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This document is available in Welsh as well as English.



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

# Annual Report

## 2021-2022

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This document is also  
available in Welsh.



# Contents

<b>Foreword</b>	<b>3</b>
<b>The Role of a Police and Crime Commissioner</b>	<b>5</b>
<b>2021-25 Police and Crime Plan</b>	<b>6</b>
<b>Working to Accomplish the Priorities</b>	<b>9</b>
Priority 1: Victims are supported	9
Priority 2: Harm is prevented	18
Priority 3: Our justice system is more effective	27
<b>Values</b>	<b>33</b>
Working Together	33
Being Accountable	36
Being Sustainable	46
Engaging Widely	48
<b>Resources</b>	<b>52</b>



# Foreword



2021-22 has been a productive year, with the appointment of a new Chief Constable for Dyfed-Powys Police, the development and launch of my new 2021-25 Police and Crime Plan and the continued partnership working with key services, stakeholders, and partners both at a local and regional level. I take great pride in what we have achieved over the year and would like to extend my thanks to all those who have contributed and supported our endeavours over the past year.

My 2021-22 Annual Report details key achievements over the last financial year, including the new Chief Constable appointment and continued partnership working. It also provides a summary of financial information and our investments in commissioned services.

I am acutely aware of the wider financial pressures we are all facing and the socio-economic context in which we are operating, and that this has been paramount in my

considerations and decisions during the year.

One of the most notable moments of the year for me was the development and publication of my new Police & Crime Plan. This Report also details progress made against the three priorities I set out within my [2021-2025 Plan](#): victims are supported, harm is prevented, and our justice system is more effective.

Importantly, the Plan was developed following extensive consultation with the public and

partners, where participants were asked to share their views on local policing priorities. The public must remain central to everything we do and every decision we make.

My overarching vision for 2021-25 is to keep the communities of Mid and West Wales safe, maintaining trust and confidence in our police and criminal justice system as a whole. Providing an evidence base for our actions and investments is important and by harnessing the use of technology and data to shape our services, I am certain that further improvements can be made in ensuring the security and safety of our area.

As the local 'Victims' Champion' the services provided to victims is my top priority and should be at the heart of everything both the police and the local criminal justice service do in our area.

I want to focus on preventing harm to individuals and communities caused through crime, antisocial behaviour and vulnerability. Working in a way that seeks to solve problems within our communities will ensure an efficient and effective use of resources.

An effective justice system can only be delivered through working together across the public sector and with subject matter experts within our commissioned services. I am confident that a partnership approach will lead to an improved service for you the public.

The Plan will evolve and adapt to challenges faced over the coming years, to ensure that policing and criminal justice services remain relevant to, and mindful of, the communities in which they operate.

There have also been many additional key achievements throughout the year which I am proud to report on, such as:

1. The continued delivery of important commissioned services – services I have funded – which help prevent crime,

support the vulnerable and tackle community issues.

2. The acquisition of further Home Office 'Safer Streets' funding, resulting in continued vital support for areas considered as the most deprived in Carmarthenshire.
3. The headline-grabbing grant of £300,000 I awarded to Swansea City AFC Foundation's Premier League Kicks programme to roll out free weekly football sessions to children and young people in five locations across the force area.
4. Hosting my sixth consecutive annual St David's Day Conference, where I was joined both in-person and online by numerous key individuals, to shine a light on the challenges we face and opportunities available in tackling anti-social behaviour.
5. The continued opportunities for individuals affected by crime to have their voices heard through the work of the Dyfed-Powys Victim Engagement Forum. This included the development of a training video depicting the real-life experiences of victims and survivors which is now used as a learning resource for police training programmes within Dyfed-Powys Police.

Thank you very much for your continued support – diolch yn fawr iawn.



Dafydd Llywelyn  
Dyfed-Powys Police and Crime Commissioner



# The Role of a Police and Crime Commissioner

*"The role of a Police and Crime Commissioner is to be the voice of the people and hold the police to account. They are responsible for the totality of policing."*

[Association of Police and Crime Commissioners](#)



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

### The Commissioner is responsible for

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

9. Holding the Chief Constable to account; and
10. Setting the annual Police budget and precept level.

### The Commissioner is not responsible for:

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



Visit our YouTube page to watch a video explaining the purpose, role and responsibilities of Police and Crime Commissioners  
<https://www.youtube.com/watch?v=ZrPjq4xCf7k>

# Police and Crime Plan

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



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

## Vision

*"My overarching vision for 2021-25 is to keep the communities of Mid and West Wales safe, maintaining trust and confidence in our police and criminal justice system as a whole."*

## Priorities

The Commissioner's three key priorities are:

- 1. victims are supported,**
- 2. harm is prevented, and**
- 3. our justice system is more effective.**

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

A series of animated videos are available to support and summarise the Commissioner's Police and Crime Plan, to make it more accessible to all. View them on YouTube [here](#)



## Values

In order to achieve these priorities and meet the Commissioner's vision, a number of values must be adopted and intertwined within the work undertaken by the Commissioner, his team and partners:



Working Together



Being accountable



Being sustainable



Engaging widely

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



## Delivery Plan

The new Police & Crime Plan will be complimented by a Delivery Plan, which will set out how the Commissioner's priorities will be met, as well as the measures which will be put in place to ensure progress is tracked and available for public scrutiny.

The Delivery Plan will include the National Crime and Policing Measures that have been set by the Home Office, which focus on the following areas: -

- |   |                                    |   |   |
|---|------------------------------------|---|---|
| <b>1</b> Reducing murder and other homicides  | <b>2</b> Reducing serious violence | <b>3</b> Disrupting drugs supply and county lines | <b>4</b> Reducing neighbourhood crime, including burglary, robbery and theft offences |
| <b>5</b> Improving satisfaction of victims, particularly focusing on domestic abuse victims |                                    | <b>6</b> Tackling cyber crime                     |   |

The Commissioner will provide quarterly updates on how Dyfed-Powys Police has contributed towards the delivery of the national measures, which will be published on the Commissioner's website.

## Reshaping of the Office of the Police and Crime Commissioner

Following the publication of the Police and Crime Plan, the Commissioner took the decision to restructure his Office, enabling greater and more effective delivery against his new Police and Crime Plan priorities.

It was not a decision the Commissioner took lightly, but as Police and Crime Commissioner, he must regularly review all resources under his direction to ensure everything remains effective and fit for purpose. Continual reflection is essential within the fast moving and ever-changing operating context of Criminal Justice and Policing.

Mostly due to the COVID-19 pandemic, there was a significant amount of change in terms of how the Commissioner's team operated across 2020-2022, as well as how the Criminal Justice System operated. The Commissioner felt that changes were needed, and growth within the team was essential.

Work on the restructure began during the 2021-22 financial year, and a consultation phase with the team commenced in March 2022.

The Estates function transferred over to Dyfed-Powys Police in April 2022, and the implementation of the new structure is set for June 2022.



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

## Strategic Policing Requirement

The Commissioner has a mandate to ensure that the Strategic Policing Requirement (SPR) is duly considered within decision-making.

The new Police and Crime Plan takes cognisance of the requirements set out by the Home Secretary, and throughout the year, the Commissioner's Office maintained oversight of the Force's capability to meet the SPR through regular attendance at the Force's Strategic Threats Group.

## Appointment of New Chief Constable



In July 2021, the Commissioner announced Dr Richard Lewis as the new Chief Constable of Dyfed-Powys Police, following unanimous support from the Police and Crime Panel.

Speaking at the time, the Commissioner said:

*"It was important that I recruited a Chief Officer who could bring the vision, determination and resilience required to lead the Constabulary. Richard's vast experience and understanding of policing as well as his knowledge of the Dyfed-Powys area puts him in a good place to support the priorities in my Police and Crime Plan."*

Originally from Carmarthenshire, Dr Richard Lewis' career in the police service started in 2000 as a police constable in Dyfed-Powys. He worked in a variety of roles in uniform and CID during his time in Dyfed-Powys Police, serving in every rank up to (and including) Deputy Chief Constable, and working in all four counties in the force area. Dr Lewis has also been the Head of the Professional Standards Department and chaired the Wales Counter Corruption Working Group.

In December 2021, Dr Lewis commenced his role as Chief Constable of Dyfed-Powys Police, with a night shift on the streets of Aberystwyth. During his first few months in office – through to March 2022, the Chief Constable consulted with his staff on the priorities for Dyfed-Powys Police: 100 days of listening.

*"When we've set our priorities and decided how we will measure progress, we will not set targets, but simply aim to be better every single day. We will not define ourselves against the results of others, but aim to continuously improve."*

Chief Constable Dr Richard Lewis

At the start of April 2022, the Chief Constable set three organisational priorities for the Force:

1. The elimination of domestic abuse, stalking and harassment.
2. A compassionate response to victims of rape and serious sexual assault and the relentless pursuit of offenders; and
3. Making the Heddlu Dyfed-Powys Police area hostile to those that deal drugs.

The Chief Constable will now lead the Force to deliver on both his and the Commissioner's priorities.



# Working to Accomplish the Priorities

Work has been ongoing throughout the year to ensure victims are supported, harm is prevented, and that the justice system is more effective. These are all very important areas of work for the Commissioner, his team and partners.

The following pages detail the work undertaken for each priority.



## Priority 1: Victims are supported

### Investment in Support Services for Victims

For the 2021-22 financial year, the Commissioner continued to fund essential support services for victims.



### Goleudy

Throughout 2021-22, Goleudy continued to offer personalised, emotional, and practical support to help victims of crime and anti-social behaviour, as well as their families, and witnesses.

Goleudy referred victims into specialist support services as needed including mental health, domestic abuse, sexual violence and substance misuse services.

#### During 2021-2022:

- Just over **30,000** victims of crime and anti-social behaviour were referred to Goleudy to assess their need for support.
- **43.81%** of victims who chose not to receive support from Goleudy were already receiving support from another specialist agency.

#### Outcomes of Goleudy support service:

- **87%** of those exiting the service reported feeling safer as a result of their contact with Goleudy.
- **82%** reported feeling more able to cope with the impact of the crime.
- **88%** felt more equipped to deal with their experience.

## Hafan Cymru and Pobl

The Commissioner's funding enabled service providers to support victims of domestic abuse from immediate point of report through to court appearances.

The Independent Domestic Violence Advisory (IDVA) service, run by Hafan Cymru and Pobl, supported vulnerable, repeat and high-risk victims of domestic abuse, along with their families. They ensured that risk levels were reduced, and safety plans put in place.



### During 2021-22:

- **1,723** referrals were made in to the IDVA service.
- **87%** engaged with the service.
- **30%** were repeat referrals.
- In **77%** of referrals, the victim was contacted within **1** working day, in line with recognised standards.
- **26%** of users received face to face support.

### Outcomes of IDVA service:

- **61%** of clients reported increased feelings of safety.
- **55%** reported an improved quality of life.
- **80%** of clients were satisfied with the overall service they received.

In the summer of 2022, the Commissioner will be leading on the re-commissioning of this service, along with partners, to ensure the continuation of this vital service protecting high-risk victims.



## New Pathways

Due to funding delivered by the Commissioner, throughout 2021-22, New Pathways continued to provide 24 hour access to crisis and ongoing support for victims. This support offers first aid, safeguarding and specialist clinical and forensic care in a safe space.



### During 2021-2022:

- **573** referrals were made into New Pathways.
- **61%** of these were historic cases.
- **16%** of referrals were for children under 16 years of age.
- **8%** of victims referred were aged 16 or 17.

### Outcomes of New Pathways' support service:

- **75%** of service users reported feeling more able to cope.
- **75%** experienced a reduction in symptoms of anxiety.

In his role as Chair of Policing in Wales, the Commissioner has led partners in taking forward a joint policing and health model of sexual abuse service delivery across Wales. In the coming year the Commissioner and his team will be working with the other Welsh Police and Crime Commissioners' offices to re-commission Independent Sexual Violence Advisory (ISVA) support service for victims across Wales.

## Additional Funds for Victims of Domestic and Sexual Violence

During the year, the additional UK Government funding that the Commissioner secured for

organisations providing support for victims of domestic and sexual violence continued.

The Commissioner's Office secured £193,047 of funding for organisations to ensure that the most vulnerable in society got the support they needed:

- New Pathways
- Calan Domestic Violence Service
- Innovating Minds Community Interest Company
- Carmarthenshire Domestic Abuse Service
- BAWSO
- Montgomery Family Crisis Centre
- Aberystwyth University – running Dewis Choice services
- Pembrokeshire People First



During 2021-22, the Commissioner secured £436,046 of additional funding from the Ministry of Justice for the recruitment of new Independent Sexual Violence Advisors (ISVAs) and Independent Domestic Violence Advisors (IDVAs).

An **ISVA** provides emotional and practical support for victims of rape or sexual assault, and their main role is to provide support around the criminal justice process.

An **IDVA** provides crisis support to victims of

domestic abuse assessed as being at high risk. They work to reduce risk and implement safety plans.

