

2015-16 ANNUAL REPORT

Police & Crime Commissioner for Dyfed-Powys



COMISIYNYDD
HEDDLU A THROSEDDU
DYFED-POWYS
POLICE AND CRIME
COMMISSIONER

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Foreword

As a newly elected Police and Crime Commissioner it is privilege to represent the communities of Carmarthenshire, Ceredigion, Pembrokeshire and Powys in this role and to present the Annual Report for 2015-16.

The report reflects on the last financial year and my predecessor Mr Christopher Salmon's record in office. I would like to take this opportunity to acknowledge Mr Salmon's efforts as the first elected Police and Crime Commissioner for Dyfed Powys-Police and his work in setting up the office which I now lead.

Despite small increases in recorded crime, the Dyfed-Powys Police Force area remains the safest place in England and Wales and during the last year recorded incidents of anti-social behaviour fell in comparison to the previous year. The emphasis has been on ensuring front line services are maintained and supported whilst ensuring opportunities for efficient working practices are maximised.

The financial outlook remains a challenge and the ethos of placing the community at the heart of our decisions must be maintained, whilst identifying future priorities.

Yn gywir



Dafydd Llywelyn

Comisiynydd Heddlu a Throsedd / Police & Crime Commissioner

About this Annual Report

Police and Crime Commissioner elections were held for the first time in November 2012. Christopher Salmon was elected as the first Police and Crime Commissioner for Dyfed-Powys and was in office for the 2015/16 period to which this report refers.

Police and Crime Commissioners are required to set out their priorities and pledges in a Police and Crime Plan in accordance with the Police Reform and Social Responsibility Act 2011. In 2013 Mr Salmon published his plan as Commissioner setting out his priorities.

Police and Crime Commissioners are also required by law to produce an annual report albeit that this annual report is published by a newly elected Commissioner.

This report highlights some of the key achievements by the first Police and Crime Commissioner for the Dyfed-Powys Police area.

1 Preventing and dealing with incidents and crime

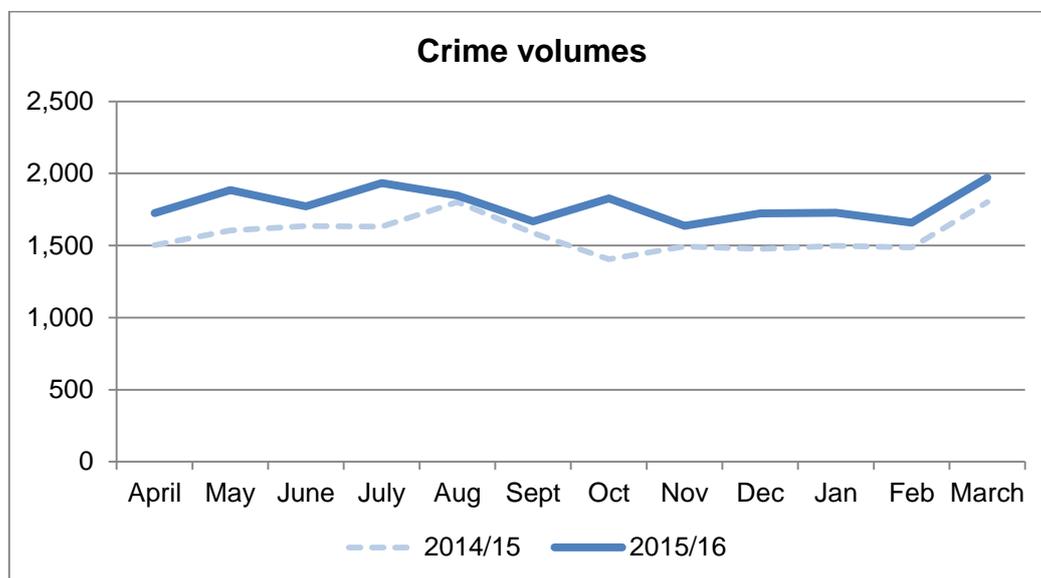
Preventing crime is more effective than dealing with its effects. The priority areas are to;

- prevent crime and antisocial behaviour (ASB);
- ensure that the police, partners and other agencies intervene early to prevent children and young people from offending;
- break the cycle of adult reoffending;
- prevent speeding, dangerous driving and road traffic collisions; and
- keep victims informed of progress on their case.

What has been achieved?

