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# Strategic Performance Board

January 2026

## Priority 3 Report *(Quarter 3 2025/26)*



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## Purpose and Methodology

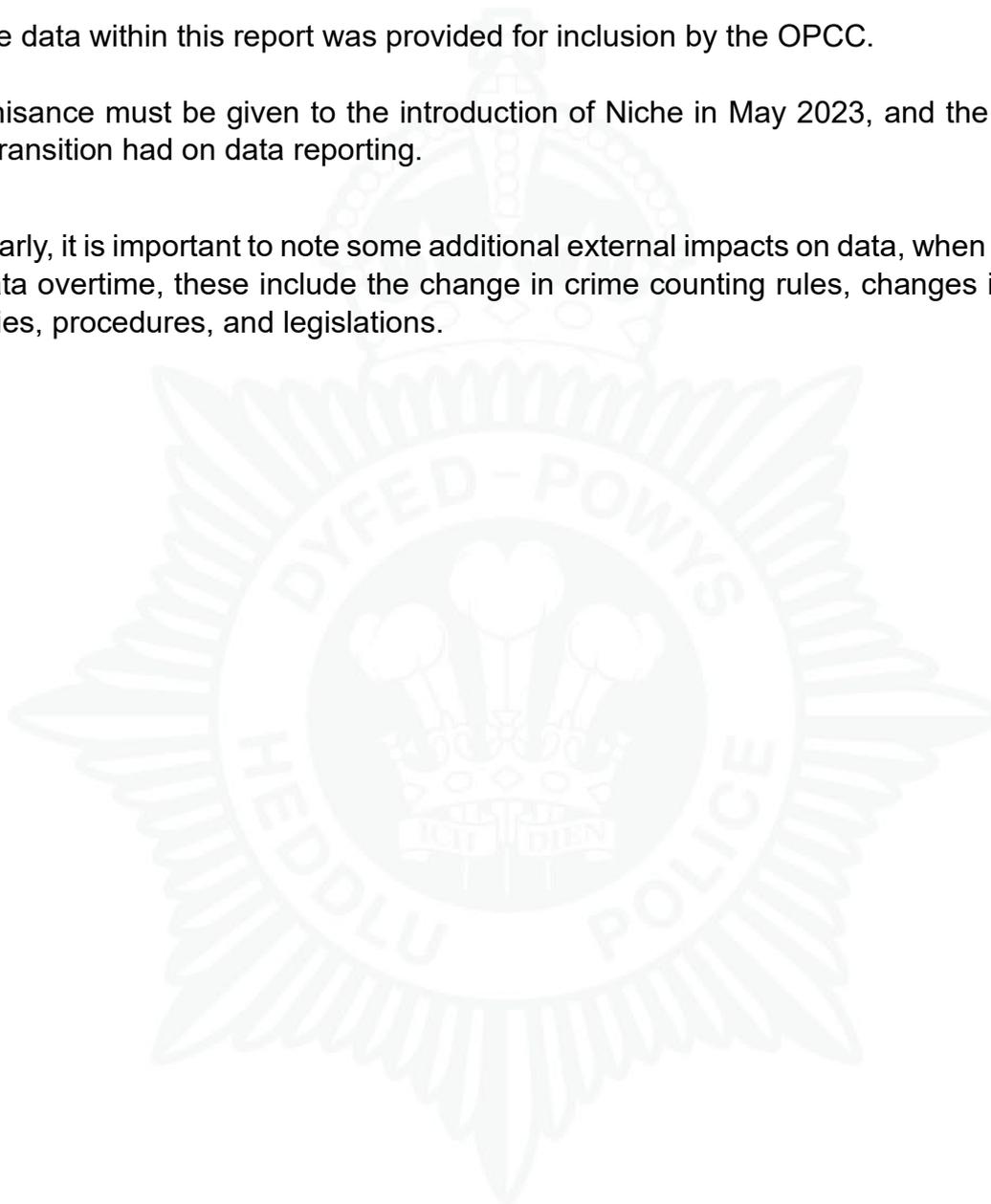
This report has been composed to support the Strategic Performance Board. The report includes data on areas identified as regular core metrics, as part of the Commissioner's Police and Crime Plan 2025-29.

Data within this report is reflective of period Q3 (October – December 2025) unless otherwise stated, comparing where possible with previous time periods. Data has been extracted from various force 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, changes in force policies, procedures, and legislations.





# Force Contact Centre (FCC)

999

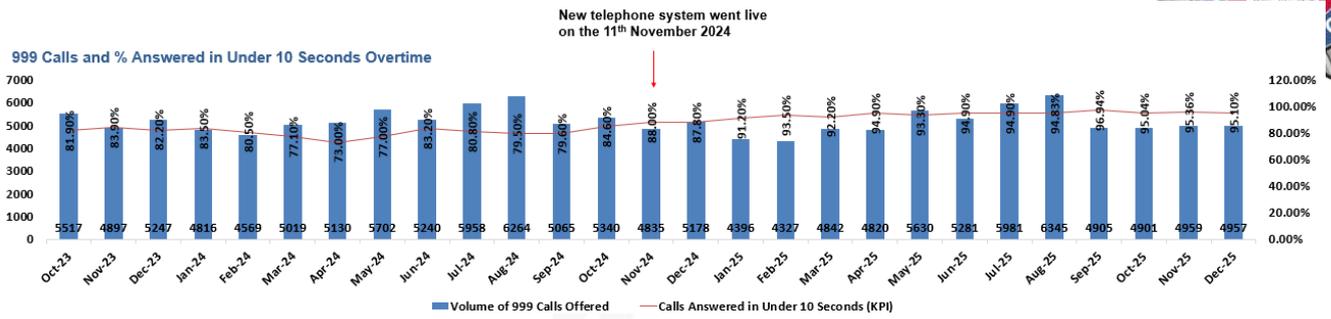


Figure 1: 999 Performance Overtime.

The above graph illustrates the volume of 999 calls offered overtime and the proportion of those answered within the 10 second KPI. An improvement in achieving this KPI can be seen since the implementation of the new telephone system – from 88.00% of 999 calls being answered in under 10 seconds in November-24 to 95.10% of 999 calls being answered in under 10 seconds in December-25.

In addition to an improvement in the speed of answer, the below graph also illustrates an improvement in the average call wait time – from 7.96 seconds in November-24 to 4.83 seconds in December-25.

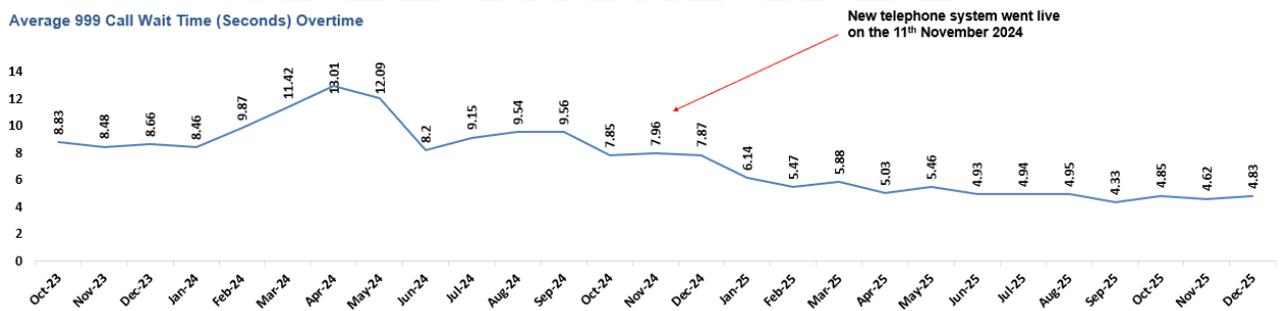


Figure 2: 999 Average Call Wait Time

The data below is reflective of period Q3 of 2025/26.

999 Calls	Average Wait Time in Seconds
<b>14,817</b>	<b>5</b>
↓ 4.3% decrease (YoY)	↓ 38.6% decrease (YoY)
Calls Answered Under 10 Seconds	Proportion of Calls Answered Under 10 Seconds
<b>14,102</b>	<b>95</b>
↑ 3.7% increase (YoY)	↑ 8.3% increase (YoY)

### Proportion of Calls Wait Time per Category

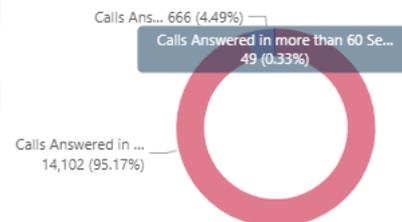


Figure 3: DPC Data Q3 2025/26



During the period Q3 of 2025/26, DPP ranked 9<sup>th</sup> in terms of the proportion of calls within the 10 second KPI (95.2% of calls), and 7<sup>th</sup> in terms average speed of answer (4.77 seconds). This is a significant improvement as DPP ranked 32<sup>rd</sup> during Q3 of 2024/25 with 86.73% of calls answered within the 10 second KPI, and 24<sup>th</sup> for average speed of answer (7.89 seconds).

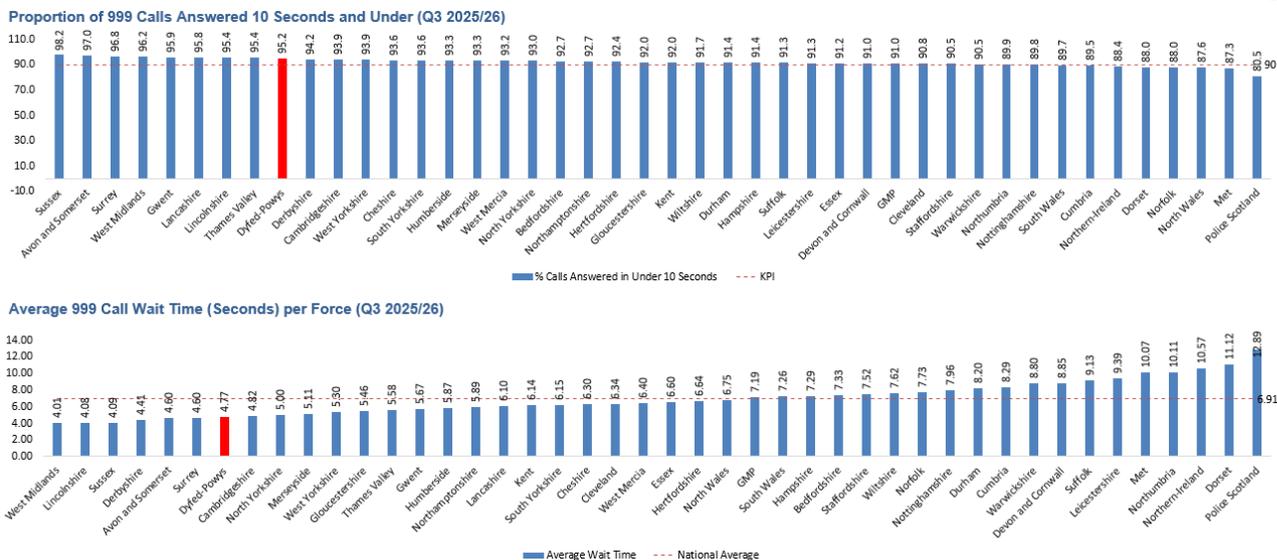


Figure 4: DCP National 999 Comparison.



101 All Options

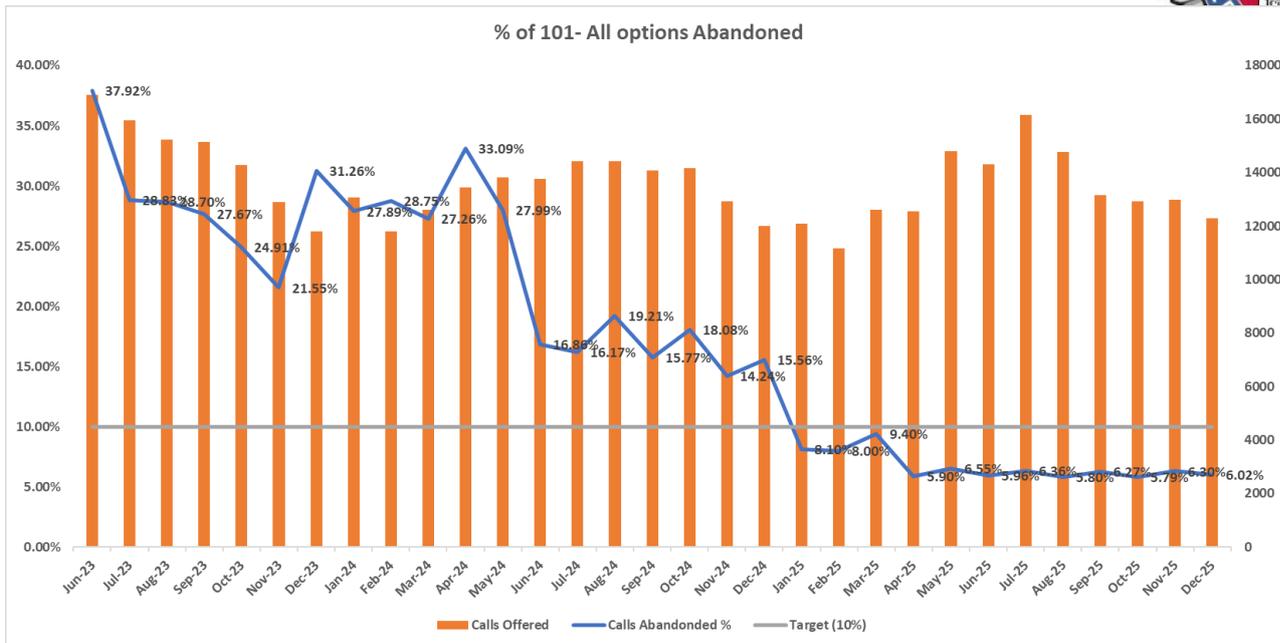


Figure 5: 101 Performance Overtime.

The National set KPI for 101 is a maximum 10% abandonment rate, the graph illustrates the vast improvements made to our abandonment of 101 – December 2025 6.02% abandonment rate (December 2024 = 15.56%).

The data below is reflective of period Q3 of 2025/26:

101 Calls	Routine Calls Handled by Contact Centre
38,203 ↓ 2.1% decrease (YoY)	94% ↑ 32% increase (YoY)
Routine Calls Mean avg. Wait Time (Seconds)	
44 ↓ 43.5% decrease (YoY)	

Figure 6: DCP 101 Demand Q3 2025/26.

SOH Forms	VAWG Forms
4,947 ↑ 3.2% increase (YoY)	592 ↑ 21.6% increase (YoY)
% that are High Risk	High Risk
6% ↓ 67.1% decrease (YoY)	318 ↓ 66% decrease (YoY)

Figure 7: DPC Digital Demand Q3 2025/26.

Figure 7 shows an increase in the volume of Digital contact demand, when comparing Q3 of 2025/26 with previous year. Cognisance must also be given that other digital contact demand is received by the force that is not included in the above and not yet quantifiable, including emails and additional social media accounts.



101 average calls wait time data shows vast improvements.

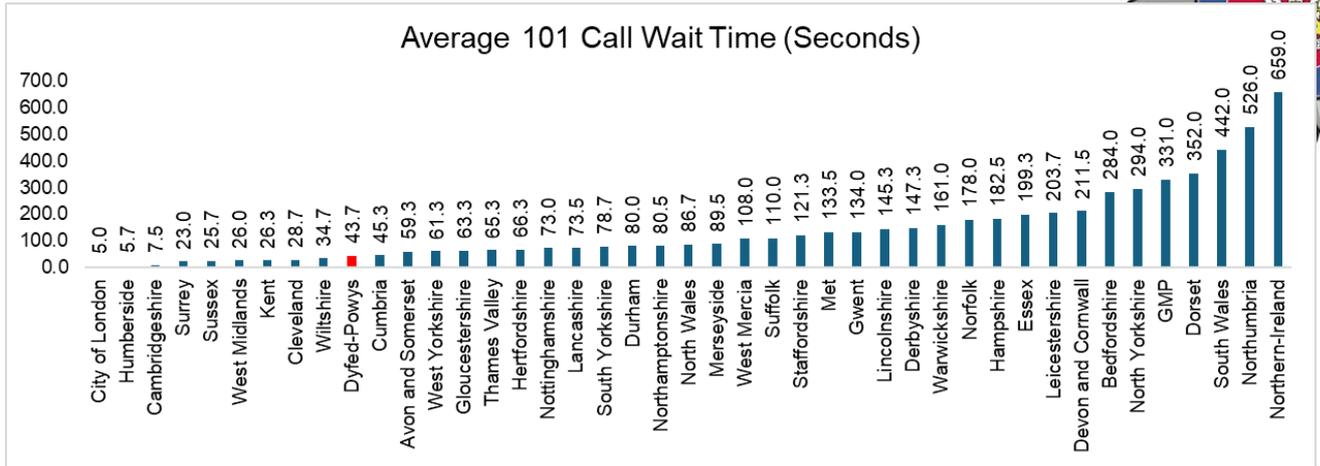


Figure 8: DPC Average 101 Wait Time National Comparison

Figure 8 illustrates that DPP ranked 10<sup>th</sup> in terms of the average 101 call wait time during Q3 of 2025/26 (43.7 seconds). This is an improvement as DPP ranked 17<sup>th</sup> during Q3 of 2024/25 with an average speed of answer of 99.3 seconds.

### Recorded Incidents

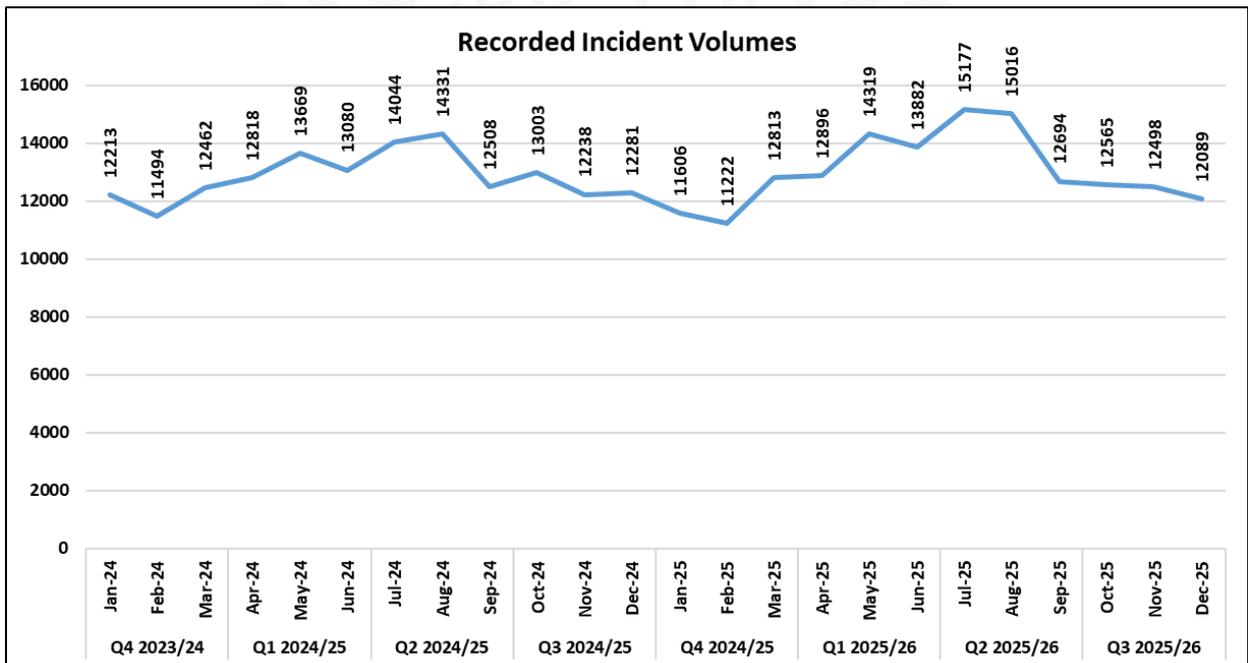


Figure 9: Recorded Incidents Overtime.

During Q3 of 2025/26, a total of 37,152 incidents were recorded. This is a 1.0% decrease, compared to Q3 of 2024/25 where 37,522 incidents were recorded.



## Response Times

Response timeliness is calculated using the time difference between Status 3 (Initial incident save time) and Status 6 (Initial at scene time). Analysis has uncovered that there are several outliers in the data that are affecting the BCU/Force overall response rates.

### Immediate response (KPI 20-minute response time)

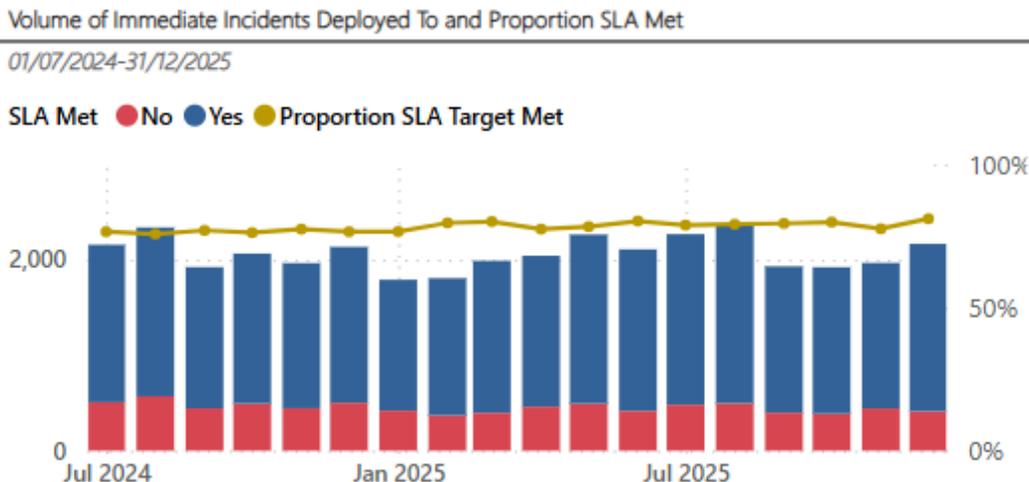


Figure 10: Immediate Incidents SLA Overtime.

### Data for Q3 of 2025/26:

<p><b>Incidents Deployed To</b></p> <p>6055</p> <p>SPLY: 6165 (-1.78%)</p>	<p><b>Proportion SLA Met</b></p> <p>79.5%</p> <p>SPLY: 76.6% (+3.71%)</p>	<p><b>Average Response Time</b></p> <p>15.0</p> <p>SPLY: 15.5 (+3.23%)</p>
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The average force wide immediate response rate for Q3 of 2025/26 was 15.0 minutes, which is within the 20-minute SLA. This is a quicker average response time when comparing to Q3 of 2024/25 (15.5 minutes).



Geography	Incidents	% Target Met	Ave Time
⊖ Carmarthenshire	2424	83.7 %	13.4
⊞ Ammanford	673	75.9 %	15.7
⊞ Carmarthen	723	82.3 %	13.3
⊞ Llanelli	1028	89.9 %	11.9
⊖ Ceredigion	854	75.6 %	15.1
⊞ Aberystwyth	417	85.1 %	12.5
⊞ Cardigan	217	77.4 %	14.9
⊞ Lampeter	220	55.9 %	20.4
⊖ Pembrokeshire	1419	80.9 %	14.3
⊞ Haverfordwest	511	81.6 %	13.7
⊞ Milford Haven	356	84.6 %	14.0
⊞ Pembs South	552	77.9 %	14.9
⊖ Powys	1358	72.8 %	18.5
⊞ Brecknockshire	385	76.6 %	14.6
⊞ Montgomeryshire	684	72.8 %	21.0
⊞ Radnorshire	289	67.5 %	17.5
<b>Total</b>	<b>6055</b>	<b>79.5 %</b>	<b>15.0</b>

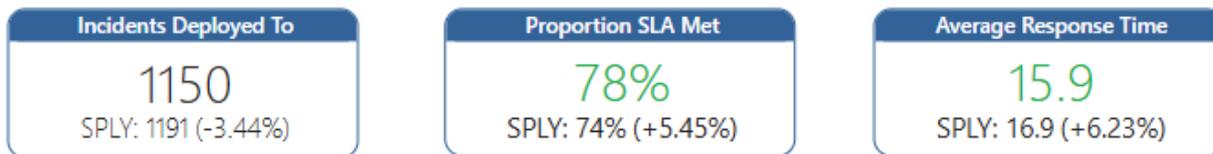
Figure 11: Immediate Response BCU

Figure 11 illustrates each inspector areas' average immediate response time for Q3 2025/26: with all except Montgomeryshire averaging within the 20-minute requirement.



