the issues and risk with the service provider. To mitigate potential risk there is a pilot of the use of Video Medical care.</p> <p>Timescale for achieving this: Ongoing and monitored by the Force</p>
<p>Provide effective and accessible services for victims and vulnerable people</p>		<p>MOJ reporting due to be submitted end of October. Formal reporting template received and shared with providers. Compliance and finance being completed by OPCC.</p> <p>No complaints received. 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. Having reviewed the APCC equality framework, we have implemented a requirement for all providers to undertake and present back equality monitoring assessments; 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 funding required for additional PCC resources to analyse and report compliance against VCOP. Additional dip sampling process model has commenced and early findings have been reported to LCJB. These are mainly quantitative as it is hard to analyse trends at this early stage.</p> <p>Timescales: Ongoing</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 2 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 2 Progress Update
Publish information in accordance with the Elected Local Bodies Order		<p>All required information is published on the website and monitored on a regular basis to ensure compliance with the Specified Information Order.</p> <p>Work has continued to develop a site map for the new website and has been agreed by the Senior Management Team and Executive Team. IT are currently designing and building a new website.</p> <p>In the meantime the website continues to be monitored to ensure that any missing information is updated in line with the Specified Information Order.</p> <p>Timescales: Ongoing review mechanisms to be utilised until the new website is complete to ensure continued compliance with the Elected Local Bodies Order.</p>
Publish information in an accessible and easy to reach format		<p>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.</p> <p>The regular monitoring of the website ensures that it will remain accessible to all. Work is still ongoing to develop a</p>

		<p>new look website for the office to further improve accessibility of information, but this has been delayed by staffing issues. Consultation has been undertaken in relation to the website and the responses will inform the development of the new website.</p> <p>Timescales: New website to be in place for next PCC term.</p>
<p>Publish information in accordance with the Welsh Language Standards</p>		<p>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.</p> <p>A Welsh Language Annual report has been drafted and will be finalised in October. Work is also due to commence on a specific Welsh Language strategy for the OPCC. It is envisaged to complete this strategy by the end of March 2024.</p> <p>Timescales: Annual Report to be published in September 2023</p>
<p>Proactively promote and raise awareness of Commissioned Services</p>		<p>Current website information checked and up to date. Link to the website is included within Victim Information Packs. Service performance and overview documents currently being finalised with updates and will be available on new website once website is implemented. Director of Commissioning (DoC) discussing plan for raising awareness of commissioned services with Head of Comms and Engagement.</p> <p>PCC Engagement team are linked into the press teams within all commissioned services and work jointly to share social media and press articles. Engagement team linked into new service provision and grant funded activity to ensure awareness and communication. DoC currently working with Comms/Engagement team to raise additional awareness of commissioned services.</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. Article recently shared in APCC In Focus highlighting good practice in Dyfed Powys regarding serious violence prevention work. Work underway on examples to be shared as good practice in collaborative commissioning of victim services across Dyfed Powys and Wales.</p> <p>All contracts contain standard requirement for promotion of services. Service implementation meetings include a</p>

		<p>focus on communications plans during implementation and at commencement of service. Commissioned services are required to acknowledge PCC /MOJ funding source in all publicity and materials. Following the APCC equality framework, we have asked providers to undertake equality assessments and provide evidence of awareness raising activity amongst all communities.</p> <p>Timescales: Ongoing.</p>
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17l) Comply with all reasonable formal requests from the Panel to attend their meetings

Action Required	RAG	Quarter 2 Progress Update
Quarterly attendance at Police and Crime Panel meetings		<p>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 officer to ensure members receive relevant and timely information.</p> <p>Timescale - Ongoing</p>
Provision of documentation to Police and Crime Panel as per their requests		<p>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. During the last quarter the OPCC have provided information and attended 3 Panel sub-group meetings at their request.</p> <p>Timescale - Ongoing</p>
Regular liaison between OPCC and PCP in support of discharging statutory duties		<p>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 officer to ensure members receive relevant and timely information.</p> <p>Timescale - Ongoing</p>

17m) Prepare and issue an annual report

Action Required	RAG	Quarter 2 Progress Update
Prepare and issue an annual report to the Panel on the PCC's		<p>The PCC's Annual report has been published which evidences the work undertaken by the Commissioner, his team and partners during 2022/2023 financial year in</p>

<p>delivery against the objectives set within the Plan</p>		<p>delivering against the priorities set out within the 2021/2025 Police and Crime Plan.</p> <p>Timescale: Publication for next Annual Report - July 2024</p>
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17n) Monitor all complaints made against officers and staff, whilst having responsibility for complaints against the CC

Action Required	RAG	Quarter 2 Progress Update
<p>Handling of complaints against the Chief Constable</p>		<p>One Chief Constable complaint as received during this period. The complaint was in relation to a delegated authority and as per IOPC guidelines, the complaint did not meet the criteria to be formally recorded.</p> <p>Timescales: Ongoing</p>
<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>		<p>There were 7 complaint reviews received during this period. 1 review received it was identified that the Relevant Review Body should have been the IOPC and not the OPCC. This was discussed with PSD who were in agreement and referred the review to the IOPC. 8 complaint reviews were completed which were not upheld, the OPCC have identified an improvement with the initial complaint handling conducted by PSD. All reviews were completed within set timescales.</p> <p>Timescale - Ongoing</p>

18) PCC must not fetter the operational independence of the police force

Action Required	RAG	Quarter 2 Progress Update
<p>Development and annual review of Corporate Governance Framework</p>		<p>This was completed in Quarter 4 of 2022/2023 in what was a light touch review of the Framework. Although there were some changes made in relation to the Delegated Powers aspect and the values for agreement of contracts.</p> <p>A fuller in depth and total review of the framework will be undertaken following the election of the next Police and Crime Commissioner. However, the framework and its component parts will be monitored to ensure there are no compliance issues.</p>

19) Access to information, officers and staff

Action Required	RAG	Quarter 2 Progress Update
<p>Handling of information in accordance with Data Protection legislation</p>		<p>As a corporation sole, the OPCC are subject to and responsible for Freedom of Information (FOI) requests.</p> <p>As a corporation sole, the OPCC are subject to and responsible for responding to FOI requests.</p> <p>There were 3 FOI requests received for the last Quarter and the OPCC held the information. Two requests were responded to out of time due to delays in responses being received. The themes of the requests were Domestic Abuse and finance.</p> <p>No Subject Access Requests were received this quarter.</p> <p>There were no potential data breaches reported this Quarter.</p> <p>Work is to progress during the next Quarter to improve analysis of information captured for FOI purposes and ensure processes are in place to support timely responses.</p> <p>Timescale - Ongoing</p>

20a) Delivery of community safety and crime reduction

Action Required	RAG	Quarter 2 Progress Update
<p>Development and implementation of a Governance Framework for Commissioning and Partnerships</p>		<p>Commissioning strategy in place for Term 3 which replaces previous documents. Available on PCC website.</p> <p>Latest Board meeting received presentation from those delivering activity under Safer Streets 4 funding, along with an overview of the bid for SSF5. Membership requires refreshing, attendance has been low for recent meetings despite having substitutes in place. Extraordinary meeting to hear views of victim engagement forum members to be planned for January 2024.</p> <p>Contracts register in place and reviewed for Term 3, alongside evaluation and audit plan for future of all commissioned services. Key milestones and decisions required for PCC all complete. Regular meetings between Director of Commissioning & Partnerships and Head of Procurement.</p>

	<p>All partnership contacts, including Community Safety Partnership managers, involved in consultation phase and contributed to metrics for performance framework. Head of Policy and Strategy has provided input into all Public Service Board Wellbeing plans.</p> <p>Tender evaluation process for new services and scoring for grant bids includes requirement to link to PCP priorities. Head of Assurance was undertaking work to review service provision compared to demand on Force, Police and Crime Plan priorities and unit costings - this was paused whilst the post was vacant and needs to be fed into the future work plans. Discussions ongoing.</p> <p>Local Criminal Justice Board (LCJB) members undertook a bespoke consultation as part of PCP development. 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. 2023/24 delivery plan signed off, reflecting local priorities such as Community Payback alongside national work on Rape and Serious Sexual Offences (RASSO) and Victims' Code of Practice etc.</p> <p>Timescales: Ongoing.</p>
<p>Commissioning of services in support of community safety and crime reduction</p>	<p>MOJ victims grant is match funded by PCC core funding. Total grant for 23/24 is £1,432,033 of a total £2.36m commissioning budget. Therefore the PCC provides approximately 39% of funding for services. This is noted in MOJ returns where match funding is reported to Ministers. Within the MOJ grant award is a total of £803,326 for 23/24 for provision of VAWDASV services. 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.</p> <p>Quarterly meetings are diarised between Youth Offending Prevention (YOPS) team managers, CSP managers and OPCC representatives. Some recent examples of topics discussed include first time entrants and crime trends, availability of secure accommodation for young offenders and young people under the national referral mechanism. Work continues with CSP and YOPS partners to deliver Serious Violence duty, in particular the strategic needs assessment and delivery plan.</p> <p>MOJ grant Terms and conditions are met with compliance recorded and endorsed by the Chief Finance office for grant returns. Grant agreements and contracts with</p>

		<p>providers ensure that appropriate T&Cs are met. Audit schedule includes checks on compliance.</p> <p>Contract no longer required since reunification of Probation services as provision of Restorative Justice (RJ) is statutory function for HMPPS. Therefore RJ facilitation for victims will continue - HMPPS work with Goleudy to identify and refer victims appropriately. Policy Team paper submitted to Policing Board July 2023, actions required from Force to be reported back December 2023. This will include refresh of training, RJ policy and referral process as well as consideration of service provision by OPCC.</p> <p>All partnership contacts, including CSP managers, involved in consultation phase and contributed to metrics for performance framework. Head of Policy and Strategy has provided input to all PSB WellBeing plans.</p> <p>Timescales: Ongoing</p>
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20b) Community Safety Partnerships

Action Required	RAG	Quarter 2 Progress Update
N/A in Wales	N/A	N/A

20c) Crime and disorder reduction grants

Action Required	RAG	Quarter 2 Progress Update
Development and implementation of a framework for the provision of crime and disorder grants		<p>During this quarter, the External Funding Manager has introduced the following to improve systems and processes:</p> <ul style="list-style-type: none"> Updated Grant Agreements documents Revised funding application form Decision making process map Scoring Panel introduced to ensure transparency and fairness <p>All of the above have been ratified by Executive Team and/or Legal Teams.</p>
Provision of crime and disorder reduction grants within 2022/2023		During this quarter 15 new funding requests have been received. Six have been accepted. The others are awaiting application form completion or discussions around project detail and funding values are ongoing.

		Reminders have been issued to funding enquiries that remain outstanding for 3 months or more. Timescale - Ongoing
Evaluation of crime and disorder reduction grants to determine social return on investment		Revised application form provides clarity on value for money and sustainability, ensuring detailed responses are provided for both. This also features in the revised scoring process to ensure circular economy principles are considered and Noted within the application and scored appropriately. Timescale - Ongoing

20d) Collaboration agreements

Action Required	RAG	Quarter 2 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 2 Progress Update
Monitor the performance of all commissioned services, ensuring they are fit for purpose and provide value for money		Q1 review meetings all held during summer. Meeting structure, minutes and actions audited as part of annual audit checklist. Procurement have provided new contract management template, being tested on new Independent Domestic Violence Advisor (IDVA) service within OPCC. Annual audit complete for 22/23 and includes review of timeliness and positive progress against KPIs. Goleudy performance concerns ongoing due to lack of performance reporting information to evidence whether actions have remedied the issues. The Force still cannot produce this data and therefore this remains on the risk register. 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. Latest Board meeting received presentation from those delivering activity under Safer Streets 4 funding, along with an overview of the bid for Safer Streets 5. Members

		<p>requires refreshing, attendance has been low for recent meetings despite having substitutes in place. Extraordinary meeting to hear views of victim engagement forum members to be planned for January 2024.</p> <p>Timescales - ongoing</p>
<p>PCC's contribution to the All Wales Criminal Justice agenda</p>		<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 structure 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 CSPs and Area Planning Boards to our Early Intervention and Prevention priority. This will also integrate with the Serious Violence Duty needs assessment and strategy.</p> <p>Local Criminal Justice Board meeting held September 2023 focussing on Victims priority, the most advanced workstream of the delivery plan. November focus will bring together key partners to align work on Early Intervention and Prevention. Discussions underway to allocate PCC funds to deliver innovative projects supporting the work of the LCJB, current proposal around supported housing models for offenders with complex needs.</p> <p>Timescales: Ongoing</p>
<p>PCC's national portfolio responsibilities</p>		<p>All Wales Criminal Justice Board Single Unified Safeguarding Review Board with Welsh Government</p> <p>Policing Board for Wales National Police Air Service Board Safer Communities Programme Board for Wales National Rural Crime Network - on the Executive Board VAWDASV National Partnership Board Co-Chair alongside Minister for Social Justice Jane Hutt MS</p>

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DYFED-POWYS POLICE AND CRIME PANEL 27/10/2023

DEEP DIVE REPORT – STALKING AND HARRASSMENT		
Recommendations / key decisions required:		
To note the report		
Reasons:		
The report seeks to assess progress in delivering key elements of the Police and Crime Plan		
Relevant scrutiny committee to be consulted NA		
Cabinet Decision Required	NA	
Council Decision Required	NA	
CABINET MEMBER PORTFOLIO HOLDER:- NA		
Directorate: Chief Executives Name of Head of Service: Linda Rees-Jones Report Author: Robert Edgecombe	Designations: Head of Administration and Law Legal Services Manager	Tel: 01267 224018 Email addresses: rjedgeco@carmarthenshire.gov.uk

**EXECUTIVE SUMMARY
DYFED-POWYS POLICE AND CRIME PANEL
27/10/2023**

DEEP DIVE REPORT – STALKING AND HARRASSMENT

On the 25th of September 2023, the Police and Crime Commissioner published a report on a Deep Dive review his Office has undertaken which scrutinises how Dyfed-Powys Police manages perpetrators of stalking and harassment. The report includes several key recommendations for the Force to consider as they look to improve their response to policing stalking and harassment.

The Police and Crime Commissioner identified stalking and harassment as an important area for scrutiny activity, contributing to the policing priorities set out within his Police and Crime Plan.

DETAILED REPORT ATTACHED?

YES

IMPLICATIONS

I confirm that other than those implications which have been agreed with the appropriate Directors / Heads of Service and are referred to in detail below, there are no other implications associated with this report:

Signed: *LRees-Jones*

Head of Administration and Law

Policy, Crime & Disorder and Equalities	Legal	Finance	ICT	Risk Management Issues	Staffing Implications	Physical Assets
NONE	NONE	NONE	NONE	NONE	NONE	NONE

CONSULTATIONS

I confirm that the appropriate consultations have taken in place and the outcomes are as detailed below

Signed: *LRees-Jones*

Head of Administration and Law

1. Scrutiny Committee - NA
2. Local Members – NA
3. Community / Town Council – NA
4. Relevant Partners - NA
5. Staff Side Representatives and other Organisations

**CABINET PORTFOLIO HOLDER(S)
AWARE/CONSULTED**

NA

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

Title of Document	File Ref No.	Locations that the papers are available for public inspection
Host authority file	PACP-079	County Hall Carmarthen

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

Deep Dive Review

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

July 2023

This document is also available in Welsh.

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Executive Summary

1. The policing of stalking and harassment is an area in which Dyfed-Powys Police has already taken steps towards improvement. Staff, officers and volunteers from the Force and Office of the Police and Crime Commissioner (OPCC) have completed several insightful pieces of work and scrutiny activities. As a result, the Force has already implemented initiatives to improve the policing response to stalking and harassment. Reports and their recommendations, as well as existing initiatives and projects have been fully considered by the OPCC as part of this review.
2. Several cases reviewed by the OPCC resulted in best practice being identified, specifically in relation to endorsements of case files by supervisors; the importance of stalking-related risk assessments; the meaning of the FOUR mnemonic¹; steps taken to safeguard victims; and referrals to victim support services.
3. A number of different training inputs for officers and staff cover aspects of stalking and harassment, focusing on safeguarding the victim, investigating offences, and controlling offenders' behaviour. The OPCC are reassured that all frontline officers have a detailed understanding of this complex crime.
4. It is encouraging that a review of the Stalking Champions Initiative is underway to ensure there are sufficient numbers of Champions and that they receive continued development through a structured training programme.
5. Dyfed-Powys Police has made notable improvements in its efforts to effectively manage perpetrators of stalking and harassment over recent years. There are some examples of excellent practice, however this is not consistent across all cases.
6. There was limited evidence found on the crime records reviewed that preventative measures and interventions had been considered in every case of stalking and harassment. Dyfed-Powys Police does not have a collective understanding of the preventative and intervention methods utilised against repeat offenders.
7. Dyfed-Powys Police does not currently monitor perpetrators once they have completed the Reflecting on Relationships Programme to assess whether they go on to reoffend.

¹ When considering the behaviour of a suspect and whether the behaviour is to be classed as stalking, officers ought to consider the FOUR mnemonic – are the behaviours Fixed, Obsessive, Unwanted, Repeated?
<https://library.college.police.uk/docs/college-of-policing/Stalking-and-Harassment-2020.pdf>

8. The OPCC also identified some concerns in terms of the monitoring and breaches of civil orders. Also, further engagement with HM Courts and Tribunals Service (HMCTS) is vital in securing an effective response to breaches of civil orders.
9. Police contact with victims and the delivery of updates and key information is an important aspect of the Victims' Code of Practice. The OPCC found a potential discrepancy in how victims feel and what is noted in police records in relation to updates. Victim Contact Agreements are usually made shortly after the trauma is experienced by the victims. It is therefore likely that the victim's requirements will change over time as they recover, or indeed realise the impact the crime has had on them.
10. The emerging issues from the Victims Needs Assessment, highlighting similar issues to this review, were:
 - a. the ineffectiveness of the operation of civil orders;
 - b. inadequate enforcement of breaches of civil orders;
 - c. a lack of understanding of stalking and harassment, both as offences and the support available; and
 - d. a lack of understanding of Stalking Protection Orders (SPOs).
11. Victims and survivors who chose to engage with the OPCC on this topic asked:
 - a. for officers to keep victims informed as to steps taken in their management of the offenders;
 - b. that reports of stalking and harassment are taken seriously from the outset; and
 - c. that victims are provided with the relevant and important information about perpetrator restrictions, bail conditions, and civil orders.
12. The OPCC has been encouraged by Force leads' recognition of, and commitment to, addressing the aspects for improvement. This was evidenced by the activity around the Stalking Champions Initiative and the planned introduction of the Civil Orders Officer, developments which came to the OPCC's attention during the drafting of this report.
13. The OPCC therefore makes a series of recommendations, aimed at supporting Dyfed-Powys Police to ensure all perpetrators are robustly managed and victims are supported.

Recommendations

Resourcing

1. Longer-term sustainable funding should be identified by Dyfed-Powys Police for the Domestic Abuse and Stalking Perpetrator Schemes Co-ordinator post.
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.
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.

Training

4. Dyfed-Powys Police 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.
5. HMCTS should consider independent training to improve judges' understanding and knowledge of the significance of breaches of civil orders.
6. In any future training-related surveys undertaken internally, Dyfed-Powys Police should look to seek specific feedback from officers on the inclusion of inputs from victims and survivors in training.
7. Dyfed-Powys Police should consider how learning from Operation Soteria Bluestone may be relevant and applicable to the policing of stalking and harassment.

Data

8. If they are not already doing so, Dyfed-Powys Police should set out the preventative and intervention methods utilised against repeat offenders within their future crime profile reports.
9. Dyfed-Powys Police should expand its Performance Dashboards to enable closer scrutiny of the application and breaches of civil orders.
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.

Perpetrator Interventions

11. Work to embed the Perpetrator Prioritisation Tool within Niche should be prioritised in order to maintain focus on this vital project.
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.

13. Dyfed-Powys Police 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.

Perpetrator Monitoring

14. Dyfed-Powys Police should consider the implementation of processes to manage civil orders as recommended by the Force's Violence Against Women and Girls (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.
15. The new Civil Orders Officer should support reviews of civil orders. Such reviews should incorporate the views of the victim.

Victims

16. Officers should be encouraged to revisit contact agreements with victims at various stages of the investigation.
17. Any future engagement with victims should consider whether victims were kept informed, in-line with the Victim Contact Agreement made with the investigating officer.
18. Further consideration should be given to the support available to victims of stalking in the upcoming retendering of Victim and Witness Services.

Outcomes

This review contributes to all three of the Police and Crime Commissioner's priorities set out within his 2021-2025 Police and Crime Plan². It sought to:

1. provide insights into the effectiveness of the offender management processes applied by Dyfed-Powys Police;
2. provide specific insights into the effectiveness of offender management processes in terms of their safeguarding of victims of stalking and harassment;
3. provide the public with assurance on Dyfed-Powys Police's approach to managing perpetrators of stalking and harassment and the safeguarding of victims; and
4. consider whether any improvements to stalking and harassment offender management processes could reduce the number of repeat offenders and prevent repeat victimisation.

Objectives

The review assesses and determines:

1. the Force's current profile for stalking and harassment crimes;
2. whether different offender management processes are put in place for the different offences of stalking and harassment;
3. what offender management processes are applied and whether they are robust, effective, and consistent, for example, Stalking Protection Orders and the Stalking Perpetrator Programme;
4. if the offender management processes applied are reducing stalking and harassment behaviour;
5. if the offender management processes applied are effectively safeguarding victims of stalking and harassment;
6. whether stalking victims are made aware of the offender management process applied in their case, and whether they feel safer as a result of these processes; and
7. whether the stalking and harassment related training delivered to Dyfed-Powys Police officers and staff is sufficient and effective.

Methodology

In order to meet the above outcomes and objectives, staff from the OPCC adopted a variety of research and review methodologies, including:

1. Desktop research on stalking and harassment and the national and local profiles of stalking and harassment offences.
2. A desktop review of existing Dyfed-Powys Police reports and recommendations linked to policing stalking and harassment offences.