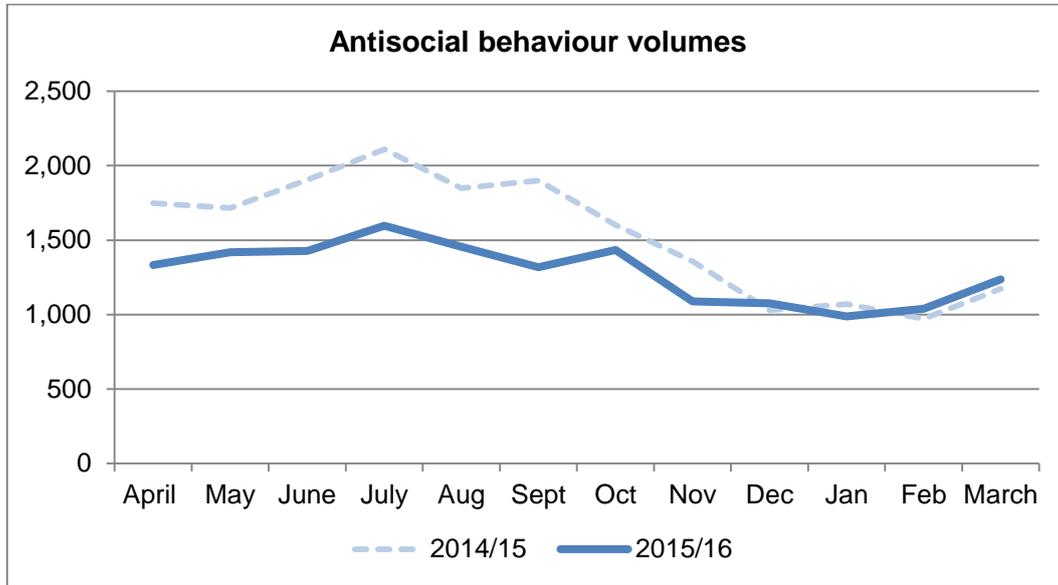
Crime and antisocial behaviour

2015/16 saw an increase in recorded crime. This is, in part, due to the impact of a new approach to crime recording, introduced in January 2015. The public can feel more confident that when a crime takes place, it is recorded accurately.



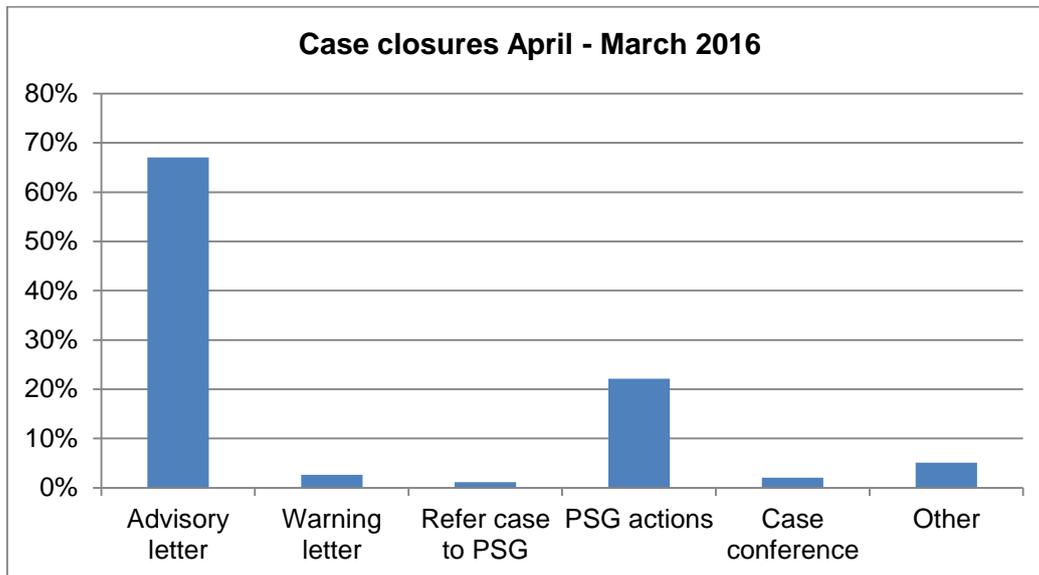
Despite this rise, Dyfed-Powys had the lowest number of recorded crimes in England and Wales per 1,000 population, as of December 2015.

Reported levels of antisocial behaviour fell by 17% in comparison to 2014/15, and by 27% in comparison to 2013/14.



During 2015/16, a total of £225,408 was invested in services to reduce the impact of anti-social behaviour. Grwp Gwalia continued to embed and develop the antisocial behaviour service across Dyfed-Powys. During the year, the service received 490 referrals which led to 334 new cases being opened. This resulted in perpetrators receiving warning letters as well as cases being discussed at multi-agency problem solving meetings in order to resolve issues such as verbal harassment, noise and vandalism. In addition, 169 victims were referred to the service for enhanced support. Mediation has also been provided in a further 13 cases.

A total of 129 cases were closed during the year. Advisory letters proved effective in resolving the majority of lower level ASB cases. Multi-agency action arising from the problem solving groups (PSGs) also played an important role in resolving issues.



During 2015/16, the Commissioner's Fund enabled numerous community projects to support this priority area. In Ceredigion, funding was provided to support joint working between communities, partners and police to develop a programme for vulnerable young people, providing them with diversionary activities with the aim of reducing ASB.

The Commissioner invested a total of £354,000 in criminal justice substance misuse services across the Dyfed-Powys area during 2015/16. The services received approximately 240 referrals each quarter, resulting in 175 individuals being taken onto the caseload. In addition to this, individuals within custody will have received harm reduction advice and brief interventions without entering treatment. There were approximately 220 individuals in treatment at any one time during the year. Around 66% of clients who exited treatment were classed as a positive closure. This included outcomes such as completing the treatment programme, a reduction or cessation of use or in offending behaviour.

