



Comisiynydd Heddlu a Throseddu  
Dyfed-Powys  
Police and Crime Commissioner



# Annual Report

## 2023-24

---

This document is also  
available in Welsh.

# Contents

Foreword .....	2
The Role of a Police and Crime Commissioner .....	4
2021-25 Police and Crime Plan .....	5
Progress against the Police & Crime Plan 2021-25.....	7
Priority One: Victims are Supported .....	7
Priority Two: Harm is Prevented .....	19
Priority Three: Our Justice System is more Effective .....	39
Values .....	45
Working Together.....	45
Being Accountable .....	50
Being Sustainable .....	66
Engaging Widely .....	68
Resources .....	82



# Foreword



2023-2024 has been an interesting year for everyone involved in Policing with the service being under the spotlight across the country. It has been challenging locally with a number of key incidents that have added pressure to the service.

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

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

I have continued to act as Victims' Champion and am extremely proud of the work that continues with the Victims' Engagement Forum. Hearing

first-hand the experiences of victims has on occasions been a sobering experience but by listening to those experiences we have been able to modify our services and affect change.

The work of our dedicated Independent Custody Visitors has resulted in deserved recognition where they received a Gold award from the Independent Custody Visitor Association as part of their Quality Assurance Framework



assessment. I am extremely grateful and proud of the work they have undertaken to gain this level of award.

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

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

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

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

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

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

Dafydd Llywelyn  
Police and Crime Commissioner for Dyfed-Powys

# The Role of a Police and Crime Commissioner

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

In marking this milestone, PCC Llywelyn stated "As we come to the end of the third term of Commissioners and my second term, I am still sincerely privileged to hold the office of the PCC. I am honoured to be the voice of the public and the link between policing and the local criminal justice system. The role is extremely important



as my office, relevant partner agencies and organisations work together to improve services and outcomes for both victims of crime and perpetrators with a goal of safer communities across the Dyfed-Powys area."

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

### The Commissioner is responsible for

1. Setting the priorities for Dyfed-Powys Police
2. Publishing a Police and Crime Plan
3. Engaging with Communities and representing the public's voice on policing matters
4. Working closely with community safety and criminal justice partners
5. Supporting victims and bringing people to justice
6. Commissioning services to make communities safer and to support the vulnerable
7. Appointing and, if necessary, dismissing the Chief Constable
8. Dealing with complaints and disciplinary matters against the Chief Constable
9. Holding the Chief Constable to account
10. Setting the annual Police budget and precept level.

### The Commissioner is not responsible for:

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



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

# 2021-25 Police and Crime Plan

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

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

## There are 5 key strands behind this vision that:

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

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

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

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



1. Working Together



2. Being accountable



3. Being sustainable



4. Engaging widely

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

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

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

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

## Strategic Policing Requirement

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

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

The 2023 SPR sets out seven identified national threats:

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

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

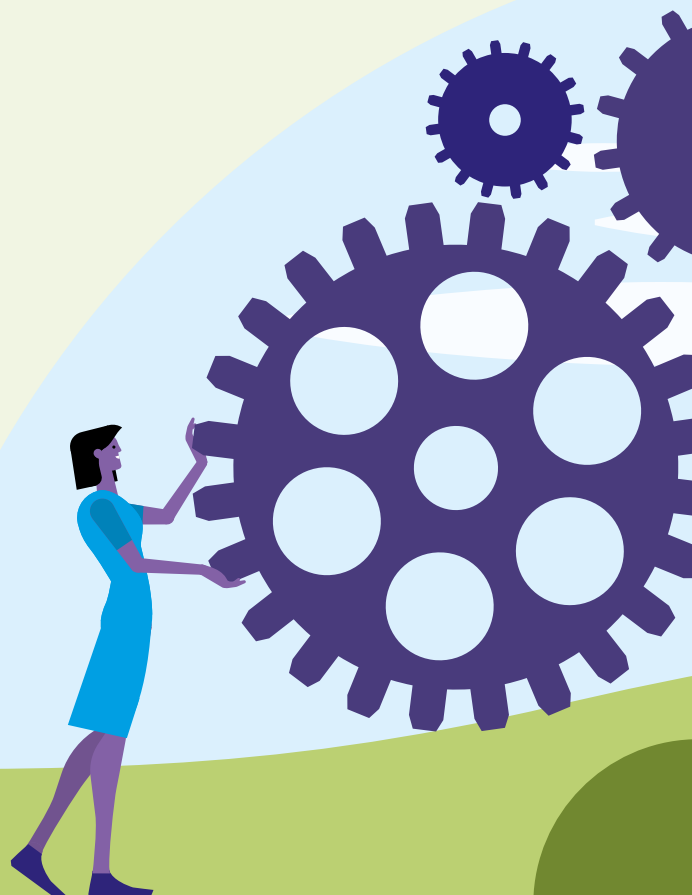
Staff from the Office of the Police and Crime Commissioner routinely attend Dyfed-Powys Police's internal meetings to understand how Chief Officers ensure the Force has the required capacity and capability to respond to each of the threats. In addition, through Policing Board the Commissioner asked the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

1. What evidence does the Force have that it has the necessary capacity and capabilities to address each of the threats?
2. How can the Force demonstrate the development and use of strategic threat assessments in predicting and managing demand?

3. What is the Force's Communications and Engagement plan to advise communities and businesses of threats and preventative measures?

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

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



# Progress against the Police & Crime Plan 2021-25



## Priority 1: Victims are Supported

### Investment in support services for victims

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

For the 2023-2024 financial year, the Commissioner continued to fund essential support services for victims. In many cases this is done using Ministry of Justice victim's grant funding; a key outcome of which is that services help victims to cope and recover from the impact of crime.



### Goleudy multi-crime service

Throughout 2023-2024, Goleudy continued to offer personalised, emotional and practical support to help victims, their families and witnesses of crime and anti-social behaviour.

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

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

#### During 2023-2024:

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





## Independent Road Victim Advocate Service

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

The funding will enable service provider Brake to continue with the employment of a dedicated Independent Road Victim Advocate (IRVA), working with Dyfed-Powys Police and directly with victims who have been bereaved by road fatalities.

Brake's National Road Victim Service (NRVS) is the leading, largest, road victim support provider for the UK. This care provision is not a helpline – it is case-managed care from day one for as long as required (sometimes more than a year) prior to safe exit. Care is provided to a family by a named, trained, paid caseworker.

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

The Commissioner's office has worked closely with the Roads Policing Unit to encourage a robust referral process following road fatalities. Further work is required to ensure that all eligible victims are being offered support.

Client feedback has indicated that the support provided is beneficial and provides comfort to families:

---

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

---

*“ I feel it a privilege to talk to you as my caseworker. I find it comforting to talk to you. ”*

---

*“ Nice to have you to talk to as I don't want to burden the family. ”*

---

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

Police and Crime Commissioner, Dafydd Llywelyn said:

“*Sadly, road collisions are common here in Dyfed-Powys, despite the proactive work of our Roads Policing Unit, Community Safety Speedwatch and Go Safe.*

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

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

Dafydd Llywelyn



Jami Blythe, Development Manager at Brake, said:

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

## Independent Domestic Violence Advisory service

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

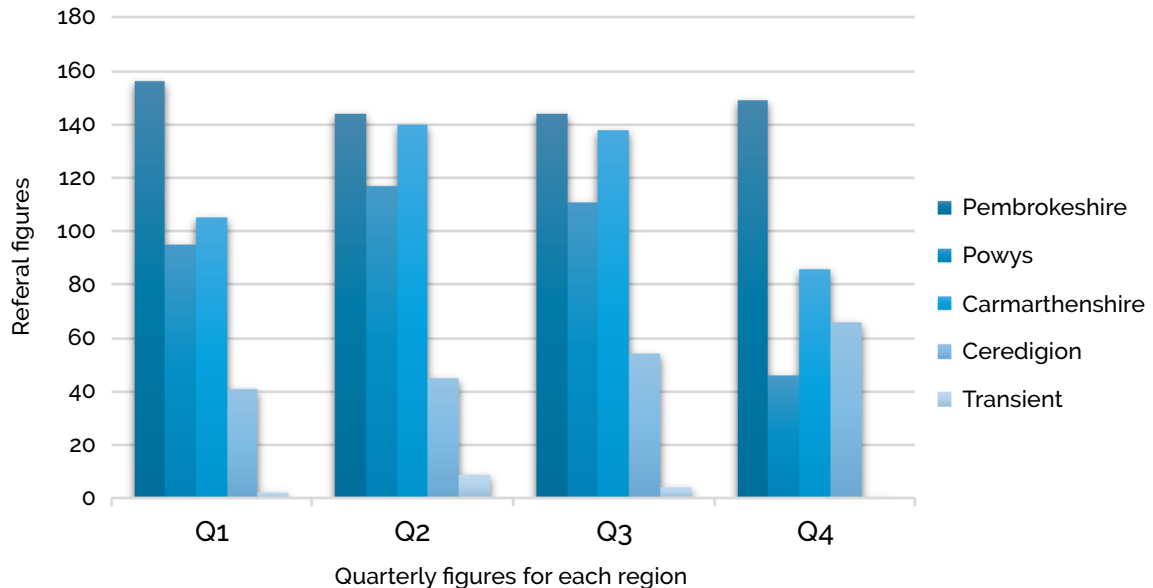
Dal i Godi is a collaborative partnership service formed by five specialist domestic abuse



agencies, Calan Domestic Violence Service, Carmarthenshire Domestic Abuse Service, Montgomeryshire Family Crisis Centre, Threshold Domestic Abuse Service and West Wales Domestic Abuse Service. The five agencies between them have 148 years collective experience of delivering domestic abuse services.

The service received 1,652 referrals during 2023-2024, with cases from Pembrokeshire being the highest, followed by Carmarthenshire. 87% of these referrals were female.

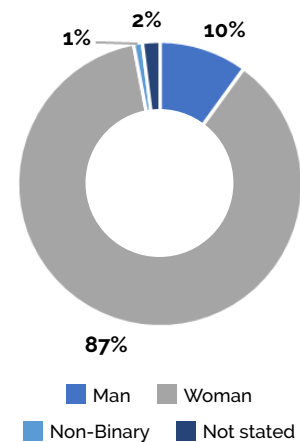
Number of referrals



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

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

### Gender split



## Quotes from individuals who have accessed the services:

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

## Case Study

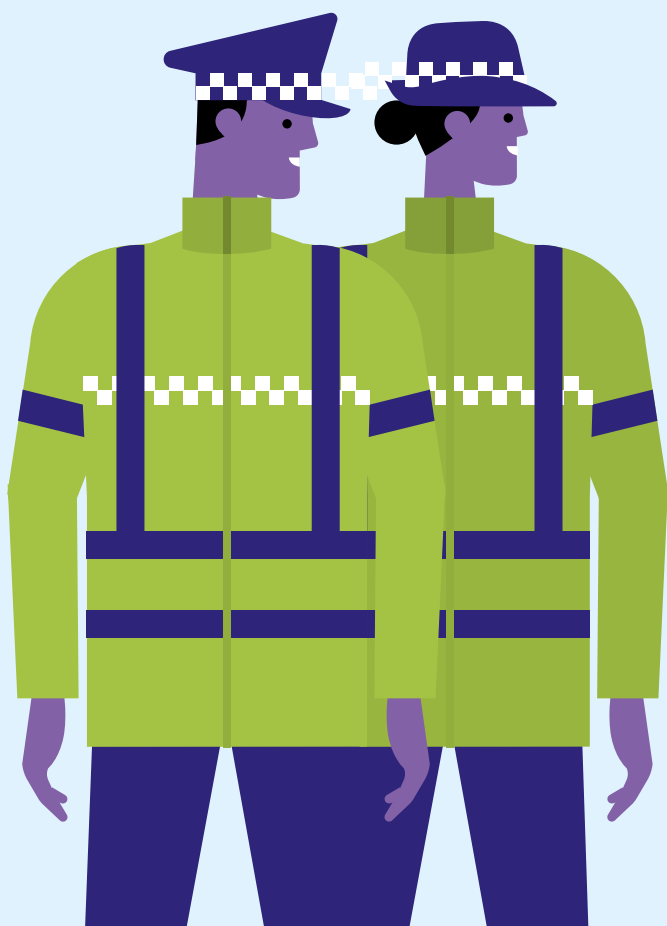
A referral was made to the service in 2023 following an incident that was reported to the Police. A female who was believed to be experiencing coercive control, physical and sexual abuse perpetrated by her then partner and partner's family.

The IDVA safely made initial contact within 24 hours of receiving the referral and arranged to meet at a local police station. Upon initial risk assessment, it was identified that this was a

significant case of domestic abuse. Following this disclosure, the IDVA supported the individual to access the Sexual Assault Referral Centre (SARC), flee to safe accommodation and supported her to make a police statement that later resulted in the arrest of the alleged offender and a family member.

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

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



## Independent Sexual Violence Advisory service

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



Within Dyfed-Powys 582 individuals were referred to New Pathways in 2023-2024, with the majority of referrals via Dyfed-Powys Police. Just over half, 55% of referrals were as a result of historic cases with 17% of referrals following an acute presentation requiring a forensic medical examination. Those referred to the service benefit from the support of an Independent Sexual Violence Advisor who provides support

### During 2023-24:

- 582 referrals were made into New Pathways
- 55% of these were historic cases
- 12% of referrals were for children under 12 years of age
- 37% of victims referred were aged under 17

### Outcomes of New Pathways' support service:

- 84% of service users reported feeling more able to cope
- 84% experienced a reduction in symptoms of anxiety

that is tailored towards the individual and provide emotional and practical support.

## Operation Soteria Bluestone

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

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

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



Acting as the voice of victims, the Commissioner and staff will continue to assist the Force in engaging those with lived experience to ensure they have a voice in improving police services. The OPCC will have more involvement in Dyfed-Powys Police's internal scrutiny of their police response to RASSO.

## Physical Empowerment CIC

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

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

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

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

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

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

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

The focus of funding was to set up a base within the Dyfed-Powys region with a community co-ordinator – this has been successfully achieved. 1 training session was held during the funding period with 11 individuals interested to attend. 4 clients completed the full course and the others have been contacted with additional support,



some of which are keen to attend future courses in the region.

Consideration is being given to delivering courses in other locations within Dyfed-Powys to maximise reach.