Both services have seen unprecedented demand following the COVID-19 pandemic and as a result submitted bids via the Commissioner to the Ministry of Justice to secure additional resources. The additional funding enables the provision of dedicated resources, ensuring that all victims are supported and that flexible delivery is available and sustainable.

## Llamau

Funding from the Commissioner ensured that Llamau continued to offer an independent de-briefing, support, and mediation service for children, young people and their families who have been reported as missing and at risk of sexual exploitation or victimisation.

15% of the young people referred for de-brief by Llamau displayed signs of possible child sexual exploitation (CSE). Issues were identified during debriefs where young people were at significant risk as both victims and perpetrators of crime. Llamau were able to provide the necessary support and mediation in these cases to try to break this cycle.

The impact of the service has been demonstrated both in terms of benefits to those receiving the service, as well as an ongoing reduction in incidents of missing young people being reported.



During 2021-22, 429 missing children and young people were referred to Llamau for the de-briefing service.

The service experienced a significant increase in both volume and complexity of the referrals into the service. As a result, the Commissioner approved an uplift in the funding to resource the service. This was in place from January to December 2022 to evaluate whether the increased capacity is meeting the demand. The Commissioner has also extended the contract with Llamau to continue this vital service.

## Fraud Safeguarding Officer

During 2021-2022, the Commissioner continued to part-fund the essential role of the Fraud Safeguarding Officer within Dyfed-Powys Police's Criminal Investigation Department.

The Fraud Safeguarding Officer co-ordinates Operation Signature and the Banking Protocol, supports victims of romance fraud, and co-ordinates reports to Action Fraud requiring involvement by Dyfed-Powys Police.

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

	2019-20	2020-21	2021-22
Total referrals	455	407	<b>376</b>

Of the 376 individuals who entered Operation Signature, 84 were categorised as high-risk victims and 95 as medium risk.

The Fraud Safeguarding Officer had direct contact and engagement with 183 victims, providing support.

	Under 20	14
The total money stolen from the victims who entered Operation Signature during 2021-22 was £3,547,252.	21 – 30	15
	31 – 40	15
	41 – 50	19
	51 – 60	59
	61 – 70	69
	71 – 80	93
The average age of those who entered Operation Signature was 66.	80+	92

206 of the victims entering Operation Signature were female, 169 were male, and 1 was noted as 'other/unknown'.

The **Banking Protocol** is a national scheme between the police and financial sector. It aims to identify bank customers who are in the process of being victimised, and to refer them into Operation Signature.

142 victims were referred into Operation Signature during 2021-22. As a result, the Fraud Safeguarding Officer and Dyfed-Powys Police were able to prevent the loss of £967,739.

**An example of a case referred to the Banking Protocol:**

- The Banking Protocol was activated for an elderly female due to concerns for whom she was sending money to.
- The victim was adamant that the money was being sent to friends whom she had known for over 50 years. The victim was visited by the Fraud Safeguarding Officer, however she remained adamant that this was the case.
- Due to concerns held by the Fraud Safeguarding Officer, contact was maintained with the victim and further enquiries undertaken.
- Over the course of 3 months the Fraud Safeguarding Officer built up a rapport with the victim, who finally explained that she had received a call purporting to be from her bank.
- This resulted in the victim losing her life savings and pensions, a total of approximately £250,000. The victim was left with nothing.
- She had been heavily groomed by the fraudster and made to believe that she should not trust her local police force nor banking staff.
- The victim received advice at length and a number of fraud prevention measures were introduced.



Heddlu Police  
**DYFED  
POWYS**





During 2021-22, the Fraud Safeguarding Officer continued to engage with a high number of victims of **romance fraud**.

Criminals engaging in romance fraud invest significant amounts of time in socially engineering their victims, knowing that as they gain their trust, their chances of extracting considerable funds from them increases.

The emotional, mental and financial impact of this type of fraud upon victims cannot be underestimated. Considerable levels of engagement are required from the Fraud Safeguarding Officer to convince the victim that they have been criminally targeted.

Dyfed-Powys Police received 134 reports of romance fraud throughout the year, resulting in a total financial loss to the victims of £898,356.

**Protect your data,  
your wallet, and  
your heart.**

**Romance fraud is a  
growing crime.  
Know the warning signs.**

*John Smith x*

If you have concerns about a relationship  
or a friend or relative's new partner  
call 101 or visit [bit.ly/DPPReportOnline](https://bit.ly/DPPReportOnline)

If you are deaf, hard of hearing,  
or speech impaired, text 07811 311 908

## Action Fraud

A total number of 4,362 reports were made to Action Fraud by residents of the Dyfed-Powys area during 2021-22.

2,694 of these were reported to Dyfed-Powys Police as a call for service and involved a total financial loss to victims of £4,087,897.

1,668 were reported directly to Action Fraud, where the losses are not recorded.

Dyfed-Powys Police does not signpost victims who contact the force to Action Fraud but record all offences themselves and then report each individually to Action Fraud on behalf of the victim. This approach has received national recognition and praise. City of London Police's Romance Fraud Assessment 2022 recognises the following: "Dyfed-Powys Police launched an

*initiative to ensure increased and more accurate reporting to Action Fraud and a better quality of victim care for victims of fraud and cyber offences. It proved very successful."*

## Fraud Triage Officer

During 2020, Dyfed-Powys Police's Economic Crime Team took over the management of all fraud and cybercrime incidents reported to Dyfed-Powys Police. They triaged the reports and engaged with victims at the earliest opportunity in order to provide consistent advice, guidance and support, and to ensure accurate reporting to Action Fraud.

It was identified that a Fraud Triage Officer role within the Team would be hugely beneficial both to the Force and importantly, the victims of fraud. For the 2021-22 financial year, the Commissioner funded 50% of the salary of the role.

## The primary role of the Fraud Triage Officer is to:

- Contact every person who reports fraud to provide subject matter expert advice, guidance and support;
- Identify vulnerability and where necessary refer into Operation Signature;
- Liaise with the Fraud Safeguarding Officer;
- Report all fraud reported to the force to Action Fraud on the victim's behalf; and
- Provide advice and guidance to frontline staff in relation to fraud related matters.

## SAMM National (Support After Murder and Manslaughter)

The Commissioner met with the Chief Executive Officer of SAMM National. They discussed the charity's important work in providing bereavement support to families of victims of murder or manslaughter that work across England and Wales, as well as the provision of a Welsh-language service in the Dyfed-Powys area.

Following the meeting, the Commissioner made a charitable donation of £500 to SAMM National, and they continue to work together.

**SAMM National**  
Support After Murder and Manslaughter

## Investment in Communities to Support the Vulnerable

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

### St Paul's Family Centre, Llanelli

The Commissioner visited St Paul's Family Centre in Llanelli, Carmarthenshire, which provides services to children, ensuring they:

- have a comprehensive range of learning opportunities;
- enjoy the best possible health;
- are free from abuse, victimisation and exploitation; and
- have access to play, leisure and cultural activities.

The Centre also provides a safe home and a community which supports physical and

emotional well-being. The Commissioner contributed £1,000 to ensure the Centre could continue to provide their vital services for their community.

### Pembrokeshire People First

The Commissioner visited Pembrokeshire People First; an independent charity run by and for adults with learning disabilities and/or autism.

Following the visit, the Commissioner made a contribution towards the charity to assist them in continuing their valuable work in the community.

## Giving Victims a Voice - Victim Engagement Forum

The overarching aim of the Victim Engagement Forum is to work together to ensure the victims support the delivery of outstanding services.

Through the Forum, the Commissioner continues to provide opportunities for those with lived experience to engage in local discussions about criminal justice priorities and to co-design services where appropriate.

Below are some of the victim services considered by the Forum during the year, the activities undertaken, and importantly, the outcome of their work.



# 1

**Victim service considered:** Proposed changes in how Dyfed-Powys Police deals with, and processes, non-emergency calls from victims of crime / incidents.

**What Forum members were asked to consider:** As part of the End to End project, members were asked to view videos portraying scenarios which compared how a specific call was dealt with by the Force at the time, and how they intended to deal with such a call under the proposed changes. Members were asked to provide their feedback on whether they thought the changes would result in an improved service for victims.

**Outcome:** Dyfed-Powys Police considered the feedback provided and the recommendations put forward by the Commissioner's team. One recommendation was for the project team to work alongside Forum members in trialling the new process. As a result, a number of members were involved in a "call testing" exercise which saw them being taken through the new process as though an actual caller to the Force's new Crime and Incident Hub and providing feedback to the team.

# 2

**Victim service considered:** Victims' Personal Statements. In the process of considering changes to the recording of Victim Personal Statements, Dyfed-Powys Police sought to find out from victims how they could improve the processes in place at that point.

**What Forum members were asked to do:** Forum members provided feedback on their experiences of developing Victim Personal Statements via an online survey. In addition to this, they reviewed and fed back on a proposed template for a Victim Personal Statement.

**Outcome:** The feedback was considered by Dyfed-Powys Police and incorporated in to process improvements.

# 3

**Victim service considered:** Victims' own experiences in dealing with Dyfed-Powys Police.

**What Forum members were asked to do:** Members of the Forum were interviewed about their experiences with Dyfed-Powys Police. Each provided feedback on what went well and what did not go well, as well as the advice they would give to officers dealing with a similar case to theirs, and how their experience has affected their future interactions with the Force.

**Outcome:** The interviews have been brought together in to one training video which will be incorporated into Dyfed-Powys Police's training package. This video will help to ensure that police officers and staff are provided with a real-life perspective of victims' views of the policing service.

*“The training video created through the Victim Engagement Forum is such a vital and impactful resource for us to have. It is important that our new and existing police officers and police staff hear about victims’ experiences from the victims themselves. We will be using this video alongside the video depicting young people’s experiences of police contact, developed by the Police and Crime Commissioner’s Youth Ambassadors. Thank you to all involved.”*

Superintendent Craig Templeton, Head of Learning and Development

*“I am very pleased that I have done it, if it can help others in any way. I realise that there are things that only someone who has been through this type of crime can reveal to help others identify it.”*

Member of the Victim Engagement Forum

Other victims’ services considered by Forum members during the year included information materials for victims: Goleudy’s “What is Goleudy Victim and Witness Service?” leaflet and Dyfed-Powys Police’s “Information and Support Guide” for victims of rape and serious sexual offences. On each occasion, feedback was taken into account and amendments made to the leaflet prior to its publication.

They were also asked to consider what they believed to be an acceptable timeframe for a victim to receive a call back from Dyfed-Powys Police’s Crime and Incident Hub if a victim called 101 and no one was available to talk to them at that time. Forum members’ responses were considered in a review of the new process.

Dyfed-Powys Police have sought feedback from the Forum regularly through the course of the year. Other local justice partners are encouraged to engage with victims through this platform.





## Priority 2: Harm is prevented

Early intervention and problem solving approaches are critical to preventing harm. As such, the Commissioner invests in a wide range of prevention and diversion programmes throughout the Dyfed-Powys area.

### Youth Offending Partnerships

The Commissioner invested £180,000 into Youth Offending Partnerships (YOPs) during 2021-22. This enabled the delivery of an early intervention and prevention service for young people aged 8-17 at risk of offending, with the aim of reducing risk and improving their safety and wellbeing.

This is achieved through interventions and activities which are replicated across the four YOPs, as well as those which are individually designed based on local needs of each community.

**During 2021-22, 73 young people participated in a prevention of offending programme in the region.**

An independent evaluation undertaken by Aberystwyth University has demonstrated positive outcomes as a result of the Commissioner's investment into the work of YOPs. It found that prevention work is important in reducing criminal events, costs to the community and the policing of youth crime, and the wider protection of vulnerable young people.



### Investment in Specialist Services to Prevent Harm

For the 2021-22 financial year, the Commissioner continued to fund essential services with the aim of addressing criminal behaviour at an earlier age and supporting offenders away from offending.

### Pobl Care and Support Group's Offender Diversionary Scheme

In November 2021, the Offender Diversionary Scheme, covering the Dyfed-Powys area in its entirety, celebrated its two-year anniversary.



The Scheme allows eligible offenders to get the support and guidance they need to keep out of the criminal justice system. It seeks to address criminal behaviour at a much earlier stage in an individual's offending journey. It tackles the root causes of offending and associated health and community related issues.

By delivering this early intervention, Pobl are providing low level offenders with support and guidance in helping them to access services and make better choices. This has the potential to reduce the demand not only on the police service, but also other agencies and health services.

The Scheme also aims to reduce the number of victims of crime by offering eligible offenders a four-month long programme of interventions as an alternative to prosecution. Offenders are provided with a comprehensive assessment, and a programme of support is developed, with direct access into agencies such as Dyfed Drug and Alcohol Service (DDAS) and Kaleidoscope.



“Critically what this Scheme does is give people a second chance. This is an opportunity for them to go through a diversionary scheme which will work with them as a person, trying to understand the reasons behind their offending and providing them with the appropriate help. Evidence shows that this approach leads to reductions in reoffending. By reducing the offending, we obviously reduce the number of victims in the force area.”