Road safety

The Commissioner funded four new road safety schemes with the aim of reducing the number of people killed or seriously injured on the roads of the Force area. The schemes aim to achieve better road behaviour and attitudes amongst younger road users and improved driving by older motorists through:

- a programme of bilingual multi-media performances and workshops for all secondary schools across Dyfed-Powys with the aim of improving road safety behaviour and attitudes.
- a project led by Mid and West Wales Fire and Rescue Service to reduce speed and anti-social driving by working directly with young people likely to get involved in crime.
- research led by Dyfed-Powys Police which will lead to new schemes to
 - keep young drivers safe, and to
 - keep older drivers safe.

Victims

Interviews were undertaken with victims of crime, in line with the Home Office requirement to conduct victim satisfaction surveys with specified victim groups. 705 interviews were conducted and the results indicated that the majority (92%) of victims surveyed were satisfied with the service received. The total cost of this service for 2015/16 was just under £14,000.

2 Protecting vulnerable people

We all have a responsibility to safeguard vulnerable people in our community. The priority areas are to;

- improve awareness of, and identify, vulnerable people in need;
- ensure that those in need are supported appropriately;
- ensure that victims of crime can access support from point of report to case conclusion;
- ensure effective working practices to manage demand for child protection, sex offences, domestic abuse and hate crime; and
- ensure mental health and sexual assault services are supported by Welsh Government and Health providers.

What has been achieved?

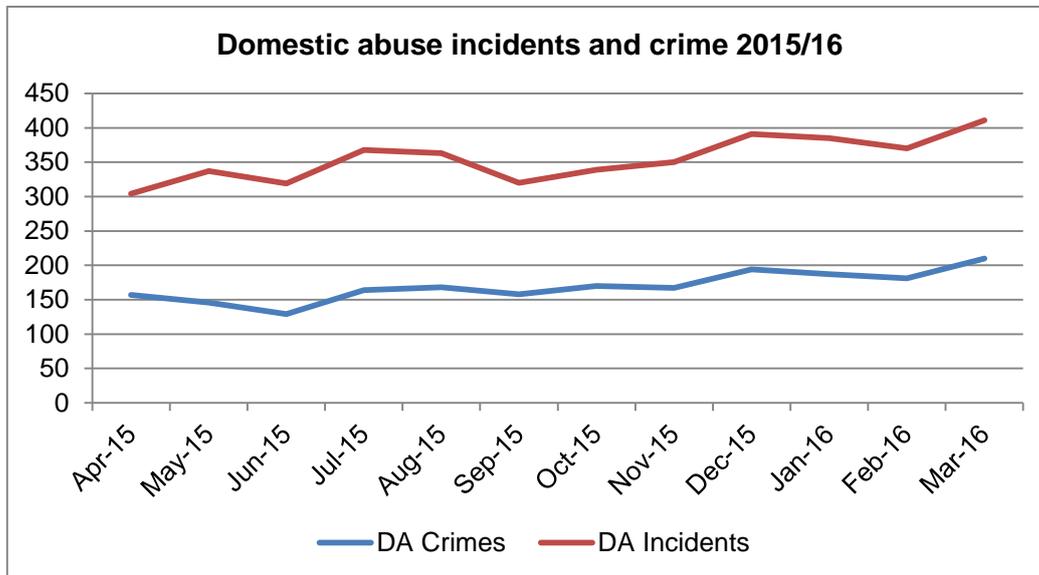
Victim support

The Ministry of Justice provide Police and Crime Commissioners with funding to enable them to commission services to support victims of crime. Since April 2015, Victim Support has provided a local referral service for victims affected by crime. The Commissioner invested approximately £204,000 in this service for the period 2015/16. The 'Help Hub' acts as a central source of information for victims and also maintains a directory of support services for those victims who wish to self-refer to agencies. They assess the needs of each victim in order to provide the most appropriate support services, with case managers who are able to provide additional face to face advocacy or emotional support to help victims cope and recover.

During 2015/16, the Help Hub received 17,853 referrals. Of those victims receiving a needs assessment, an average of 58% had no identified needs and therefore didn't require additional services. 8% of those receiving a needs assessment required additional face to face advocacy or emotional support and 3% required the input of specialist support services.

Domestic abuse

Domestic abuse incidents and crime continued to increase during 2015/16.



To assist the police in responding to the increase in incidents of domestic abuse and violence, Hafan Cymru have been commissioned to provide a domestic violence support service. The service aims to reduce risk and increase the safety of those experiencing domestic abuse, in particular those who are vulnerable or at the highest risk. The service works in partnership with agencies such as Her Majesty's Courts and Tribunal Service to ensure that victims are supported through the entire criminal justice system from point of report to final outcome and beyond. The service cost £153,000 for the 2015/16 period. During this time, 803 clients were referred to the service from across the Force area and 211 victims were supported through court.