Domestic Abuse

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



The average force wide immediate response time, during Q3 of 2025/26, for C-Domestic' calls was within the SLA at 15.9 minutes. This time has decreased compared to 16.9 minutes for Q3 of 2024/25.

Geography	Incidents	% Target Met	Ave Time
<b>Carmarthenshire</b>	445	83.8 %	14.5
Ammanford	116	75.9 %	16.2
Carmarthen	110	80.9 %	15.6
Llanelli	219	89.5 %	13.0
<b>Ceredigion</b>	165	72.1 %	17.1
Aberystwyth	70	85.7 %	13.3
Cardigan	47	76.6 %	16.9
Lampeter	48	47.9 %	22.9
<b>Pembrokeshire</b>	317	77.3 %	16.0
Haverfordwest	112	75.9 %	15.7
Milford Haven	83	84.3 %	15.6
Pembs South	122	73.8 %	16.5
<b>Powys</b>	223	71.7 %	17.5
Brecknockshire	61	73.8 %	16.8
Montgomeryshire	120	70.0 %	17.9
Radnorshire	42	73.8 %	17.3
<b>Total</b>	<b>1150</b>	<b>78.0 %</b>	<b>15.9</b>

Figure 12: Immediate Response Domestic - BCU

Figure 12 illustrates each inspector areas' average immediate response time for Q3 of 2025/26, with only Lampeter not averaging within the 20-minute requirement.



Sexual

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



The overall force wide average response time for immediate 'C-Sexual' calls was within the SLA at 14.6 minutes for Q3 of 2025/26. A decrease in response time can be seen when comparing to Q3 of 2024/25, which was 20.2 minutes.

Geography	Incidents	% Target Met	Ave Time
<b>Carmarthenshire</b>	11	81.8 %	15.5
Ammanford	3	100.0 %	13.0
Carmarthen	3	66.7 %	14.3
Llanelli	5	80.0 %	17.6
<b>Ceredigion</b>	7	85.7 %	12.1
Aberystwyth	5	80.0 %	14.4
Cardigan	2	100.0 %	6.5
Lampeter	0	0.0 %	0.0
<b>Pembrokeshire</b>	9	77.8 %	13.0
Haverfordwest	3	66.7 %	12.3
Milford Haven	2	50.0 %	14.5
Pembs South	4	100.0 %	12.8
<b>Powys</b>	4	25.0 %	20.3
Brecknockshire	0	0.0 %	0.0
Montgomeryshire	4	25.0 %	20.3
Radnorshire	0	0.0 %	0.0
<b>Total</b>	<b>31</b>	<b>74.2 %</b>	<b>14.6</b>

Figure 13: Immediate Response Sexual - BCU

Figure 13 highlights each inspector areas' average immediate response time for Q3 of 2025/26, with all Inspector areas averaging within the 20-minute requirement.



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

Volume of Priority Incidents Deployed To and Proportion SLA Met

01/07/2024-31/12/2025



Figure 14: Priority Response Overtime.

#### Data for Q3 of 2025/26:

<b>Incidents Deployed To</b> 5425 SPLY: 5424 (+0.02%)	<b>Proportion SLA Met</b> 86.5% SPLY: 81.5% (+6.11%)	<b>Average Response Time</b> 38.9 SPLY: 53.4 (+27.13%)
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Geography	Incidents	% Target Met	Ave Time
Carmarthenshire	1995	85.7 %	36.6
Ammanford	514	83.9 %	36.7
Carmarthen	545	87.3 %	35.4
Llanelli	936	85.8 %	37.1
Ceredigion	765	86.9 %	36.9
Aberystwyth	367	90.2 %	32.5
Cardigan	181	85.6 %	38.2
Lampeter	217	82.5 %	43.1
Pembrokeshire	1445	87.8 %	43.8
Haverfordwest	528	87.1 %	32.4
Milford Haven	420	87.1 %	73.0
Pembs South	497	88.9 %	31.3
Powys	1220	85.9 %	38.4
Brecknockshire	390	89.7 %	31.9
Montgomeryshire	527	85.2 %	41.9
Radnorshire	303	82.2 %	40.6
<b>Total</b>	<b>5425</b>	<b>86.5 %</b>	<b>38.9</b>

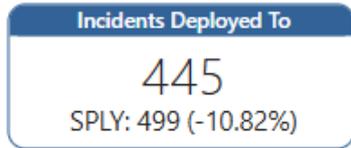
The average force wide priority response time during Q3 of 2025/26 was 38.9 minutes. This is a decrease compared to Q3 of 2024/25, where this was 53.4 minutes.

Figure 15 highlights the inspector areas' average priority response time for Q3 of 2025/26, Milford Haven is the only Inspector area not to meet the 60-minute requirement with 73.0 minutes.

Figure 15: Priority Response BCU



Domestic Abuse



The average force wide priority response time, during Q3 of 2025/26, for `C-Domestic` calls was 52.0 minutes, which falls within the 60-minute SLA. A vast decrease compared to Q3 of 2024/25, which was 117.8 minutes.

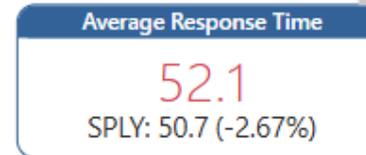
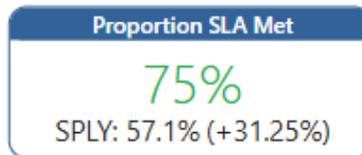
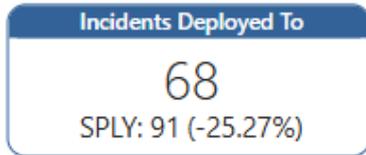
Geography	Incidents	% Target Met	Ave Time
⊖ Carmarthenshire	150	78.7 %	51.9
⊞ Ammanford	44	84.1 %	48.0
⊞ Carmarthen	33	75.8 %	45.6
⊞ Llanelli	73	76.7 %	57.1
⊖ Ceredigion	61	77.0 %	55.7
⊞ Aberystwyth	22	81.8 %	44.8
⊞ Cardigan	16	75.0 %	55.4
⊞ Lampeter	23	73.9 %	66.5
⊖ Pembrokeshire	138	76.1 %	49.0
⊞ Haverfordwest	49	71.4 %	56.6
⊞ Milford Haven	38	81.6 %	47.8
⊞ Pembs South	51	76.5 %	42.6
⊖ Powys	96	76.0 %	54.0
⊞ Brecknockshire	30	83.3 %	37.5
⊞ Montgomeryshire	37	75.7 %	49.7
⊞ Radnorshire	29	69.0 %	76.4
<b>Total</b>	<b>445</b>	<b>77.1 %</b>	<b>52.0</b>

Figure 16: Domestic Abuse Priority Response by BCU

Figure 16 shows all BCU's average priority response times for `C-Domestic` calls are within the 60- minute SLA. When looking at the inspector areas average response time, Lampeter and Radnorshire are over the 60-minute SLA. (Consideration must be given to the impact of the anomalies in the data i.e due to grade changes and administrative processes).



Sexual



The overall average response time for priority `C-Sexual` calls was 52.1 minutes for Q3 of 2025/26. A increase in response time can be seen when comparing to Q3 of 2024/25, where this was 50.7 minutes.

Geography	Incidents	% Target Met	Ave Time
⊖ Carmarthenshire	24	75.0 %	46.7
⊕ Ammanford	5	80.0 %	41.2
⊕ Carmarthen	4	75.0 %	42.3
⊕ Llanelli	15	73.3 %	49.7
⊖ Ceredigion	5	100.0 %	53.8
⊕ Aberystwyth	2	100.0 %	24.5
⊕ Cardigan	2	100.0 %	40.0
⊕ Lampeter	1	100.0 %	140.0
⊖ Pembrokeshire	23	78.3 %	39.4
⊕ Haverfordwest	7	57.1 %	42.6
⊕ Milford Haven	8	87.5 %	34.6
⊕ Pembs South	8	87.5 %	41.5
⊖ Powys	16	62.5 %	77.7
⊕ Brecknockshire	6	50.0 %	105.5
⊕ Montgomeryshire	6	83.3 %	54.5
⊕ Radnorshire	4	50.0 %	70.8
<b>Total</b>	<b>68</b>	<b>75.0 %</b>	<b>52.1</b>

Figure 17: Priority Response Sexual - BCU

Figure 17 illustrates that Lampeter, Brecknockshire and Radnorshire are the inspector area that did not meet the 60-minute requirement for priority `C-Sexual` calls during Q3 of 2025/26.



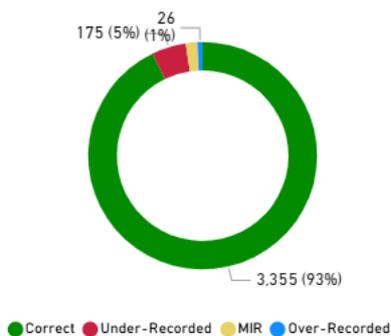
# Crime Data Integrity (CDI)

## Crime Recording

The pie chart illustrates our CDI Crime recording compliance audits by Outcome Category, for those audits conducted during Q3 of 2025/26.

During this period there were a total of 3,620 crime recording audits conducted with the compliance rate of 90.5%.

Audits by Outcome Category 01/10/2025 - 31/12/2025



93% (3,355) of the audits conducted were correct by outcome category.

Specifically looking at the audits conducted on VAP occurrences, the compliance rate was 92.1% (1,449) audits completed.

89.2% (854 audits completed) of the audits conducted under the Sexual category were compliant.

Number of Crimes Correctly Recorded, Missing and the Compliance Rate 01/01/2025 - 31/01/2026

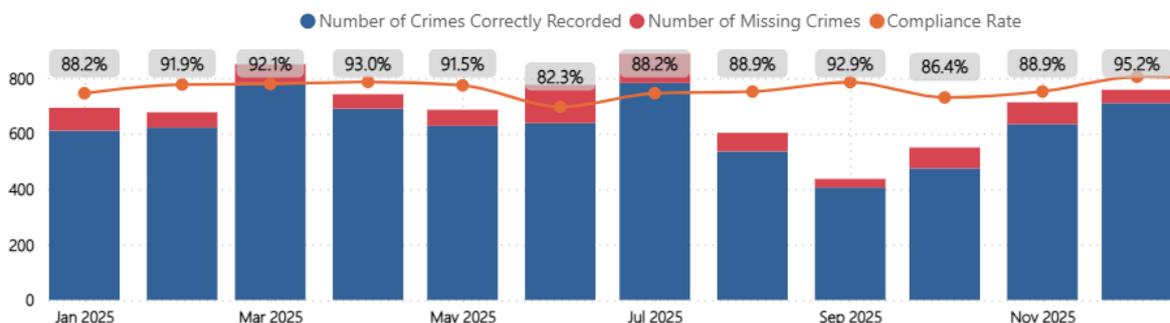


Figure 18: CDI Overtime

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)

Volume of Crimes Recorded and Proportion Recorded Within 24 Hours

01/07/2024-07/01/2026

NCRS Compliant: No (Red), Yes (Blue), Proportion of Crimes NCRS Compliant (Yellow)

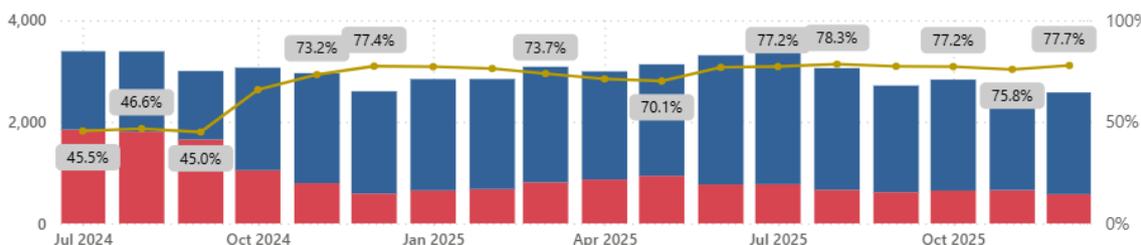


Figure 19: NCRS Overtime

The above graph highlights that there have been significant improvements since September 2024 with regards to NCRS.



# Overall Crime Volumes

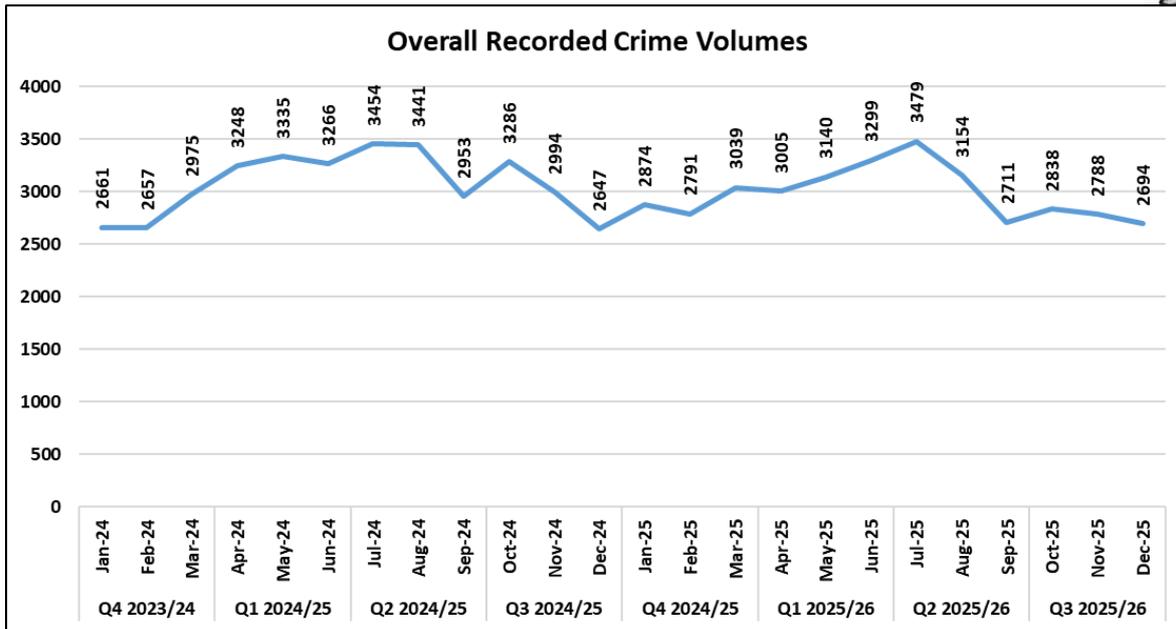


Figure 20: Recorded Crime Volume Overtime.

During Q3 of 2025/26, a total of 8,320 crimes were recorded. This is a 6.8% decrease (-607 crimes), compared to Q3 of 2024/25 where 8,927 crimes were recorded. The importance of the change in counting rules, legislation and increased CDI must be considered when looking at crime volumes overtime.

As of date of extraction (07.01.2026), there were a total of 5,350 investigations ongoing.



Figure 21: Open Overall Crime Overtime



## Outcomes

Outcome Group	Q3 2024/25		Q3 2025/26	
	Volume	%	Volume	%
1 Charged and/or Summons	704	7.40%	806	9.70%
2 Caution - youths	19	0.20%	18	0.22%
3 Caution - adults	97	1.02%	72	0.87%
4 TIC (taken into consideration)	1	0.01%	4	0.05%
5 Offender died	1	0.01%	1	0.00%
6 Penalty notice for disorder	0	0.00%	0	0.00%
7 Cannabis warning	0	0.00%	0	0.00%
8 Community resolution	580	6.09%	433	5.21%
9 CPS - prosecution not in public interest	8	0.08%	8	0.10%
10 Police - Formal action not in public interest	90	0.95%	85	1.02%
11 Named suspect below age of criminal responsibility	48	0.50%	27	0.33%
12 Named suspect identified but is dead or too ill to prosecute	24	0.25%	37	0.45%
13 Named suspect but victim/key witness deceased or too ill	8	0.08%	3	0.04%
14 Victim declined/unable to support action to identify offender	618	6.49%	540	6.50%
15 Named suspect, victim supports but evidential difficulties	2234	23.47%	2052	24.70%
16 Victim declines/withdraws support - named suspect identified	2294	24.10%	1923	23.15%
17 Suspect identified but prosecution time limit expired	76	0.80%	46	0.55%
18 Investigation complete no suspect identified	2417	25.39%	1909	22.98%
20 Other body/agency has investigation	164	1.72%	225	2.71%
21 Police - named suspect, investigation not in the public interest	90	0.95%	72	0.87%
22 Diversionary, educational or intervention activity, has been undertaken and there is no public interest to continue	46	0.48%	46	0.55%

Figure 22: All Crime Outcomes

The table above illustrates all the outcomes applied during Q3 of 2024/25 and Q3 of 2025/26. The data shows a increase from 7.40% to 9.70% in terms of the charge rate (Outcome 1) and a increase from 14.73% to 16.05% Positive Outcome rate (Outcomes 1 – 8 inclusive).

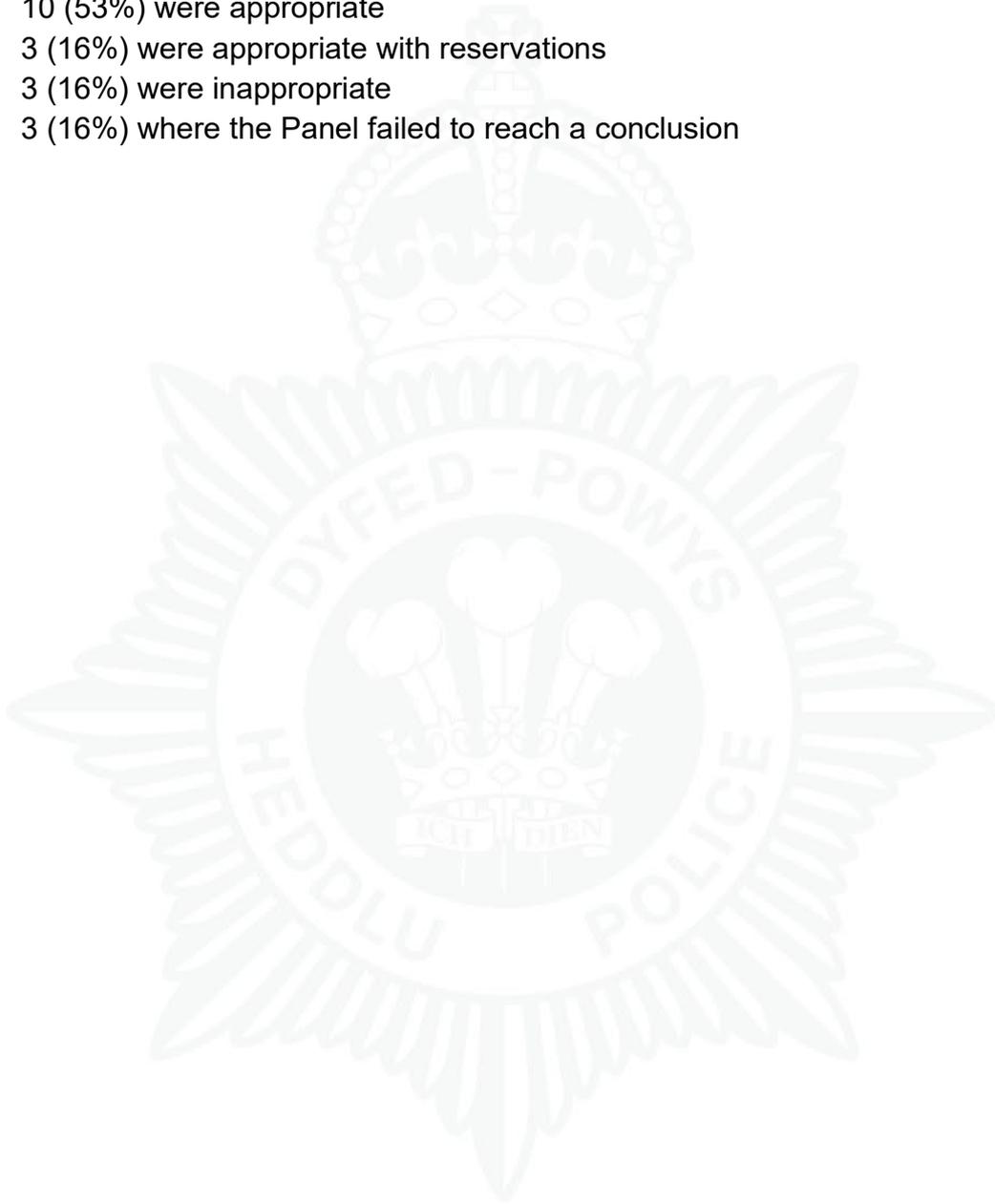
## Victim Support

Multi-crime victim service	Q1 25/26	Q2 25/26
Total referrals 18+	1949	2614
Total referrals U18	174	182
Repeats	TBC	TBC



## How many OOCR are deemed as inappropriate by OOCR Scrutiny Panel?

- The Commissioner's Out of Court Resolution (OoCR) Scrutiny Panel deemed that for the 28 youth cases reviewed in 2025:
  - 13 (46%) were appropriate
  - 9 (32%) were appropriate with reservations
  - 5 (18%) were inappropriate
  - 1 (4%) where the Panel failed to reach a conclusion
- This compares to the 19 adult cases reviewed within 2024:
  - 10 (53%) were appropriate
  - 3 (16%) were appropriate with reservations
  - 3 (16%) were inappropriate
  - 3 (16%) where the Panel failed to reach a conclusion





# Domestic Abuse

## Volumes

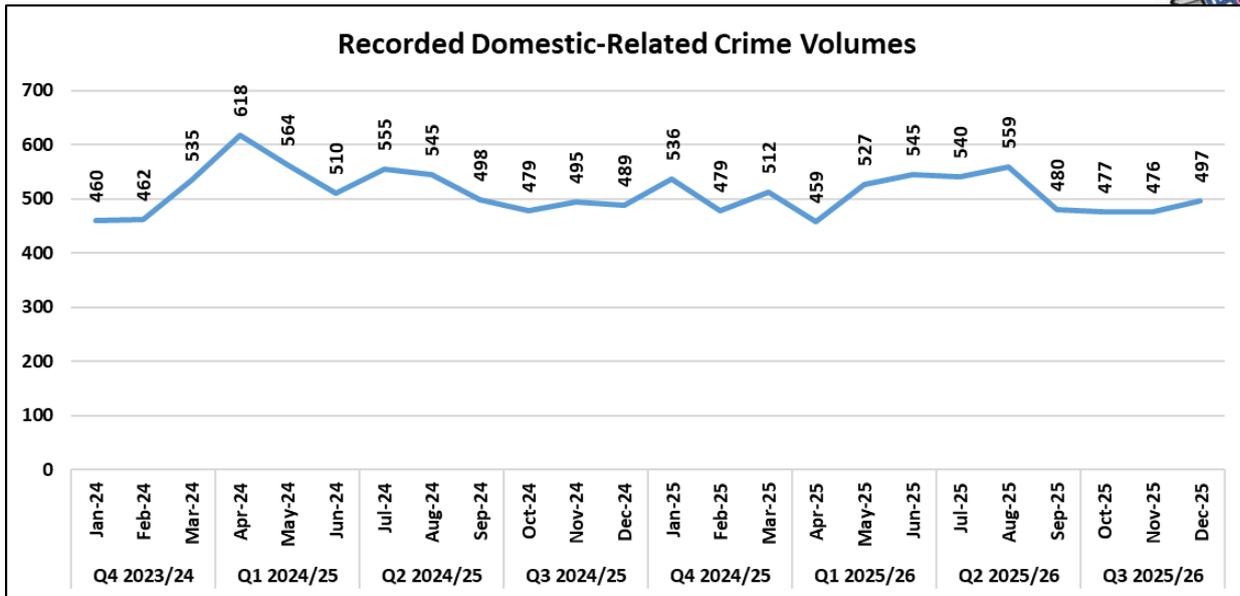


Figure 23: Recorded Domestic-related Crime Overtime.

