



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

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# Strategic Performance Board

April 2025

## *Public Report*



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## Purpose and Methodology

This report has been composed to support the Strategic Performance Board. The report includes data on areas identified as regular core metrics, and a specific focus on Priority 1: Supporting Victims and Preventing Victimisation, of the Commissioner's Police and Crime Plan 2025-29.

Data within this report is reflective of period Q4 2024/25 (January 2025 – March 2025) unless otherwise stated. (National data reflects rolling 12-month period February 2024 – January 2025) unless otherwise indicated.

Data has been extracted from various force and National systems and is correct at the time of extraction.

Some data within this report was provided for inclusion by the OPCC.

Cognisance must be given to the introduction of Niche in May 2023, and the impact this transition had on data reporting.

Similarly, it is important to note some additional external impacts on data, when looking at data overtime, these include the change in crime counting rules and legislations.



## Force Contact Centre (FCC)

999



Figure 1: 999 performance overtime.

999	November 2024 (from the 11th)	Dec-24	Jan-25	Feb-25
<b>Volume of Calls Answered</b>	3190	5348	4515	4327
<b>Answered within KPI (90% answered within 10 secs)</b>	<b>91.60%</b>	<b>92.30%</b>	<b>91.20%</b>	<b>93.50%</b>

## Total 999 Demand

999 Calls	Average Wait Time in Seconds
62,277	8
↓ 3.5% decrease (YoY)	↓ 48.5% decrease (YoY)
Calls Answered Under 10 Seconds	Proportion of Calls Answered Under 10 Seconds
52,159	84
↑ 15.4% increase (YoY)	↑ 19.6% increase (YoY)

Figure 3: DCP 999 demand 01/04/24-31/03/25.

## Total Demand

SOH Forms	Social Media Conversations
18,490	2,602
↑ 23.4% increase (YoY)	↓ 44.4% decrease (YoY)
999 Calls (BT)	101 Calls (Vodafone)
62,277	167,515
↓ 3.5% decrease (YoY)	↓ 7.9% decrease (YoY)

Figure 2: Total demand 01/04/24-31/03/25.





## 999 Average Wait Time

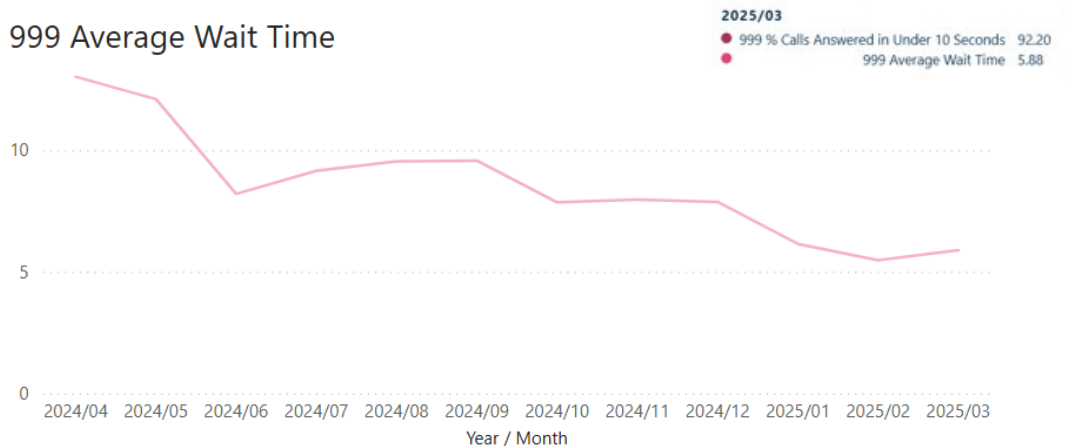


Figure 4: 999 average wait time overtime.

## 101

### 101 All Options

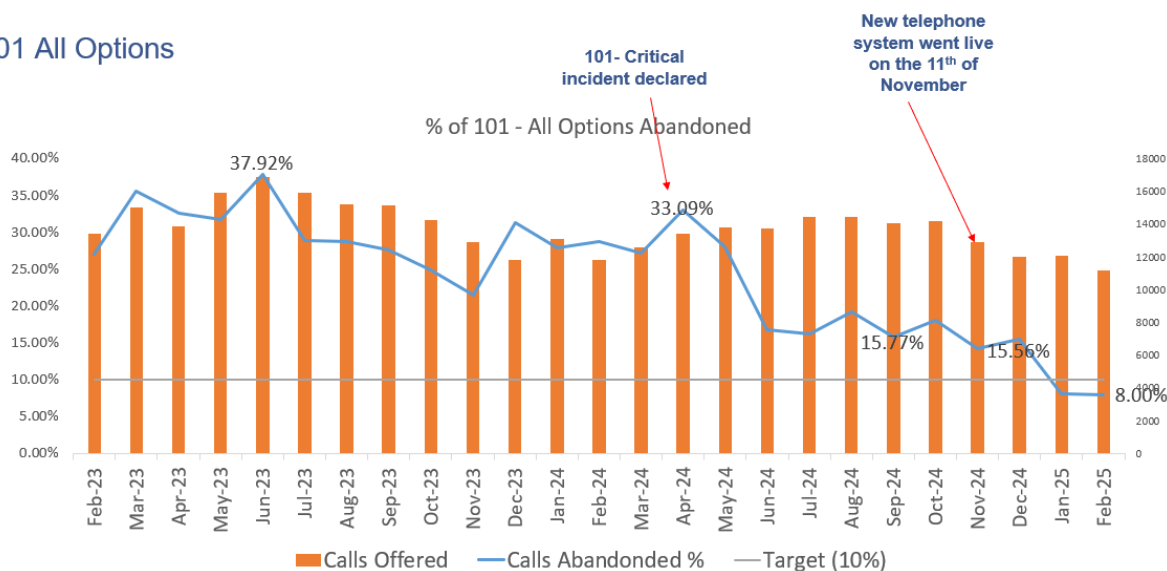


Figure 5: 101 performance overtime.

The KPI for 101 is a maximum 10% abandonment rate, the graph illustrates the vast improvements made to our abandonment of 101 – now at 8% under the National KPI for the first time since the KPI was introduced. (Feb 24 = 28.75% abandonment, Feb 25 = 8% which equates to a 72.2% decrease).



## Total Demand

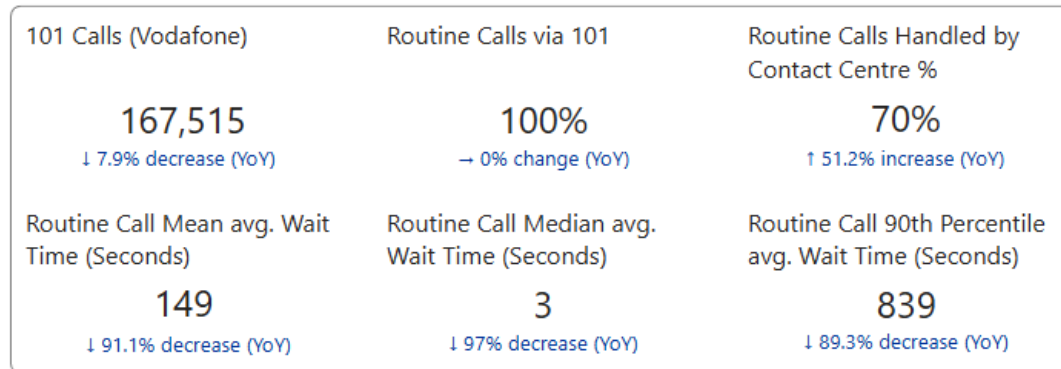
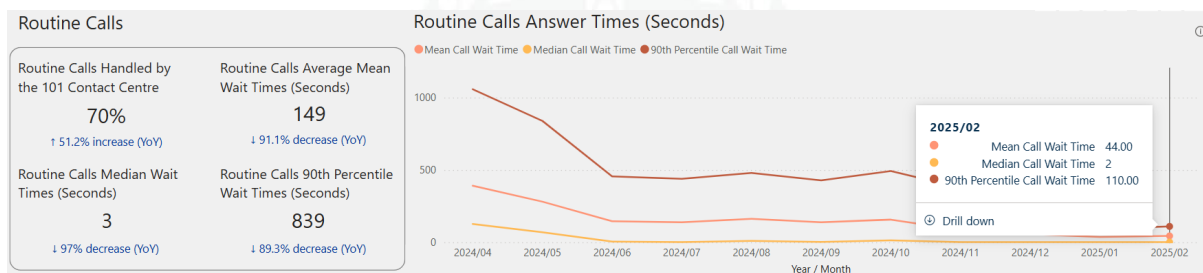


Figure 6: DCP 101 demand.



## Quality Assurance Panel (QAP)

As part of the Quality Assurance Panel (QAP) held in January 2024, a selection of emails, website correspondence and social media correspondences, coupled with the call logs attributed towards police response between the Force Communication Centre (FCC) and members of the public. The panel were asked to review whether the call handler had:

- Understood the initial report.
- Transferred that knowledge on the STORM log accurately.
- Provided a service that is comparable to the telephone service by assessing the level of detail, response from police and timeliness of correspondence.

The Panel reviewed 7 cases and found in all cases that they were dealt with appropriately and in a timely manner. They noted that the variety of contact options were positive as they facilitated anonymous and prompt reports from the public. The Panel were largely unaware of developments in digital communications between the public and the Force, however in response to the report, Dyfed-Powys Police provided an explanation of the promotional activity undertaken to encourage the use of alternative methods of contact.





## Recorded Incidents

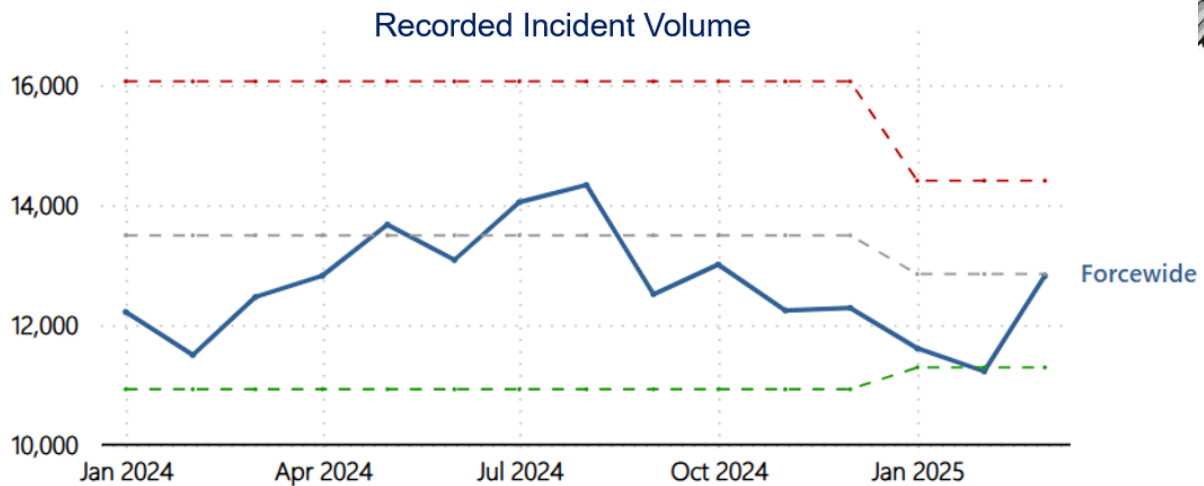


Figure 7: Recorded Incidents overtime.

During Q4 2024/25 a total of 36,912 incidents were recorded. This is a 1.4% reduction compared to SPLY where 37,435 incidents were recorded.

37% (13,782) of the 36,912 recorded incidents' call origin was 999. 34% (12,441) through 101 (This includes 83 through the 101 Welsh option).



## Response Times

Response timeliness is calculated using the time difference between Status 3 (Initial incident save time) and Status 6 (Initial at scene time).

Immediate response (KPI 20 -minute response time)

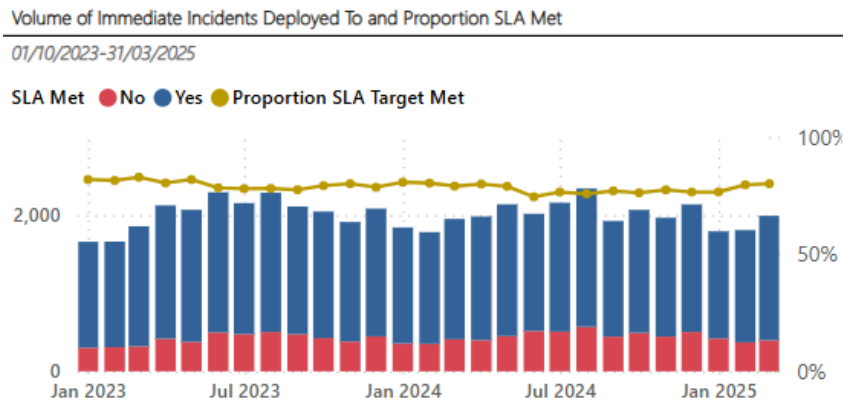
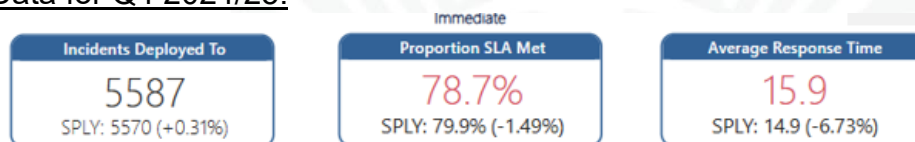


Figure 80: Immediate incidents SLA overtime.

### Data for Q4 2024/25:



As a force the data shows the average immediate response rate being 15.9 minutes, which is within the 20-minute SLA.

Figure 11 illustrates the inspector areas' average immediate response time: all bar Lampeter averaging within the 20-minute requirement.

Volume of Immediate Incidents Deployed To

01/01/2025 - 31/03/2025

Geography	Incidents	% Target Met	Ave Time
▢ Carmarthenshire	2142	83.5 %	13.8
▢ Ammanford	583	75.5 %	15.5
▢ Carmarthen	567	84.0 %	13.4
▢ Llanelli	992	88.0 %	13.1
▢ Ceredigion	786	71.4 %	20.5
▢ Aberystwyth	415	83.1 %	12.6
▢ Cardigan	169	70.4 %	38.1
▢ Lampeter	202	48.0 %	22.0
▢ Pembrokeshire	1411	83.6 %	14.2
▢ Haverfordwest	455	82.4 %	13.8
▢ Milford Haven	370	86.2 %	15.5
▢ Pembs South	586	82.9 %	13.8
▢ Powys	1245	69.5 %	18.6
▢ Brecknockshire	342	77.2 %	14.5
▢ Montgomeryshire	644	68.6 %	17.2

Figure 9: Immediate response by BCU.



### Domestic Abuse

Further examining the immediate response time by those calls with a final call type of 'Crime-Domestic Abuse':

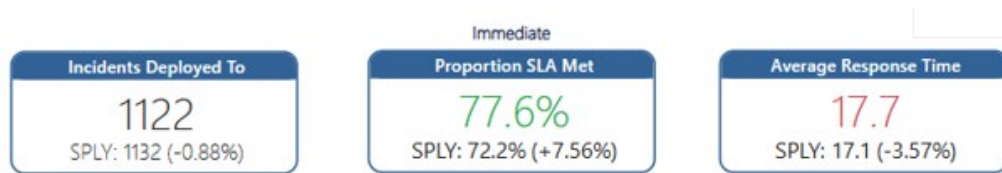


Figure 10: Domestic Abuse Immediate response.

Force wide the average immediate response time, during Q4 2024/25, was within the SLA at 17.7 minutes.

Figure 13 Illustrates that Ceredigion were the only BCU, during Q4 2024/25, to have an average immediate response time over the 20-minute SLA.