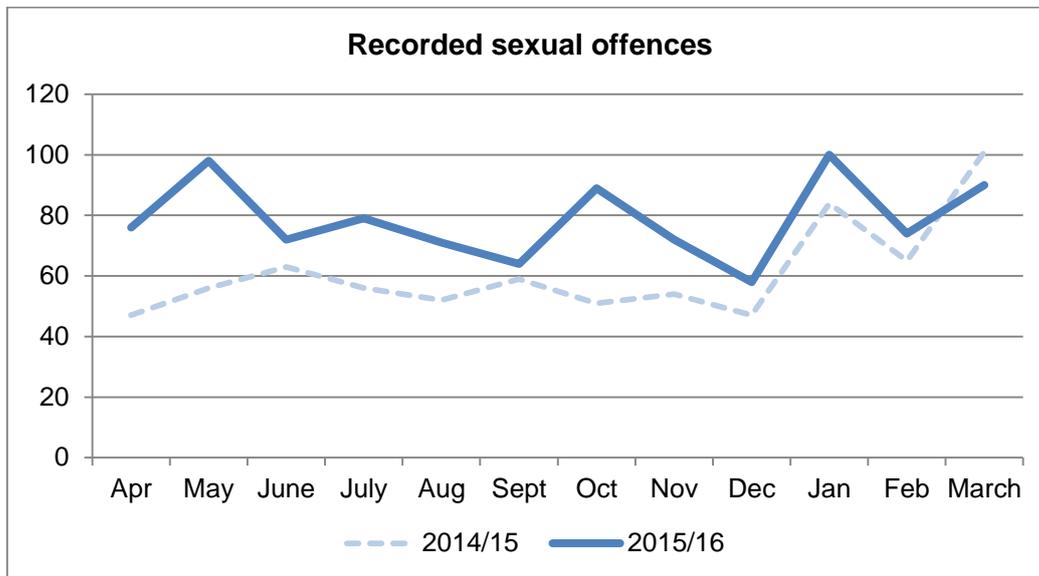
Child protection

In 2015/16, Llamau were commissioned to provide an independent debriefing and mediation service for children and young people who have been reported as missing and are at risk of sexual exploitation. The service is newly established with recruitment still underway in some areas so at present there is no available outcome data.

The Commissioner's Fund provided funding to The Lucy Faithfull Foundation to raise awareness about child sexual exploitation amongst parents and carers across Dyfed-Powys.

Sexual abuse

Recorded sexual offences increased by 59% in comparison to 2014/15.



New Pathways have been commissioned to provide a crisis support service for those experiencing sexual abuse. This includes working closely with the Police to provide forensic medical examinations and to support victims and witnesses through the complexity of the criminal justice process. The Commissioner invested approximately £33,000 in this service during 2015/16. He also awarded capital funding for two new Sexual Assault Referral Centres, providing a local service for victims living in Ceredigion and Powys and removing the need to travel long distances to receive a medical examination. The total number of referrals for the year ending 31st March 2016 was 236. 81 of these referrals were acute cases (where a victim presents within 7 days of the incident) and 70 received a medical examination.

3 Bringing people to justice

Key to preventing crime is ensuring those who create it face justice. The priority areas are to;

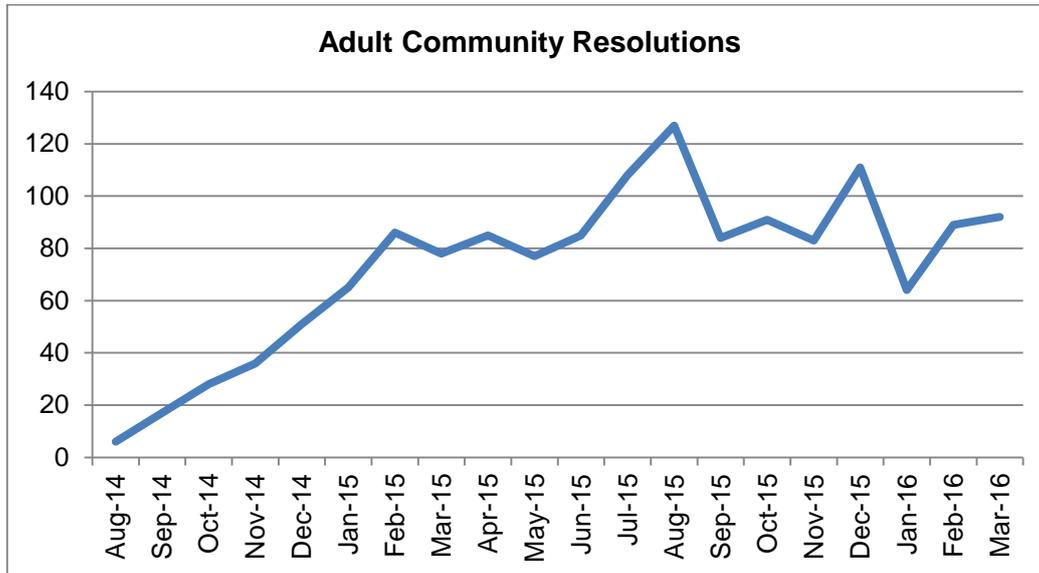
- enhance the use of community remedies and restorative justice approaches;
- ensure that the Police engage with a wide variety of partners to break the cycle of re-offending;
- hold the Chief Constable to account for police file quality and levels of offences brought to justice; and
- provide more information on action taken against offenders.

