



QUALITY ASSURANCE PANEL (QAP)

This report summarises the activity of the QAP between April 2025 and March 2026. It brings together quantitative data, key findings, and thematic insights across all four quarters.



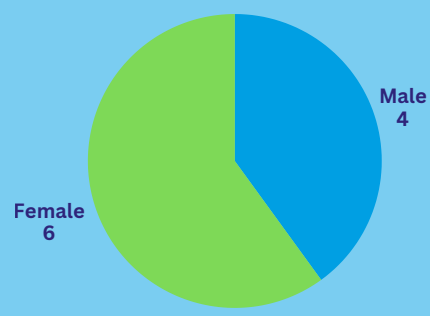
25-26 STATISTICS



Number of cases considered:



Gender of Panel members:



Topics considered:

- **USE OF FORCE**
- **FORCE COMMUNICATION CENTRE CALL HANDLING**
- **OP SOTERIA- VICTIMS OF RAPE AND SERIOUS SEXUAL OFFENCES X2**
- **STOP AND SEARCH - VEHICLES**
- **CALL HANDLING OF RURAL CRIME**

Read the full reports on our website: [Quality Assurance Panel](#)

OVERALL SUMMARY OF PANEL FINDINGS (2025-2026)

Positive Themes Identified

Across all scrutiny exercises during the year, the Panel consistently identified a number of strong themes in service delivery:

Professionalism and Communication

- Staff interactions with the public were generally polite, calm and professional, helping to build reassurance and confidence.
- Many cases demonstrated clear and effective communication skills, particularly in explaining incidents and gathering information.





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Effective Information Gathering

- Call handlers and officers frequently used logical and structured questioning, enabling them to understand incidents and capture relevant details.
- In the majority of cases, there was clear evidence that key information was accurately recorded and acted upon.



Positive Engagement with Victims

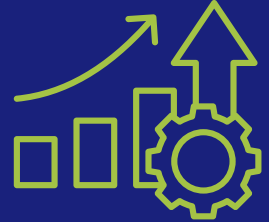
- The Panel observed good examples of empathy and rapport, particularly in more complex or sensitive incidents.
- In more complex cases, staff were able to put callers at ease and demonstrate understanding of their concerns.

Safeguarding Awareness

- There was clear recognition across many cases of the importance of identifying vulnerability and safeguarding needs, aligning with wider policing priorities.

Examples of Best Practice

- Several cases across the year were highlighted as models of excellent practice, particularly where:
 - Expectations were clearly managed
 - Advice and reassurance were provided
 - Call structure was clear and consistent



Areas for Improvement

While overall performance was positive, the Panel identified a number of recurring themes for development:

Clarity and Expectation Management

- In some cases, callers were not given clear information about next steps, outcomes, or timescales.
- This reflects a broader policing challenge, where effective communication at first contact is critical to public confidence.

Consistency in Vulnerability Identification

- Although vulnerability was often considered, it was not always:
 - Identified early enough in interactions, or
 - Applied to all relevant individuals connected to the incident

Call Handling and Communication Style

- Periods of silence during calls were not always explained, which could lead to uncertainty for callers.
- Opportunities were missed to:
 - Use callers' names consistently
 - Maintain engagement throughout the interaction



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Structure and Flow of Interactions

- Some interactions lacked a clear and logical structure, particularly in the early stages of gathering information.
- This occasionally resulted in:
 - Delays in identifying key details
 - Less efficient handling of incidents



Recording and Administrative Accuracy

- In some areas of scrutiny (e.g. forms, logs or records), minor inaccuracies or inconsistencies were identified.
- Similar findings in previous reports show that record-keeping and system use can be impacted by process changes or system transitions, requiring ongoing oversight and training.

Use of Powers and Decision-Making

- In some cases, the Panel questioned whether:
 - Incident grading was appropriate
 - Alternative outcomes or responses could have been considered



**WE ARE RECRUITING FOR
PANEL MEMBERS**

**Do you live or work within
the Dyfed Powys area?**

**We're looking for talented, enthusiastic
people to join us!
The criteria for suitable applicants
and further information
is available on our website**



Email: OPCC@dyfed-powys.police.uk

Phone: 01267 226440

Website: <https://www.dyfedpowys-pcc.org.uk/en>