### Client feedback includes the following:

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

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

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

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

## Child to Parent Abuse

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

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

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

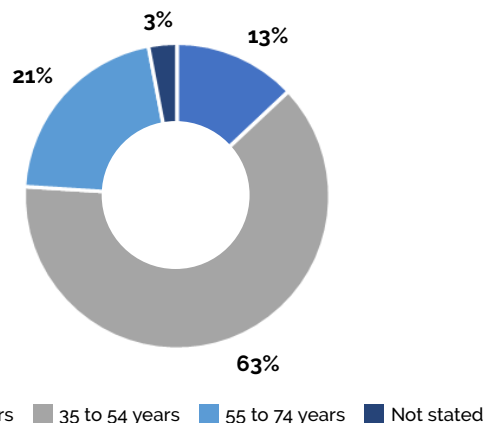
The Covenant has been launched by not-for-profit organisation Parents Education Growth Support (PEGS), as part of their ongoing commitment to supporting parents, carers and guardians impacted by CPA.

The Commissioner has provided funding to PEGS during 2023-2024 to progress awareness raising and support parents who are suffering with this type of abuse.

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

**All victims supported were females in the following age brackets:**

Age breakdown



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

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

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

Dafydd Llywelyn

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



## Safer Communities Awards

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

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

The staff and officers from Dyfed-Powys Police and partner agencies working within all three of these business areas have shown commitment and dedication to safeguarding the communities of Ceredigion, Pembrokeshire, Carmarthenshire and Powys and deserved the national recognition.

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

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

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

The Commissioner provided set up funding for a dedicated property (single bedroom flat) to stabilise individuals while more long-term accommodation was found. Since the project was established in 2021, seven individuals have used the property, with main criminogenic needs being accommodation, drugs and mental health. Six individuals have since been de-selected from IOM, with one remaining on the scheme. Reasons for de-selection are that pathways have successfully stabilised, and the individuals no longer require intense multi-agency wraparound support.

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

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

A total number of 3,328 reports were made to Action Fraud by residents of the Dyfed-Powys area during 2023-24. 1,663 of these were reported directly to Dyfed-Powys Police as a call for service.

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

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

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

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



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

The Fraud Safeguarding Officer provided support through direct contact and

engagement with 163 victims and recovered a loss of £727,700.

The Financial Investigation Unit within the Economic Crime team has recovered funds totalling £1,004,181.

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

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

**In congratulating the three initiatives, Dyfed-Powys Police and Crime Commissioner Dafydd Llywelyn said;**

*“I am immensely proud to congratulate Dyfed-Powys Police and the multi-agency partners, on the well-deserved recognition given to them at the national Wales Safer Communities Awards this week.*

*This accomplishment highlights a commitment to safeguarding our communities by tackling complex challenges. ”*

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

## Domestic Abuse Attrition Workshop

Reducing victim attrition in domestic abuse cases was incorporated into the 2023-2024 Dyfed-Powys Criminal Justice Board's Delivery Plan.

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

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

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

### Special Measures

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

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

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

### Some of the causes of victim attrition identified were:

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



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

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

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





## Priority 2: Harm is Prevented

### Wales Police Schools Programme – School Beat Cymru

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

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

The Commissioner wrote to school leaders in the Dyfed-Powys area in January 2024 to clarify the position of the Wales Police Schools Programme. The letter acknowledged the critical role that the School Police Officer plays in maintaining

and building a safe and secure environment for students. The Commissioner committed to ensuring the continuity of the programme within the four local authorities of the Dyfed-Powys area until the end of the academic year and is working with Dyfed-Powys Police and partners to scope the future of the Programme beyond July 2024.



### Strategic Assessment of Serious Collisions

Research carried out by Forbes Advisor identified that Powys has the most dangerous roads in Britain, followed by Ceredigion in second place and Pembrokeshire in seventh place. The link to the research can be found here: <https://www.itv.com/news/wales/2022-08-05/the-top-10-most-dangerous-roads-in-britain-according-to-new-research>

As a result, the Commissioner asked GoSafe to produce a 10-year strategic review of serious collisions across the Dyfed-Powys area. The review provided data for the Dyfed-Powys area in its entirety,

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

## Road Safety Powys Community Engagement

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

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

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

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



## Serious Violence Duty

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

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

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

### Key findings from the Strategic Needs Assessment:

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

Key priorities emerging from the workshop were violence against women, domestic abuse and sexual violence (VAWDASV); the online threat; prevention activity and night-time economy. These have been turned into a Strategy and Delivery Plan which includes a provisional funding plan for 2024-2025. The delivery plan will continue to evolve as key pieces of additional analysis and work are brought together.

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

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

## INTACT

During 2023-2024, the Association of Police and Crime Commissioners (APCC) published an edition of their 'In Focus' publication that focused on <https://www.apccs.police.uk/media/8931/in-focus-innovative-and-effective-approches-to-tackling-serious-violence.pdf>

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

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

The APCC's 'In Focus' outlines the crucial work Police and Crime Commissioners are doing across England and Wales with their Police forces and local partners, to facilitate effective

multi-agency partnerships to prevent serious violence.

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

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

The primary aim of INTACT is to coordinate and deliver early intervention programmes, which range from public engagement and education to one-to-one focused involvement with specific individuals, drawing upon a range of literature and established principles in youth crime and justice.

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

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

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

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

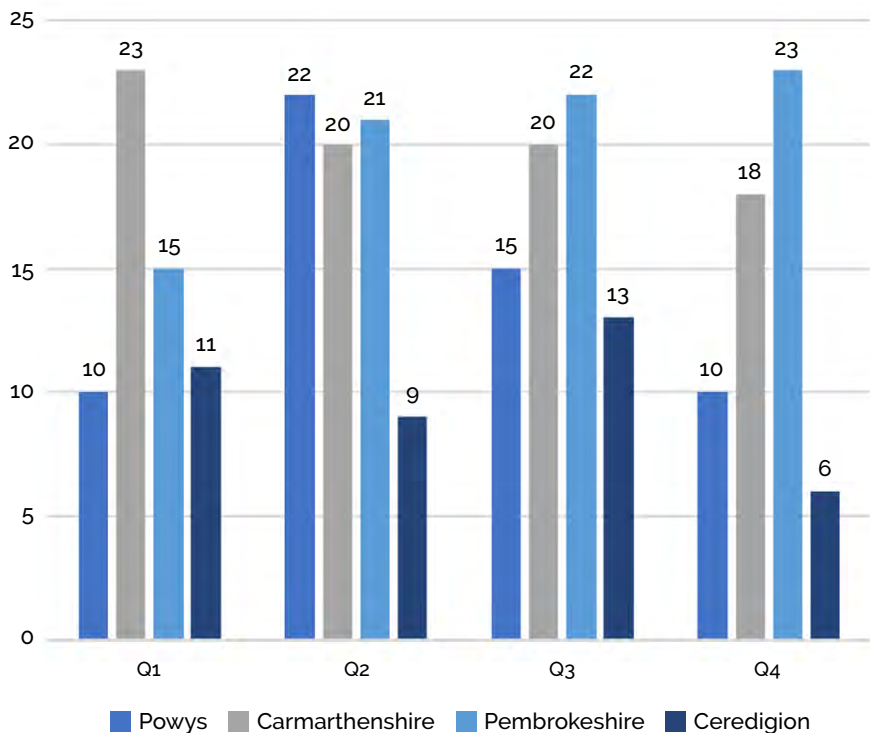


## Debrief and mediation service for missing young people

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

During 2023-2024 there were 1,599 missing reports for children and young people across the Dyfed-Powys area. Many of these were repeat missing episodes. Following the eligibility criteria, 456 young people were referred for a debrief. 52% of referrals were female and the most common age groups were 13 to 15 years.

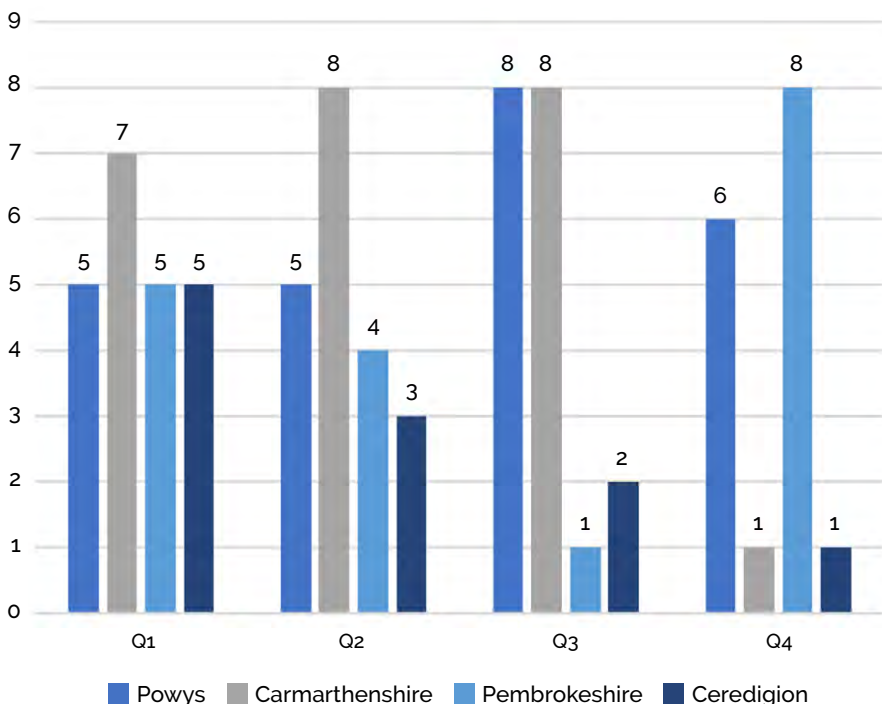
**First Time Debriefs 2023-24**



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

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

**Number of repeat debriefs 2023-24**



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



## Case Study

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

At the age of 14, the young person experienced strong suicidal ideation and made serious attempts to take their life. Following this period the individual's father took on the care of them.

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



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

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



## Offender Diversion Scheme

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



**In 2023-24**

- **1,041** referrals were received.

---

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

---

- **810** assessments were completed.

---

- **715** clients successfully completed the interventions.

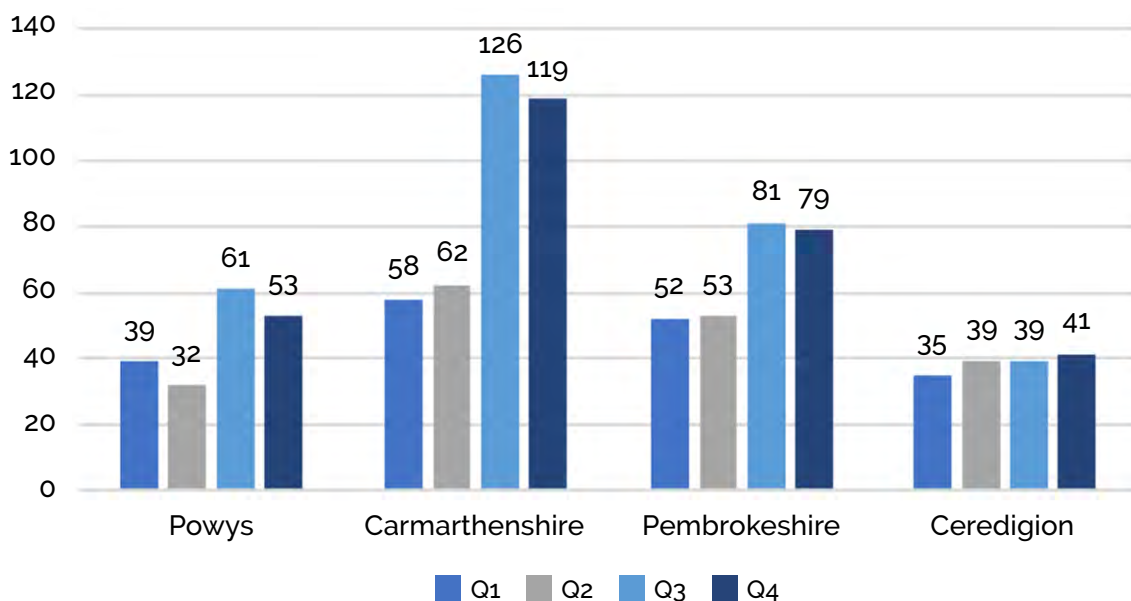
---

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

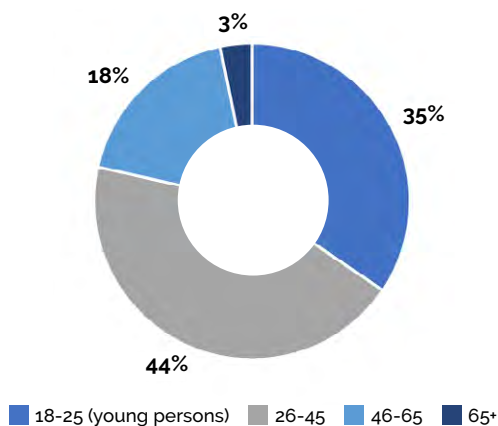
---

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

**Regional referrals 2023-24**



**Age split for 2023-24**



**Additional outcomes:**

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

## Case Study

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

A referral to the Diversion Scheme was made following the incident. The individual explained the history of the incident and admitted to a loss of emotional control and making a threat to the neighbour, an incident they regretted. In mitigation they advised that they felt persecuted and bullied in the locality because of their transgender identity and struggled with their own mental health. They also struggled financially with limited benefits restricting their activities and isolating them geographically.

The individual admitted they had used illicit drugs and alcohol as a means of coping and escaping their reality. A referral to the local drug intervention agency was completed. Furthermore, it transpired that the individual was not claiming all entitled benefits to enable them to find accommodation in a different location.



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

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

## Substance Misuse Services

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

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



### During 2023-24:

- Police colleagues referred just under 300 individuals for substance misuse treatment. This includes those given conditional cautions and individuals tested on arrest in custody.
- Over 80% of referrals were for males.
- Almost 70% of referrals were for those aged 20-39 years.
- 64% of individuals exited the service with a positive closure e.g. being drug free or completing treatment.
- In the Hywel Dda health board area, 40% of referrals were for primary alcohol misuse, with 56% of referrals in Powys for alcohol. This was followed by heroin and cocaine as the most common substances.