During Q3 of 2025/26, a total of 1,450 domestic-related crimes were recorded. This is a 0.9% decrease, compared to Q3 of 2024/25 where 1,463 domestic-related crimes were recorded.

Our NCRS compliance during Q3 of 2025/26, for the recording of Domestic Abuse crimes within 24 hours, was 65.5%.

Volume of Crimes Recorded and Proportion Recorded Within 24 Hours

01/10/2025-07/01/2026

NCRS Compliant ● No ● Yes ● Proportion of Crimes NCRS Compliant

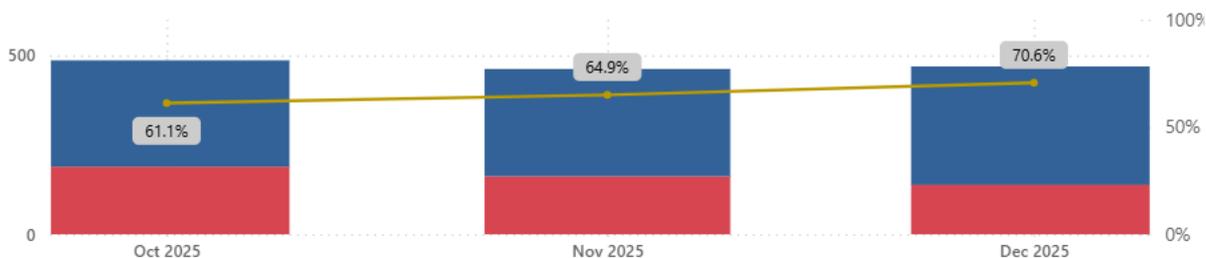


Figure 24: NCRS Compliance Q3 2025/26 - Domestic.



## Outcomes

Outcome Group	Q3 2024/25		Q3 2025/26	
	Volume	%	Volume	%
1 Charged and/or Summons	198	13.30%	179	12.26%
2 Caution - youths	0	0.00%	0	0.00%
3 Caution - adults	33	2.22%	21	1.44%
4 TIC (taken into consideration)	0	0.00%	0	0.00%
5 Offender died	0	0.00%	0	0.00%
6 Penalty notice for disorder	0	0.00%	0	0.00%
7 Cannabis warning	0	0.00%	0	0.00%
8 Community resolution	10	0.67%	2	0.14%
9 CPS - prosecution not in public interest	3	0.20%	1	0.07%
10 Police - Formal action not in public interest	8	0.54%	6	0.41%
11 Named suspect below age of criminal responsibility	1	0.07%	0	0.00%
12 Named suspect identified but is dead or too ill to prosecute	4	0.27%	8	0.55%
13 Named suspect but victim/key witness deceased or too ill	2	0.13%	0	0.00%
14 Victim declined/unable to support action to identify offender	9	0.60%	9	0.62%
15 Named suspect, victim supports but evidential difficulties	471	31.63%	495	33.90%
16 Victim declines/withdraws support - named suspect identified	704	47.28%	69	47.88%
17 Suspect identified but prosecution time limit expired	23	1.54%	11	0.75%
18 Investigation complete no suspect identified	4	0.27%	9	0.62%
20 Other body/agency has investigation	11	0.74%	8	0.55%
21 Police - named suspect, investigation not in the public interest	8	0.54%	9	0.62%
22 Diversionary, educational or intervention activity, has been undertaken and there is no public interest to continue	0	0.00%	3	0.21%

Figure 25: Domestic-related Crime Outcomes.

The table above illustrates all the outcomes applied to DA-related crimes during Q3 of 2024/25 and Q3 of 2025/26. A decrease from 13.30% to 12.26% can be seen in terms of the charge rate (Outcome 1).

## Dal I Godi

IDVA service	Q1 25/26	Q2 25/26
Total referrals	546	507
Repeats	269	264



# Stalking & Harassment

## Volumes

There was a total of 1,348 Stalking & Harassment crimes recorded in Q3 of 2025/26, this is a decrease on the SPLY where 1628 crimes were recorded. The Home Office counting rule change in relation to the course of conduct crime recording occurred in June 2023 which must be considered.



Figure 26: Stalking & Harassment Overtime.





## Outcomes

Outcome Group	Q3 2024/25		Q3 2025/26	
	Volume	%	Volume	%
1 Charged and/or Summons	90	4.93%	80	5.67%
2 Caution - youths	1	0.05%	4	0.28%
3 Caution - adults	8	0.44%	4	0.28%
4 TIC (taken into consideration)	0	0.00%	0	0.00%
5 Offender died	0	0.00%	0	0.00%
6 Penalty notice for disorder	0	0.00%	0	0.00%
7 Cannabis warning	0	0.00%	0	0.00%
8 Community resolution	23	1.26%	12	0.85%
9 CPS - prosecution not in public interest	0	0.00%	1	0.07%
10 Police - Formal action not in public interest	1	0.05%	5	0.35%
11 Named suspect below age of criminal responsibility	3	0.16%	1	0.07%
12 Named suspect identified but is dead or too ill to prosecute	2	0.11%	3	0.21%
13 Named suspect but victim/key witness deceased or too ill	1	0.05%	0	0.00%
14 Victim declined/unable to support action to identify offender	129	7.06%	99	7.01%
15 Named suspect, victim supports but evidential difficulties	660	36.12%	558	39.52%
16 Victim declines/withdraws support - named suspect identified	573	31.36%	431	30.52%
17 Suspect identified but prosecution time limit expired	18	0.99%	9	0.64%
18 Investigation complete no suspect identified	279	15.27%	174	12.32%
20 Other body/agency has investigation	24	1.31%	23	1.63%
21 Police - named suspect, investigation not in the public interest	8	0.44%	7	0.50%
22 Diversionary, educational or intervention activity, has been undertaken and there is no public interest to continue	7	0.38%	1	0.07%

Figure 27: Stalking & Harassment Crime Outcomes.

An increase is seen in our charge rate (Outcome 1) for Stalking & Harassment crimes, when comparing both Q3 for both years.

## Paladin

Stalking service	Sep-Nov 25/26*
Total referrals	41

\* New service launched September 2025 therefore quarterly reporting not in line with financial quarters.



## Sexual Offences Volumes

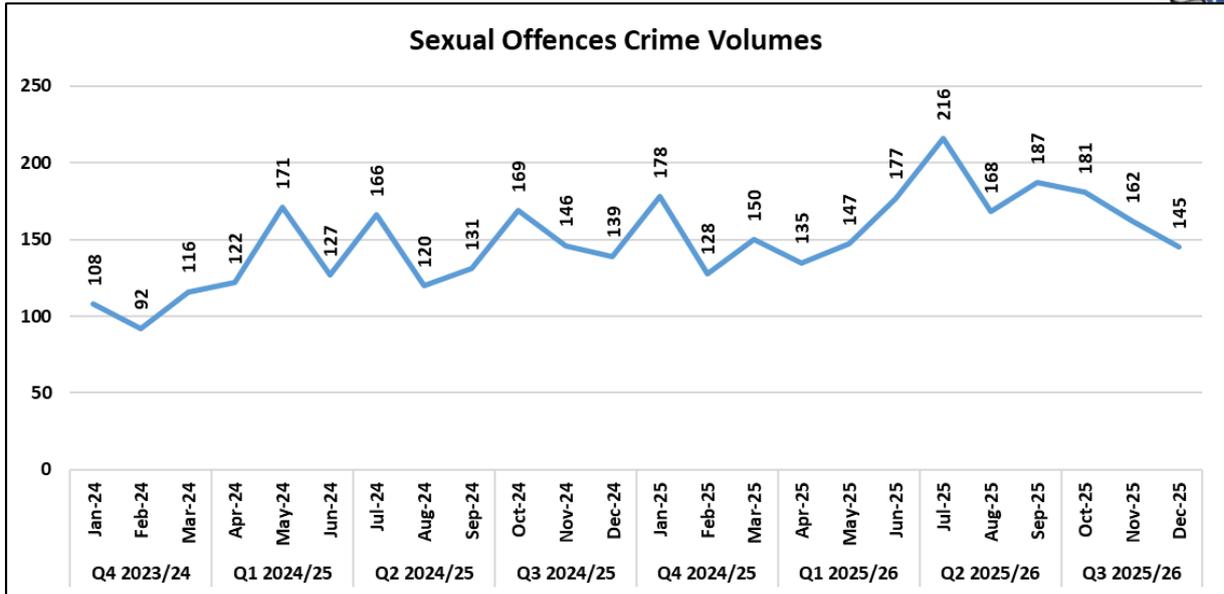


Figure 28: Recorded Sexual Offence Crimes Overtime.

In Q3 of 2025/26, there was a total of 488 Sexual Offences crimes recorded, compared to 454 in Q3 of 2024/25. This is a 7.5% (34 crimes) increase between both years.

### NCRS Compliance

Our NCRS compliance for the timely recording of Sexual Offences during Q3 of 2024/25 was 51.4%. While, for Q3 of 2025/26, this was 59.8% which is an 8.4% increase.

As at date of extraction (07.01.2026) there were 887 ongoing sexual offences investigations, 440 of which had been open for over 180 days.

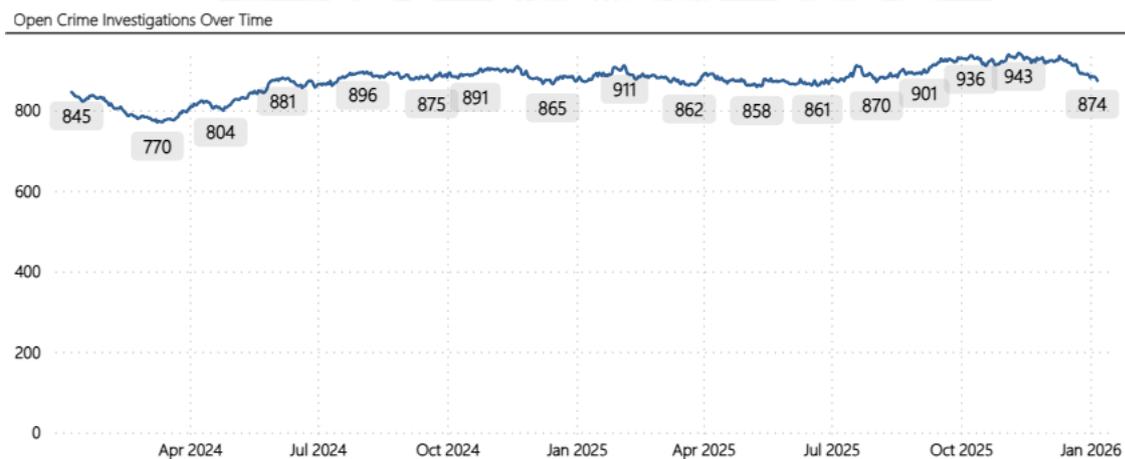


Figure 29: Sexual Open Investigations Overtime



## Outcomes

Outcome Group	Q3 2024/25		Q3 2025/26	
	Volume	%	Volume	%
1 Charged and/or Summons	40	8.00%	41	8.28%
2 Caution - youths	0	0.00%	0	0.00%
3 Caution - adults	3	0.60%	4	0.81%
4 TIC (taken into consideration)	0	0.00%	0	0.00%
5 Offender died	1	0.20%	1	0.20%
6 Penalty notice for disorder	0	0.00%	0	0.00%
7 Cannabis warning	0	0.00%	0	0.00%
8 Community resolution	4	0.80%	2	0.40%
9 CPS - prosecution not in public interest	0	0.00%	0	0.00%
10 Police - Formal action not in public interest	4	0.80%	11	2.22%
11 Named suspect below age of criminal responsibility	7	1.40%	6	1.21%
12 Named suspect identified but is dead or too ill to prosecute	5	1.00%	8	1.62%
13 Named suspect but victim/key witness deceased or too ill	5	1.00%	2	0.40%
14 Victim declined/unable to support action to identify offender	36	7.20%	27	5.45%
15 Named suspect, victim supports but evidential difficulties	127	25.40%	125	25.25%
16 Victim declines/withdraws support - named suspect identified	180	36.00%	182	36.77%
17 Suspect identified but prosecution time limit expired	1	0.20%	1	0.20%
18 Investigation complete no suspect identified	46	9.20%	36	7.27%
20 Other body/agency has investigation	26	5.20%	42	8.48%
21 Police - named suspect, investigation not in the public interest	9	1.80%	6	1.21%
22 Diversionary, educational or intervention activity, has been undertaken and there is no public interest to continue	6	1.20%	1	0.20%

Figure 30: Sexual Offence Outcomes

As shown in the above table, the force charge rate for Sexual Offences has increased from 8.00% to 8.28% between Q3 of 2024/25 and Q3 of 2025/26.

## New Pathways

ISVA service	Q1 25/26	Q2 25/26
Total referrals	297	301
Repeats	-	-



# Drug Possession Offences

## Volumes

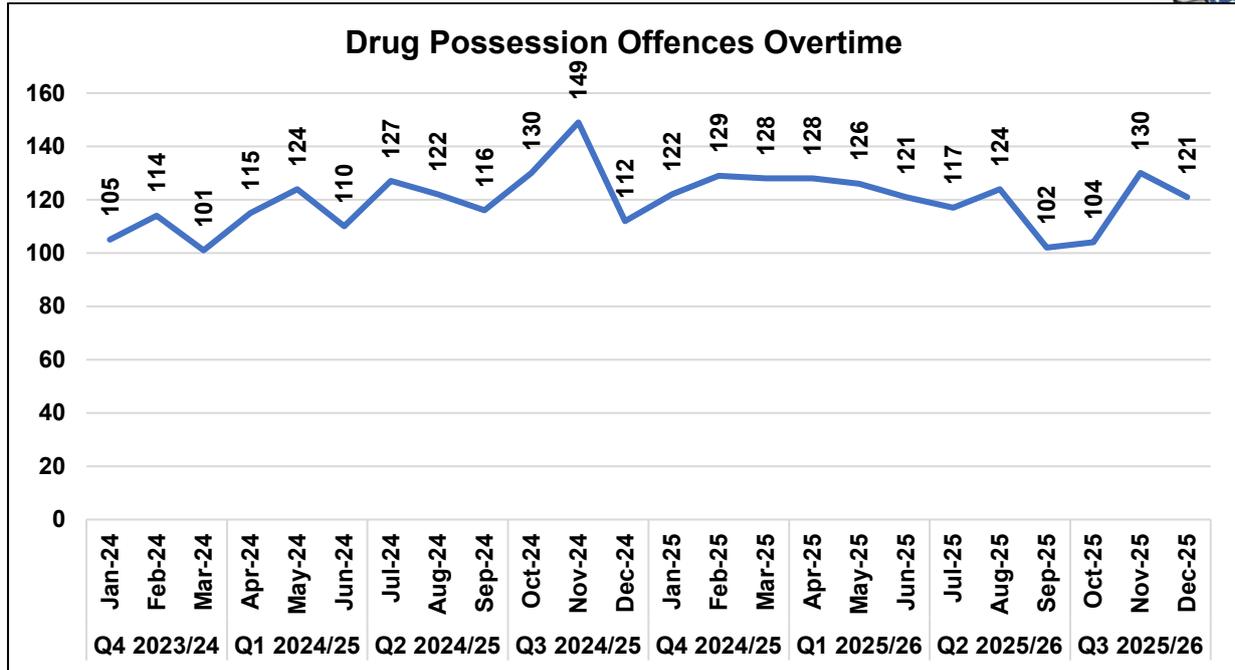


Figure 31: Drug Possession Recorded Offences Overtime.

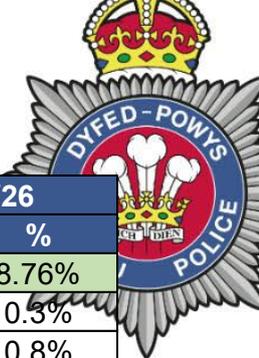
During Q3 of 2025/26, there was a total of 355 Drug Possession crimes recorded. This is a 9.2% decrease when comparing to Q3 2024/25, where 391 crimes were recorded.

## Ongoing Investigations

As at date of extraction (07.01.2026) there were 135 ongoing drug possession investigations, 31 of which had been open for over 180 days.



Figure 32: Open Drug Possession Investigations Overtime.



## Outcomes

Outcome Group	Q3 2024/25		Q3 2025/26	
	Volume	%	Volume	%
1 Charged and/or Summons	11	3.01%	31	8.76%
2 Caution - youths	2	0.5%	1	0.3%
3 Caution - adults	0	0.0%	3	0.8%
4 TIC (taken into consideration)	0	0.0%	0	0.0%
5 Offender died	0	0.0%	0	0.0%
6 Penalty notice for disorder	0	0.0%	0	0.0%
7 Cannabis warning	0	0.0%	0	0.0%
8 Community resolution	297	81.37%	239	67.51%
9 CPS - prosecution not in public interest	1	0.3%	0	0.0%
10 Police - Formal action not in public interest	6	1.6%	14	4.0%
11 Named suspect below age of criminal responsibility	0	0.0%	0	0.0%
12 Named suspect identified but is dead or too ill to prosecute	2	0.5%	0	0.0%
13 Named suspect but victim/key witness deceased or too ill	0	0.0%	0	0.0%
14 Victim declined/unable to support action to identify offender	0	0.0%	0	0.0%
15 Named suspect, victim supports but evidential difficulties	16	4.38%	31	8.76%
16 Victim declines/withdraws support - named suspect identified	0	0.0%	0	0.0%
17 Suspect identified but prosecution time limit expired	0	0.0%	0	0.0%
18 Investigation complete no suspect identified	6	1.64%	11	3.1%
20 Other body/agency has investigation	0	0.0%	1	0.3%
21 Police - named suspect, investigation not in the public interest	9	2.47%	8	2.3%
22 Diversionary, educational or intervention activity, has been undertaken and there is no public interest to continue	15	4.11%	15	4.24%

Figure 33: Drug Possession Outcomes.

Community resolutions are encouraged to be used in line with the update to the force Drug Policy. This can be seen with Q3 of both years 2024/25 and 2025/26 where most cases have had Outcome 8 applied with 81.37% and 67.51%.

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

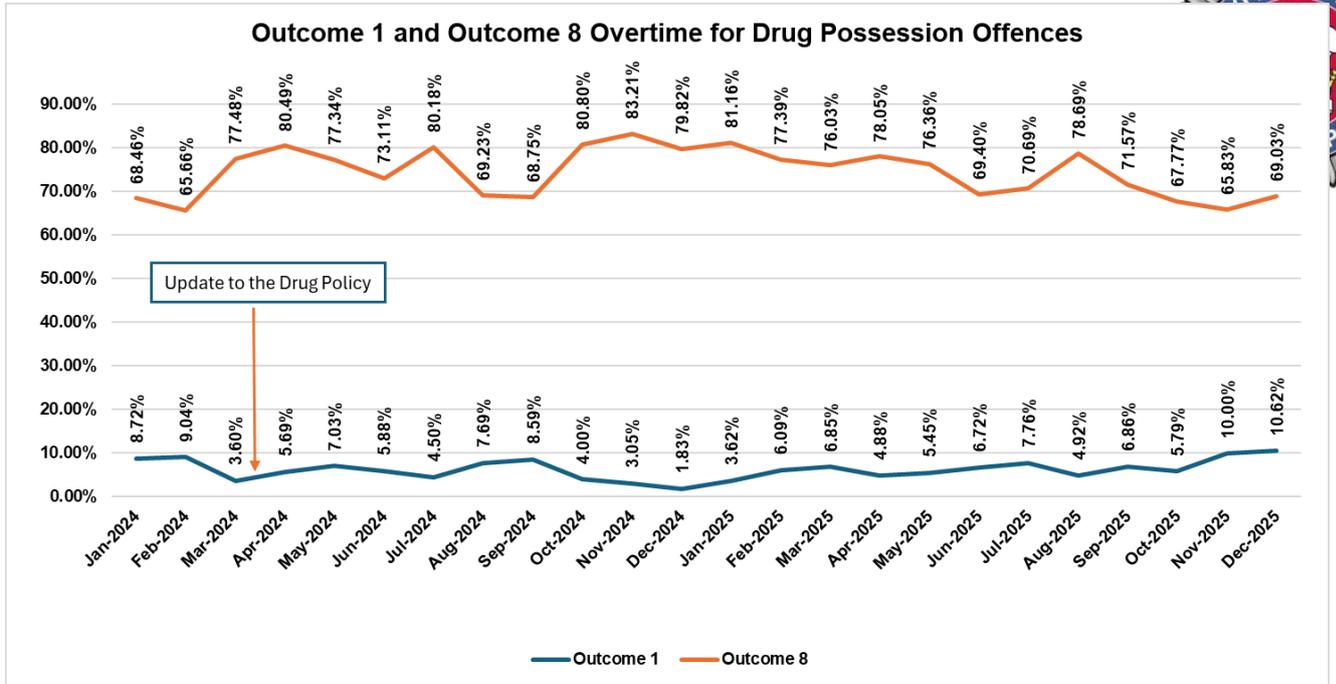


Figure 34: Outcome 1 v Outcome 8 Comparison Overtime.





# Drug Trafficking Offences

## Volumes

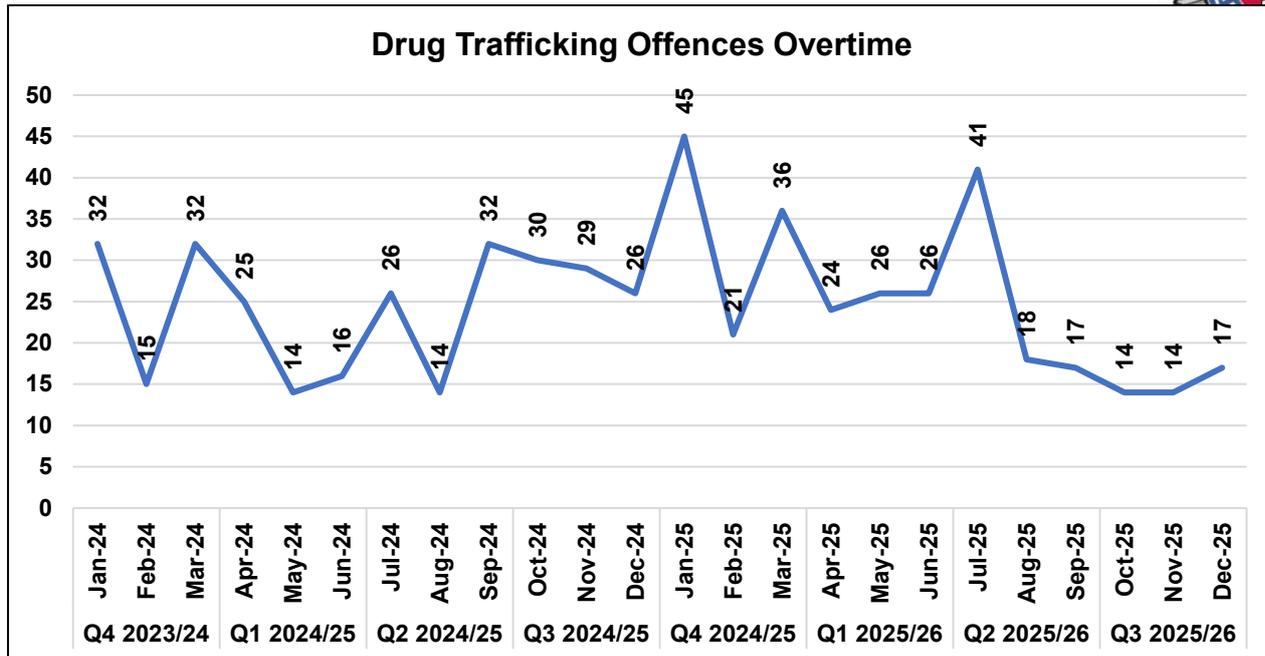


Figure 35: Drug Trafficking Offences Recorded Overtime.

During Q3 of 2025/26, 45 drug trafficking crimes were recorded, compared to 85 during Q3 of 2024/25. This is a decrease of 47.1% (40 crimes).