Dafydd Llywelyn

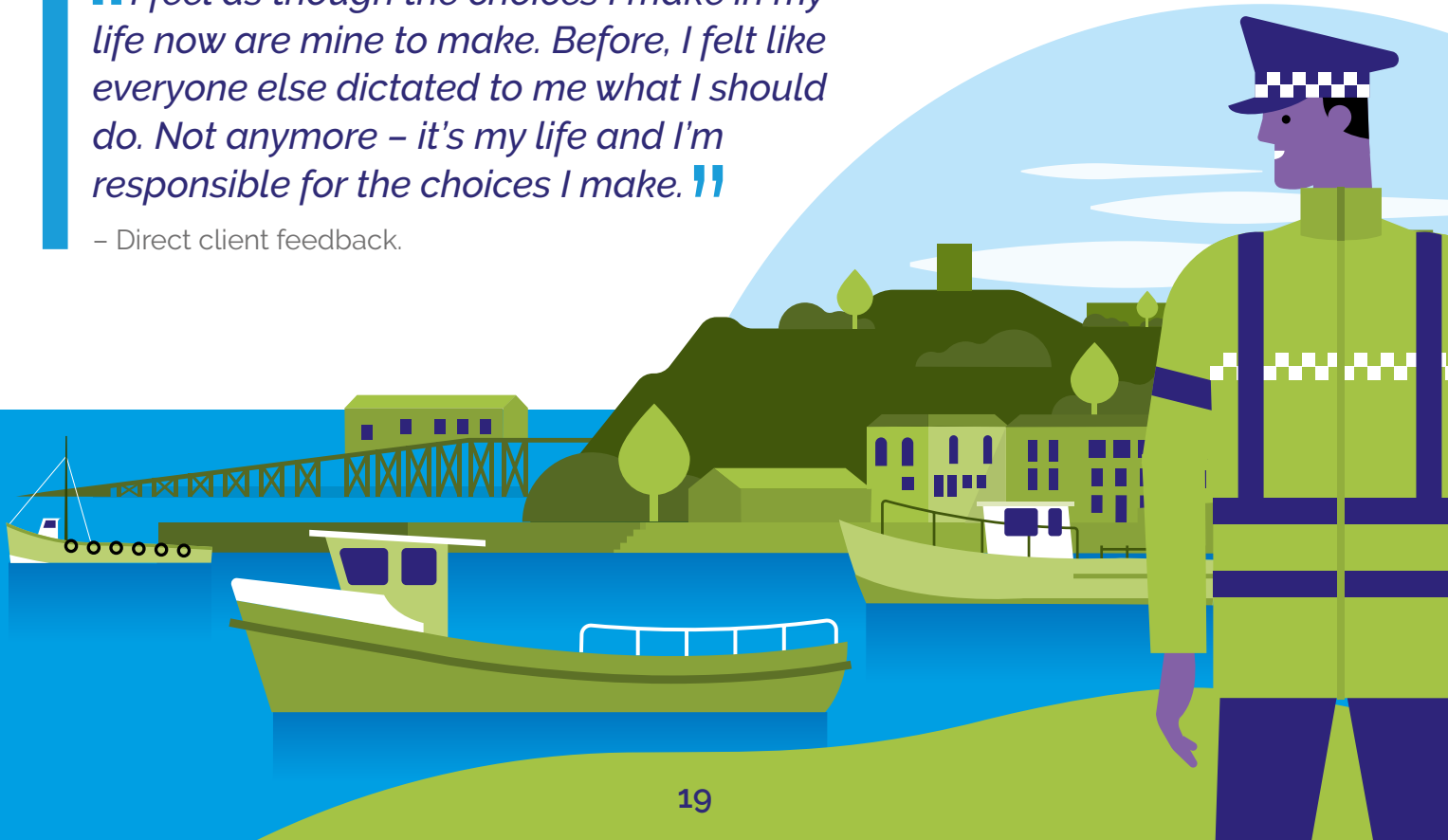
### During 2021-22:

- 491 offenders were referred.
- 88% engaged with the service.
- The predominant needs within the cohort were: attitudes, thinking and behaviour, substance misuse, education, training and employment, finance and benefit debt, and mental health.
- 85% successfully completed and exited the scheme
  - 89% felt empowered to make positive choices
  - 89% felt empowered to make positive changes
  - 90% reported improved safety

An independent evaluation of the scheme demonstrated these benefits delivered by the service, and a study showed that offenders who took part in the diversionary scheme were 11% less likely to offend in future than those who did not engage.

“I feel as though the choices I make in my life now are mine to make. Before, I felt like everyone else dictated to me what I should do. Not anymore – it's my life and I'm responsible for the choices I make.”

– Direct client feedback.



## Substance Misuse Services – DDAS and Kaleidoscope CAIS

The Commissioner continued his joint commissioning arrangement with Hywel Dda Area Planning Board for the delivery of substance misuse services.

This service provided by Dyfed Drug and Alcohol Service (DDAS) in Carmarthenshire, Ceredigion and Pembrokeshire, and Kaleidoscope in Powys, aims to reduce substance misuse-related harm to service users, significant others, and the wider community.

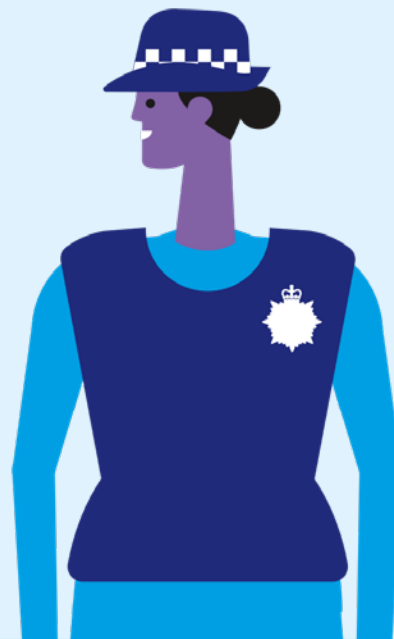
It is vital that these services work proactively to target those that are causing disruption in local communities and yet are not actively engaged with services. Both organisations work to identify and engage offenders from the point of arrest through to sentence, and to maximise the proportion of individuals successfully completing treatment programmes.



### During 2021-22:

- 2,074 referrals (801 from criminal justice sources)
- 64% of individuals exited the service with a positive closure (e.g. being drug free or ceasing offending)

The Commissioner's Office has worked with partners in the Powys area to revise the specification for services required to meet the needs of the population, and have undertaken a re-commissioning exercise for services to commence in 2022-23.



## Funding of Projects to Prevent Harm

There are several income streams which the Commissioner can choose to utilise to fund additional projects and resources in support of the Police and Crime Plan priorities.

During 2021-22, the Commissioner accessed and distributed funds from:

1. Sale of Found Property – for contributions to charities and community groups;
  2. Asset Recovery Incentivisation Scheme / Proceeds of Crime Act – for contributions towards improving and supporting financial investigations as well as contributions towards charities and community groups;
  3. Forfeiture – to support projects that improve drug enforcement and trafficking; and
  4. Driver Retraining – to contribute to various initiatives, campaigns and operations, including road safety projects.
- These funds were invested into community initiatives, Dyfed-Powys Police operations and roles, as well as partnership work.

# Investment in Community Initiatives

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



## Premier League Kicks

*'Swans secure the signing of Police and Crime Commissioner Dafydd Llywelyn on a three-year deal'*

The Premier League Kicks is funded by the Commissioner and run in partnership with Swansea City Football Club Community Trust.

In 2021, the Commissioner signed a three-year deal with Swansea City AFC Foundation, awarding a grant of £300,000 to the Foundation's Premier League Kicks programme to roll out free weekly football sessions to children and young people – aged 8-16, in five areas across the Dyfed-Powys Force area.

The young people take part in various practical activities, such as football coaching sessions, as well as informal sessions that address crime issues.

### Premier League Kicks sessions run in:

- Seaside, Llanelli
- Pembroke
- Carmarthen
- Newtown
- Aberystwyth



To sign up, click here <https://form.jotform.com/SwansFdn/KicksRegister>

The Commissioner was delighted to be part of the 15-year anniversary celebration of the Premier League Kicks programme in January 2022, with the Premier League showcasing the impact the initiative is having on local communities via a series of videos. The Commissioner was invited to take part in a promotional video where he presented participant Harri from Seaside, Llanelli with a Local Legends card from the Premier League.



You can watch the video here: <https://www.premierleague.com/news/2470156/>

**“ We believe these sessions have a positive influence on young people to build stronger communities to reduce and prevent crime. ”**

Craig Richards, Youth Engagement Manager Swansea City AFC

## Llwynhendy and Pemberton Forum

The Forum is a small community organisation developed by residents, which aims to be a conduit to address community issues. The Forum works closely with Dyfed-Powys Police's local Neighbourhood Policing Teams to develop interventions to improve the safety of the communities. After an engagement event visiting the area, the Commissioner agreed to make a charitable donation of £500 to the organisation to assist them in continuing their work in the community.

## Brecon Street Pastors

Street Pastors have been operating in Brecon for five years, providing effective guardians on the street, preventing both crime and anti-social behaviour. The initiative also tackles substance misuse.

Engagement between the public, police and Street Pastors ensures that vulnerable persons are protected, and that fewer families are impacted by the wider effects of alcohol-related harm.

Local police have previously helped to deliver training and have an excellent relationship with the Street Pastors. In addition, Ascension Trust training is essential to the programme in equipping candidates with the relevant knowledge, skills and accreditation to fulfil this trusted role. The Commissioner made a donation of £500 to ensure this critical work continues.

## Mewn Cymeriad - Hate Crime Awareness Week Activity

For Hate Crime Awareness Week in October 2021, the Commissioner invested £8,620 in theatre company Mewn Cymeriad, to enable them to work with Dyfed-Powys Police to produce a short play for year 8 pupils raising awareness of hate crime.

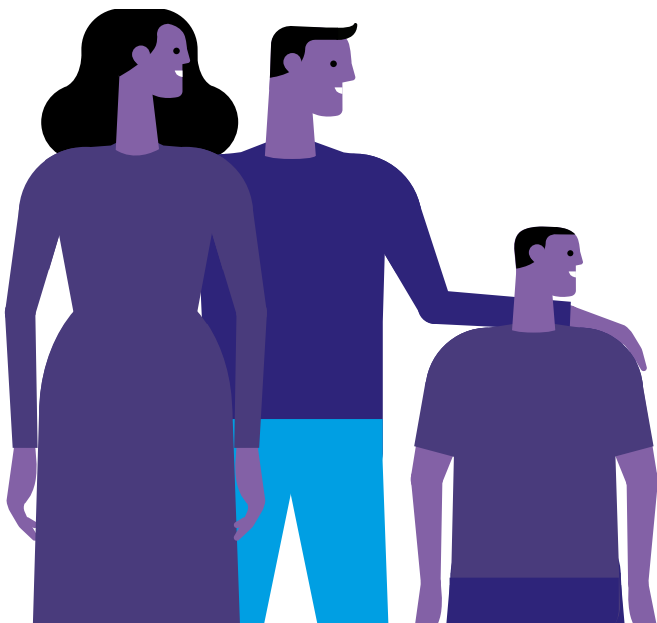
The production saw an actor play the role of three different people - the perpetrator, the one who ignores the crime, and the victim. Dyfed-Powys Police's School Police Officer Team supported each performance with the aim of encouraging an open discussion around the topic.

**“Hate crime should not be tolerated. It is key to continue conversations in our communities about where hate crime is coming from and how we can all play a part in tackling it and reporting what we see. This work will have hopefully educated young people about their responsibilities as young citizens and provide them with the knowledge and skills to help challenge the attitudes and behaviours that lead to hate crime.”**

Dafydd Llywelyn

**“One of the most effective methods to prevent hate crime is to educate children as early as possible that there is nothing wrong with being different and that hate crime – perhaps calling someone names because they have a different skin colour – is always wrong.”**

Dyfed-Powys Police Schools Programme Manager, Bethan James



## Cilgerran Bird Hive Anti-Social Behaviour Project

The Commissioner spent time with the Neighbourhood Policing Team based in Cilgerran, witnessing their successful community work. One of the projects being undertaken was the LoRaWAN rural crime project - a sensory piece of equipment that sends an alert to a designated number when it is triggered.

Following discussions with local stakeholders, the Commissioner contributed £1,500 towards this project to enable the Neighbourhood Policing Team to purchase more sensors to be placed in areas prone to anti-social behaviour.



## Investment in Dyfed-Powys Police

The Commissioner invested funds in Dyfed-Powys Police specific roles and operations aimed at preventing harm, supporting communities, and reducing the risk and impact serious crimes have on communities.

### Operation Deepdale

Following increased concern amongst the public, stakeholders, and night-time economy and education providers around drink and needle spiking, Dyfed-Powys Police approached the Commissioner to request a grant for this vital operation.

The Commissioner agreed to contribute £2,996 towards the project, to assist in the purchase of target hardening equipment.