Volume of Immediate Incidents Deployed To  
01/01/2025 - 31/03/2025

Geography	Incidents	% Target Met	Ave Time
<b>Carmarthenshire</b>	416	81.5 %	14.8
Ammanford	121	71.9 %	17.2
Carmarthen	75	78.7 %	16.0
Llanelli	220	87.7 %	13.1
<b>Ceredigion</b>	133	65.4 %	37.3
Aberystwyth	58	84.5 %	13.2
Cardigan	39	71.8 %	83.4
Lampeter	36	27.8 %	26.2
<b>Pembrokeshire</b>	319	84.6 %	14.3
Haverfordwest	104	86.5 %	13.2
Milford Haven	89	86.5 %	15.6
Pembs South	126	81.7 %	14.2
<b>Powys</b>	254	68.9 %	16.7
Brecknockshire	61	83.6 %	13.8
Montgomeryshire	129	65.9 %	17.7
Radnorshire	64	60.9 %	17.5

Figure 11: Domestic Abuse Immediate response by BCU.



### Sexual

Further examining the immediate response time by those calls with a final call type of 'Crime-Sexual':



Figure 12: Sexual Offences immediate response.

As a force the data shows the overall average response time being within the SLA at 15 minutes.

Figure 15 evidences that all the BCU's were averagely within the 20 minute immediate response SLA, Cardigan and Montgomeryshire however averaging over this requirement.

Volume of Immediate Incidents Deployed To

01/01/2025 - 31/03/2025

Geography	Incidents	% Target Met	Ave Time
<b>Carmarthenshire</b>	8	75.0 %	14.4
Ammanford	1	100.0 %	8.0
Carmarthen	4	75.0 %	15.0
Llanelli	3	66.7 %	15.7
<b>Ceredigion</b>	7	85.7 %	14.6
Aberystwyth	5	100.0 %	10.0
Cardigan	2	50.0 %	26.0
Lampeter	0	0.0 %	0.0
<b>Pembrokeshire</b>	7	57.1 %	14.3
Haverfordwest	1	100.0 %	13.0
Milford Haven	4	25.0 %	18.5
Pembs South	2	100.0 %	6.5
<b>Powys</b>	4	50.0 %	18.5
Brecknockshire	0	0.0 %	0.0
Montgomeryshire	2	50.0 %	22.5
Radnorshire	2	50.0 %	14.5

Figure 13: Sexual Offences immediate response by BCU.



### Priority response (KPI 60-minute response time)

Volume of Priority Incidents Deployed To and Proportion SLA Met

01/10/2023-31/03/2025

SLA Met ● No ● Yes ● Proportion SLA Target Met

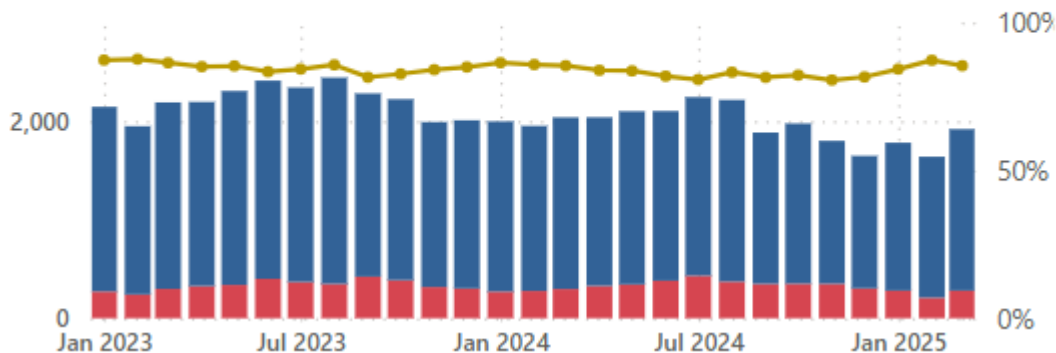


Figure 14: Priority response overtime.

### Data for Q4:



### Volume of Priority Incidents Deployed To

01/01/2025 - 31/03/2025

Geography	Incidents	% Target Met	Ave Time
<b>Carmarthenshire</b>	2062	86.4 %	34.4
Ammanford	491	83.5 %	37.7
Carmarthen	584	86.5 %	34.5
Llanelli	987	87.8 %	32.6
<b>Ceredigion</b>	742	84.6 %	36.4
Aberystwyth	349	89.1 %	29.9
Cardigan	155	86.5 %	38.6
Lampeter	238	76.9 %	44.3
<b>Pembrokeshire</b>	1321	86.7 %	43.9
Haverfordwest	461	87.6 %	35.9
Milford Haven	330	79.4 %	96.1
Pembs South	530	90.4 %	18.3
<b>Powys</b>	1203	83.6 %	38.9
Brecknockshire	373	82.0 %	37.2
Montgomeryshire	540	84.3 %	42.1

The average force priority response time during the reporting quarter was within the 60 minute SLA at 38 minutes.

Reviewing the average time per BCU it can be seen that all were within the 60 minute SLA, bar Milford Haven.

Figure 15: Priority Response by BCU





## Domestic Abuse

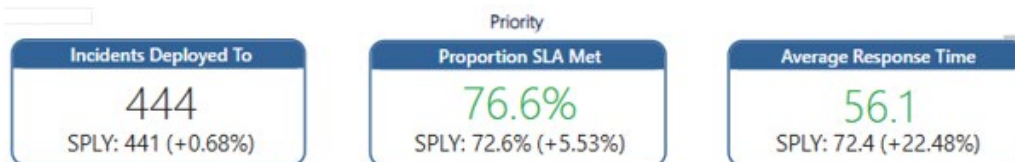


Figure 16: Domestic Abuse Priority Response.

The average force response rate to priority graded Domestic Abuse incidents was 56.1 minutes, within the 60 minute SLA.

BCU breakdown shows all bar Milford Haven and Montgomeryshire, were averaging within the SLA requirements.

### Volume of Priority Incidents Deployed To

01/01/2025 - 31/03/2025

Geography	Incidents	% Target Met	Ave Time
<b>Carmarthenshire</b>	151	76.2 %	47.8
Ammanford	38	84.2 %	48.6
Carmarthen	40	65.0 %	54.8
Llanelli	73	78.1 %	43.6
<b>Ceredigion</b>	66	80.3 %	48.0
Aberystwyth	27	85.2 %	38.3
Cardigan	16	93.8 %	40.6
Lampeter	23	65.2 %	64.5
<b>Pembrokeshire</b>	130	74.6 %	54.9
Haverfordwest	44	84.1 %	47.0
Milford Haven	46	58.7 %	68.7
Pembs South	40	82.5 %	47.6
<b>Powys</b>	96	77.1 %	76.5
Brecknockshire	28	78.6 %	44.2
Montgomeryshire	43	81.4 %	110.2
Radnorshire	25	68.0 %	54.8

Figure 17: Domestic Abuse Priority Response by BCU





## Sexual Offences

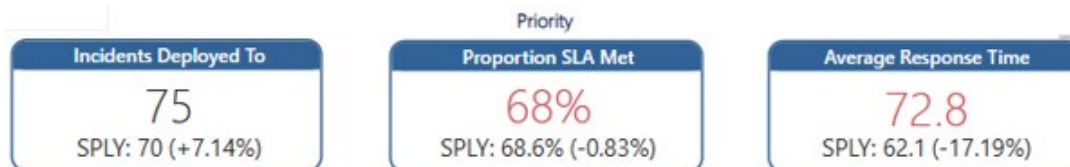


Figure 19: Sexual Offences Priority Response

## Volume of Priority Incidents Deployed To

01/01/2025 - 31/03/2025

Geography	Incidents	% Target Met	Ave Time
<b>Carmarthenshire</b>	28	64.3 %	56.8
Ammanford	7	71.4 %	62.0
Carmarthen	7	71.4 %	56.1
Llanelli	14	57.1 %	54.6
<b>Ceredigion</b>	14	78.6 %	43.3
Aberystwyth	5	60.0 %	49.0
Cardigan	3	100.0 %	53.3
Lampeter	6	83.3 %	33.5
<b>Pembrokeshire</b>	16	56.3 %	137.9
Haverfordwest	9	44.4 %	215.3
Milford Haven	5	60.0 %	41.2
Pembs South	2	100.0 %	31.0
<b>Powys</b>	17	76.5 %	62.3
Brecknockshire	6	83.3 %	56.2
Montgomeryshire	7	85.7 %	64.7
Radnorshire	4	50.0 %	67.3

Figure 18: Sexual Offences priority response by BCU.

The force average priority response time, to sexual offence incidents, is outside of the 60-minute SLA – 72.8 minutes.

Figure 20 Illustrates those BCU / Inspector areas that did not meet the SLA requirement.



## Crime Data Integrity (CDI)

### Crime Recording

The pie chart illustrates our CDI Crime recording compliance, for those audits conducted in Q4 2024/25.

#### Audits by Outcome Category 01/01/2025 - 31/03/2025

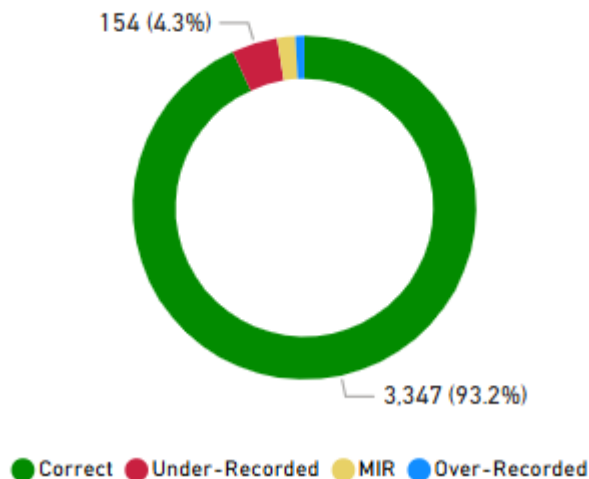


Figure 20: Crime Recording Compliance

During Q4 2024/25 a total of 3,593 crime recording audits were conducted.

93.2% (3,347) Of the audits conducted were compliant.

Specifically looking at the audits conducted on VAP occurrences, the compliance was 89.8% (756/842)

93.1% (583/626) of the audits conducted under the Sexual category were compliant.

The Home Office CDI Judgement Framework deems an audit result of 90%-94.9% as a 'Mostly sound process – but some improvements needed'.

Correspondingly to the improvements made in crime recording, a vast improvement is also evident in the force's NCRS compliance (timeliness of recording crimes within 24 hours).

### NCRS Compliance (Timeliness)

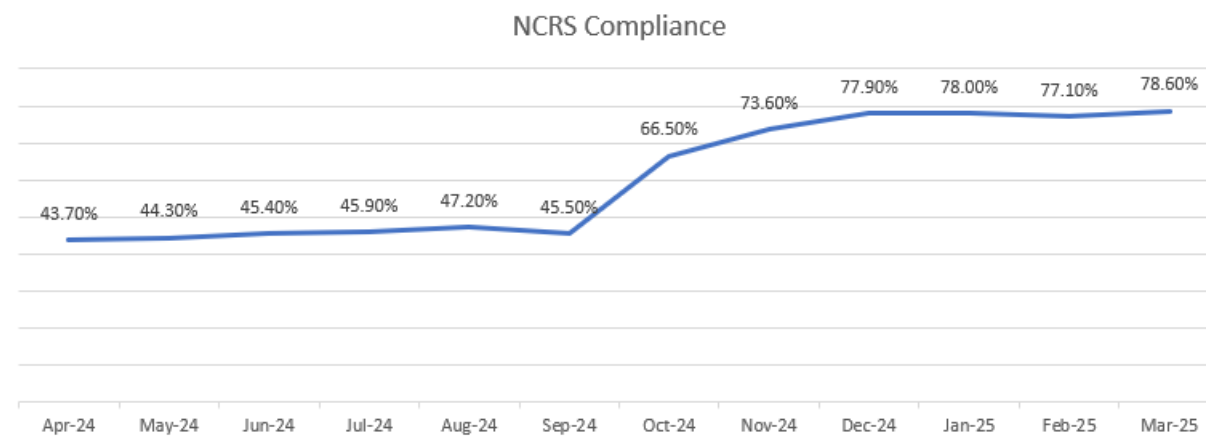


Figure 21: NCRS Timeliness overtime.



## Overall Crime Volume

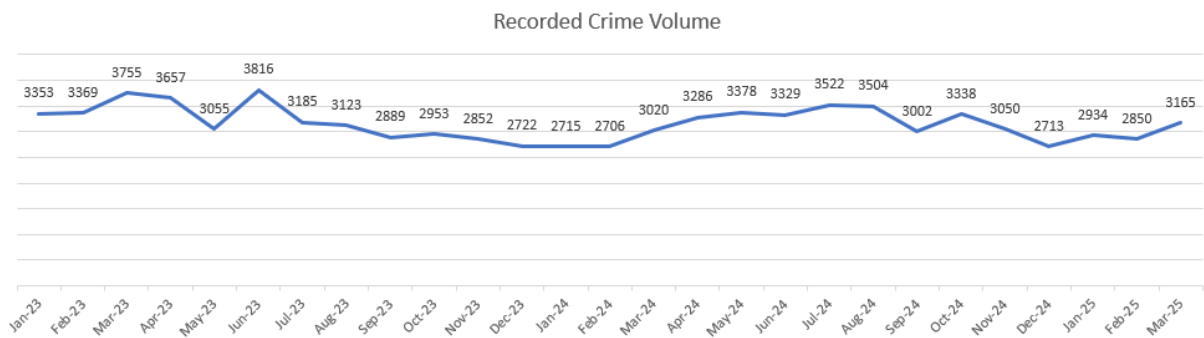


Figure 22: Recorded Crime Volume overtime.

The above graph illustrates the total volume of recorded crime overtime. Reflecting on Quarter 4, a total of 8,949 crimes were recorded, this is an increase when comparing with the SPLY, where there was a total of 8,441 crimes recorded.



## Overall Crime Outcomes

The table below illustrates all the outcomes applied during the reporting period (Q4 2024/25) The data shows a 9.76% charge rate (Outcome 1) and 17.62% Positive Outcome rate (Outcomes 1 – 8 inclusive).

Outcome Group	Jan-2025		Feb-2025		Mar-2025		Total	
	Volume	% of Month	Volume	% of Month	Volume	% of Month	Volume	% of Month
<b>1</b> Charge and/or Summons	312	9.76%	249	9.30%	319	10.15%	880	9.76%
<b>2</b> Caution - youths	3	0.09%	7	0.26%	5	0.16%	15	0.17%
<b>3</b> Caution - adults	36	1.13%	31	1.16%	29	0.92%	96	1.06%
<b>5</b> The offender has died (all offences)	1	0.03%	1	0.04%	3	0.10%	5	0.06%
<b>8</b> Community Resolution	207	6.47%	190	7.09%	196	6.24%	593	6.58%
<b>9</b> Prosecution not in public interest (CPS) (all offences)	3	0.09%	3	0.11%	0	0.00%	6	0.07%
<b>10</b> Formal action against the offender is not in the public interest (police decision)	30	0.94%	25	0.93%	34	1.08%	89	0.99%
<b>11</b> Prosecution prevented - named suspect identified but is below the age of criminal responsibility	5	0.16%	7	0.26%	10	0.32%	22	0.24%
<b>12</b> Prosecution prevented - named suspect identified but is too ill (physical or mental health) to prosecute	8	0.25%	19	0.71%	12	0.38%	39	0.43%
<b>13</b> Prosecution prevented - named suspect identified but victim or key witness is dead or too ill to give evidence	8	0.25%	0	0.00%	4	0.13%	12	0.13%
<b>14</b> Evidential difficulties victim based - named suspect not identified but the victim declines or is unable to support further police action to identify the offender	184	5.76%	137	5.12%	181	5.76%	502	5.57%
<b>15</b> Evidential difficulties - named suspect identified and the victim supports police action, but evidential difficulties prevent further action	688	21.52%	682	25.47%	714	22.72%	2084	23.11%
<b>16</b> Evidential difficulties victim based - named suspect identified - the victim does not support (or withdraws support from) police action	835	26.12%	622	23.23%	778	24.75%	2235	24.78%
<b>17</b> Prosecution time limit expired - suspect identified but the time limit for prosecution has expired	39	1.22%	20	0.75%	26	0.83%	85	0.94%
<b>18</b> Investigation complete - no suspect identified. Crime investigated as far as reasonably possible - case closed pending further investigative opportunities becoming available	704	22.02%	520	19.42%	712	22.65%	1936	21.47%
<b>20</b> Further action, resulting from the crime report, will be undertaken by another body or agency subject to the victim (or person acting on their behalf) being made aware of the action to be taken	73	2.28%	67	2.50%	62	1.97%	202	2.24%
<b>21</b> Further action, resulting from the crime report, which could provide evidence sufficient to support formal action being taken against the suspect is not in the public interest - police decision	48	1.50%	17	0.63%	20	0.64%	85	0.94%
<b>22</b> Diversionary, educational or intervention activity, resulting from the crime report, has been undertaken and it is not in the public interest to take any further action	13	0.41%	81	3.02%	38	1.21%	132	1.46%

Figure 23: All crime outcomes.