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

## Safer Streets 5

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

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

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

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

*“Securing nearly eight hundred thousand pounds of funding for intervention initiatives targeting violence against women and girls, acquisitive crime and anti-social behaviour represents our relentless commitment to the safety and well-being of our communities.*

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

During 2023-2024, the following activities were delivered with Safer Streets 5 funding:

## ■ The Women's Centre

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

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

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



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

## ■ CCTV Aberystwyth

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



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

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

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

The following projects delivered activity during 2023-2024 and will continue into 2024-2025:

## ■ My Safe Place

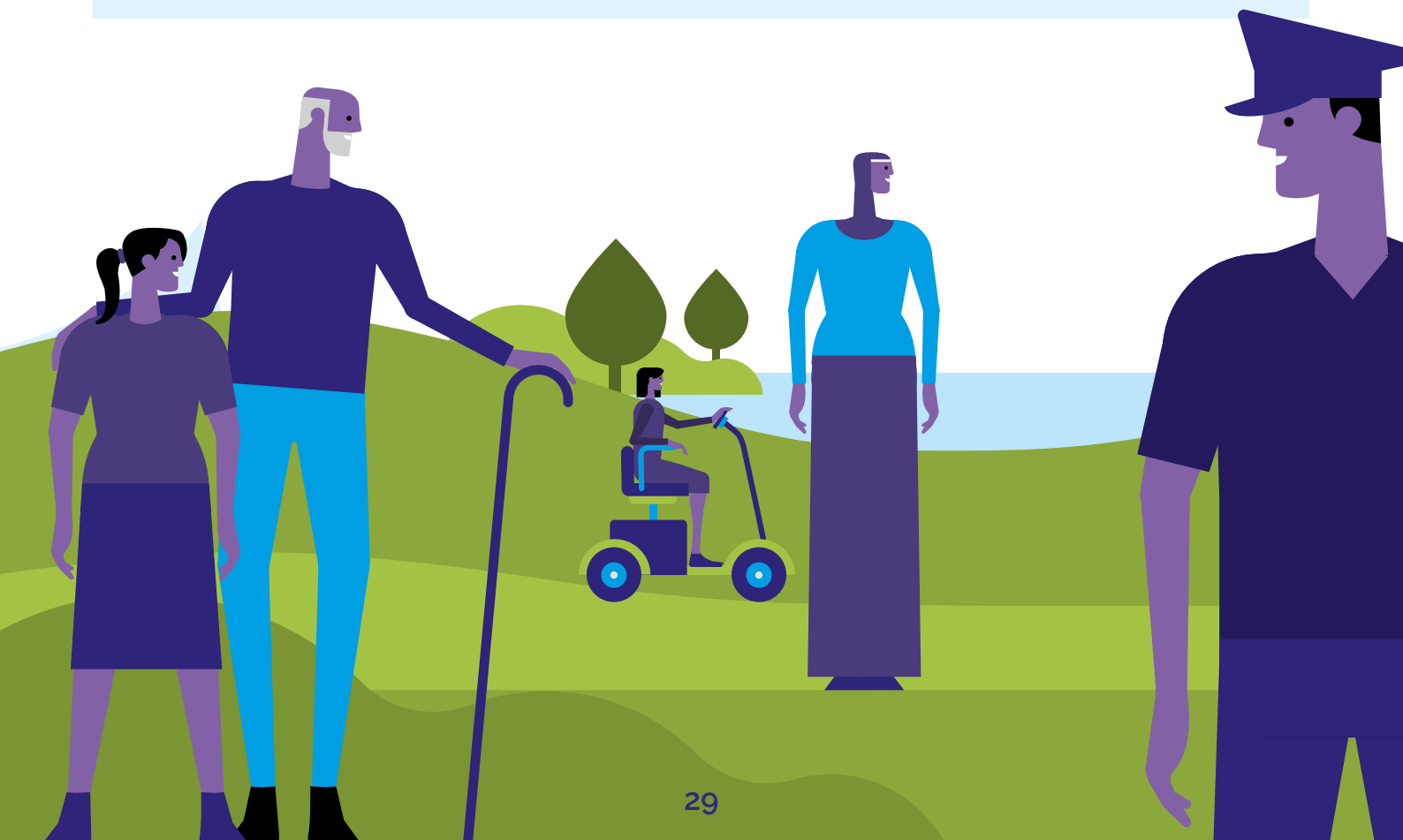
Delivered by Carmarthenshire County Council, this project supports VAWG victims' and survivors' rights' to remain safely in their homes. This will be achieved through the provision of practical solutions aimed at improving home safety measures, including adaptations, technology and equipment.

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

expertise and skills of the VAWDASV workforce and the Police Designing Out Crime officers.

During 2023-2024, 22 people received a home safety check which resulted in a standard security fit package and additional features for their individual property, along with information on safe techniques to apply within the home.

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



## ■ Connected Communities

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

### Anti-Social Behaviour – Waste amnesty

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

During 2023-2024 almost 500 homes have been supported across Pembrokeshire, with in excess of 45 tonnes residual waste and 55 tonnes of recycling waste removed.

Waste management teams identified significant environmental crime issues experienced by specific communities.

Residents within these communities were sent personalised letters, followed up through one to one contact across both estates to highlight the opportunity for face to face meetings with Housing Wardens.

The proposed service meant there was equal opportunities for all. Where difficulties were identified such as meeting waste collection timescales, additional support was offered if required.

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

- Personalised initial contact led to high engagement within the community.
- Positive buy in from residents for the programmes of work.

- Identification of vulnerable households, with links to relevant services.
- Many people supported were elderly or disabled and unable to move items without this support.
- Residents' relationships with services has improved.
- 45 tonnes of residual waste has been removed from homes, gardens and reduced potential fly tipping.
- 55 tonnes of recycling waste has been segregated and recycled including – furniture, electrical items, wood, plastics, metal and garden waste.
- Homes where clear evidence of hoarding / poor management of waste were picked up by Housing Wardens.
- Residents have engaged with the new waste management processes.

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

- Environmental Waste Teams – providing advice on kerbside collections, waste amnesty activity and distributing receptacles for waste.
- Domestic Abuse Services – providing advice, support and community contact.
- Food and Nutrition Teams/Organisations – free food provided at events, advice to parents re: free school meals; food demos on how to make healthy soups; raffles arranged to win food equipment/hampers.

- Sport/healthy living organisations – football, skateboard and circus skills practitioners available to offer free training to attendees.
- Financial Support Team – offering money advice to attendees including support to families on low incomes.
- Housing Teams – providing advice and support regarding tenancy and other housing matters, this included representation from Ateb Housing Association.
- Voluntary sector - Pembrokeshire Association of Voluntary Services (PAVS) provided Community Connector support to attendees.

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

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

## ■ Bystander Plus

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

Specialist Dyfed-Powys Domestic Abuse (DA) organisations have formed a collaborative group that has developed a co-ordinated approach to preventative activity. The consortium includes West Wales Domestic Abuse Service (WWDAS), Carmarthenshire Domestic Abuse Service (Carm DAS), Threshold and Montgomery Family Crisis Centre (MFCC).

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

This consortium delivered similar activity via Safer Streets 4 funding. This intervention has

increased existing provision of the successful Bystander Intervention training to locations not targeted previously, where crime rates have increased and/or not reduced.

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

Over 50 training and awareness raising events have been delivered during 2023-2024 across the partnership with 21 champions signing the pledge and continuing the work within their businesses and local community. Engagement with the White Ribbon activity has also contributed to greater awareness and interest in the project.

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



## ■ Dyfed-Powys Police Education and Prevention

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

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

**There are 5 separate strands to this programme as follows:**

### ■ Walk Safe / Stay Safe App

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

### ■ Training, support and intervention within Further and Higher Education

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

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

### ■ VAWG Man Ally/Man Culture

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

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

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

### ■ Crimestoppers

Crimestoppers has a successful track record of informing residents of crime issues.

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

### ■ Performance in Education - Step In/Speak Up

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

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

During 2023-2024, "Step In, Speak Up" was delivered to 28 schools. A total of 45 shows and 21 workshops were delivered, reaching a total of approximately 6000+ pupils. The training has been well received from both pupils and educators.



## Pupil Feedback

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

- By the end of the session, 78% of students completely understood the meaning of sexual violence against women & girls, compared to 41% before the event.
- By the end of the session, 60% of students felt completely confident that they would report an incident of sexual violence against women & girls if they were a witness, compared to 45% before the event.
- By the end of the session, 83% of students felt either completely or mostly confident that they would be able to safely intervene if they witnessed an incident of sexual violence against women & girls, compared to 50% before the event.
- By the end of the session, 98% of students could correctly identify the 5 D's, (Distraction, Direct Action, Delegation, Delay and Documentation) compared to 3% before the event.

## Adult Feedback

An evaluation was conducted with the adults attending the performances.

- 87% of the 137 adults who completed the evaluation thought the presentation would help them talk about violence against women & girls with their students.
- 91% of 137 adults who completed the evaluation thought the presentation would help them talk about how to safely intervene with their students.
- 90% of 137 adults who completed the evaluation thought the presentation would help them talk about the importance of intervening with their students.
- 86% of 137 adults who completed the evaluation thought the presentation would help them talk about the responsibility

everyone has to report and challenge violence with their students.

- 100% of adults thought the presentation had been beneficial for their students.
- 99% of adults thought the presentation encouraged their students to consider the effects and consequences of sexual violence against women and girls.
- 100% of adults thought the presentation was pitched at the right level for their students.
- 100% of teachers would recommend this activity to other schools and colleges.

### **Quotes from attendees:**

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

**– Teacher, Ysgol Bro Dinefwr**

*“The speakers/performers were excellent. Having a demonstration/'mock incident' worked well and the delivery of the workshop was clear and informative. Thank you!”*

**– Teacher, Redhill High**

### **Queen Elizabeth High (Year 9 students)**

*“Very informative and engaging.”*

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

## Investment in community initiatives

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

### Stallion Boxing

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

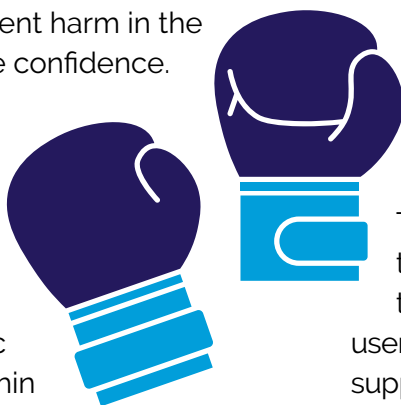
The Commissioner provided funding to support the delivery of this programme.

The project is intended for the 11-16 age demographic that are already known within the criminal justice system or are at risk of becoming involved in criminal activity.

The project is designed to enable students to understand about living a life that's underpinned by strong moral principles and values; to understand the benefits of exercise/healthy eating and to improve health and wellbeing; the fundamental skills of the art of boxing, leading to a disciplined mindset to make improved social, physical, intellectual and emotional decisions.

40 individuals took part in weekly sessions over the course of the programme.

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



## Area 43 Depot

The Depot is a youth led cafe which is run as a safe space by Area 43 in Ceredigion, in partnership with young people. The Depot offers an open, inclusive service to 14-25 year olds who are at risk of becoming victims or perpetrators of crime.

They work with all young people to address issues related to vulnerability.

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

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

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

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

#### Ryan Davies, General Manager stated:

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

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

## Jac Lewis Foundation

The Jac Lewis Foundation (JLF) charity was set up in 2019 to help people obtain quick access to mental health support and provide a counselling service for families bereaved by suicide. The Foundation has developed into an experienced service provider and is a key Stakeholder in the Welsh Government roll out of rapid response meetings across Wales.

The impact of a suicide can be far-reaching, both within a family and within friendships and communities. An unexpected death can cause a "ripple effect" spanning long periods of time. Research shows that individuals affected by the bereavement of someone close to them by suicide makes them 65% more likely to die by suicide themselves.

Dyfed-Powys Police and Local Authorities are delivery partners in providing referrals to the Foundation for those that have been bereaved through suicide; experiencing difficulties with drug/alcohol issues; at risk of offending; victims of alcohol/drug abuse and/or domestic violence. The Foundation offers support within 48 hours of referral to reduce the risk of harm and support individuals and groups through a traumatic event.

The Foundation has a very specialised professional team that can offer therapeutic support to children, adolescents and adults. The team includes play therapists, child and adolescent therapists and trauma therapists to ensure that the individual receives the most beneficial support individually tailored for them.

Funding has been provided to the Foundation by the Welsh Government during 2023-2024 to deliver the rapid response referral service. Due to unexpected and unprecedented levels of referrals from Sudden Death events within the Dyfed-Powys area, the funding received has been depleted prior to the end of the financial year.



The Commissioner agreed to fund Jac Lewis Foundation until the end of this financial year (2023-2024) to ensure continuation of this referral service and provide much needed support to the communities within the Dyfed-Powys area.

### Feedback from those bereaved through suicide who have received support from the foundation:

“ I was called like a bolt from the blue ”  
and it was like a guiding angel, it was nice to speak to someone who understood. Counselling was amazing, it really made a difference.

“ I would have been in a very dark ”  
place, reluctant to go on meds, helped me deal with the overwhelming situation. Wouldn't have been able to cope without it.

“ Made every difference imaginable, ”  
it has allowed me to survive, it helped all the family, it rescued all of us.

“ I'm really not sure where I would be, ”  
I'm not sure if I'd still be here.

**Sian Bamford Mental Health Coordinator,  
Dyfed-Powys Police Vulnerability Hub  
stated:**

“ Dyfed-Powys Police has been working with the Jac Lewis Foundation for several months as part of the rapid response to suspected suicides pilot process. Without their support at these meetings, there would be little purpose and no one to take the main actions. Around 90% of the actions from these meetings are assigned to the Jac Lewis Foundation who make contact with all the individuals highlighted as requiring support. This could be family members, witnesses, colleagues, friends, neighbours etc. This source of support has not only been invaluable, but has positively contributed to our communities.

It is well recognised through research and evidence that those who have been bereaved by suicide become high risk of taking their own life, therefore having this support in place within days of the bereavement is vital for ongoing safeguarding work in our communities.

This could also reduce crime and substance abuse, which often go hand in hand for those who have been bereaved by suicide. Therefore, the continuing support of Jac Lewis Foundation is vital to ensure we can continue to offer this support and keep our communities safe.

Due to their presence being across Carmarthenshire, Pembrokeshire and Ceredigion, we work together to identify any issues arising in the community as a result of their work.

They are able to tailor the support as and when it's required, with targeted responses in areas of concern.

**Dr Richard Swain, GP Cluster Lead – Amman  
Valley and Gwendraeth GP Cluster stated:**

“ In January 2020 JLF started providing mental health assessment, support and therapeutic interventions for patients in the Amman Gwendraeth region of Hywel Dda Health Board. Patient feedback is heart-breakingly positive and impactful, and our clinicians have found the service universally well-received and actually brings improved mental health for our teams, because we know there is a meaningful avenue for patients to receive help within a reasonable time frame.

The communication and feedback from JLF leaders is very good and we are pleased to have them working alongside us for the benefit of our population.