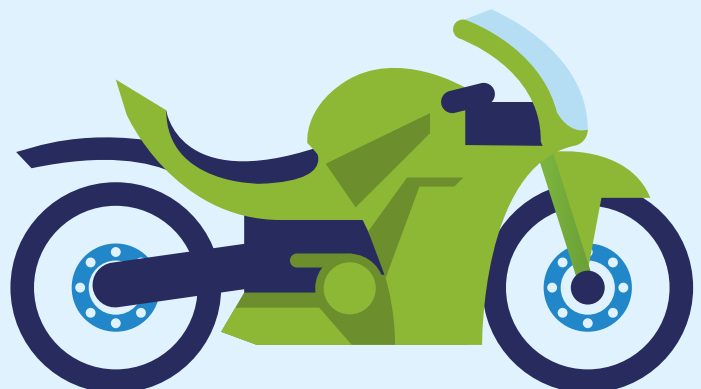
The Serious Violence and Organised Crime Co-ordinator and Partnership Co-ordinator worked with Neighbourhood Policing Teams to roll out the equipment across the four Local Policing Areas (counties), ensuring consistency in their placement. The resources were utilised in the areas of the force which statistically posed the most threat, risk and harm to ensure the most vulnerable people were protected.

### Operation Darwen

Operation Darwen is an all-Wales campaign aimed at increasing awareness of motorcycle safety and reducing casualties on the roads.

Every year, Dyfed-Powys Police plans and undertakes several Operation Darwen days, which result in increased visible policing along some of the most dangerous local road systems, with an aim to reduce speeding and road traffic accidents.

In 2021-22, the Commissioner contributed £11,950 towards the cost of planned operations and road safety campaigns.





## Serious Violence and Organised Crime Coordinator post

In partnership with Dyfed-Powys Police, the Commissioner agreed to fund 50% towards the cost of the Serious Violence and Organised Crime Coordinator post over a period of 12 months. The role was from August 2020 to July 2021.

The Serious Violence and Organised Crime Coordinator is responsible for reducing the impact of serious violence and organised crime on communities, diverting those most likely to become serious violence and organised crime offenders, and protecting the most vulnerable members of society from criminal exploitation. It is positive news that the post is now permanent within Dyfed-Powys Police.

## Dyfed-Powys Police Volunteer Cadets

Dyfed-Powys Police run a Volunteer Police Cadet scheme throughout the force area, aimed at young people between the ages of 14 and 17.

The Volunteer Police Cadets regularly provide services to our communities, such as bike marking, beach cleaning and offering important crime prevention advice to members of the public. They also assist with operations and events, including trying to buy age restricted goods such as alcohol as part of pre-planned operations and marshalling fun runs.

There are 7 units across the Dyfed-Powys area and during 2021-22, the Commissioner made a £500 donation to each unit to assist with matters such as the purchasing of uniforms, assistance in travel expenses on away days and training. The donation to each unit will allow the Cadets to continue their invaluable work within communities.

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## Investment with Partners

The Commissioner also invested funds alongside partners into projects aimed at preventing harm.

### Home Office Safer Streets Funding

In 2021-22, the Home Office announced a new funding round for Safer Streets 2, with a requirement to match fund the amount requested for the bid.

To support a bid that developed interventions to reduce acquisitive crime and Violence against Women and Girls (VAWG), the Commissioner agreed to contribute match funding totalling £8,960.

This allowed the Commissioner and partners to deliver a successful project leading to both the purchase of target hardening equipment, and the development of a Community Champions programme / educational programme around violence against women and girls.

### Stalking and Perpetrators Regional Project

The Commissioner is a key partner of the Mid and West Wales Regional Violence Against Women, Domestic Abuse and Sexual Violence (VAWDASV) Board. The Board established several schemes and pilot interventions for perpetrators of domestic abuse, some of which are best practice examples of delivery in rural areas such as the Dyfed-Powys area.

The Board looked to establish sustainable provision of these services during 2021-22, and the Commissioner agreed to a contribution of £19,850 along with all key strategic partners, to ensure delivery and sustainability of these key interventions and partnership working.

# Rural Crime

In July 2021, the Commissioner was elected as an Executive Board member to the [National Rural Crime Network](#): A unique collaboration between Police and Crime Commissioners in Wales and England and a wide range of organisations who have a deep interest in community safety and rural affairs.

The Network works to see greater recognition and understanding of the problems and impact of crime in rural areas so more can be done to keep people safer.

Tackling Rural and Wildlife Crime has been one of the Commissioner's priorities since being elected in 2016. Having worked with Dyfed-Powys Police to develop a Rural Crime Team, worked with partners to establish a national Rural and Wildlife Crime Co-ordinator role to work with all forces in Wales, a step to National Rural Crime Network was the logical next step for the Commissioner.

During 2020-21, the Commissioner committed funds to a new joint initiative with North Wales Police and Crime Commissioner – Future Farms Cymru, aimed at increasing the uptake of technology on farms with a view of reducing and preventing crime, and making it easier to detect. This work continued in 2021-22, and in July 2021, the Commissioner visited one of Future Farms Cymru's demonstration farms in Ceredigion to see the impact of the technology on farm safety, as well as the welfare of livestock.

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The Commissioner funded Aberystwyth University to carry out further research on rural crime, this time across Wales. The report will be published in July 2022.

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*“By being elected to the executive board of the National Rural Crime Network, I will not only be able to share good practice of our work here in Dyfed-Powys, but also understand more about the work going on in other parts of the UK. I will work with members of the Network to make our rural communities safe.”*

Dafydd Llywelyn



## Closed Circuit Television (CCTV)

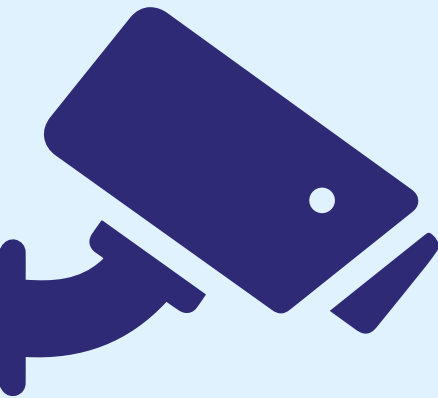
The reinvestment and improvement of CCTV provision across the Force area was one of the Commissioner's key priorities upon becoming Police and Crime Commissioner in 2016. This pledge continued to deliver for local communities during 2021-22, despite the installation programme being somewhat delayed due to the COVID-19 pandemic.

One camera was installed in Narberth, and a further two will be installed in the area during the summer of 2022. One extra camera was installed in Ammanford, and an additional camera will be installed near the Royal Welsh Showground in advance of this year's show.

The wider CCTV installation programme and project is due to be completed in Autumn 2022 when the number of cameras installed across the force area will total 160 across 25 towns.

### CCTV Camera Locations

- Aberaeron
- Aberystwyth
- Ammanford
- Brecon
- Builth Wells
- Burry Port
- Cardigan
- Carmarthen
- Fishguard
- Haverfordwest
- Lampeter
- Llandrindod Wells
- Llanelli
- Llwynhendy
- Machynlleth
- Milford Haven
- Narberth
- Newcastle Emlyn
- Newtown
- Pembroke
- Pembroke Dock
- Saundersfoot
- Tenby
- Welshpool
- Ystradgynlais





# Priority 3: Our justice system is more effective

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

## Local Criminal Justice Board

The Dyfed-Powys Criminal Justice Board brings together senior representatives of criminal justice agencies operating in the Dyfed-Powys area, to

improve the delivery of justice and the service provided to victims and witnesses. The Board meets quarterly and is chaired by the Commissioner.

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

**During 2021-22, the Board delivered the priorities that they share with the Criminal Justice in Wales Board:**

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

Alongside this, Board members have contributed to the delivery of remote evidence sites across Wales, allowing vulnerable victims of domestic abuse to give evidence in a safe and secure environment and help them to get the best possible outcome from their criminal justice journey.



Here are some good news stories from the LCJB:

### 1. Cross Partnership Working

Board members have focussed on the cross-partnership links of the LCJB priority areas - the Board now welcomes members of the Dyfed Area Planning Board and a representative of the Community Safety Partnerships. These links are proving vital in tackling issues that impact on multiple agendas.

### 2. Domestic Abuse Perpetrator Schemes available across the Dyfed-Powys area

Addressing the abusive behaviours of perpetrators has been a focal point of the Board's strategic VAWDASV work regionally. The Board has aspired to ensure that this crucial work is available and delivered equally across the region, with an emphasis on early intervention and prevention. As a result of additional funding and the innovation and determination of specialist providers, Mid and West Wales now has a regional domestic abuse perpetrator intervention that is accessible consistently across the region. The provision includes:

- The Domestic Abuse Intervention Hub
- The Choice Programme
- The Stalking Perpetrator Pilot

The Board has also been successful in securing an award of just under £500,000 of Home Office funding, via and matched by the Commissioner's Office to support their regional approach to perpetrators of abuse.

### 3. Naloxone Pilot

Naloxone is a medicine that rapidly reverses an opioid overdose. Importantly, Naloxone has no effect on someone who does not have opioids in their system and it is not a treatment for opioid use disorder. The Dyfed Area Planning Board (APB) accessed £15k from Welsh Government to increase Naloxone provision and access across the Hywel Dda

area. Working in partnership with Dyfed-Powys Police, Powys Area Planning Board, DDAS and Kaleidoscope, 45 front line police officers received training and began to carry Nyxoid whilst on response shifts from 1 December 2021. The pilot focussed on police stations in Llanelli, Pembroke Dock, Aberystwyth and Llandrindod Wells. Further stations will carry Naloxone in time as part of a phased roll out.

Only 9 days after the trial's launch, PC Gareth Rees, one of several officers carrying the nasal spray Nyxoid was called to a man in an intoxicated state. When the officer arrived, the man was unconscious and his breathing was laboured. Identifying this as a sign he was suffering an overdose, the officer administered the spray. *"Within five to ten seconds he was conscious,"* said PC Rees. *"It's quite amazing how it works so quickly, it definitely made a difference for this man."*

The Board reviewed their delivery plan at the end of 2021-22 and have agreed priorities and actions to be delivered during the coming year.



The Terms of Reference for the Local Criminal Justice Board as well as a Structure Chart is available on the Commissioner's website: <https://www.dyfedpowys-pcc.org.uk/en/accountability-and-transparency/criminal-justice-board/>



## Criminal Justice in Wales Board

The Commissioner, as Chair of the Local Criminal Justice Board, is an active member of the Criminal Justice in Wales Board, working with senior representatives of criminal justice agencies across Wales to ensure a joined-up approach to tackling the key priority areas of supporting

victims, people who offend, early intervention and prevention and race equality.

The Board has also provided an ongoing platform for agencies to work together to reinstate service provision in the aftermath of the COVID-19 pandemic, with many services adapting their structures and delivery methods.

## Single Unified Safeguarding Review

The Single Unified Safeguarding Review (SUSR) project has continued to move at pace over the last year with the goal of implementation in Autumn 2022.

Throughout the year, the Commissioner continued with his work on this project alongside Welsh Government, Cardiff University, the Home Office and other key stakeholders across Wales.

The Commissioner is the Senior Responsible Officer for the development of the Wales Safeguarding Repository (WSR) and Chairs the Task and Finish Group working towards its full implementation.

The overarching aim of the project is to establish a pan-Wales approach for commissioning, undertaking and learning from reviews. The streamlined and enhanced SUSR process combined with the innovative and accessible WSR will help to ensure that more efficient, effective, ethical, and productive reviewing takes place in Wales.

This is a vital step towards improving professional practice to enhance the safety and wellbeing of future generations in communities across Wales. The WSR will facilitate this learning through the production of thematic reports which pull together salient points from SUSRs.

At the inaugural Ministerial Board meeting for the SUSR project in January 2022, chaired by First Minister Mark Drakeford, the Commissioner gave an update on the development of the WSR and a demonstration of the repository was given by Cardiff University. The project was well received and another Ministerial Board meeting is due to be held later in 2022.

### Since September 2021 numerous important workstreams continue to be delivered:

- The SUSR Team have been working with key partners to develop the SUSR Statutory Guidance. This amalgamates the Child and Adult Practice Review, Domestic Homicide Review, Mental Health Homicide Review and Offensive Weapons Homicide Review processes;
- Family and community engagement remain at the heart of the process, and a section for both the Statutory Guidance and Report template is being developed by a practitioner subgroup to reflect this;
- The SUSR Toolkit which contains standardised templates for each stage of the SUSR process is in development with the input of the practitioners who will ultimately use them; and
- SUSR Training Resources are being created, which include best practice examples from practitioners across Wales.

The Commissioner's contributions to this project will continue beyond implementation throughout the transition period.



## Victim Engagement Forum

The Dyfed-Powys Victim Engagement Forum appears on the Structure Chart for the Local Criminal Justice Board. On page 16 of this report you will find details of how the Forum has given victims a voice in improving the justice system.

The Commissioner's team attended the Victim and Witness Sub-Group of the Local Criminal Justice Board, reminding criminal justice partners of the work of the Forum and how they could engage with a pool of victims and survivors who are willing to share their feedback on their experiences and their suggestions for improvements.