The above shows, for period Q4 2024/25 a charge rate of 9.76% and a 'positive outcome rate' (Outcomes 1 – 8) of 17.57%.



## Criminal Trial Outcomes

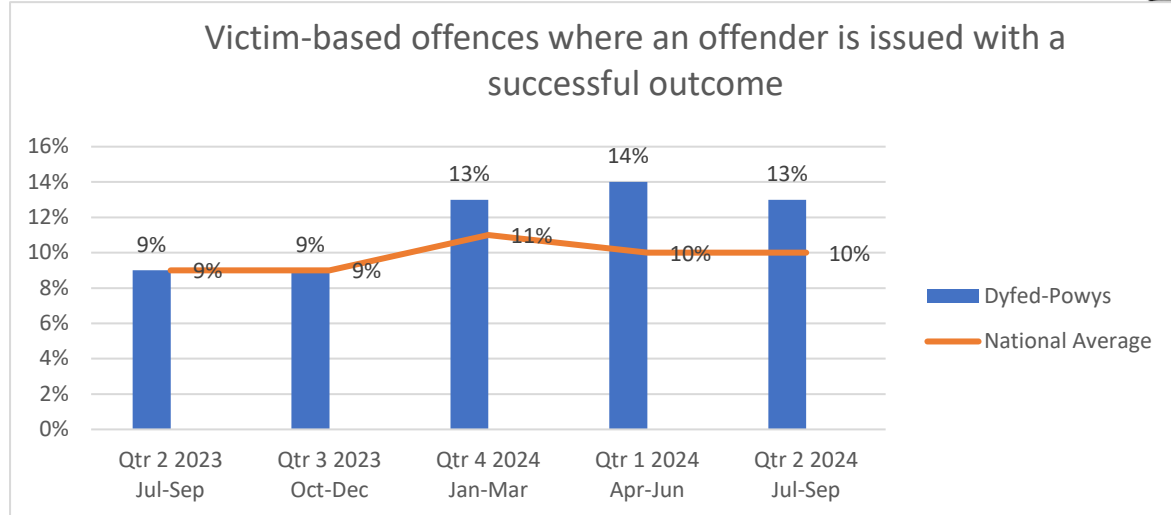


Figure 24: Criminal trial outcomes, successful outcomes.

There are more successful outcomes achieved in the Dyfed-Powys Police area when compared with the national average. The increasing rate does suggest that Dyfed-Powys is successful at improving the quality of justice.

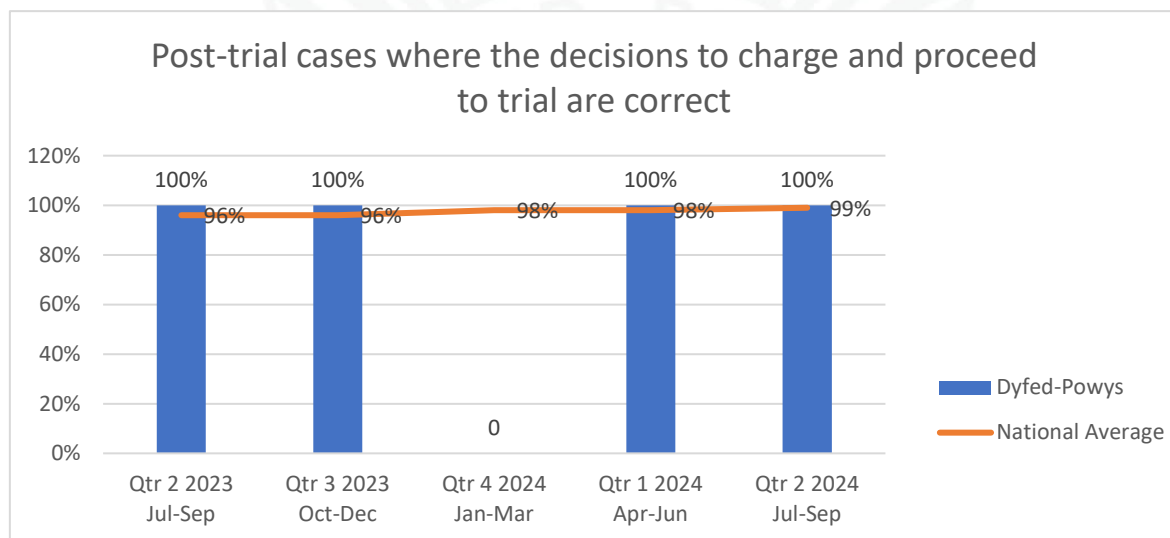


Figure 25: Post trial cases.

Dyfed-Powys Police has achieved 100% of their post-trial cases where the decisions to charge and proceed to trial being correct, illustrating a continual standard since Q2 2023 which remains above the national average.

In May 2024, Victim Engagement Forum members were invited to discuss their experiences of how the Crown Prosecution Service (CPS) dealt with their case, at a Community Conversation focus group with the CPS Engagement Manager and Deputy Chief Crown Prosecutor. The CPS wanted to examine what went well and, most importantly, what lessons they could learn from victims' experiences. The OPCC does not have access to a report nor any documentation summarising the feedback.





## Domestic Abuse

Recorded Domestic Abuse Incidents:

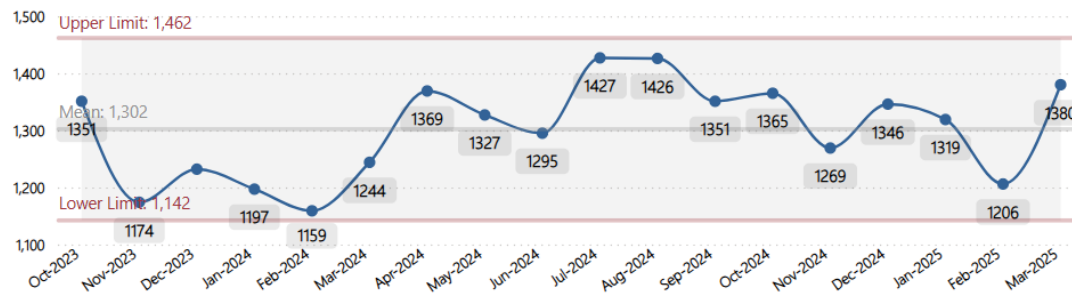


Figure 26: Recorded Domestic Abuse incidents overtime.

Our NCRS compliance, for the timely recording of Domestic Abuse crimes, during Q4 2024/25 was 65.8%.

## Domestic Abuse Outcomes

	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25
<b>1: Charge</b>	10.40%	13.73%	11.59%	11.96%	12.67%	14.38%	14.39%	14.84%	11.48%	12.03%	13.65%	14.24%
<b>3: Adult Caution</b>	3.83%	3.14%	2.90%	2.24%	2.84%	1.39%	2.13%	1.52%	3.09%	2.80%	1.83%	1.93%
<b>15: Police named suspect, victim supports but evidential difficulties</b>	26.82%	32.55%	30.80%	33.83%	32.89%	32.93%	32.15%	30.86%	31.79%	28.50%	35.03%	33.92%
<b>16: Victim declines/withdraws support</b>	55.84%	42.75%	48.91%	47.48%	46.88%	44.89%	46.71%	46.54%	47.90%	50.25%	43.79%	44.64%
<b>Positive Outcomes' : 1-8</b>	15%	17.60%	16.30%	15.30%	16.30%	16.50%	17.40%	17.20%	15%	15.70%	16.90%	16.90%

Figure 27: Domestic Abuse related Crime Outcomes.

QAP March 2024 Domestic Abuse attrition - reviewing Body Worn Video footage to scrutinise terminology and language used by initial response officers and their interaction with domestic abuse victims.

- The Panel reviewed 5 incidents in total which contained a mix of outcome 1 (offender was charged) and outcome 16 (victim withdrew their support) cases.
- A consistent theme throughout all the cases reviewed by the panel was in relation to the use of the tablets to input information onto Pronto (application used by officers to access and manage data). The Panel questioned whether two officers needed to input the information as it can have an impact on the communication and overall interaction with the victim.
- The Panel found that the questions asked during the DASH ( Domestic Abuse Stalking & Harassment risk assessment tool) were overwhelming and made the officers appear to be disconnected to the situation.





## Stalking & Harassment

There were a total of 1640 Stalking & Harassment crimes recorded in Q4, this is a decrease on the SPY where 1679 crimes were recorded. During Q4 2024/25 526 out of the total 1640 were recorded as being domestic related (32%).



Figure 28: Stalking & Harassment volumes overtime.

## Stalking & Harassment Outcomes

	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25
1: Charge	3.65%	5.60%	4.52%	4.61%	4.99%	6.19%	4.83%	5.42%	4.33%	7.01%	6.96%	5.81%
3: Adult Caution	0.66%	0.32%	0.87%	0.82%	0.34%	0	0.57%	0.15%	0.65%	0.34%	0.22%	0.17%
15: Police named suspect, victim supports but evidential difficulties	34.39%	36.48%	34.43%	37.01%	34.60%	28.85%	35.09%	37.20%	25.93%	33.50%	41.09%	36.38%
16: Victim declines/withdraws support	36.88%	32.80%	36.87%	34.70%	38.04%	31.80%	32.10%	31.17%	30.52%	36.24%	29.57%	33.55%
Positive Outcomes' : 1-8	5.60%	8.00%	7.70%	7.40%	7.10%	7.80%	6.40%	6.60%	7.10%	8.90%	8.70%	7.00%

Figure 29: Stalking & Harassment crime outcomes.

## Sexual Offences

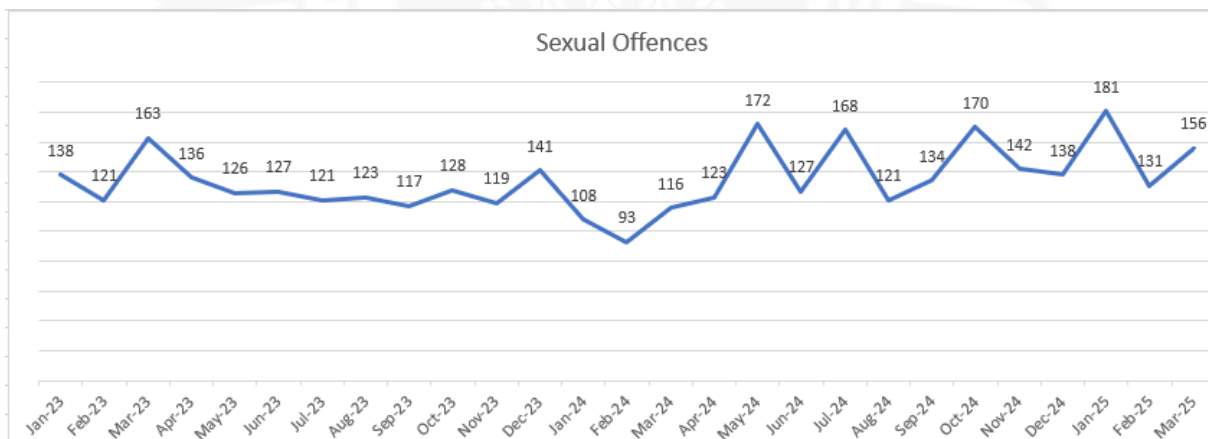


Figure 30: Recorded Sexual Offence crimes overtime.

There was a total of 468 sexual offence crimes recorded QA 2024/25, this is an increase from the 317 recorded SPY. During Q4 2024/25, 16% (77) of these were recorded as being Domestic related.



Our NCRS compliance for the timely recording of Sexual crimes during Q4 2024/25 was 57.9%.

As at date of extraction (03.04.25) there were 836 ongoing sexual offences investigations, 590 of which had been open for over 180 days.

#### Sexual Offences Outcomes

	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25
<b>1: Charge</b>	8.26%	9.09%	14.08%	794.00%	4.42%	5.74%	8.28%	9.64%	4.83%	5.81%	8.39%	9.74%
<b>14: Victim declines/Unable to support action to identify offender</b>	8.26%	3.31%	4.23%	4.76%	2.65%	7.38%	5.92%	6.60%	8.97%	8.39%	6.29%	8.44%
<b>15: Police named suspect, victim supports but evidential difficulties</b>	33.03%	22.31%	21.83%	20.63%	32.74%	25.41%	26.63%	18.78%	33.10%	28.39%	34.27%	25.97%
<b>16: Victim declines/withdraws support</b>	23.85%	32.23%	31.69%	37.30%	36.28%	40.16%	34.32%	42.13%	28.28%	31.61%	29.37%	33.12%
<b>18: Investigation complete no suspect identified</b>	11.01%	13.22%	9.15%	9.52%	11.50%	9.02%	13.02%	8.12%	6.21%	9.68%	9.09%	7.14%
<b>Positive Outcomes' : 1-8</b>	11.00%	10.70%	19.00%	10.30%	4.40%	6.60%	9.50%	11.20%	6.20%	5.80%	9.80%	10.40%

Figure 31: Sexual Offence Outcomes



## Drugs

### Possession

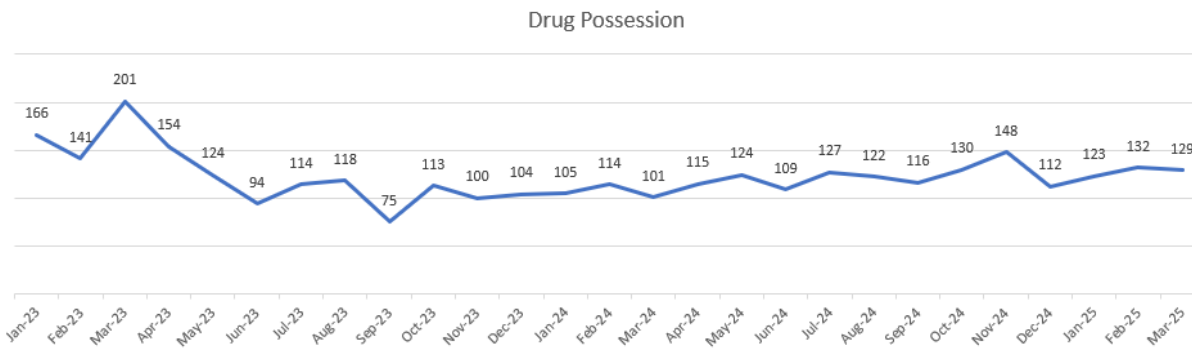


Figure 32: Drug Possession recorded offences overtime.

There was a total of 384 Drug Possession crimes recorded Q4 2024/25, this is an increase comparing to the 320 recorded during SPLY.

As at date of extraction (03.04.25) there were 116 ongoing drug possession investigations, 68 of which had been open for over 180 days.

### Possession outcomes

	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25
1: Charge	5.69%	7.03%	5.88%	4.46%	7.69%	8.59%	4.00%	3.05%	1.79%	3.57%	5.98%	6.62%
3: Adult Caution	0.81%	1.56%	0.84%	0.86%	0.70%	2.34%	0.00%	0.00%	0.00%	0.71%	0.82%	0.00%
8: Community Resolution	80.49%	77.34%	73.11%	80.36%	69.23%	68.75%	80.80%	83.21%	77.68%	80.71%	76.92%	74.83%
15: Police named suspect, victim supports but evidential difficulties	4.88%	4.69%	8.40%	3.57%	10.49%	6.25%	4.80%	3.82%	4.46%	3.57%	9.40%	6.62%
Positive Outcomes <sup>1</sup> : 1-8	87.00%	86.70%	79.80%	85.70%	77.60%	79.70%	86.40%	86.30%	80.40%	85.70%	84.60%	82.10%

Figure 33: Drug Possession outcomes.