² <https://www.dyfedpowys-pcc.org.uk/media/11091/police-and-crime-plan-2021-2025.pdf>

3. Detailed scrutiny of Force stalking and harassment data, with assistance from Dyfed-Powys Police staff.
4. Interviews with key Dyfed-Powys Police officers and staff members.
5. Feedback from victims through the Commissioner's Victim Engagement Forum and the Mid and West Wales Violence Against Women, Domestic Abuse and Sexual Violence (VAWDASV) Partnership's Survivor Advisory Panel.
6. The scrutiny of victim satisfaction data.
7. Consideration of scrutiny exercises undertaken by the Quality Assurance Panel.
8. Dip sampling of stalking and harassment cases.
9. A review of active Stalking Protection Orders.
10. Engagement with specialists in the stalking and harassment arena.

What is ‘Stalking and Harassment’?

The Home Office Counting Rules³ lists five offences under the umbrella of stalking and harassment:

1. Harassment
2. Racially or religiously aggravated harassment
3. Stalking
4. Malicious communication
5. Controlling and coercive behaviour

It is recognised that the scope of these five offences is very wide and could range from repeated telephone calls from a cold-call company to high-risk stalking. Therefore, although this review covers all 5 offences at certain points, there is a specific focus on the separate offences of ‘stalking’ and ‘harassment’.

Indeed, the question to be answered through this review, is *“Is Dyfed-Powys Police effectively managing perpetrators of stalking and harassment?”*

The crimes of ‘Stalking and harassment’ are set out under the 1997 Protection from Harassment Act⁴.

Under section 1 ‘Prohibition of harassment’, it states that:

- (1) A person must not pursue a course of conduct—*
- (a) which amounts to harassment of another, and*
 - (b) which he knows or ought to know amounts to harassment of the other.*
- (1A) A person must not pursue a course of conduct —*
- (a) which involves harassment of two or more persons, and*
 - (b) which he knows or ought to know involves harassment of those persons, and*
 - (c) by which he intends to persuade any person (whether or not one of those mentioned above)—*
 - (i) not to do something that he is entitled or required to do, or*
 - (ii) to do something that he is not under any obligation to do.*
- (2) For the purposes of this section [...], the person whose course of conduct is in question ought to know that it amounts to or involves harassment of another if a reasonable person in possession of the same information would think the course of conduct amounted to harassment of the other.*

Under section 2A ‘Offence of stalking’, it states that:

- (1) A person is guilty of an offence if—*

³ <https://www.gov.uk/government/publications/counting-rules-for-recorded-crime>

⁴ <https://www.legislation.gov.uk/ukpga/1997/40/contents>

- (a) *the person pursues a course of conduct in breach of section 1(1), and*
 - (b) *the course of conduct amounts to stalking.*
- (2) *For the purposes of subsection (1)(b) (and section 4A(1)(a)) a person's course of conduct amounts to stalking of another person if—*
- (a) *it amounts to harassment of that person,*
 - (b) *the acts or omissions involved are ones associated with stalking, and*
 - (c) *the person whose course of conduct it is knows or ought to know that the course of conduct amounts to harassment of the other person.*
- (3) *The following are examples of acts or omissions which, in particular circumstances, are ones associated with stalking—*
- (a) *following a person,*
 - (b) *contacting, or attempting to contact, a person by any means,*
 - (c) *publishing any statement or other material—*
 - (i) *relating or purporting to relate to a person, or*
 - (ii) *purporting to originate from a person,*
 - (d) *monitoring the use by a person of the internet, email or any other form of electronic communication,*
 - (e) *loitering in any place (whether public or private),*
 - (f) *interfering with any property in the possession of a person,*
 - (g) *watching or spying on a person.*⁵

Information available on Dyfed-Powys Police's website⁶, clearly sets out for the public what is meant by stalking and harassment:

"Stalking and harassment is when someone repeatedly behaves in a way that makes you feel scared, distressed or threatened. Someone you know could be harassing you, like a neighbour, or people from your local area or it could be a stranger.

Harassment *may include bullying at school or in the workplace; cyber stalking (using the internet to harass someone); antisocial behaviour; sending abusive text messages; sending unwanted gifts; or unwanted phone calls, letters, emails or visits. It's harassment if the unwanted behaviour has happened more than once.*

Stalking is like harassment, but it's more aggressive. The stalker will have an obsession with the person they're targeting. Someone you know could be stalking you; an ex partner or a person you were friends with, or it might be a stranger. If it's someone you know, or knew, it doesn't mean that it's your fault; it's still stalking and it's an offence.

Stalking *may include regularly following someone; repeatedly going uninvited to their home; checking someone's internet use, email or other electronic communication;*

⁵ <https://www.legislation.gov.uk/ukpga/1997/40/section/2A>

⁶ <https://www.dyfed-powys.police.uk/advice/advice-and-information/sh/stalking-harassment/what-is-stalking-harassment/>

hanging around somewhere they know the person often visits; interfering with their property; watching or spying on someone; or identity theft (signing-up to services, buying things in someone's name). It's stalking if the unwanted behaviour has happened more than once. The four warning signs of stalking are if the behaviour you're experiencing is:

- *Fixated*
- *Obsessive*
- *Unwanted*
- *Repeated*

Stalking and Harassment Offences

Volume

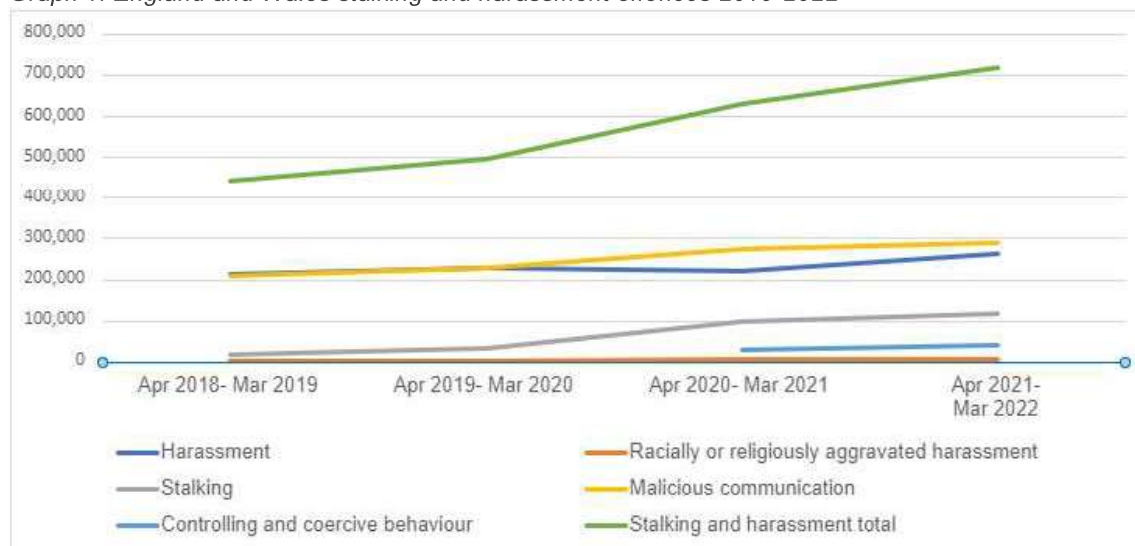
Data from the Office for National Statistics⁷ published on 26 January 2023 shows that stalking and harassment crimes across England and Wales rose by 14.09% for the 12 months to March 2022, compared to the same period the previous year.

Table 1: England and Wales stalking and harassment offences 2019 to 2022

Offence	Apr 2018 – Mar 2019	Apr 2019 – Mar 2020	Apr 2020– Mar 2021	Apr 2021– Mar 2022
Harassment	213,672	230,106	219,608	262,350
Racially or religiously aggravated harassment	3,078	3,520	5,409	7,464
Stalking	20,059	33,206	98,696	117,973
Malicious communication	208,002	228,118	275,257	289,971
Controlling and coercive behaviour	[x]	[x]	30,771	40,722
Stalking and harassment total	444,811	494,950	629,741	718,480

Source: Office for National Statistics 01/03/2023; [x] = indicates that data is not available

Graph 1: England and Wales stalking and harassment offences 2019-2022



Source: Office for National Statistics 01/03/2023

On 23 November 2022, the BBC published a news article entitled 'Stalking: Victims say new ways needed to tackle crime'⁸, in which they reported: "Police data for Wales' four forces shows reports of stalking has tripled over the past four years, with more than 6,000 stalking offences recorded in 2021-22."

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<https://www.ons.gov.uk/peoplepopulationandcommunity/crimeandjustice/bulletins/crimeinenglandandwales/yearendingseptember2022>

⁸ <https://www.bbc.co.uk/news/uk-wales-63716984>

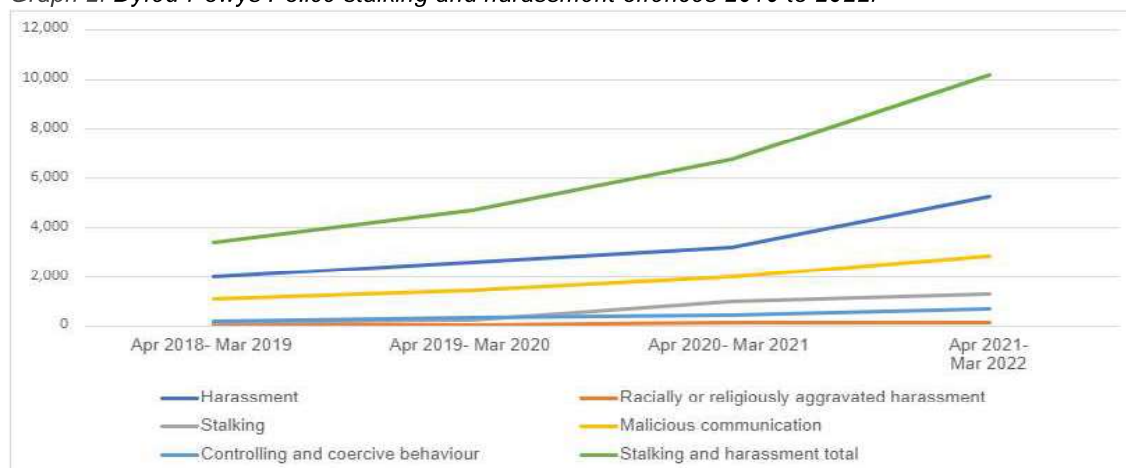
Data from Dyfed-Powys Police’s in-house systems helps to set the local picture:

Table 2: Dyfed-Powys Police stalking and harassment offences 2019 to 2022

Offence	April 2018 - March 2019	April 2019- March 2020	April 2020- March 2021	April 2021- March 2022
Harassment	1,979	2,605	3,215	5,269
Racially or religiously aggravated harassment	54	53	128	124
Stalking	133	264	976	1,286
Malicious communication	1,077	1,460	2,005	2,830
Controlling or coercive behaviour	175	345	428	690
Stalking and harassment total	3,418	4,727	6,752	10,199

Source: QlikView 30/03/2023

Graph 2: Dyfed-Powys Police stalking and harassment offences 2019 to 2022.



Source: QlikView 30/03/2023

Between April 2021 and March 2022, 10,199 cases of stalking and harassment were recorded across the Dyfed-Powys area. As with the national position, harassment and malicious communication were the most recorded offences, albeit harassment was the most prevalent in the Dyfed-Powys area, whilst malicious communication was the most prevalent nationally.

The data shows that stalking and harassment crimes across the Dyfed-Powys area rose by 51.05% for the 12 months to March 2022 compared to the same period the previous year. This increase is considered to be both due to changes to Home Office recording practices, as well as the Chief Constable setting a priority to eliminate domestic abuse, stalking and harassment in April 2022, resulting in a targeted focus of these crimes.

The Force has acknowledged issues around the recording of stalking and harassment offences. Changes were made to the Home Office Counting Rules regarding the recording of stalking and harassment offences in April 2020, whereby a course of conduct reported between a victim and their former partner had to be recorded as stalking, unless the Force Crime and Incident Registrar was satisfied that the matter amounted, in law, to harassment only.

Training for officers resulted in an increase in recording, however there were concerns that this had led to over-recording. As a result, the Force’s Crime Management Unit reviewed all course of conduct offences recorded from January 2022, highlighting incidents which were deemed to have been over-recorded as crimes. 297 crimes were subsequently cancelled.

The OPCC is assured that training on recording practices around course of conduct offences, is now embedded into training inputs provided by the Crime Management Unit and Force Crime and Incident Registrar, to ensure correct and accurate recording practices.

Graph 3: Dyfed-Powys Police Stalking and Harassment crime volumes per month, April 2021 to February 2023



Source: QlikView 07/03/2023. (Please note that this data was sourced from the Force’s systems on 07/03/2023 hence the dramatic decrease in cases for March 2023.)

The monthly volume of stalking and harassment decreased from October to December 2022, and then increased again in January 2023.

Domestic abuse related cases

Force data shows that a high number of stalking cases have a domestic abuse element, as demonstrated in the January 2023 report entitled ‘Domestic Abuse, Stalking & Harassment Performance’, which was developed for a Force Vulnerability Hub Portfolio meeting. The following graph has been taken directly from the above-named report.

Graph 4: Dyfed-Powys Police domestic abuse related stalking cases 2018-2022



Source: Dyfed-Powys Police 31/01/2023

Whilst the volume of stalking and harassment cases has increased each year, the proportion which are domestic abuse related has remained relatively consistent at an average of 64%. We must therefore be cognisant of this fact when reviewing data and the management of stalking perpetrators. The management of perpetrators with a domestic connection to the victim may need to be approached differently to non-domestic abuse related stalking cases. For example, there may be a more complex history for the police to consider when making decisions on how to safeguard the victim and prevent further offending.

Investigation Outcomes

In April 2013 there was a national move from the use of police ‘detections’ to investigation ‘outcomes.’ With the publication of a new Outcomes Framework⁹ came “an emphasis on greater transparency on how all crimes recorded by the police are dealt with”.

The OPCC is aware of work currently being conducted by the Force on investigation outcomes and victim withdrawal. In addition, in 2019, the OPCC identified an apparent rise of the utilisation of Outcomes 14¹⁰ and 16¹¹ for domestic abuse and sexual crimes. This led to a deep dive scrutiny review into victim withdrawal in November 2019. A summary of the findings, as well as the complete report, is available on the OPCC website¹².

⁹ https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/560132/pprc-user-guide-oct16.pdf

¹⁰ Outcome 14: Evidential difficulties: suspect not identified; victim does not support further action: Evidential difficulties victim based – named suspect not identified. The crime is confirmed but the victim declines or is unable to support further police action to identify the offender.

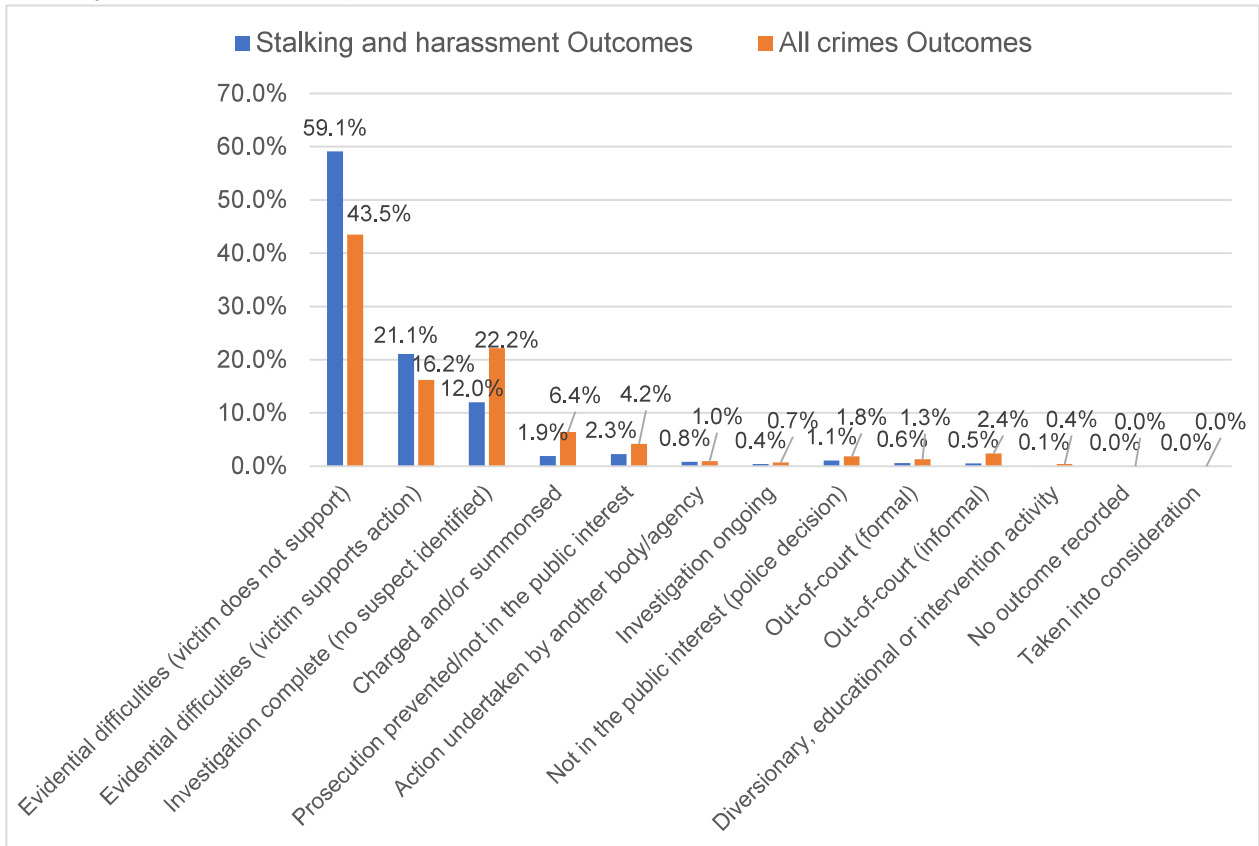
¹¹ Outcome 16: Evidential difficulties: suspect identified; victim does not support further action: Evidential difficulties victim based – named suspect identified. The victim does not support (or has withdrawn support from) police action.

¹² <https://www.dyfedpowys-pcc.org.uk/en/accountability-and-transparency/scrutiny/deep-dive/victim-withdrawal-december-2019/>

More recently, in March 2023, the Quality Assurance Panel focused their scrutiny activity on Outcome 16. They reviewed 16 cases and observed that there was a good rationale noted for the recording of Outcome 16 in most of the cases. The full report is due to be published on the 'Quality Assurance Panel' page of the OPCC website¹³.

Dyfed-Powys Police's outcome data for 'stalking and harassment' cases between April 2021 and March 2022 is presented in the following graph, alongside outcomes for 'all crimes', grouped in-line with 'Crime Outcomes in England and Wales 2020 to 2021'¹⁴.

Graph 5: Outcomes¹⁵ for 'all crimes' and 'stalking and harassment' crimes recorded by Dyfed-Powys Police between April 2021 and March 2022



Source: QlikView 17/07/2023

The graph shows that during the 2021/22 financial year, 59.1% of 'stalking and harassment' victims (6,024 victims) did not support further action, with Outcomes 14 or 16 applied to their cases. As this is 15.6% more than for 'all crime types' outcomes (43.5%, 18,510 victims), the question must be asked as to why a lesser proportion of victims of stalking and harassment support investigations. One of the emerging issues

¹³ <https://www.dyfedpowys-pcc.org.uk/en/the-office/volunteer-schemes/quality-assurance-panel/>

¹⁴ <https://www.gov.uk/government/statistics/crime-outcomes-in-england-and-wales-2020-to-2021/crime-outcomes-in-england-and-wales-2020-to-2021>

¹⁵ The Outcomes grouped within each option across the bottom axis of the graph can be viewed within [Appendix A](#).

from the victims' and survivors' feedback provided later in this report is the need for officers to take reports of stalking and harassment seriously from the outset.

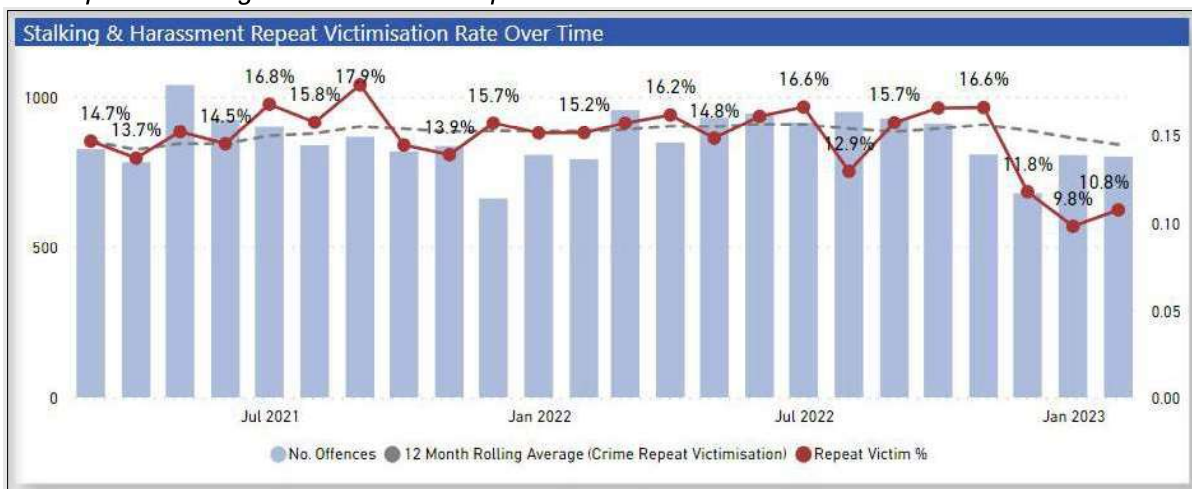
In comparison, across England and Wales during the year ending March 2022, 42.4% of victims of violence against the person offences (which includes stalking and harassment), did not support police action¹⁶.