The Foundation has also received National recognition for their work within Suicide Bereavement becoming a Finalist in the National Lottery UK Project of the Year 2022 for their project 'Bereavement through suicide support service' where they were placed third in over 160 UK projects that were submitted for the award.



## Centre for African Entrepreneurship

Centre for African Entrepreneurship (CAE) is a well-known specialist migrant employment support provider in Swansea. With over 30 successful projects, they have broken down barriers and equipped communities with essential skills for progression.

To date, the charity has served over 500 beneficiaries and delivered over 3000 services. The services include supporting clients with their career journeys and enhancing confidence in the employment and training sector. Over 50% of clients accessing this service have obtained higher education qualifications.

Being lived-experience-led, 75% of the organisation's leadership team identifies as ethnically diverse, providing a deep understanding of community challenges. With 50% of their workforce aged 30 or younger, they offer age-appropriate support to young people.

CAE collaborate closely with His Majesty's Prison and Probation Service (HMPPS) to achieve equitable outcomes for people of colour in the criminal justice system. Their work includes a review of Criminal Justice in Wales' Anti-Racism Plan and submitting a report of recommendations to CJiW in 2021.

Under a commission from HMPPS in 2022 in addressing diversity and inclusion within the service, CAE delivered learning sessions for staff to enhance their understanding of lived experience perspectives from racially and ethnically diverse backgrounds and the specific challenges they face in the criminal justice system. This included a resource pack for reflection and evaluating outcomes to highlight best practices.

Following a visit to CAE's Swansea premises in late 2022, the Commissioner was keen to work with the organisation in developing a presence in the Dyfed-Powys area to support ethnically diverse communities and provide a platform for underrepresented groups to thrive in the region.

In September 2023, the Commissioner awarded CAE grant funding to develop a presence in Llanelli.



The project (Pathways to Prosperity) provides age-appropriate, racially and culturally sensitive services to communities with multifaceted and complex needs and have been historically marginalised.

Supporting young people from low-income households, those at risk of or involved with the criminal justice system and migrants (particularly refugees and asylum seekers), their overall mission is to empower these individuals to reach their full potential and positively contribute to society.

The project includes interventions focussing on employability and entrepreneurial support, wellness club, confidence building and community engagement. Through these interventions, the project will contribute to creating a safer and more equal region, where harm is prevented and the most vulnerable in society are empowered to thrive.

The project's aim is to provide specialised support, considering beneficiaries' intersectionality and empowering them to make informed life choices and realise their ambition. The project strongly aligns with the Police and Crime Plan's priorities and will work with key delivery partners to realise these objectives.

### Premier League Kicks

The three-year funding awarded to Swansea City AFC Foundation continues to progress into the 2023-2024 season with positive impacts on the young people attending the sessions in the Dyfed-Powys Police area. We are looking forward to receiving their final impact report at the end of the season which will be reflected in next years' Annual Report.

## Rekindle

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

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

The organisation manages a safe place for victims of exploitation.

During 2023-2024 Rekindle received funding from the Commissioner to help support for their One-to-One Recovery Support project. The purpose is to provide mental health support using a recovery model based on early intervention. This aims to support every aspect of their clients' lives including housing, relationships, work, training and finance, together with in depth individual and group therapy.

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

Rekindle recovery practitioners have worked with young people over the past year to move into safer housing, supporting financial applications and helping with CV and employment opportunities. The team has supported young people with GP appointments and other health services.

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

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

## Case Study:

Alisha (not her real name), a young woman of 23 was referred to Rekindle by the Primary Mental Health team. She is one of the new cohort of clients and came to Rekindle in May 2023. Alisha presented with difficulties navigating the world after returning to live in Newtown. She struggled with her mental and physical health and disclosed that she had misused drugs and alcohol to try and level out. She self-harmed regularly. She was unemployed and was consumed by the burden of mounting debt. Alisha's initial goals were to find long term employment, access support and be understood. She wanted an accurate diagnosis of her problems and to improve her self-understanding and awareness. Effectively homeless on arrival, she was given support to access local authority housing, however she was placed in unsuitable accommodation where her vulnerability was rapidly exploited by other tenants, to her great distress. A referral to Pobl (specialist housing support organisation) was made and the council referred Alisha to The Money Saviour, a debt counselling service. Alisha now lives in a secure independent rented property. She is

working towards a diagnosis of her mental health problems and has started to create a plan to resolve her debt problems permanently. Alisha has a job and is working late two nights a week in order to be able to come to Rekindle during the day for continuing support. She feels more confident, heard and understood and continues to regularly attend sessions with Rekindle.



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

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



# Priority 3: Our Justice System is more Effective

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

## Local Criminal Justice Board

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

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



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

- A focus on victims and witnesses, especially victims suffering from serious sexual offences,
- People who offend,
- Early intervention and prevention, and,
- Race Equality.

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

- **Domestic Abuse Attrition** – A multi-agency workshop took place in November 2023 to review domestic abuse cases to understand why victims were withdrawing their support for further action. During the workshop, an action plan was developed and has been included within the LCJB delivery plan for 2024-25.

- **Domestic Abuse Virtual Response Unit (DAVRU) pilot** – As part of Dyfed-Powys Police's focus on working towards the elimination of domestic abuse, stalking and harassment, a pilot commenced in Carmarthenshire in April 2023. The service gives victims who report domestic-related incidents, who do not require an urgent response, the option to speak to an officer over a video call. Those who choose this receive an immediate video service rather than a delayed physical attendance. An immediate video response allows for earlier identification of risk and assessment of evidential opportunities. Victims have commented that they felt more comfortable knowing neighbours would not be aware of police involvement. An immediate video call had less impact on family life, and it was less daunting than the prospect of attending a police station. Due to the success of this pilot, delivery of a force-wide service has been agreed and will be rolled out.
- **Serious Violence Duty (SVD)** – A comprehensive Strategic Needs Assessment (SNA) was completed and followed up with a partnership workshop in January. The purpose was to consider the key findings, formulate recommendations and a delivery plan, map existing interventions that could be supported by current SVD funding and identify new, relevant interventions. The subsequent [strategy](#) and delivery plan will be implemented over the coming months. A SVD Co-ordinator, recruited by Carmarthenshire County Council, commenced in post in March 2024. The role will work across the partnership to implement the strategy and will seek to maximise funding to support existing prevention initiatives and implement new interventions in support of the priorities identified in the SNA.



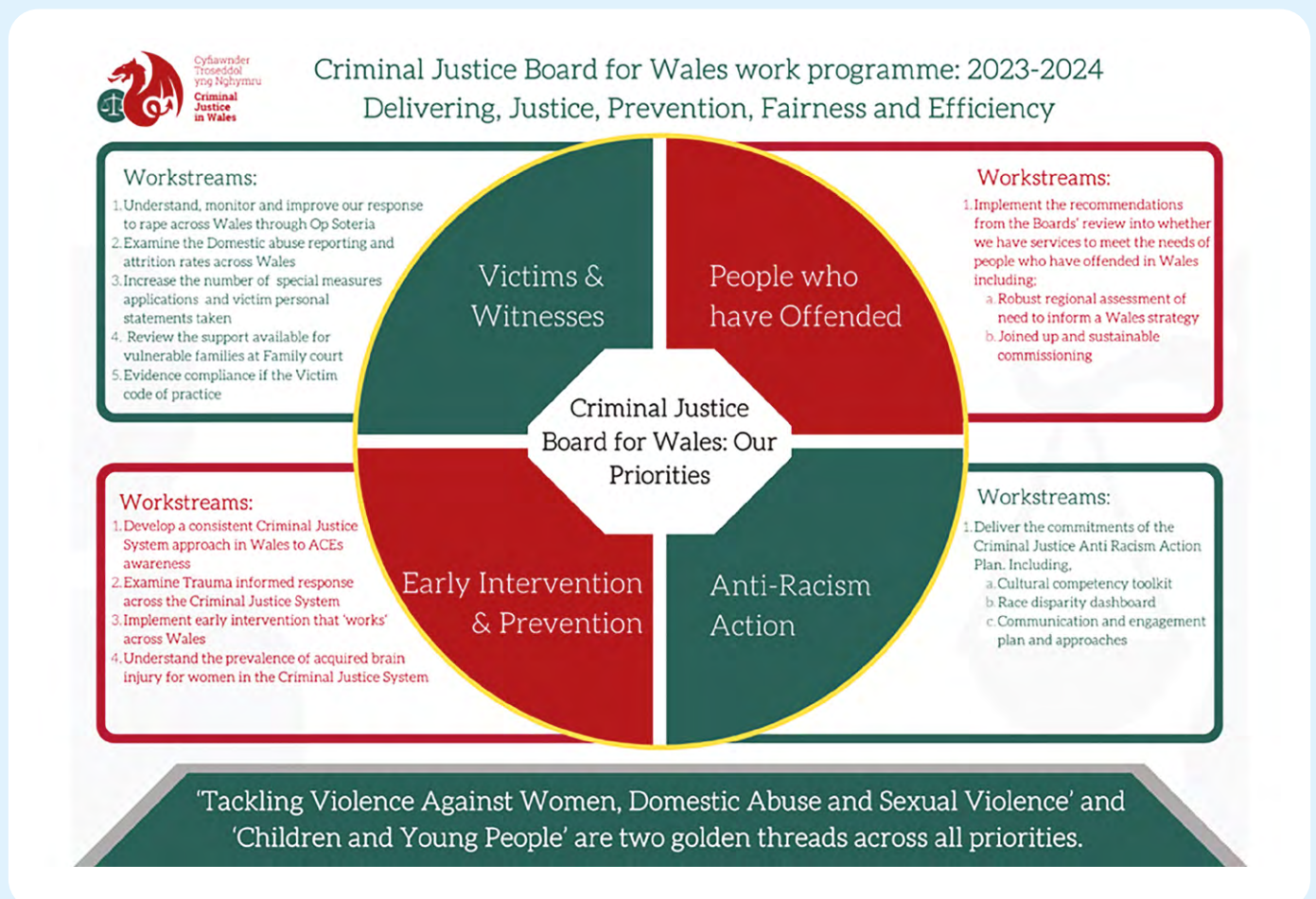
- **Women's Centre** – Safer Streets 5 funding was awarded from the Home Office to progress a Women's Centre in Carmarthen. [The Nelson Trust](#) (an organisation which has been working successfully for over 38 years with vulnerable people who have multiple and complex needs including, addiction, trauma and offending) are leading the project to deliver services from a bespoke modular building based at the Sexual Assault Referral Centre (SARC) in Carmarthen.
- The **anti-racism taskforce** has been considering training and workforce representation, community engagement, data and disproportionality. The Dyfed-Powys Equality, Diversity and Inclusion group will be monitoring performance metrics on the diversity of the workforce and positive action activity. A member of the PCC's Youth Forum is also being recruited to represent the voice of young people on the Independent Advisory Group.

## Criminal Justice in Wales Board

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

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

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



Some key achievements of the Criminal Justice Board for Wales during 2023-2024 included:

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

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

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

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

Trauma and ACE (TrACE)-Informed Toolkit.

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

The Criminal Justice in Wales Board's Annual Report details the work undertaken in Wales to drive an efficient, effective and fair criminal justice system can be found here: <https://www.gov.uk/government/publications/criminal-justice-board-for-wales-annual-report-2023-24/criminal-justice-board-for-wales-annual-report-2023to-2024>

## Community Payback

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

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

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

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

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

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

Community members can nominate a project for unpaid work to be carried out by offenders in their local area. Further details can be found here: <https://www.gov.uk/nominate-community-payback-project>

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

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

## Oversight of Secure Accommodation for Children

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

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

To hold the Chief Constable to account on the exercise of these duties, the Commissioner's Office previously conducted dip samples of children's custody records to monitor the position in the Dyfed-Powys area.

In March 2024, the Custody Independent Scrutiny Panel reviewed 14 juvenile custody records to check whether there had been progress and improvements since the previous dip-samples. Overall, the feedback from the Panel was

positive and they highlighted the good work that was evidenced in the custody records. However, it was noted that in 43% of the cases reviewed, no alternative care was sought and there were instances of issues having access to local authority social services.

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

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

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

## Stalking and Harassment

### Deep Dive

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

In 2023-2024, the Commissioner's Office undertook a detailed deep dive review of the Force's management of perpetrators of stalking and harassment, providing independent insight into the effectiveness of offender management processes applied, and the safeguarding of victims as a result of these processes.

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

- Researching national and local data
- Reviewing existing reports, recommendations and scrutiny activity
- Interviewing key officers, staff members, and specialists
- Dip sampling stalking and harassment cases
- Engaging victims and scrutinising victim satisfaction data
- Considering the Force's use of civil orders
- Reviewing active Stalking Protection Orders.

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

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

### Main conclusions...

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



## Main recommendations...

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

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

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

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



# Values

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



Working Together



Being Accountable



Being Sustainable



Engaging Widely

## Working Together

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

The Commissioner's key partnership duties are laid out in legislation and explained further on the website here <https://www.dyfedpowys-pcc.org.uk/en/about-us/services-and-partnerships/partners/>. They include a focus on community safety, criminal justice and safeguarding children and young people.



Llywodraeth Cymru  
Welsh Government

## Public Service Boards

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

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

- <https://www.thecarmarthenshirewewant.wales/>
- <https://www.ceredigion.gov.uk/your-council/partnerships/ceredigion-public-services-board/>
- <https://www.pembrokeshire.gov.uk/public-services-board>
- <https://en.powys.gov.uk/sustainability>

Examples of the work delivered by Public Service Board partners during 2023-2024 include supporting poverty-focused initiatives such as food banks and warm spaces campaigns, and developing bespoke carbon literacy training for partners.

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

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

As Chair of the Steering Group, the Commissioner opened a celebratory event in the Halliwell Conference Centre in Carmarthen during Living Wage Week 2023. Attendees heard from Coaltown Coffee and University of Wales Trinity Saint David as they shared their perspectives on implementing the Living Wage.

They highlighted the positive impact the Living Wage can have for businesses, both large and small, and the impact they can have on the community through fair wage practices. It was encouraging to hear Powys County Council announcing at the event their commitment to becoming a Living Wage Employer. This is a significant step towards the Steering Group's aim of Mid and West Wales being officially recognised as Wales's first Living Wage Region.

**Action to Prevent & Reduce Serious Violence in Dyfed Powys**

Taking into account the Strategic Needs Assessment, the local partnership has agreed the following strategic objectives for the next 12 months to prevent and reduce serious violence.