## Ongoing Investigations

As at date of extraction (07.01.2026), there were 123 ongoing drug trafficking investigations, 92 of which had been open for over 180 days.

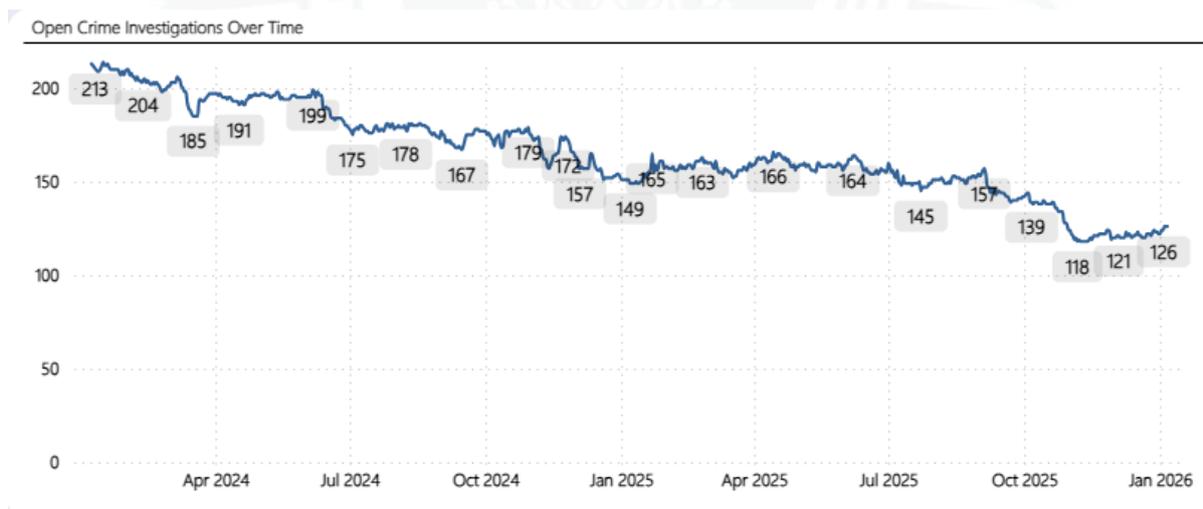


Figure 36: Open Drug Trafficking Investigations Overtime



## Outcomes

Outcome Group	Q3 2024/25		Q3 2025/26	
	Volume	%	Volume	%
1 Charged and/or Summons	25	25.51%	31	52.54%
2 Caution - youths	0	0.00%	0	0.00%
3 Caution - adults	2	2.04%	2	3.39%
4 TIC (taken into consideration)	0	0.00%	0	0.00%
5 Offender died	0	0.00%	0	0.00%
6 Penalty notice for disorder	0	0.00%	0	0.00%
7 Cannabis warning	0	0.00%	0	0.00%
8 Community resolution	9	9.18%	4	6.78%
9 CPS - prosecution not in public interest	0	0.00%	0	0.00%
10 Police - Formal action not in public interest	5	5.10%	1	1.69%
11 Named suspect below age of criminal responsibility	0	0.00%	0	0.00%
12 Named suspect identified but is dead or too ill to prosecute	0	0.00%	1	1.69%
13 Named suspect but victim/key witness deceased or too ill	0	0.00%	0	0.00%
14 Victim declined/unable to support action to identify offender	0	0.00%	0	0.00%
15 Named suspect, victim supports but evidential difficulties	19	19.39%	12	20.34%
16 Victim declines/withdraws support - named suspect identified	0	0.00%	1	1.69%
17 Suspect identified but prosecution time limit expired	0	0.00%	0	0.00%
18 Investigation complete no suspect identified	33	33.67%	7	11.86%
20 Other body/agency has investigation	1	1.02%	0	0.00%
21 Police - named suspect, investigation not in the public interest	3	3.06%	0	0.00%
22 Diversionary, educational or intervention activity, has been undertaken and there is no public interest to continue	1	1.02%	0	0.00%

Figure 37: 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.



# Shoplifting

## Volumes

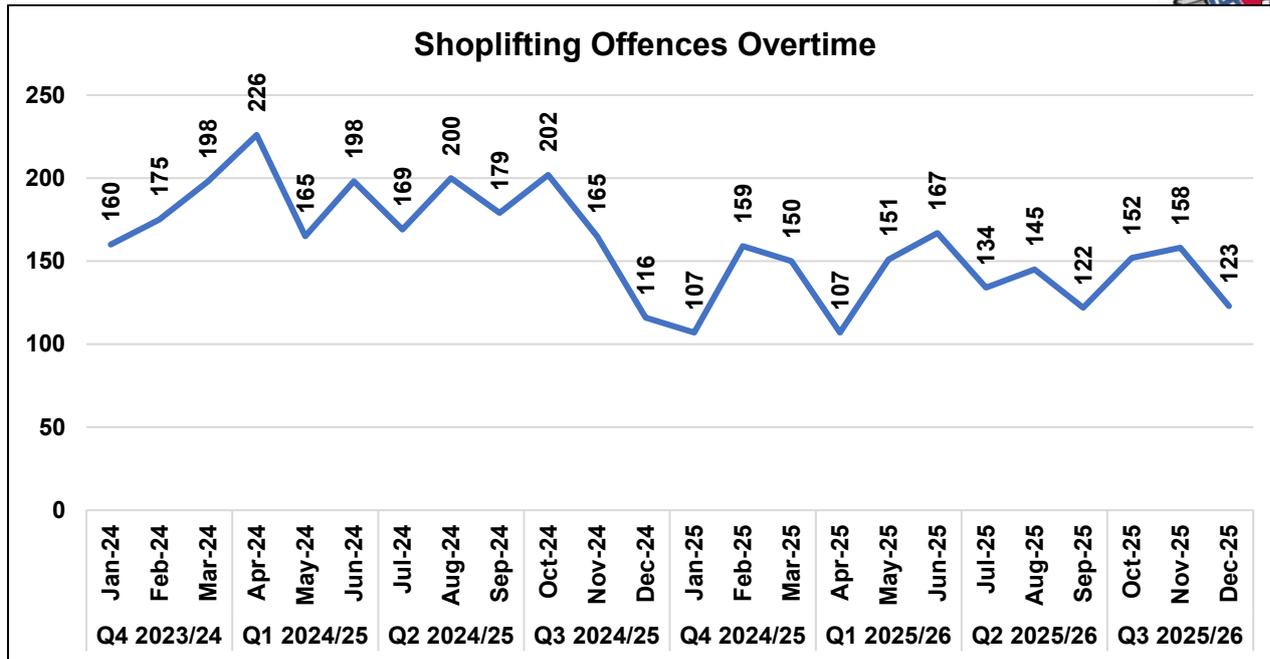


Figure 38: Recorded Shoplifting Overtime.

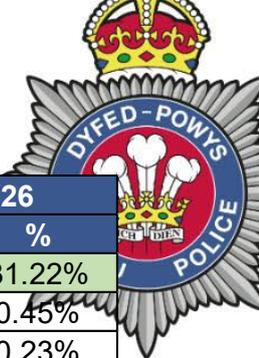
During Q3 of 2025/26, 433 Shoplifting crimes were recorded, compared to 483 during Q3 of 2024/25. This is a decrease of 10.4% (50 crimes).

### Ongoing Investigations

As at date of extraction (07.01.2026), there were 226 ongoing shoplifting investigations, 34 of which had been open for over 180 days.



Figure 39: Open Shoplifting Investigations Overtime



## Outcomes

Outcome Group	Q3 2024/25		Q3 2025/26	
	Volume	%	Volume	%
1 Charged and/or Summons	72	13.74%	138	31.22%
2 Caution - youths	2	0.38%	2	0.45%
3 Caution - adults	3	0.57%	1	0.23%
4 TIC (taken into consideration)	0	0.00%	0	0.00%
5 Offender died	0	0.00%	0	0.00%
6 Penalty notice for disorder	0	0.00%	0	0.00%
7 Cannabis warning	0	0.00%	0	0.00%
8 Community resolution	43	8.21%	54	12.22%
9 CPS - prosecution not in public interest	0	0.00%	0	0.00%
10 Police - Formal action not in public interest	3	0.57%	1	0.23%
11 Named suspect below age of criminal responsibility	0	0.00%	0	0.00%
12 Named suspect identified but is dead or too ill to prosecute	0	0.00%	0	0.00%
13 Named suspect but victim/key witness deceased or too ill	0	0.00%	0	0.00%
14 Victim declined/unable to support action to identify offender	54	10.31%	40	9.05%
15 Named suspect, victim supports but evidential difficulties	63	12.02%	34	7.69%
16 Victim declines/withdraws support - named suspect identified	19	3.63%	13	2.94%
17 Suspect identified but prosecution time limit expired	2	0.38%	3	0.68%
18 Investigation complete no suspect identified	258	49.24%	152	34.39%
20 Other body/agency has investigation	0	0.00%	0	0.00%
21 Police - named suspect, investigation not in the public interest	4	0.76%	0	0.00%
22 Diversionary, educational or intervention activity, has been undertaken and there is no public interest to continue	1	0.19%	4	0.90%

Figure 40: Shoplifting Outcomes

The above table illustrates the outcomes applied in Q3 of 2024/25 and 2025/26. A significant increase can be seen in the charge rate (Outcome 1) - from 13.74% to 31.22% - and the positive outcomes (Outcome 1 to 8) – from 22.90% to 44.12%. There has been a decrease in the volume of crimes finalised as 'Outcome 18s Investigation complete no suspect identified' - from 49.24% to 34.39% - between Q3 of 2024/25 and Q3 of 2025/26.



# Cyber Crimes Volumes

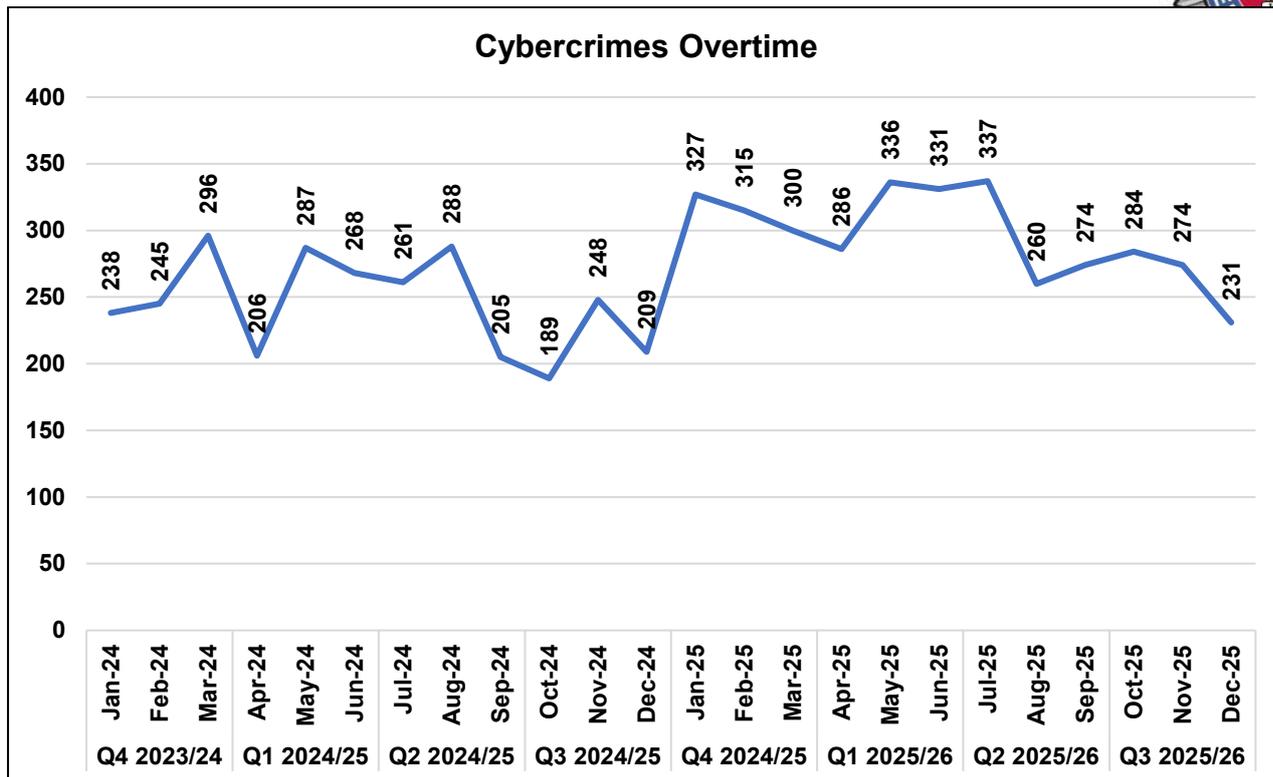
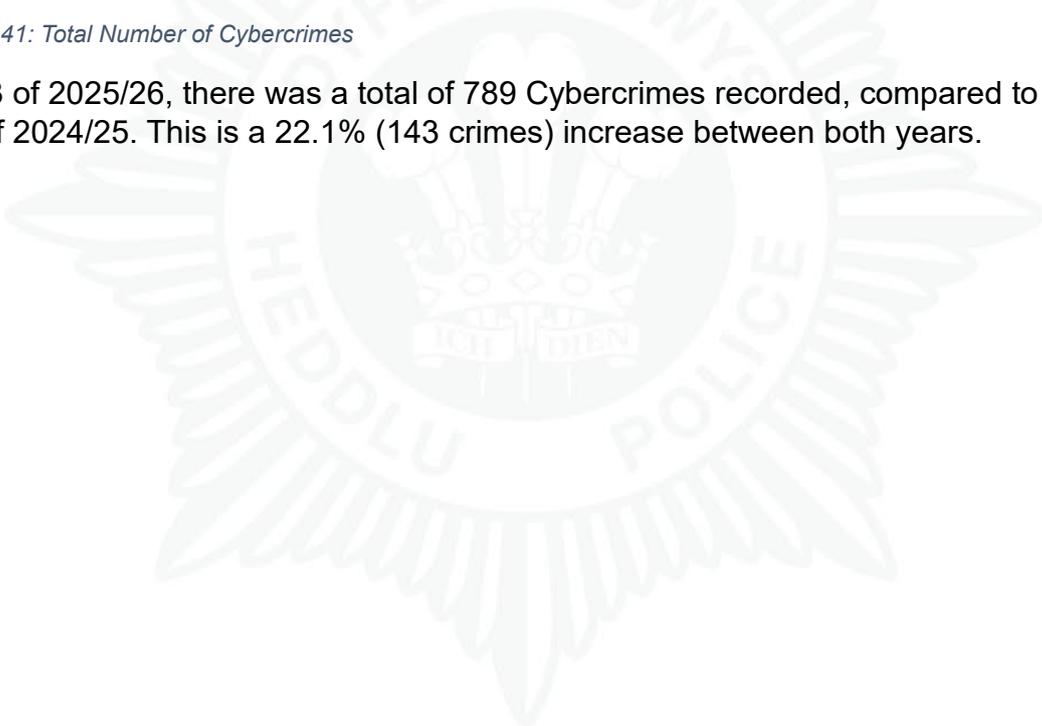


Figure 41: Total Number of Cybercrimes

In Q3 of 2025/26, there was a total of 789 Cybercrimes recorded, compared to 646 in Q3 of 2024/25. This is a 22.1% (143 crimes) increase between both years.





## Outcomes

Outcome Group	Q3 2024/25		Q3 2025/26	
	Volume	%	Volume	%
1 Charged and/or Summons	30	4.34%	52	6.56%
2 Caution - youths	0	0.00%	3	0.38%
3 Caution - adults	4	0.58%	3	0.38%
4 TIC (taken into consideration)	0	0.00%	0	0.00%
5 Offender died	0	0.00%	0	0.00%
6 Penalty notice for disorder	0	0.00%	0	0.00%
7 Cannabis warning	0	0.00%	0	0.00%
8 Community resolution	11	1.59%	9	1.13%
9 CPS - prosecution not in public interest	0	0.00%	1	0.13%
10 Police - Formal action not in public interest	12	1.73%	12	1.51%
11 Named suspect below age of criminal responsibility	1	0.14%	1	0.13%
12 Named suspect identified but is dead or too ill to prosecute	0	0.00%	1	0.13%
13 Named suspect but victim/key witness deceased or too ill	1	0.14%	0	0.00%
14 Victim declined/unable to support action to identify offender	56	8.09%	56	7.06%
15 Named suspect, victim supports but evidential difficulties	207	29.91%	244	30.77%
16 Victim declines/withdraws support - named suspect identified	193	27.89%	202	25.47%
17 Suspect identified but prosecution time limit expired	6	0.87%	5	0.63%
18 Investigation complete no suspect identified	133	19.22%	131	16.52%
20 Other body/agency has investigation	16	2.31%	44	5.55%
21 Police - named suspect, investigation not in the public interest	15	2.17%	24	3.03%
22 Diversionary, educational or intervention activity, has been undertaken and there is no public interest to continue	7	1.01%	5	0.63%

Figure 42: Cybercrimes Outcomes

The above table illustrates the outcomes applied in Q3 of 2024/25 and 2025/26. An increase can be seen in the charge rate (Outcome 1) - from 4.34% to 6.56% - and in the positive outcomes (Outcome 1 to 8) - from 6.50% to 8.45%.

## POLIT

For Q3 of 2025/26, a total of 15 POLIT warrants were conducted.



# ASB

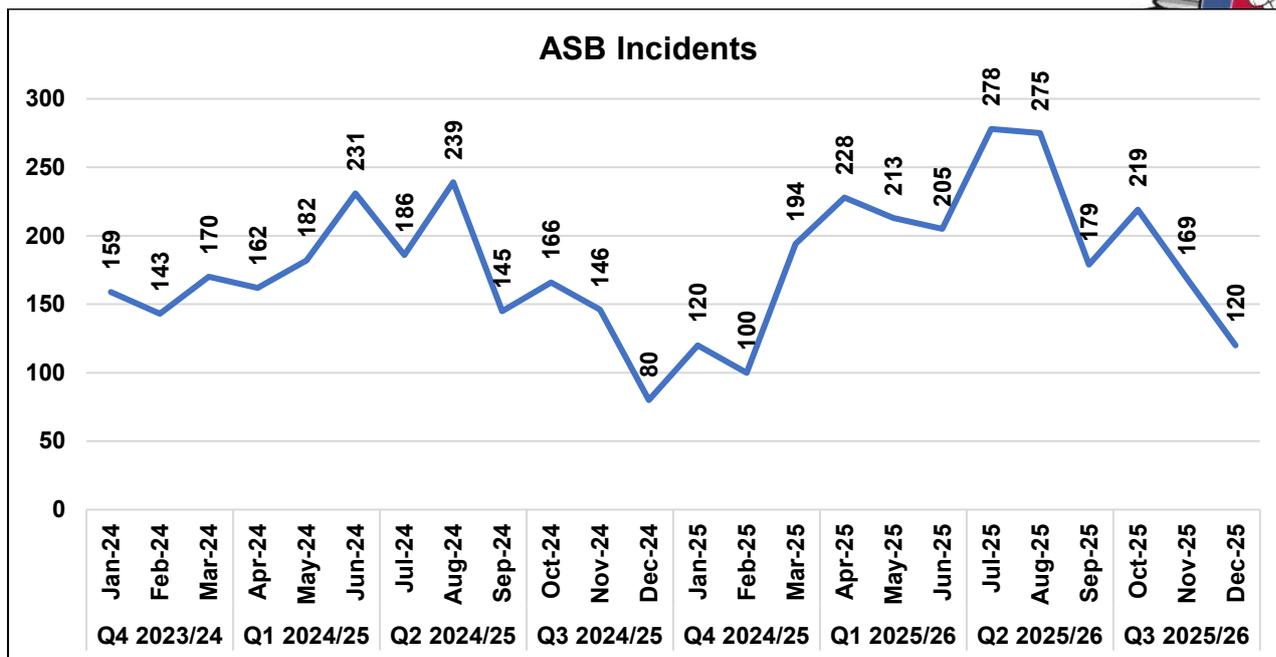


Figure 446: ASB Incidents Overtime.

While looking at Q3 of 2025/26, there have been 508 incidents recorded. This compares to 392 in Q3 of 2024/25.

Figure 45 below displays the Q3 of 2025/26 incident volumes by ASB type.

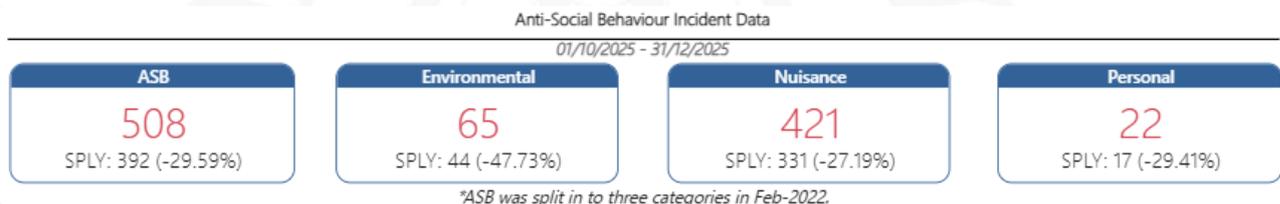


Figure 45: ASB Incident Type.



# NPPT

## Community Engagement

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

	Each month a minimum of one "in person" surgery			Each month a minimum of one "virtual" surgery			Each month a minimum of one "meet the street"			Each quarter hold a "one stop" community event			Each quarter hold a "street briefing"			Each month a minimum of one "problem solving group"		
	Oct-25	Nov-25	Dec-25	Oct-25	Nov-25	Dec-25	Oct-25	Nov-25	Dec-25	Oct-25	Nov-25	Dec-25	Oct-25	Nov-25	Dec-25	Oct-25	Nov-25	Dec-25
Llanelli	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Not Required	Yes	Yes	Not Required	Yes	Yes	Yes	Yes	Yes
Llanelli Rural	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Not Required	Not Required	Yes	Not Required	Not Required	Yes	Yes	Yes	No
Carmarthen	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Amman	Yes	Yes	Yes	No	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
South Pems (Dock & Tenby)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Not Required	Not Required	Yes	Not Required	Not Required	Yes	Yes	Yes	Yes
Pems-Milford	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Pems-Haverfordwest	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Not Required	Yes	Yes	Yes	Not Required	Yes	Yes	Yes	Yes
North Ceredigion	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Not Required	Not Required	Not Required	Not Required	Not Required	Yes	Yes	No	Yes
South Ceredigion	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Not Required	Not Required	Yes	Not Required	Not Required	Yes	Yes	No	Yes
South Powys	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Not Required	Not Required	Yes	Not Required	Not Required	Yes	Yes	Yes	Yes
Mid Powys	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
North Powys	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Not Required	Yes	Yes	Yes	Yes	Yes

Figure 46: Community Engagement

**Meet the Street:** Community Engagement Event where police and partner agencies set up temporarily in a *neighbourhood* to interact with residents. The goal is to build trust, improve communication and address local problems collaboratively. It provides an opportunity to voice concerns, ask questions and receive advice on various issues, all in a more informal and accessible setting.

**Street Briefing:** Involves police and local authorities/counsellors patrolling *particular areas* to enhance safety, address concerns and interact with the community.

**In person Surgery:** An event where police meet residents in public spaces like shops / cafes, to discuss concerns and offer advice.

**One Stop Community Engagement Event (quart):** More than just a particular ward. This event should advertise to the *whole* NPPT area. Similar to Meet the Street but with a wider reach/ more partners.

**Virtual Surgery:** Using online platform virtual surgeries provide a more accessible and convenient way for some to engage with their local police. Focus on Specific problems, such as ASB / Cyber-crime, ability to target specific groups, deaf community / ALN, or other minority groups.

**Problem Solving Group – PSG:** every NPPT must hold a PSG Problem solving group meeting with partners, to discuss their POP plans and how they can jointly resolve the issues attributed to the POP plan.