## Public Sector Equality Duty

Under the Public Sector Equality Duty the Commissioner must support collective efforts to eliminate discrimination, harassment and victimisation; advance equality of opportunity for all and foster good relations between people.

To support the Criminal Justice in Wales' Anti-Racism Action Plan for Wales, the Commissioner was appointed as joint Chair of Criminal Justice in Wales' Race Equality Data and Performance Task Group.



Criminal Justice in Wales' vision with its Anti-Racism Action Plan is to make the Criminal Justice System in Wales fairer, more efficient and more effective with anti-racism as a core value and approach. Their aim, endorsed by the Criminal Justice Board for Wales, is for all Criminal Justice in Wales agencies to actively join in turning the vision into action.

The purpose of the Data and Performance Task Group is to create a performance framework and dashboard to monitor racial injustice and workforce representation within criminal justice partners in Wales.

In December 2021, the Commissioner funded and hosted a senior leader development session, attended by 50 officers and staff from across the Force.

The intention of the session, where attendees heard from Cindy Ikie from Cardiff University on **Race Relations and Policing in Wales**, was to provide cultural awareness and put forward a collective challenge around what the Force is doing in terms of positive action, force policy and operational policies.



# Youth Ambassadors

## Children's Rights Charter

In line with the work of the Youth Engagement Forum, the Commissioner and his Youth Ambassadors continue to promote children's rights. Working closely with colleagues from Dyfed-Powys Police, in partnership with Hywel Dda University Health Board and the Mid and West Fire Service, they developed a joint Children's Rights Charter, which was officially adopted in September 2021.



The Children's Rights Charter ensures rights of children are put at the forefront in the Dyfed-Powys area. Detailing the rights young people have when coming into contact with the organisations involved, the six-point Charter sets out how these agencies will always work on behalf of, and in the best interests of, children and young people, treating them with respect and in confidence. From a police perspective, this includes if they have been a victim of crime or if they are accused of breaking the law.

The Charter has been designed with young people from across the Dyfed-Powys area following a significant engagement exercise with young people of all ages. It was also created with the support of the Children's Commissioner for Wales.



Pupils from Ysgol y Felin School in Carmarthenshire met with Dyfed-Powys Police's then-Temporary Chief Constable Claire Parmenter, Police and Crime Commissioner Dafydd Llywelyn, Maria Battle Chair of Hywel Dda University Health Board and Mid and West Wales Fire Service Corporate Head of Prevention and Protection Peter Greenslade at an event at Dyfed-Powys Police Headquarters in Carmarthen to mark the official launch of the Children's Rights Charter.



## Training Video – Young People’s Experience of Police Contact

In the [2020-21 Annual Report](#), information was provided on the development of a police training video. The Commissioner’s Youth Ambassadors have since received national praise for their work in developing a short video sharing young people’s experiences of police contact aimed at breaking barriers and preconceptions between young people and the police.

The Commissioner’s Youth Ambassadors successfully worked alongside his Office to engage local young people willing to take part

in the project and share their experiences. In September 2021, the video was officially handed over to Dyfed-Powys Police’s Learning and Development Team.

Dyfed-Powys Police welcomed the video as a valuable resource, and have confirmed that it routinely forms part of training courses for police staff and officers in Dyfed-Powys.



A full version of the video project is not available publicly, but a short promo video sharing some of the messages can be viewed here:

<https://vimeo.com/572436431/7e0f7d9859>

*“This project has been vital for us as Police and Crime Commissioner Youth Ambassadors, to ensure that young people’s voices are heard, and that we have the opportunity to influence the work of the Police. We would like to thank Commissioner Dafydd Llywelyn for supporting the idea in the first place and for the help in ensuring our vision became a reality.”*

Celyn Mai Clement, Youth Ambassador

A recruitment drive to seek additional Youth Ambassadors will take place during 2022, as well as a consultation with young people on the delivery of Police and Crime Plan priorities.

## Carmarthenshire Policing Hub and Custody Suite Development Progress

Planning permission was granted to the Office of Police and Crime Commissioner by Carmarthenshire County Council back in April 2021 for the proposed development, which is to be an ambitious sustainable construction, with a BREEAM excellence rating. However, the planning permission included a number of conditions which had to be met before construction work could begin.

Wilmott Dixon, who are the Construction Contractor have been on site since autumn 2021. The Commissioner visited the site in February 2022 to meet with contractors and to check on progress.



# Values

In order to achieve the Commissioner's vision of '**A Dyfed-Powys of safe communities**', the Commissioner encourages the police and all other criminal justice system organisations to work efficiently and effectively by:



Working Together



Being Accountable



Being Sustainable



Engaging Widely

## Working Together

“Organisations and communities in the Dyfed-Powys Police force area work together and our needs and goals are balanced with those of other public bodies.”

2021-25 Police and Crime Plan



### Welsh Government

Throughout 2021-22, the Commissioner and his team continued to work closely with the Welsh Government, alongside the Commissioner's counterparts across Wales and the Welsh police forces.

The **Policing Partnership Board for Wales**, chaired by the Deputy First Minister, discusses and advises on policing issues. Policing-specific matters are considered by all Welsh Police and Crime Commissioners and Chief Constables, alongside senior Welsh Government officials.



During the year, the Board considered the following, amongst other topics: domestic abuse and sexual violence, substance misuse, strategic and operational issues emerging from both non-COVID-19 and COVID-19 issues and race equality.



The Welsh Government publishes the minutes from these meetings on their website: <https://gov.wales/policing-partnership-board-wales>



The **Cross-party Group on Policing** provides an opportunity for members of Senedd Cymru to engage with, and hear from, senior police leaders on policing across Wales, including the Police and Crime Commissioner.

During 2021-22 the Group continued to meet virtually, and the following topics were brought forward for consideration:

- **Domestic violence and abuse;**
- **The changing nature of drugs supply;**
- **Cyber-crime and fraud;**
- **Race and inclusion in Welsh policing;**
- **The Impact of the pandemic on the police workforce;**
- **The Critical role of local partnerships;**
- **Criminal Justice in Wales – working with the Probation, Prison and Court Services; and**
- **Early intervention programmes.**

Specifically, in March 2022 the Commissioner outlined to the Group how Police and Crime Commissioners had worked with Ministers and other stakeholders across Wales to influence change and engage in a 'One Public Service' approach bringing together devolved and non-devolved services.



Senedd Cymru – Welsh Parliament publishes the minutes from the Group's meetings on their website: <https://business.senedd.wales/mgOutsideBodyDetails.aspx?ID=780>



Between April 2021 and March 2022 the **Policing in Wales** strategic group met on four occasions. Consisting of the Police and Crime Commissioners and Chief Constables of the four Welsh police forces, as well as key members of their own teams, this Group aims to identify and pursue opportunities to collaborate, seeks to improve the service provided to communities across Wales and provides a platform through which to collectively represent Welsh policing during engagement with partners such as Welsh Government.

As Chair of Policing in Wales, the Commissioner directed the activity of the **Police Liaison Unit**, as they are directly accountable to the strategic group. The Unit is responsible for ensuring engagement between the devolved administration in Wales, UK Government departments, key stakeholders in the criminal and social justice world, and representing Police and Crime Commissioners and Chief Constables in those discussions.

During 2021, the Commissioner and his Welsh counterparts began a series of meetings with the **Policing Minister**. This was an opportunity for the Commissioners to raise or relay key matters from their force area, and for the Policing Minister to update the Commissioners on issues such as the Spending Review and budget.



## Public Service Boards

As a statutory invitee to each of the four Public Service Boards across the Dyfed-Powys area, the Commissioner works with partners to ensure positive, sustainable outcomes for communities.

During 2020-2021 the Commissioner has worked with public services across the Dyfed-Powys Police force area in conducting their wellbeing needs assessment and the production of draft priorities for the future well-being plans. This provided the opportunity for cross-agenda work, bringing crime and disorder key priorities into the community safety sphere of Public Service Boards.

## Community Safety Partnerships

Close partnership working across the four Community Safety Partnerships (CSPs) continued throughout 2021-22. The Commissioner has routinely supported the CSPs to develop projects which met their own local community safety objectives in addition to the Commissioner's priorities. The CSPs were also key stakeholders for the Commissioner in the development of his Police and Crime Plan.

During 2021-22, £1,625 worth of funding provided to Carmarthenshire CSP by the Commissioner ensured the continuation of the LoRaWAN project. This involves sensory equipment that will send an alert to the relevant personnel when it is triggered by a possible intruder on someone's property which could lead to acquisitive crime. Three possible sites were identified for the installation of units by the social enterprise in partnership with the Police.

## Real Living Wage

As part of Welsh Government's broader commitment to fair work during 2021, there was an ambition to see an uplift to the real living wage for all working hours in Wales.

In early 2021, the Commissioner made the decision that both his Office and Dyfed-Powys Police would become a Real Living Wage employer.

***“I sought to be at the forefront of that change.”***

Dafydd Llywelyn

Working in partnership, the Commissioner and Dyfed-Powys Police were able to ensure that the Force were accredited as a Real Living Wage Employer.

***“I hope that by demonstrating my leadership in this way, I will positively influence other employers nationally and within my area to follow our lead in becoming a real living wage employer.”***

Dafydd Llywelyn



**Dafydd Llywelyn and Temporary Chief Constable Claire Parmenter signing the Dyfed-Powys Police commitment agreement to become a Real Living Wage Employer.**

The Commissioner also agreed to lead a regional task group to support other organisations to prepare and plan for what they can do to help increase the proportion of workers who receive a wage that reflects the costs of living.

# Being Accountable

Sir Robert Peel, in designing an ethical police force set out one of his principles as,

*“to recognise always that the power of the police to fulfil their functions and duties is dependent on public approval of their existence, actions and behaviour, and on their ability to secure and maintain public respect.”*



Governance arrangements are in place to ensure appropriate accountability at all levels. These arrangements encourage better decision making and efficient use of resources, resulting in positive outcomes for service users.

During 2021-22, the Commissioner continued to discharge his scrutiny role through holding his Policing Board and Policing Accountability Board meetings.

## Policing Board

Policing Board is a fortnightly forum at which the Commissioner holds the Chief Constable to account for the delivery of policing services across the Dyfed-Powys area.

Between April 2021 and March 2022, Policing Board members met on 16 occasions, and focused on a particular area of business, identified and prioritised based on operational demand, community impact and risk.

## 2021-22 Policing Board Themes

Violence against women and girls

Governance structure

Forensic Services

Drug related crime

Victim satisfaction

Benefits and projects

Force Communications Centre



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

Looking ahead: From April 2022 the Policing Board will adopt a new approach – the first meeting of the month will focus on Force Performance and the meeting two weeks later will focus on a Police and Crime Plan priority.





## Commissioner in Conversation with the Chief Constable

At the end of March 2022, the Commissioner hosted a live 'Commissioner in Conversation' broadcast on social media with Dyfed-Powys Police Chief Constable, Dr. Richard Lewis.

The Commissioner and Chief Constable held an open discussion about the challenges and opportunities for Dyfed-Powys Police, taking questions from those viewing the live broadcast: A very transparent way of holding the Chief Constable to account on local policing services.

## Policing Accountability Board

Unlike Policing Board, the Policing Accountability Board is a quarterly public meeting. Details of each meeting are published on the Commissioner's website. The themes previously addressed at Policing Board are considered in this open forum, as well as force performance against the Commissioner's Police and Crime Plan priorities.



## Commissioning Advisory Board

Members of the Commissioning Advisory Board support the Commissioner in relation to the awarding of grant funding or the tendering for services.

The Board focuses on scrutinising activity and holding service providers to account, from whom they had several inputs during 2021-22.

The membership of the Board has been refreshed, widening the invitation to join to all of the Commissioner's volunteer groups.

Looking ahead, the Board will receive inputs from organisations who have received grant funding from the Commissioner, as well as commissioned service providers.

The Commissioner's wider scrutiny work continued to be risk-based and focused on areas of significant public interest / concern, seeking to protect those most vulnerable from crime and ensuring the delivery of appropriate support services to those who become victims of crime.

## Out of Court Disposal Scrutiny Panel

The Out of Court Disposal Scrutiny Panel, co-ordinated by the Commissioner's Office, brings together representatives from across the criminal justice sector, including Courts, Probation, Youth Offending Teams and the Crown Prosecution Service.

Panel members independently assess, scrutinise and quality control the use of out of court disposals (such as cautions, community resolutions and youth restorative disposals) issued by Dyfed-Powys Police. They make recommendations, provide feedback on individual cases to officers, communicate findings, promote best practice and identify potential policy development or training needs for consideration by the Force or other agencies involved.

Within their online scrutiny activities during 2021-22, the Panel reviewed 68 cases covering: vehicle offences, drug supply, possession of a weapon, knife crime, sexual offences, burglary and theft, hate crimes and assaults against emergency workers.

Following Panel feedback, a number of cases were reviewed and updated to improve the rationale or accuracy of the crime records. In addition to this, inconsistencies were identified and fed back directly to the officers involved and wider learning shared with their Inspectors.