- online threat**, supporting children and young people, parents, and teachers to increase knowledge and resilience. In particular, support to focus on supporting parents with education and awareness raising
- preventative response** specifically reducing risk of Adverse Childhood Experiences, substance abuse and mental health
- VAWDASV** particularly working to improve community education, reporting of VAWDASV, and partnership data sharing. Partners wished to focus on delivering key initiatives such as MATAc and IRIS, as well as supporting communications around VAWDASV
- night-time economy**, particularly gaining further insight into alcohol-related serious violence locally, embedding existing projects and education initiatives. Partners wanted to commission further analysis of this area to ensure any further work is evidence-led

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

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

helped to highlight the prevalence and impact of violence that is felt by our communities. The diagram above shows some of the work that has been undertaken to tackle serious violence.

## Community Safety Partnerships

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

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

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

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

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

## Youth Justice Services

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

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

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



## Area Planning Boards

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

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

The Commissioner has continued to work with Area Planning Board colleagues to reduce the harm caused by substance misuse. A particular example is the work to ensure that over 800 Dyfed-Powys Police staff are now trained to carry Naloxone, which can reverse the effects of an opioid overdose,

providing vital time for individuals to access and receive treatment and intervention.

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

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

## Data innovation and data sharing

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

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

In pursuit of these aims, the Commissioner has recently brought together representatives from Welsh universities and the four Welsh Police

Forces to work towards the routine sharing of police data with the Secure Anonymised Information Linkage (SAIL) Databank.

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

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

## All-Wales Policing Academic Collaboration

During 2023-2024, the second year in which funds had been allocated by all four Welsh Commissioners and police forces, funding was available for academic projects focusing on addressing violence against women and girls (VAWG).

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

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

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

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

In June 2023, the Commissioner hosted a meeting with the Older People's Commissioner and National Advisor for National Advisor for Violence Against Women and Girls in Police Headquarters. It provided an opportunity to highlight the efforts being made by Dyfed-Powys Police in relation to VAWG and discuss the impact within older populations.

Attendees heard from the Chief Constable who has committed to working toward the elimination of domestic abuse, stalking and harassment and how new ways of working were being put in place to achieve this. They also saw how CCTV is playing a key role in keeping communities

safe and supports in preventing violence against women and girls at busy night-time economy hotspots.

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

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



# Being Accountable

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

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

## Policing Board

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

Key areas of the meetings included:

- Victims disengaging with the Criminal Justice System
- Strategic Policing Requirement
- Stalking and Harassment
- Baroness Casey report considerations
- PEEL inspection outcomes
- Information Management
- Rural Policing

Policing Board minutes are available to download on the Commissioner's website: <https://www.dyfedpowys-pcc.org.uk/en/accountability-and-scrutiny/governance/policing-board/>



## Policing Accountability Board

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

The focus of the meetings was the Force's performance against the Commissioner's priorities within the Police and Crime Plan as well as performance against the National Crime and Policing Measures. Details of each meeting are published on the Commissioner's website: <https://www.dyfedpowys-pcc.org.uk/en/accountability-and-scrutiny/governance/policing-accountability-board/>

## Commissioning Advisory Board

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

Commissioned services and funding recipients presented to the Board during the year and answered questions to scrutinise performance and demonstrate value for money. This included a focus on the Community Champion programme, Missing Young People Debrief service, Independent

Domestic Violence Advisory service and a bespoke session to hear feedback on the experience of clients accessing the services. Towards the end of the period several members have unfortunately given notice to resign from the Board as they have competing demands as volunteers. This now presents an opportunity for the scrutiny of commissioned services and recipients of Commissioner's funding to be considered and incorporated into a review of the OPCC's governance structure to ensure there will still be an opportunity for commissioned services to contribute. This will be twofold in terms of contributing evidence and challenge as appropriate, but also to present context and performance of their service delivery.

## Out of Courts Resolutions Scrutiny Panel

The Out Of Court Resolutions Scrutiny Panel, coordinated by the Commissioner's office, brings together representatives from across the criminal justice sector, including Courts, Probation, Youth Offending Teams and the Crown Prosecution Service.

Panel members independently assess, scrutinise and quality control the use of Out Of Court resolutions (such as cautions, community resolutions and youth restorative resolutions) issued by Dyfed-Powys Police. The Panel makes recommendations, provides feedback

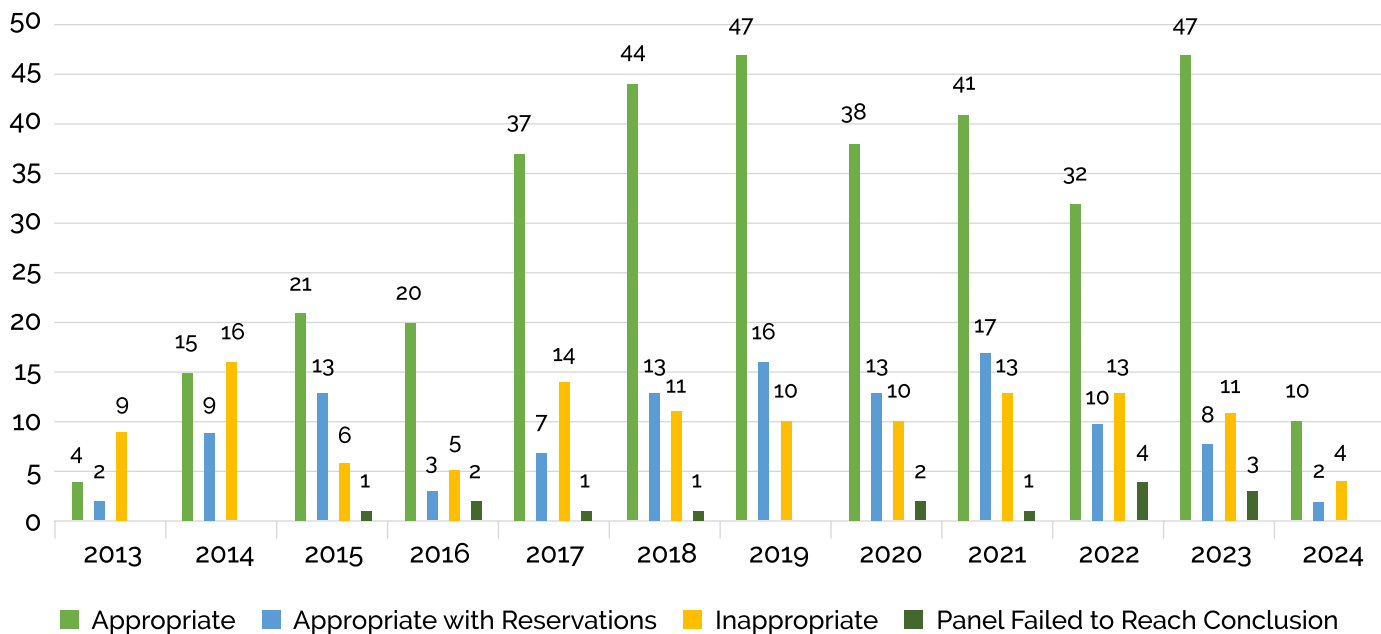
on individual cases to officers, communicates findings, promotes best practice and identifies potential policy development or training needs for consideration by the Force or other agencies involved.

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

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



### Panel assessment over time (Covering offences Nov 2013 - February 2024)



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

David Evans JP, former bench Chairman to the Carmarthenshire magistrates, chaired his final meeting of the Out Of Court Resolutions scrutiny panel in February 2024. The Commissioner

expressed his thanks to Mr Evans JP for his dedication and support towards the Dyfed-Powys Out Of Courts Resolutions scrutiny panel.

Reports on the work of the panel are available on our website here: <https://www.dyfedpowys-pcc.org.uk/en/accountability-and-scrutiny/scrutiny/out-of-court-resolutions/>

### Volunteer Schemes

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

### Independent Custody Visiting Scheme

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

#### During 2023-24, Dyfed-Powys had:

- **17** active ICVs who conducted **137** physical custody suite visits

#### During this period:

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

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

We are keen to recruit individuals from a range of backgrounds to support us with this activity. If you would like to become an ICV then please follow the link to our website for more information: <https://www.dyfedpowys-pcc.org.uk/en/accountability-and-scrutiny/volunteers/independent-custody-visitors/>

The visits have resulted in recommendations for improvements including:

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

## QAF Gold Award

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

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

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



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

Schemes need to complete each criteria under each level before moving on to the next. All levels require self-assessment and evidence is dip-sampled by ICVA.

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

## Training

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

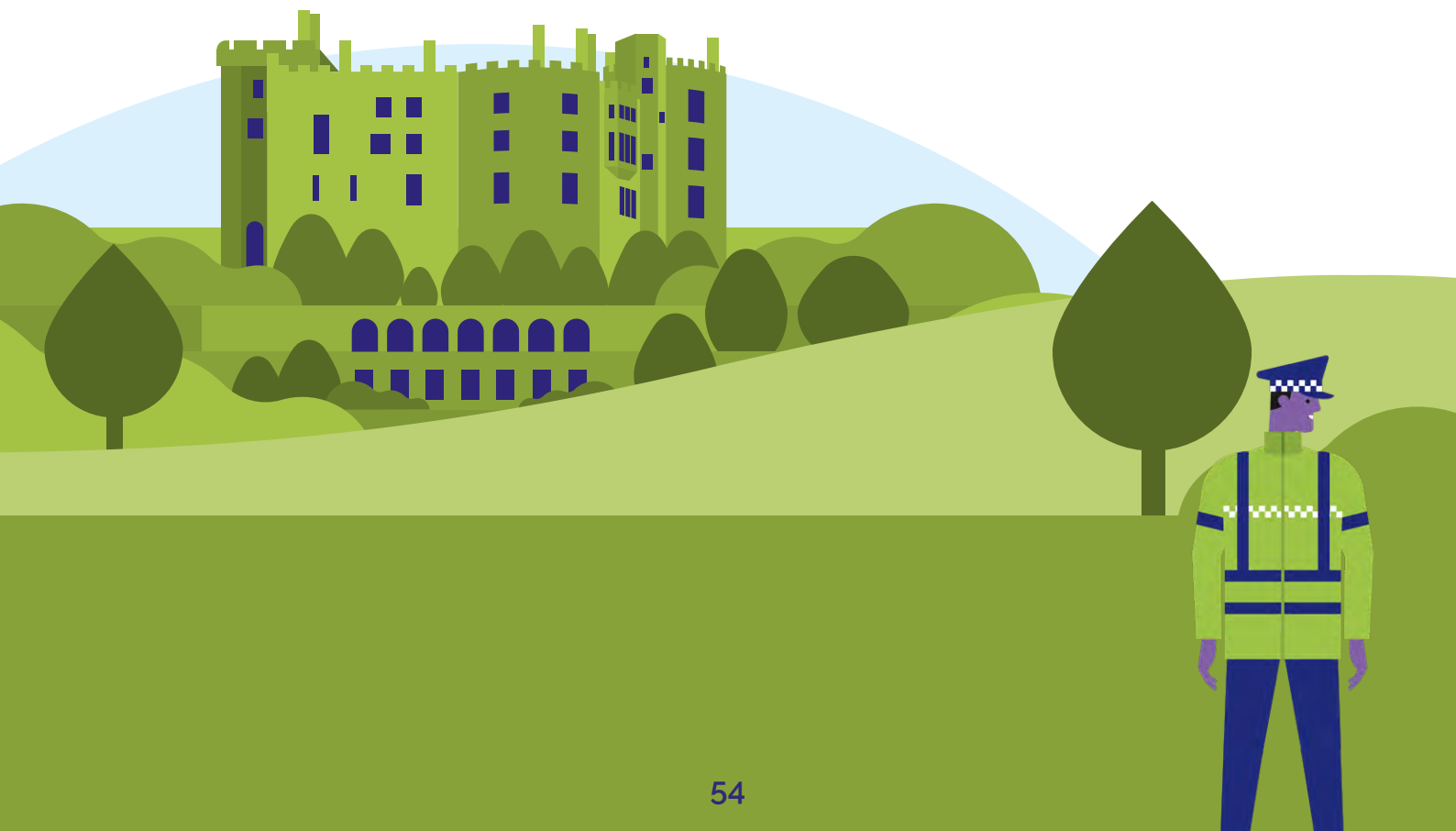
ICVs have also conducted several online training courses that include the Equality Act, Data Protection and Confidentiality via the College of Policing Online Learning Forum National Centre for Applied Learning Technologies.

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

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

To find out more about the work of the Independent Custody Visitors, said you can read their annual report here:

<https://www.dyfedpowys-pcc.org.uk/en/accountability-and-scrutiny/volunteers/independent-custody-visitors/>



## Custody Independent Scrutiny Panel

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

Future panels in 2024-2025 will scrutinise vulnerability, use of force, special risk clothing and continue to look at juveniles in custody. All reports will be published and available to view on the OPCC website:

<https://www.dyfedpowys-pcc.org.uk/en/accountability-and-scrutiny/volunteers/custody-independent-scrutiny-panel/>

### A panel member said

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

### Temporary Chief Inspector Jenna Jones, with responsibility for custody said

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

## Animal Welfare Scheme (AWS)

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

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



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

For more information on the Animal Welfare Scheme including how to volunteer, please follow the link to the website: <https://www.dyfedpowys-pcc.org.uk/en/accountability-and-scrutiny/volunteers/animal-welfare-visitors/>



## The Quality Assurance Panel

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

- **Crime and Incident Hub** – The Panel reviewed a random selection of 17 cases that were dealt with by the Force's Crime and Incident Hub. The Panel considered if the Hub had dealt with each of the cases appropriately. The Panel concluded that overall, the communication with victims was timely and appropriate, although the Panel noted that some records were missing information. Dyfed-Powys Police responded stating that the Panel's observations would be addressed by providing training to officers on how information should be recorded.
- **Stop and Search** – The Panel reviewed 4 Stop and Search incidents by considering body worn video footage. The Panel was provided with guidance regarding the appropriate use of Stop and Search and were asked to consider if the cases reviewed were dealt with satisfactorily. Overall, the Panel concluded that each of the cases examined were. The Panel sought clarification on when and how often supervisors review Stop & Search. The Force advised that supervisors are required to review every single Stop and Search that is conducted.
- **Domestic Abuse Attrition** – The Panel reviewed this important area on two occasions during the year. In November 2023 the OPCC hosted a multi-agency workshop, inviting criminal justice partners and support service representatives to discuss domestic abuse victim attrition. The aim of the workshop was to identify the issues resulting in victim attrition, as

well as what steps attendees' organisations may be able to take to reduce attrition rates across the Dyfed-Powys area. To assist the discussions, the Quality Assurance Panel was asked to review recent cases of domestic abuse where the victim had withdrawn their support for an investigation. The Panel was asked to review body worn video footage of officers' interaction with domestic abuse victims to assess whether the language and terminology used could have contributed to their attrition. The Panel considered 10 cases in total and found that improvements could be made, and the findings of the review were used at the workshop to facilitate further discussions.