For the same period, 17.1% of violence against the person offences in England and Wales were closed with Outcome 15, where the victim supports police action but there are evidential difficulties. In the Dyfed-Powys area, during 2021/22, 16.2% of 'all crime types' outcomes were finalised with Outcome 15, compared with 21.1% of 'stalking and harassment' crimes. This may have negative implications for the Force, as a victim of stalking and harassment whose case was finalised as Outcome 15 may not report further incidents to the Police. They may lose trust in the police investigation. This, in turn, may impact on victims' safety and escalation of offending could be missed.

Repeat Victimization

Stalking and harassment victims may be subjected to repeated victimisation. Under the '[What is Stalking and Harassment?](#)' section of this report, it is noted that stalking and harassment may be recorded when unwanted behaviour happens more than once. Indeed, one of the FOUR warning signs of stalking is 'Repeated' behaviour.

Graph 6: Stalking and harassment repeat victimisation rate over time



Source: Power BI 08/03/2023

It is evident from the above graph that repeat victimisation for stalking and harassment has decreased over the last few months, albeit with a slight increase from January to February 2023. This could be viewed as positive: repeat victimisation rates may be falling due to successful investigations, interventions and perpetrator management. Alternatively, repeat victimisation rates could have decreased because repeat victims are not reporting repeat offences. This could be due to personal circumstances and

¹⁶ <https://www.gov.uk/government/statistics/crime-outcomes-in-england-and-wales-2021-to-2022/crime-outcomes-in-england-and-wales-2021-to-2022#outcomes-assigned-to-offences-recorded-in-the-year-ending-31st-march-2022>

decisions, a lack of confidence in the Police, or an unsuccessful investigation/outcome for the first instance they reported. It is important that victims feel confident in reporting repeat behaviour and offences to the police.

Repeat Offending

The following data has been taken directly from the 2022 Stalking and Harassment Profile, as unlike the repeat victim data, repeat offender data could not be found on the Force's performance systems. The report uses data from 1st May 2020 to 31st May 2022.

The Force's Performance Team had to complete a manual data cleanse of crime recording systems and noted that whilst every effort was made to match nominals by name to establish recurrence, variations and duplicates may still occur.

Their findings were that:

- 1,987 distinct suspects were recorded as being responsible for the 2,428 stalking crimes (there were 36 crimes where the suspect was recorded as being unknown).
- 9,258 distinct suspects were recorded for the 16,250 harassment crimes.
- 275 (13%) individuals were recorded as being suspects for more than one stalking crime. 5 suspects were recorded as being responsible for 28 of these crimes.
- 2,467 (27%) individuals were recorded as being suspects for more than one harassment crime. 18 suspects were recorded as being responsible for 10 or more, which amounted to 260 crimes.

The OPCC requested information from Dyfed-Powys Police on the preventative and intervention methods utilised to manage these repeat offenders. The OPCC was advised that as this information was not considered for the 2022 Stalking and Harassment Profile, it was unavailable to consider.

The OPCC believes that the consideration of offender management information, such as the preventative and intervention methods adopted, should be included in the profile of repeat offenders of stalking and harassment. Further work may therefore be needed to enable the Force to adequately assess the effectiveness of their management.

Having said this, reassuringly, the OPCC is aware that the Force's recently introduced Perpetrator Prioritisation Tool¹⁷ allows high-risk and serial perpetrators to be identified and monitored and suitable interventions to be assessed. Once available across the Force area, this Tool will prove invaluable in monitoring and managing repeat offenders, and in turn safeguarding victims. **The OPCC recommends, if they are not already doing so, that the Force sets out the preventative and intervention methods utilised against repeat offenders within their future crime profile reports.**

¹⁷ The Perpetrator Prioritisation Tool provides Dyfed-Powys Police with a list of perpetrators who pose the greatest risk within local communities, across different offending types. Further detail is provided [later in this report](#).

Policing Stalking and Harassment - A Priority

In recent years, there has been a considerable focus both nationally on the policing of stalking and harassment and the wider 'Violence Against Women and Girls' (VAWG) agenda. In-line with the national position, the policing of stalking and harassment is a priority for both the Chief Constable of Dyfed-Powys Police and the Police and Crime Commissioner.

In 2022, Chief Constable Doctor Richard Lewis set a priority for the Force to work towards: *"The elimination of domestic abuse, stalking and harassment."* Commissioner Dafydd Llywelyn has identified stalking and harassment as an important area for scrutiny activity, contributing to the policing priorities set out within his Police and Crime Plan¹⁸.

Success under Priority one within the Plan, *'Victims are supported'*, can be measured through the *'safeguarding of victims against harm and repeat victimisation'*¹⁹. Success under Priority number 3, *'Our justice system is more effective,'* can be evidenced by *'reduced reoffending through targeted interventions and preventative orders'*²⁰.

It is therefore vital that the Commissioner undertakes scrutiny activity to review the Force's use of targeted interventions and preventative orders to safeguard victims and reduce reoffending.

It is recognised that the policing of stalking and harassment is an area in which Dyfed-Powys Police has already taken steps towards improvement. Similarly, work has been undertaken by the OPCS in this area.

Dyfed-Powys Police

Reflecting on Relationships Programme

In 2020, Dyfed-Powys Police introduced a Stalking Perpetrator Intervention Pilot, following the delivery of training by Professor Jane Monckton-Smith²¹ which focused on understanding and assessing the risk posed by stalking offenders.

The main aim of the pilot was the application of a two-pronged approach:

- 1) To raise awareness of the risks associated with stalking and of the tools which could be applied to better understand these, including the Homicide Risk Escalation (HRE) assessment and the Time Investment Grid; and
- 2) To develop a referral pathway to a Forensic Psychology UK intervention programme which would be offered to perpetrators to assist them in addressing their stalking behaviour.

To identify candidates for the intervention program, the Force adopted a process whereby a Screening Assessment for Stalking and Harassment (SASH) would be

¹⁸ <https://www.dyfedpowys-pcc.org.uk/media/11091/police-and-crime-plan-2021-2025.pdf>

¹⁹ Page 6, <https://www.dyfedpowys-pcc.org.uk/media/11091/police-and-crime-plan-2021-2025.pdf>

²⁰ Page 11, <https://www.dyfedpowys-pcc.org.uk/media/11091/police-and-crime-plan-2021-2025.pdf>

²¹ Professor Jane Monckton-Smith is a Professor of Public Protection at the University of Gloucestershire whose work focuses on the prevention of homicide, <https://www.glos.ac.uk/staff/profile/jane-monckton-smith/>

completed by a Domestic Abuse Officer (DAO) within the first few days after they received notification that a stalking crime had been recorded. Alongside the SASH, the HRE assessment would be undertaken to measure the risk the offender posed to both the victim and the public. If both of the above and specific perpetrator eligibility criteria were satisfied, the perpetrator would be approached to ascertain if they would be receptive to partaking in the programme. The offender was required to give consent to the process.

The Force's Domestic Abuse and Stalking Perpetrator Schemes Co-ordinator has advised the OPCC that the completion of a SASH is now well-embedded into Force practice, with Domestic Abuse Officers endorsing the Crime Management System with their consideration of the SASH outcome. OPCC staff reported evidence of these endorsements in their dip sampling activity ([detailed later in this report](#)).

However, the OPCC has also been advised that whilst the HRE toolkit is something officers keep in mind following training in this area, it is not as common to see this endorsed on the Crime Management System. In-line with this, OPCC staff noted no mention of the HRE toolkit in the records reviewed through dip sampling. **The OPCC recommends that the Force ensures all considerations of assessments such as HRE are noted by officers within the Crime Management System. This will ensure all officers involved in the investigation are aware of what has and has not been considered.**

It has been confirmed that the perpetrator intervention pilot programme is fully embedded into the Force's approach to policing stalking and harassment and known as the 'Reflecting on Relationships Programme.' It is delivered by Forensic Psychology UK (for high-risk cases and complex/live risks) and Threshold Domestic Abuse Service (DAS) (for medium to low-risk cases). The Domestic Abuse and Stalking Perpetrator Schemes Co-ordinator utilises the approach adopted through the pilot, as well as close consideration of the details of each case, prior to a referral to the Reflecting on Relationships Programme.

Review of referral mechanisms into stalking perpetrator interventions

In May 2022, Dyfed-Powys Police's Domestic Abuse and Stalking Perpetrator Schemes Co-ordinator independently carried out a review of referral mechanisms into stalking perpetrator interventions.

The Scheme Co-ordinator post was established in February 2022. The temporary funding for this post ended in March 2023. The OPCC is pleased to report that the Police and Crime Commissioner has provided funding for this post for the 2023/24 financial year. **The OPCC finds it essential that longer term sustainable funding is identified by the Force for the Domestic Abuse and Stalking Perpetrator Schemes Co-ordinator post.**

The Scheme Co-ordinator's review looked at referral pathways into perpetrator intervention programmes, Stalking Protection Orders (SPOs), a multi-agency

approach to stalking intervention, and the role of Independent Stalking Advocacy Caseworkers.

All of the recommendations set out within the report were reviewed by the Force as to their feasibility for implementation. A number were adopted, or had been implemented prior to the report, including:

1. The development of a simple document detailing the criteria for referrals to the Reflecting on Relationships Programme, accessible to all on the Force's internal system. The Domestic Abuse and Stalking Perpetrator Schemes Co-ordinator has also delivered inputs to teams across the Force area on the Programme and its referral process.
2. Domestic Abuse Officers acting as single points of contact (SPOCs) for stalking, having received enhanced training.
3. A robust programme of training on Stalking Protection Orders (SPOs) to raise awareness amongst officers, alongside the availability of a range of useful materials on the Force's internal system to assist offenders in securing SPOs.

Stalking and Harassment Profile

A profile of stalking and harassment for the Dyfed-Powys area was developed in July 2022. It provides an assessment of the nature and scale of these offences, along with focused analysis of victim and perpetrator profiles, geographical concentrations, identified trends, patterns and emerging issues.

Twenty recommendations were put forward within the profile; a number of which related to offender management, such as the implementation of a perpetrator tool and raising awareness of the role of the Domestic Abuse and Stalking Perpetrator Schemes Co-ordinator.

The OPCC was assured that the recommendations were discussed at the Force's Performance Meeting, chaired by the Assistant Chief Constable, where it was agreed that the profile would be shared with the Strategic Vulnerability Group and incorporated into the wider vulnerability hub action plan.

A number of the recommendations were progressed, such as the development of a [Perpetrator Prioritisation Tool](#), and raising awareness of how the Domestic Abuse and Stalking Perpetrator Schemes Co-ordinator may support officers.

Stalking Crime Reviews

In October 2022, Dyfed-Powys Police reviewed a sample of 116 stalking crimes which had occurred between November 2020 and October 2022.

Of those reviewed, 82.8% (96 crimes) were reconsidered as they were incorrectly recorded as a stalking offence and ought to have been reclassified.

Following this discovery, the Force reviewed all 2022 stalking cases and concluded 900 crimes need to be reclassified.

Stalking Champions Initiative

Dyfed-Powys Police has a Stalking Champions initiative, whereby officers with specialist knowledge provide peer support to officers investigating stalking crimes.

There are few Stalking Champions across the Force. The OPCC was provided with 6 names in comparison to over 40 Domestic Abuse Champions. The names of the Domestic Abuse Champions are available on the Force's Intranet, enabling officers who require specialist guidance on domestic abuse cases to easily find their details to seek support. The same information does not appear to be available for the Force's Stalking Champions.

In reviewing [stalking and harassment related training](#), the OPCC found no evidence of a specific structured programme for Stalking Champions. The OPCC has since been advised that a programme has recently been developed and is due to be rolled out in July 2023.

The OPCC recommends that the Force reviews 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.

HMICFRS Recommendations and Areas for Improvement

Dyfed-Powys Police has been progressing stalking and harassment related recommendations and an area for improvement (AFI) set by His Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) is:

- 1) Within their '*Living in fear – the Police and CPS response to harassment and stalking - A joint inspection by HMIC and HMCPsI*' report of July 2017²², HMICFRS recommended that "*Chief Constables and CPS Area leads should monitor and ensure compliance with the stalking protocol*". The '*Joint Protocol on the Appropriate Handling of Stalking Offences*' sets out the principles governing the investigation and prosecution of stalking or harassment offences²³. Reassuringly, the OPCC has been advised that this recommendation has been signed-off as complete.
- 2) Following on from the above 2017 inspection, new national recommendations were set out within the April 2019 '*Stalking and harassment: An inspection of Sussex Police commissioned by the police and crime commissioner, and an update on national recommendations in HMICFRS's 2017 report*'²⁴:
 - "*Within six months chief constables should ensure that forces record stalking or harassment crimes if appropriate when victims report breaches of orders.*"
 - "*Within six months chief constables should ensure that officers are aware of the importance of treating breaches of orders, where appropriate, as part of a wider*"

²² <https://www.justiceinspectors.gov.uk/hmicfrs/publications/living-in-fear-the-police-and-cps-response-to-harassment-and-stalking/>

²³ https://www.cps.gov.uk/sites/default/files/documents/publications/Stalking-and-Harassment-Protocol-2018_1.docx

²⁴ <https://www.sussex-pcc.gov.uk/media/4087/stalking-and-harassment-inspection-sussex-police-april-2019.pdf>

pattern of offending, and ensure that force policy and guidance helps officers to do this.”

The OPCC has been advised that these recommendations remain open, with areas for improvement identified by the Force in January 2023:

- *“Further work required as recording of breaches of orders is still inconsistent.”*
- *“Further work required with Local Investigation Units to seek to target and improve in this area.”*

- 3) Within their Dyfed-Powys 2021/22 PEEL Inspection report²⁵, HMICFRS highlighted an AFI: *“The Force needs to make sure it is carrying out effective and timely investigations into stalking and harassment crimes.”* The OPCC has been advised that this AFI has been signed-off internally as complete, but will be subject to scrutiny by HMICFRS during the 2023 HMICFRS PEEL Inspection.

Examining the Effectiveness of Psychological Interventions for Domestic Abuse Perpetrators: A Systematic Review

In 2021, as part of a Masters in Clinical Psychology and Mental Health, a Domestic Abuse Officer based in Powys published their findings of a review of research into the effectiveness of psychological interventions for perpetrators of domestic abuse. The officer kindly agreed to discuss the project with OPCC staff.

The project focused on which psychological interventions worked in reducing domestic abuse behaviour and offending. It included a review of 26 studies of male domestic abuse perpetrators. The report found that several factors aided positive improvements in behaviour, but importantly, that individual perpetrators responded differently to different types of interventions. A personalised intervention package approach was therefore recommended. This is in-line with the approach adopted through the Force’s Reflecting on Relationships Programme, whereby perpetrators are assisted in addressing their individual stalking behaviour.

Office of the Police and Crime Commissioner

The OPCC has also led the way in work linked to this area, specifically in relation to giving victims of stalking and harassment a voice; and allowing independent volunteers a role in the scrutiny of stalking and harassment investigations.

Victims’ Voice in Police Training

Members of the Dyfed-Powys Victim Engagement Forum were interviewed about their experiences with Dyfed-Powys Police. They provided feedback on what did and did not go well, the advice they would give to officers dealing with cases like theirs and how their experience affected their future interactions with the Force. One of the Forum members interviewed was a victim of stalking, and another of domestic abuse and coercive and controlling behaviour.

The interviews were brought together into one training video, which has been incorporated into Dyfed-Powys Police’s training package. The Force has also

²⁵ <https://www.justiceinspectors.gov.uk/hmicfrs/wp-content/uploads/peel-assessment-2021-22-dyfed-powys.pdf>

confirmed that they will ensure the video is shared and utilised wider within the development of their training programmes.

The video helps to ensure that police officers and staff are provided with a real-life perspective of victims' views of the policing service.

Quality Assurance Panel

During 2022, the Commissioner's Quality Assurance Panel reviewed cases of stalking and harassment on two occasions. They were asked to consider the timeliness of initial response and investigation; whether risk assessments were undertaken; if safeguarding plans were developed; whether civil orders were considered; and the level of supervision present within the cases.

The Quality Assurance Panel's reports, which include the Force's response to their findings, will be available on the OPCC website.²⁶

Panel members' scrutiny work preceded that of this review, therefore they did not look in detail at the use of civil orders but were simply asked to note whether there was evidence within the Crime Management System of a civil order being considered. Panel members noted evidence of the use of civil orders in just one out of 24 cases reviewed.

It cannot be guaranteed that civil interventions would have been suitable for every case. However, **the OPCC recommends that the Force ensures all considerations of interventions such as civil orders are noted by officers within the Crime Management System, whether they are progressed at that point or not. This should include when cases are discussed at Daily Management Meetings.** This not only provides reassurance that officers are considering these important preventative options, but also provides the relevant information to all other officers involved in and/or reviewing the case.

²⁶ <https://www.dyfedpowys-pcc.org.uk/en/the-office/volunteer-schemes/quality-assurance-panel/>

Offender Management Processes

Set out below are numerous offender management options available to investigating officers.

Offender Management Unit

Several areas of offender management are incorporated under the umbrella of Dyfed-Powys Police's Offender Management Unit: Integrated Offender Management (IOM), Management of Sexual or Violent Offenders (MOSOVO), Multi-Agency Public Protection Arrangements (MAPPA), Youth Offender Management, and Domestic Abuse Officers.

Integrated Offender Management (IOM)

In July 2021, the Neighbourhood Crime Integrated Offender Management Strategy²⁷ was introduced across England and Wales. The new Strategy provides an evidence based integrated offender management approach to tackling crime and its causes, and each police force is able to tailor their approach to meet local needs.

The overall aim of Dyfed-Powys Police's IOM programme - a co-ordinated approach to the management of individuals, is to reduce reoffending, support rehabilitation and protect the public from harm. It aims to ensure that fewer offenders fall through the gaps of the criminal justice system and encourage rehabilitation. Criminogenic needs are addressed, and offenders managed through IOM are directed to services which will support desistance from further criminal activity.

IOM puts offenders at the centre of a multi-agency forum, involving Dyfed-Powys Police, His Majesty's Prison and Probation Service (HMPPS), and other partners. Offenders suitable for IOM are discussed at weekly meetings.

There are four local policing area IOM teams, who assess offenders under three distinct cohorts:

- **IOM Fixed:** This includes the management of acquisitive crime offenders, such as burglary, robbery and theft from the person.
- **IOM Flex:** Allows the management of high-risk offenders of non-acquisitive crimes.
- **IOM Free:** The management of offenders posing the highest risk of imminent harm to our communities, including stalking and domestic violence perpetrators.

When a stalking offender is identified as high-risk, through the completion of a SASH, this is brought to the attention of the IOM team who will lead on the management of the offender through the investigation. If an offender is subject to a Stalking Protection Order, they will be managed by IOM.

²⁷

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/942145/neighbourhood-crime-iom-strategy.pdf

IOM are also involved in other areas of offender management such as the use of electronic monitoring and the Offender Diversionary Scheme.

Management of Sexual or Violent Offenders (MOSOVO)

The Force's MOSOVO officers are specifically trained in the response to, and management of sexual or violent offenders. Their main role is to ensure the robust management of registered sex offenders subject to Sexual Harm Prevention Orders. They also monitor and supervise offenders identified as Potentially Dangerous Persons, and those subject to Serious Crime Prevention Orders, Interim Sexual Risk Orders, and Stalking Protection Orders.

Stalking offenders will therefore be managed through MOSOVO if they have also committed sexual or violent offences.

Multi-Agency Public Protection Arrangements (MAPPA)

The risks posed by sexual and violent offenders, and others who pose a serious risk to the public are assessed and managed through MAPPA²⁸. It is a mechanism through which agencies discharge their statutory duties and protect the public in a co-ordinated manner.

Locally, Dyfed-Powys Police and HMPPS work together, along with other agencies, to protect the public through managing the risks posed by offenders living in the community.

Once offenders are identified, risk assessments are completed, Risk Management Plans are created for each offender, and resources are focused on the monitoring and supervision of these offenders.

Regular MAPPA meetings are held to discuss individual offenders, which includes the consideration of measures needed within the Risk Management Plan under the four pillars of supervision, monitoring and control, interventions and treatment and victim safety.

The Force's Domestic Abuse and Stalking Perpetrator Schemes Co-ordinator is invited to join meetings about stalking and domestic abuse perpetrators.

Domestic Abuse Officers

Dyfed-Powys Police's Domestic Abuse Officers review all medium and high-risk domestic abuse incidents reported to the Force. When considering that last year, 65% of all stalking cases had a domestic abuse element, it is common practice for Domestic Abuse Officers to review stalking cases. Domestic Abuse Officers provide safeguarding advice for victims of stalking through the completion of risk assessments.

Secondary Risk Assessment Unit

The Secondary Risk Assessment Unit sits within the Force's Vulnerability Hub, consisting of a team of officers who are specialised and experienced in identifying risk

²⁸ <https://www.gov.uk/government/publications/multi-agency-public-protection-arrangements-mappa-guidance>

in domestic abuse and stalking cases. The team's core function is to identify and review all domestic abuse cases which are high risk, repeat incidents and involve escalation. A detailed review of the circumstances of the case is undertaken, and a decision made on whether the case needs to be discussed at a multi-agency meeting. Actions are then allocated to reduce the risk posed by the perpetrator.

Stalking crimes which have a domestic abuse element are also reviewed in order to advise the investigating officer of potential referrals onto perpetrator programmes, where the outcome of the investigation is likely to be no further action.