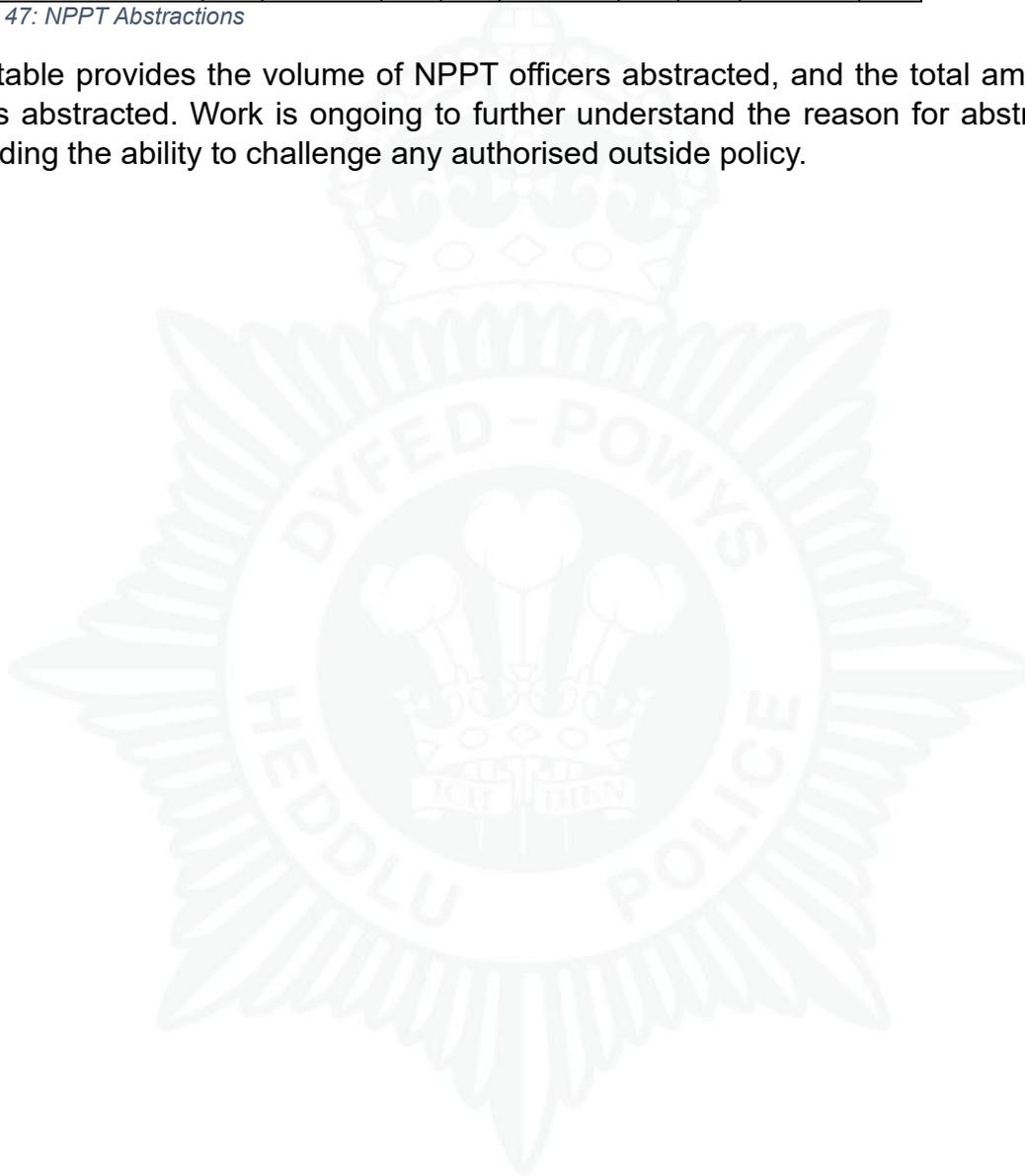


## NPPT Abstractions

BCU / Month	Q3 2025/26		
	Oct-25	Nov-25	Dec-25
<b>Carmarthenshire</b>	10 (87 hours)	6 (3 hours)	7 (50 hours)
<b>Ceredigion</b>	1 (9 hours)	3 (19 hours)	5 (34 hours)
<b>Pembrokeshire</b>	1 (5 hours)	4 (20 hours)	0 (0 hours)
<b>Powys</b>	10 (45 hours)	13 (71 hours)	9 (61 hours)

Figure 47: NPPT Abstractions

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.





## Vulnerability

### Strategy Discussions (Adults)

BCU / Month	Q3 2025/26		
	Oct-25	Nov-25	Dec-25
<b>Carmarthenshire</b>	41	30	40
<b>Ceredigion</b>	24	15	9
<b>Pembrokeshire</b>	19	21	14
<b>Powys</b>	16	19	20
<b>Out of force area</b>	2	0	0

Figure 48: Volume of Strategy Discussions (Adult) by BCU

### Voice of the Child (% Captured on PPN in line with AWARE principles)

BCU / Month	Q3 2025/26		
	Oct-25	Nov-25	Dec-25
<b>Carmarthenshire</b>	79%	65%	64%
<b>Ceredigion</b>	82%	81%	61%
<b>Pembrokeshire</b>	58%	50%	38%
<b>Powys</b>	58%	53%	63%
<b>DAVRU</b>	83%	80%	89%

Figure 49: Percentage of DA cases where the voice of the child was recorded by BCU

### Crimes with victim under the age of 18

BCU	Q3 2025/26		
	Oct-25	Nov-25	Dec-25
<b>Carmarthenshire</b>	119	144	103
<b>Ceredigion</b>	78	63	45
<b>Pembrokeshire</b>	86	88	72
<b>Powys</b>	83	66	51
<b>Unknown BCU</b>	11	15	25
<b>Force</b>	<b>377</b>	<b>376</b>	<b>296</b>

Figure 50: Volume of crimes with a victim under the age of 18 (at the time of offence) by BCU

- It's important to note that some crimes had multiple victims of which were of different ages. Crimes have been included in the figure above if at least one of the victims were under the age of 18.

### Crimes with perpetrator under the age of 18

BCU	Q3 2025/26		
	Oct-25	Nov-25	Dec-25
<b>Carmarthenshire</b>	58	58	53
<b>Ceredigion</b>	30	13	15
<b>Pembrokeshire</b>	61	39	56
<b>Powys</b>	50	29	17
<b>Unknown BCU</b>	2	3	3
<b>Force</b>	<b>201</b>	<b>142</b>	<b>144</b>

Figure 51: Volume of crimes with a perpetrator under the age of 18 (at the time of offence) by BCU

It's important to note that some crimes had multiple perpetrators of which were of different ages. Crimes have been included in the figure above if at least one of the perpetrators were under the age of 18.



## Custody

### Children in Custody

<b>Carmarthenshire</b>	<b>Oct-25</b>	<b>Nov-25</b>	<b>Dec-25</b>
<b>Total Children in Custody</b>	5	5	3
<b>Number of Children Charged</b>	0	0	0
<b>Number of Children Remanded</b>	0	0	0
<b>Number of Children Detained in Custody Overnight</b>	0	1	1

Figure 52: Children in Custody – Carmarthenshire

<b>Ceredigion</b>	<b>Oct-25</b>	<b>Nov-25</b>	<b>Dec-25</b>
<b>Total Children in Custody</b>	4	4	2
<b>Number of Children Charged</b>	0	1	0
<b>Number of Children Remanded</b>	0	0	0
<b>Number of Children Detained in Custody Overnight</b>	0	0	0

Figure 53: Children in Custody – Ceredigion

<b>Pembrokeshire</b>	<b>Oct-25</b>	<b>Nov-25</b>	<b>Dec-25</b>
<b>Total Children in Custody</b>	10	5	10
<b>Number of Children Charged</b>	0	0	1
<b>Number of Children Remanded</b>	1	0	1
<b>Number of Children Detained in Custody Overnight</b>	3	0	8

Figure 54: Children in Custody – Pembrokeshire

<b>Powys</b>	<b>Oct-25</b>	<b>Nov-25</b>	<b>Dec-25</b>
<b>Total Children in Custody</b>	9	3	6
<b>Number of Children Charged</b>	0	0	1
<b>Number of Children Remanded</b>	1	0	0
<b>Number of Children Detained in Custody Overnight</b>	3	2	0

Figure 55: Children in Custody – Powys



Women in Custody

All Arrests by Gender						
Year Month	Female	Male	Indeterminate	Not recorded	Total	Percentage of All Arrests that are Female
<b>Oct-25</b>	157	781	0	1	<b>939</b>	16.7%
<b>Nov-25</b>	162	751	0	1	<b>914</b>	17.7%
<b>Dec-25</b>	179	722	0	7	<b>908</b>	19.7%

Figure 56: All Arrests by Gender Per Month

All Female Arrests by Age Group per Month					
Year / Month	10 to 17	18 to 25	26 to 50	51 and Over	Total
<b>Oct-25</b>	14	21	93	29	<b>157</b>
<b>Nov-25</b>	6	37	94	25	<b>162</b>
<b>Dec-25</b>	15	31	103	30	<b>179</b>

Figure 57: Female Arrests by Age Group Per Month

	Q3 2025/26
<b>Volume of Females Arrested Once in the Quarter</b>	298
<b>Volume of Females Arrested More than Once in Quarter</b>	77
<b>Total Volume of Unique Females Arrested in the Quarter</b>	<b>375</b>

Figure 58: Volume of Unique Female Arrests





# Targeted Interventions and Preventative Orders

## Protective Orders

BCU	Q3 2025/26		
	Oct-25	Nov-25	Dec-25
<b>Carmarthenshire</b>	<b>7</b> 1 x Non-Mol 6 x DVPO	<b>3</b> 1 x SRO 2 x DVPO	<b>5</b> 5 x DVPO
<b>Ceredigion</b>	<b>2</b> 2 x Non-Mol	<b>1</b> 1 x Non-Mol	<b>3</b> 3 x DVPO
<b>Pembrokeshire</b>	<b>2</b> 1 x SPO 1 x DVPO	<b>2</b> 2 x DVPO	<b>4</b> 4 x DVPO
<b>Powys</b>	<b>3</b> 1 x SPO 2 x Non-Mol	<b>1</b> 1 x Non-Mol	<b>4</b> 1 x SPO 2 x Non-Mol 1 x DVPO
<b>Force SHPO</b>	<b>1</b>	<b>7</b>	<b>12</b>

Figure 59: Volume of DPP Protective Orders by BCU

## Breaches of Protective Orders

BCU	Q3 2025/26		
	Oct-25	Nov-25	Dec-25
<b>Carmarthenshire</b>	<b>1</b> 1 x DVPO	<b>4</b> 1 x DVPO 3 x Non-Mol	<b>2</b> 1 x DVPO 1 x Non-Mol
<b>Ceredigion</b>	<b>2</b> 2 x Non-Mol	<b>1</b> 1 x DVPO	<b>1</b> 1 x DVPO
<b>Pembrokeshire</b>	<b>1</b> 1 x Non-Mol	0	<b>2</b> 2 x Non-Mol
<b>Powys</b>	0	<b>3</b> 3 x Non-Mol	<b>2</b> 1 x Non-Mol 1 x SPO
<b>Force SHPO</b>	<b>7</b>	<b>1</b>	<b>5</b>

Figure 60: Volume of Breaches of Protective Orders by BCU

## IOM Cohort

BCU	Q3 2025/26								
	Oct-25			Nov-25			Dec-25		
	Fixed	Flex	Free	Fixed	Flex	Free	Fixed	Flex	Free
<b>Carmarthenshire</b>	0	2	2	1	0	4	0	1	1
<b>Ceredigion</b>	0	0	2	0	0	2	0	0	2
<b>Pembrokeshire</b>	2	0	2	0	0	0	0	0	1
<b>Powys</b>	0	1	2	0	0	0	0	0	2
<b>Total</b>	<b>13</b>			<b>7</b>			<b>7</b>		

Figure 61: IOM Cohort Volumes by BCU



## DA Perpetrator

This is a relatively new service. Performance monitoring to be discussed in Q3 contract review 4<sup>th</sup> February. At present, only Choices data has been shared.

DA Perp scheme	Q1 25/26	Q2 25/26
Total referrals		
Choices		89
Activate		
Momentum		
CARA		
Stalking		

## Offender Diversionary Scheme

Offender Diversion Scheme	Q1 25/26	Q2 25/26
Total referrals	274	265
Engaged with service	265	265
Successful exits from scheme	192	202
Enabled to make positive choices	90%	88%
Empowered to make positive changes	89%	92%
Improved safety	91%	87%

Offence Type ACR	Q1 25/26	Q2 25/26
Possession of Drugs (any substance)	193	190
Other drug offences (cultivation, supply, import etc).	8	9
Children's Bill	8 (1 sent in error)	8
CARA	0	0
Theft	10	17
Public Order Offences (D+D, crim damage, HAD).	24	15
Assault (non DV)	6	5
Child Neglect	1	2
Poss weapon	2	3
Wildlife offence	3	2
Other	0	0

Offence Type CC	Q1 25/26	Q2 25/26
Possession of Drugs (any substance)	0	0
Other drug offences (cultivation, supply, import etc).	1	1
Children's Bill	1	0
CARA	1	5
Theft	3	0



Public Order Offences (D+D, crim damage, HAD).	4	3
Assault (non DV)	6	1
Child Neglect	2	3
Poss weapon	1	1
Wildlife offence	0	0
Other	0	0

What are the criminogenic needs of offenders are services commissioned to meet these?

The criminogenic needs of offenders referred to the offender diversionary scheme are assessed on entry. Often those who enter the service have on average 2-3 support needs.

Criminogenic Needs	Q1 25/26	Q2 25/26
Accommodation	23%	22%
Physical Health	10%	13%
Mental Health	31%	29%
Drugs	26%	25%
Alcohol	12%	13%
Education, Training & Employment	28%	29%
Finance Benefit & Debt	30%	31%
Children, Families & Relationships	9%	11%
Attitudes, Thinking & Behaviour	28%	27%
Domestic/Sexual Abuse	3%	3%
Sex Working/ Prostitution	0%	0%

The PCC commissions substance misuse and domestic abuse services for offenders. In addition, Pobl provide wraparound support that includes case coordination and onward referral to specialist services where needs are identified.

One of the top criminogenic needs identified is housing. This has been discussed at length at the Local Criminal Justice Board (LCJB) and a housing sub-group has now been formed, led by the Assistant Chief Constable and the Head of the Probation Delivery Unit for Dyfed-Powys. Community Accommodation Service Tier 3 and Integrated Offender Management funding is one area the group will be addressing. All agencies are seeing the housing risk escalate amongst both offenders and victims. This has been escalated to the Criminal Justice Board for Wales, with the ask that this be raised at a strategic level with Welsh Government as it is a key risk across all LCJBs.

His Majesty's Prison and Probation Service (HMPPS) carried out a needs assessment in April 2025. This is due to be refreshed; however the 2025 criminogenic needs were largely the same as in 2024. In comparison to the other PDU's (Probation Delivery Unit) Dyfed-Powys had the 2<sup>nd</sup> lowest level of people on probation with an ETE (Education, Training and Employment) need and the lowest level of people on probation with a finance, benefit and debt need. Dyfed-Powys had

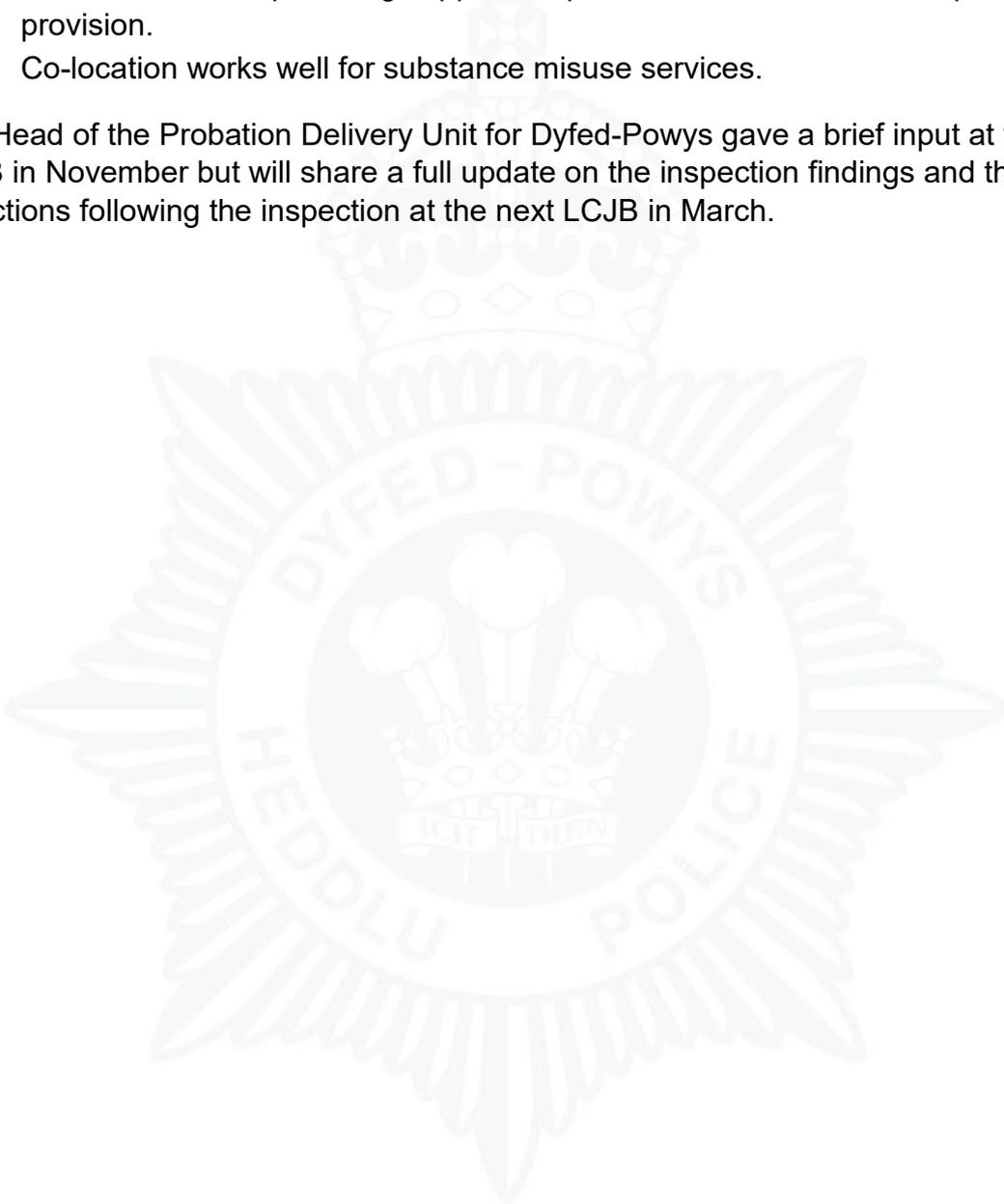


comparatively similar levels of people on probation with accommodation, substance use, relationships, emotional wellbeing, thinking and behaviours and lifestyle needs to other PDUs.

Probation recently underwent an inspection by His Majesty's Inspector of Probation, headlines include:

- The service is responding well to rurality needs,
- Commissioned services is a mixed picture – some services responding to needs, others are providing support via phone. Needs a focus on in person provision.
- Co-location works well for substance misuse services.

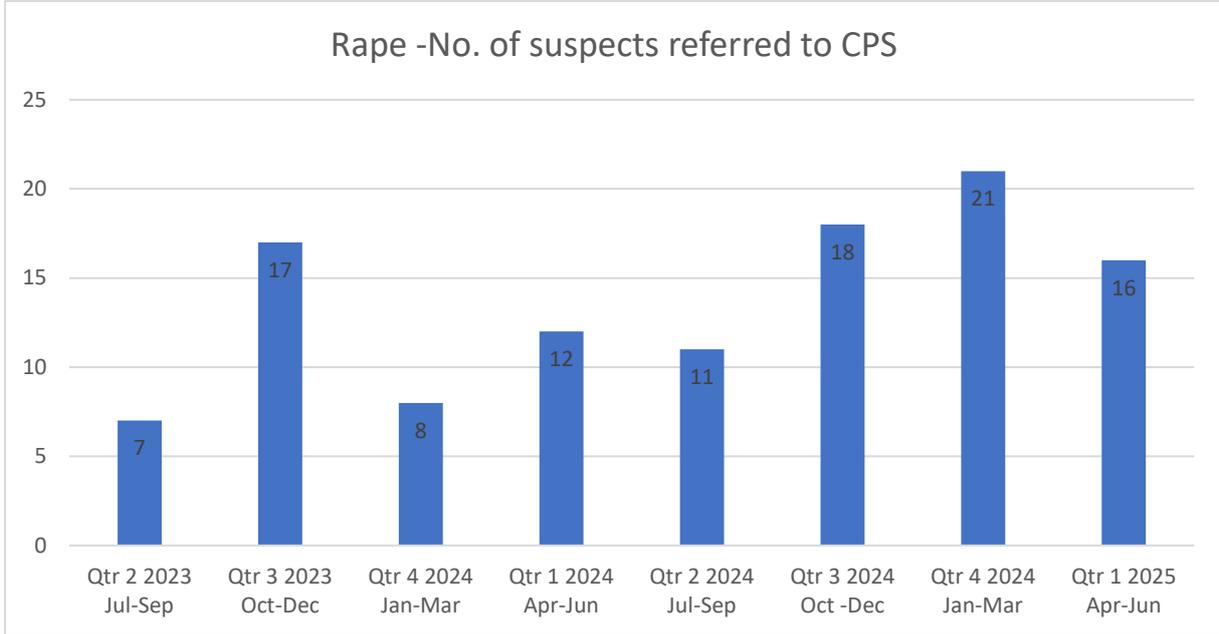
The Head of the Probation Delivery Unit for Dyfed-Powys gave a brief input at the LCJB in November but will share a full update on the inspection findings and the plan for actions following the inspection at the next LCJB in March.



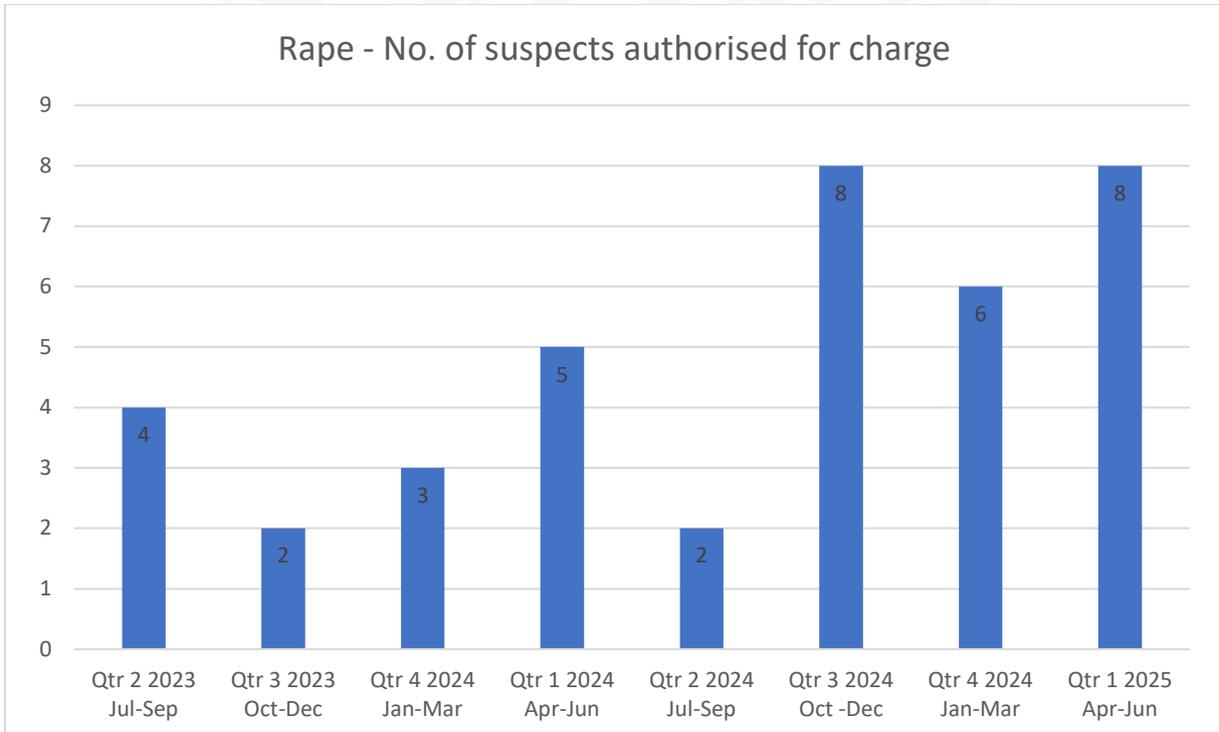


## MOJ

Data is retrieved from MOJ – this is the most up to date data that has been published – next data set is due for publication in February 2025 which will cover Q2 Jul-Aug-2025.