- **Use of force** – Panel members reviewed 7 use of force incidents including forms and the accompanying body worn video footage. Members were asked to scrutinise whether the use was appropriate and whether officers training on the use of force was up to date. The Panel reported that overall, the use of force was appropriate, and officers had received the appropriate training.
- **Digital Desk** – The panel reviewed a selection of emails, website and social media correspondence, along with the call logs attributed towards police response between the Force communication centre and members of the public. The Panel reviewed 7 incidents in total and noted that overall, the communication was appropriately handled.

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

To read more about the Quality Assurance Panel's 2023-24 recommendations and how to become a member, visit the Commissioner's website: <https://www.dyfedpowys-pcc.org.uk/en/accountability-and-scrutiny/volunteers/quality-assurance-panel/>

## Complaints and Concerns

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

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

## Establishment of a new Governance Board

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

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

## Data Recorded

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

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

### 2023-2024 Complaints and Concerns numbers

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



## Complaint Dip Sampling

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

From September 2023 a decision was made to conduct monthly dip-sampling of closed complaint cases. Themes are identified from the IOPC quarterly Performance Data: <https://www.policeconduct.gov.uk/information-for-police/police-data> and national or local concerns which have been identified as a theme from trend analysis.

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

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

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

It is worth highlighting that during quarter 3 and quarter 4 the IOPC were delivering workshops “Right First Time” which went through a toolkit that will be available to all complaint handlers to support and ensure there is consistency in the initial stages of handling complaints. OPCC representatives attended the workshops to inform dip-sampling moving forward.

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

All reports are publicly available on our website: <https://www.dyfedpowys-pcc.org.uk/en/complaints-review-and-appeals/complaint-dip-sampling/>

## Complaint Reviews

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

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

- Whether the request for a review was valid,

- Whether the outcome of the complaint was reasonable and proportionate and,
- Whether any recommendations should be made to the Force because of the handling and/or outcome of the complaint.

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

## 2023-2024 Complaint reviews

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

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

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

Additionally, to increase transparency, going forward the team will be publishing quarterly reports on the OPCC website, where the public will be able to see some of the themes being identified as oversight in addition to the reason why the reviews were upheld: <https://www.dyfedpowys-pcc.org.uk/en/complaints-review-and-appeals/complaints-data/>

## Transparency

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

During 2023-2024 work was ongoing to develop a new website for the Police and Crime Commissioner that will be launched following the elections. During the year the team has been considering

the information contained on the current website and identifying the information that will need to be in place on the new website. In the absence of any formal external review of Police and Crime Commissioner websites it has been agreed that there will be regular internal monitoring by OPCC staff to ensure compliance with the Order.

Full details of the Statutory Publishing Requirements with details of how this is being achieved is available on the Commissioner's website. It includes the need for detail about office holders, staff, income and expenditure, property, rights and liabilities, decisions and policies: <https://www.dyfedpowys-pcc.org.uk/en/transparency/transparency-index/>



## Welsh Language Standards

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

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

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

In May 2023 the office published its first standalone Welsh language annual report having previously developed joint reports with the Force. This was an opportunity to highlight the work that specifically was undertaken in the Office of the Police and Crime Commissioner. The Welsh language annual report can be found here:

<https://www.dyfedpowys-pcc.org.uk/media/ifembzml/opcc-welsh-language-annual-report-2023-24-final-e.docx>



## Joint Audit Committee

The Joint Audit Committee provides independent assurance to the Commissioner and Chief Constable on the effectiveness of governance arrangements, risk management and control frameworks, including financial reporting, annual governance processes and internal and external audit findings.

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

There were 4 formal meetings held during 2023-2024, where the Committee considered reports on:

- **Risk Management** – where the Committee paid particular attention to the risk registers of the OPCC and the Force. Following discussions and recommendations from the Committee the format of the report was changed to make it easier for Members to understand. The Committee also challenged areas of the risk register to ensure the risks were appropriately detailed and clear.
- **Information Management** – in recent years the Committee had considered this area on an annual basis however, due to significant issues in relation to Freedom of Information request backlogs a report was presented to each meeting during the year. This allowed the Joint Audit Committee to monitor progress and added an additional level of review and challenge.
- **Governance** – the Committee considered information in relation to audit review recommendations and raised their concerns in relation to those that remained outstanding for 6 months or more. Following

receipt of the information, the Committee recommended that where appropriate, the actions be placed on the corporate risk register. This provided the Committee with assurance that progress against the implementation of the recommendations would be monitored via the risk register.

- **Financial Reporting** – The Committee considered and signed off two sets of Statements of Accounts during the year. In July 2023 the Committee signed off the accounts for financial year 2021-2022 and in March 2024 the accounts for 2022-2023 were signed off. In addition, the Committee were kept up to date on issues relating to the preparation of the Annual Statement of Accounts for 2023-2024. Members took a keen interest into the feedback in relation to the preparation of the 2021-2022 accounts and asked officers to demonstrate that lessons had been learned to improve future accounts preparation. In addition, the Committee considered the Medium-Term Financial Plan, Treasury Management Strategy, Reserves Policy and the Capital Strategy.
- **Training Needs Analysis** - during the year the Committee undertook an exercise to establish whether there were any training or development requirements for Members. The information will be considered during the 2024-2025 year and arrangements will be made for appropriate training to be delivered.
- **Internal Audit** – The Committee considered 22 specific Internal Audit reports during 2023-2024. As part of their role, Members were able to challenge the information contained within the reports and seek assurance where issues had been identified, that the remedial work would be undertaken to drive improvements. On occasions where there were specific serious issues identified, the Committee requested an update report

be presented to a future meeting to demonstrate any progress that has been made. Committee Members also took an interest in the scope of reviews and requested that more focus is given to the initial scope of future reviews to ensure that outcomes add value and be of organisational benefit.

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

For further information, please see the Committee's [https://www.dyfedpowys-pcc.org.uk/media/gwvnoq3s/jac202\\_24-annual-report.pdf](https://www.dyfedpowys-pcc.org.uk/media/gwvnoq3s/jac202_24-annual-report.pdf)

## Independent Assurance

Known as the third line of defence within the Joint Annual Governance Statement, independent assurance is provided by internal audit activity, Audit Wales activity and independent inspection by His Majesty's Inspectorate of Constabulary and Fire & Rescue Services. The main role is to ensure that the functions, policies and frameworks are operating effectively. Internal audit activity provides an evaluation, through a risk-based approach, on the effectiveness of governance, risk management, and internal control to the Commissioner, Chief Constable and Senior Management.



## Internal Audit

Each year, an audit plan is agreed with the Commissioner and the Chief Constable's internal auditors, TIAA. They target resources at areas of risk and concern identified by the Commissioner and the Chief Constable.

During 2023-2024 there were 22 specific internal audits that took place. 13 were internal assurance reviews of Dyfed-Powys Police that included reviews of:

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

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

- Fleet Management
- Payroll
- Debtors and Creditors

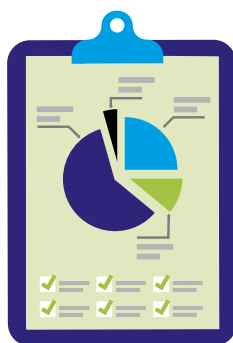
It was pleasing to note that 10 reviews received substantial assurance, 11 reviews received

reasonable assurance and only 1 received limited assurance. All reviews are considered and challenged at the Joint Audit Committee, and this provided the Commissioner with additional assurance.

## External Audit

Audit Wales are the appointed external auditors to the Commissioner and Chief Constable. Each year, they comment on the financial aspects of corporate governance, including the legality of financial transactions, financial standing systems, systems of internal financial control and the standards of financial conduct, fraud and corruption.

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



## HMICFRS

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

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

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

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

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

The Commissioner's full response to the HMICFRS inspection can be found on the Commissioner's website: <https://archive.dyfedpowys-pcc.org.uk/media/11940/2024-01-11-response-to-peel-report.pdf>

Between April 2023 and March 2024, the Commissioner responded to 15 separate HMICFRS reports, all of which can be found on the Commissioner's website: <https://www.dyfedpowys-pcc.org.uk/en/performance/hmicfrs/>

### April 2023

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

### May 2023

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

### June 2023

- State of Policing: The annual assessment of policing in England and Wales 2022

### July 2023

- Police performance: getting a grip
- Management of terrorist offenders in the wake of terrorist attacks

### September 2023

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

### October 2023

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

### November 2023

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

### December 2023

- Meeting the needs of victims in the Criminal Justice System
- Criminal Justice Alliance's super complaint - section 60 of the Criminal Justice and Public Order Act 1994 and independent community scrutiny of stop and search
- Group based child sexual exploitation

### February 2024

- The impact of recruitment and selection on the Criminal Justice System
- Joint inspection of the multi agency response to abuse and neglect of children in Powys



## Police and Crime Panel

The Dyfed-Powys Police and Crime Panel has a statutory responsibility to scrutinise the work of the Commissioner and support him in the performance of his statutory functions. During 2023-2024, the Panel continued to discharge this responsibility with a particular focus on:

- Scrutiny of the Police Precept
- Scrutinising how the Commissioner holds the Chief Constable to account
- Scrutinising the Commissioner's performance against the Policing Protocol Order
- Scrutinising the Commissioner's performance against the 2023-2024 Business Plan objectives

The Panel also identified two priorities during 2023-2024 that related to a statutory function of the Panel. To facilitate delivery of the priorities two subgroups were established.

Priority one which was the scrutiny of the Police precept, was delivered by the Finance subgroup that sought to ensure that the Commissioner's finances were being properly managed and that the people of the Dyfed-Powys area receive value for money from the Police Precept. The subgroup reviewed the end of year accounts and publicly questioned the Commissioner on them. The subgroup received briefings from the Commissioner and Chief Financial Officer on the demands on the financial status of the Force, conducted independent research and held a public hearing to consider the proposed Precept. Following consideration of all the information and rigorous scrutiny, the Panel endorsed the Commissioner's proposed increase of 6.2% to the Precept.

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

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

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

<https://www.dppoliceandcrimepanel.wales/home>



## Evidence to Welsh Affairs Committee

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

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

During the evidence session the Committee asked for more information on the role of Police and Crime Commissioners and the relationship with Chief Constables. The Commissioner described it as a leadership role, bridging communities with their respective police services. He emphasised the importance on allowing victims and survivors to have a voice and access to the police and wider criminal justice system. The Commissioner provided examples to the Committee on how he interacts with the Chief Constable, for example through formal Policing Board meetings, where the Commissioner holds the Chief Constable to account. Further evidence was provided on how all four Commissioners agreed there could be better scope for collaboration across Wales, but having a single police force would not benefit Wales.



# Being Sustainable

## Sustainability

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

- Major building project in Dafen opened in May 2023 –Shortlisted for Constructing Excellence Wales award for Building Project of the Year and won the National Police Estates Group best Capital Policing project over £5m. The facility has achieved the following:
  - » All electric building with zero use of fossil fuels
  - » Photovoltaic electric generation 60kW
  - » Category A energy rated building
  - » Excellent BREEAM rating
  - » Point of use hot water throughout
  - » Presence detection on lighting, heating and cooling to minimise requirement
  - » 18 electric vehicle var charging points – operational staff and visitor use
  - » Grey water for flushing all toilets
  - » Electric cycle charging points
- » Cycle store, lockers, showers, drying room facilities
- » Ecological enhancement in place, maintenance agreement in place with Carmarthenshire County Council Ecology Team over 10 years
- 'No Mow May' Continues with wildflower meadows promoted with walkways for staff at Headquarters. In addition, bird habitats and boxes have been installed in Ammanford.
- Localised utility monitoring continues at a granular level by site to assist in reducing demand and consumption. Improvements made have demonstrated significant energy saving on all utility consumption across the estate.
- Electric vehicle fleet charging infrastructure extended further across wider territory sites, HQ and new build projects.
- LED lighting being expanded across the force, aligned with preparatory work for further photovoltaic panel installations which are being finalised for delivery in the next financial year.
- The capital investment initiatives across the estate to decarbonise its operation continues with insulation projects being delivered across our buildings.



- All-Wales Sustainability and Decarbonisation Strategy and Action Plan implemented in 2023-2024 is being used to drive change.
- An All Wales Policing decarbonisation tracking was template was used to assist with Net Zero carbon reporting.
- Dyfed-Powys are members of the EV Charge All Wales Policing Group which is driving a common delivery and consistent solution across the region.
- Sustainable procurement is being supported by WRAP Cymru – All our future procurement activities will have sustainability threaded through its process and a minimum of 10% allocated to scoring aligned with cost and quality. This now aligns with the All-Wales approach and provides a consistency to all procurement across Welsh policing.

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

## Evidence-Based Policing Research Coordinator

The Commissioner partnered with University of Wales Trinity Saint David (UWTSD) to employ an Evidence-Based Policing Research Coordinator for a two-year pilot period. Dr Rhiannon Sandy commenced in the role on the 5<sup>th</sup> February 2024, and brings a wealth of experience from academia and work on the Police degree programme.

The overarching aim is to enhance the approach to Evidence-Based Policing in the Dyfed-Powys Police area, through broadening partnerships between local academic institutions, Dyfed-Powys Police and the Commissioner's Office. The post looks to encourage the translation of academic

research into local practice and embed evidence-based policing into day-to-day operational policing through training, problem-solving and projects.

Collaboration with institutions from higher education allows the office to ensure the best available evidence is used to inform and challenge policing priorities, practices and decisions. The work that will be undertaken by the postholder is hoped to facilitate further improvements can be made in ensuring the security and safety of the Dyfed-Powys area.