Civil Orders, Notices and Bail Conditions

Several different interventions, civil orders/notices and conditions can be applied in cases of stalking and harassment to assist in the management of offenders:

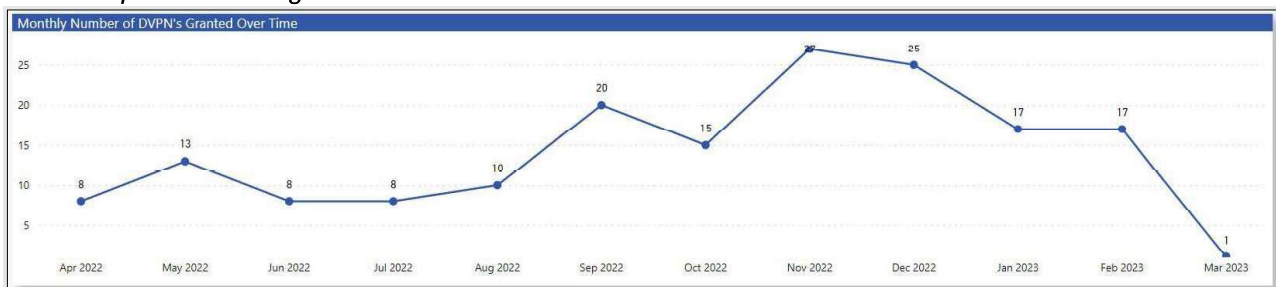
1. Domestic Violence Protection Notices (DVPN)
2. Domestic Violence Protection Orders (DVPO)
3. Non-Molestation Orders
4. Stalking Protection Orders
5. Restraining Orders
6. Bail conditions

The OPCC has been advised that the consideration of orders is now embedded into the Daily Management Meetings held by the Force as a first line of intervention. They are also considered at any secondary review of the case and any multi-agency meetings held.

Domestic Violence Protection Notices (DVPNs)

*"A DVPN is an emergency non-molestation and eviction notice which can be issued by the police, when attending to a domestic abuse incident, to a perpetrator."*²⁹ Such a Notice provides a victim with immediate support. If a DVPN is issued, the police must put an application into the Magistrates' Court for a DVPO within 48 hours.

Graph 7: DVPNs granted



Source: Power BI 08/03/2023 (Please note that this data was extracted on 8 March 2023, hence the drastic decrease for March 2023)

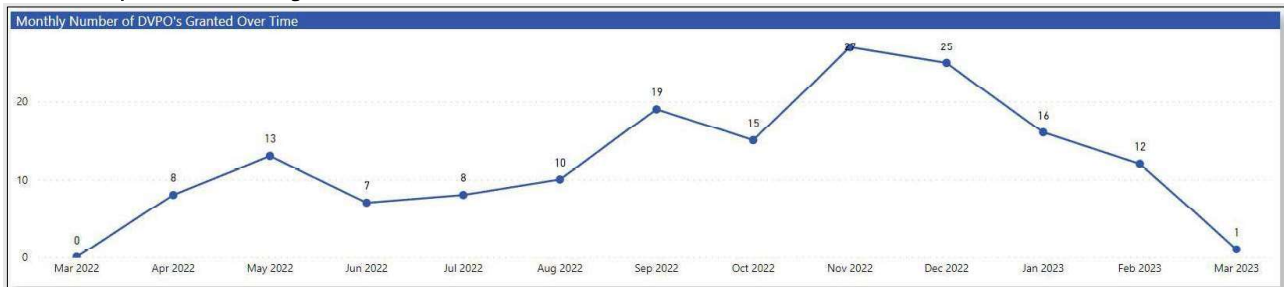
²⁹ <https://www.gov.uk/government/publications/domestic-violence-protection-orders/domestic-violence-protection-notices-dvpns-and-domestic-violence-protection-orders-dvpos-guidance-sections-24-33-crime-and-security-act-2010>

The Graph evidences a general increase in the use of DVPNs, albeit monthly figures dropped after December 2022. Please note that these figures relate to DVPNs applied for and granted only.

Domestic Violence Protection Orders (DVPOs)

“DVPOs are a civil order that fills a “gap” in providing protection to victims by enabling the police and magistrates’ courts to put in place protective measures in the immediate aftermath of a domestic violence incident where there is insufficient evidence to charge a perpetrator and provide protection to a victim via bail conditions.”³⁰

Graph 8: DVPOs granted over time



Source: Power BI 08/03/2023 (Please note that this data was extracted on 8 March 2023, hence the drastic decrease for March 2023.)

As with DVPNs, the above graph indicates a general increase in the use of DVPOs, up until December 2022. Please note that these figures relate to DVPOs applied for and granted only.

The data for DVPNs and DVPOs granted was readily available on the Force’s Performance Dashboard, Power BI. Unfortunately, similar data was not readily available for Non-Molestation Orders nor Restraining Orders. Data on Non-Molestation Orders is held by the Courts, whilst data on Restraining Orders was not available on the Force’s systems. However, data on Stalking Protection Orders was available through a direct request to the Force’s Legal Services department.

The OPCC recommends that the Force expands its Performance Dashboards to enable closer scrutiny of the application and breaches of civil orders.

This will ensure closer monitoring of civil orders’ use and breaches and provide data to improve performance where required. The OPCC has been advised that the Force plans to establish a new post of Civil Orders Officer, which should assist with this.

Non-Molestation Orders

A Non-Molestation Order *“protects a named person from specific behaviour by an abuser, which can include prohibiting the abuser from using or threatening physical*

³⁰ <https://www.gov.uk/government/publications/domestic-violence-protection-orders/domestic-violence-protection-notices-dvpns-and-domestic-violence-protection-orders-dvpos-guidance-sections-24-33-crime-and-security-act-2010>

violence, intimidating, harassing or pestering, communicating with the named person, and instructing or encouraging others to do the above on their behalf.”³¹

Restraining Orders

Restraining Orders can be applied in the event of a conviction or an acquittal. *“These orders are intended to be preventative and protective. The guiding principle is that there must be a need for the order to protect a person or persons. A restraining order is therefore preventative, not punitive.”³²*

Stalking Protection Orders (SPOs)

The Stalking Protection Act 2019, which came into force in January 2020 allows police forces to apply to Magistrates’ Courts for a civil Stalking Protection Order (SPO). Within an application, *“the police can request both prohibitions and/or requirements to protect the victim from the risk of stalking”³³.*

“The order can be made for a fixed period or until a further order is made. Where a fixed period is specified in the order, it must be for a period of at least two years. Different periods may be specified in relation to different prohibitions or requirements in the terms of the order, depending on the circumstances.”³⁴

Examples of prohibitions and preventative measures imposed on the perpetrator are to not enter certain locations, not to contact the victim by any means, and not to engage in surveillance of the victim. An SPO may also include positive requirements such as attending a perpetrator intervention programme or undergoing a mental health assessment.

SPOs *“enable early police intervention, pre-conviction, to address stalking behaviours before they escalate or become entrenched, by placing restrictions and/or positive requirements on perpetrators.”*

The phrases *“early police intervention”* and *“address stalking behaviours before they escalate”* are key. Professor Jane Monckton-Smith, in discussion with staff from the OPCC, emphasised the importance of considering SPOs as soon as a stalking case is identified by officers or the victims themselves. The Professor advised that all too often, discussions around SPOs take place too far down the line, *“when things get bad enough.”* SPOs are a tool for managing obsessive people and ought to routinely be considered at the earliest possible stage, not just in the most extreme cases.

³¹ <https://www.college.police.uk/guidance/violence-against-women-and-girls-toolkit/protective-measures-and-civil-orders>

³² <https://www.cps.gov.uk/legal-guidance/restraining-orders>

³³ <https://www.cps.gov.uk/legal-guidance/stalking-protection-orders>

³⁴ <https://www.gov.uk/government/publications/management-information-stalking-protection-orders/review-of-stalking-protection-orders-accessible-version>

This guidance is in-line with Recommendation 3 set out by the Home Office, that SPOs are always considered in cases of stalking³⁵. This was communicated to the Chief Constable by the Minister for Safeguarding in February 2023.

As with other civil orders, SPOs relating to a case with a domestic abuse element are considered at Daily Management Meetings as a first line of intervention. They are also considered during any secondary review of the case and multi-agency meetings held. This differs in cases which do not involve domestic abuse. Initially the officer investigating the case *should* consider an SPO, as should the Domestic Abuse Officer when completing the SASH. Finally, the Domestic Abuse and Stalking Perpetrator Schemes Co-ordinator will review stalking cases, to assess whether any opportunities for an SPO have been missed.

The OPCC has been advised that the threshold for securing an SPO is very high. It is therefore imperative that officers consider all available civil orders to safeguard the victim and prevent reoffending.

The OPCC recommends that Dyfed-Powys Police is assured 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.

On 26 January 2023, the Home Office published their latest data and findings on the use of SPOs across England and Wales between February and December 2021.³⁶ Overall, they found that the number of applications for SPOs had increased, but that there was a large disparity between forces. The Metropolitan Police and Sussex had made the most applications (106 and 36 respectively) for example, whilst 28 forces had put forward less than 5 applications each for an SPO.

Information provided from the Force Legal Services department showed that during 2021/22, four SPOs and one interim SPO were granted across the Dyfed-Powys area, whilst 5 applications were unsuccessful. During 2022/23, just 1 SPO was granted. 6 applications were unsuccessful.

The Legal Services department advised that applications were unsuccessful due to the criteria for an SPO not being met and files being closed when no further information nor instructions were received from the investigating officers.

At the time of writing this section of the report (March 2023), Dyfed-Powys Police had 7 active SPOs, 5 of which were put in place after December 2021, and would therefore not have been included in the Home Office data published in January 2023.

³⁵ <https://www.gov.uk/government/publications/management-information-stalking-protection-orders/review-of-stalking-protection-orders-accessible-version#recommendations>

³⁶ <https://www.gov.uk/government/publications/management-information-stalking-protection-orders/review-of-stalking-protection-orders-accessible-version>

Staff from the OPCC scrutinised the SPOs to assess the timeliness of the initial consideration of an SPO and its application, the term of the SPO, and whether the perpetrator linked to the SPO was effectively monitored.

Timeliness

In terms of how soon into an investigation an SPO was initially considered, findings varied. Encouragingly, in a stalking case with a domestic abuse element where the offender had already breached a DVPO, the victim was contacted to discuss an SPO just two days after they contacted the police.

An SPO was considered after 10 days in one case, following a suggestion by the Offender Management Unit. In other cases, it took 20 days, one month and two months. The latter case, whilst taking longer to consider an SPO, is highlighted as best practice by the OPCC: The supervisor emphasised how an SPO could enforce conditions such as attending the Reflecting on Relationships Programme and engage mental health services alongside prohibitions.

In a further case, a Domestic Abuse Officer advised the investigating officer to consider an SPO 3 months after police contact. Other civil orders were considered first in a different case, with a Restraining Order being granted, thus delaying the application for an SPO.

The length of time between initial police contact and the granting of an SPO also varied across the cases considered. Five of the seven were granted within 4-6 months. In one of these cases, an interim SPO was granted 6 months after the victim contacted the police and a substantive SPO was put in place 3 months later. This case demonstrates best practice, as it is evident that steps were taken to prevent reoffending and protect the victim, despite a lack of support from the victim.

The remaining cases sit at different sides of the scale. In one case, the length of time between police contact and the SPO being granted was less than 4 weeks. In the other case police were contacted in March 2021 and an SPO was granted 17 months later. The victim did not wish to provide a statement nor progress to a court case but requested an SPO. There were evidential difficulties which hindered an evidence-led investigation. Both these factors impacted the SPO application.

Term of SPO

Three of the SPOs considered were granted for a term of two years, whilst two were granted for a term of five years.

One SPO was put in place for ten years, whilst the final one was 'indefinite.'

It is evident that SPOs can be in place for quite some time and therefore important that the Force effectively monitors offenders subject to SPOs.

Offender Monitoring

In order to get an idea of the value of these SPOs, how effectively they work, and how the offenders are managed, the OPCC accessed the Force's Primary Nominal Index (PNi) intelligence system. The system allows crimes committed in the Dyfed-Powys area to be reviewed against an offender's name, to see whether the offender has committed further offences linked to the same victim, or crimes similar in nature.

Three of the seven offenders subject to the SPOs considered had no further crimes against their names on PNi. One of these offenders does not reside in the Force area. Another remains in prison, having been arrested for breaching a DVPO.

For the remaining offenders, PNi indicates further stalking offences in three instances. Of these, two offenders had committed further stalking offences against the same victims. One of these offenders had breached a Non-Molestation Order and sent malicious communications to the victim. The outcomes of these were Outcome 16 (*Victim does not (or has withdrawn) support - named suspect*) and Outcome 21 (*Further investigation to support formal action not in the public interest - police decision*) respectively. It is evident that this perpetrator's stalking behaviour against the victim continued and that civil orders were not a deterrence. This perpetrator needed to be managed effectively by the Force to prevent further escalation of their behaviour.

One offender went on to stalk a different victim. The final offender subject to an SPO had committed various offences against different victims.

This raises the question as to whether SPOs are enough of a deterrent from reoffending, as well as the effectiveness of how perpetrators are monitored whilst subject to SPOs.

As previously mentioned, the OPCC is aware of the establishment of the new post of Civil Orders Officer. It is the hope that this will assist with the monitoring of offenders subject to civil orders. **The OPCC recommends that recruitment into the Civil Orders Officer role is prioritised. One of the initial focuses of the role should be the development of a process to monitor offenders subject to all civil orders.**

Bail Conditions

When an offender is released from police custody awaiting a court hearing/trial (post-charge), or whilst the investigation continues (pre-charge), they may have to agree to bail conditions. These can include:

- living at a particular address;
- not contacting certain people;
- giving their passport to the police so they cannot leave the UK; and
- reporting to a police station at agreed times³⁷.

³⁷ <https://www.gov.uk/charged-crime/bail>

In some instances, to safeguard the victim and prevent reoffending, a civil order may be sought alongside bail conditions. This may be where a charging decision is unlikely to be met within custody time limits.

Management of Civil Orders

The OPCC has been advised that the Force's VAWG lead completed a Domestic Abuse Review in February 2023 focusing on the investigation, safeguarding and management of offenders. The review included the management of civil orders and set out the current management process and options for future improvement.

The review emphasised that the management of civil orders is not streamlined nor consistent. Some civil orders, such as SPOs are managed within the Offender Management Unit, whilst others, such as DVPOs are managed at local policing area level. Once an order is applied, there is no central repository to monitor and manage the order subjects. Those falling outside of the Offender Management Unit's remit are dealt with by the investigating officers and Neighbourhood Policing Teams.

The review also refers to a predicted increase in offender management over the next five years with the focus on offenders of VAWG, rape and other serious sexual offences (RASSO), and domestic abuse. This is expected to result in additional work for the Offender Management Unit and those managing civil orders across the Force area.

The review proposed the development and implementation of a process which will ensure that civil orders are monitored to maximise the protection to the victim and local communities. A clear process is set out within the review, identifying the different stages and who ought to take ownership at each stage. Local intelligence forums will be utilised to identify a designated officer or department to oversee the management of the civil order, completing tasks such as:

- ascertaining if a perpetrator programme was completed;
- making periodic contact with the victim to ascertain if there have been any breaches of the civil order; and
- ensuring that any new relationships entered into by the offender are considered for any disclosures, such as Clare's Law³⁸.

A process such as the above would be reassuring, as civil orders can sometimes last several years, and it is important that they are monitored for the entirety of their term. Indeed, one of the SPOs reviewed above has an *indefinite* term and requires close, ongoing monitoring.

This approach would also be in-line with section 34 of the new 2023 Strategic Policing Requirement (SPR), which states that police forces "*must maintain the capability to*

³⁸ Clare's Law enables the police to disclose information to a victim or potential victim of domestic abuse about their partner's or ex-partner's previous abusive or violent offending - <https://www.gov.uk/government/publications/domestic-abuse-bill-2020-factsheets/domestic-violence-disclosure-scheme-factsheet>

respond to all VAWG criminal offences [...] and in the context of local priorities, officers and staff should be able to assess the extent to which they need to:

c. make use of the existing legislative framework, including considering the use of preventative civil orders (including interim orders), to protect victims and intervene early. This includes considering whether any of the following may be appropriate: protective orders such as sexual risk orders, sexual harm prevention orders, domestic violence protection notices, domestic violence protection orders, stalking protection orders, female genital mutilation protection orders, forced marriage protection orders, and whether and how the domestic violence disclosure scheme, also known as “Clare’s Law”, might be applied.”³⁹

The OPCC therefore recommends that the Force considers the implementation of the processes to manage civil orders, as recommended by the Force’s VAWG lead in the Domestic Abuse Review.

Breaches of Bail Conditions, Civil Orders and Notices

Section 34d of the SPR states that officers and staff must “investigate breaches of civil orders, making full use of the range of tools available, to manage risk and to minimise harm.”⁴⁰

Breaches of bail conditions, civil orders and notices do occur within the Dyfed-Powys area, as portrayed in the graphs which follow. OPCC staff have also seen evidence of this through their dip sampling of stalking and harassment cases, highlighted later in this report.

To what extent breaches are addressed impacts how effectively perpetrators are managed, and in turn, how well victims are safeguarded.

HMICFRS identified this as an area of concern in their 2019 ‘Stalking and harassment: An inspection of Sussex Police commissioned by the police and crime commissioner, and an update on national recommendations in HMICFRS’s 2017 report’: “We are concerned that police forces are dealing with breaches of orders in isolation, and are not recognising or properly addressing the wider patterns of victimisation. As a result, forces might not be adequately assessing the risks to some victims, and might not be appropriately investigating and prosecuting cases.”⁴¹

Dyfed-Powys Police has acknowledged that this is an area in which further work is required.

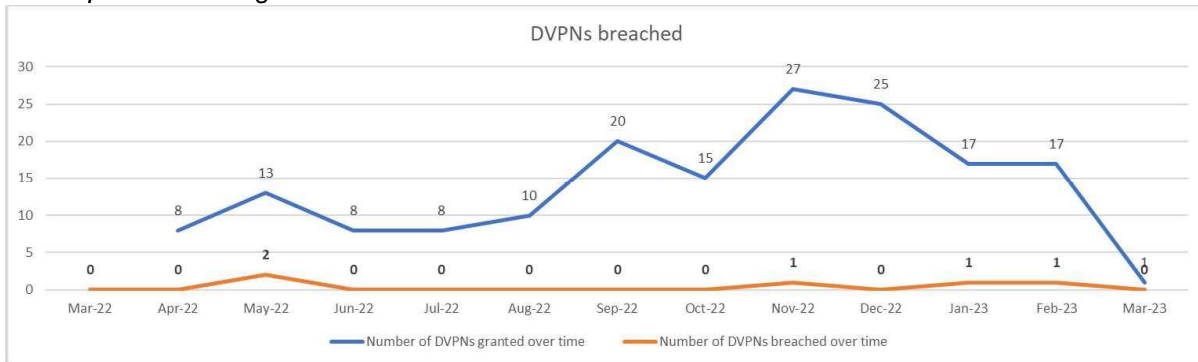
³⁹ Page 15 and 16 [20230223 Strategic Policing Requirement V1.2 - OS.pdf \(publishing.service.gov.uk\)](#)

⁴⁰ Page 16 [20230223 Strategic Policing Requirement V1.2 - OS.pdf \(publishing.service.gov.uk\)](#)

⁴¹ Page 17 <https://www.sussex-pcc.gov.uk/media/4087/stalking-and-harassment-inspection-sussex-police-april-2019.pdf>

Where either a DVPN or DVPO is breached, the Police have a duty to remand the offender in custody and bring them before a Magistrates' Court.⁴²

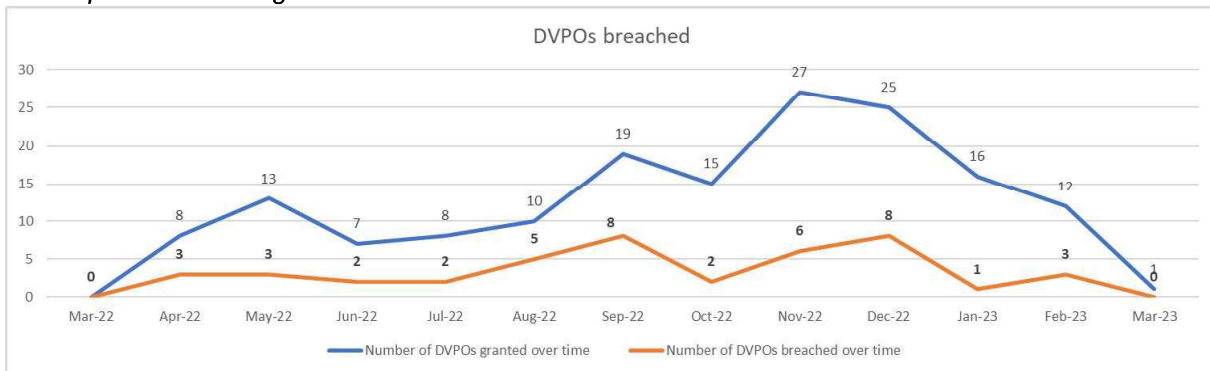
Graph 9: DVPNs granted and breached



Source: Power BI 08/03/2023

The number of DVPNs breached is quite low compared with the numbers issued. The highest number of breaches recorded in one month was 2 (May 2022).

Graph 10: DVPOs granted and breached



Source: Power BI 08/03/2023

A high number of orders were issued in November and December 2022, with 6 and 8 breaches recorded respectively.

As with the data for DVPNs and DVPOs granted, the data for DVPNs and DVPOs breached was readily available on the Force's Performance Dashboard, Power BI. Unfortunately, similar data was not readily available for breaches of Non-Molestation Orders, Restraining Orders nor Stalking Protection Orders.

Breaches of Non-Molestation Orders, Restraining Orders and Stalking Protection Orders are however also criminal offences and will therefore be recorded against offenders' details on police systems.

*"The police have a power of arrest where an officer has reasonable grounds for believing that conditions imposed on [...] bail have been breached."*⁴³ If it is a breach

⁴² <https://www.gov.uk/government/publications/domestic-violence-protection-orders/domestic-violence-protection-notices-dvpns-and-domestic-violence-protection-orders-dvpos-guidance-sections-24-33-crime-and-security-act-2010#:~:text=4.10%20Breach%20of%20a%20DVPN,from%20the%20time%20of%20arrest.>

⁴³ <https://www.cps.gov.uk/legal-guidance/bail>

of bail pre-charge, officers can arrest the perpetrator and return them to custody, but at this stage, a crime has not been committed. A breach of pre-charge bail conditions is noted on the perpetrator's original custody record and would not appear on the Force's systems when searching a perpetrator's history.