Examining the charge outcome (Outcome 1) and Community resolution (Outcome 8) overtime, a clear shift can be seen, in line with the update to the force Drug Policy, encouraging the use of community resolutions and referrals to the Drug out of court disposal project.

It is important to note this policy modification when analysing National data, given that not all forces have adopted this approach and are therefore still pursuing charges.

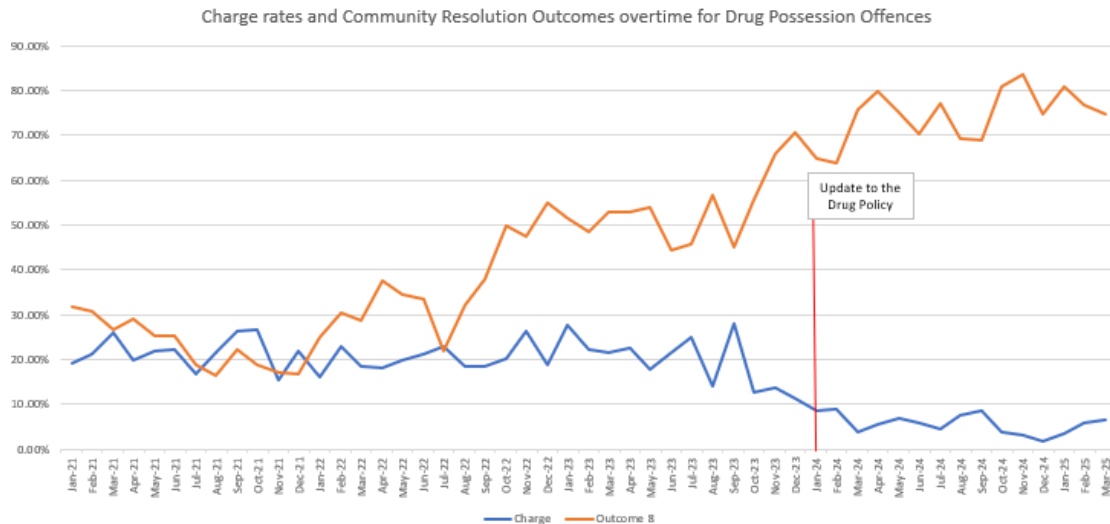


Figure 34: Charge v Outcome 8 overtime relationship overtime.

## Trafficking

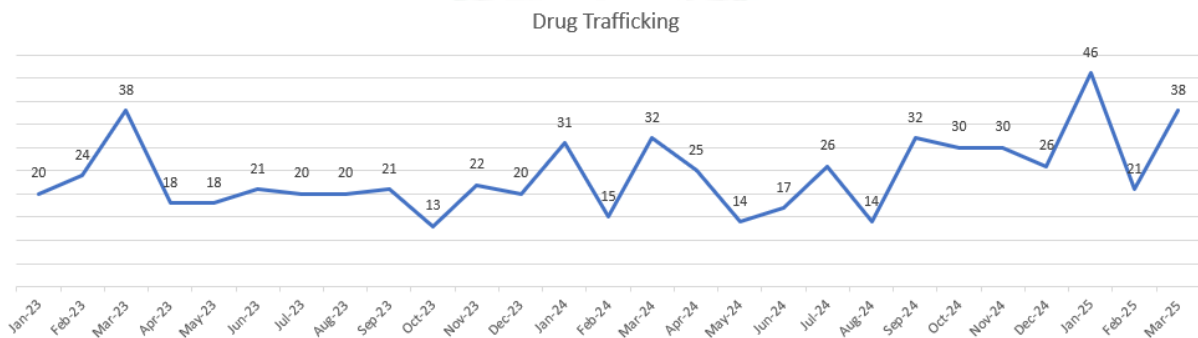


Figure 35: Drug Trafficking offences recorded overtime.

105 Drug trafficking offences were recorded Q4 2024/25, comparing this to SPLY this is an increase of 27 recorded offences.

As at date of extraction (03.04.25) there were 155 ongoing drug possession investigations, 121 of which had been open for over 180 days.

During Q4 2024/25, included within the above figures, there were a total of 46 importation and exportation crimes. It is important to note that not all forces record these offences to the same standard as Heddlu Dyfed Powys. We ensure that our 'fast parcel' offences are recorded in line with the counting rules, thus demonstrating the threat impacting our communities.

## Trafficking outcomes

	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25
<b>1: Charge</b>	53.85%	42.86%	35.29%	35.71%	47.37%	23.33%	37.93%	29.73%	8.82%	11.63%	50.00%	37.21%
<b>8: Community Resolution</b>	7.69%	28.57%	17.65%	28.57%	26.32%	20.00%	13.79%	5.41%	8.82%	4.65%	4.17%	9.30%
<b>15: Police named suspect, victim supports but evidential difficulties</b>	19.23%	21.43%	20.59%	7.14%	5.26%	20.00%	20.69%	27.03%	11.76%	6.98%	8.33%	11.63%
<b>18: Investigation complete no suspect identified</b>	15.38%	0	11.76%	7.14%	15.79%	6.67%	10.34%	32.43%	55.88%	30%	37.50%	34.88%
<b>Positive Outcomes' : 1-8</b>	61.50%	71.40%	61.80%	75.00%	73.70%	46.70%	51.70%	35.10%	23.50%	18.60%	54.20%	48.80%

Figure 36: Drug Trafficking Outcomes





Due to the nature of how the importation and exportation crimes are identified, it is very difficult to secure a charge – the force continues to record these offences however cognisance must be given to how they have an impact on our overall outcome rates. This is important to note when reflecting on National data. The below chart illustrates the same outcome data, excluding the importation and exportation crimes.

	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25
<b>1: Charge</b>	82.35%	54.55%	44.00%	47.62%	52.94%	33.33%	60.00%	57.89%	37.50%	41.67%	92.31%	61.54%
<b>8: Community Resolution</b>	5.80%	27.27%	16.00%	14.29%	23.53%	23.81%	13.33%	10.53%	25.00%	16.67%	0.00%	11.54%
<b>15: Police named suspect, victim supports but evidential difficulties</b>	11.76%	9.09%	20.00%	9.52%	5.88%	19.05%	6.67%	15.79%	0.00%	8.33%	7.69%	11.54%
<b>18: Investigation complete no suspect identified</b>	0.00%	4	4.76%	11.76%	0.00%	13.33%	10.53%	0.00%	0.00%	17%	0.00%	7.69%
<b>Positive Outcomes<sup>1</sup> : 1-8</b>	88.20%	81.80%	72.00%	76.20%	76.50%	61.90%	73.30%	68.40%	87.50%	66.70%	92.30%	76.90%

Figure 374: Drug Trafficking outcomes minus importation and exportation crimes.

## Shoplifting



Figure 38: Recorded Shoplifting overtime.

During Q4 2024/25 417 Shoplifting crimes were recorded, this is a decrease of 116 when comparing with SPLY.

An evident decrease can be seen November 24 – February 25. Analysis of this period was conducted however no evident trend could be seen to account for the decrease. As at date of extraction (03.04.25) there were 255 ongoing shoplifting investigations, 206 of which had been open for over 180 days.

## Shoplifting outcomes

	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25
<b>1: Charge</b>	15.87%	16.27%	20.39%	16.13%	14.47%	7.25%	13.21%	18.59%	9.43%	27.66%	20.95%	15.15%
<b>8: Community Resolution</b>	14.29%	12.05%	7.24%	9.68%	5.11%	5.07%	9.91%	3.85%	10.06%	10.64%	18.10%	3.03%
<b>14: Victim declines/unable to support action to identify offender</b>	8.99%	7.23%	10.53%	9.68%	6.92%	6.52%	11.79%	5.77%	12.58%	12.77%	6.67%	13.64%
<b>15: Police named suspect, victim supports but evidential difficulties</b>	8.99%	9.64%	9.87%	16.67%	15.09%	10.51%	13.21%	10.90%	11.32%	6.38%	10.48%	10.61%
<b>16: Victim declines/withdraws support</b>	8.47%	7.23%	6.58%	5.91%	4.40%	3.99%	3.30%	1.28%	6.92%	3.19%	5.71%	3.03%
<b>18: Investigation complete no suspect identified</b>	41.27%	44.58	44.74%	36.02%	46.54%	58.33%	43.87%	57.69%	47.17%	33%	32.38%	50.76%
<b>Positive Outcomes<sup>1</sup> : 1-8</b>	31.20%	28.90%	27.60%	30.10%	20.10%	12.30%	25.00%	23.10%	20.80%	39.90%	39.00%	18.20%

Figure 39: Shoplifting crime outcomes!



## Hate Crime

### *Hate Crime data provided by Victim Support:*

102 referrals for victims of Hate Crime were received, 10 of these were for Children and Young People.

5 third party reports received across Dyfed Powys, whereby the victim did not wish to report to the police directly.

9 self-referrals received.

22 virtual training sessions delivered, reaching 300 people across Dyfed Powys.

## ASB Volume

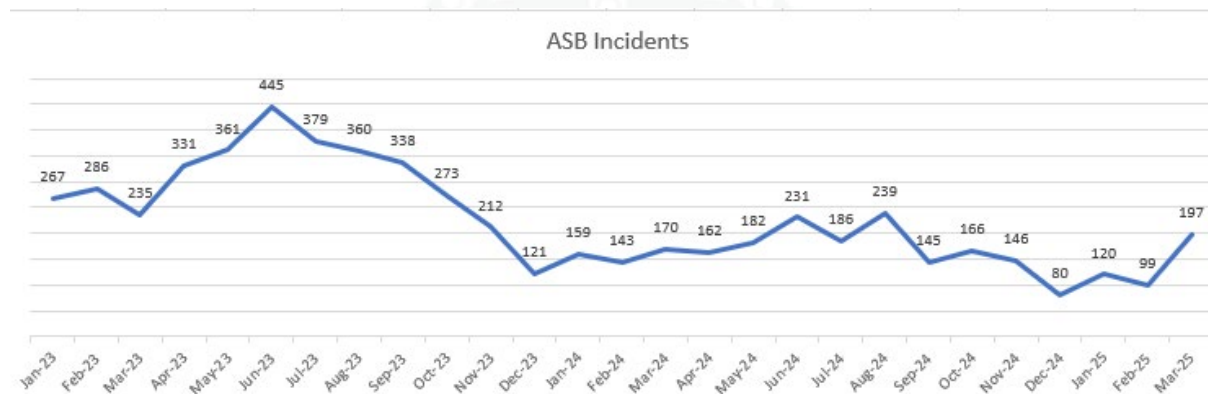


Figure 40: ASB incidents overtime.

The above graph illustrates the volume of ASB recorded incidents (final call-type ASB) overtime. The significant decrease seen post June 2023 was as a result of additional focus and training provided to FCC staff to ensure appropriate identification of crimes.

During Q4 2024/25 there were a total of 416 recorded ASB incidents, 472 were recorded in the SPLY.

The below displays these 416 incidents by ASB type.

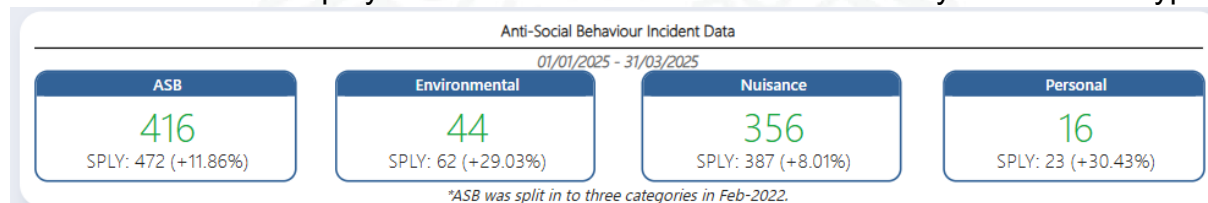


Figure 41: ASB incident type.





## NPPT

## Community Engagement.

The table below illustrates the compliance against the monthly and quarterly community engagement requirements.

Return not received/NA

	Community Engagement																	
	In person surgery held?			Virtual Surgery held?			Meet the street held?			One Stop event held?			Street briefing held?			PSG held?		
	Each month a minimum of one "in			Each month a minimum of one			Each month a minimum of one			Each quarter hold a "one stop"			Each quarter hold a "street briefing"			Each month a minimum of one		
	Jan-25	Feb-25	Mar-25	Jan-25	Feb-25	Mar-25	Jan-25	Feb-25	Mar-25	Jan-25	Feb-25	Mar-25	Jan-25	Feb-25	Mar-25	Jan-25	Feb-25	Mar-25
South Ceredigion	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes			Yes				Yes	Yes	No
South Powys	Yes		Yes	Yes		Yes	Yes	Yes	Yes			Yes				Yes	Yes	Yes
Mid Powys	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		Yes				Yes	Yes	Yes
North Powys	Yes	Yes	Yes	No	No	Yes	Yes	Yes	Yes		No	Yes				Yes	Yes	Yes
Llanelli	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	No		Yes	No			Yes	Yes	No
Llanelli Rural	Yes	Yes	Yes	No	No	Yes	Yes	Yes	Yes		Yes	Yes	Yes			Yes	No	Yes
Carmarthen	Yes	Yes	Yes	No	No	Yes	No	Yes	Yes	Yes	No	Yes	No	No		Yes	No	Yes
Amman	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes		Yes	No	Yes
South Pems	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No		Yes	No			Yes	Yes	Yes
North Pems	Yes	Yes	Yes	No	Yes	Yes	No	No	Yes			Yes		Yes		Yes	Yes	Yes
North Ceredigion	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes			Yes	Yes			Yes	Yes	No

Figure 42: NPPT Community engagement activity.

## NPPT Abstractions

Abstractions			
BCU/Month	Jan-25	Feb-25	Mar-25
Carmarthenshire	13 (27 hours)	11 (33 hours)	9 (8 hours)
Ceredigion	4 (15 hours)	3 (4 hours)	2 (12 hours)
Pembrokeshire	4 (26 hours)	8 (27 hours)	18 (40 hours)
Powys	6 (41 hours)	14 (45 hours)	2 (13 hours)

The table provides the volume of NPPT officers abstracted, and the total amount of hours abstracted. Work is ongoing to further understand the reason for abstraction, providing the ability to challenge any authorised outside policy.

Figure 43: NPPT abstractions.

## Criminal Justice

## Evidence Led Prosecutions (ELP)

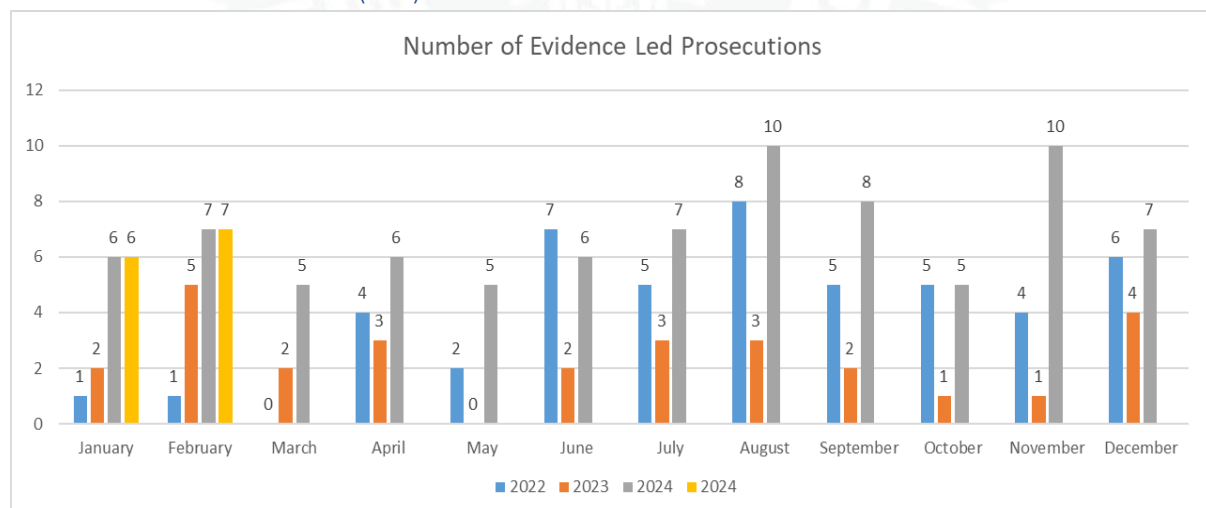


Figure 44: Evidence Led volumes overtime.

