



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



# Annual Report

## 2022-2023

---

This document is also  
available in Welsh.

# Contents



<a href="#"><u>Foreword</u></a> .....	2
<a href="#"><u>The Role of a Police and Crime Commissioner</u></a> .....	4
<a href="#"><u>2021-25 Police and Crime Plan</u></a> .....	6
<a href="#"><u>Progress against the Police &amp; Crime Plan 2021-25</u></a> .....	7
<a href="#"><u>Priority 1: Victims are supported</u></a> .....	7
<a href="#"><u>Priority 2: Harm is prevented</u></a> .....	17
<a href="#"><u>Priority 3: Our justice system is more effective</u></a> .....	30
<a href="#"><u>Values</u></a> .....	36
<a href="#"><u>Working Together</u></a> .....	36
<a href="#"><u>Being Accountable</u></a> .....	40
<a href="#"><u>Being Sustainable</u></a> .....	52
<a href="#"><u>Engaging Widely</u></a> .....	53
<a href="#"><u>Resources</u></a> .....	59

# Foreword



2022-23 has been a challenging but productive year for everyone involved in Policing. This is the second year of delivering projects aligned to my key priorities from my 2021-25 Police and Crime Plan. This has been done against the backdrop of ongoing financial pressures and low public confidence in policing in England and Wales. My office and I have worked hard, together with the Force, to ensure we are as efficient as we possibly can be, whilst always ensuring value for money and delivering highly effective services to those who need them.

As your Police and Crime Commissioner it is my responsibility to represent your voice in setting the priorities for Dyfed-Powys Police, by engaging with the Communities of Carmarthenshire, Ceredigion, Pembrokeshire and Powys. It is clear to me that people want to see the police addressing local crime concerns and safeguarding the most vulnerable within our society.

Working in partnership is a key priority for me. An effective justice system can only be delivered through working together across the public sector and with subject matter experts. As the local 'Victims' Champion', listening and learning from the views of those who have had first-hand experience of the criminal justice system is critical as is the provision of effective services for victims. I am proud of the work of the Victims Engagement Forum and the way in which their



feedback has been used to improve services over the year and I look forward to continuing, and indeed increasing such activity.

In my Police and Crime Plan, I committed to preventing harm to individuals and communities caused through crime, anti-social behaviour and vulnerability. Early interventions and problem-solving approaches are critical to preventing harm, hence my investment into a wide range of prevention and diversion programmes throughout the Dyfed-Powys area. A notable highlight for me during the year was when we hosted the Knife Angel in Aberystwyth. Despite the Dyfed-Powys area being the safest in Wales and England with low levels of violent crime – particularly knife crime, we must recognise that we are not immune and the anti-violence and anti-aggression messages need to be heard.

As Chair of the Local Criminal Justice Board, I am committed to working with partners, communities and victims to improve confidence in the criminal justice system. As the Senior Responsible Officer for the Wales Safeguarding Repository, I am delighted with the progress achieved under the Single Unified Safeguarding Review project which is a collaboration between Welsh Government, Cardiff University, the Home Office and other key stakeholders across Wales to ensure a pan-Wales approach to learning from reviews.

At a more local level, I am also proud of the partnership work being undertaken by the Dyfed-Powys Out-of-Court-Disposal Scrutiny Panel, which was highlighted in a Magistrates Association report as being best practice in December 2022. I am grateful for the positive engagement and collaboration which we have achieved with a number of partnerships across the Dyfed-Powys area which are all focused upon improving services for our local communities. I am confident that this partnership approach will continue over this coming year in order to further improve services.

Continuing at a local level I would personally like to pass on my thanks to those volunteers who have given their time over the last year for their significant contributions. In particular, due to the work that was undertaken as part of a National anti-rip suit pilot, the Independent Custody Visitors have been key in ensuring improvements around the use of anti-rip suits especially in relation to the recording of their use.

Thank you all once again for your continued support – Diolch yn fawr iawn.

