



Mae'r ddogfen hon ar gael yn Gymraeg yn ogystal â Saesneg.

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16th October 2025

Police and Crime Commissioner for Dyfed-Powys response to

State of Policing: Annual Assessment of Policing in England and Wales Report for 2024-25

I have read with interest the latest Assessment and have outlined my considerations below under the main themes highlighted within the report.

Making communities safer and building confidence

I agree with the report's observations that neighbourhood policing teams are the main links between police forces and the communities they serve.

The Government's Safer Streets mission recognises the importance of reducing crime and improving access to justice.

A more effective approach to tackling Anti-Social Behaviour (ASB) should help improve public perceptions of community safety.

Dyfed-Powys Police adopted 10 hotspot areas which received additional funding from the Home Office, via my office, for a series of high visibility patrols. The Force completed the Summer ASB Safer Streets work in line with these hotspot patrols and saw pleasing results. Plans are now in place for next year's ASB activity with feedback on progress having been provided to the Home Office.

Focusing on neighbourhood policing should help forces to be more responsive to community concerns.

I was extremely encouraged in 2024 when Dyfed-Powys Police took the decision to review their neighbourhood policing model. They found that the neighbourhood policing teams provided an excellent public service, but they also recognised that a lot of time was spent focusing on the symptoms, rather than addressing matters at the root cause. A decision was taken to alter the approach back to the fundamentals of prevention to lift some of the barriers. Whilst prevention is not a new concept, it allows the Force to be part of a broader, whole system approach, working in close collaboration with partners and communities. A prevention strategy for 2024-2028 was launched and the Neighbourhood Policing Team (NPT) was renamed to Neighbourhood Policing and Prevention Team (NPPT) to help the Force take pride in a renewed focus on prevention and partnership collaboration.

The allocation of additional funding by the Home Office for the Neighbourhood Policing Guarantee has enabled Dyfed-Powys Police to grow its Neighbourhood Policing and Prevention Teams. (NPPT) Alongside this I have allocated additional funding to enable further police staff to be recruited to release even more officers



to the frontline. The recruitment and changes to these teams is being progressed and will be monitored by my office in the coming months.

Forces still need to improve how consistently they communicate with their communities.

Dyfed-Powys Police has launched a new messaging app to bring information about policing, crime and anti-social behaviour directly to the email inbox of those living and working in the Force area.

Launched on the 22nd September 2025, the app offers people from Carmarthenshire, Ceredigion, Pembrokeshire and Powys a new way to stay up to date and have their say about what goes on in their area with the free interactive messaging system.

I was pleased to be informed that to date over 1,000 people have signed up to use the app, with 600 opting to receive messages from the communications and engagement team in my office.

Main inspection activity and findings

Overview of PEEL 2023-25 inspection findings

As per my statutory requirements to respond to all reports published by His Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS), I invite the Chief Constable to comment on reports through a formal process. This is facilitated through my Policing Board meetings. These responses are then used by my office to plan future scrutiny and assurance activity to support and monitor improvements. I also receive periodic reports detailing all open recommendations and areas for improvement, allowing me to hold the Chief Constable to account for progress made.

I have been assured that Dyfed-Powys Police has made significant progress in relation to the findings reported and areas for improvement highlighted from the HMICFRS PEEL inspection of 2023-25.

Crime recording in the force has continually improved with crime data integrity being closely scrutinised at my Strategic Performance Board meetings. The Force is consistently achieving over 90% accurate recording of all crime.

Improvements in processes, reporting and the recording of stop and search have also been implemented. This includes the internal use of new Power BI dashboards and a new scrutiny panel that monitors the use of stop and search and the use of force across the Force area. The panel is a transparent and independent forum acting on behalf of the communities of the Dyfed-Powys area.



The Force has made significant changes to address areas for improvement in relation to responding to the public. This is specifically around the abandonment rates of non-emergency calls, as well as the improvement required in the understanding of risk and demand within the control room and the effectiveness of the response to incidents. The Force has introduced a new daily management meeting that focuses on call volumes and ownership of incidents in lower response grades. This has reduced the number of incidents in unmonitored queues. In addition, new processes for recording crimes reported at an earlier stage has reduced the number of incidents awaiting a response.

Additional funding from my office has enabled the introduction of a new contact telephony and radio system, increased resourcing and a new operating model within the Force Communication Centre (FCC). This has enabled the Force to reduce 101 abandonment rates significantly over the past 12 months, to now consistently meet HMICFRS targets. Positive progress has been made in both these areas for improvement which have resulted in them being closed following HMICFRS verification.