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

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

# Engaging Widely



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

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

## Summer Shows and Events

### ■ Urdd Eisteddfod

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

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

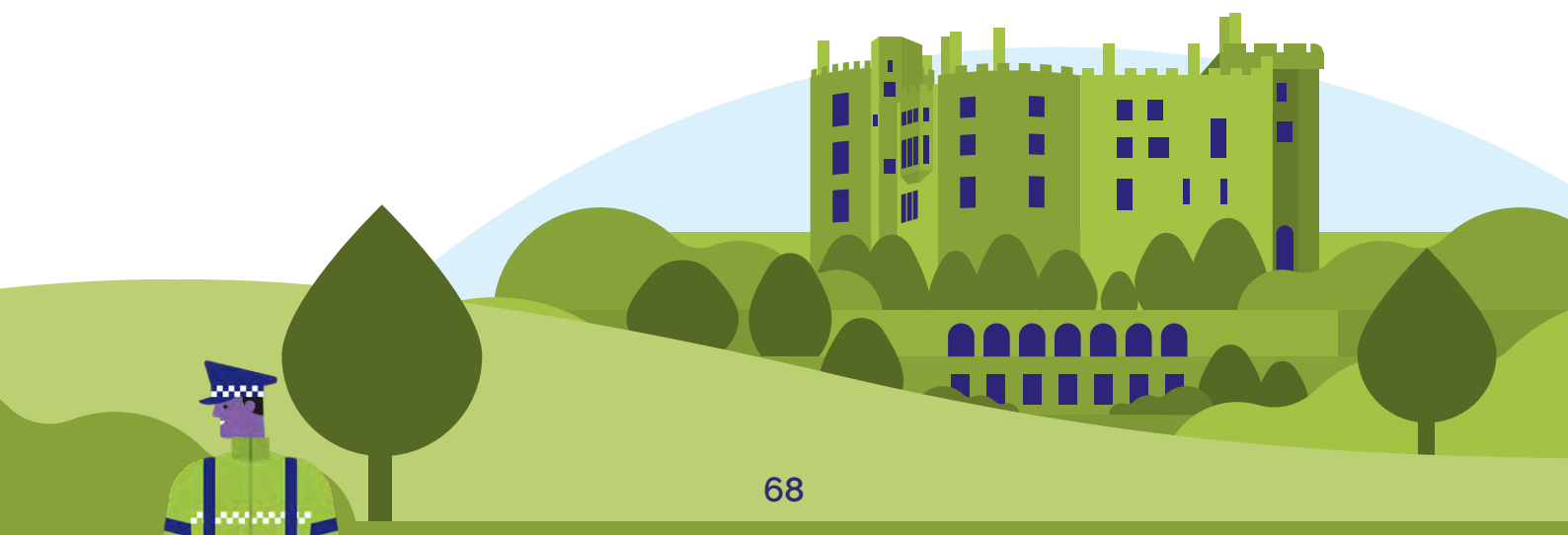
Young people have an important voice on the future of policing, and this event was important in supporting and promoting the Youth Forum recruitment campaign. This was also an opportunity for representatives from the Youth Forum to attend the Eisteddfod during the week to promote 'Y Sgwrs' consultation by holding engagement activities. A specific focus area for

the Office of the Police and Crime Commissioner and Dyfed-Powys Police was on young people having the opportunity to share their views and experiences of mental health issues, alcohol and drugs misuse and youth offending.

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

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

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



## ■ Pembrokeshire County Show

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

As with the Urdd Eisteddfod, the public were asked to complete a short survey to understand their perception of policing and of the progress made towards the outcomes set under the 2021-2025 Police and Crime Plan. It was pleasing to note that 87% of people felt safe or very safe in their area, with the remainder stating they felt neither unsafe or safe. No one responded that they felt unsafe or very unsafe.

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

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

## Other Community Engagement Highlights

The Commissioner undertakes regular community engagement days where he meets with key partners, service providers and members of the public across the Dyfed-Powys Police area. Some examples are shared below:

### ■ Ceredigion Community Engagement

The Commissioner visited Aberystwyth where he had the opportunity to meet with students and representatives from Aberystwyth University to discuss issues that are of importance to students and young people. The Commissioner also met with the Director of Student Services to discuss the challenges the University face in providing support for their students and pressing concerns regarding their safety and wellbeing.

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

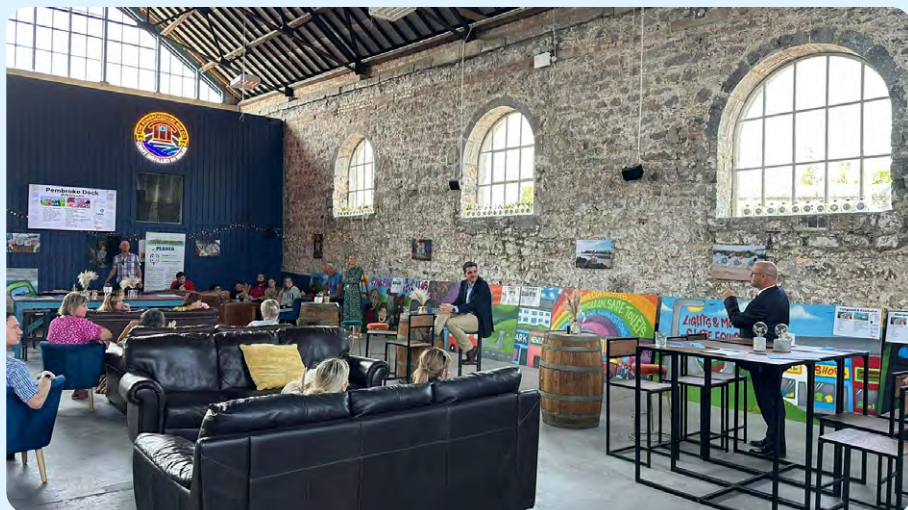


The visit to Aberystwyth coincided with Neighbourhood Policing Week. The Commissioner met with officers from Aberystwyth Neighbourhood Policing team to discuss local issues and how they engage with various groups and communities within Aberystwyth to ensure visibility and effective engagement.

## ■ Pembrokeshire Community Engagement

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

The Commissioner also visited The Hive and Garth Youth & Community Project in Haverfordwest, where the aim is to support the young people of the Garth Ward and local community in Haverfordwest. The project offers a safe environment for young people to meet, play, learn and educate themselves by helping them grow and develop into adults that are positive members of society. It was also a chance for the Commissioner to see the completed 'Cruyff Court', a brand new facility that had been built in partnership with the Cruyff Foundation



Pembrokeshire and part-funded by the Commissioner and partners.

wellbeing and maximise all opportunities available to them in the Dyfed-Powys area.

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



## ■ Powys Community Engagement

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

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





## ■ Carmarthenshire Community Engagement

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

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

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

## ■ Open Doors Events

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



The events included a range of inputs from specialist units and departments from the force, designed to provide community representatives

with a comprehensive understanding of the vast work being undertaken to ensure that our communities remain safe from harm. Inputs included Force Performance, Specialist Operations, Serious Violence and Organised Crime Programme, Neighbourhood Policing Teams and the Central Prevention Hub. The events concluded at the Force Control Centre, to demonstrate how the CCTV infrastructure is being implemented to support officers on the ground.



## ■ 2024 St David's Conference



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

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

### Guest speakers at the Conference included:

- Michelle John, Parental Education Growth Support (PEGS) Support Director - Recognising and Responding to Child to Parent Abuse.

PEGS helps parents, carers and guardians experiencing Child to Parent Abuse by providing support services, training frontline professionals and working with national and regional organisations to develop and implement policies.

- Rebecca Zerk & Elize Freeman, Centre for Age, Gender and Social Justice at Aberystwyth University - Older victims' experiences of adult family abuse.

The Dewis Choice initiative based at the Centre for Age, Gender and Social Justice has provided intensive support to individuals, aged 60 years and over, to make informed choices about: safety, civil, criminal, and restorative justice options and provided well-being support in recovery.

- Mike Wilkinson, New Pathways Deputy Director - Responding to Problematic and Harmful Sexual Behaviours displayed by Children and Young People.

New Pathways are the largest sexual violence support provider in Wales, with 30 years' experience of delivering specialist therapeutic support to adults and children affected by the trauma of rape, sexual assault or sexual abuse. They support nearly 4,000 people each year.

- Victoria Harris, Assistant Chief Probation Officer, HM Prison and Probation Service - Strategic Approach to Managing Offenders and the Female Offending Blueprint.

The aim to reduce the number of women in the criminal justice system is further supported by the Female Offending Blueprint for Wales, aiming to create sustainable community-based solutions to keep women and communities safe and free from criminal behaviour.

- Gemma Humphreys, Criminal Justice Service Manager in Wales, The Nelson Trust - Female Offending Services and Women's Centre Approach.

The Nelson Trust is a charity whose approach is trauma informed, relational and oriented to lifelong recovery. They offer residential rehabilitation treatment and women's services for people affected by addiction and multiple disadvantages.

**Following the conference, the Commissioner said:**

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



## Consultations

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

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

Supporting victims of crime to recover and move on is a key part of the Commissioner's role, and making restorative justice, such as the community remedy available ensures age appropriate, sustainable, and meaningful services for the communities of Dyfed-Powys, being mindful of the needs of those involved.



This also includes restorative practices in education, family and community settings used for preventative measures and ongoing support; and out of court disposals to divert young adults from the Criminal Justice System.

As part of the public consultation the Office shared an online survey with the public, which received a total of 131 responses.

Following the consultation, the PCC considered all the responses and agreed the list of the community remedy options with the Chief Constable.

### Dyfed-Powys Police Community Remedy Menu

1. Compensation for the damage
2. Substance misuse/alcohol dependency support programmes
3. Educational, diversionary and/or anger management courses
4. Domestic abuse counselling
5. Mediation
6. A verbal or written apology
7. Signing an Acceptable Behaviour Contract (ABC)

Further Information can be found here:

<https://www.dyfedpowys-pcc.org.uk/en/community-engagement/community-remedy/>

## Youth Engagement Forum

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

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

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

The consultation included an online survey that asked teenagers and young adults

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

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

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



## Victim Engagement Forum

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

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

- **Victim service considered:** An insight into the barriers victims face when reporting crimes of Domestic Abuse (DA) and Rape and Serious Sexual Offences (RASSO) to the Police.
- **What Forum members were asked to do:** Take part in a consultation whereby a survey was created for victims of DA

and RASSO to complete, explaining the barriers they face when reporting these crimes to the Police. Additionally, three focus groups were held where more in-depth conversations were had with victim-survivors.

- **Outcome:** Following the consultation, a report including recommendations was created by the OPCC, which highlighted considerations made by the victims on changes and developments that the Police should implement to better serve victims of Domestic Abuse and Rape and Serious Sexual Offences. This report was then shared with Dyfed-Powys Police and discussed at a meeting of the Policing Board. Dyfed-Powys Police responded to the recommendations and have been making progress since. These changes were then shared with the Victim Engagement Forum and participants of the consultation to show them the work that has been done over the months as a response to their input to these engagements.



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

“The force has worked collaboratively with the OPCC to gather victim feedback, specifically from those who are living with or who've been subjected to domestic abuse and sexual offences. Whilst we do not wish to re-traumatise victims, it's vital that where people feel able, we give them a voice, so we can constantly review our service from a victim's point of view, and we are committed to using suggestions and ideas to make changes where this is feasible.”

## Independent Sexual Violence Advisor Recommissioning Focus Groups

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

## Domestic Abuse Alarms Engagement Activity

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

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

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

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

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

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

### Engaging with Underrepresented Communities

In the Dyfed-Powys Police and Crime Plan 2021-2025, one of the Commissioner's objectives is to "undertake work to understand and address disparities in the public's trust of the police among different age groups, races and genders, including young adults. This includes

improving the effectiveness of our scrutiny mechanisms to help build trust and confidence, including ensuring young adults are able to be meaningfully involved in holding the police to account."

During November and December 2023 and January 2024, the OPCC worked with a diverse range of community groups through engagement sessions to ensure that there was equitable opportunity to represent and reflect the voices of communities served by the OPCC and Dyfed-Powys Police. The OPCC sought to evaluate these communities' engagement with Dyfed-Powys Police, establishing feelings of safety within the communities, identifying any police contact, whether there were any victims of crime, and their interpretation of and willingness to report crime.

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

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





## Strategic Equality Plan 2024-28

In June 2023 a regional survey was launched to support the development of a new Strategic Equality Plan for 2024-2028. The survey in partnership with local public sector agencies sought views from residents across the Dyfed-Powys area about their experiences, when trying to access a range of public services including policing.

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

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

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

Each public sector body has a duty to:

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

Staff from the OPCC worked with Dyfed-Powys Police's Equality and Diversity Manager in the Autumn to review the consultation responses, and to develop a new Strategic Equality Plan. The new plan will have four objectives for both the OPCC and the Force. They include:

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

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

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

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

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

## 2024-25 Police Precept Consultation

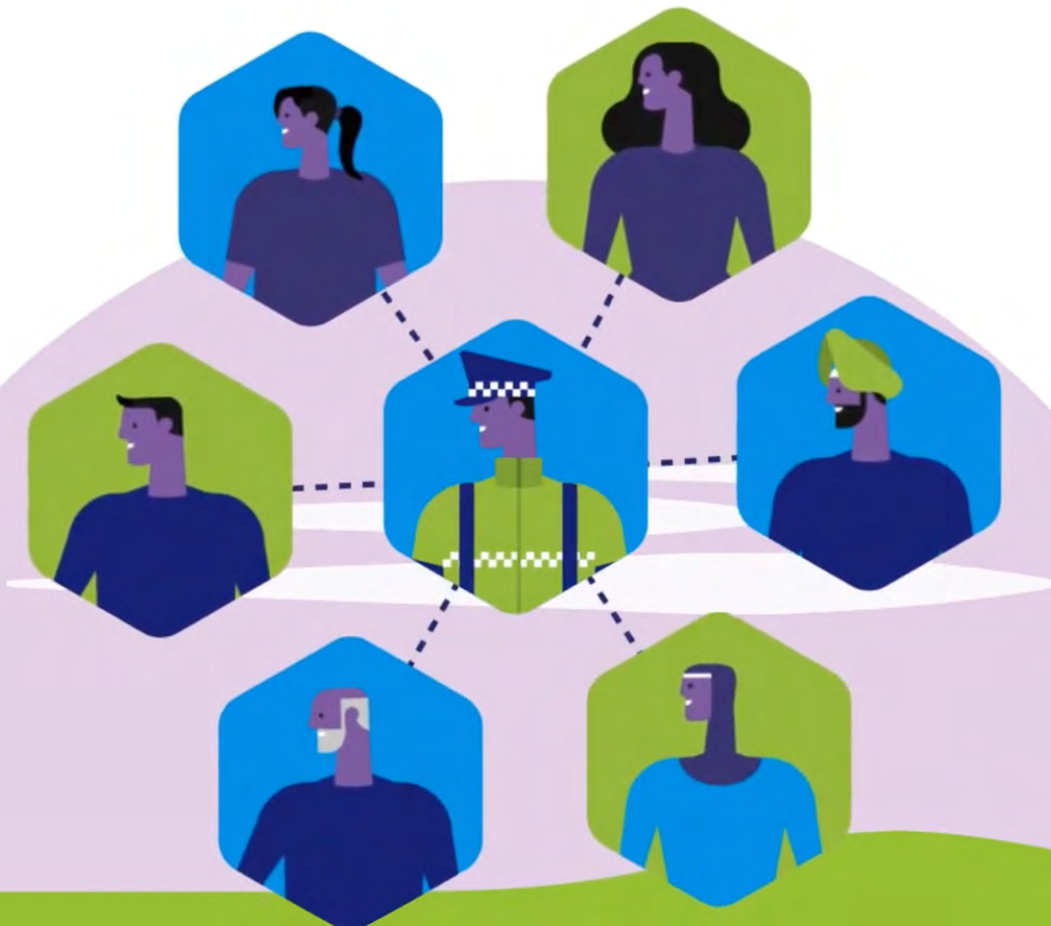
The Commissioner is responsible for setting the budget for the police, which includes setting the Precept which is the element of council tax that goes to the Police. The Commissioner consulted with the public to inform considerations and to obtain their views on the level of Police Precept increase for 2024-2025. Of the 627 responses, 67.3% noted that they would support either an increased level of funding. A 6.2% increase was approved after a process of extensive scrutiny by Dyfed-Powys Police and Crime Panel.