During the reviews, the Panel identified that there was a need for further assurance to be sought regarding how looked after children are supported consistently across police borders.

The Panel reviewed a number of cases where a young person in care had come into contact with Dyfed-Powys Police, but had been moved out of the area either prior to or during their referral to the Youth Offending Teams. As such, the Commissioner has committed through his 2021-25 Police and Crime Plan to: "Work to keep young people out of the criminal justice system, by promoting a trauma-informed, child-centred policing model." In particular, the Commissioner will support the introduction and implementation of a national protocol to reduce the disproportionate criminalisation of care-experienced children and young people.

## Volunteer Schemes

Throughout the year, the Commissioner and his team continued to work with volunteers and panels who support him in holding the Chief Constable to account for the delivery of an efficient, effective and legitimate police services.

The Commissioner is grateful to those who have continued to volunteer for his Office as part of the Independent Custody Visiting and Animal Welfare Schemes, his Quality Assurance Panel and Youth and Victim Engagement Forums.

All help to monitor and ensure professionalism within Dyfed-Powys Police.

**“Volunteers across all schemes, panels and forums within my office play an important role within the scrutiny function of my office, in helping me hold the Chief Constable to account. I am thankful to each and every single person who volunteers to help me deliver this vital work.”**

Dafydd Llywelyn



## Independent Custody Visiting Scheme

It is a statutory requirement for Police and Crime Commissioners to have an Independent Custody Visiting Scheme.

Independent Custody Visitors (ICVs) provide independent assurance that detained persons are treated appropriately and fairly by Dyfed-Powys Police.

During the pandemic, where COVID-19 levels were high and lockdown restrictions applied, ICVs made telephone calls to custody suites to speak with detainees and maintain an oversight of the custody environment.

In addition, to ensure welfare checks on detainees continued during the pandemic and that all rights and entitlements continued to be granted, the Commissioner's team carried out monthly independent dip-sampling of custody records.

Whilst this approach ensured the relevant checks continued, in January 2022, the Commissioner was pleased to see a return to physical visits by ICVs.

### During 2021-22...

- 26 active ICVs
- 31 telephone calls to custody suites
- 116 physical custody suite visits
- 250 detainees in custody during calls/visits
- 100 detainees spoken to
- 42 detainees observed
- 146 custody records reviewed

## Anti-Harm Suit Pilot

In September 2021, the Commissioner's ICV Scheme joined with Dyfed-Powys Police and the Independent Custody Visiting Association (ICVA) to lead on an Anti-Harm Suit Pilot.

Through the Pilot, ICVs independently review the custody records of detainees who have been issued with an anti-harm suit. They consider whether the anti-harm suit was issued appropriately, whether it was removed as soon as possible and that sufficient rationale for its use is recorded within individual's custody record.

Positively since September 2021, Dyfed-Powys Police has seen a significant decrease in the number of suits being issued.

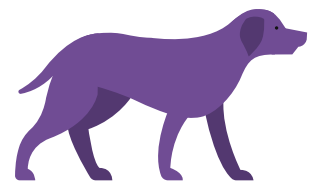


## Animal Welfare Scheme

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

Animal Welfare Visitors are expected to make at least one visit to a Dog Handler and their dogs every 6 months. Reassuringly, during 2021-22, no issues were identified as a result of these visits.

During the year, prior to the move from Police Headquarters in Carmarthen, a number of the Animal Welfare Visitors carried out an inspection of the new Police Dog Kennels in Pembrey, Carmarthenshire. They were able to provide feedback in relation to the welfare of the dogs and the provisions available.



### During 2021-22...

- 6 Animal Welfare Visitors
- 28 visits to Dog Handlers
- 49 dogs seen

## Quality Assurance Panel

The 13 members of the Commissioner's Quality Assurance Panel scrutinise the quality of Police contact with the public, in a transparent and independent manner. The Panel's scrutiny activity supports improvements within the Force.

### The Panel met five times during 2021-22, reviewing:

- Hate Crime incidents;
- Stop and Search incidents;
- Use of Force incidents;
- Complaint review outcome letters; and
- calls into the Force Communication Centre.



To read more about the Quality Assurance Panel's 2021-22 recommendations and activities, visit the Commissioner's website:

<https://www.dyfedpowys-pcc.org.uk/en/the-office/volunteer-schemes/quality-assurance-panel/>

## Police and Crime Panel

A further level of accountability is delivered by the Dyfed-Powys Police and Crime Panel, made up of members nominated by the four local authorities in the force area, with at least two independent members.

### The Panel has a number of roles and responsibilities, including to:

- Review the Commissioner's Police and Crime Plan;
- Review the annual draft policing budget and police precept proposal, with the power to veto the level of precept;
- Deal with complaints against the Commissioner;
- Scrutinise decisions and actions taken by the Commissioner;
- Review the appointment or removal of the Chief Constable;
- Support the work of the Commissioner;
- Make reports or recommendations to the Commissioner; and
- Review the Commissioner's conduct.

The Panel cannot scrutinise Dyfed-Powys Police Force or its work.



Find out more about the Police and Crime Panel here: <https://www.dppoliceandcrimepanel.wales/>

Throughout 2021-2022, the Panel continued to undertake their roles and responsibilities through five formal public Panel meetings, and two informal briefings from the Commissioner.

### At these meetings, Panel members specifically considered:

- The 2021-25 Police and Crime Plan;
- The Commissioner's 2020-21 Annual Report;
- Mental health and policing;
- The Commissioner's performance against the statutory duties within the Policing Protocol Order 2011;
- The decisions taken by the Commissioner;
- Grant funding arrangements; and the
- 2022-23 police precept proposal.

The Panel also held a confirmation hearing for the Chief Constable appointment.



View the Policing Protocol Order 2011 here: <https://www.gov.uk/government/publications/policing-protocol-order-2011-statutory-instrument>

## Complaints and Concerns

In his scrutiny of the Force, the Commissioner considers complaints received against the Chief Constable. The Chief Constable is responsible for investigating complaints and conduct matters against police officers (below the rank of Chief Constable) and staff within the Force.

Alongside complaints against the Chief Constable, the Commissioner and his team also consider dissatisfaction reports raised by members of the public regarding various issues that they have encountered within our Force area. These are referred to as 'Community Concerns' and are recorded using three main categories: 'Personal Concerns' such as anti-social behaviour, traffic concerns or domestic abuse; 'Organisational Concerns' such as CCTV, financial/budgets or arrest dissatisfaction; and 'Other Concerns' such as local/national concerns or non-policing related concerns.

### 2021-22 Complaints and Concerns numbers

Number of formal Chief Constable complaints	8
Number of Chief Constable complaints recorded	6
Number of appeals against the decision made to the Independent Office for Police Conduct	2
Number of appeals upheld in favour of the Commissioner's decision	2
Total community concerns received	355
% Closed cases resolved within 30 working days	99.25%

## Complaint Reviews

The Policing and Crime Act 2017 and supporting regulations made significant changes to the police complaints and disciplinary systems. They introduced several changes designed to achieve a more customer-focused complaints system. Importantly, the reforms aim to make the discipline system more proportionate and encourage a much greater emphasis on learning from mistakes.

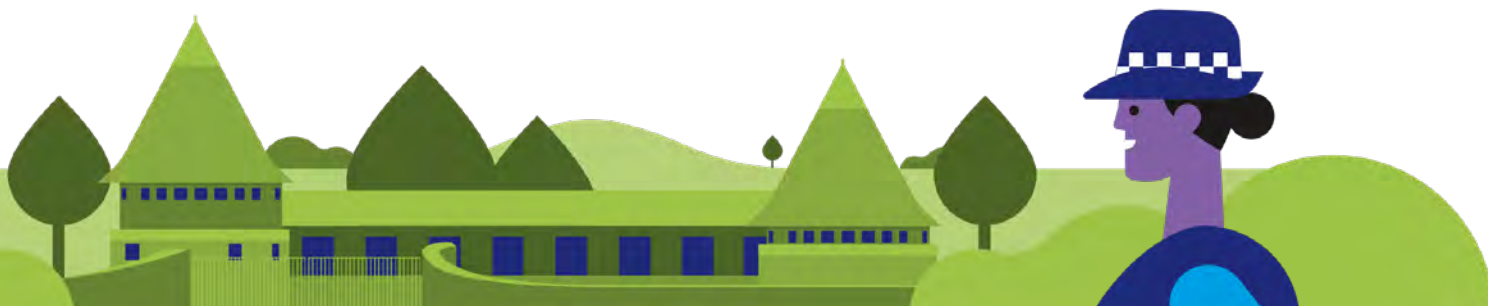
Since 1st February 2020, if an individual's complaint was recorded under Schedule 3 of the Police Reform Act 2002 and the individual is unhappy with the outcome of their complaint, they can apply for a review to the Relevant Review Body, either the Independent Office of Police Contact (IOPC) or the Police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

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

- Whether the request for a review was valid;
- Whether the outcome of the complaint was reasonable and proportionate; and
- Whether any recommendations should be made to the Force because of the handling and/or outcome of the complaint.

### 2021-22 Reviews

Total valid reviews received	57
Total reviews completed	40
Total Upheld	4
Total Partially Upheld	2
Total Not Upheld	23
Total Ongoing	17
Total Lessons Learnt / Recommendations identified by the Commissioner	11



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

In January 2022, the Commissioner's Quality Assurance Panel considered a random selection of 6 complaint outcome review letters sent out to complainants by the Commissioner's Office. The aim of this scrutiny exercise was to consider whether complaint outcome review responses sent by the Office were clear and easy to understand.

Members of the Quality Assurance Panel highlighted best practice within the letters, put forward their observations on the letters, and raised queries to be considered.



A full report detailing the Quality Assurance Panel's finding and Commissioner's Office's response, can be found here:

<https://www.dyfedpowys-pcc.org.uk/en/the-office/volunteer-schemes/quality-assurance-panel/>

## Complaints against the Police and Crime Commissioner

The Police and Crime Panel investigate any complaints made against the Commissioner, independently of the Commissioner's Office.



A Register of complaints is published on the Panel's website:

<https://www.dppoliceandcrimepanel.wales/home/the-commissioner/>

## Transparency

The Commissioner is elected by the public and will be held to account by the public during his term of office. The Elected Local Policing Bodies (Specified Information) Order 2021 requires information about Police and Crime Commissioner to be published which the public can use when holding

Commissioners to account. A consistent set of published information will also allow the public to compare across police force areas. For the last three years the Commissioner's Office has been awarded the Transparency Quality Mark by CoPaCC, the police governance experts in recognition of the high-quality standards relating to transparency of governance structures and information publishing.

In the absence of funding, CoPaCC regrettably took the decision that they could no longer conduct a Transparency audit of Police and Crime Commissioners' websites in the last financial year.

In previously being awarded the Transparency Quality Mark, the Commissioner's Office has proven its provision of timely, consistent, and clear information, demonstrating a continued commitment to transparency. To ensure that the Commissioner's Office maintains its position in relation to transparency, regular checks on the website are conducted.

During the year, a decision was made to develop a new website for the Commissioner's Office, as the current one is no longer truly representative of the Office following a refresh of the logo and branding. Work is ongoing, but once the new website goes 'live' during 2022, the team will ensure an independent audit is undertaken, in place of the CoPaCC check, to ensure all statutory requirements continue to be complied with.

Full details of the Statutory Publishing Requirements, with details of how this is being achieved is available on the [website](#). It includes the need for detail about office holders, staff, income and expenditure, property, rights and liabilities, decisions, and policies.

<https://www.dyfedpowys-pcc.org.uk/media/11101/transparency-index.docx>

## Welsh Language Standards

The Commissioner's Office continued to work closely with Dyfed-Powys Police to ensure adherence to the Welsh Language Measures of 2011, with a representative from the Office attending DPP's quarterly "Yr Iaith Ar Waith" meetings in order to stay abreast the Force's compliance levels.

All job vacancies within the Office stipulate the ability to speak Welsh as a desirable attainment, with some of the more public facing roles stipulating that Welsh is essential for the post. All staff are offered the opportunity to attend Welsh lessons. Currently 43% of the team are confident speaking through the medium of Welsh, ensuring that if someone wishes to communicate with the Office in Welsh, this request can be accommodated.

Between January and March 2022, the Welsh Language Commissioner's Office conducted a monitoring exercise with a focus on identifying gaps and weaknesses within the Office's delivery regime. In key areas of communication, i.e. telephone and correspondence, the Office performed very well and continue to ensure compliance with the Welsh Language Standards is maintained and driven as a priority.

## Joint Audit Committee

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

The Committee's work helps to ensure efficient and effective arrangements are in place, and their judgements may be informed by the scrutiny undertaken by the Police and Crime Panel.

For further information, please see the Committee's Annual Report here: <https://www.dyfedpowys-pcc.org.uk/en/>

[accountability-and-transparency/jointaudit-committee/](#)

2021-2022 saw some changes to the membership of the JAC. Mr Malcolm MacDonald's term of office came to an end in October 2021 after 8 years on the Committee, and Mr Martin Evans took over the role of Chair. Ms Michelle Morris left the Committee in February 2022 due to being appointed as the next Public Services Ombudsman. Following a recruitment drive in March 2022, two new Members have been successfully appointed to the Committee and will commence their role during 2022.