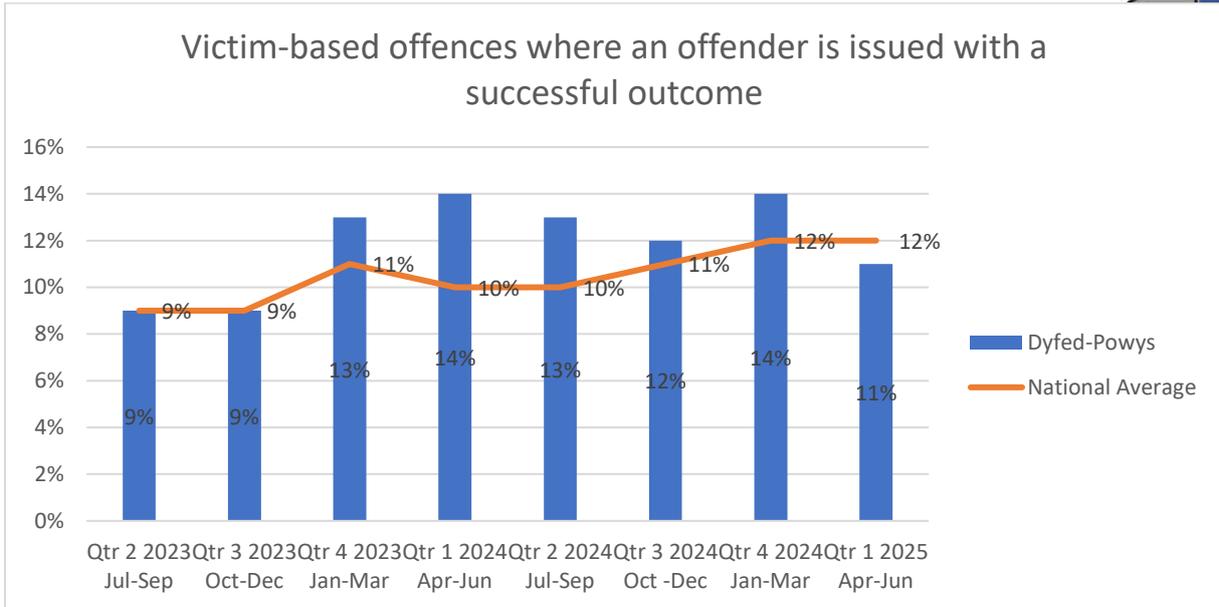


No national figures are available for the above, however it is not a topic which requires comparison in terms of the number of cases. The police are continuing to seek early advice from CPS.

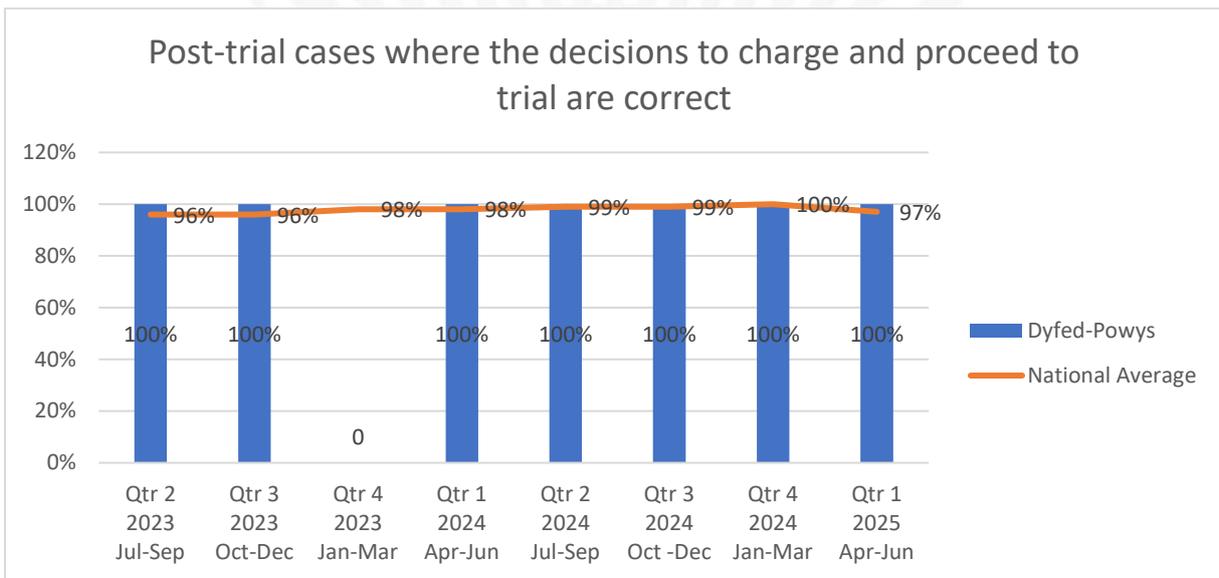


- No of suspects received at court

No data for Dyfed-Powys

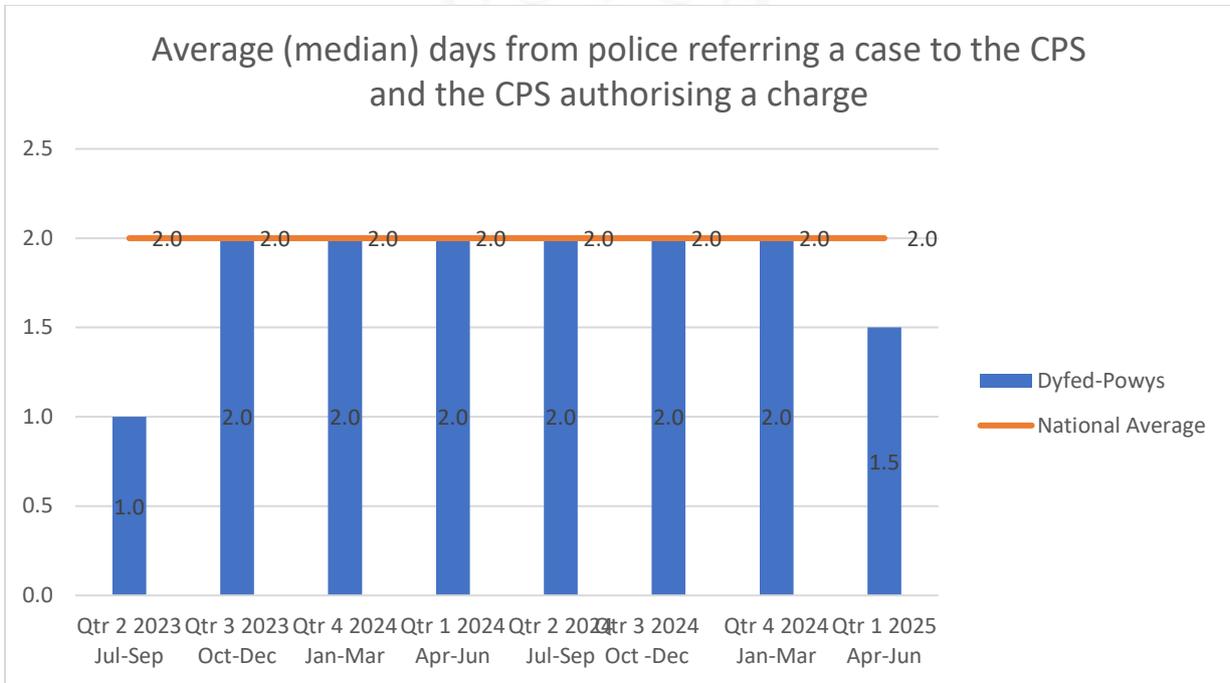
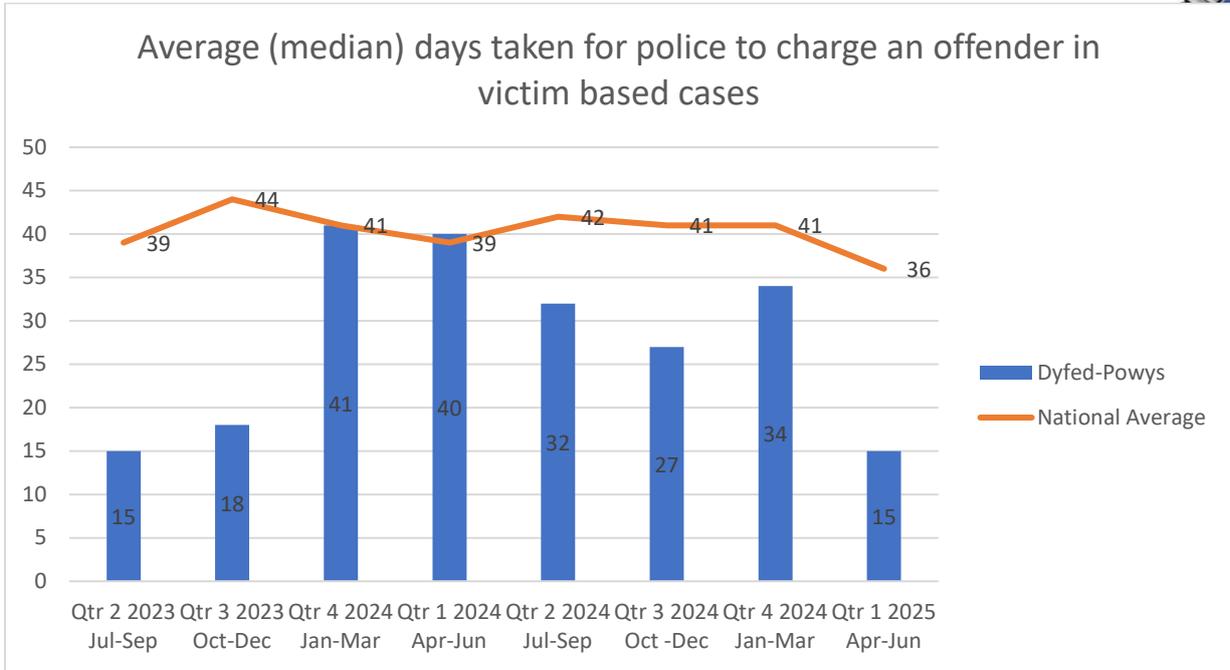


Dyfed-Powys has been consistently above the national average with a slight dip in the last quarter published.



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.

- Number of cases which resulted in a completed trial or guilty plea  
N/A for Dyfed-Powys



- Average number of days for completion at court

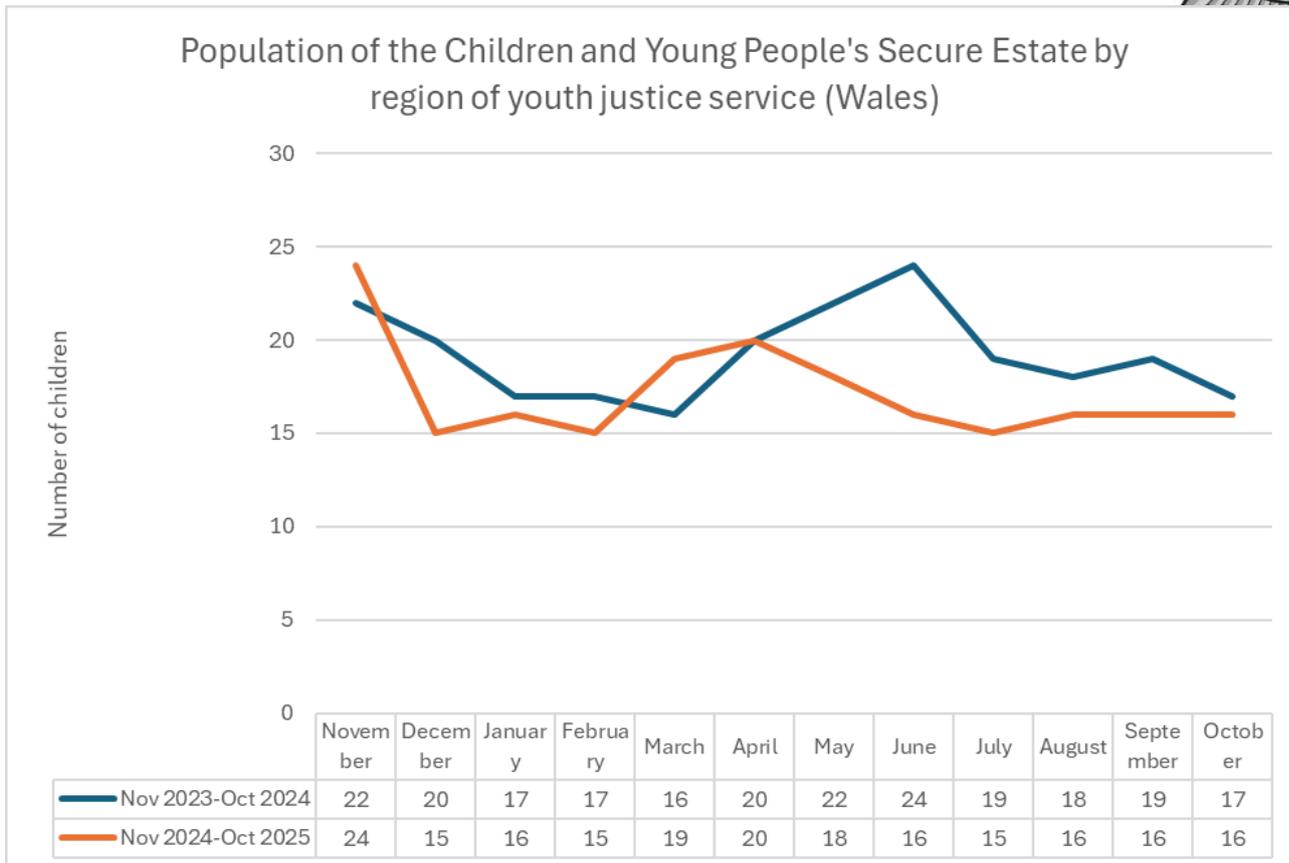
N/A in Dyfed-Powys – no data



YJB

Number of DPP Children in Secure Estate

National figures published by the UK Government include regional data (Wales).

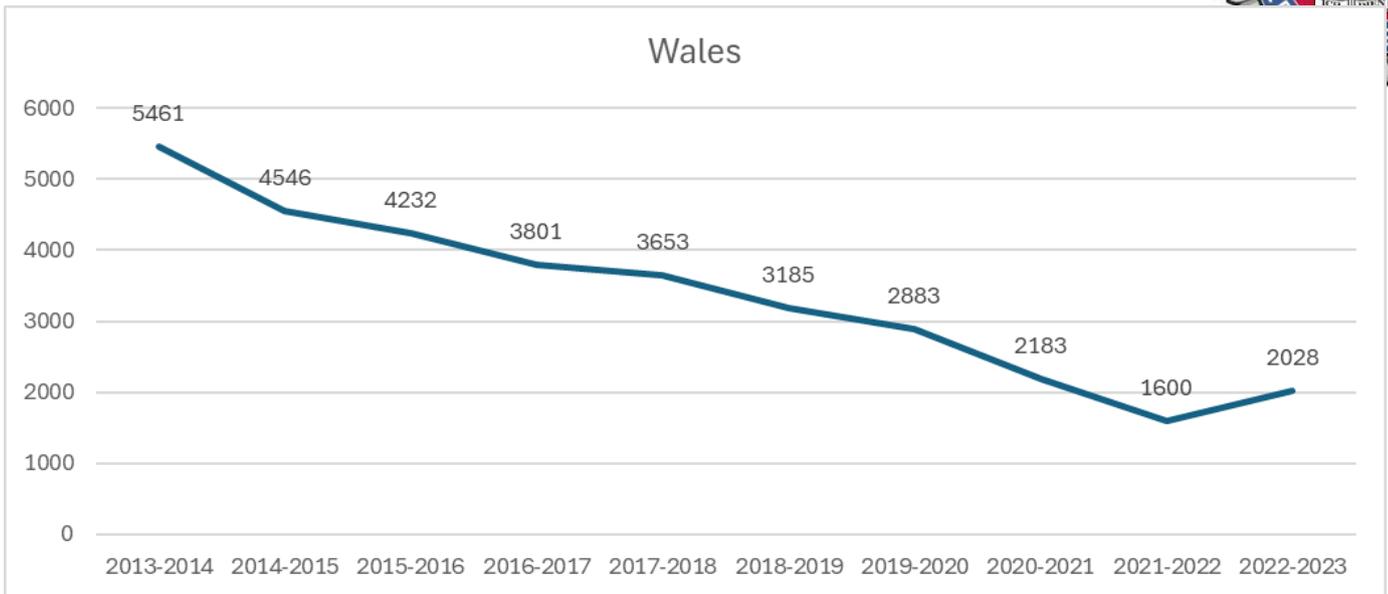


*Please note: The children and young people secure estate accommodates all children and young people aged 17 years and under in custody across England and Wales. Children and young people in custody are accommodated in Young Offender Institutions (YOIs), Secure Training Centres (STCs) and Secure Children’s Homes (SCHs). Within this accommodation are a number of 18-year-olds who are either completing their sentences within the Children and Young People Secure Estate or remaining in the estate for a short period before transitioning to the adult estate. There is one YOI in Wales, and one Secure Children’s Home in Wales.*



### No. of Juveniles Convicted

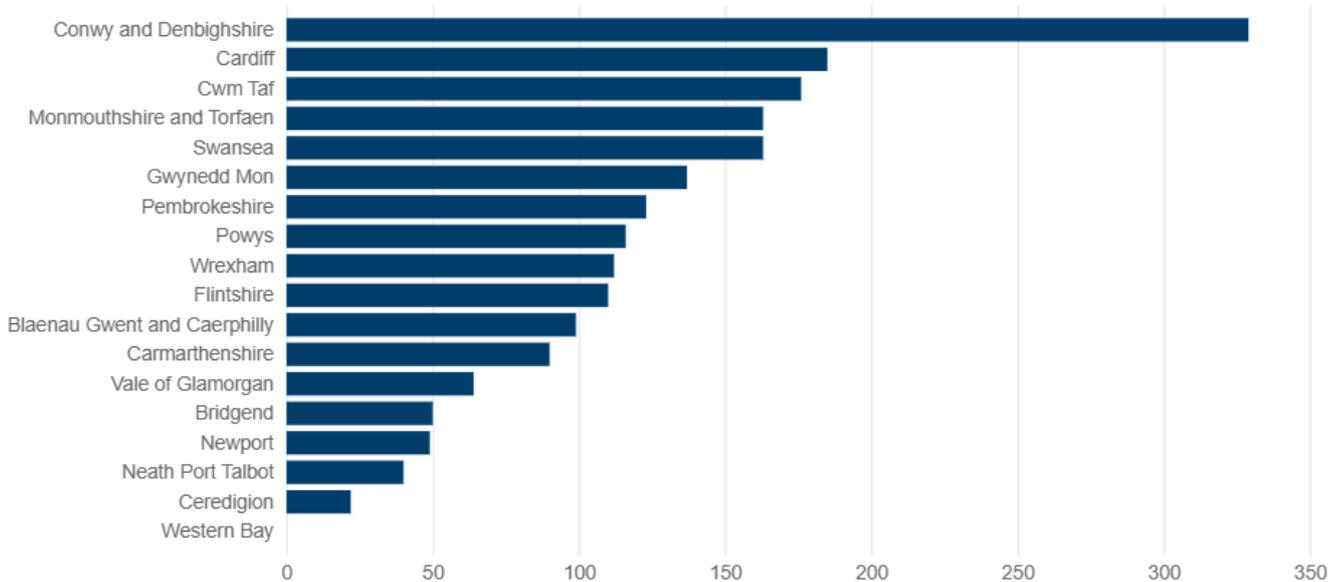
Number of proven offences by children in Wales by financial year:



source:

[Youth justice: interactive dashboard | GOV.WALES](#)

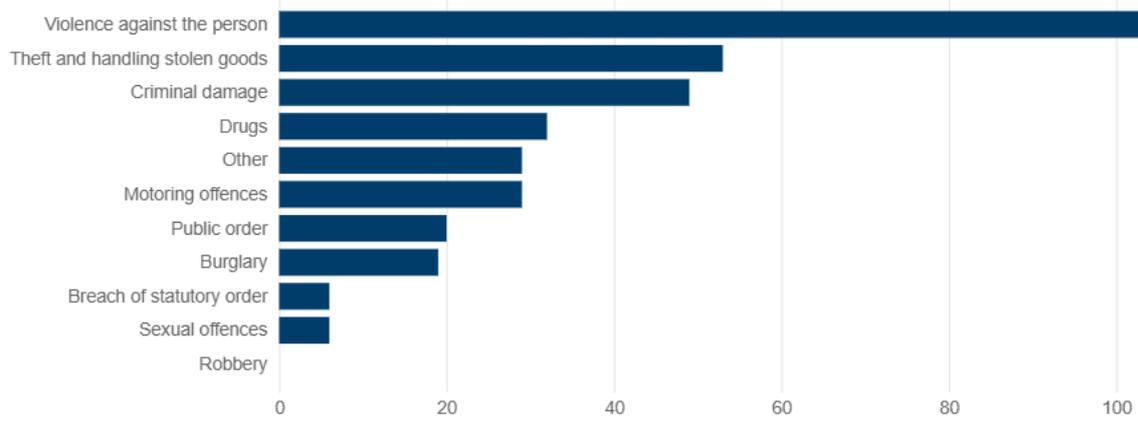
**Figure 5: Number of proven offences by children in Wales by youth justice service, for selected financial year and offence group [Note 1]**



Description of Figure 5: Bar chart showing the number of proven offences in each youth justice service in Wales. The largest numbers in 2022-23 were in Conwy and Denbighshire followed by Cardiff and Cwm Taf.