Post-charge bail breaches amount to a criminal offence and will therefore be recorded against offenders' details on police systems.

The OPCC has been advised that data on all breaches of bail conditions is not readily available due to this difference in how pre- and post-charge breaches are dealt with. Officers must check a number of systems to identify breaches.

The difference in how breaches are recorded, and where the information is available, strengthens the OPCC's recommendation for the Force to consider how its Performance Dashboards can be developed to enable closer scrutiny of the application and breaches of civil orders such as these.

It is important that the wider picture is considered when looking at a perpetrator's offending history and patterns of behaviour, especially in their disregard for civil order or bail conditions.

The arrival of the Niche⁴⁴ record management system will improve the Force's ability to effectively consider the wider picture, but the Niche Offender Management Package has not yet been established for Dyfed-Powys Police. Currently, flags can be added to an offender's record to show they have breached a civil order.

This is an improvement, but it is important that the Force takes further steps to improve this matter whilst waiting for the implementation of the Niche Offender Management Package.

Early access to and consideration of such information would be beneficial to the investigating officer in assessing the risk the perpetrator poses and in considering the most effective offender management and victim safeguarding processes to adopt. If an investigating officer does not have access to the full wider pattern of behaviour, the interventions and victim safeguarding they instigate may not be as effective.

The importance of investigating and dealing with breaches of prevention measures, such as notices and orders, was also highlighted by Professor Jane Monckton-Smith in a discussion with OPCC staff.

Learning from Professor Jane Monckton-Smith

The Professor emphasised that a breach which is not well dealt with will set the victim back in their recovery and encourage the suspect to continue with their criminal activity: *"A breach is a breach, and you have to act on it, or the obsessive person is going to keep acting in that way."*

⁴⁴ <https://nicherms.com/region/uk/>

Considering the above, OPCC staff sought to find information on perpetrators' previous breaches of civil orders and bail conditions in the cases linked to the dip sampling exercise. It was identified that there is not one specific location on the Force's systems whereby this information can be easily found. The breaches resulting in a recordable criminal offence are recorded on the Police National Computer (PNC), and the information can be accessed on PNi.

However, any breach which does not amount to a recordable criminal offence, such as a breach of pre-charge bail, is not accessible on this system. Breaches which do not amount to a criminal offence are just as important to consider as breaches which do, when considering a perpetrator's past behaviour. As emphasised by Professor Jane Monckton-Smith, a breach is a breach.

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

This approach would also assist Dyfed-Powys Police in successfully taking breaches to court. An accessible complete record of all breaches would emphasise the importance of the court considering a current breach, in-line with previous instances.

Professor Jane Monckton-Smith advised that the way in which the His Majesty's Courts and Tribunals Service (HMCTS) views breaches may also have an impact on how the police can respond to them. The Professor was concerned that instead of considering why the breach is important, i.e., that it evidences obsessive behaviour, Courts focus solely on the nature of the individual breach.

Dyfed-Powys Police has also highlighted this concern in their discussions with the OPCC. The Force was concerned about how rigidly HMCTS apply their guiding principles in-line with the nature of the breach. As a result of this concern, the Force, together with the Regional Advisor for the Mid and West Wales Violence Against Women, Domestic Abuse and Sexual Violence (VAWDASV) Partnership and the Police and Crime Commissioner's Director of Commissioning and Partnerships, approached HMCTS to offer and encourage awareness training on the matter. Unfortunately, this suggestion was met with resistance, with HMCTS highlighting the importance of maintaining judicial independence as well as impartiality in any training provided.

The OPCC recommends that HMCTS considers independent training to improve judges' understanding and knowledge of the significance of breaches of civil orders.

This action ought to be taken forward in collaboration with the VAWDASV Partnership, commissioned services, victims, and survivors. This would ensure the impact of the courts' decision making on victims is fully understood.

Reflecting on Relationships Programme

In the '[Policing Stalking and Harassment - A Priority](#)' section of this report, detail was provided on the above programme, onto which perpetrators of stalking and harassment can be referred.

The Force's Domestic Abuse and Stalking Perpetrator Schemes Co-ordinator advised the OPCC that they have overseen twenty referrals onto the Scheme, with four referrals being made so far in 2023. Two further referrals were being secured at the time of writing⁴⁵.

Seven perpetrators had completed the Programme at the time of writing, with a number continuing to engage. Three perpetrators withdrew from the Programme, and one referral was on hold pending a criminal trial.

Engagement with the Programme can now be set as compulsory, through conditions within an SPO. Four perpetrators have engaged with the Programme as a direct result of an SPO condition.

Dyfed-Powys Police does not currently monitor perpetrators once they have completed the Programme to assess whether they go on to reoffend.

The OPCC recommends that consideration is given to heightened follow-up and monitoring once interventions, such as the Reflecting on Relationships Programme, are completed.

This is in-line with the recommendation put forward in the VAWG Force Lead's Domestic Abuse Review referred to earlier in this section.

Perpetrator Prioritisation Tool

The Force's Perpetrator Prioritisation Tool provides Dyfed-Powys Police with a list of perpetrators who pose the greatest risk within local communities, across different offending types. It allows high-risk and serial perpetrators to be identified and monitored, with suitable interventions assessed. Stalking perpetrators feature on the Prioritisation list.

The Perpetrator Prioritisation Tool utilises the Cambridge Crime Harm Index⁴⁶ to score and assess the seriousness of crime harm to victims. The Crime Harm Index measures how harmful different crimes are in proportion to others, adding a larger weight to more harmful crimes. *"Practically, adoption of a harm index can allow targeting of the highest-harm places, the most harmful offenders, the most harmed victims, and can assist in identifying victim-offenders."*

Whilst Dyfed-Powys Police have adopted the Harm Index in the development of this in-house Tool, they have been able to edit certain criteria to account for local priorities

⁴⁵ 23/03/2023

⁴⁶ <https://www.crim.cam.ac.uk/research/thecambridgecrimeharmindex>

and issues. For example, the scoring criteria for stalking has been edited to ensure high-risk stalking perpetrators appear higher up the prioritisation list.

The Perpetrator Prioritisation Tool is currently available to officers in Pembrokeshire on a trial basis. It will shortly be made available across the Force area. However, with the arrival of Niche, work will need to be undertaken to ensure the Perpetrator Prioritisation Tool's compatibility with the new system.

The OPCC recommends that work to embed the Perpetrator Prioritisation Tool within Niche should be prioritised by the Force, in order to maintain focus on this vital project.

Psychologist Stalking Clinics

In 2022, the Force introduced Stalking Clinics where a psychologist meets with the Force's Domestic Abuse and Stalking Perpetrator Schemes Co-ordinator, the Detective Inspector from the Public Protection Hub and Domestic Abuse Officers to discuss specific cases. Three clinics have taken place since its introduction, with eight perpetrators reviewed.

Stalking and Harassment Training

Investigating stalking and harassment cases and effectively managing the perpetrators involved requires an in-depth knowledge and understanding of these offences, perpetrator psychology and perpetrator management methods.

Section 34 of the 2023 Strategic Policing Requirement states: *“Forces should maintain the capability to respond to all VAWG criminal offences including by having appropriately trained officers and staff.”*⁴⁷

To independently assess how well-equipped Dyfed-Powys Police officers are in investigating stalking and harassment cases and managing stalking and harassment perpetrators, Dyfed-Powys Police’s Learning and Development Team were asked to provide details on all stalking and harassment-related training delivered to officers and staff.

Policing Education Qualifications Framework (PEQF)

Students on the Policing Education Qualifications Framework (PEQF) with Dyfed-Powys Police receive inputs on:

- the Stalking Protection Act 2019, the offences of stalking and harassment and their potential overlaps, as part of their learning on legislation and guidance associated with ‘public protection’ policing;
- potential forms of abuse/harm, including digital-related abuse, as part of their learning on the breadth of abuse incidents;
- advice to prevent victimisation, as part of their understanding of the impact abuse can have on a victim;
- identification of the risk of stalking and harassment, as part of their learning about acting as a first responder to an unrelated incident;
- *“Good practice in responding to and investigating cases of stalking or harassment,”* as part of their learning on taking appropriate initial actions when responding to a public protection incident. The OPCC queried what ‘good practice’ looked like in this teaching, and further detail of the content was provided:
 - Two weeks is allocated in the PEQF timetable to cover all aspects of ‘Vulnerability,’ which included stalking and harassment, domestic abuse and controlling and coercive behaviour.
 - Students are provided with the key definitions and legislation.
 - Explanations are provided as to what tools officers should consider for controlling offenders’ behaviour after convictions, by means of Orders and Notices.
 - A short documentary is viewed on Alice Ruggles’ case⁴⁸, and students are asked to discuss what their thoughts and responses ought to be at that stage of victim reporting.

⁴⁷ Page 15: [20230223 Strategic Policing Requirement V1.2 - OS.pdf \(publishing.service.gov.uk\)](#)

⁴⁸ Alice Ruggles was murdered in 2016, aged just 24, by an ex-boyfriend following a relentless campaign of stalking. <https://alicerugglestrust.org/>

- This is further embedded in the 'Golden Hour' lesson in terms of investigative mindset and how vital it is to avoid loss of evidence and opportunities.
- Students look at the various different types of stalkers, alongside consideration of the College of Policing Stalking or harassment guidance⁴⁹. They consider how they should respond to ensure an effective response to reports of stalking or harassment, what information is needed for the risk assessment and any digital safety advice victims ought to be provided with.
- Students consider what officers' actions should be at a scene, as well as evidence gathering when dealing with such offences of fixated, obsessive, unwanted and repeated behaviour.
- All student officers are provided with additional learning material, such as the mnemonic 'FOUR', Paladin⁵⁰ and other external support details, along with safeguarding leaflets and an example of a comprehensive safeguarding plan.
- The purpose of protection orders – DVPNs and SPOs, as part of their understanding and application of the law, policy and guidance in the treatment of victims and witnesses. The OPCC queried what information student officers receive on these, i.e., whether they are advised on when they first ought to consider applying for such orders. Further detail was provided:
 - An effective means of managing a suspect using prohibitions and as well as imposing positive requirements.
 - The purpose and who should receive an SPO.
 - How to obtain an SPO and how long they last.
 - How they know an SPO exists.
 - What to do if an SPO is breached.
 - Students also receive an input from Legal Services covering civil orders, including Stalking Protection Orders.

Force Intranet Resources

Training resources for officers and staff are accessible on the Force's intranet page:

- Domestic Abuse Guidance for Frontline Colleagues – A video highlighting the response officers need to provide to victims of Domestic Abuse, Stalking and Harassment using the acronym 'SERVICE': From the initial investigation right through to victim aftercare.
- Stalking & Harassment Programme:
 - National Crime Recording Standard – Course of conduct
 - National Stalking Awareness Week 2022 Victim's message to DPP – the victim of stalking addressing officers in this video is a member of the Dyfed-Powys Victim Engagement Forum
 - Stalking Protection Orders Podcast
 - Stalking: Presentation by Professor Clive Ruggles (Alice Ruggles' father)

⁴⁹ [Stalking or harassment: Advice for police responders, contact management call takers and stalking screening questions \(college.police.uk\)](https://college.police.uk/stalking-or-harassment-advice-for-police-responders-contact-management-call-takers-and-stalking-screening-questions)

⁵⁰ [Paladin – National Stalking Advocacy Service \(paladinservice.co.uk\)](https://paladinservice.co.uk)

PIP 2 Investigators Course

All Detectives attending the PIP 2 Investigators Course⁵¹ receive an input on stalking and harassment, which includes the necessity to consider early investigative advice in such investigations, as well as the Joint National Police Chief's Council (NPCC) and Crown Prosecution Service (CPS) Evidence Gathering Checklist.

Stalking and the Homicide Risk Escalation (HRE) Assessment

In 2022, Professor Jane Monckton-Smith from Gloucestershire University delivered training inputs on stalking and the homicide timeline to Domestic Abuse Officers, Local Investigation Unit officers, and approximately 150 frontline officers, at Dyfed-Powys Police. The focus of the training uses new ways of measuring risk, looking at how obsessed the perpetrators are and the time they invest daily in their stalking campaign. 183 officers attended these inputs overall. As part of the Mid and West Wales VAWDASV Partnership, Dyfed-Powys Police officers and partners have been able to attend additional online stalking awareness training delivered by Professor Monckton-Smith. In a [BBC News article](#), a Dyfed-Powys Police Detective Chief Inspector stated that the training “*had resulted in an increase in the number of stalking offences and stalking protection orders issued*”, as well as informing a perpetrator intervention pilot.

Force Divisional Training

The Force's Learning and Development team regularly provides divisional training for officers up to and including the rank of Inspector on topics identified by chief officers.

In 2018, chief officers instructed that the divisional training ought to focus on ‘Vulnerability,’ including stalking and harassment. Officers were shown videos of inputs from subject matter experts and took part in a Q&A session.

In 2022, training included a wider input on domestic abuse and stalking, with a focus on the two areas of older persons and cyber stalking. An input on the Domestic Abuse Act was also delivered.

Screening Assessment for Stalking and Harassment (SASH) Training

In 2020 and 2022, Domestic Abuse Officers and officers from the Secondary Risk Assessment Unit (SRAU) attended training on SASH. The OPCC has been advised that a third session will take place in 2023.

Domestic Abuse Matters

This training helps officers spot the early signs of domestic abuse and understand the tactics used by perpetrators. It is designed for first responders to domestic abuse, which includes frontline police officers, Police Community Support Officers, front-desk staff at police stations, Domestic Abuse Officers, and call handlers at the Force's call centre.

⁵¹ “The PIP 2 Investigator utilises a range of appropriate investigative approaches to gather material, placing the victim at the centre of all actions and decisions, to safely and effectively investigate serious and complex crimes with a view to achieving an appropriate outcome for that investigation.”
<https://profdev.college.police.uk/professional-profile/investigator-pip2/>

The OPCC has been advised that stalking and harassment is embedded throughout this training.

First Responder training was last delivered in Force in July 2019. 530 officers are currently trained. Those who attended were given the option to receive additional training to become a 'DA Matters Champion'. This training was last delivered in Force in September 2019. There are currently 38 Domestic Abuse (DA) Matters Champions in Force.

The OPCC has been advised that DA Matters training is included in the 2023/24 training plan for the Force and will be co-delivered with Independent Domestic Violence Advisors (IDVAs).

College of Policing Training Resources

All operational staff are directed by the Force to additional required learning on the College of Policing's website: 'Stalking or Harassment', providing information on legislation, how to identify and recognise stalking or harassment, the impact it has on victims, the first investigative steps, and what to do once stalking or harassment is identified.

Stalking Champions

The OPCC has discovered that Stalking Champions do not complete a formal training programme specifically for their role.

A variety of training opportunities are utilised to ensure they have received the latest information and enhanced expert advice around domestic abuse and stalking. These included training with Professor Jayne Monckton-Smith, DA Matters training and inputs on the new Domestic Abuse Act. They also attend 'Lunch and Learn' sessions and ad-hoc local and national training opportunities.

The OPCC has been reassured that, whilst through training all frontline officers have a detailed understanding of this complex crime, Stalking Champions receive more regular refresher training and inputs to assist them in their role. A programme for Stalking Champions has also recently been developed, as detailed earlier in this report.

Force Training Consultation

In May/June 2022, frontline officers were asked to complete a survey to help the Force understand the training needs to improve officers' initial identification and response to domestic abuse, stalking and harassment.

The OPCC has been advised of the following findings:

- Generally, respondents felt they had adequate training to respond to domestic abuse, stalking and harassment. However, it was suggested that new policies and legislation changes in this area were not sufficiently explained nor cascaded to frontline officers.
- Respondents felt the training consisted of online modules.

- It was suggested that training ought to incorporate victims' views and experiences. This survey was completed prior to the development of the Victim Engagement Forum Victims' Voice video, as detailed in the '[Policing Stalking and Harassment: A Priority](#)' section of this report. The video is now embedded in Force training and features domestic abuse and stalking victims, which should assist in bringing this element of the victims' voice to training. The OPCC plans to further develop this concept and involve more victims and survivors in police training. Similarly, the survey was completed prior to the Force's Domestic Abuse Conference held in November 2022 and numerous 'Lunch and Learn' sessions hosted by the Force and Mid and West Wales VAWDASV Partnership. Attendees heard directly from survivors of stalking, domestic abuse and coercive and controlling behaviour. **In any future training-related surveys undertaken internally, Dyfed-Powys Police should look to seek specific feedback from officers on the inclusion of inputs from victims and survivors in training.**
- Within their responses, many officers referred to confusion around the changes to recording practices for stalking and harassment. This reinforces the Force's recent decision to revise the Stalking Champion Initiative.

The OPCC has found that several different training inputs received by Dyfed-Powys Police officers and staff cover aspects of policing stalking and harassment, with an important focus on safeguarding the victim. Investigation skills and controlling offenders' behaviour are topics which are also covered, looking at the tools available to them and the purpose of civil protection orders for the latter. It is important that these messages continue to be delivered throughout the variety of training mechanisms, to ensure the broadest reach.

Learning from Operation Soteria Bluestone

Launched in 2021, Operation Soteria Bluestone is striving to transform the policing response to rape and other sexual offences (RASSO). The first phase of the project saw 'pathfinder' police forces form part of academic-led deep dive activities, looking at how those forces policed RASSO.

Dyfed-Powys Police is one of 14 'expansion' forces involved in the second phase of this Operation. Towards the end of 2022, the Force completed a self-assessment as to how they police RASSO.

In November, the Force received a two-day visit from the Op Soteria Bluestone Central team, with numerous Dyfed-Powys Police staff and officers, as well as partners, taking part in important open and honest discussions. The Commissioner attended the debrief session, where an overview of the findings was presented by the Op Soteria team. A report was delivered to Dyfed-Powys Police in January 2023, which was shared with the OPCC.

Having reviewed the feedback and recommendations within, the OPCC reflected whether some of the learning could be applied to the policing of stalking and harassment, specifically in relation to offender management and listening to victims.

The OPCC recommends that the Force considers how learning from the Operation Soteria Bluestone report may be relevant and applicable to the policing of stalking and harassment.

Stalking and Harassment Dip Sampling Activity

Cases Considered

Twenty-nine cases classed as 'stalking and harassment' under Home Office Counting Rules were scrutinised as part of a dip sampling exercise undertaken by staff from the OPCC. These included cases of stalking, controlling and coercive behaviour, harassment, malicious communication and racially or religiously aggravated harassment.

In their review of cases, OPCC staff focused on offender management, and whether the management processes adopted ensured the safeguarding of the victims.

The cases considered were recorded by Dyfed-Powys Police between August and December 2022, with the majority of cases recorded in the final quarter of 2022 (Oct-Dec).

The majority of cases considered were stalking cases, to allow greater scrutiny of offender management in these cases. As a comparator, smaller numbers of other 'stalking and harassment' cases were also considered.

When reviewing each case, OPCC staff were asked to consider:

- what offender management processes were put in place;
- whether the victim was made aware of these processes and if they were safeguarded as a result;
- in cases where civil orders, notices or bail conditions had been applied, whether the perpetrator breached the conditions and if so, how this was managed;
- whether the investigating officer sought advice and support from specialists within the Force, such as Legal Services (for civil orders) or Stalking Champions; and
- whether they had identified any good practice in the case.

Dip Sampling Findings

Offender management processes

Through consideration of the cases, the OPCC saw limited reference to the Reflecting on Relationships Programme.

Positively, in two cases, a note was added requesting that the investigating officer contact the Force's Domestic Abuse and Stalking Perpetrator Schemes Co-ordinator should the outcome be 'no further action'. This was to ensure that the perpetrator's suitability for the Reflecting on Relationships programme was considered.

This of course does not mean that a referral onto the Programme was not considered in any of the other cases, but the OPCC could not be assured that this did happen.

Therefore, in-line with the recommendation to ensure all considerations of civil orders are noted on the Crime Management System, **the OPCC also recommends that the Force ensures all considerations of interventions such as the Reflecting on**

Relationships Programme are recorded. This not only provides reassurance that officers are considering this important option, but also provides the relevant information to all other officers involved and/or reviewing the case.

A lack of reference to the consideration of SPOs was also noted. If an officer had considered applying for an SPO, this was not routinely recorded on the crime log. Again, the OPCC advises this would be best practice.

OPCC staff identified regular and consistent use of Op Manatee where stalking offences were linked to domestic abuse. Op Manatee is Dyfed-Powys Police's approach to progressing arrest enquiries for outstanding suspects of domestic abuse offences. If a domestic abuse suspect is not located within 24 hours, they are placed on the Op Manatee list. Arrest enquiries for outstanding offenders are tasked at the commencement of each shift. Op Manatee logs are checked and tested by Inspectors and medium and high-risk suspects are raised at Daily Management Meetings.

In a case of racially or religiously aggravated harassment, the issuing of an Adult Caution was authorised by the Inspector following detailed consideration of the case, with a condition applied for the individual not to contact the victim. The Inspector noted, *"I am satisfied that the issuing of an Adult Caution is proportionate and legitimate in the circumstances. The issuing of an Adult Caution is intended for the offender to change their behaviour and prevent any further offending."* Force databases reveal that the Adult Caution was administered in November 2022, and that two further harassment/harassment-related public-order offences were recorded against the perpetrator in December 2022. It would therefore appear as though the Adult Caution did not prove to be an effective deterrence to this perpetrator's offending.