The data indicates that there was a 192% increase in the number of Evidence Led Prosecution cases submitted in 2024 (82), compared with 2023 (28). Further analysis would be required to determine the reason for this shift. Reasons could include



increased level of victims not engaging with the criminal justice process and increased awareness and use of ELP by officers. The increase and improved recording of ELP must also be factored.

ELP 'Outcomes'.

Outcomes	2021	Outcomes	2022	Outcomes	2023	Outcomes
Successful Prosecution	11	64.7%	30	62.5%	15	53.6%
NFA by CPS (Not in Public Interest/evidential difficulties)			3	6.3%	5	17.9%
Discontinued	5	29.4%	11	22.9%	2	7.1%
Unsuccessful Prosecution	1	5.9%	4	8.3%	3	10.7%
Withdrawn - IP withdrew support			0		1	3.6%
NFA Police						
Other (Warrant, OOC)			0		2	7.1%
Ongoing	0		0			

Figure 45: Evidence Led Outcomes.

Figure 54 Illustrates the 'outcomes' of the submitted ELP cases.

A high volume of the 2024/25 cases remain ongoing.

#### Victim attrition volumes

**Domestic abuse** victim attrition data is received from the Criminal Justice Board for Wales (CJBfW) on a quarterly basis, though no data was provided in January 2025. The most up to date data set published therefore runs from July 2023 to the end of June 2024: Detail provided below. The next data set is due for publication in April 2025 which will cover data up to the end of March 2024. It is the intention of the CJBfW to identify local policing single points of contact (SPOCs) who will coordinate local analysis of the data for discussion at the local DA group and LCJB Victim and Witness Sub-Groups.

July 2023 – June 2024 domestic abuse victim attrition data:

	Q3 Jul – Sept 2023	Q4 Oct – Dec 2023	Q1 Jan – Mar 2024	Q2 Apr – Jun 2024
Investigations closed because the victim does not support police action.	35%	34%	33%	33%
Cases stopped after a defendant has been charged because a victim no longer supports the prosecution.	13%	20%	24%	16%

Figure 46: DA Attrition

**Qualitative - OPCC engagement and scrutiny activity findings in relation to fear of crime and public confidence, and how this impacts victim attrition.**

- QAP August 2024 Stalking and Harassment. Asked the question: Was the victim supportive of police action?
  - Female victims- The Panel queried whether all victims involved, as part of this scrutiny, were female. The Civil Order Co-ordinator confirmed that



since April - August 2024, there have been 9 DVPN issued to female perpetrators.

- Eye Contact- The Panel stressed the importance of eye-contact with a victim when establishing sensitive information. Due to the nature and quantity of information disclosed for stalking and harassment offences, it was felt that officers were frequently concentrating on inputting information onto their mobile device for an extended period of time. This led to some prolonged periods of silence before the next question was asked. The Panel expressed concern that victims may find this period of silence unsettling and emphasised that reassurance through eye-contact would comfort victims. The Panel also considered that officers should explain, at the beginning of the process, the purpose of them utilising their mobile devices, which is to stress the importance of recording victims' responses to questions accurately and efficiently towards the risk assessment and investigation enquiries.
- No Force emblem background- Whilst observing the Rapid Video Response (RVR) for the purpose of Domestic Abuse Virtual Response Unit (DAVRU), it was noted that the officer did not have the Force's emblem nor any other form of official identification in the background which was perceived as being unprofessional.
- Environmental disruption to BWV- The Panel believe that as officers utilise BWV for evidential purposes, there should be a considered effort to ensure the sound quality is not disturbed. Through the videos observed, the Panel felt it important that officers should, when conducting enquiries or risk assessments, always consider their proximity to the victim and their surroundings in terms of environmental noise. It was suggested that family, friends, children and pets should also be removed to a separate room wherever practical and suitable for the victim's needs, as they can affect the quality of sound of the camera's microphone.
- Technology difficulties- It was felt that the handheld mobile device used by officers was an inefficient method of recording crimes/ incidents due to its size. The mobile device appeared difficult to navigate and type with for the purposes of obtaining a statement.

Civil orders- Within the three BWVs observed, no officer was heard discussing civil order options.

*Qualitative - OPCC scrutiny, engagement and consultation activity findings linked to victims disengaging from the criminal justice system.*

QAP Domestic Abuse Attrition March 24

- The panel reviewed a selection of body worn video (BWV) footage that attributed towards police response to domestic abuse (DA) cases. They focused on outcomes 14 and 16 (14 resulting when a victim declines / is unable to support action and outcome 16 where a victim declines / withdraws support)



- A consistent theme throughout all the cases reviewed by the panel was in relation to the use of the tablets to input information onto Pronto. The Panel questioned whether two officers needed to input the information as it can have an impact on the communication and overall interaction with the victim. The Panel identified good practice within case 6 where one officer asked all the questions whilst the other made the notes.
- Case 1 - The Panel questioned whether the officer's approach had been more empathetic had the victim been a woman. The Panel felt that the officers were more focused on finding the alleged offender rather than supporting the victim.
- The Panel found that the questions asked during the DASH were overwhelming and made the officers appear to be disconnected to the situation. Would it have been possible for the officers to advise that victim can take a break from the questioning?

Data from Commissioned Services:

During 2024-25 Q2 and Q3\*, 18 victims who were being supported by an Independent Sexual Violence Advisor withdrew from the criminal justice system.

\*Data only captured from commencement of new contract July 2024

During 2024-25 Q1 – Q3, 20 victims who were being supported by an Independent Domestic Violence Advisor withdrew from the criminal justice system.

### Victims' Rights

Victims' rights are regularly discussed at the Local Criminal Justice Board's Victim and Witness Sub-Group, with a specific focus on special measures and remote evidence sites. Sub-Group members are reminded of the importance of promoting victims' rights, and the Mid and West Wales (MWW) Violence Against Women, Domestic Abuse and Sexual Violence (VAWDASV) Regional Manager has shared the campaign pack which can be utilised by all organisations at an all-Wales level. We have seen evidence of DPP and the OPCC promoting special measures on social media.

The videos shared in these social media posts are available on the CJBfW [YouTube channel](#).

Future Sub-Group meetings will also consider data on special measures offered and information provided to victims, such as the right to a pre-trial visit and how often these are undertaken.

### Victim Insight Surveys

The Force has recently renewed its contract with Opinion Research Services (ORS), an Independent Social Research Company and Market Research Society Company to conduct Victim Satisfaction Surveys. ORS have worked on behalf of the Force, surveying victims to measure levels of satisfaction and identifying service improvement opportunities, since 2023 via telephone interviews.





## Domestic Abuse Survey

There was a total of 341 responses received for Domestic Abuse (DA) surveys between April 2024 and March 2025.

- 78 (24.8%) surveys conducted between January – March 2025.
- 87 (25.5%) surveys conducted between October – December 2024.

### Initial Contact

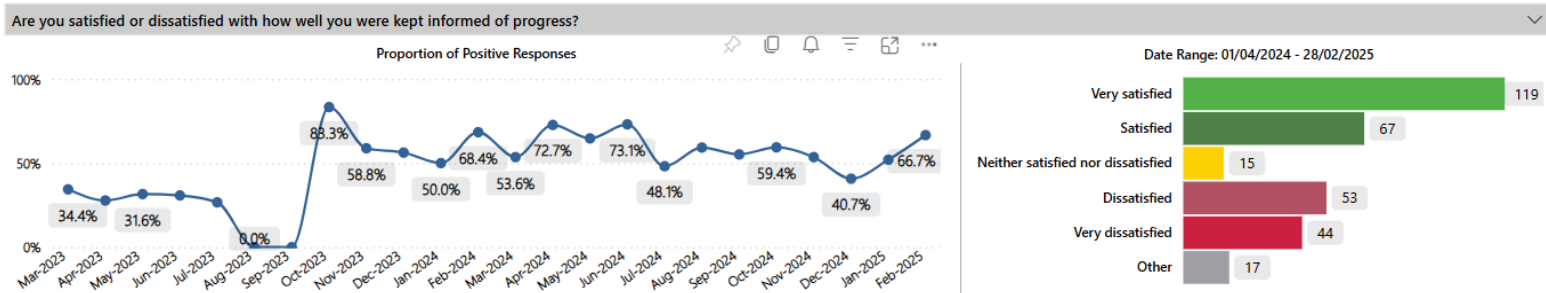
Are you satisfied or dissatisfied with the service you received from the first member(s) of staff who you initially reported your incident to?



- Blank refers to victims that contact the police without speaking to a member of staff (such as reporting via SOH or email).
- Other refers to someone else contacted the police and not the victim, therefore the question is not applicable.
- Victim satisfaction has remained stable since March-23 to February-25, with a dip in September 2024 with 55.2% (17) satisfaction rates.

### Ongoing Contact

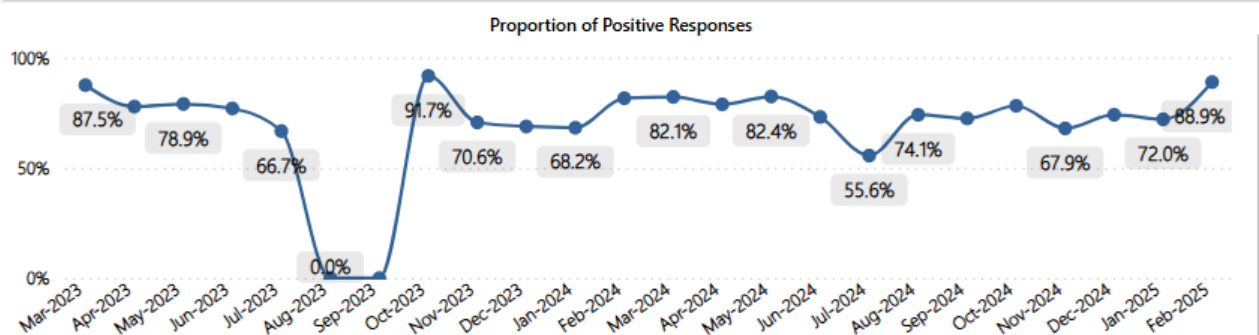
Are you satisfied or dissatisfied with how well you were kept informed of progress?



- From 2023, victims' satisfaction with being kept informed has improved over time into 2024/25.
- December 2025 had the lowest level of victim satisfaction in the last year with 40.7% (11) satisfaction rate.

Taking the whole experience into account, how satisfied or dissatisfied are you with the overall service provided by the police in this case?

Taking the whole experience into account, how satisfied or dissatisfied are you with the overall service provided by the police in this case?



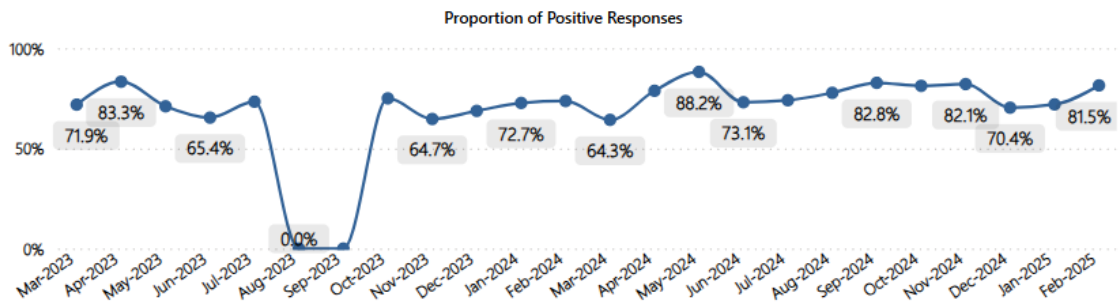


- July had the lowest levels of satisfaction regarding overall service provided by police with 55.6% (18) satisfaction.

## Services

**Did any of the police officers or staff who you had contact with offer you information about support services that were available to you?**

Did any of the police officers or staff who you had contact with offer you information about support services that were available to you?



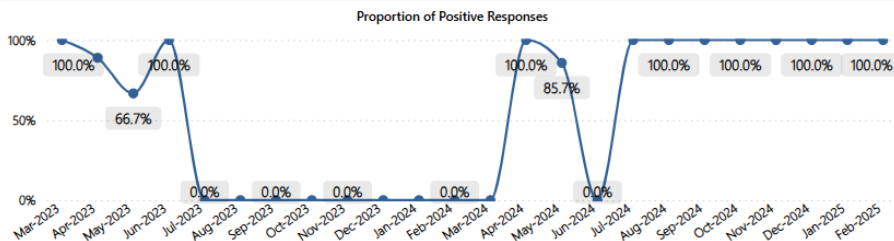
Date Range: 01/04

Were you given information about support services	Responses
Don't know/can't remember	18
No they didn't offer information	49
Yes they offered information	248

- Victim satisfaction for police officers or staff offering information on support services has gradually increased over the last year with a peak in May 2024 with victims stating that 88.2% (30) of the time officers offered information.

**Are you satisfied or dissatisfied with the support you received from the victim support service?**

Are you satisfied or dissatisfied with the support you received from the Goleudy Victim & Witness Service?



Date Range: 01/04/2024 - 28/02/2025

Very satisfied	35
Satisfied	7
Neither satisfied nor dissatisfied	1
Other	272

- Victims that took up the offer for support with Goleudy were almost a 100% satisfied with the service received.

Other refers to victims not taking up the services offered or were not offered the services therefore this question is not applicable.

## Stalking Survey

Within this time period (April 2024 – March 2025) we have received 104 responses from ORS for victims of stalking regarding their victim experience, across all the BCUs.

- 84.0% (136) of victims were satisfied or very satisfied with the service they received from the first member(s) of staff who they initially reported the incident to.

**Are you satisfied or dissatisfied with how well you were kept informed of progress?**

Satisfied with how well they were kept informed | 87 | 53.7%





**Are you satisfied or dissatisfied with the service you received from the officers who dealt with your incident?**

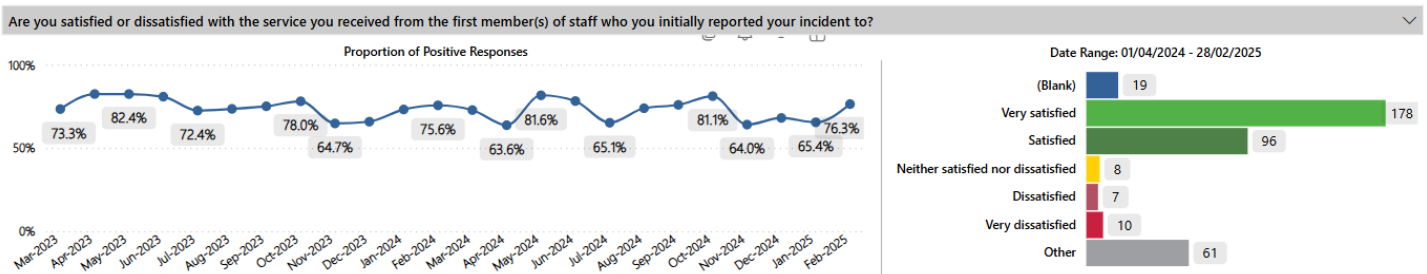
Satisfied with their treatment by officers | 122 | 75.3%

### Crime Survey

- The total amount of crime surveys completed between April 2024 and March 2025 was 424 across all the BCUs.
  - 109 surveys completed between January – March 2025.
  - 87 surveys completed between October – December 2025.