What has been achieved?

Restorative justice

Since April 2015, the Wales Community Rehabilitation Company has been commissioned to provide a victim-led restorative justice service. This service attracts an annual contribution of £25,000 from the Commissioner. Wales Community Rehabilitation Company has worked closely with partners to establish and raise awareness of the processes available for victims to access restorative justice. During the period, the service received 64 cases for consideration, many of which are receiving ongoing support and advice to prepare them for the process of a face to face meeting. 3 cases have reached the point of a face to face conference, leading to positive outcomes for both the victims and the offenders. Restorative approaches require ongoing development and this will form a focal point during the next term of office.

One of the restorative options currently available to victims is the Adult Community Resolution, usage of which increased during 2015/16.



Local Criminal Justice Board

The Local Criminal Justice Board (LCJB) is a multi-agency partnership that aims to improve the efficiency and effectiveness of the criminal justice system in Dyfed-Powys. The Commissioner has chaired the Board since July 2014.

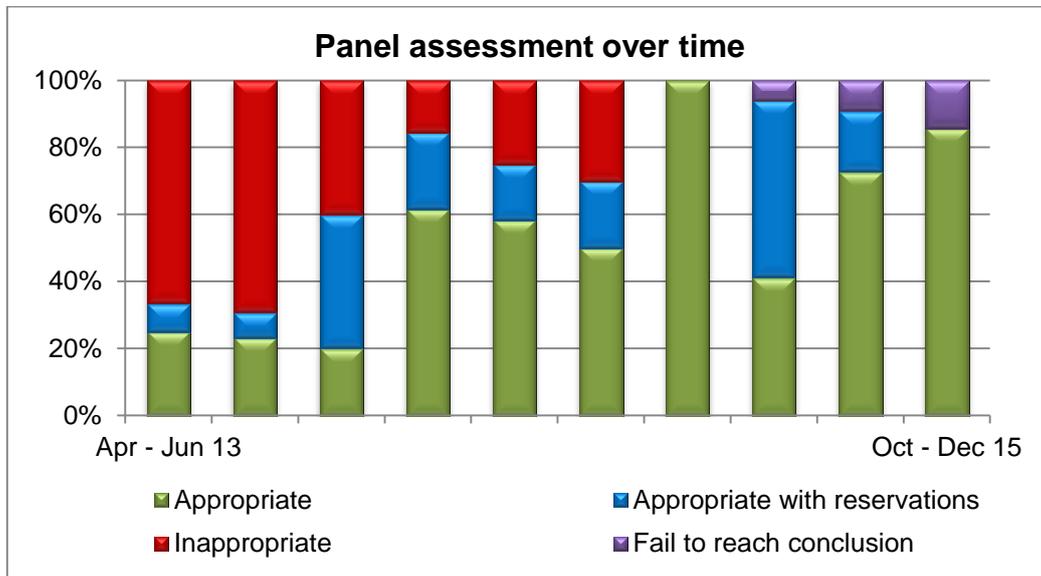
In 2015, the LCJB commenced a joint review of the criminal justice system with the aim of identifying and removing inefficiencies and improving effectiveness and victim experience.

File quality is a critical factor in trying to secure a successful prosecution. The quality of police files can impact on the efficiency and effectiveness of the magistrates' court. If delays occur when cases are heard in magistrates' courts, this can cause additional distress for victims and witnesses. The LCJB has initiated a review of file quality to identify any training requirements for frontline officers and to ensure that future training programmes can be responsive to emerging issues.

Out of court disposals

The Commissioner’s Out of Court Disposal Panel scrutinises the appropriate use of cautions. The work of the panel identified a number of areas for improvement including encouraging the use of conditional cautions and better information sharing between agencies.

The number of cautions judged as inappropriate by the Panel has reduced over time.



4 Enhancing access to policing services

Ensuring access to policing services is vital for community confidence. The priority areas are;