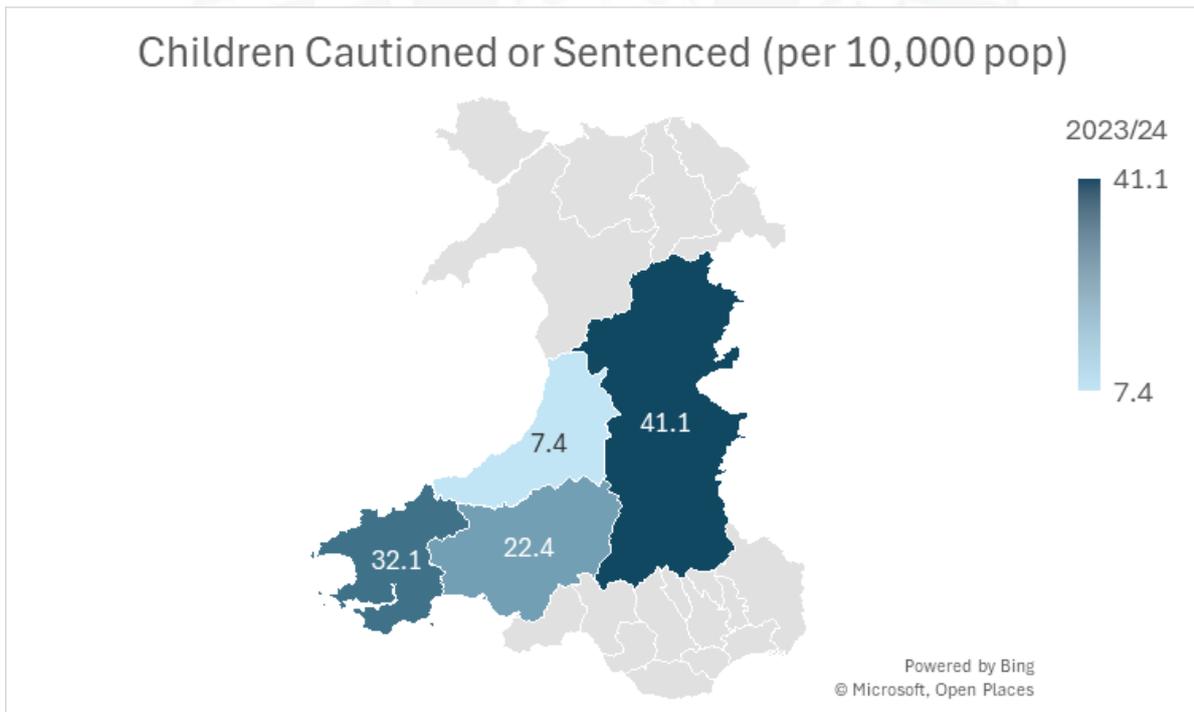
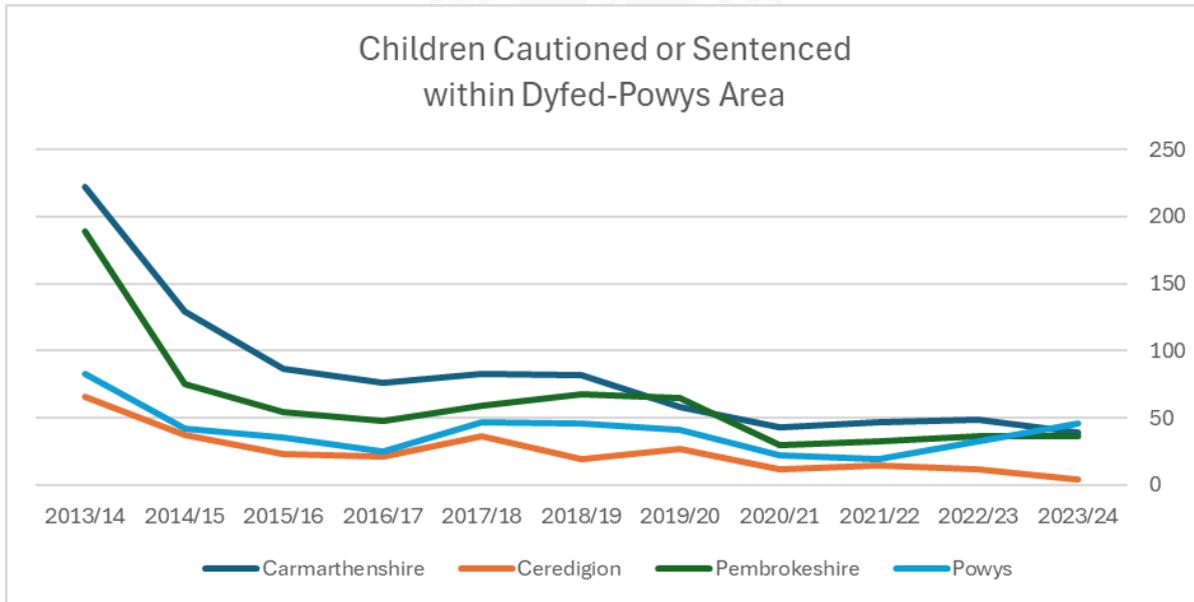
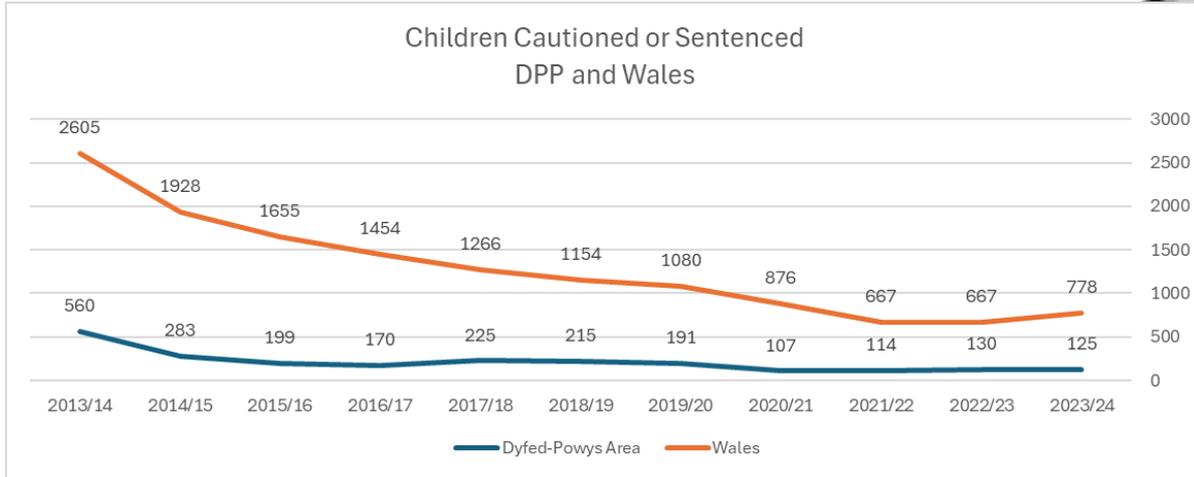


Offence Groups for proven offences committed by children in Dyfed-Powys Police area for 2022-23:





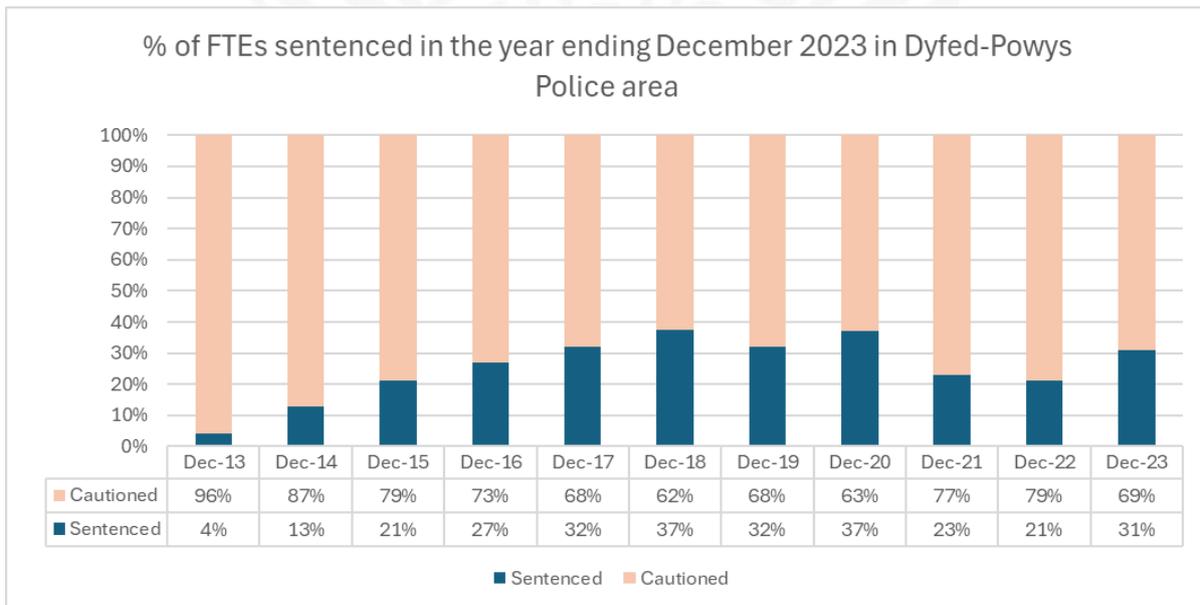
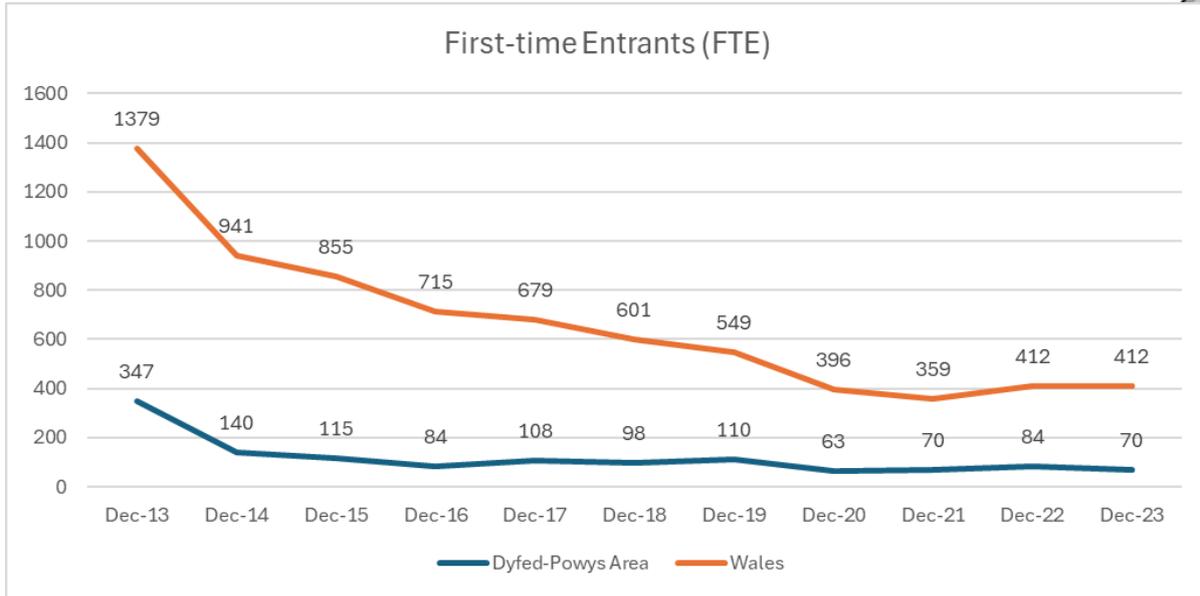
# First Time Entrants





### Number of child first time entrants receiving cautions or sentences

Data published by MoJ up to December 2023 of first time entrants to the CJS (Dyfed-Powys area)





## Disproportionality within the Criminal Justice System

### Arrest Volumes by Ethnicity

Arrest Volumes by Ethnicity	Oct-25	Nov-25	Dec-25	Q3 2025/26 Total	% of Arrest Volumes - Q3 2025/26 Total
A1. Asian Indian inc Asian British	-	2	4	6	0.4%
A2. Asian Pakistani inc Asian British	-	1	-	1	0.1%
A3. Asian Bangladeshi inc Asian British	2	2	3	7	0.4%
A4. Asian Chinese inc Asian British	1	-	2	3	0.2%
A9. Any other Asian background	2	1	2	5	0.3%
B1. Black Caribbean inc Black British	1	-	-	1	0.1%
B2. Black African inc Black British	1	2	3	6	0.4%
B9. Any other Black background	1	3	1	5	0.3%
Hist - N1. Declined to define	1	-	-	1	0.1%
M1. Mixed White & Black Caribbean	1	2	1	4	0.2%
M2. Mixed White & Black African	-	1	-	1	0.1%
M3. Mixed White & Asian	1	-	1	2	0.1%
M9. Any other mixed	3	8	4	15	0.9%
O2. Arab	1	-	-	1	0.1%
O9. Any other	7	4	2	13	0.8%
W1. White British	538	477	482	1497	91.5%
W2. White Irish	7	2	1	10	0.6%
W3. White Gypsy or Irish Traveller	-	-	1	1	0.1%
W4. White Roma	-	1	3	4	0.2%
W9. Any other white background	14	21	14	49	3.0%
NS. Not stated	1	1	2	4	0.2%
<b>Grand Total</b>	<b>582</b>	<b>528</b>	<b>526</b>	<b>1636</b>	<b>100.0%</b>

Figure 62: Q3 2025/26 Arrest Volumes by Ethnicity Per Month

The table above illustrates the volume of individuals arrested during Q3 of 2025/26, broken down by month and ethnicity. **91.5%** (1497 out of 1636) of individuals arrested during this time period self-defined their ethnicity as W1. White British.



### Detainee Volumes by Ethnicity

Detainee Volumes by Ethnicity	Oct-25	Nov-25	Dec-25	Q3 2025/26 Total	% of Detainee Volumes - Q3 2025/26 Total
<b>A1. Asian Indian inc Asian British</b>	5	3	6	<b>14</b>	<b>0.9%</b>
<b>A2. Asian Pakistani inc Asian British</b>	1	-	-	<b>1</b>	<b>0.1%</b>
<b>A3. Asian Bangladeshi inc Asian British</b>	2	1	3	<b>6</b>	<b>0.4%</b>
<b>A4. Asian Chinese inc Asian British</b>	-	-	2	<b>2</b>	<b>0.1%</b>
<b>A9. Any other Asian background</b>	-	2	1	<b>3</b>	<b>0.2%</b>
<b>B1. Black Caribbean inc Black British</b>	2	-	2	<b>4</b>	<b>0.3%</b>
<b>B2. Black African inc Black British</b>	1	2	3	<b>6</b>	<b>0.4%</b>
<b>B9. Any other Black background</b>	1	2	1	<b>4</b>	<b>0.3%</b>
<b>M1. Mixed White &amp; Black Caribbean</b>	-	3	-	<b>3</b>	<b>0.2%</b>
<b>M3. Mixed White &amp; Asian</b>	-	2	-	<b>2</b>	<b>0.1%</b>
<b>M9. Any other mixed</b>	4	5	2	<b>11</b>	<b>0.7%</b>
<b>O2. Arab</b>	1	1	-	<b>2</b>	<b>0.1%</b>
<b>O9. Any other</b>	5	5	2	<b>12</b>	<b>0.8%</b>
<b>W1. White British</b>	502	479	496	<b>1477</b>	<b>92.4%</b>
<b>W2. White Irish</b>	1	2	1	<b>4</b>	<b>0.3%</b>
<b>W3. White Gypsy or Irish Traveller</b>	1	2	3	<b>6</b>	<b>0.4%</b>
<b>W4. White Roma</b>	-	1	3	<b>4</b>	<b>0.3%</b>
<b>W9. Any other white background</b>	9	13	10	<b>32</b>	<b>2.0%</b>
<b>NS. Not stated</b>	-	2	3	<b>5</b>	<b>0.3%</b>
<b>Grand Total</b>	<b>535</b>	<b>525</b>	<b>538</b>	<b>1598</b>	<b>100.0%</b>

Figure 63: Q3 2025/26 Detainee Volumes by Ethnicity Per Month

The table above illustrates the volume of individuals detained in custody during Q3 of 2025/26, broken down by month and ethnicity. **92.4%** (1477 out of 1598) of individuals detained during this time period self-defined their ethnicity as W1. White British.



## CJBfW Anti-Racism Delivery Plan

Ch Insp Kaamil Garnie is continuing with a piece of work to assist the LCJB with progressing the anti-racism plans. Feedback was received at the board in November. The LCJB terms of reference and delivery plan have been reviewed through an 'anti-racism lens'. The conclusion being that whilst there is nothing inherently wrong with what exists currently; to be anti-racist there should be more of an active commitment to the dismantling of both institutional and individual forms of racism. Within the deliverables in the plan there is mention of the analysis of data, and the monitoring of programmes or performance but if we are seeking to be anti-racist then this should include capturing, monitoring and analysing ethnicity data across all stages of the CJS. Data is not currently available for this and the aim is to find a way of capturing this for the monitoring to be achievable. Work is being undertaken at an All-Wales level to ascertain how this can be achieved.

Since the launch of the Police Race Action Plan and Criminal Justice Anti-Racism Action Plan for Wales, Dyfed-Powys Police has been working hard to implement a series of changes to promote inclusivity across all levels of the organisation. The force-wide mandatory Race-related Cultural Awareness Training is a key part of the journey. Over 1,100 employees have already received this training. These in-person training sessions are designed to deepen participants understanding of race, identity, and cultural dynamics – and how these influence decision-making, relationships, and community engagement. It is recognised that every staff member plays a vital role in building an inclusive workplace and understanding the perspectives of the communities Dyfed-Powys Police serve. The training has received positive feedback, with many attendees highlighting the engaging and thought-provoking nature of the training, providing a safe space for learning, reflection, and critical thinking about racism and its impact.



## Trauma Informed Approaches

**What work is being completed under the trauma informed, psychologically led approach and what does this tell us in terms of how we promote it and what the outcome of this work is?**

The Women's Justice Blueprint team led on a piece of work to review and test the psychologically led, gender and trauma informed model in diversionary schemes. This model has now been CPD Accredited and is a resource now accessible to everyone and for use with any project going forwards.

Following on from this piece of work several of the PCC's commissioned services carried out self-assessments, amended their provision and integrated this into their service. Kaleidoscope and Pobl are two of the services who have completed this.

All commissioned services during their quarterly monitoring meetings are questioned on their trauma informed approach and what measures they have in place to address this.

**Are we adopting a trauma informed, gender responsive, psychologically led model/approach - (within the office/force/services)?**

An OPCC working group was set up to consider how a trauma informed approach could be implemented across the office. A self-assessment was completed to establish current delivery and future goals. An action plan was subsequently created, detailing areas of work for the OPCC.

To date the OPCC has completed the following:

- Organisation statement
- Sensitive language and trigger warnings
- Checklist for engaging with the public
- OPCC Handbook addition
- Added trauma-informed considerations to quarterly monitoring meetings with Commissioned Services
- Set up the Reflective Practice Buddy scheme
- Scrutiny of Force on their implementation of the commitment



## Compliance with Detainee Rights and Entitlements

### Are detainees rights and entitlements being upheld?

- Concerns raised through Independent Custody Visitor visits during Q2 of 25/26 included:
  - Staffing issues - This quarter saw an increase in staffing issues being raised as a concern consistently across all custody suites, suggesting that the challenges are organisation-wide rather than isolated incidents. The feedback from ICVs stipulate that the staffing pressures are having an impact on operational matters, resourcing facilities and an increase in the duration of transporting detainees.
  - Station closures - As referenced above, a consequence of staffing issues has meant that ICVs have experienced a number of abandoned visits from various custodies without being notified in advance.
  - Health care Provision (HCP) - Issues in relation to HCP coverage remain, with a lack of embedded practitioners in Brecon Custody Suite. A query has been raised with regards to the changes to Fitness to Release (assessment by HCP that determines if the detainee can leave custody once a disposal method has been established) for detainees charged with sexual offences against children, whether this is possible via the remote telephone service known as 'Visionable'.
  - Repairs & Maintenance - The concern surrounding repairs was the most prominent issue over the last quarter. Following from the last ICV Panel meeting, it was disclosed that there were additional concerns with regards to the cleanliness and water issues regarding the handover of refurbishments at a specific custody suite.
  - Delays Into Custody & Disability Access - Whilst there have been issues with regards to abandoned visits due to station closures, it is pleasing that there have been no delays due to the challenges in staffing or staff stating they were too busy to accommodate ICV visits. In the last quarter, there were no instances whereby ICVs reported being delayed admission into custody or any concern relating to disability access for detainees.
  - 'Other' Issues Identified - Religious items- 2 instances were reported in Aberystwyth where there was not as wide a range of religious items in the suite as compared to other custody units. In Dafen there was an ongoing issue with regards to the items being stored in the HCP locker room despite there being an agreement to have these items stored on a shelf.  
Food stocks- ICVs in Dafen reported low food stocks and no gluten free items for those detainees' specific dietary requirements. They also noted paper cutlery was not practical when detainees were eating hot meals.
- The Commissioner's Custody Independent Scrutiny Panel (CISP) has focused on a number of topics within 2025. Key findings from each of the panel meetings are below:
  - Ethnic Minorities Detainees in Custody - 30 case records were reviewed, with no signs of discrimination, all detained persons (DPs) were given their rights either at booking in or at a later stage during custody, all females were offered sanitary products and were allocated same sex officer. Difficulties associated with obtaining an interpreter for certain languages meant that legal representation was delayed, and in



one instance, the DP was bailed until one could be sourced. 17 DPs had their religious items catered for (57%). Whilst this is an improvement, there were 10 records with no details recorded in relation to religious items.

- [Vulnerable Detainees in Custody](#) – 19 case records were reviewed. The Panel assessed that 53% of records showed that DPs were treated well by custody staff and complex needs were handled well. The Panel recorded in 95% of cases that DPs' risks were taken into account, with only one record where the Panel member could not find the detail. The average time for a detention officer to make contact with an Appropriate Adult (AA) was 7 hours and 30 minutes, and the average time the DP first made contact with an AA was 8 hours and 10 minutes.
- [Use of Force](#) – 26 cases were reviewed by the panel. Overall, the Panel deemed that 54% of the records were compliant, indicating that no further action was needed from the Force due to the quality of the record. 42% were graded 'amber', due to lack of detail or clarity within the record. 6% were considered to be 'red' either due to disproportionate use of force (1 record) or lacking sufficient detail to make a determination (8 records). 20 of the 26 DPs were offered or referred to support services; and the 6 remaining declined the option. Primary services offered to DPs were for mental health. 20 of the 26 saw an HCP, with 6 experiencing delays.
- Women and Girls in Custody - 15 records were reviewed by the panel. There were no 'red' cases highlighted by the CISP, 60% were 'green' and 40% 'amber'. There were no instances of use of force or strip search. 9 of the 15 records were children, with all inspector reviews complied with and Children's Checklist completed. The panel did however, express concern with the quality of these checklists being completed, with 5 of the 9 records not recording the voice of the child. Questions remained whether female DPs were assigned a female officer, whether the officers introduced themselves and whether DPs were offered to speak to someone of the same sex.

### Are CYP detained correctly?

- Findings from the October 2025 CISP which focused on Children in Custody (CIC):
  - 10 cases were reviewed by the panel
  - The average time a detainee was held in custody was 4 hours and 41 minutes, which is a dramatic improvement in comparison to last year's report of 18 hours and 13 minutes.
  - Inspector reviews were evident



- All rights were provided either at booking in or at a later stage in the detention
- 3 out of 10 custody records reviewed by the CISP did not contain a Children's Checklist
- Of the 7 records which had the Children's Checklist, 4 did not contain the Voice of the Child, meaning only three Children's Checklists were completed appropriately for CIC
- Difficulties obtaining an AA or securing accommodation for CIC has been attributed to limited resources/availability of Social Services out of office hours
- Within all CISP meetings the Panel is asked to consider the Force's compliance with the CIC 23-point checklist. Some key findings for 2025 include:
  - [Ethnic Minority Detainees](#) - Although only one case out of the 30 was in reference to a juvenile detainee. The Custody Checklist, Voice of the Child nor the Reachable Moments were recorded for this custody record.
  - [Use of Force](#) - There was one record which involved a CIC; however, the Panel were unable to view the Children's Checklist. This will be rectified for future meetings. The Force confirmed that the Children's Checklist was included in this record and there was evidence that custody staff were cognisant of the AWARE model (AWARE stands for appearance, words, activity, relationships and environment), and all these aspects help to build a fuller picture of the child's circumstances and potential causal factors in their offending.



## Victim Insight Surveys

Victim insights surveys are a pivotal aspect of understanding victim experiences and satisfaction with the police. Dyfed Powys outsources these surveys to a company called Opinion Research Services (ORS) since 2023. This has aided in the ability to increase the number of surveys conducted and gain further clarity into victim insights.

The data has been collated from the Victim insights dashboard. The time period for the data collated is September to November 2024 and September to November 2025. This timeline for the data is when the data has been reported back to us from ORS, after the surveys have been conducted. Therefore, the reported date for the data presented would be July to September 2024/25.

### Domestic Abuse Survey

- 107 surveys conducted between September and November 2024
- 139 surveys conducted between September and November 2025

#### Initial contact

- Victims' satisfaction with initial contact has remained above 70% across both time periods for 2024 and 2025.
- Satisfaction remained stable for initial contact with 70.1% overall satisfaction between September and November 2024 and 75.5% satisfaction in 2025.
- Satisfaction was at its highest in the month of September 2025 with 78.0%. Whereas in the previous year, satisfaction was highest in the month of October 2024 with 82.1%.