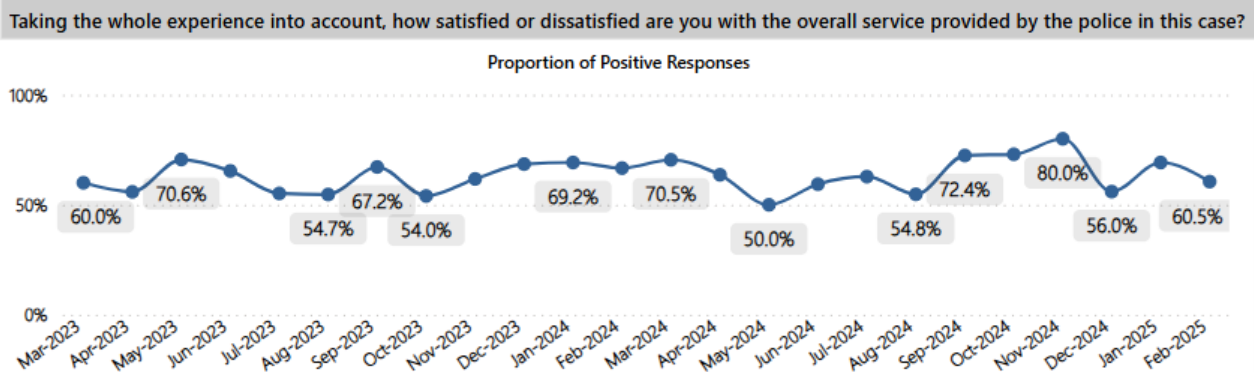
### Initial Contact

**Are you satisfied or dissatisfied with the service you received from the first member(s) of staff who you initially reported your incident to?**



- Blank refers to victims that contacted the police through online services.
- Satisfaction over the last year has remained fairly consistent between 63% and 82%.

**Taking the whole experience into account, how satisfied or dissatisfied are you with the overall service provided by the police in this case?**



- Victims felt the most satisfied in November 2024 with the overall service provided by police with 80.0% (17) satisfaction rates. This declined the next month in December 2024 to 56.0% (16).

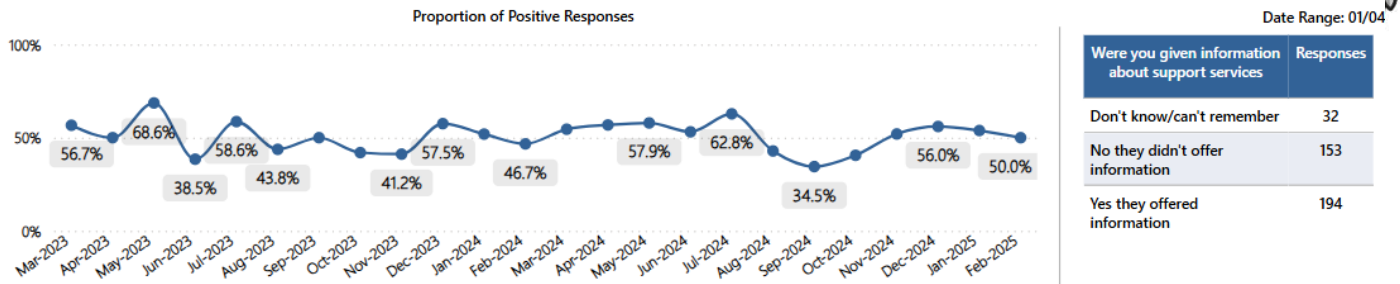
Over the last year the trend from May – November 2024 has slowly increased. The last quarter has been a slight decrease.



## Services

**Did any of the police officers or staff who you had contact with offer you information about support services that were available to you?**

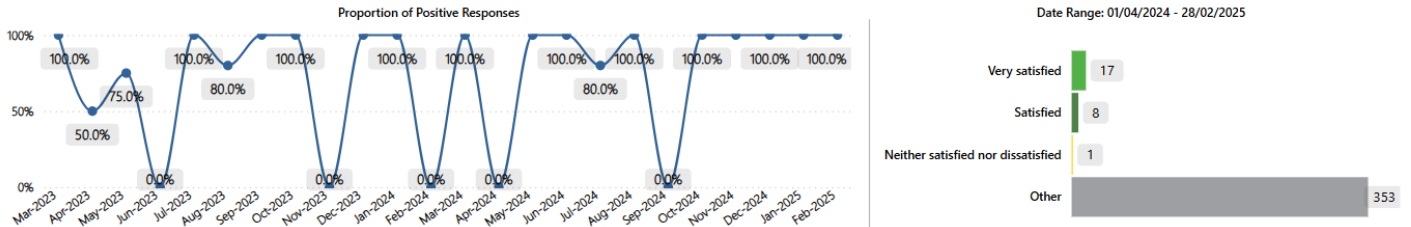
Did any of the police officers or staff who you had contact with offer you information about support services that were available to you?



- Victims were offered support services about half of the time during their investigation. There was a large decline in September 2024 to 34.5% being offered information regarding support services.

**Are you satisfied or dissatisfied with the support you received from the victim support service?**

Are you satisfied or dissatisfied with the support you received from the Goleudy Victim & Witness Service?



- Victims overall where very satisfied or satisfied with the services they received from victim support.

Other indicates that the victim was not offered information about support services, or they declined.

## Quality Assurance

Internal quality assurance processes are currently completed for Domestic Abuse, Rape, Stop Search and Use of force. Quality Assurance processes provides the opportunity to qualitatively review and evaluate the effectiveness and legitimacy of cases.

### Rape

During Q4 2024/25 a total of 85 Rape occurrences were quality assured. The below graphs illustrate the Positive response rates. (Proportion of responses answering 'Yes' to the selected question)

When considering the question around victim updates, the overall compliance for the cases reviewed in Q4 2024/25 was 89% (76/85).

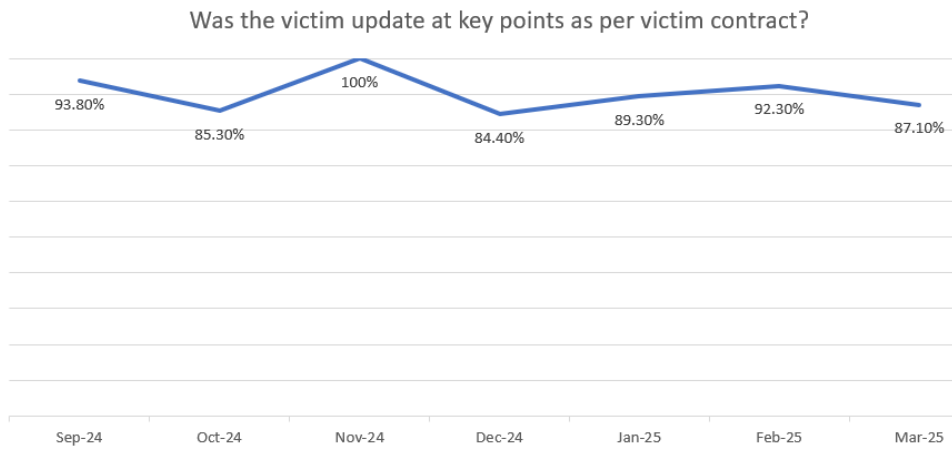


Figure 47: Internal Rape QA Victim Updates

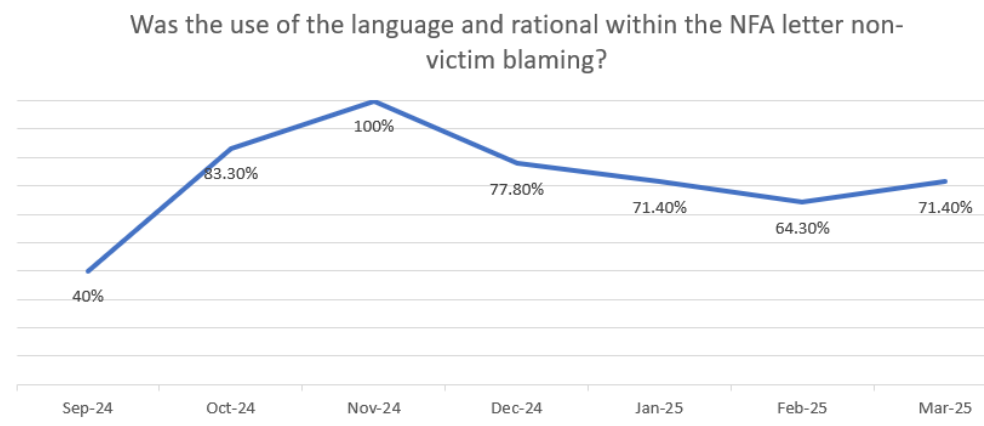


Figure 48: Internal Rape QA Victim blaming language

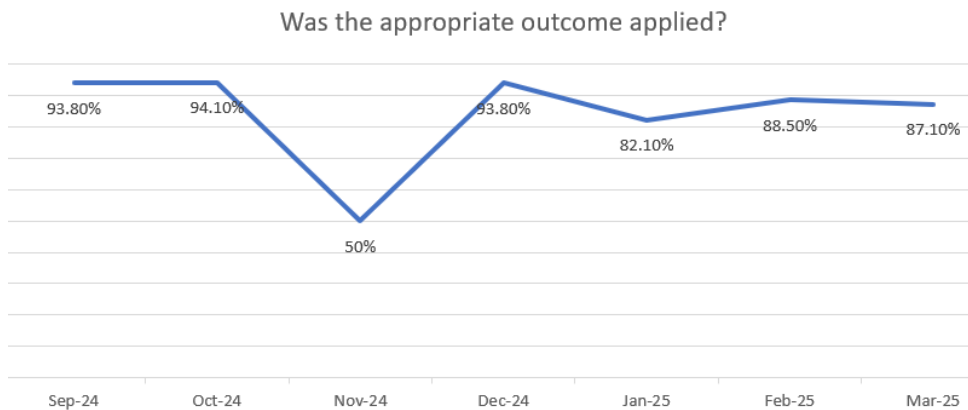
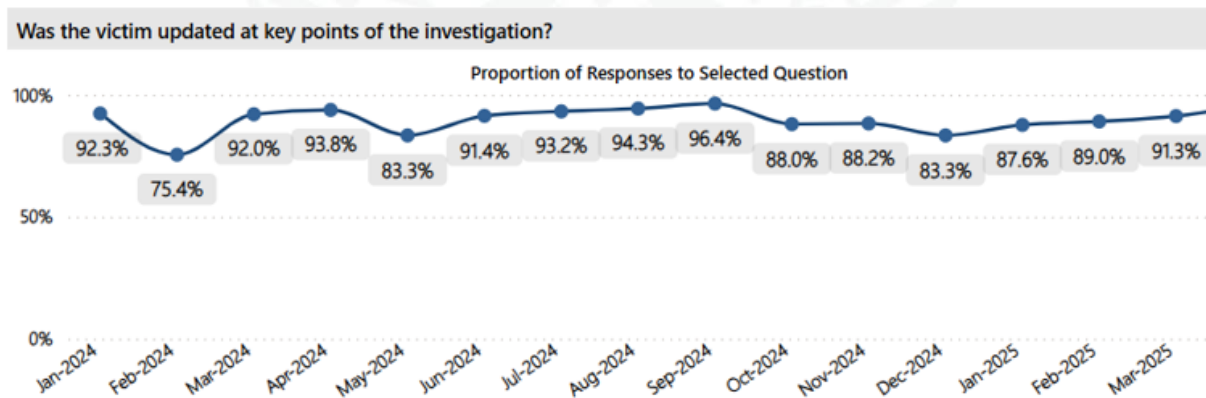


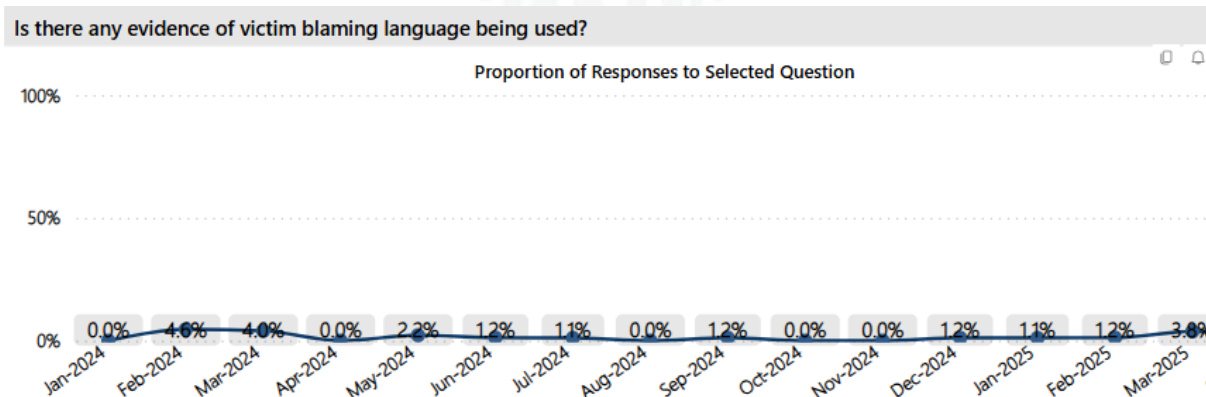
Figure 49: Internal Rape QA Outcome appropriateness.

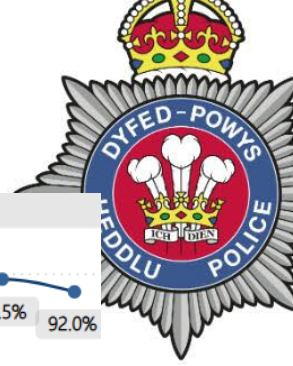
## Domestic Abuse

During Q4 2024/25, there were a total of 251 Domestic Abuse occurrence Quality Assured. 89% (224/251) answered that the victim was updated at key points of the investigation.

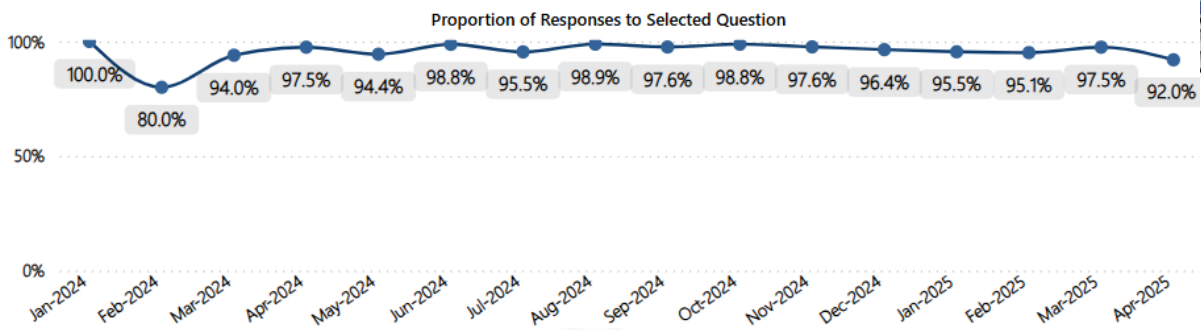


During Q4 2024/25 5/251 (1.9%) completed audits considered victim blaming language was used. Further analysis however suggests that this was not the case and only 1 considered the use of victim blaming.





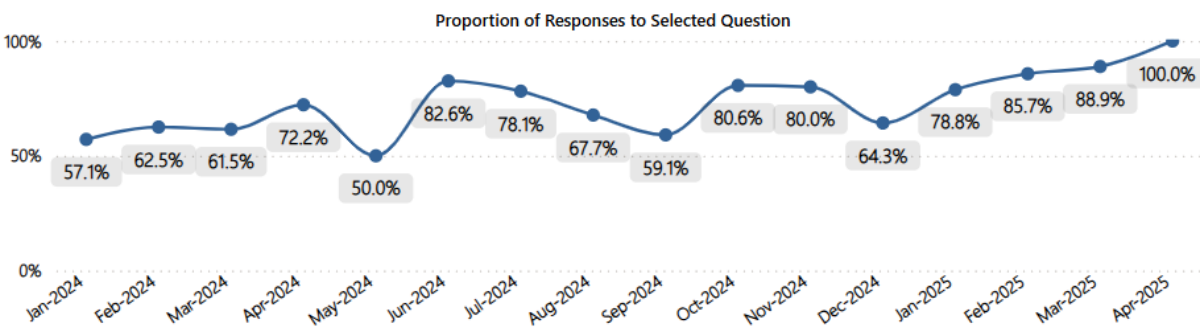
### Was the appropriate outcome applied?