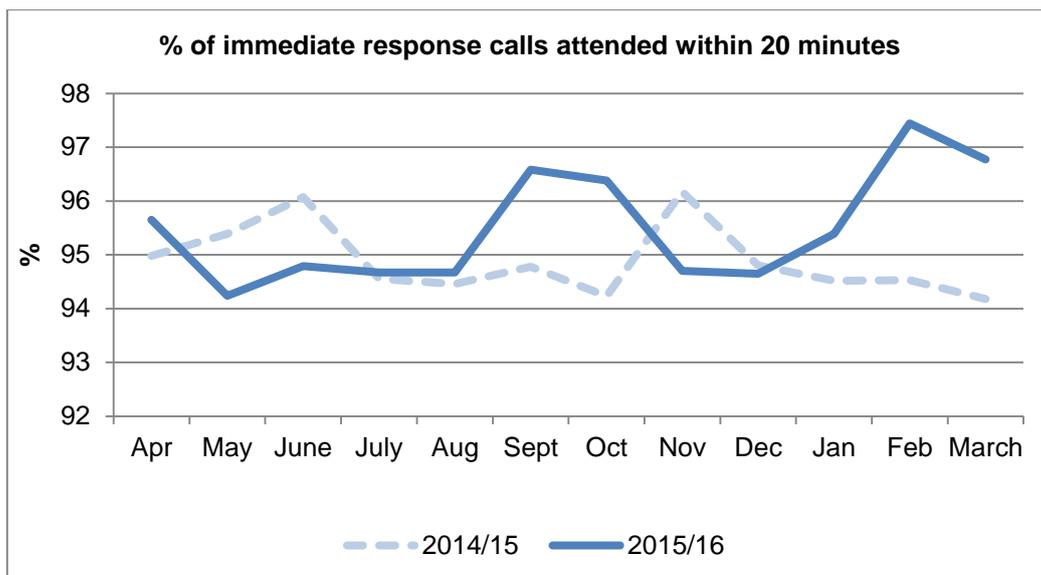
- the public can get hold of the police when they need them and in the way they want to;
- policing services can be accessed in Welsh;
- calls are responded to in a timely manner, where needed;
- police officers and Police Community Support Officers (PCSOs) spend more time in communities;
- special constables and volunteers are used where needed most; and
- rural communities have the same opportunities to access policing services as those in urban areas.

What has been achieved?

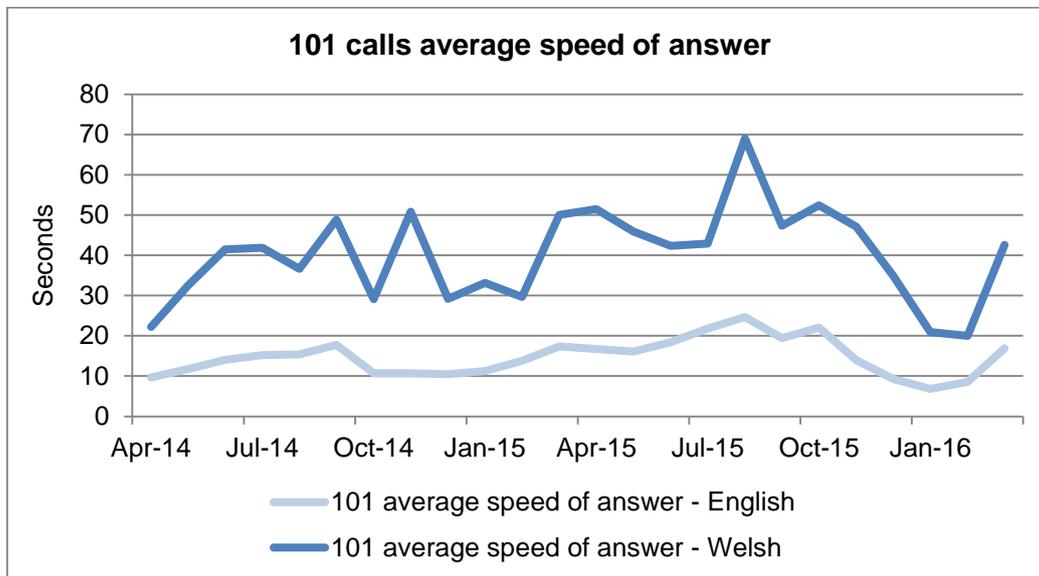
Response times

The first point of contact with the police for many people is via the emergency 999 or the non-emergency 101 number. Evidence suggests that the public have been dissatisfied with accessing the police using the 999 and 101 numbers.

Since December 2015, response times for emergency calls have started to improve.



However, the average speed to answer 101 calls continued to fluctuate during 2015/16.



In 2015/16, the Commissioner initiated an independent review of service delivery within the Force Communications Centre. The review highlighted a number of areas that required progression within the Force Communication Centre. The findings of the review have been shared with the Chief Constable and work is ongoing to address the issues.

Commissioner's Fund

The Commissioner's Fund provided funding to Brecon Street Pastors, a group of volunteers trained to provide care and assistance, especially to young people and those who are under the influence of alcohol or drugs. The Street Pastors support the community and the police by providing support, advice and first aid during evenings and weekends.

Estates

A review of the estate was carried out last year which focused upon delivering modern, appropriate and accessible facilities. The work to review and repair existing police stations continues, with ongoing discussions in partnership with local authorities and town councils to identify suitable alternative locations and land acquisition for the Carmarthenshire custody project.