One stalking case highlighted a potential issue with the length of a civil order and how the offender would be monitored throughout. The suspect was arrested for the breach of an order, but the victim advised that they had not wanted the order to last that long. The victim had invited the suspect to a family meal, for which the individual was arrested. This brings into question whether civil orders are reviewed after a certain period to ascertain whether they should still be in place. **The OPCC recommends that the Force gives consideration to the ongoing monitoring and review of civil orders. Such reviews should incorporate the views of the victim.**

Several matters were raised by OPCC staff in their consideration of a different stalking case:

- Whilst the Police were undertaking enquiries for the stalking crime, the perpetrator was arrested for a public order offence linked to the same victim. Bail conditions were applied, which included not to contact the victim, directly nor indirectly, and not to approach the victim's property. These bail conditions were breached.
- Even though this crime was being investigated as a stalking offence on the system, a Detective Sergeant reviewing the case disagreed and noted on the crime log that it was not stalking. It appears as though the category of crime was not amended, and the perpetrator was charged with stalking, along with two other offences.

Contradictory notes and actions do not assist in an efficient and effective investigation.

- The supervisor who reviewed the case after the initial report queried whether a Restraining Order was required. A month after the initial report, an application was submitted to Legal Services. However, it is not known from the case files whether the Order was granted.
- There was no reference to the Reflecting on Relationships Programme despite the stalking behaviour, nor was there evidence that an SPO was considered.
- It is worth noting that there are no further crime records on the Force's system following the charges placed upon the offender.

In another case, the offender was arrested less than 24 hours after the report was received. Allegations included malicious communication, stalking, threats to cause damage and threats to kill. An application for a DVPN was drafted *“to ensure that in the unlikely scenario that a charge is not secured, safeguarding will remain in place for the victim and young family”*. The OPCC highlights this as good practice in offender management and victim safeguarding.

Victim safeguarding through offender management

Several cases referred to bail conditions and OPCC staff identified a consistent approach to victims being advised of the restrictions placed on offenders.

Similarly, there was evidence of victims being advised of breaches of the conditions.

Breaches of civil orders, notices, and bail conditions

Concerns were raised by OPCC staff following the review of a stalking case where the crime log noted, *“[...] this is the first breach and as such, there is no course of conduct yet”*. In the crime log just 5 days later, the investigating officer updates that they will be interviewing the offender *“for the string of breaches that have occurred”*. This is concerning and highlights the importance of recognising the seriousness of a breach, even if it is *“the first breach.”* As explained previously, Professor Jane Monckton-Smith advises that breaches are the most rigid indicator that there is an escalation happening. Additionally, it is clear from the records that this may have been the first time the victim reported the behaviour, but not the first instance they had experienced such behaviour from the perpetrator. Officers must be mindful that victims of stalking can often endure several instances of offending behaviour before contacting the police: the National Stalking Helpline found that 77% of stalking victims experience over 100 incidents before contacting the police⁵².

In another stalking case, a Superintendent requested that the investigating officer expedite efforts to arrest *“given suspect's apparent disregard for the non-molestation order which is in place coupled with the concerns of the victim and wider safeguarding considerations”*. Despite this request, the offender was not arrested until 4 days later. The delay between the Superintendent's request and arrest is concerning given the

⁵² 'Police, Crime, Sentencing and Courts Bill: Written evidence submitted by Suzy Lamplugh Trust'
<https://bills.parliament.uk/publications/41827/documents/377>

gravitas placed on this arrest by the Superintendent. Other matters raised by OPCC staff, both positive and negative, in their review of this case included:

- There is evidence on the crime log that the offender had breached a Restraining Order whilst in a previous relationship. It is reassuring that officers considered and recorded previous breaches of civil orders, but the offender's disregard for adhering to civil orders makes the delay in the arrest more concerning, as it demonstrates a pattern of behaviour by the offender.

Good practice was identified in a further case of stalking where the breach of a Restraining Order was investigated promptly, despite the victim having moved to another force area.

Specialist advice

It is acknowledged that online resources and policies are available to officers, however there was little evidence of investigating officers seeking support from Stalking Champions.

There was no mention of seeking advice from Legal Services in terms of civil orders in any case reviewed. Legal Services are responsible for civil order applications, therefore, at any point in the investigation, the officer could seek advice as to the suitability of the application of a civil order as well as the process to follow.

Advice from specialists and supervisors was instead bestowed on the investigating officers within the crime log, for example by colleagues from the Offender Management Unit. This is positive but should not be relied upon. **The OPCC recommends that officers proactively seek specialist support and advice from Legal Services, Stalking Champions and the Offender Management Unit when dealing with stalking and harassment cases.**

Other good practice identified

In one stalking case, OPCC staff found evidence that the stalking report had been taken very seriously despite the victim not wishing to pursue the matter. A Sergeant and Inspector reviewed and endorsed the case, identifying further avenues of investigation. The crime was also reviewed as part of a piece of work undertaken by Dyfed-Powys Police in January 2023, relating to crimes finalised with Outcome 16 - *Victim does not (or has withdrawn) support*. The Inspector undertaking this review noted that a police-led prosecution was sought as *"all reasonable lines of enquiry have been undertaken including identifying any potential witnesses and CCTV opportunities."*

In a further case of stalking, where the victim refused to make a statement, OPCC staff identified numerous areas of good practice:

- After refusing to make a statement, the victim was advised that the Police had a duty of care and may still take formal action against the suspect.
- A Screening Assessment for Stalking and Harassment (SASH) was completed by a Domestic Abuse Officer.

- The victim was referred to Independent Domestic Violence Advisory (IDVA) services and provided with details for support services.
- There was a definitive focus on safeguarding the victim in this case, with the development of a very detailed safety plan.
- Following a decision of 'no further action', officers reviewed available safeguarding options. This led to the consideration of a DVPN. This was not processed based on the merits of this specific case, including a 'standard' risk assessment, *"the lack of any serious escalation or control recorded or alleged, the lack of fear evident, and lack of any real evidence of an offence."* The officer noted that for these reasons, a DVPO application was unlikely to be successful and therefore a DVPN was not appropriate. Such recording of considerations and decisions is in-line with the OPCC's recommendation that the Force ensures all considerations of interventions and civil orders are noted by officers within the crime log.
- There was evidence of good supervision, with endorsements on the crime log by a number of Sergeants and an Inspector.

Good practice was also identified in a case of malicious communication involving secondary school pupils. A restorative practice session was held between the two individuals involved, with their Head of Year present. Both parties agreed they would not make any further contact with each other, resulting in an Outcome 22 case – *Diversionary, educational or intervention activity*.

In the previously mentioned case of racially or religiously aggravated harassment where the outcome was an Adult Caution, it was reassuring to see that the victim had been updated that a caution had been authorised and feedback sought as to whether the victim was satisfied with this action. The victim confirmed they were satisfied with this approach.

Of the stalking cases considered, OPCC staff identified good practice in four cases whereby officers included detail of the meaning of a SASH within the crime log.

- In one log, a Detective Constable – who identified themselves as being a *"SASH qualified Domestic Abuse Officer"*, set out *"What is a SASH?"* and went a step further by detailing the specific concerns highlighted as a result of the completion of the SASH.
- In another case, an officer detailed both the meaning of a SASH and the FOUR elements of stalking. The thought process as to why the case was not deemed to be stalking was set out thoroughly on the log for all to see.

Good practice was identified in cases where supervisors endorsing crime logs requested information and further actions to be taken, for example the completion of a SASH.

OPCC staff identified a consistent use of multi-agency referral forms to ensure victim safeguarding. There was also evidence of a consistent and reassuring approach to the provision of safeguarding advice to victims.

DASH (domestic abuse risk assessment) forms were consistently completed where the case had a domestic abuse link.

In two of the three cases of racially or religiously aggravated cases considered, Hate Crime Support Officers (HCSOs) were deployed to engage with the victims, one within 24 hours and another within 72 hours. In the third case, the investigating officer contacted the HCSO but the victim did not require such support.

OPCC staff reported consistent reference to the provision of information on support services such as Goleudy Victim and Witness Service⁵³ and Independent Domestic Violence Advisors (IDVAs), as well as the Victim Information Pack⁵⁴. Both the Dyfed-Powys Victim Engagement Forum⁵⁵ and Quality Assurance Panel were involved in the review and refresh of this important document in 2020/21. A working group was established to develop a new version of the pack. Victims of stalking and controlling and coercive behaviour worked alongside Dyfed-Powys Police officers, Goleudy staff and members of the Quality Assurance Panel to ensure the pack included all relevant information in an accessible format.

Other findings of note

Victim contact is an important aspect of the Victims' Code of Practice and features in the above-mentioned Victim Information Pack. On page two, there is a box to be completed between the investigation officer and the victim: *'Our Agreement with You.'* This agreement:

- allows the officer to note their name, collar number and contact details;
- provides the victim with their crime reference number;
- allows the victim to identify their preferred method of contact; and
- allows the victim to decide how often the officer contacts them with an update: Once every 7, 14 or 21 days, or *'when there is a significant development in the case i.e., when someone is arrested, interviewed under caution, bailed, charged, or no further action taken.'*

In their dip sampling activity, OPCC staff noted that of the 29 cases reviewed, Victim Contact Agreements had been set out in 16. For the remaining 13, the Crime Management System noted: *'There are no victim contact agreements saved for this crime.'*

OPCC staff did however report that where a Victim Contact Agreement was recorded, contact with the victims appeared to be in-line with the agreement. Whilst it is acknowledged that this is a small sample, it must be noted that this finding does not appear to be in-line with the findings of the [victim and survivor engagement](#) undertaken

⁵³ Goleudy offers personalised, emotional and practical support to help victims, families and witnesses survive crime and make them stronger. <http://www.goleudyvictimandwitnessservice.org.uk/en/>

⁵⁴ The Victim Information Pack is given to all individuals who contact Dyfed-Powys Police as a victim of crime. It explains what the police and other agencies will do for victims, and what measures are available to aid recovery from their experience.

⁵⁵ The Victim Engagement Forum, co-ordinated by the OPCC, invites individuals who have been affected by crime or anti-social behaviour to volunteer their feedback on victim services.

as part of this review. The majority of survey respondents registered dissatisfaction with updates received. It must also be noted here that the OPCC was unable to check whether the victims and survivors who responded to the survey had formed a Victim Contact Agreement with their investigating officer.

Victims' Voice

Alongside all other considerations, it was important to the OPCC that the voice of victims, in terms of perpetrator management, also be represented within this review.

The OPCC therefore retrieved Crime Victim Satisfaction Survey figures, along with Victim Engagement Forum / Mid and West Wales VAWDASV Partnership's Survivor Advisory Panel members' views, and the results of a recent Victims' Needs Assessment undertaken for the Police and Crime Commissioner.

Crime Victim Satisfaction Surveys

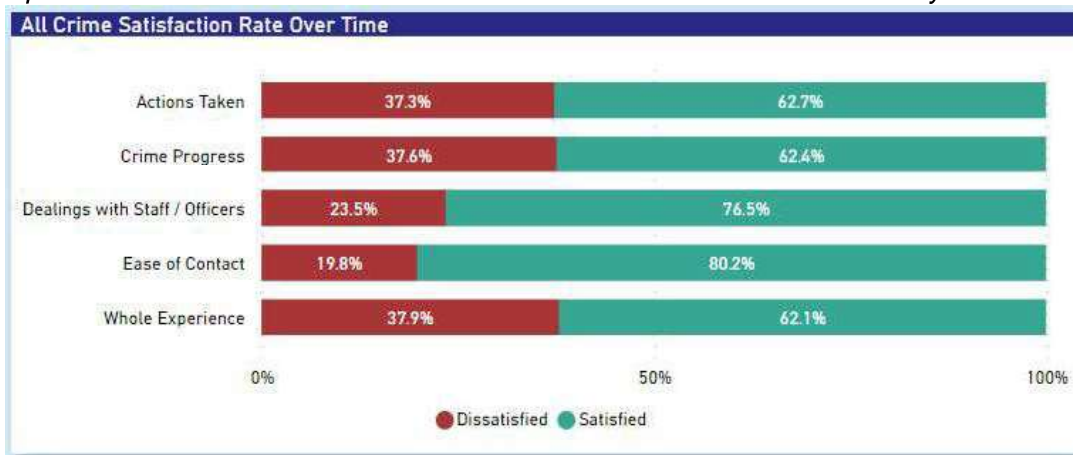
Between 10 February 2021 and 5 March 2023, 19,237 Crime Victim Satisfaction Surveys were sent to victims of all offences across the Force area. 7,609 (39.6%) of these recipients were victims of stalking and/or harassment.

984 surveys were returned in total for all offences, with 418 of these from victims of stalking and harassment.

The OPCC has been advised that 5.5% of stalking and harassment victims that had been sent the survey responded, in comparison to 5.1% for all offences. It is reassuring that stalking and harassment victims are willing to share their feedback with the Force.

These survey responses provide the Force with important information on victims' satisfaction, including their initial contact with the police, action taken by the police, updates provided by the police and how the victims felt they were treated. The following graphs illustrate satisfaction levels of victims of all crimes and victims of stalking and harassment offences specifically.

Graph 11: Satisfaction rate for all crimes from Crime Victim Satisfaction Surveys.



Source: Power BI 06/03/2023

Graph 12: Satisfaction rate for stalking and harassment crimes from Crime Victim Satisfaction Surveys.



Source: Power BI 06/03/2023

The headings within the above graphs relate to the five key questions mandated for inclusion within the survey by the Home Office:

1. *Are you satisfied or dissatisfied with the actions taken by the police?*
2. *Were you satisfied or dissatisfied with how well you were kept informed of progress?*
3. *Are you satisfied or dissatisfied with the way you were treated by police who dealt with your investigation?*
4. *Are you satisfied or dissatisfied with how easy it was to initially contact Dyfed-Powys Police on this occasion?*
5. *Taking the whole experience into account, how satisfied or dissatisfied are you with the overall service provided by the police in this case?*

As this review focuses on how effectively perpetrators are managed, questions one and two only will be considered further.

Question one relates to the initial police response, whether the officers in the case understood the situation the victim was in, whether they took the matter seriously and if they explained what actions they had taken or would be taking. 41.4% of stalking and harassment victims were dissatisfied with the actions taken by the police. This is a higher number than dissatisfied victims for all crimes (37.3%), which is concerning.

Question two relates to updates received once the investigation was in progress, which, relevant for this review, would include updates on arrests, police bail and bail requirements, as well as the final result of the investigation. 38% of stalking and harassment victims were dissatisfied with the investigation updates received, which is in-line with dissatisfaction levels for victims of all crimes (37.6%). However, this does not correlate with the dip sampling finding where contact with the victim was completed as set out in the Victim Contact Agreements, where present.

Victim and Survivor Engagement

The OPCC consulted its Victim Engagement Forum to find out how members who had been affected by stalking and harassment offences felt the offender was managed by Dyfed-Powys Police. Respondents were also asked whether they felt safer because of any interventions put in place.

The OPCC also sought feedback from the Mid and West Wales VAWDASV Partnership's Survivor Advisory Panel.

The following questions were put to both Forum and Panel members who had reported a stalking and harassment offence(s) to Dyfed-Powys Police:

1. *Were you kept informed by Dyfed-Powys Police, for example, if the offender was arrested and whether they had been released on bail?*
2. *Were you kept informed about what steps the Police were taking to manage the offender, for example any bail conditions applied, any Notices or Orders put in place, such as Stalking Protection Orders, Domestic Violence Protection Notices, or Restraining Orders?*
3. *Did the steps taken by the Police, in their management of the offender, make you feel safer?*
4. *Could the Force have done anything differently in the way they managed the offender in order to make you feel safer?*

13 individuals who had been affected by stalking and harassment and had reported it to Dyfed-Powys Police responded to the survey.

Survey respondents were firstly asked to note which stalking and harassment crimes they had been a victim of. They were able to select more than one offence.

Table 4: Number of victims of stalking and harassment offences

Offence	Number of victims
Stalking	7
Harassment	11
Malicious communication	8
Racially or religiously aggravated harassment	1
Controlling or coercive behaviour	10

Source: Survey Monkey

It is clear from the above table that individuals will often be a victim of more than one type of stalking and harassment offence. It appears, given the nature of these offences, they are likely to go hand in hand and cannot therefore be dealt with in isolation. They ought to be linked on the police systems and considered together in the management of the perpetrator.

Were you kept informed by Dyfed-Powys Police, for example, if the offender was arrested and whether they had been released on bail?

Three felt they had been kept informed, ten felt they had not.

Of those who felt they had been kept informed, one provided positive feedback whilst two emphasised areas for improvement:

- *“Dyfed-Powys Police have communicated and visited me at my home innumerable times as part of the ongoing 14-month problem.”*
- *“I would have been safer if DPP had advised me PRIOR TO release on bail, so that I could have ensured my safety. Often, I was not told till many hours, sometimes days, afterwards.”*
- *“It took almost 2 months to meet someone to talk about the issues I was struggling with.”*

Those who had not been kept informed spoke of not being taken seriously, delays in a response, investigation delays, and not being provided with the relevant information.

There appears to be a potential discrepancy in how victims feel and what is noted in police records in relation to updates. It is recognised that both the victim feedback and dip sampling may not represent the situation in all cases. The findings, do however, raise the question whether the expectations of the police and victims may vary in terms of what is meant by ‘contact’ and ‘being kept informed.’

The Victim Contact Agreement is made shortly after the trauma is experienced by the victims. It would therefore be understandable for the victim’s needs to change throughout the investigation. For example, in a lengthy investigation where the victim has selected to only hear from the officer *‘when there is a significant development in the case’* may result in a long delay between contact. The victim may however need to be contacted and receive reassurance that things are progressing, or to be provided with an explanation as to why things may not be progressing. This may make them feel safer. Establishing more regular contact would also provide victims with additional opportunities to report any further incidents or concerns. The Police and Crime Commissioner sets out within Police and Crime Plan the success measure of *“innovation to increase reporting opportunities for victims.”* Encouraging more frequent contact with victims, with their consent, may go some way to achieve this. Additional contact could support officers to build a stronger picture of a perpetrator’s pattern of behaviour, which may provide additional evidence for successful civil orders or prosecution.

The OPCC recommends that the Force is assured that officers are revisiting contact agreements with victims at various stages of the investigation.

As survey responses were anonymous, the OPCC was unable to confirm whether officers had adhered to their contact agreements with the victim. **It is therefore recommended that any future engagement with victims considers whether victims were kept informed in-line with the Victim Contact Agreement made with their investigating officer.**

Were you kept informed about what steps the Police were taking to manage the offender, for example any bail conditions applied, any Notices or Orders put in place?

Four felt they had been kept informed of offender management processes, nine felt they had not.

Of those who felt they *had* been kept informed, one added a comment in relation to harassment not being recorded as harassment, whilst the second noted they were updated once a further crime took place, and the third respondent praised Pembroke Dock Neighbourhood Policing Team – *“how they deal with the problem and how they communicate.”*

Those who had *not* been kept informed again spoke of not being taken seriously, and a lack of investigation into the crimes they had reported. One spoke of *“trying in vain to get in touch with the investigating officer to find out whether bail conditions had been dropped,”* with no response, and another noted that they *“had some information from the police after the first few times but no feedback about what if anything they were doing about it,”* adding that the police were *“not proactive until incidents became more serious.”*

Concerns were also raised around communication about SPOs and the police perpetrator programme: *“I wasn’t informed exactly what I could have and choose to be in my Stalking Protection Order. When gaining the SPO I wasn’t informed of any of the rules and didn’t hear from the investigating officer ever again. I felt abandoned. I had to find out my SPO details from the media. I also had to contact the police to find out when and if he would be on a perpetrator programme as per the Order, but then have not been informed had he attended, had he completed it and any reassurance. It feels like you fight to get an SPO then never hear anything again.”* As highlighted through the dip sampling findings, this example brings into question how civil orders are monitored once in place and strengthens the OPCC’s previous recommendation for the Force to give consideration to the ongoing monitoring and review of civil orders.

As with the previous question, the OPCC queries whether there could be a discrepancy between the officer and victim’s understanding and expectation of the contact and updates required.

Did the steps taken by the Police, in their management of the offender, make you feel safer?

One respondent felt safer and twelve did not. The individual who felt safer noted that the Police arrived *“very promptly”* following a report that the perpetrator was at the victim’s home with a weapon.

Of those who did *not* feel safer, seven provided further information:

- Two reported that the offences were ongoing due to no steps being taken by the Police, and a third feared further harassment.

- *"I have felt more at risk due to the lack of action taken by Police despite them having the information of his behaviours at their disposal."*
- *"I have never felt safe. I've felt totally abandoned."*
- *"The offender's rights appeared more important than mine, as if the police were frightened of being 'hailed over the coals' by offender's (legal) representative. Where is the duty of care to the victim, the victim being foremost and priority in the case?"*
- *"It's frustrating that the focus is on what I need to do and not about his antagonistic, manipulative, abusive behaviour."*

Could the Force have done anything differently in the way they managed the offender in order to make you feel safer?

Just one respondent was happy that the way the offender was managed made them feel safe. Twelve respondents felt that the Force could have done something differently to improve their feelings of safety, such as taking the complaint seriously, providing better support and controlling the perpetrators' behaviour through restrictions: *"Enforce the law and make sure that their behaviour was controlled. Futile efforts from an uninterested police force."*

Other responses included:

- *"PRIOR TO any search of offender's premises etc., enquiries to be made of victim's knowledge of the same; to include unregistered firearms, use of drugs, alcohol etc. The offender may have access to many premises, about which the only one to be honest in this respect will be the victim. So why not make this routine procedure? Please ensure that EVERYWHERE is searched!!!!"*
- *"I have felt his rights mattered more than mine. I was sent on a perpetrator programme and basically counselled not to be a stalker. Goleudy have no understanding of stalking and I had to end contact. Paladin ended my contract due to funding and I had no support. The offenders' programme supported him throughout. I was accused of stalking the stalker because I had to gather evidence. I am traumatised entirely by the whole experience."*

The second quote refers to a lack of understanding of stalking by Goleudy, which is a service funded by the Commissioner. **The OPCC recommends further consideration be given to the support available to victims of stalking in the upcoming retendering of Victim and Witness Services.**

It must be acknowledged that the views of those who chose to engage with the OPCC on this topic may not represent the views of all victims. Respondents to the survey relate to individual personal experiences and may not be representative of all victims. However, the emerging asks from the victims' and survivors' feedback were:

1. for officers to keep victims informed as to steps taken in their management of the offenders;
2. that reports of stalking and harassment are taken seriously from the outset; and

3. that victims are provided with the relevant and important information about perpetrator restrictions, bail conditions and civil orders.