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

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

The Precept Leaflet can be found here:

<https://www.dyfedpowys-pcc.org.uk/media/wlfdoih/precept-notice-leaflet-202425.pdf>



# Resources

## 2023-24 Budget & Outturn

The Dyfed-Powys Police service continues to face significant financial challenges from the combined impact of real terms reductions in Central Government and Welsh Government grants and uncertainties around inflation and pay award increases. Despite the success of the Police Officer Uplift Programme, which has increased officer numbers by 132 over the past three years, recruitment and retention continue to be a challenge. This reflects a national picture for voluntary resignations for Police Officers of 3.3% for 2022-2023 being the highest level ever recorded. This is in addition to significant cost pressures and continual changes in the complexity and demand volume for policing services. This is all set against a very challenging financial and economic landscape.

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

reserves of £2.6m, as well as financial savings of £6.4m (4.6%).

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

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

The 2023-2024 financial year has been a year of significant financial variances, the vast majority of which are positive. The following table sets out the final outturn position for 2023-2024 and compares this to the original budget. The revised budget is also shown which reflects the additional budgets and reserve movements approved during the year for budget monitoring purposes approved in accordance with the Corporate Governance Framework.

Revenue Budget Summary 2023-2024	Original Budget £m	Revised Budget £m	Actual £m	Variance (Positive for Saving) £m
Total Budget - Commissioner	2.4	2.4	2.4	0
Total Budget - Chief Constable	133.6	134.2	128.6	5.0
Movement in Reserves	- 2.6	- 3.2	2.5	- 5.1
Net Spending After Transfer from/to Reserves	133.4	133.4	133.4	-

The final outturn position on the Commissioner's revenue budget was a positive variance of £0.1m. The underspend has been transferred to a ringfenced reserves to fund additional one-off costs in 2024-2025.

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

### The main variances were:

- Police officer and staff pay - the Home Office agreed funding of £2.3m to meet the shortfall of the pay award. Following the force review there were delays in the recruitment of staff posts and challenges continue in recruiting to specialist roles such as IT and Legal Services. In addition, Police Officer leavers were higher than predicted and nationally are the highest levels recorded. A recruitment and retention post has been created which has seen positive results.
- Transitional Reserve - Following the force review the cost of change was lower than estimated, this reduced the need to use a ringfenced reserve of £1.4m which had been budgeted.
- Premises Costs - Some significant cost increases were budgeted for premises headings due to anticipated inflationary increases, these were lower than expected and rates rebates were confirmed which brought further unexpected savings.
- IT Projects - delays in implementation of the Contact Management System and telephony solution in the control room contributing to £0.5m.
- Insurance & Litigation Provision - In-year savings of £0.3m, because of the delays in the audit process due to adjustments that were required in 2022-2023.
- Forensics – Savings of £0.3m as complex/serious crime was reduced in year, resulting in lower demand on forensic analysis.
- Collaboration - mainly Regional Organised Crime Unit (Tarian), and the Joint Firearms Units coming in well within budgets, again mainly due to staffing issues. Contributions to other National Joint Arrangements were also lower than anticipated at budget setting time.
- Additional Grants - £2.3m Special Grant towards pay awards, and £0.5m additional grant due to achieving uplift acceleration. Additional unannounced funding was also received from the Home Office in respect of Disclosure and Barring, software cost increases and the National Law Enforcement Data (LEDS) Programme.
- Other non-grant income was over budget by £0.7m with interest receipts contributing to the vast majority of this due to the early payment of the pensions grant and £0.4m received from Op Safeguard (utilising custody cells).
- Direct Revenue Financing - The MTFP set in January 2024 assumed that £1.1m additional Direct Revenue Financing charges were to be made to reduce statutory repayment and interest charges in 2024-2025 when balancing budgets.

The budget for 2024-2025 and Medium-Term Financial Plan already incorporated the utilisation of an element of this underspend to reduce the precept increase. These included an increase in direct revenue financing £1.1m detailed above and the creation of a revenue budget mitigation reserve (£1.172m) to support future one off budget pressures, the Force Review and to bring forward savings from future years.

As highlighted above, the favourable budget position overall did allow the Police and Crime

Commissioner to increase revenue reserves by £1.8m overall from £19.7m to £21.5m. Taking account of holding account transfers, the overall increase for the Police and Crime Commissioner reserves is £2.4m.

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

	Original Budget 2023-2024	Revised Budget 2023-2024	Actual Spending 2023-2024	Variance
	£m	£m	£m	£m
<b>Capitalised Expenditure</b>				
Estates Programme	11.2	5.6	3.6	2.0
Vehicles	1.3	1.8	1.3	0.5
ICT Major Projects	1.7	1.6	0.8	0.8
ICT Infrastructure Projects	0.5	0.5	0.3	0.2
Recurring ICT Device Replacements	2.4	1.2	1.1	0.1
Other Capital Equipment Replacements	1.1	0.6	0.2	0.4
<b>Total Capitalised Expenditure</b>	<b>18.2</b>	<b>11.3</b>	<b>7.3</b>	<b>4.0</b>
<b>Total Expenditure</b>	<b>18.2</b>	<b>11.4</b>	<b>7.4</b>	<b>4.0</b>



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

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

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

- An increase in the general reserves to 4% of budget to mitigate potential future financial risks and ensure improved financial resilience.
- An increase in capital reserves to reduce future borrowing requirements.

- The earmarking of reserves towards future innovative ICT, partnership working and Commissioner initiatives over the next four years.
- To meet several short-term cost pressures in relation to Welsh language translation, diversity, staff wellbeing and professional standards.

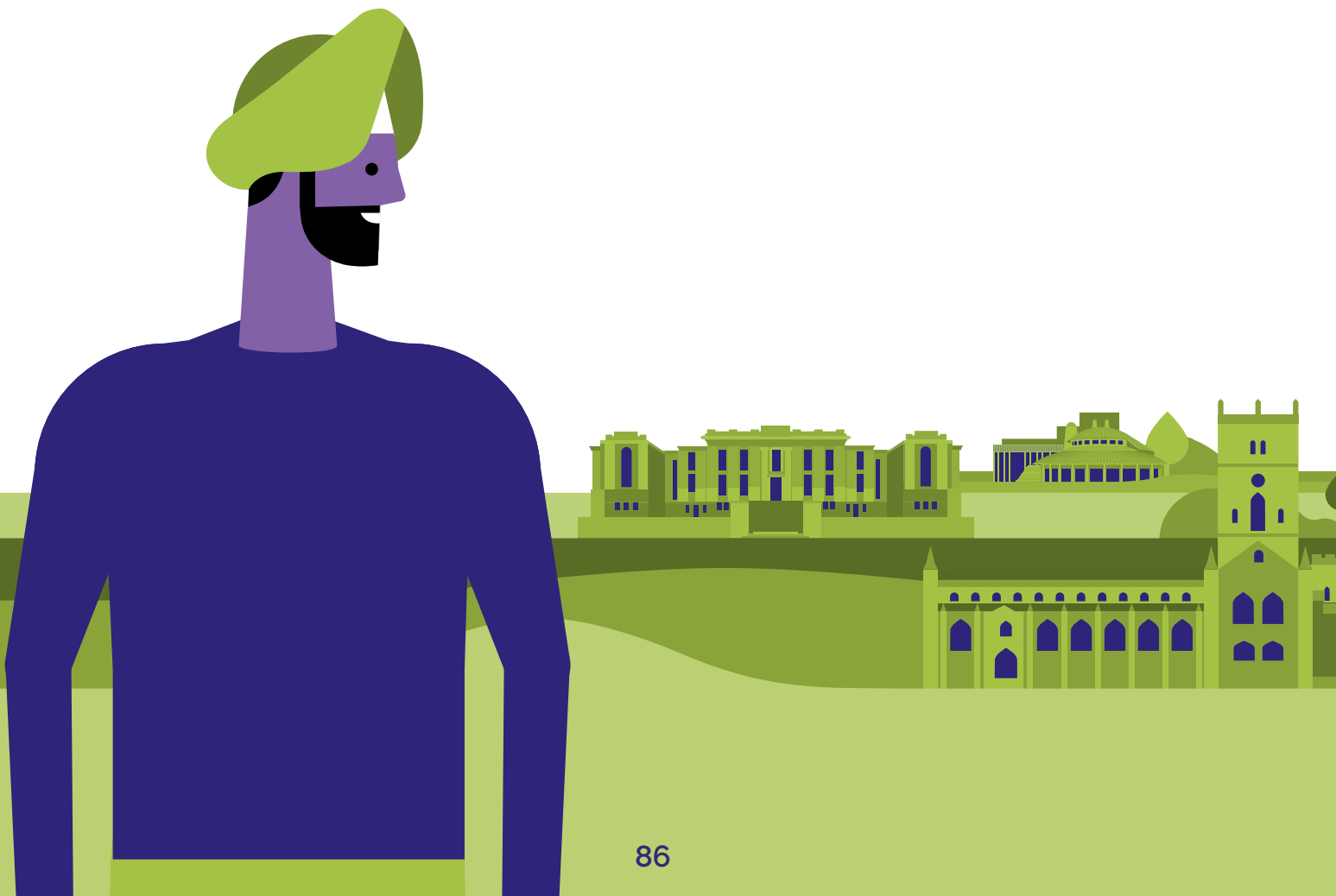
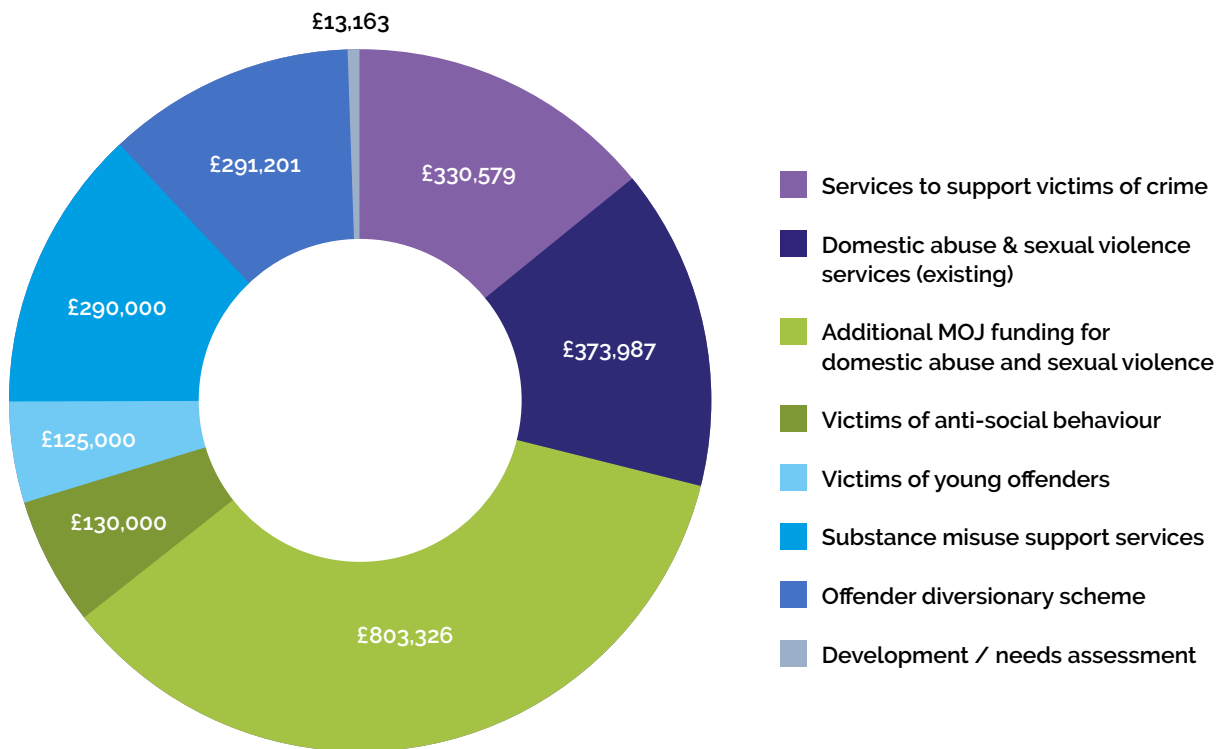
The final year-end position was very positive, putting Dyfed-Powys Police in a stronger and more resilient position to deal with the array of future financial challenges, which are comprehensively set out within the Medium-Term Financial Plan: <https://www.dyfedpowys-pcc.org.uk/en/the-office/finance/precept-and-medium-term-financial-plan/>

## Commissioning Budget

The Commissioning budget for 2023-2024 was £2,429,523, which included staff costs in addition to costs incurred for direct service provision. £1,432,033 of the overall budget was funded through the core Victim's Grant from the Ministry of Justice (MOJ) and additional funding to VAWDASV services provided by the MOJ following the Covid 19 pandemic.




## Commissioning budget expenditure 2023-2024





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


**Contact the Commissioner**


 01267 226440

 [opcc@dyfed-powys.police.uk](mailto:opcc@dyfed-powys.police.uk)

 Office of the Police and Crime Commissioner for Dyfed-Powys  
PO Box 99  
Llangunnor  
Carmarthen  
SA31 2PF

 [www.dyfedpowys-pcc.org.uk](http://www.dyfedpowys-pcc.org.uk)

 Facebook @DPOPCC

 X @DPOPCC