5 Ensuring high standards of professionalism

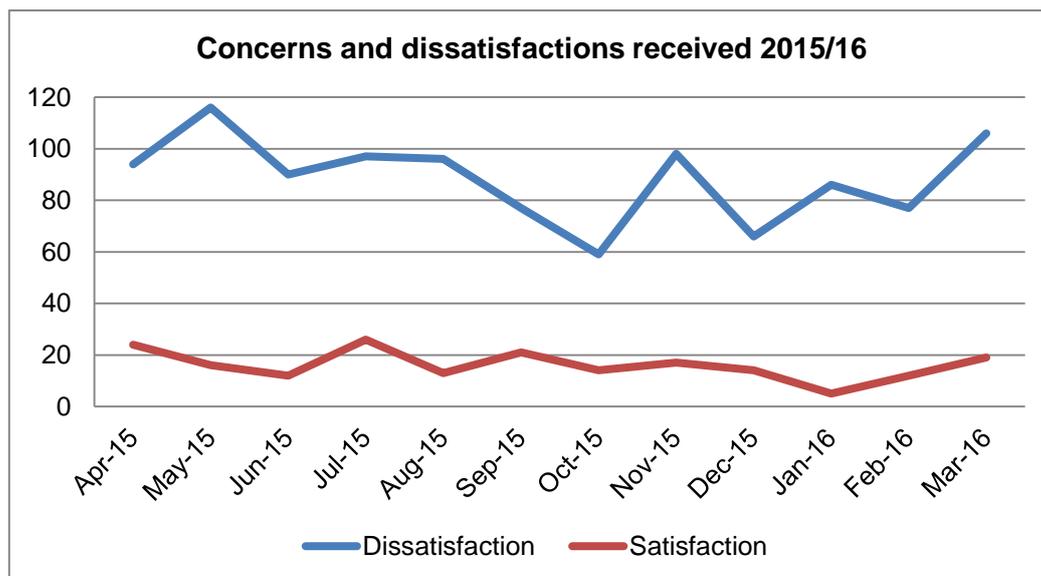
Treating people with dignity and respect, especially at a time when they are vulnerable, is critical. The priority areas are;

- to ensure that the public are treated with dignity and respect;
- staff show the highest standards of professionalism;
- staff conduct, incivility and performance is accurately recorded and action taken quickly to address complaints;
- the public are aware of their right to complain and are kept informed of what action will be taken;
- the public have access to the Office of the Police and Crime Commissioner so that their voice can be heard.

What has been achieved?

Public Service Bureau

In February 2015, the Public Service Bureau was created to deal with concerns and dissatisfaction received from the public in relation to policing services. The service has resulted in swifter resolution of public dissatisfaction and centralised management of all cases. The table below outlines the volume received throughout the reporting period.



The average number of working days to resolve concerns was 11, a considerable reduction on the previous year of 17 working days.

Your Voice Days

The Commissioner attended 14 Your Voice Days in 2015/16. These gave the public an opportunity to talk directly with the Commissioner and to raise complaints or issues that were affecting them or their communities. In addition, the Commissioner visited schools, businesses, festivals and shows, local councils and authorities, police personnel and third sector organisations. Their voices shaped and influenced policing priorities.

Volunteer schemes

Volunteer schemes run by the Police and Crime Commissioner's office help protect vulnerable people and ensure professionalism in Dyfed-Powys Police.

The Independent Residents' Panel reviews closed police complaints. During 2015/16, the Panel independently scrutinised 99 complaints, seeking assurance that outcomes were appropriate. Areas identified for improvement have been referred back to the Force.

The Independent Custody Visiting (ICV) Scheme monitors the quality of treatment of detainees in police cells, checking on the wellbeing of detainees and ensuring that their rights are upheld. In 2015/16, ICVs completed 172 visits across the Force area, visiting 209 detainees and raising concerns about meals provided, cleanliness, broken fixtures and fittings, quality of closed-circuit television (CCTV) and low stocks of anti-suicide garments.

Animal Welfare Scheme volunteers observe, comment and report upon the welfare of the police dogs; the condition under which they are housed, trained, transported and deployed. In 2015/16, volunteers undertook 19 visits and raised two minor issues that were quickly resolved.

6 Spending wisely

We face a great financial challenge, but also an opportunity to ensure that services are delivered efficiently. The priority areas are:

- prioritising front line services;
- ensuring value for money and reviewing existing spending to ensure that Dyfed-Powys Police can meet the ongoing financial challenge;
- exploring further collaboration ventures;
- establishing a transparent and accessible commissioning process that meets local need; and
- minimising increases on the Police precept.

What has been achieved?

Spending

Last year the Public First change programme delivered a new back office structure that would save £3m. During 2015/16 the new structure bedded in and is currently functioning as envisaged. A programme of continuous improvement has been established to drive further efficiencies through back office functions where possible. This programme has allowed the focus to remain on front line police services.