This reinforces the need for officers to revisit contact agreements regularly in an effort to maintain contact with victims of stalking and harassment.

Victims' Needs Assessment

The Police and Crime Commissioner has a duty to undertake a Victims' Needs Assessment every four years to understand local victims' needs and service provision requirement. The assessment informs local commissioning of victims' services.

The report detailing the Needs Assessment findings was shared with the Police and Crime Commissioner at the end of April 2023. It has been reviewed to assess whether any of the findings relate to perpetrator management. The following pertinent points were identified:

- The issue raised most frequently in direct engagement with victims / survivors was the ineffectiveness of the operation of civil orders such as Non-Molestation Orders, Restraining Orders and Stalking Protection Orders. One victim stated: *"I don't see the point, in my experience, of restraining orders."*
- Victim / survivors described experiencing multiple breaches to civil orders with no adequate enforcement response, leaving them feeling unprotected. This was echoed within discussions with professional stakeholders, who noted this as a common issue through which specialist providers then had to direct resources towards advocacy activities to chase enforcement activity.
- Specific issues were raised in relation to online and digital breaches, with victims / survivors explaining that this type of contact did not seem to be fully understood within law enforcement and criminal justice. This resulted in responses which were perceived to be minimising the threat and seriousness of the incidents.
- Victims / survivors emphasised that Stalking Protection Orders were comparatively new tools and felt there was a lack of understanding as to how to apply for them initially. This issue was also raised in respect of the apparent lack of understanding of stalking and harassment, both as offences and the support available.

The above findings highlight similar issues to the body of the review in terms of the importance of dealing with breaches effectively, both in terms of the police and courts' response.

Conclusion

This review set out to determine:

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

The OPCC found that in a number of cases, yes, but it was not a consistent picture.

In relation to the Commissioner’s Police and Crime Plan, the review sought to understand:

1. Whether victims are being supported

From the engagement conducted, it appears victims are not feeling supported, but dip sampling suggests victims are being safeguarded.

2. Whether future offending is being prevented

More needs to be done to consistently and robustly deter all perpetrators of stalking and harassment.

3. Whether our criminal justice system is being used effectively

In part – there are examples of increasing consideration and use of civil orders and prosecutions, however there is evidence of a disconnect between the victim, police and courts’ understanding of the response to breaches and repeat offending.

The review found evidence of a variety of management processes being put in place for stalking and harassment offenders. This is encouraging, as it is evident that this cannot be a one-size-fits-all approach to alter a perpetrator’s behaviour.

There are also examples of good practice where offender management processes are being applied robustly. The OPCC was however, unable to make an overarching judgment on whether interventions are effective on the whole, due to limitations in available data. Dip-sampling identified examples of interventions in a number of the cases reviewed. However, this was not consistent, and it was unclear whether any interventions had been considered in some cases. Interventions must be considered early in an investigation, to provide the best opportunity of preventing further escalation.

The examples of offender management processes being applied appear to safeguard and protect victims of stalking and harassment. However, these must be clearly communicated to victims to ensure they feel the direct benefit.

Dyfed-Powys Police has clearly invested significant time and resources into embedding awareness of stalking and harassment through many training opportunities for frontline personnel. It is encouraging to find that the Force is refreshing the Stalking Champions provision to ensure this training is implemented.

This, and the introduction of a Civil Orders Officer, should ensure a more consistent response to perpetrators of stalking and harassment.

The OPCC has been encouraged by the Force Leads' recognition of and commitment to addressing the aspects for improvement. This was evidenced by the activity around the Stalking Champions Initiative and the planned introduction of the Civil Orders Officer, developments which came to the OPCC's attention during the drafting of this report.

The OPCC respectfully requests that the Force considers the recommendations set out at the start of this report within their improvement plans, in order to further strengthen this area of policing for the benefit of communities within the Dyfed-Powys Police area.

Review

The Police and Crime Commissioner will present the Chief Constable with the findings of this deep dive review at a meeting of the Policing Board⁵⁶. The Chief Constable will then be asked to formally respond to each of the recommendations. The Commissioner will review the Chief Constable's response prior to publicising the findings of the review on the OPCC website.

An update from the Chief Constable on progress made against the accepted recommendations will be requested by the Commissioner 6 months after receipt of the Chief Constable's response.

⁵⁶ <https://www.dyfedpowys-pcc.org.uk/en/accountability-and-transparency/policing-board/>

Appendix A

Graph 5 Axis options	Outcomes grouped
Charged and/or summonsed	Outcome 1
Taken into consideration	Outcome 4
Out-of-court (formal)	Outcomes 2, 3, 6
Out-of-court (informal)	Outcomes 7, 8
Prosecution prevented/not in the public interest	Outcomes 5, 9, 10, 11, 12, 13, 17
Evidential difficulties (victim supports action)	Outcome 15
Evidential difficulties (victim does not support)	Outcomes 14, 16
Investigation complete (no suspect identified)	Outcome 18
Action undertaken by another body/agency	Outcome 20
Not in the public interest (police decision)	Outcome 21
Diversionsary, educational or intervention activity	Outcome 22
Investigation ongoing	Investigation ongoing
No outcome recorded	No outcome recorded

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



Comisiynydd Heddlu a Throseddau
Dyfed-Powys
Police and Crime Commissioner



Deep Dive Scrutiny Review | July 2023

What we did...

Assessed the management of stalking and harassment perpetrators through:

- Researching national and local stalking and harassment offence data profiles. 
- Reviewing existing reports and recommendations, scrutiny activity, and training practices. 
- 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 and reviewing active Stalking Protection Orders. 

Our main conclusions...

- **Are victims supported?** Victims do not feel supported, but dip sampling suggests victims are being safeguarded.
- **Is offending behaviour being prevented?** More needs 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 is 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 has implemented or identified initiatives to improve the policing response to stalking and harassment.

Why we did it...

To provide an independent insight into the effectiveness of offender management processes applied, and the safeguarding of victims as a result of these processes.

- Commissioner Dafydd Llywelyn identified stalking and harassment as an important area for scrutiny activity, contributing to all three policing priorities set out in his 2021-25 Police and Crime Plan. *Police and Crime Plan:* <https://www.dyfedpowys-pcc.org.uk/media/11091/police-and-crime-plan-2021-2025.pdf>
- Chief Constable Doctor Richard Lewis set a priority for the Force to work towards the elimination of domestic abuse, stalking and harassment.
- **In relation to the Commissioner's Plan, the Review sought to understand:**
 - Whether victims of stalking and harassment are being supported;
 - Whether future stalking and harassment offending behaviour is being prevented; and
 - Whether our criminal justice system is being used effectively to ensure that victims are supported, and harm is prevented.

Is Dyfed-Powys Police effectively managing perpetrators of stalking and harassment? We found that in a number of cases, yes, Dyfed-Powys Police was effectively managing perpetrators of stalking and harassment, but it was not a consistent picture.

Our 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 Monitoring** – 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. **Page 118** Ensure victims are kept informed in line with the Agreement.



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Deep Dive Review – Is Dyfed-Powys Police effectively managing perpetrators of stalking and harassment?

Publication and comms approach

- The Police and Crime Commissioner's [press release](#) was circulated to media contacts on Wednesday 20 September.
- It was circulated *under embargo* until midday on Monday 25 September when the report, a one-page summary document, the [Police and Crime Commissioner's video](#), and the Force's response, were all published on the Police and Crime Commissioner's [website](#).
- Releasing information *under embargo* was a new approach trialled by the Head of Engagement and Communication to give media outlets an opportunity to create a news package themselves on the Deep Dive Review. For example, to undertake research themselves into stalking and harassment data and statistics, or to record interviews in advance with victims and experts in the field.
- One request for an interview with the Police and Crime Commissioner was received on the Friday afternoon prior to the report's publication.
- Once the report was published on Monday 25 September, social media posts and video clips were also published.

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DYFED-POWYS POLICE AND CRIME PANEL 27/10/2023

OFFICE OF THE POLICE AND CRIME COMMISSIONER BUSINESS PLAN		
Recommendations / key decisions required: To note the Business Plan		
Reasons: The Plan has been developed to aide planning and performance within the OPCC		
Relevant scrutiny committee to be consulted NA		
Cabinet Decision Required		NA
Council Decision Required		NA
CABINET MEMBER PORTFOLIO HOLDER:- NA		
Directorate: Chief Executives Name of Head of Service: Linda Rees-Jones Report Author: Robert Edgecombe	Designations: Head of Administration and Law Legal Services Manager	Tel: 01267 224018 Email addresses: rjedgeco@carmarthenshire.gov.uk

**EXECUTIVE SUMMARY
DYFED-POWYS POLICE AND CRIME PANEL
27/10/2023**

**OFFICE OF THE POLICE AND CRIME COMMISSIONER BUSINESS
PLAN**

The Office of the Police and Crime Commissioner (OPCC) has developed a Business Plan to aid planning and performance within the OPCC.

Panel Members are invited to consider the progress made in the delivery of the plan and make such comments and recommendations as they see fit.

DETAILED REPORT ATTACHED?

YES

IMPLICATIONS

I confirm that other than those implications which have been agreed with the appropriate Directors / Heads of Service and are referred to in detail below, there are no other implications associated with this report:

Signed: *LRees-Jones*

Head of Administration and Law

Policy, Crime & Disorder and Equalities	Legal	Finance	ICT	Risk Management Issues	Staffing Implications	Physical Assets
NONE	NONE	NONE	NONE	NONE	NONE	NONE

CONSULTATIONS

I confirm that the appropriate consultations have taken in place and the outcomes are as detailed below

Signed: *LRees-Jones*

Head of Administration and Law

1. Scrutiny Committee - NA
2. Local Members – NA
3. Community / Town Council – NA
4. Relevant Partners - NA
5. Staff Side Representatives and other Organisations

**CABINET PORTFOLIO HOLDER(S)
AWARE/CONSULTED**

NA

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

Title of Document	File Ref No.	Locations that the papers are available for public inspection
Host authority file	PACP-079	County Hall Carmarthen

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

Dyfed Powys Police and Crime Commissioner – Business Plan

Quarter 2 2023/24 Summary Performance Report

Introduction

During late 2022/2023 the Office of the Police and Crime Commissioner developed a Business Plan for 2023/2024 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 areas set out in the Plan.

Each action contains a narrative on the progress made up to the end of Quarter Two.

Each action is given a RAG rating to highlight progress:

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 Q2 of the financial year 2023/24 (July, Aug, Sept 2023)

The actions that are currently marked as a Red are purely on the basis that they have not had work commended on them yet. 2 of them will be commenced from Quarter 3 but a decision has been made that one will be postponed and included within the next Business Plan.

RAG status comparison

Summary:

Within the 2023-2024 Business Plan are 51 actions recorded below is a summary of the total number of different Rag Statuses. This will then be compared in future reports.

	Qtr 2	Qtr 2
Red/Coch	3	6%
Amber/Ambr	35	69%
Green/Gwyrdd	13	25%

Priority One – Victims are Supported

Action Required	RAG	Quarter 2 Progress Update
Completion of Victims Needs Assessment (including consideration of Children and Young People (CYP), protected characteristics and families of offenders accused of indecent images of children)	Green	Victim Needs Assessment complete in collaboration with South Wales and Gwent OPCCs. Report received and key findings / exec summary shared with OPCC SMT. Actions required to be discussed at SMT October 2023. Director of Commissioner (DoC) has acted on initial recommendations including variation to specification for new victim referral service.
Recommission Victim Services including consideration of provision for Children and Young People	Yellow	Victim specification finalised and out to market 15.9.23 in collaboration with North Wales OPCC. Children and Young People provision and other bespoke services as recommended by victim needs assessment. Service will enable move towards consistency of service provision for victims across Wales.
Recommission Independent Sexual Violence Advisory services in collaboration with South Wales and Gwent OPCCs	Yellow	Specification published to market on 26.9.23 in collaboration with South Wales and Gwent OPCCs. Budget identified and evaluation questions etc. approved by Independent Sexual Violence Advisor (ISVA) oversight board.
Continue to collaborate with Policing and Health Colleagues as part of the Regionalisation of Sexual Abuse Services across South, Mid and West Wales	Yellow	OPCC sit on the Welsh Sexual Assault Services (WSAS) Board and numerous sub-groups. Dyfed Powys recently approved financial request for Phase 1 of the project, with transfer of services to new acute hubs to be complete October 2023. Risk remains re new Aberystwyth site and Board will focus on the deadline for this to be complete as a top risk. Further financial requests to follow for Phases 2 and 3.
Commencement of new Independent Road Victim Advocacy service provided by BRAKE road traffic charity	Green	Service in place and providing support to a caseload across Dyfed Powys. Pilot has been extended for a further 12 months due to delay in appointment followed by a period of training. This will allow an evidence base of service provision to be collated which will inform future recommendations for service continuation.
Ongoing management of funding to support Youth Offending Teams restorative work with victims	Green	Existing funding agreement in place until March 2025, utilising MOJ victims grant to support restorative work with victims of young offenders across Dyfed Powys.
Training to ensure that the staff within the office receive training on dealing with victims so that they become trauma informed.	Yellow	The OPCC Away Day in June 2023 focussed on Priority One: Victims are Supported which included inputs from individuals who shared their experiences of being victims thereby raising awareness and understanding amongst the

<p>As part of the Office Away Days that will look separately at each of the priorities contained within the Police and Crime Plan. This will assist staff in undertaking their roles and increase their knowledge base and provide skills in dealing with victims.</p>		<p>Team. An input on being trauma informed will also be delivered as a Lunchtime Learning session before the end of the year.</p>
<p>Meeting our obligations to the Victims Code and Witness Charter Work is required to ensure compliance with VCOP via continued scrutiny through OOCB and QAP.</p>		<p>Meeting arranged with Force leads on 4th October to discuss DPP's activity around Victims' Code of Practice (VCOP) compliance. Considerations are being made towards utilising Out of Courts Disposal (OOCB) group and Quality Assurance Panel (QAP) to conduct scrutiny activity.</p>
<p>Effective Complaints Resolution Monitoring all complaints made against Officers and Staff. Scrutinising the performance of the Force's complaints management process. Dip sampling of such cases enables oversight and monitoring. The purpose is not to review the final decision reached in individual cases, but rather to undertake a general review of compliance with procedure, complaint handling techniques and natural justice to ensure public confidence in the police complaints system.</p>		<p>Dip sampling of closed complaint cases completed which looked at Hate Crime, with the next round of dip sampling scheduled for October. The PCC held the Chief to account on the Performance of the Professional Standards Department at Policing Board in September 2023. An update was provided on the HMICFRS recommendations following the inspection of Vetting, Misconduct and Misogyny. The outcome of the Historical Data Wash was provided and an overview of complaints performance was given. Considerations have been made in relation to the establishment of an Assurance Board between OPCC and Professional Standards Department (PSD). Terms of Reference (ToR) have been discussed in Policing Board on 21st September and approval of ToR will be made in the next PB.</p>
<p>FCC Scrutiny of calls / handling Efficient and effective responses to the public calls for help. There is a requirement to monitor and review the timeliness, professionalism and handling of both 999 and 101 calls to the force communication centre.</p>		<p>Scrutiny of the Force Command Centre (FCC) is ongoing with monthly meetings held between the Head of Policy and the Head of the FCC. Matters are escalated to the PCC and discussed at Policing Board when necessary. Scrutiny is also undertaken at public Policing Accountability Board meeting, where the Head of the FCC regularly attends to address concerns raised by the public. Specific assurance activity is scheduled e.g. by QAP in January 2024.</p>
<p>Force Operating Model The Project set out to put victims at the heart of everything the Force do, understanding demand, improving processes, and influencing culture to enable Dyfed-</p>		<p>Oversight is ongoing through Head of Service attendance at the Force's governance group that oversees the project. Victim engagement relating to the potential changes has been put on hold by the Force as they're not ready at this point in time. It's one to pend for now until matters are further progressed.</p>

<p>Powys Police to be more efficient and effective. The new approach has been operational for over 12 months. Assurance work to be conducted against the 9 principles of the intended model.</p>		<p>Action: Pend until 2024/25 Business Plan.</p>
<p>Victim Engagement Forum Consult and engage with victims to ensure that the voice of those with lived experiences influences the development and scrutiny of victims' services.</p>		<p>The last consultation that took place with our Victim Engagement Forum (VEF) was the Domestic Abuse, Rape and Sexual offences consultation, with a report shared at Policing Board summarising consultation findings. There are plans being put in place to go out to consult with VEF members of the Force's new Operating Model before the end of the year.</p>
<p>FAQ Sheets on website Develop Frequently Asked Question sheets for public to download on OPCC website.</p>		<p>FAQs have been completed for OPCC Complaints procedures. Further discussions are needed to identify what other FAQ sheets could be developed.</p>
<p>Deep Dive review into the management of Stalking and Harassment offenders.</p>		<p>Complete - report and supporting communications were published on 25/09/23. Report submitted to Police and Crime Panel for consideration on 27/10/23.</p>
<p>Introduce Victims' Champions Representatives from the Victim Engagement Forum who are victims of Force's priority crimes. These will have regular meetings with PCC and the Force lead to act as a critical friend and advisor.</p>		<p>In progress - OPCC is in the process of developing the scope of the role(s) for consideration by the OPCC Executive Team in October.</p>

Priority Two – Harm is Prevented

Action Required	RAG	Quarter 2 Progress Update
<p>Ensure appropriate governance of the Home Office Domestic Abuse Perpetrator fund and submit bid for new round of funding</p>		<p>Final claims for end of 22/23 Perpetrator Fund complete and submitted with exit reporting complete. New bid for 2023-2025 funding round submitted but not awarded funding by Home Office. Contingency plans partially in place, with PCC match funding utilised for continuation of essential services. This will need to be considered by the VAWDASV Strategic Board for future sustainability of service provision to offenders and their families.</p>
<p>Ensure Home Office Serious Violence Duty funding is utilised</p>		<p>Labour funding currently utilised for Serious Violence Coordinator in DPP and new partnership post hosted by</p>

appropriately to support partners in delivering against the Duty		Carmarthenshire CC. Interventions funding to be decided by strategic working group prior to Q4 23/24.
Continue collaborative work with Area Planning Boards to jointly 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.		Consultancy company funded by Area Planning Board to undertake evaluation of impact of Buvidal prescribing on reducing offending and harm. To be delivered by end of March 2024. WG also undertaking national evaluation to inform future funding of Buvidal placements. Area Planning Board (APB) need to plan for future recommissioning of Tier 2 services post 2025.
Recommission Offender Diversionary Scheme service		Contract now extended to 31 March 2025 to align with financial year and allow transition into Term 4. Recommissioning to be in place for 1 April 2025.
Safer Streets To continue to project manage the fund under Safer Streets 4 and consider an application to Safer Streets 5 funding once the application period is open.		Safer Streets 4 continues to be managed with final claims due after funding ceases on 30th September 2023. Some funding underspent due to delays with Local Authority planning and Force review of target hardening equipment requirements. Bid for just under £1m submitted to Safer Streets 5 end of August 2023. The application has been successful, and we are awaiting grant agreement with award details.
Support the work of the Mid and West Wales Real Living Wage Steering Group		The PCC chaired a meeting of the Mid & West Wales Living Wage Steering Group on Monday 25th September, where members were provided with an update on progress towards accrediting more Living Wage employers across the region. The group intends on hosting an event during Living Wage Week (6-12th November 2023) to celebrate those who have accredited and encourage those who are yet to commit. The PCC continues to support the work of the group by encouraging local authorities and other large organisations to commit to accreditation.
Illegal Drug Use – Follow up on 2019 Deep Dive Reviewing the effectiveness of the Force in addressing the issue of illegal drugs throughout the Dyfed-Powys area. Taking in to account the rise in Organised Crime		Due to a need to prioritise activity as a result of resource challenges, this work will be delayed until the next term and included within the next Business Plan.