Dyfed-Powys Police has submitted evidence to demonstrate the clear focus and improvement in achieving appropriate outcomes for victims of crime. I am pleased to have been sighted on their plan for sustained improvement in this area. This area for improvement has also been met and closed following HMICFRS verification.

HMICFRS verification has also seen the closure of each of the areas for improvement in the protection of vulnerable people. These areas included the assessment of all domestic abuse, stalking and harassment incidents, which now includes undertaking secondary reviews as opposed to only reviewing high-risk cases. Also, the delivery of training for officers and staff in specialist vulnerability roles. The Force has also introduced enhanced governance and performance monitoring to effectively protect vulnerable people.

With respect to leadership and effective use of resources, the Force has a comprehensive strategic planning and assurance process (S-PAC), which brings together the requirements of the Force Management Statement (FMS), strategic assessment process, demand analysis, workforce planning, capital strategy and the medium-term financial plan. The S-PAC is designed to support the Force's investments and decisions with new, as well as existing, operating models to demonstrate where greater efficiency can be achieved and is underpinned by transparency and accountability.

The police response to the Summer 2024 disorder was largely effective.

South Wales Police now has a dedicated regional Public Order Intel department that gathers and assesses intelligence and online content. They feed in intelligence that is relevant to our force area. Dyfed-Powys Police has a well embedded



mobilisation process for public order resources which is regularly tested and used. Through my office's attendance at internal board meetings and reports to my Policing Board, I am assured that the Force has sufficient resources to meet their commitments under the Strategic Policing Requirement.

Op Soteria is already making a difference to victims of rape and other serious sexual offences.

Dyfed-Powys Police continues to adopt the pioneering mindset and approach of Op Soteria and has recently re-engaged with Professor Betsy Stanko OBE regarding progress made. The Force has implemented a central team to oversee third party referrals, including victim contact officers who carry out follow up enquiries. The Force has experienced an increase in third party referrals and intelligence which would have been less likely without the Soteria methodology. This increase has provided greater opportunities for building relationships, securing evidence and for bringing offenders to justice. Linked to this, Carmarthenshire Basic Command Unit (BCU) has conducted a successful pilot of a dedicated Rape Investigation Team (RIT). This team also includes victim contact officers and disruption officers. The evaluation feedback for the RIT pilot has been very positive with increases in early interactions with the Crown Prosecution Service (CPS), improvements in charge rates, plus a series of positive feedback responses from victims and partner agencies on the consistent approach now being taken. I have been informed that there is a strategic intention for the Force to roll out the victim contact officers for rape and serious sexual assault investigations across all the BCUs which will further enhance services to victims and improve justice outcomes.

There are variations in local and regional arrangements to respond to serious and organise crime (SOC).

In September 2025 Dyfed-Powys Police participated in the HMICFRS SOC inspection. Formal feedback on this is awaited, however the Force's own self-assessment outlines a stable position. This includes a proactive and collective response to tackling organised crime groups and associated threats. The Force's intelligence and tasking structures allow for good governance and oversight of SOC. This also leads to effective use of specialist teams and resources. There are some improvements that can be made with respect to consolidating platforms which hold relevant information, together with the delivery of an enhanced briefing system due in the Spring of 2026. This will assist with rationalising information and will provide greater visibility on key information for staff and managers alike. Dyfed-Powys Police recognises the learning that has come from developing 4P (Prevent, Pursue, Protect and Prepare) plans over the recent years, in particular the requirement to work in partnership with statutory partners at a local and



regional level. This is regularly shared with existing and new Local Resolution Officers (LROs).

Child protection and custody inspections have led to improvements.

Dyfed-Powys Police has received positive feedback through the two most recent JICPA (Joint Inspection of Child Protection Arrangements) inspections in Powys and Pembrokeshire. I understand that the key learning which the Force is currently addressing is the further development of a 'PITSTOP' daily discussion approach with statutory partners. This methodology is well established across other disciplines, such as MARAC (Multi Agency Risk Assessment Conferences) and MAPPA (Multi Agency Public Protection Arrangements).

Dyfed-Powys Police has secured joint funding with Hywel Dda Health Board and Carmarthenshire and Pembrokeshire County Councils for the LINC project. This project is to establish a shared platform primarily to track information about children at risk of harm. The software is in advanced development and a partnership has been formed with Swansea University. The shared platform is being designed to provide flags for professionals in order to generate earlier, more proactive interventions to reduce harm. Child protection training has been improved for key staff and professional curiosity is included thematically across all vulnerability training inputs to staff and officers.