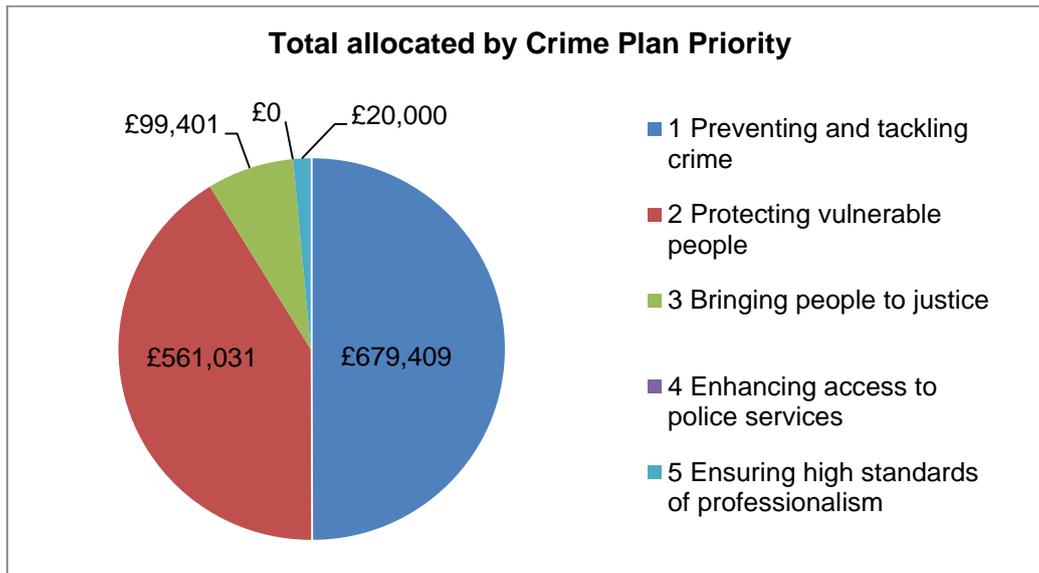
As per the latest available data on Her Majesty's Inspectorate of Constabulary's (HMIC) website, the cost of policing in Dyfed-Powys is 54p per person per day, compared with the national average of 55p, with a local crime rate of 0.03 per person (5 year trend) compared with a national average of 0.05 per person (5 year trend).

HMIC publishes value for money (VfM) profiles annually. The performance of Dyfed-Powys is compared with its Most Similar Group (MSG) of forces. The latest VfM profiles were issued in the autumn of 2015 and recorded that Dyfed-Powys, compared to its MSG:

- Spends a larger proportion of money on operational front line activities;
- Spends a much smaller proportion of its money on business support functions.

Commissioning

The commissioning budget for 2015/16 was £1,359,840 (excluding salaries) of which £576,432 was funded by the Victims' Grant from the Ministry of Justice. The graph and table below show the detail of this allocation and expenditure by Police and Crime Plan priority:



Funding spent during 2015/16 by Police and Crime Plan Priority					
Workstream	Priority				
	1	2	3	4	5
Substance misuse	£375,687				
Antisocial Behaviour	£225,408				
Victims' referral service		£203,981			
Victim satisfaction		£13,766			
Domestic Abuse service		£153,030			
Rural SARC provision		£32,722			
Children at Risk of Sexual Exploitation		£39,468			
Restorative Justice service			£25,000		
Restorative Justice training			£13,650		
Restorative Justice grant to be allocated			£6,000		
Criminal Justice Process mapping		£45,000			
Volunteer partnership					£13,333
TOTAL	£601,095	£487,967	£44,650	£0	£13,333

The underspend is due to a number of factors: for some projects, grant income was utilised meaning that core budget expenditure was reduced but service delivery remained at full cost, some original allocations were based on potential areas of development rather than committed resource, some projects had a delayed start or finished earlier/costed less than anticipated resulting in variations to the original budgets.

Further to the above, a budget of £114,000 was set aside for research to investigate and build an evidence base regarding the best way to address the specific needs within Dyfed Powys (for example geographic and demographic challenges). This evidence will inform future commissioning plans. This budget was underspent by approximately £50,000 at the end of the financial year.

Joint commissioning

From 1st April 2015 the Commissioner for Dyfed-Powys undertook a joint commissioning arrangement with Hywel Dda Area Planning Board and Wales Probation, providing a total of £350,000 to fund the criminal justice elements of the service within Dyfed and Powys. This equates to a saving of £258,517 per annum or 42.5% of the 2013/14 contract value which the Commissioner inherited from the Home Office. The revised arrangements produced significant cost savings, ensured that resources are being used efficiently and effectively, and allowed for service provision to be tailored to the needs of the local area.

Victim Support

Prior to April 2015, the Ministry of Justice commissioned Victim Support directly across England and Wales to deliver services to victims of crime. From 1st April 2015, the Commissioner revised this service and it is now based locally within Police Headquarters. The table below shows some comparisons of activity and cost between the old and new service arrangements:

Comparison of previous and current victim support services		
Measure	Old	New
Average number of referrals per month	192	1,157
Average number of cases eligible for contact	110	602
Average number successfully contacted	43	380
Cost of service per eligible victim (i.e. contact attempted)	£60	£29
Cost of service per victim successfully contacted	£77	£32

Precept

The Commissioner cut the Council Tax precept for 2015/16 by 5%, reducing the amount taxpayers across Dyfed-Powys pay for their policing services.