<p>Groups as well as both the public interest and the national press.</p>		
<p>All Wales Protocol – Reducing the Criminalisation of care experienced children and young adults.</p> <p>Check and test training on youth justice and its impact.</p>		<p>PCC has discussed the current situation with Youth Offending Team (YOT) managers raised matters with the Chief Constable at 03/10/23 Policing Board meeting to ascertain the Force's current oversight of the use of the Protocol. The PCC requested that a report be brought to a future Policing Board meeting for assurance. At that point, the OPCC will seek to triangulate information with YOTs' experience.</p>
<p>Healthcare in Custody</p> <p>Custody Suites require Healthcare Provisions 24/7 to provide support. Widely known that this is a considerable issue with detainees having to be transported across the force area to differing custody suites. Consideration of the following questions:</p> <ol style="list-style-type: none"> 1. What is the current contract with HCP provider? 2. What are the current levels in custody suites? 3. What is the impact of reduced coverage? How can this be addressed and resolved? 		<ol style="list-style-type: none"> 1. What is the current contract with Healthcare Provision (HCP) provider? Current service provider is CRG, the current contract has been extended until June 2024 whilst Gwent led tri-force regional tender is on-going. 2. What are the current levels in custody suites? At present there is embedded 24/7 provision in Llanelli and Haverfordwest with Aberystwyth and Newtown sharing HCP cover with the clinician being able to travel between the two suites if there is a requirement. 3. What is the impact of reduced coverage? How can this be addressed and resolved? By way of a simple example an officer arresting a person in Ystradgynlais would ordinarily convey the detainee to Brecon. If the detainee is aggressive and appears under the influence of controlled drugs then Brecon, without HCP cover and no nearby A&E department would not be suitable for such a detainee. Officers would then likely convey to the nearest suite with a HCP present, in this case Llanelli, but there have been infrequent occasions where that suite is unable to accept the detainee and officers have then been re-directed to Aberystwyth. This is a significant distance to be conveying a detainee who may be in need of urgent medical attention (officers have also had to then convey to a hospital) putting both the detainee and officers at unacceptable risk. <p>A 'Telemeds' system has been put in place whereby a virtual consultation can be made between a HCP and detainee where fitness to detain and interview can be authorised. This system, primarily used in Powys where HCP coverage is not usually readily available, allows the suites to operate without HCP's being present with the aim being :-</p>

		<ul style="list-style-type: none"> ▪ To reduce the impact of the issues relating to national HCP recruitment and reserve HCP pool shortages impact on custody suites and service delivery in DPP. ▪ Support effective risk management within our suites. ▪ Address geographical challenges where a HCP is not on duty at a specific suite. ▪ Reduce unnecessary travelling where no HCP is on duty and increase available resources. ▪ Reduce demand levels on suites who house detainees from other Local Policing Areas. ▪ Reduce overtime expenditure. <p>From the updates provided by CRG to the Force the system and does indicate that, when used, the system does allow for detainees to be assessed as fit for detention without the requirement for a HCP to attend in person preventing unnecessary conveyancing to a suite or A&E Depts thus freeing up available resource.</p>
<p>Youth Engagement Forum – Consult and engage with Youth Engagement Forum 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. Meetings are held twice per academic term. Recruitment is to be conducted on an annual basis, during summer months.</p>		<p>Between October 2022 and July 2023, several meetings took place with the Youth Forum to work in partnership on a Youth Consultation named Y Sgwrs, that asked young people of their views, ideas and experiences of mental health, substance mis-use and restorative approaches. A report was published in July on the consultation. As of September 2023, there are 2 new members joining the Forum. An induction has been scheduled for 25 October, where the Forum will come together to discuss future activity.</p>
<p>Youth Forum Conference – Work with Youth Forum members to host a Youth Conference for key stakeholders to discuss key findings of the Forum’s 2022-23 Y Sgwrs Consultation.</p>		<p>Completed: Conference took place at Stradey Park on 5th of July, where the Youth Sgwrs Consultation report was published. Over a 100 partners attended the Conference to learn more about the work carried out by the Forum and for key discussion on how to address the issues raised in the consultation.</p>
<p>Develop proposal for drugs intelligence amnesty to support Chief Constable’s priority to tackle the supply of illegal drugs</p>		<p>Completed. An outline proposal has been developed setting out the considerations needed prior to initiating any such amnesty. The proposal is recommended for review in Term 4.</p>
<p>Collaborative post with University of Wales Trinity Saint David - support and facilitate improved links with academic institutions,</p>		<p>In progress: Interviews conducted and successful candidate is going through pre-employment checks. Start date likely to</p>

bringing research and practice together		be January 2024 due to vetting and candidate's notice period.
<p>Early Intervention and Prevention Research and Mapping (Local Criminal Justice Board & Serious Violence and Organised Crime)</p> <p>Engagement with the teams across DPP to review interventions and engagement to those entering the Youth Offending Teams.</p>		In progress: This has been brought forward to inform the Local Criminal Justice Board discussions on 30/11/2023.
Deep Dive review to inform the PCC's ability to lobby for an increase in the age of criminal responsibility. To include consideration of availability of intervention and prevention, children in care protocol and findings from Y Sgwrs Consultation.		This has been adapted to no longer be a scrutiny type deep dive, but a review of the considerations for/against the change and the feasibility of it. Paper has been prepared for OPCC Executive Team in October 2023.

Priority 3 – An Effective Justice System

Action Required	RAG	Quarter 2 Progress Update
Develop and maintain the LCJB Performance Framework to provide a deeper understanding of local criminal justice performance.		LCJB Performance Framework now in place, with data presented at September's Local Criminal Justice Board (LCJB) meeting. Work continues to enhance the data featured however this action is discharges as now business as usual.
Evaluate whole system approach to female offending in Dyfed-Powys and explore options for development of a Women's Centre		Bid for modular unit to house pilot women's centre included in Safer Streets 5 bid. Site visit to potential base occurring end September 2023. Work still required in relation to re-evaluation of whole system approach.
IOM (Integrated Offender Management) Housing Pilot roll out across Force area to ensure provision of temporary move-on accommodation, enabling the rehabilitation and resettlement of offenders		Discussions ongoing in Local Policing Areas to implement housing provision to mirror the best practice in Ceredigion.

<p>Reducing reoffending strategy scrutiny</p> <p>Understand what is an effective reduction in reoffending and what are targeted interventions. Consider:</p> <p>What is delivered by HMPPS?</p> <p>Community Based interventions and diversions?</p> <p>Numbers on licence recalls back within custody from DPP?</p> <p>LCJB to be accountable in reducing reoffending</p> <p>Criminogenic needs assessment</p>		<p>This work is yet to commence but is scheduled to commence from October 2023.</p>
<p>Restorative Justice</p> <p>Consider value for money, success factors and stories.</p> <p>Regional YOT's will collaborate to re-establish a regional restorative approaches group aimed at supporting regional approaches and offering opportunities.</p>		<p>Work commenced in October 2023.</p>
<p>Community Remedy Review – Consult with public and update the Community Remedy options menu for dealing with low-level crime and anti-social behaviour outside of the court system in the Dyfed-Powys Police force area.</p>		<p>Consultation completed and menu confirmed by PCC as detailed in the decision log 12/09/2023. Preparations for publishing and promotion of menu ongoing.</p>
<p>Oversight of secure accommodation for Children</p>		<p>Situation report briefing will be provided by end of October to support custody scrutiny planning.</p>
<p>Strategic Equality Plan</p> <p>Work with local public bodies in Carmarthenshire, Ceredigion, Pembrokeshire and Powys to</p>		<p>Public Consultation launched at beginning of summer 2023. All partners have received the consultation responses. OPCC will be reviewing responses on 05.10.23 with Dyfed Powys Police Equality and Diversity and Welsh Language</p>

<p>devise a public consultation in readiness for our Strategic Equality Plan review 2024-2028.</p> <p>Ensure that our Strategic Equality Plan reflects relevant objectives within CIIW Anti-Racist Action Plan, NPCC’s Police Race Action Plan, Welsh Government’s Anti-Racist Wales Action Plan, and APCC’s Equality Framework.</p>		<p>Manager, with aim of getting first draft of new joint Strategic Equality Plan for Spring 2024.</p>
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Value 1 – Working Together

Action Required	RAG	Quarter 2 Progress Update
<p>Mental Health Lobbying – supporting the introduction of Right Care, Right Person approach in Wales.</p>		<p>Work ongoing at an All Wales level currently to support a consistent approach to the introduction of Right Care, Right Person approach in Wales.</p> <p>Action: Pend until 2024/25 Business Plan where the focus will be on undertaking assurance activity on effectiveness of implementation.</p>
<p>Work with local businesses to raise awareness and prevent violence and abuse towards shop workers and encourage cyber resilience.</p>		<p>Limited progress made by OPCC to date due to resourcing limitations however work is ongoing with Crimestoppers to scope a campaign and consideration is being given to the possibility of addressing this as part of Precept consultation activities.</p>
<p>Support the Force with adhering to the Anti-Social Behaviour (ASB) Victim Promise, raising awareness in the use of the ASB Case Review and facilitate ASB Case Review Appeals.</p>		<p>Met with Anti Social Behaviour (ASB) co-ordinator to discuss ASB process and to understand how victims are identified, how they are informed of the ASB case review and what support they can have to submit an ASB case review. Issues raised around implications of NICHE system and that further training is required for officers which is currently being considered. Head of Assurance to link in with Engagement to promote ASB Case Review and ASB Case Appeals. Potential to engage Victim Engagement Forum members who have been affected by ASB engagement.</p>

Value 2 – Being Accountable

Action Required	RAG	Quarter 2 Progress Update
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<p>Domestic Abuse & Rape survivor engagement - Listening to those with lived experience to provide DPP and local criminal justice agencies with feedback to improve the service provided to victims.</p>		<p>Engagement has taken place, and a paper summarising the engagement & consultation went to the PCC and Chief Constable's attention at Policing Board. We are awaiting response, so that we can share the feedback with VEF members who took part in the consultation.</p>
<p>Support the public to make informed and appropriate choices when accessing our services by:</p> <ul style="list-style-type: none"> · Ensuring we have an easily accessible website that signposts individuals to specialist services as well as our own internal services; · Ensuring that however, an individual contacts the office they will wait no longer than 48 hours to receive the information they require; · Ensuring that the Police have sufficient understanding and awareness of services commissioned in order to bring them to the attention of victims and individuals who would benefit from accessing services 		<p>A new Quality of Service mailbox has been created. Any community concerns/complaints received through the OPCC mailbox will be directed to that mailbox and be picked up by the Quality of Service Caseworkers.</p> <p>A new website is currently under development but the current website is updated regularly to ensure that the most relevant information is available at all times.</p> <p>The office is contactable via phone, email and website and where an individual does contact the office they are contacted within the 48 hour period.</p>

Value 3 – Being Sustainable

Action Required	RAG	Quarter 2 Progress Update
<p>Fair Funding Settlement Lobbying by making the case for Wales to receive a fair allocation of funding arising from the Comprehensive Spending Review, review of police funding formula or other relevant distribution of resources.</p>		<p>Lobbying remains ongoing and due to the nature of the issue this is included on the Corporate Risk Register.</p>
<p>Develop and embed an innovative culture in terms of sustainability by Monitoring the reduction of our</p>		<p>The Business Manager attends the Sustainability Group Meetings as the OPCC's representative. The meetings provide update on initiatives being undertaken by the Force to reduce the Carbon footprint across all areas.</p>

<p>Carbon footprint and ensuring our estate, vehicle fleet, supplies services processes and procedures are environmentally responsible by receiving regular information and attendance and relevant meetings.</p>		
<p>Drive efficiency through collaboration and learning</p> <p>We will maximise opportunities with partners to realise efficiency and value across the whole system and continually benchmark with others</p>		<p>Considerations are being given towards an All Wales Scrutiny collaboration.</p> <p>All-Wales OPCC Policy Network has been developed, enabling discussions on shared responses to consultations and benchmarking / learning on common policy areas.</p>
<p>Encourage partnership working to respond to the Climate Emergency, both in terms of Sustainability and environmentally friendly policies, and ensuring we have the collective capability and capacity to deal with the impact of Climate Change, such as flooding and severe weather episodes.</p>		<p>Partnership working is key in this area and best practice is shared between all Police Forces in Wales on all issues relating to sustainability and decarbonisation. In other partnership initiatives investigation is ongoing about co-location at different sites with partners such as the Fire and Rescue Service and Local Authorities. There are policies to assist in dealing with the impact of Climate Change, such as flooding and severe weather episodes that sees the Force work with closely with all relevant parties.</p>

Value 4 – Engaging Widely

Action Required	RAG	Quarter 2 Progress Update
<p>Police Apprenticeship Funding Lobbying</p>		<p>Work is ongoing across the Welsh OPCC’s to lobby for a fair share of the Police Apprenticeship Funding.</p>
<p>Developing a new Communications and Engagement Strategy</p>		<p>Strategy has been developed and signed off by Exec. Team. Strategy has been sent for translation and will be published on OPCC website. Delivery Plan is also in development to support the strategy.</p>
<p>Encourage age-appropriate, racially and culturally sensitive services</p>		<p>The OPCC will always consider services they provide and services that are commissioned to ensure that they are age-appropriate and racially and culturally sensitive. Equality Impact Assessment training has been provided to OPCC staff and a process document is under development to ensure consistency of approach.</p>

		Welsh Language Annual report completed and submitted to the Welsh Language Commissioner and published on the OPCC website in October 2023.
Work towards the National Equality Standard and sign the race equality pledge.		Work is ongoing in this area. The Office has undertaken a self-assessment and further work will be undertaken during Quarter Three.

DYFED POWYS POLICE AND CRIME PANEL 27/10/2023

DECISIONS MADE BY THE POLICE AND CRIME COMMISSIONER		
Recommendations / key decisions required:		
To consider the decisions made by the Commissioner and make such report or recommendations as the Panel thinks fit.		
Reasons:		
The Panel has a statutory duty to do this		
Relevant scrutiny committee to be consulted NA		
Cabinet Decision Required	NA	
Council Decision Required	NA	
CABINET MEMBER PORTFOLIO HOLDER:- NA		
Directorate: Chief Executives Name of Head of Service: Linda Rees-Jones Report Author: Robert Edgecombe	Designations: Head of Administration and Law Legal Services Manager	Tel: 01267 224018 Email addresses: rjedgeco@carmarthenshire.gov.uk

EXECUTIVE SUMMARY
POLICE AND CRIME PANEL
27/10/2023

**DECISIONS MADE
BY THE POLICE AND CRIME COMMISSIONER**

Section 28(6) of the Police Reform and Social Responsibility Act 2011 requires the Panel to review or scrutinise decisions made, and actions taken by the Police and Crime Commissioner in connection with the discharge of his functions and make reports and recommendations to the Commissioner in relation to the discharge of those functions.

Any such reports or recommendations must be published by the Panel.

DETAILED REPORT ATTACHED?

YES

IMPLICATIONS

I confirm that other than those implications which have been agreed with the appropriate Directors / Heads of Service and are referred to in detail below, there are no other implications associated with this report:

Signed: *LRees-Jones*

Head of Administration and Law

Policy, Crime & Disorder and Equalities	Legal	Finance	ICT	Risk Management Issues	Staffing Implications	Physical Assets
NONE	NONE	NONE	NONE	NONE	NONE	NONE

CONSULTATIONS

I confirm that the appropriate consultations have taken in place and the outcomes are as detailed below

Signed: *LRees-Jones*

Head of Administration and Law

1. Scrutiny Committee - NA
2. Local Members – NA
3. Community / Town Council – NA
4. Relevant Partners - NA
5. Staff Side Representatives and other Organisations

**CABINET PORTFOLIO HOLDER(S)
AWARE/CONSULTED**

NA

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

Title of Document	File Ref No.	Locations that the papers are available for public inspection
Host authority file	PACP-079	County Hall Carmarthen

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Decisions made by the Commissioner (including those made at Policing Board) from the 29th June 2023 to the 16th October 2023

Title & Summary	Date
<p>SIMS Contract Renewal</p> <p>The PCC approved the SIMS contract renewal be awarded to EE following consideration and approval at the Chief Officer Group meeting and consideration by the Chief Finance Officer.</p>	<p>10th July 2023</p>
<p>Centre for African Entrepreneurship – Pathways to Prosperity</p> <p>The PCC approved a contribution to the Centre for African Entrepreneurship project Pathways to Prosperity that provide age-appropriate, racially and cultural sensitive services to communities with multifaceted and complex needs. The project will support young people from low-income households, those are risk of or involved with the criminal justice system, and migrants particularly refugees, and asylum seekers, with the overall mission to empower individuals to reach their full potential and positively contribute to society.</p> <p>The project strongly aligns with the Police and Crime Plan’s priorities and will work with key delivery partners to realise these objectives.</p>	<p>11th July 2023</p>
<p>Physical Empowerment 2023-24</p> <p>The PCC approved an application for a financial contribution to Physical Empowerment CIC that provides self-defence, resilience and confidence building classes to victims and survivors of domestic abuse.</p> <p>Following a successful pilot this contribution allows the important work to continue. The pilot utilised staff employed at the organisations’ Port Talbot base who travelled to Llanelli to deliver sessions. The new funding expands on this provision to employ a full time resource to deliver directly for Dyfed Powys communities.</p>	<p>11th July 2023</p>
<p>Force’s Estates Portfolio</p> <p>Following a strategic review of the Force’s estates portfolio it has been determined that the following properties are surplus</p>	<p>26th July 2023</p>

to operational requirements as directed by the Chief Constable and will be disposed of:

- Kidwelly Former Police Station and House, Banc Pendre, Kidwelly, Carmarthenshire, SA17 4TA
- Llanelli Former Police Station, Custody and Garages, Old Castle Road, Llanelli, SA15 3AD
- Saundersfoot Police Station, Wogan Terrace, Saundersfoot, SA69 9HA
- St Clears, The Gate Y Garth Pentre Road, Carmarthen, SA33 4AA (LEASED – Carmarthenshire County Council)
- Milford Haven Police Station, Charles Street, SA73 2HP

This decision is part of a wider change programme across the Dyfed-Powys Police Force area, where the approach to operational policing is focussed on making best use of technology and equipment that will improve policing and the services to our communities. The Force and the Commissioner are committed to maintaining the same level of service for its local communities, and residents and businesses in the area will see no adverse impact from decisions made.

The PCC approved the recommendation that the properties listed above be marketed for sale and/or disposal.

Kindness Event - Newtown

7th August
2023

The PCC approved a donation of £500 to the Kindness Event Newtown from the Sale of Found Property Fund.

The Kindness Event is a free to access fun day for all residents of the local community. The Event provides signposting to local support organisations. The Kindness Event is a collaboration between the local council, community groups, sports groups, local and regional organisations, with some sponsorship from local businesses.

The event provides a platform to spread positivity and help families with the cost-of-living crisis. As Chair of the Living Wage Steering Group for Mid & West Wales, this event aligns with the Commissioner's commitment to encourage employers to meet living wage standards across the Region.

This request also aligns with the Police & Crime Plan and Value: Engaging widely.

Police Unity Tour7th August
2023

The PCC approved a contribution of £500 to the Police Unity Tour from the Sale of Found Property budget. The Police Unity Tour is a charitable pedal cycle event that raised funds for UK Care of Police Survivors (COPS).

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 country to raise funds and are dedicated to helping the family of police officers who have lost their lives on duty. To date this event has raised in excess of £1 million, directly supporting the work of the charity and the families of fallen colleagues.

Each year, officers from Dyfed-Powys get involved in being part of the Tour and representing the Force in the fundraising event.

Insurance Policies Tender15th August
2023

The PCC, in consultation with the Chief Constable, approved the recommendation to award the insurance policies tender to award 2 lots (Property and Travel/Personal accident) to our existing insurers Risk Management Partners, and 2 lots to Maven (Liabilities and Motor) for a period of 3 years an initial 2 year extension option, and a further one plus one year option thereafter. The Head of Legal Services will oversee the delivery of this contract with input from Marsh, our Insurance Broker, as necessary.

Integrated Offender Management Senior Analyst Post15th August
2023

The PCC and CC approved the proposal to continue funding an all Wales Integrated Offender Management (IOM) Senior Analyst post at a total cost of £27,433, which will be funded from Force budget.

Sponsorship Support for Race Council Cymru / Black History Wales7th
September
2023

At the Policing In Wales meeting it was agreed that all four Police Forces and Offices of the Police and Crime Commissioner would sponsor Race Council Cymru's Black History events running from 20 September 2023 to 30 September 2024. The PCC and Chief Constable agreed to sponsor the Platinum package for 2023/2024 at a cost of £3,500 which can be accommodated within existing budgets.

Community Remedy Options/Menu

12th
September
2023

Further to the previously published Community Remedy decision log in March 2023 the Office of the Police and Crime Commissioner for Dyfed-Powys undertook consultation via :

1. An online survey for public consultation and issued a press release and social media posts to promote the survey.
2. Six events between 29th March 2023 and 26th April 2023 hosted by the OPCC to brief community representatives on key messages, developments and changes within Dyfed-Powys Police. Councillors were invited by the PCC to attend on of the 6 events arranged in locations across all four Local Authorities. The Community Remedy Survey was shared at each of these events.
3. Emails to:
 - All Local and Community Councillors across the four Local Authority Aras
 - Members of Parliament and Members of the Senedd
 - OPCC Volunteers
 - Victim Engagement Forum Members
 - Youth Forum Ambassadors

The Community remedy survey received a total of 131 responses, the survey results were considered and the results and community remedy options/menu recommendation were submitted for consideration at the 20th June Policing Board with the following decision being provided:

The Police and Crime Commissioner in conjunction with the Chief Constable approved the Community Remedy menu, subject to legal advice in relation to the domestic abuse inclusion.

Minerva Section 22a Collaboration Agreement

21st
September
2023

The PCC approved the recommendation to agree the Minerva Section 22a collaboration agreement which is a basic change regarding the lead policing body and governance which doesn't impact on the detail of the Section 22a agreement.

Bluelight Commercial Activity

21st
September
2023

The PCC, in consultation with the Chief Constable, decided that Dyfed-Powys do not contribute financially to the proposed legal action being led by Bluelight Commercial in line with advice received from senior officers within the Force and OPCC.

Continuation of Brake IRVA Pilot

10th
October
2023

The PCC approved a contribution from the Driver Retraining reserves budget to extend the pilot for a dedicated Dyfed Powys Independent Road Victim Advocate (IRVA), providing ongoing support to road traffic victims and their families.

The role has been operational since April 2023 and now holds a caseload of families within Dyfed Powys who have been bereaved by road traffic collisions. The role plays a vital part in providing practical and emotional support to assist families in navigating the aftermath of traumatic incidents.

Whilst anecdotal information is resoundingly positive, it is too early to provide detailed information to evaluate the benefits of the role. It is therefore proposed to extend the original pilot for a further 12 months to enable a more informed evaluation of the role to be undertaken.

The grant agreement will be extended to 31st March 2025 with an annual budget of £48,669. The funding will come from the driver training reserves.

Cardigan Police Station Open Day

12th
October
2023

The PCC agreed a donation of £700 to support the provision of refreshments at the Cardigan Police Station Open Day. This is the first public Open Day held at Cardigan Police Station since it opened in 2010.

Police Officers and staff that work at Cardigan Police Station will be available to share the positive activity undertaken to keep the residents of Ceredigion safe.

The event will also provide an opportunity to showcase specialist sections of the organisation that the public do not routinely interact with, such as the Marine Unit, Police Support Unit, Drones Team and Armed Response Unit. The event will promote and encourage Police Officer recruitment including Special Constables, Police Staff and Volunteers. Human Resources and Learning and Development

Teams will be present to offer advice and guidance to anyone interested in joining the Police service.

The event aligns with the Commissioner's priorities relating to preventing harm and supporting our communities.