### *Voice of the child.*

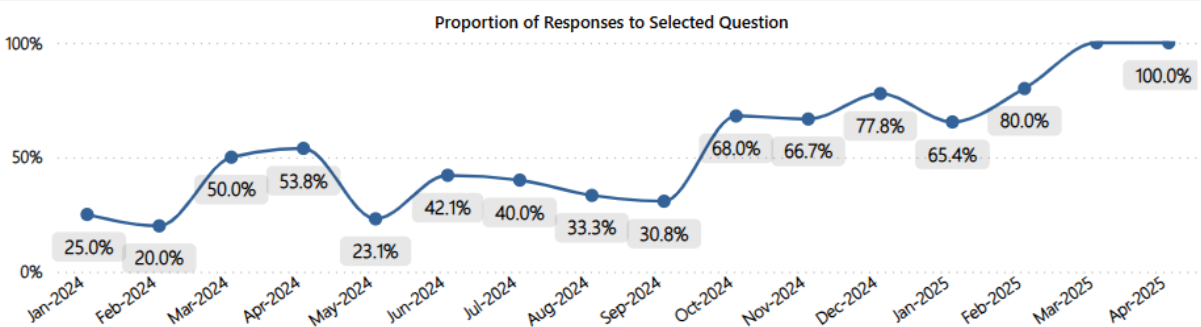
Improvements can be seen in the volume of occurrences with the voice of the child recorded.

### Was Voice of the Child recorded?



In addition to understanding the compliance, in terms of volume, it is important to understand the quality, and this is captured through the use of the AWARE nonmonic.

### Was Voice of the Child recorded following the A.W.A.R.E nonmonic?



Quality Assurance Panel (QAP) November 2024 reviewed the 'Voice of the Child' (VoC) throughout investigations. The panel were asked to review:

- Has the VoC been considered during the police response?





- Is there a record of the child's wishes within police records or within any accounts they have provided to officers?
- Is there evidence of the victims wishes / needs being considered as part of supervisor reviews within the OEL log?
- Is there evidence of strategy discussions taking place in relation to the incident and is the VoC / wishes of the child recorded as part of this?
- If the investigation is finalised, have the child's wishes been considered during the decision-making process and captured within police records

4 cases were reviewed in total and overall, the panel concluded that each case reviewed had some elements where the VoC was captured but improvement was needed. During the scrutiny process the panel expressed their concern that the actual VoC must be captured rather than the officer's interpretation.

### Central Audit & Assurance

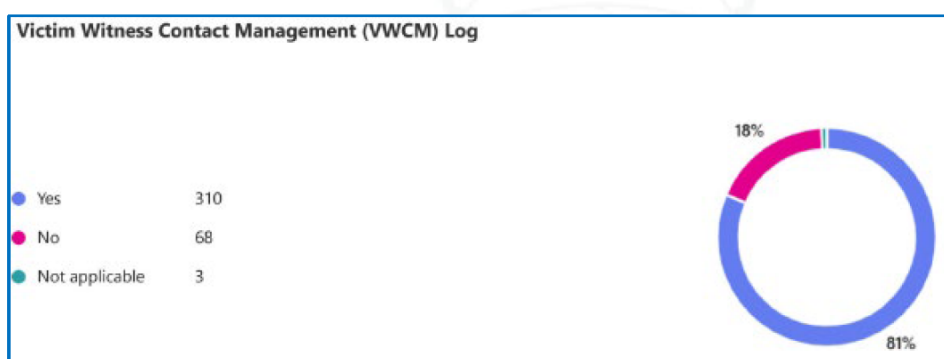
A Central Audit & Assurance pilot team has been created within the Service Improvement Unit (SIU), this team are undertaking this audit to qualitatively review and evaluate Dyfed-Powys Police performance and effective investigation of Burglary, Robbery, Theft, Other Sexual Offences, Violence Against the Person and Vehicle offences, across the Dyfed-Powys Police force area.

On a monthly basis the Central Audit and Assurance Team will audit a statistically reliable sample size of randomly selected crimes focusing on different crime types each month.

As of 08/04/2025, **529** crimes have been audited.

## Victim Witness Contact Management Log

*Has a Victim Witness Contact Management (VWCM) Log been added to the Niche occurrence for the victim?*



### Victim Contact Contract

*Has the victim contract been completed within the Victim Witness Contact Management (VWCM) Log?*

No	162	32.7%
Not applicable	8	1.59%
Not applicable - Business (not included in the Victims Code)	114	22.71%
Victim refused any contact from Police	14	2.79%
Compliance rates after removal of not applicable responses:	204	40.64%
	502	

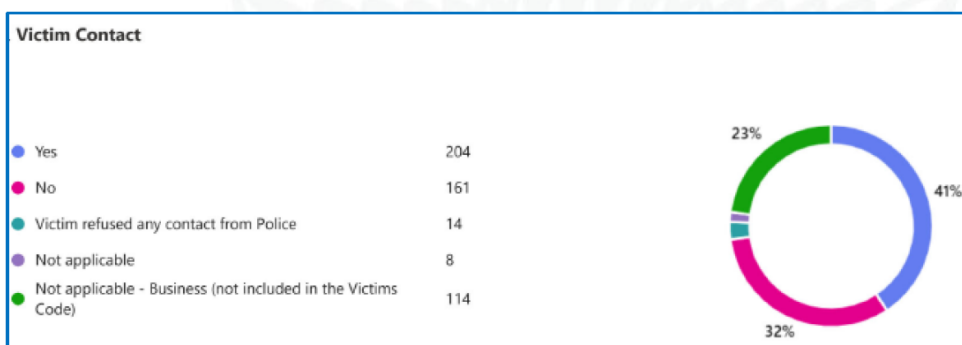
**Yes: 53.68%**

**No: 42.63%**



## Victim Contact

Has there been an appropriate level of victim contact during the investigation in line with the contact agreement?

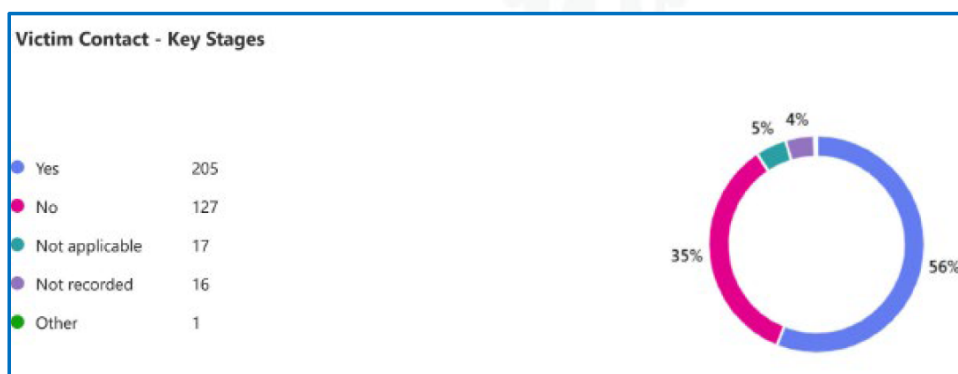


## Victim Contact - Key Stages

Was the victim updated at key stages of the investigation?

Key stages include:

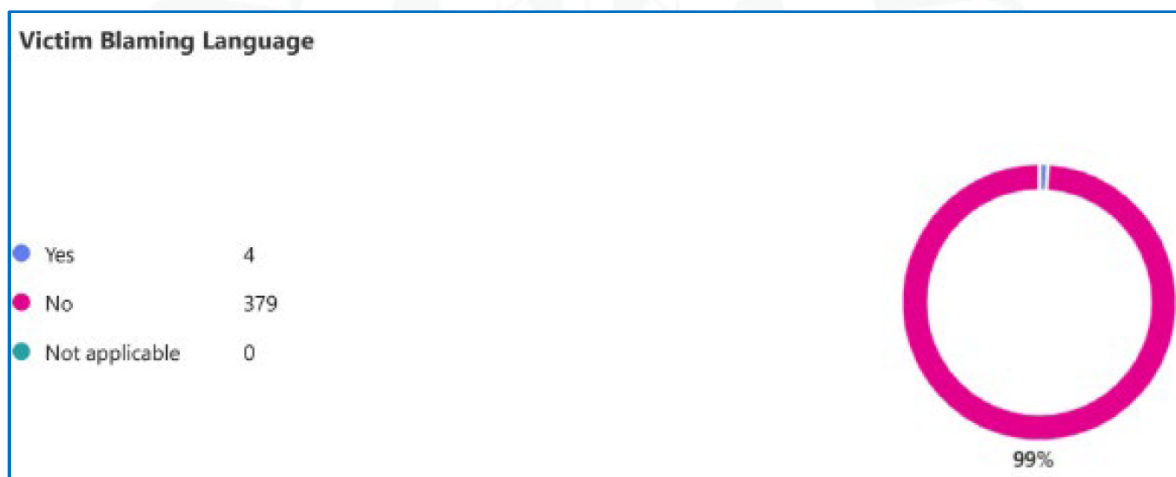
- *Suspect: Suspect Arrested or Interviewed*
- *Disposals: i.e. Charged/Bailed/Bail Refused/RUI/Out of Court Resolution/NFA and any change in bail conditions.*
- *Investigation Decisions: Decision not to investigate or prosecute (i.e. NFA due to triage/evidential/CPS/Public interest)*



## Victim Blaming Language

Is there any evidence of victim blaming language being used?

*Victim blaming is any language or action that implies (whether intentionally or unintentionally) that a person is partially or wholly responsible for abuse they have experienced.*





## Victim Engagement

### Victim Support

Victim Support 2024-25 Quarter 3 (November and December) only:

Referrals Received in Quarter 3	
Dyfed Powys Police	1,909
Other Police Force Area	29
Self-Referral by Telephone	26
Referring Authority by Email	15
Self-Referral by Website	3
NHS Mental Health	1
Self-Referral by Live chat	1
VS Internal Referral	1
Total	1,985

Figure 50: Victim Support Referrals Q3.

Work is underway to assess what proportion of all crimes that were eligible have been referred to Victim Support. The table below shows the number of cases where support was not taken up, with reasons. A large proportion of these relate to lack of contact information; this is currently being addressed via a working group.

Data quality issue/non-conversion reason	Number of referrals
Incorrect or insufficient contact information	381
Duplicate case	51
Service user already in support	38
Does not meet contract criteria	13
Does not meet criteria – other	7
No consent to contact	7
Other agency dealing	5
Insufficient crime details	5
Unable to confirm the identity	3
No safe contact details	1
Total	511

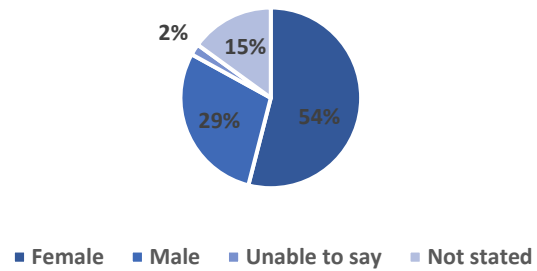
Figure 51: Victim Support non-conversion.



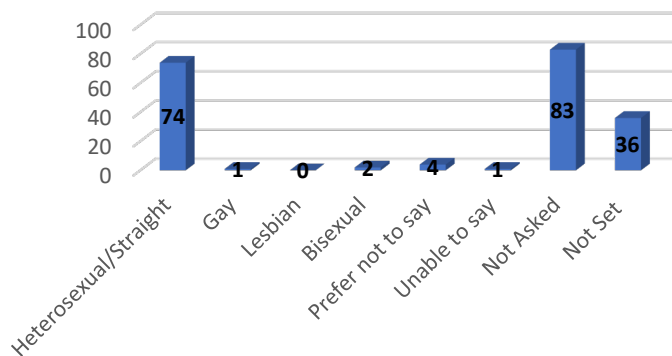
## Victim Support Demographics (Q3)

	Supported
Female	<b>109</b>
Male	<b>59</b>
Unable to say	<b>4</b>
Not Set	<b>29</b>
<i>Total</i>	<b>201</b>

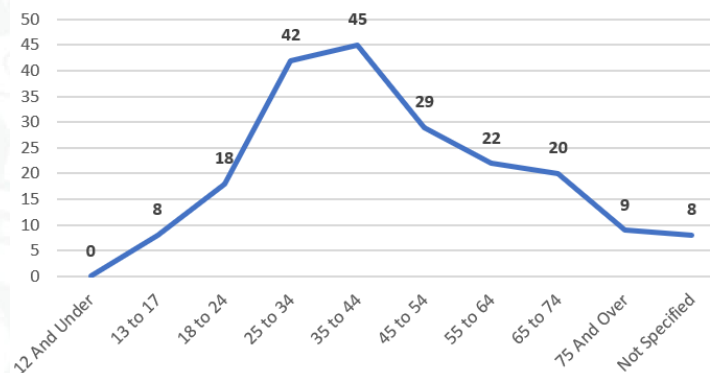
### Gender Split for Q3



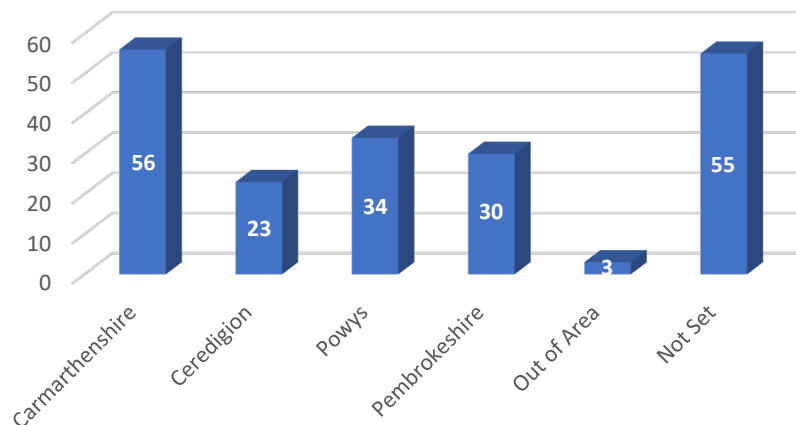
### Sexual Orientation Q3 referrals



### Age Q3 Referrals



### Regional split Q3 referrals





### Victim Support 'Outcomes'

Victim Services outcome data; data for Q3 (November and December) only. VS staff very recently trained on outcomes, so we expect to see more data on this in Q4:

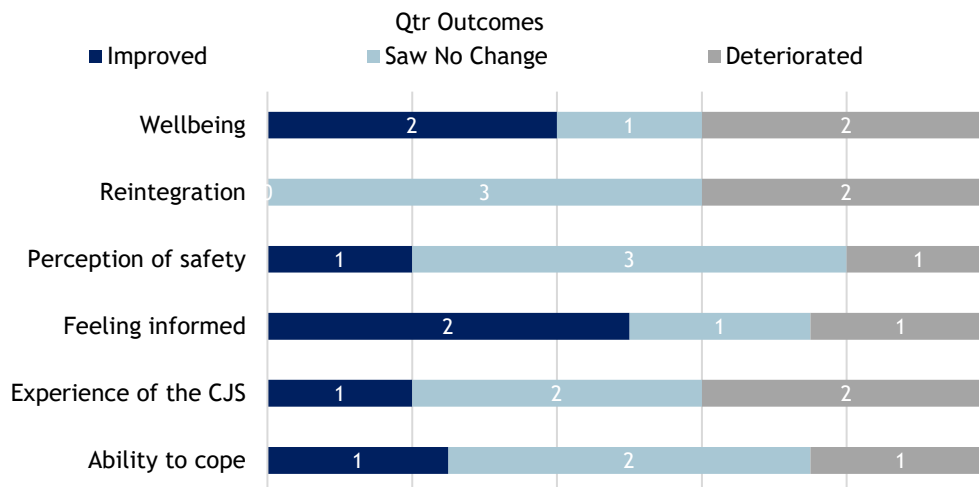


Figure 52: Victim Support Outcomes

### Independent Domestic Violence Advisory Service (IDVA)

#### Referrals into the Independent Domestic Violence Advisory service 2024-25 Q1-3

	Q1	Q2	Q3
New Referrals all	495	566	584
Referrals not engaged	82	76	69
Number engaged	413	490	515
% engaged	83%	86%	88%
Number of cases closed in quarter	532	583	457
Referral Rejected by service	16	8	43
Referrals repeat victims	106	199	213

Figure 53: IDVA referrals.