Following the withdrawal of Welsh Government funding for the Wales Police Schools Programme, I reaffirmed my commitment to maintaining and strengthening this vital service in the Dyfed-Powys area, by allocating funding from my office to ensure that the programme could continue. The Force has retained experienced police officers in both the Child Sexual Exploitation (CSE) Detective Constable and Youth Offending Team (YOT) Constable posts. These roles work very closely with partners across Education, Health and Youth Justice. With my support, a project is underway to further enhance the Schools Programme to extend into young adult and greater community provision. The Welsh Government has also recently indicated the availability of a pot of funding towards enhancing provision for young people in this financial year.

In May of this year, I provided funding for a custody pilot for advocacy for children. This is due to 'go live' in October 2025. This is a unique opportunity for trained individuals to engage with the young person, get to the root cause of why they have offended and build rapport and trust. Help and support will be provided through referral signposting to prevent any further harm, trauma or future involvement in crime. Assessments will be completed to identify risks and needs which will formulate a care plan, with workers remaining with the young person throughout their time in custody.



The police workforce

High levels of inexperience in the workforce are still a challenge for forces.

I am in full agreement with the report's observations that recruiting additional officers and staff is a much welcomed development, but presents challenges for forces in the short term. This is being constantly monitored by Dyfed-Powys Police's Chief Officer Group and any areas of concern reported to me during my Policing Board meetings.

Police staff are essential for forces' efficiency and effectiveness.

Alongside the Force, I would welcome greater flexibility in defining the workforce mix that will best serve our communities, along with the ability to utilise some of the uplift in neighbourhood policing resources for police staff.

There are often too few candidates for chief constable positions.

I have recently conducted a robust and transparent recruitment process involving key stakeholders and partners to appoint a new Chief Constable for Dyfed-Powys Police.

This process attracted five applicants, four of whom were from other police areas.

Police reform

There isn't enough central direction and oversight of performance.

The standardisation of performance through a national framework and comparisons must be cognisant of local/Welsh context. There should be effective system-wide performance measures that focus on early intervention and prevention, aimed at reducing demand on policing. These measures must contribute to whole system change for the public and recognise the interdependencies and complexity of service delivery, which differs from area to area and country to country.

Investment in science and technology is vital.

I wholeheartedly agree with the above statement. A more centrally / regionally coordinated approach should be taken to eliminate things being done 43 different ways, which is wasteful of time, effort and funding. The collaboration between police forces and academic institutions in Wales is a step in the right direction to try and harness and coordinate innovation across the Welsh forces and beyond. It is essential that we also learn quickly from what does not work and not repeat



these failures across multiple forces. This requires strong governance to ensure a holistic view of innovation can be easily discovered, with lessons learnt and best practice captured. National procurement frameworks require rapid establishment so that other forces can adopt quickly the most cost-effective solution.

I note that the report mentions how new or emerging science and technologies are being used to deal with crime, data and analytics and cyber security. I agree that automation and specifically AI is potentially a game changer that is likely to redefine the way policing works. AI can assist most roles to be more efficient and effective, significantly reducing the time to do certain tasks. However, it is vital that the human element is always included in the decision making / quality assurance process. All of the stated concerns in the report need to be addressed and staff need to be upskilled to properly understand how this technology should be used and what its limitations are, with care being taken around the security relating to forces' data.

Police funding

I agree with the comments in the report on police funding. I would add to this my concern about the likely timescales in relation to the Neighbourhood Policing Guarantee phase two and general financial provision and settlements for 2026/27. These are deeply affecting forces' ability to prepare and plan their workforce strategy, approaches and medium-term financial plans (MTFPs), which seems unnecessary. Police forces are becoming more reliant on raising money through the council tax precept, most notably in Wales. I am reluctant to increase this year on year, as there is a fine balance between addressing operational demands to ensure the safety of the public, whilst ensuring value for money for taxpayers and sound financial management.

The delayed announcements on Police Reform is also challenging in relation to the ability to forward plan.

I am grateful for the publication of this annual report. My team and I will continue to work closely with Dyfed-Powys Police representatives to ensure all relevant learning from insights generated through HMICFRS' activity is acted upon to improve the policing service for the residents of the Dyfed-Powys area.