#### Ongoing contact

- Overall, between September to November 2025, victims felt satisfied 79.9% of the time with their treatment by officers who dealt with their case. In 2024, victims felt satisfied 79.4% of the time. Satisfaction has decreased marginally (0.5%) for ongoing contact from 2024 to 2025.
- Satisfaction amongst victims is lower for how well they felt kept informed during the case as 55.1% of victims felt satisfied between September and November 2024. Whereas the following year, satisfaction increased to 64.7% (9.4% increase) between September and November 2025.

### Are you satisfied or dissatisfied with the actions taken by the police?

- From September to November 2025, victims felt satisfied by the actions taken by police 71.9% of the time.
- From September to November, victims felt satisfied by the actions taken by police 62.6% of the time. Victim satisfaction increased from 2024 to 2025 by 9.3%.

#### 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?

- Between September and November 2024 victims answered that they were asked about support services 80.4% of the time. Victims felt satisfied with the services provided (by Goleudy) 95.0% overall.
- Between September and November 2025 victims were asked the above question regarding police officers offering information about support services 74.1% of the



time. This is a 20.9% decrease from the previous year.\* \*(Due to Goleudy being outsourced, data from March 2025 onwards does not capture victim satisfaction with services provided by Goleudy).

### Stalking Survey

- 33 surveys conducted between September and November 2024
- 16 surveys conducted between September and November 2025
- Victims felt satisfied with the ease of initial contact 87.9% of the time and felt satisfied with the service provided 84.8% on average September and November 2024.
- Victims felt satisfied with the ease of initial contact 68.8% of the time in 2025. This is a decrease on the previous year by 19.1%.
- Victim satisfaction for services received during the initial contact increased in 2025 to 93.8% (10.4% increase from the previous year).

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

- Victim satisfaction for how well they felt like they were kept informed of progress increased in 2025 to 62.5% from 48.5% the previous year.

### Crime Survey

- 110 surveys conducted between September and November 2024
- 103 surveys conducted between September and November 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?**

- Between September to November 2024, victim satisfaction for service received was 73.9%. Satisfaction increased in the following year as victims felt satisfied with service received during the initial call 81.6% on average.
- Overall, victims had lower levels of satisfaction with actions taken by the police. In 2025, this was 57.3% which is a decrease from the previous year from 60.0% victim satisfaction in 2024.

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

- September to November 2024, victims felt satisfied 62.1% on average.
- September to November 2025, victims felt satisfied 63.6% on average.

#### 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?**

- In 2024, victim satisfaction for information about support services was 37.3%. This increased the following year in 2025 during September to November down to 43.7% overall satisfaction (6.4% increase).

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

Victims were satisfied with the services provided by Goleudy 100.0% of the time during September and November 2024.\*

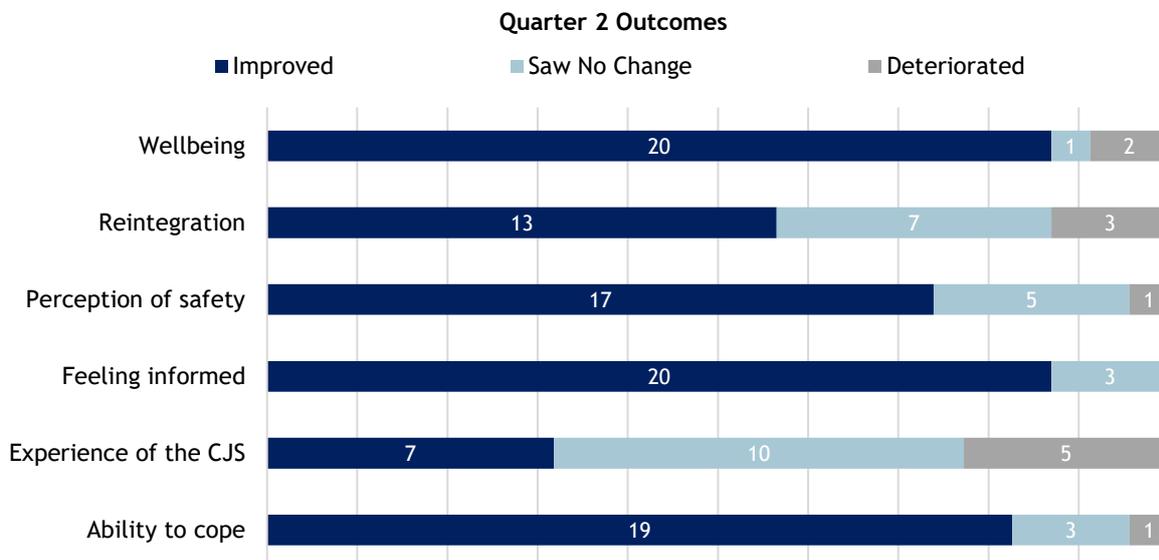
*\*Due to Goleudy being outsourced, data from March 2025 onwards does not capture victim satisfaction with services provided by Goleudy.*



## Victim Services

Are victims experiencing positive outcomes from their engagement with support and specialist support services?

### Victim Support



### New Pathways

ISVA service	Q1 25/26	Q2 25/26
More able to cope	86%	87%
Reduced symptoms of anxiety	86%	86%
Feeling less isolated	82%	84%
Feeling more engaged	85%	85%

### Dal I Godi

IDVA service	Q1 25/26	Q2 25/26
% felt more able to cope	70%	61%
% felt less anxious	62%	55%
% felt less isolated	65%	58%
% Felt that their safety had been improved	70%	63%
% Felt enabled to make positive choices	74%	68%



## OPCC Reviews

Are the public satisfied with the service they receive from the Police and criminal justice agencies?

- 34 requests for a complaint review were received by the OPCC between Jan-Dec 2025 compared to 29 received in the same period for 2024.
- 90 Complaints were received between Jan-Dec 2025 by the OPCC that were logged as '*PSD Complaints*' (complaints directed to PSD). Within 2024, 63 '*PSD complaints*' were recorded.
- 20 community concerns were received relating to dissatisfaction with Force's response times/lack of updates. This is compared to 47 concerns received last year.

CSEW data same as what was reported in last quarter's report, therefore has not been included.

Questions included in the annual precept consultation on trust and confidence:

**How much confidence do you have in your local police force to effectively keep your community safe?**

- Not at all confident: 140 (17%)
- Not very confident: 193 (24%)
- Somewhat confident: 349 (43%)
- Very Confident: 121 (15%)

**To what extent do you trust your local police to treat people fairly?**

- Not at all: 101 (13%)
- A little: 145 (18%)
- Some: 263 (33%)
- A great deal: 293 (37%)

**General feedback from Councillors who we have engaged with during monthly Community Engagement Days:**

- Several have noted that they are happy with the work of their local PCSOs.

However, most councillors have also said that they would like to see more Officers, and Police presence in their communities.

**What are the most prevalent themes in complaints?**

- [IOPC data](#) shows that for Q1&2 for 25/26 the most recorded complaint category for DPP was "Delivery of duties and service" (428 complaints out of 762), which includes the subcategories of "Police action following contact", "General level of service" and "Decisions and Information". For Q1&2 of 24/25 "Deliveries of duties and service" was the most recorded complaint category again, although a lower number of 301 (out of 498) complaints were recorded.



- From the 34 reviews recorded by the OPCC the most prevalent themes emerging include:
  - Domestic abuse - Dissatisfied with the Force's response. The OPCC has also seen an increase in male DA alleged victims submitting complaints raising their dissatisfaction that their reports have been ignored due to the fact that they are male victims. (5 reviews received of this nature).
  - Lack of updates / timeliness for investigations (4 reviews received).
  - Dissatisfaction with investigation outcome (5 reviews received).

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

- The Commissioner's Quality Assurance Panel (QAP) has focused on the following:
  - January 25 – The Panel was asked to review a selection of adult and juvenile referrals to the New Pathways service.
    - Positive feedback: Of the four cases reviewed, only one had a gap in identifying referrals into New Pathways from the police. There was evidence in all four cases of strong engagement between ISVAs and the victims throughout. Cases 3 and 4 were considered stronger than the other two on the premise 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. Across the four cases scrutinised, the service provided to adults and children was comparable and the general indication from the Panel was that children appeared to be handled with appropriate care.
    - Areas for improvement: The length of investigations are perhaps contributed by officer's availability. In one of the four cases, 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 in correspondence between Dyfed-Powys Police and other constabularies prolonged the provision of updates to the victim and risked victim disengagement. The standards of reporting from ISVAs varied significantly. There did 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.
  - September 25 – The QAP reviewed a selection of incidents involving victims of Rape and Serious Sexual Offences (RASSO). The QAP were asked to assess a series of recordings of Body Worn Video (BWV) and video calls using the GoodSam platform. The BWV footage showed the initial police response by frontline officers and their interaction with the victim. The GoodSam footage showed interactions between specialist detectives who engage and capture initial information from non-recent RASSO offences (occurred months or years ago). The Panel were asked to review the footage and consider two areas of focus: 1. To assess the Force's compliance regarding the 5 aspects of Procedural Justice (Fairness, Dignity and Respect, Voice and Recognition,



Safety, Trustworthiness). 2. Compare service standards provided by operational frontline officers and CID officers operating the virtual telephone service.

- Positives: the level of training to frontline officers appeared satisfactory. The QAP acknowledged that the role and function of frontline officers is diverse and dynamic and that they may therefore not have the same in-depth knowledge in comparison with specialist RASSO officers and detectives. The QAP praised the professionalism displayed by all officers displayed on both BWV and GoodSam footage. There was no evidence of victim blaming nor discrimination in victim interactions on BWV nor GoodSam footage.
- Areas for improvement: Both GoodSam videos reviewed involved the same police officer engaging a victim; therefore, the QAP were uncertain whether their feedback ought to be interpreted by DPP specifically for the officer or as an overall assessment of the service provided through GoodSam. Wider consideration may need to be given by officers' rapport building and demonstration of empathy with virtual engagement via GoodSam, especially where sensitive RASSO disclosures are made by a victim. In comparison, the QAP considered that the frontline officers displayed good rapport building and empathy to victims. As footage recorded from GoodSam is considered appropriate for recording disclosures from victims, the QAP would like to view BWV footage where frontline officers have been afforded the same evidential means in replacement of the completion of the Witness Information Booklet (WIB).

### Are victims satisfied with the outcome of their case?

#### Qualitative feedback from victims

- The OPCC saw an increase in complaint reviews during 2025 when compared with 2024 (repeat from the above (3.1.1)), indicating possible increased dissatisfaction. However not all of these will have come from victims.
- In one complaint review upheld by the OPCC the caseworker determined that VCOP was not complied with.

### Were the outcomes applied appropriate?

- The Commissioner's Out of Court Resolution (OoCR) Scrutiny Panel deemed that for the 29 adult cases reviewed in 2025:
  - 11 (38%) were appropriate
  - 9 (31%) were appropriate with reservations
  - 8 (28%) were inappropriate
  - 1 (3%) where the Panel failed to reach a conclusion
- This compares to the 33 adult cases reviewed within 2024:
  - 12 (36%) were appropriate
  - 13 (39%) were appropriate with reservations
  - 8 (24%) were inappropriate



## Quality Assurance

Internal quality assurance (QA) 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

The Rape QA commenced in September 2024. Since launched to end of December 2025, a total of 489 Rape occurrences has been quality assured. The below graphs illustrate the Positive response rates. (Proportion of responses answering 'Yes' to the selected question)

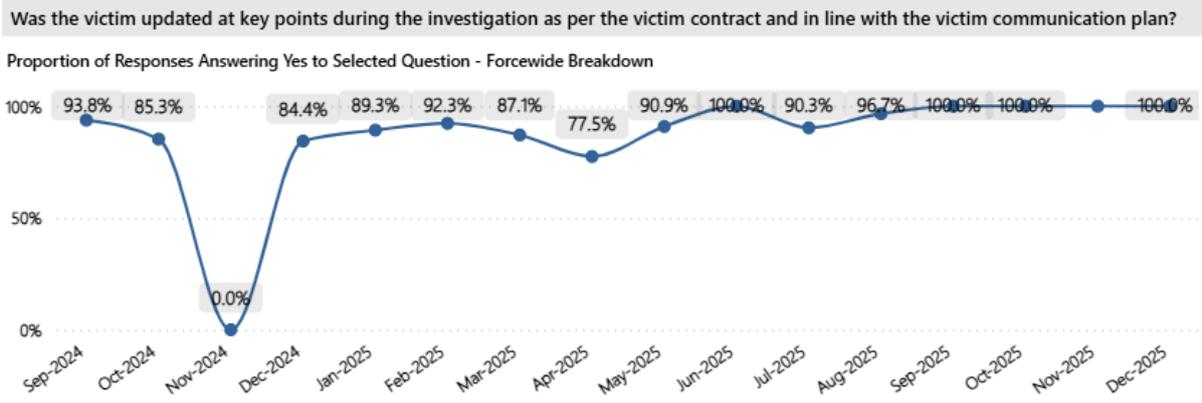


Figure 64: Internal Rape QA Victim Updates

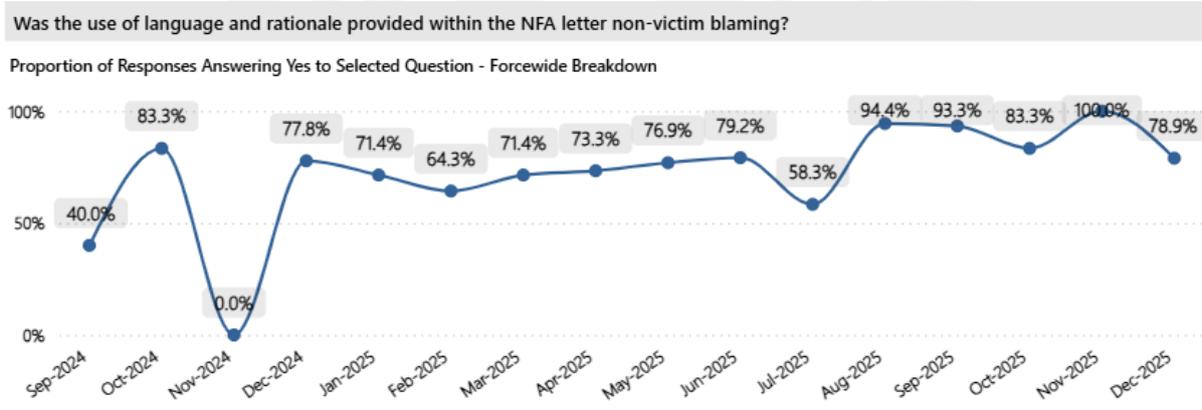


Figure 65: Internal Rape QA Victim Blaming Language

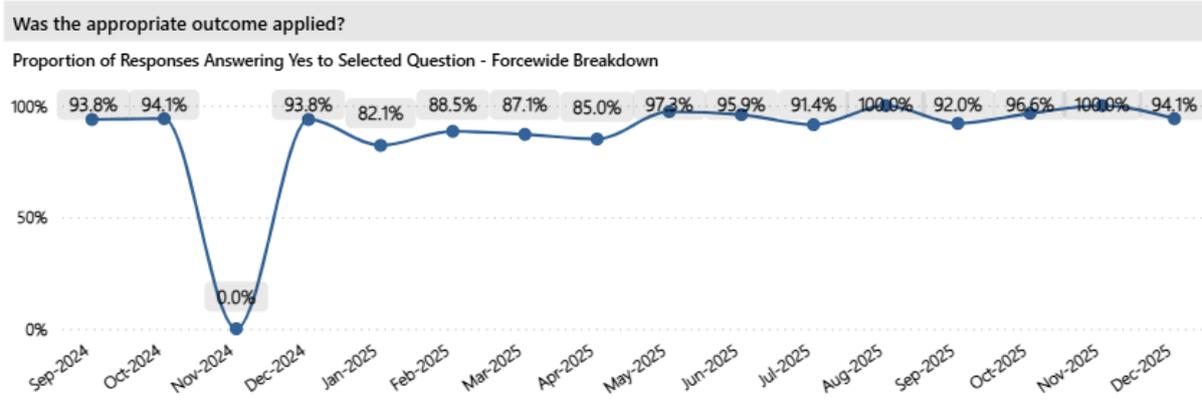


Figure 66: Internal Rape QA Appropriate Outcome Applied



### Domestic Abuse

The Domestic Abuse QA commenced in January 2024. Since launched to end of December 2025, a total of 1862 Domestic Abuse occurrences have been quality assured. The below graphs illustrate the Positive response rates. (Proportion of responses answering 'Yes' to the selected question)

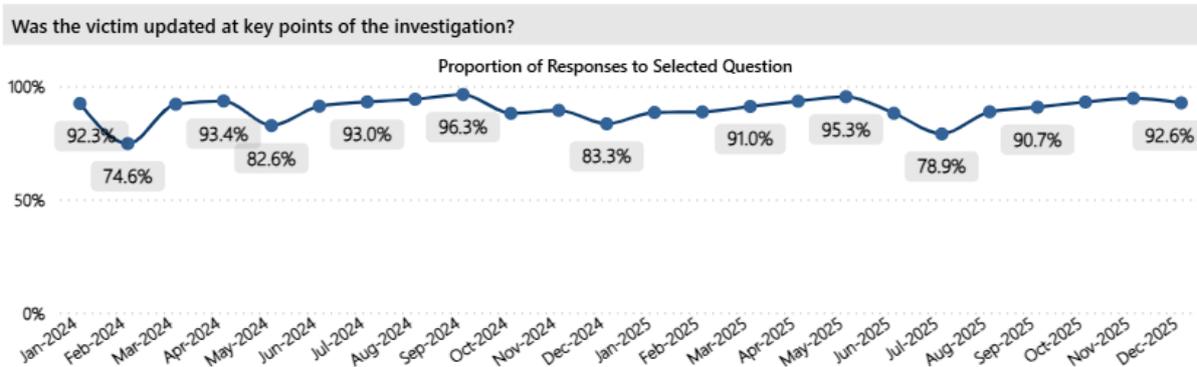


Figure 67: Internal Domestic Abuse QA Victim Updates

During Q3 2025/26, 1 out of 240 (0.4%) completed audits considered victim blaming language was used.

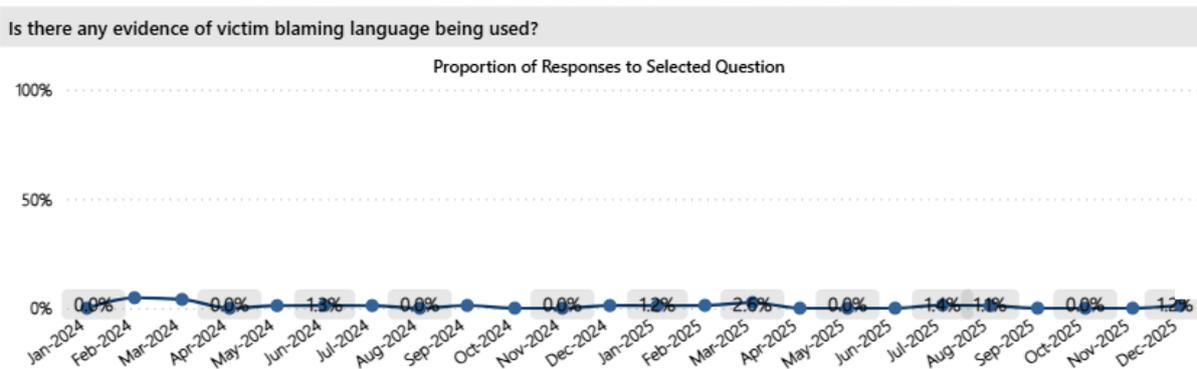


Figure 68: Internal Domestic Abuse QA Victim Blaming Language

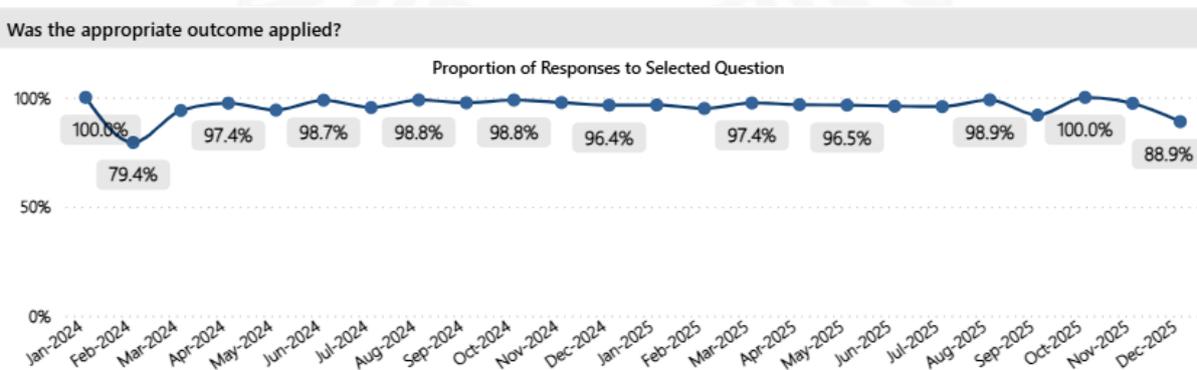


Figure 69: Internal Domestic Abuse QA Appropriate Outcome Applied.



Voice of the child.

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

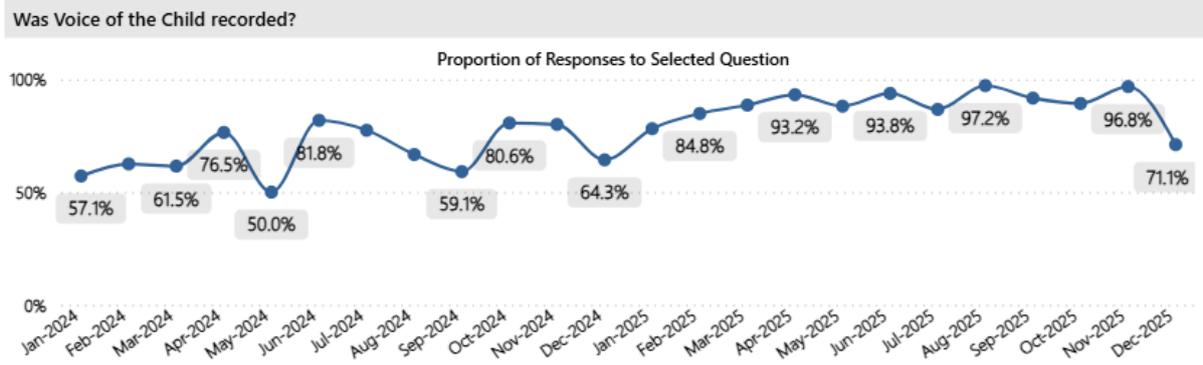


Figure 70: Internal Domestic Abuse QA Voice of Child Recorded.

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.

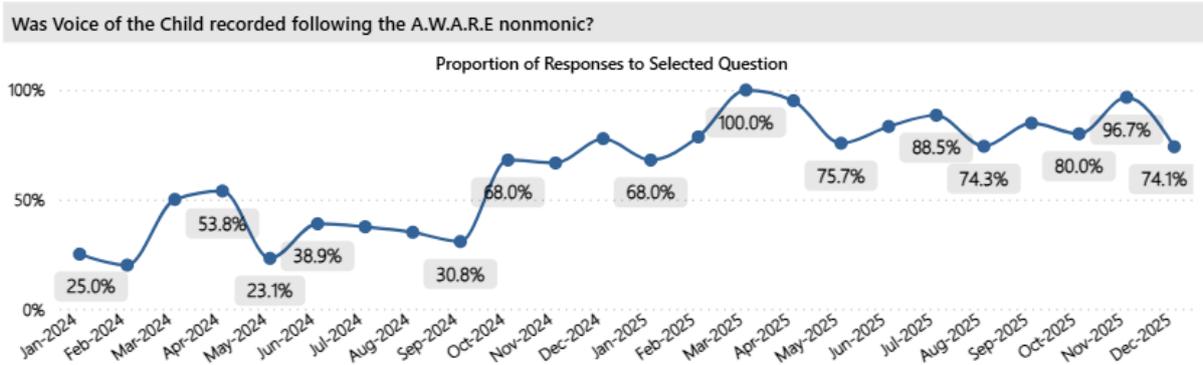


Figure 71: Internal Domestic Abuse QA AWARE Nonmonic.