## Internal Audit

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

The Internal Audit Plan is scrutinised by the Joint Audit Committee before it is agreed, and audit findings are considered by the Committee. During 2021-22, the JAC considered the Annual Internal Audit Plan for 2022-23.

### Internal Audits conducted during 2021-2022 included:

- **Reviews of Budgetary Control,**
- **Governance – Development of the Police and Crime Plan;**
- **Resource Management Unit;**
- **Vetting – disproportionality in recruitment;**
- **Risk Management Mitigating Controls; and**
- **ICT Review of Change Management.**

In addition to these internal audits, the JAC considered all-Wales collaborative audit reports, including Assurance Review of Pensions - All Wales Pensions Hub, Assurance Review of the Wales Safety Camera



Partnership, and the review of Automatic Number Plate Recognition (ANPR).

## External Audit

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

Audit Wales also has a statutory duty to assess arrangements for securing economy, efficiency, and effectiveness in the use of resources, and undertook a Value for Money review of collaboration arrangements.

## Accelerated Cause of Concern

On 7 May 2021, HMICFRS published an 'Accelerated Cause of Concern' in relation to Dyfed-Powys Police's Crime Data Integrity. This action is taken when HMICFRS "discover significant service failures or risks to public safety".

HMICFRS stated that Dyfed-Powys Police had failed to make expected improvements since its last Crime Data Integrity inspection in 2018: *"Dyfed-Powys Police is too often failing to record reports of violent crime, particularly domestic abuse and anti-social behaviour towards people."*

They made a number of recommendations to the Force to address the issue. The Commissioner and his office have maintained oversight of the Force's improvement plan through attendance at Force governance meetings and scrutiny through Policing Board and Policing Accountability Board.

Part of the planned improvements involved the introduction of the 'End to End' project. Introduced in November 2021, the project sought to improve the service provided to victims and reduce demand on front line policing through process improvements. The Commissioner and his team have been receiving regular briefings on the progress of the project and will be undertaking a full review of the project's success in Autumn 2022.

The results of HMICFRS' re-inspection of Dyfed-Powys Police are anticipated in July 2022.

## HMICFRS

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



Between April 2021 and March 2022, the Commissioner responded to 18 separate HMICFRS inspection reports, all of which can be found on the Commissioner's website:

<https://www.dyfedpowys-pcc.org.uk/en/accountability-and-transparency/force-performance/hmic/>





## HMICFRS inspection reports

### April 2021

Disproportionate use of police powers - a spotlight on stop and search and the use of force  
Getting the balance right? An inspection of how effectively the police deal with protests

### June 2021

Policing in the pandemic - the police response to the coronavirus pandemic during 2020  
Custody services in a COVID-19 environment

### July 2021

PEEL: Cause of Concern - crime data integrity  
Hestia's super-complaint on the policing response to victims of modern slavery  
Review of policing domestic abuse during the pandemic - 2021

### August 2021

Interim Report: Inspection into how effectively the police engage with women and girls  
A joint thematic inspection of the police and Crown Prosecution Service's response to rape – Phase one  
Neurodiversity in the criminal justice system: A review of evidence

### September 2021

State of Policing: The Annual Assessment of Policing in England and Wales 2020  
A shared confidence: A summary of how law enforcement agencies use sensitive intelligence  
Spotlight report – A review of Fraud: Time to choose

### October 2021

Super Complaint - a duty to protect: Police use of protective measures in cases of Violence Against Women and Girls

### November 2021

Final report: Inspection into how effectively the police engage with women and girls  
Police response to violence against women and girls

### December 2021

Update: Implementation of Recommendations from Police Super Complaint – Police Data Sharing for Immigration Purposes

### January 2022

A joint thematic inspection of the criminal justice journey for individuals with mental health needs and disorders

# Being Sustainable

*“ We maintain and enhance social environments, which support economic and ecological resilience, aligned with biodiverse natural environments and healthy functioning ecosystems. This supports our commitment and the capacity to adapt to change, balancing short-term needs with safeguarding our future. ”*

2021-25 Police and Crime Plan



## Sustainability Group

The Dyfed-Powys Sustainability Group has been operating for over three years, with a dedicated chair. The Group has secured and supported the delivery of the following initiatives, working collaboratively with partner organisations to reduce Dyfed-Powys Police's overall carbon footprint and impact on the environment:

- All-Wales Sustainability and Decarbonisation Draft Strategy delivered and working groups set-up;
- By 2050 the organisation will be 'Net Zero', with targets for 2030 being agreed by the Group, in line with requirements set by all-Wales National Police Chiefs Council and Association of Police and Crime Commissioners;
- Decarbonisation Plan delivered at Police Headquarters, involving a full survey of the site and a detailed plan to decarbonise the estate through various initiatives. This was the first step in the plan, and work is ongoing;
- A Biodiversity Plan is in place across the police estate, including: 'no mow May' and wild flower meadows;
- During 2021-22, the Salix Funding £887k decarbonisation fund was delivered at Headquarters - Loft Insulation, LED lighting, solar panels, and Heating and Cooling Controls projects);
- Localised utility monitoring and consumption monitoring in place, reducing our demand and consumption;
- Biomass boilers in place at police headquarters, reducing our reliance for secondary back-up heating and hot water from the Oil Boilers;
- Electric Vehicle Fleet charging infrastructure is now at 8 key sites across the force area, aligned with current Neighbourhood Policing Teams and central pool electric vehicle fleet. Discussions have taken place with partners in relation to joint use of charging infrastructure where possible;
- 10-year Capital Plan has allocated funds to decarbonise our Estate and introduce further electric vehicles as technology advances;
- Sustainable Procurement supported by WRAP Cymru – all our future procurement activities will have sustainability threaded through the process and a minimum of 10% allocated to scoring aligned with cost and quality;
- Approval given to the Dafen Llanelli Custody and Police Station Hub being built to BREEAM Excellent standard and being completely electric: solar panels on the roof, grey water for flushing toilets, staff and force electric vehicle charging capabilities, and no fossil fuels utilised.

Looking ahead, the Sustainability Group will continue to identify new opportunities and are collaborating with partners to align future performance and effectiveness in this wider and varied topic.

## Agile Working

Throughout 2021-22, agile working continued within the Commissioner's Office, championed by the Commissioner. The majority of Commissioner's team worked from home, working efficiently to support him in discharging his statutory responsibilities, maintaining a high level of service to the public and partners.

Within the 2020-21 Annual Report, utility costs were reported, with a reduction of £107,623 displayed due to the adoption of a more hybrid way of working. Though not as significant a

figure, a further reduction was seen between 2020-21 and 2021-22.

Looking ahead, with the publication of the Smarter Working Policy, the Commissioner's Office will continue its agile working practice, with part of the working week being spent at the Office.

	2019-20	2020-21	2021-22
Total HQ costs	£447,657	£340,034	£300,285
Reduction of...		£107,623	£39,749

## Provision of Office space to the Welsh Ambulance Service

During 2020-21, the Commissioner's Office physically reduced in size with the provision of 30% of office space to the Welsh Ambulance Service. During the 2021-

22 financial year, the Welsh Ambulance Service requested further space. With a focus on agile working for his own team, the Commissioner approved the provision of further office space, resulting in 65% of the original Office being handed over to the Welsh Ambulance Service.

## Old Police Station utilised as Hub for local foodbank and community projects

Kidwelly Police Station in Carmarthenshire, which is no longer an active police station, was leased out to CETMA during 2021-22 for use as a foodbank for local communities.

As well as running the local foodbank, CETMA are involved in several community projects with the aim of improving the area. The Megan and the Food Squad Project is an example of an educational programme developed by CETMA,

funded by Sir Gar, and ran from the old Police Station, that aims to educate children and young people about the benefits of growing food, importance of healthy eating, and the effects of food waste on our environment.

During March 2022, the Commissioner visited the site to learn more about the community work being undertaken from the old station.



# Engaging Widely

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

Throughout 2021-22, the Commissioner and his team engaged our local communities and consulted them on important policing matters.

## Commissioner's Engagement Activities

2021-22 saw an increase in face-to-face engagement activities for the Commissioner and his team, including the reintroduction of in-person Community Engagement Days.

These days are an opportunity for the Commissioner to meet with various partners, organisations, commissioned services and residents to discuss policing matters.

The Commissioner hosted 6 Community Engagement Days during 2021-22, visiting Llanelli twice (one being a themed day), Kidwelly, Haverfordwest, Llandrindod Wells, and Talgarth, Brecon and Hay on Wye.

As part of the Llanelli, Kidwelly and Talgarth, Brecon and Hay on Wye engagement days, the Commissioner met with several community representatives, including Councillors, business representatives, charities, and community projects, to discuss local matters and work being undertaken in the areas.

The Haverfordwest and Llandrindod Wells Community Engagement Days saw the Commissioner visiting community groups that had received funding through his Participatory Budgeting initiative.

Participatory Budgeting is a way of giving communities a greater say in how money is spent in their local areas. During 2020-21, virtual Participatory Budgeting events were held across each of the 14 neighbourhood policing areas. Community groups applying for funding presented their project ideas, and community representatives decided whom should receive the funding. Over 100 community groups benefitted from funds of over £200,000.

During the Community Engagement Day in Llandrindod Wells, the Commissioner met with representatives from Llandrindod Community Events, Bracken Trust, POBL, Dementia Matters in Powys, and the Bowls Association.



Members of Llandrindod Community Events were able to update the Commissioner on how his funding had benefited the local community, including, but not limited to, a free fishing club for local children up to age 16, kayak lessons and the creation of a woodland area for local community groups to use.







**During the Community Engagement Day in Haverfordwest, the Commissioner met with:**

- 'Get the boys a lift' café who received funding to ensure that they were still able to offer crucial counselling support throughout lockdown, despite their café being closed to the public;
- Haverfordwest High who received funding to purchase radio equipment for their pupils as part of their after-school Friday Wellbeing sessions; and the
- VC Gallery, providing a welfare and support service for armed forces veterans and the wider community throughout Pembrokeshire.



The second Llanelli visit focused on road safety. The Commissioner welcomed the Project EDWARD vehicle to the force area, and engaged with residents in Dafen, Llanelli - one of 8 areas in Wales involved in the Welsh Government's pilot on the introduction of 20mph speed limits in residential areas. Here, the Commissioner met with Community Speed Watch volunteers and GoSafe staff. He also participated in Carmarthenshire County Council's Megadrive workshop at Ysgol y Strade to promote road safety amongst new drivers, and visited Dyfed-Powys' Roads Policing Unit at Cross Hands.



# Consultations

## Chief Constable appointment

Early in the 2021-22 financial year, the Commissioner ran a recruitment process for a new Chief Constable. As part of this, the Commissioner reached out to partners, residents and victims of crime to find out what was important to them in the qualities and traits of a Chief Constable.

*What do you consider to be the attributes of a successful Chief Constable in this area?*

Representatives from the Victim and Youth Engagement Forums, and the Commissioner's volunteer schemes and panels were also invited to sit on a panel interviewing candidates.

All feedback received through the above activities were considered by the Commissioner as part of the Chief Constable selection process.

*“The public must remain central to everything we do and every decision we make.”*

Dafydd Llywelyn



## Police and Crime Plan consultation

Following the results of the 2020-21 consultation where residents and partners were asked what they believed Dyfed-Powys Police's priorities ought to be, in preparation for the development of his draft Police and Crime Plan. The Commissioner sought further feedback from across our communities on 5 key policing areas during 2021-22:

1. **Victims**
2. **Access**
3. **Prevention**
4. **Justice**
5. **Sustainability**

There was a 3-tiered approach to consultation:

1. **Facilitated sessions with 'lesser heard' groups;**
2. **Personal invitations / encouragement for involvement by special interest groups and partners; and**
3. **Communication with the general public.**

The views received as a result of this activity informed the development of the draft 2021-2025 Police and Crime Plan.

## 'Policing Priorities and Funding 2022/23 – Have your say'

In October 2021, the Commissioner launched a public consultation to gather feedback from local residents, partners and business owners on two important policing matters:

1. **The priorities set out within the Police and Crime Commissioner's draft 2021/25 Police and Crime Plan; and**
2. **The 2022/23 police precept.**

Feedback on the priorities set out within the draft Police and Crime Plan was considered by the Commissioner and his team in the finalisation stage of the Plan.

The results of the police funding element of the consultation were considered by the Commissioner in his decision-making and were incorporated into the Medium Term Financial Plan, available on the Commissioner's website: <https://www.dyfedpowys-pcc.org.uk/en/the-office/finance/precept-and-medium-term-financial-plan/>

### ***'How safe do you feel in your local area?'***

The term Violence Against Women and Girls (VAWG) refers to acts of violence or abuse which disproportionately affects women and girls, and VAWG came to the forefront of national discussions and media coverage during 2021. In response to this national coverage, it was important that the Police and Crime Commissioner considered the local situation.