Some referrals may be rejected by the service due to referrals not being the appropriate level of risk for the service to support. In these instances, the service will provide alternative referrals to appropriate services that can provide the necessary support required by the victim.





## Demographics (IDVA) (Q1)

Age:	Mo1 Q1 & Q2
12 years and under	0
13 to 17 years	7
18 to 34 years	524
35 to 54 years	408
55 to 74 years	127
75 years or over	36
Not stated	11
Total	1113

Sexual Orientation:	Mo1 Q1 & Q2
Heterosexual / Straight	769
Gay / Lesbian	13
Bisexual	11
Other	6
Not stated	314
Total	1113

Gender:	Mo1 Q1 & Q2
Female	989
Male	118
Non Binary	1
Not stated	5
Total	1113

Ethnicity:	Mo1 Q1 & Q2
White	955
Mixed / Multiple Ethnic Groups	11
Asian / Asian British	11
Black / African / Caribbean / Black British	2
Other Ethnic Group	0
Not stated	134
Total	1113

## IDVA 'Outcomes'

	Q1	Q2	Q3	Average % Q1-Q3
% clients reporting improved health and wellbeing	64%	74%	69%	69%
% clients feeling increased level of safety	67%	86%	65%	72%
% clients feeling better informed and able to act	70%	91%	73%	78%

Figure 54: IDVA Outcomes



## Independent Sexual Violence Advisory Service (ISVA)

## Referrals into the Independent Sexual Violence Advisory service 2024-25 Q1-3

	Q1	Q2	Q3
Total referrals	174	164	202

Gender:	MoJ Q1 & Q2
Female	872
Male	80
Non Binary	1
Total	953

Age:	MoJ Q1 & Q2
12 years and under	52
13 to 17 years	156
18 to 24 years	240
25 to 34 years	214
35 to 44 years	144
45 to 54 years	95
55 to 64 years	40
65 to 74 years	9
75 years or over	3
Not stated	0
Total	953

Sexual Orientation:	MoJ Q1 & Q2
Heterosexual / Straight	738
Gay / Lesbian	22
Bisexual	57
Other	23
Not asked – CYP	95
Not stated	18
Total	953

Ethnicity:	MoJ Q1 & Q2
White	934
Mixed / Multiple Ethnic Groups	2
Asian / Asian British	3
Black / African / Caribbean / Black British	3
Other Ethnic Group	10
Not stated	1
Total	953

Data shows a predominantly white cohort accessing services, which is in line with the population of Dyfed Powys. The PCC has commissioned BAWSO to undertake engagement with minority communities and to provide specialist support to professionals who hold BAME caseloads.

## ISVA 'Outcomes'

	Q1	Q2	Q3	Average % Q1-Q3
More Able to Cope	83%	85%	84%	84%
Reduction in Symptoms of Anxiety	84%	82%	83%	83%
Felt Less Isolated	85%	85%	83%	84%
Felt More Engaged	82%	85%	85%	84%

Figure 55: ISVA Outcomes

A new feedback proforma has been designed with VCOP in mind – findings will form part of future Rape Scrutiny panels and LCJB.



## Are victims satisfied with the service they receive from the PCC and criminal justice partners?

### QAP New Pathways (March 25)

- QAP members were asked to review a selection of referrals involving adult and juveniles to the service of New Pathways. New Pathways are a charity commissioned by the Police and Crime Commissioner (PCC) to support victims of sexual abuse.
- Overall, the Panel reviewed four cases.
- Positive feedback:
  - Cases 3 and 4 were superior in terms of the audit detail undertaken by the ISVAs in recording discussions, concerns and in displaying the inter-working relationships between New Pathways, the victim and external organisations.
  - The general indication from the Panel was that children appeared to be handled with care.
  - Across the four cases scrutinised, the service provided to adults and children is comparable.
  - There was evidence of strong engagement between ISVAs and the victims throughout.
- Areas for improvement:
  - The length of investigations are perhaps contributed by officer's availability. There was one instance where there were delays in establishing the identity of an Officer in Case (OIC). Once the ISVA was aware of the OIC, it transpired that the OIC was unavailable due to being on annual leave.
  - Delays correspondence between Dyfed-Powys Police and other constabularies prolonged the provision of updates to the victim and risking victim disengagement.
  - The standards of reporting from ISVAs vary significantly. There does not appear to be a standardised approach for updating case files. The Panel queried the supervision and frequency of quality assurance checks to improve this aspect.



## POLIT

### Safeguarding

The below figures relate to the total number of POLIT referrals received that are identified as requiring a safeguarding response. The cases related to children identified as uploading self-generated IIOC to social media, or victim's blackmail/sexortion of those vulnerable to CSAE through communications online.

In **all cases** identified as a safeguarding referral, there is a PPN submitted within the first 48 hours of identifying the child and their home address.

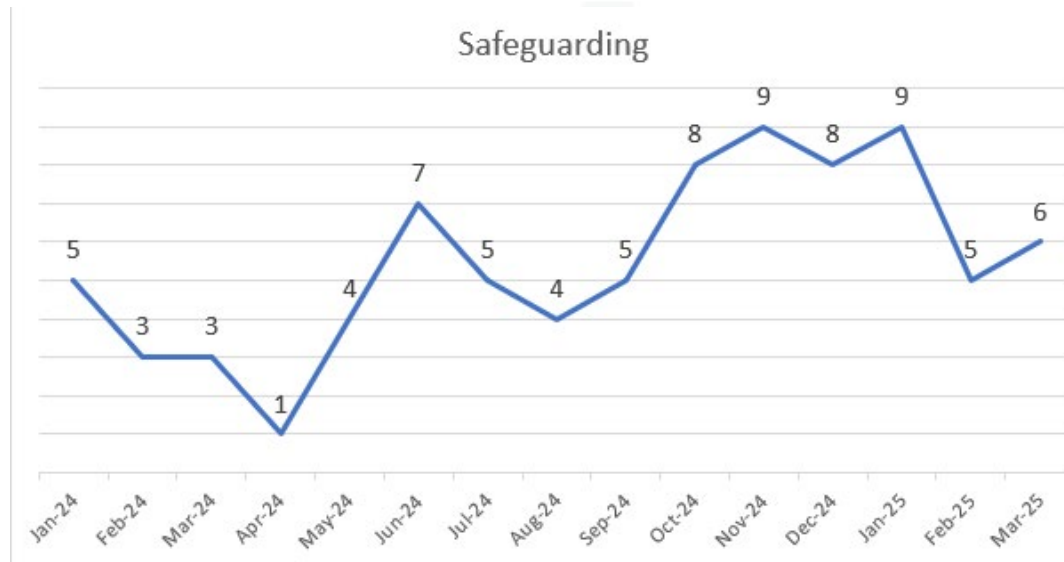


Figure 56: POLIT Safeguarding referrals.

The data shows an upward trajectory, when comparing Q4 2023/24 with Q4 2024/25 there has been an 81.8% increase (11 v 20).

### Warrants

The chart below illustrates the referrals that have required POLIT action through a warrant, arrest without warrant, visit or voluntary interview.

\*Visits are intelligence led, aimed at disruption where there is insufficient intelligence/information to arrest or obtain a warrant.

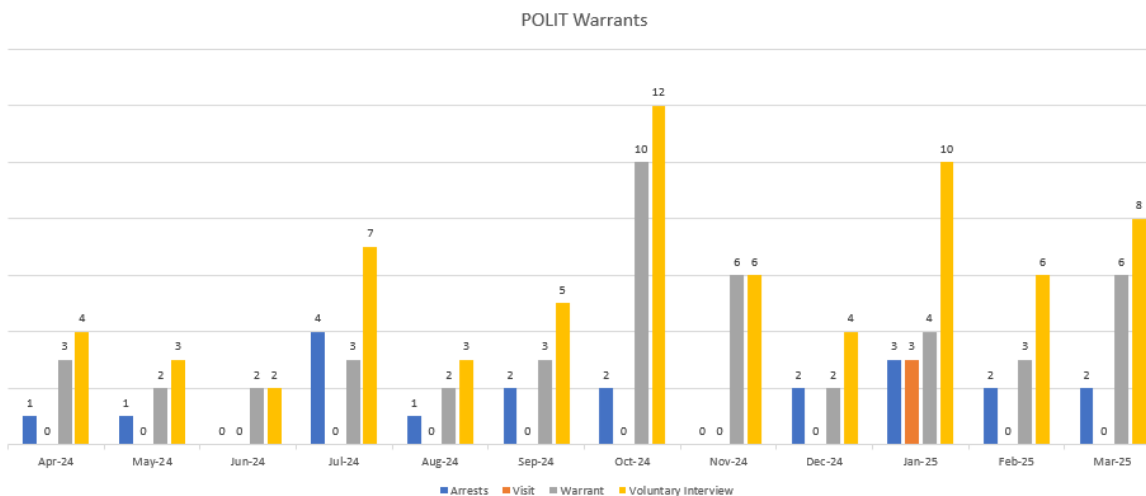


Figure 57: POLIT Warrants



## Complaints

### Dyfed Powys Police complaints

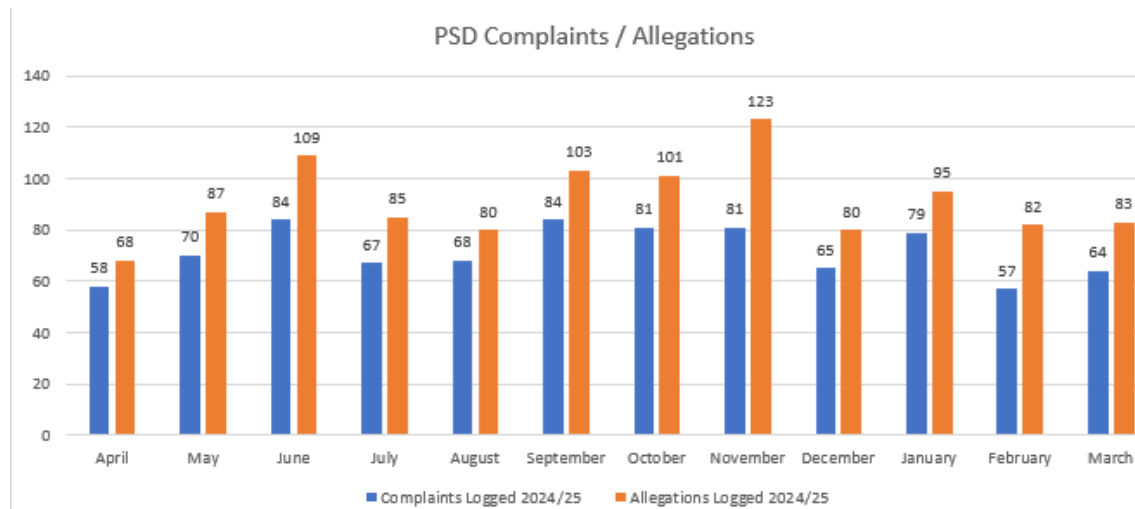


Figure 58: PSD Complaints / Allegations overtime.

(a complaint case may include one or more allegations.)

The table below presents the five most commonly recorded categories for allegations that have been logged. A complaint case will contain one or more allegations and one category (and sub-category, where available) is selected for each allegation.

logged. Total % is of the total number of allegations logged.

Category	Sub-category	2024/25		2023/24	
		n	%	n	%
Delivery of duties and service	<b>Total</b>	<b>546</b>	<b>62%</b>	<b>545</b>	<b>56%</b>
	Decisions	92	10%	76	8%
	General level of service	74	8%	109	11%
	Information	24	3%	29	3%
	Police action following contact	356	40%	331	34%
Police powers, policies and procedures	<b>Total</b>	<b>156</b>	<b>18%</b>	<b>201</b>	<b>21%</b>
	Bail, identification and interview procedures	7	1%	6	1%
	Detention in police custody	18	2%	11	1%
	Evidential procedures	11	1%	4	0%
	Other policies and procedures	31	3%	26	3%
	Out of court disposals	3	0%	5	1%
	Power to arrest and detain	28	3%	67	7%
	Searches of premises and seizure of property	18	2%	27	3%
	Stops, and stop and search	11	1%	17	2%
	Use of force	29	3%	38	4%
Individual behaviours	<b>Total</b>	<b>100</b>	<b>11%</b>	<b>136</b>	<b>14%</b>
	Impolite and intolerant actions	15	2%	20	2%
	Impolite language/tone	18	2%	37	4%
	Lack of fairness and impartiality	4	0%	16	2%
	Overbearing or harassing behaviours	23	3%	29	3%
	Unprofessional attitude and disrespect	40	5%	34	3%
Handling of or damage to property/premises	<b>Total</b>	<b>30</b>	<b>3%</b>	<b>24</b>	<b>2%</b>
	Handling of or damage to property/premises	30	3%	24	2%
Access and/or disclosure of information	<b>Total</b>	<b>17</b>	<b>2%</b>	<b>27</b>	<b>3%</b>
	Accessing and handling of information from other sources	0	0%	2	0%
	Disclosure of information	13	1%	16	2%
	Handling of information	2	0%	7	1%
	Use of police systems	2	0%	2	0%

Figure 59: PSD Allegation category.





Categories capture the root of the dissatisfaction expressed in a complaint. Factors capture the situational context of the dissatisfaction expressed in a complaint.

NATIONAL FACTOR	2024/25		2023/24	
	n	%	n	%
Investigation	216	43%	177	47%
Neighbourhood policing	42	8%	38	10%
VAWG - dissatisfaction handling	53	10%	35	9%
Domestic/gender abuse	59	12%	33	9%
Call Handling	27	5%	19	5%
Roads/traffic	12	2%	15	4%
Arrest	15	3%	9	2%
Child protection/CSA/CSE	19	4%	9	2%
Mental health	11	2%	8	2%
Hate Crime	13	3%	7	2%
None	7	1%	5	1%
Drugs/alcohol	2	0%	4	1%
Fraud	6	1%	4	1%
Public order incident	11	2%	4	1%
Social media	1	0%	3	1%
Custody	10	2%	2	1%
Firearms	1	0%	2	1%
VAWG - police perpetrated	1	0%	2	1%
Premises search	0	0%	1	0%

Figure 60: PSD Factors

### OPCC complaints

(complaints received by the OPCC in relation to DPP)

Data from OPCC correspondence tracker (1<sup>st</sup> April 24 – 31<sup>st</sup> March 25):

78 correspondences were received which were logged as a Professional Standards Department complaint. These consisted of:

- 33% investigations (*main themes are lack of updates/delay in contact or lack of investigation into reports*)
- 32% Blank or no information provided.
- 9% arrest dissatisfaction (*either from Alleged Offenders dissatisfied with their arrest, or from victims unhappy with the lack of arrest*)
- 7% Violence Against Women and Girls (VAWG) - dissatisfaction of handling
- 4% firearms
- 3% child protection
- 3% fraud
- 3% roads/traffic
- 1% call handling
- 1% handling of a death
- 1% domestic/gender abuse
- 1% drugs/alcohol
- 1% premises search
- 1% VAWG - police perpetrated.



## Local Criminal Justice Board Victim and Witness Sub-Group

- In the future, where feedback is shared/discussions had at the Sub-Group regarding victim satisfaction with the service provided by Dyfed-Powys Police, detail will be presented to the Strategic Performance Board.
- A process is being developed to ensure the Sub-Group better links in with members of both the Dyfed-Powys Victim Engagement Forum and members of the Survivor Advisory Panel, in terms of their experiences with criminal justice agencies and support services, as well as the work being undertaken by the Sub-Group.