*Do women and girls feel disproportionately unsafe across the Force area?*

To understand this, the Commissioner launched a public consultation to assess general feelings of safety. The information gleaned through this consultation will allow us to identify any cause for concern locally in terms of feelings of safety, specifically within our female population.

532 people responded to the survey, and encouragingly the majority of respondents felt safe within their local area. Feelings of unsafety were more prominent in the night-time than the daytime. Overall, it was clear that women felt significantly less safe than men in all areas/locations considered in the survey, both during the day and at night.

Analysis continues in to 2022 to ensure we make best use of the data retrieved and feedback shared. Information will be used to inform further scrutiny work by the Commissioner's Office.



# Resources

## 2021/22 Budget

Following a rigorous process of scrutiny and deliberations over financial assumptions, risks that threaten our communities, investment requirements and priorities, the Commissioner set a revenue budget of £119.8m to deliver policing services for the Dyfed-Powys area for 2021/22.

**£119.8m** for 2021/22 policing services, of which **£106.1m** was for Police Officer and Police Staff pay and pension costs.

As part of this budget, the Commissioner set a precept of £275.56 per Band D property which, once again, saw the Dyfed-Powys area with the lowest council tax precept in Wales.

The 2021/22 grant settlement for Dyfed-Powys Police was £59.5m and included within its baseline, additional funding to support the first tranche of 42 officers under the Police Uplift Programme, along with a further specific grant to support the second tranche of a further 42 officers by year end.

The Force continued to identify efficiency measures and the budget assumed financial savings of £1.6m to be delivered across several initiatives including workforce structures, collaborative arrangements, ICT developments, income generation and reductions in non-pay spending delivered through procurement and cost reduction initiatives.

As part of budget setting, the Commissioner approved that £1.6m of reserves would be used to cushion the impact of one-off cost pressures that were expected from on-going operations linked to the asylum seeker camp at Penally and due to the on-going nature of the COVID-19 pandemic. However, it later became clear that operations linked to the Penally camp would end in March 2021. The Home Office also allocated one-off funding of £0.4m in additional grant



that could be applied to meet any on-going Pandemic cost pressures. In addition, the Welsh Government announced additional recurring Police Community Support Officer (PCSO) funding of £0.3m. These developments enabled the Commissioner to reduce the contribution needed from reserves to balance the budget in

2021/22 by £1.4m to £0.2m and revise the budget accordingly.

The following table is a variation statement which sets out the final out-turn position for 2021/22 and compares this to the original and revised budget.

Variation Statement	Original Budget	Revised Budget	Actual	Variance (Positive for Saving)
Budget Holder	£M	£M	£M	£M
<b>Police and Crime Commissioner</b>				
Office and Commissioning Costs	2.1	2.1	2.1	0.0
Estates Costs	4.1	4.1	4.0	0.1
Transfer to/(from) Reserves - Commissioner	0.0	0.0	0.1	(0.1)
<b>Total Commissioner Revenue Budget Costs</b>	<b>6.2</b>	<b>6.2</b>	<b>6.2</b>	<b>(0.0)</b>
<b>Chief Constable</b>				
<b>Total Budget - Force</b>	<b>115.2</b>	<b>113.8</b>	<b>111.4</b>	<b>2.4</b>
<b>Total Budget - Police and Crime Commissioner and Chief Constable</b>	<b>121.4</b>	<b>120.0</b>	<b>117.6</b>	<b>2.4</b>
Contribution to/(from) Reserves - Chief Constable	(1.6)	(0.2)	2.2	(2.4)
<b>Net Spending After Transfer from Revenue to Reserves</b>	<b>119.8</b>	<b>119.8</b>	<b>119.8</b>	<b>0.0</b>

The final out-turn position demonstrates that there was a positive variance on Commissioner's Revenue budget of £0.1m relating to the Estates Department, as a result of staff turnover and reactive maintenance savings. There was a net transfer from earmarked reserves of £0.1m to support the Commissioner's priorities.

The final out-turn position shows that the Chief Constable costs were £2.4m below the revised budget for the year. The Force exercised considerable financial restraint over the year despite some considerable operational demands which made the accurate assessment of the final out-turn challenging. When setting the 2022/23 budget, an underspend of around £1.0m had already anticipated and this sum was budgeted to offset against the 2022/23 budget requirement to meet additional one-off cost pressures falling in coming years.

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The total 2021/22 budget for the Office of the Police and Crime Commissioner, which included Office, Estates Department and Commissioned Services was £6.2m.

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Much has been achieved over the last year with continued investment in estates, fleet and critical IT infrastructure with the commencement of a project to replace the Force's Record Management System, continued roll out of CCTV, investment in a range of IT projects to better support agile working, along with progress in relation the new custody/station facility for Carmarthenshire. The Commissioner set an original budget of £18.5m



for 2021/22, but as a result of delays in relation to major estates schemes only £9.1m was spent by year end. Work is underway to review all future capital investment requirements.

Financial performance is reported monthly through the Commissioner’s Policing Board and quarterly through the public Police Accountability Board. The overall year-end position was discussed in detail at a Policing Board meeting on the 24 May 2022. The Commissioner approved the creation of a number of new reserves and several reserve movements to fund various initiatives and projects and assist in mitigating one-off pressures. At the end of 2021/22, reserves totalled £19.5m, which included a sum of £8m to support future capital budget commitments and a general reserve of £4m.



For further information on the 2021/22 financial position, please see the Group Statement of Accounts: <https://www.dyfedpowys-pcc.org.uk/en/the-office/finance/statutory-accounts/>



The final year-end position was very positive, putting Dyfed-Powys in a stronger position to deal with the array of future financial challenges which are comprehensively set out within the Medium Term Financial Plan <https://www.dyfedpowys-pcc.org.uk/media/11152/2223-mtfp-and-precept-report-for-panel-final.docx>

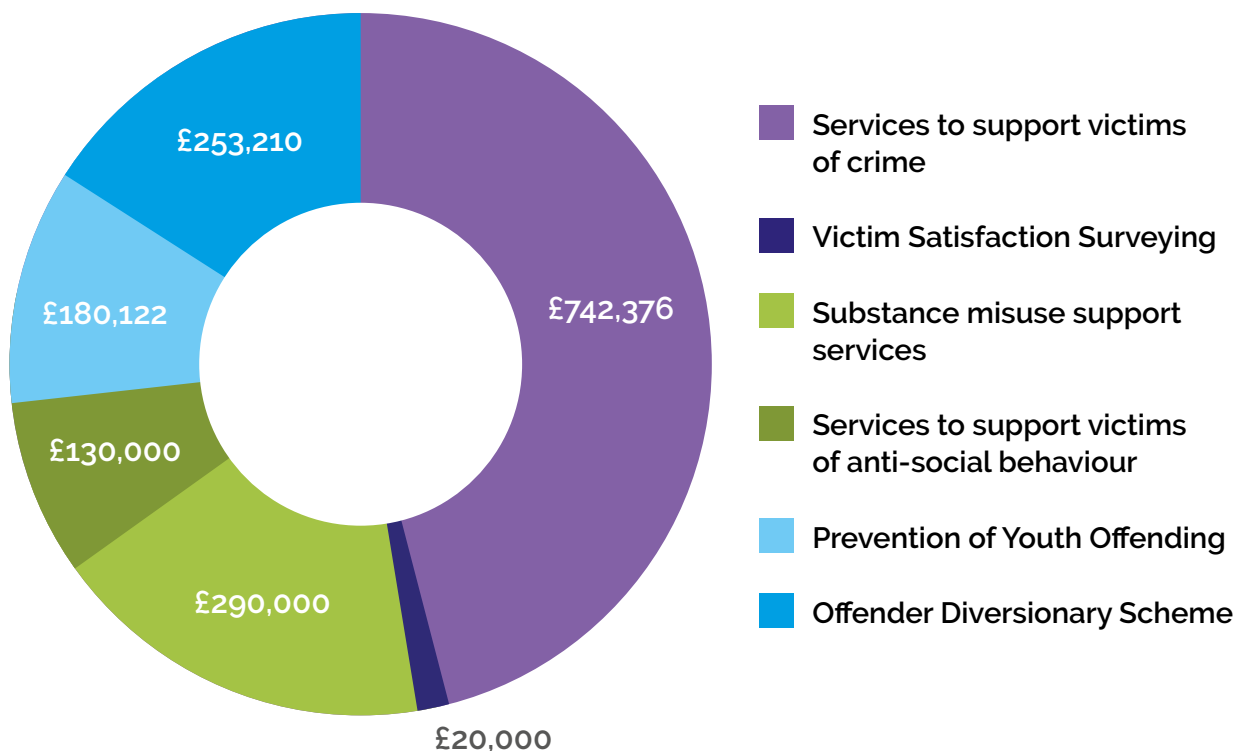
## Commissioning Budget

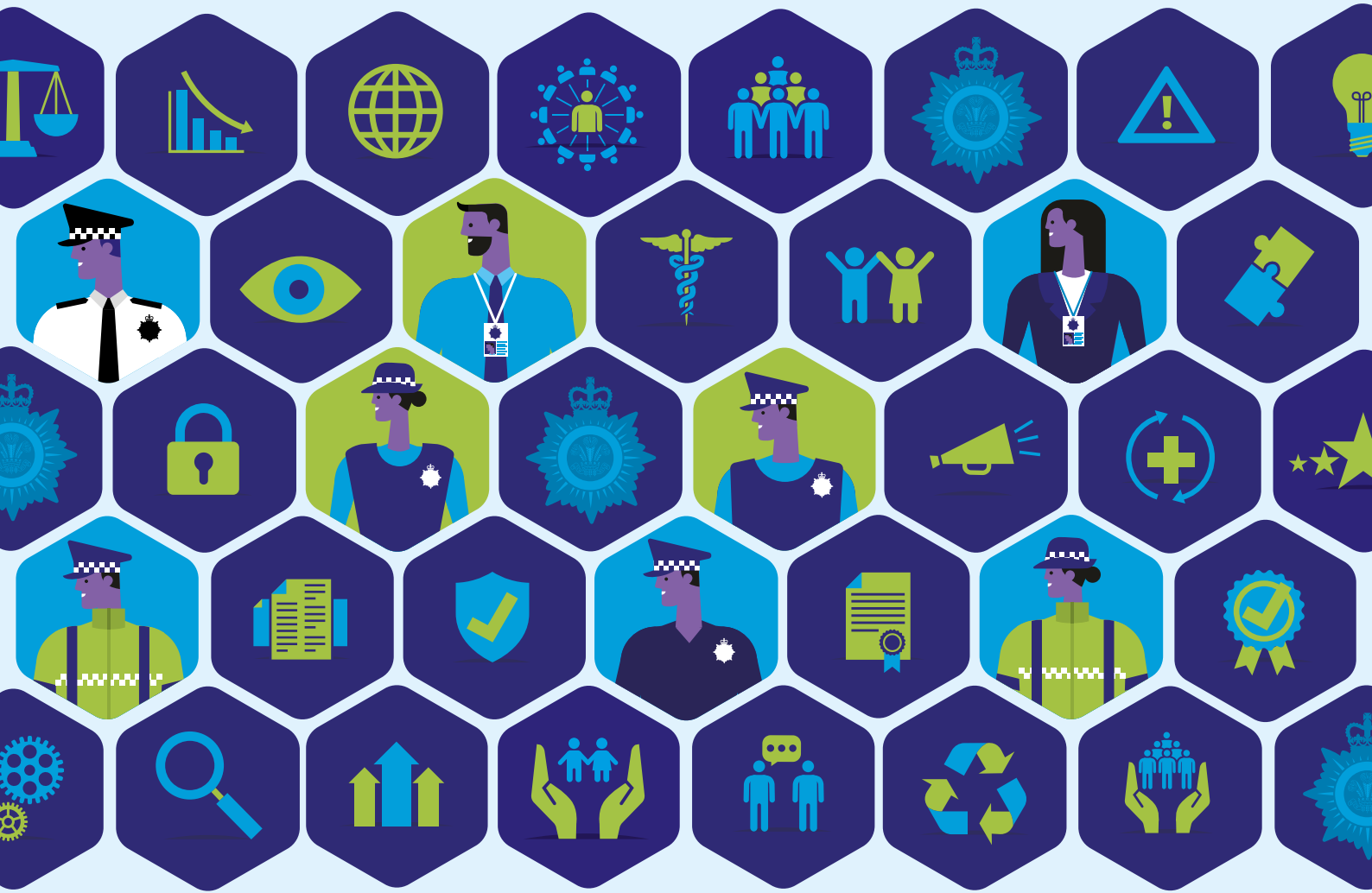
The commissioning budget for 2021-22 was £3,022,430, which included staff costs in addition to costs incurred for direct service provision.

£605,586 of the overall budget was funded through the core Victims’ Grant from the Ministry of Justice (MOJ).

As previously noted, during 2021-22 an additional £629,093 MOJ funding was secured by the Commissioner to support victims of Violence against Women, Domestic Abuse and Sexual Violence (VAWDASV).


The following image shows the detail of this allocation:






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

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