Dafydd Llywelyn  
Dyfed-Powys Police and Crime Commissioner

# The Role of a Police and Crime Commissioner

2022 marked ten years since Police and Crime Commissioners (PCCs) were first democratically elected and started making a real difference by giving the public a stronger voice in policing and criminal justice.

PCC Llywelyn stated "I am sincerely privileged to hold the office of PCC for an area in which I grew up and continue to live. It is a great honour to be the public's representative within policing and the local criminal justice system and I often refer to my role as a bridge between the public and these important services.



This is a duty and responsibility I take very seriously and I thoroughly enjoy my work"

## 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>

# 2021-25 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 a four-year period.

## 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.**

## Values

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



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

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/>

A series of animated videos are available on the above link to support and summarise the Commissioner's Police and Crime Plan, to make it more accessible to all.

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.



## Strategic Policing Requirement

The Strategic Policing Requirement (SPR) sets out those threats which, in the Home Secretary's view, are the biggest threat to public safety and must be given due regard by the PCCs when issuing or varying Police and Crime Plans. It supports PCCs as well as Chief Constables to plan, prepare and respond to these threats by clearly linking the local response to the national, highlighting the capabilities and partnerships that policing needs, to ensure it can fulfil its national responsibilities.

A revised version of the SPR was published in February 2023 which provided strengthened detail around the action required from policing at the local and regional level against the critical national threats. The 2023 SPR sets out seven identified national threats. These first six are as follows: Serious and Organised Crime (SOC);

Terrorism; Cyber Attacks; Child Sexual Abuse; Public Disorder and Civil Emergencies. These six remain from the 2015 version with the seventh added in 2023 – Violence Against Women and Girls (VAWG), reflecting the threat this presents to public safety and confidence.

Given that this annual report is for the year April 2022 to March 2023, it will not respond in detail to the seventh SPR due to the timing of its publication. However, the Commissioner is confident that due regard has been given to the six threat areas identified in the SPR in his Police and Crime Plan and has been holding the Chief Constable to account accordingly. VAWG, whilst not previously contained in the SPR, was nonetheless identified as a key and pressing issue by the Commissioner and is reflected in the Police and Crime Plan and included in this report.



# Progress against the Police & Crime Plan 2021-25



## Priority 1: Victims are supported

### Investment in support services for victims

The Commissioner is committed to ensuring that victims are recognised and supported, that their voices are heard, and responses are tailored to their individual needs.



For the 2022-23 financial year, the Commissioner continued to fund essential support services for victims. In many instances, this is done using the Ministry of Justice victim's grant funding; a key outcome of which is that services help victims to cope and recover from the impact of crime.

### Goleudy multi-crime service

Throughout 2022-23, Goleudy continued to offer personalised, emotional, and practical support to help victims, their families and witnesses of crime and anti-social behaviour. Goleudy undertook a series of development events during the year to identify necessary service improvements. This has resulted in police officers undertaking a consistent needs assessment to identify whether a victim is entitled to receive an enhanced service under the Victims' Code of Practice.



#### During 2022-23:

- Just over **35,000** victims of crime and anti-social behaviour were referred to assess their need for support. Of these people, **86%** engaged with Goleudy following a thorough assessment.

Goleudy may refer victims into specialist support services when deemed necessary - including mental health, domestic abuse, sexual violence and substance misuse services.

#### Feedback from the people accessing the Goleudy support service reported that:

- **88%** felt safer.
- **80%** felt their health and wellbeing improved.
- **87%** felt able to cope as a result of support from Goleudy.



## Independent Domestic Violence Advisory service

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

This service sets an example of best practice, where the Commissioner joins together with the four Local Authorities across the Dyfed-Powys area to fund a single service, ensuring that a consistent offer of support is provided to victims and their families.



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

### During 2022-23:

- **1,649** referrals were made to the IDVA service.
- **85%** of those referred engaged with the service.
- **38%** were repeat referrals.
- In **82%** of cases the victim was contacted within **1** working day, in line with recognised standards.
- **15%** of users received face to face support, with the remainder opting for online or alternative support provision.

### Outcomes achieved by service-users of the IDVA service:

- **71%** reported an improved quality of life.
- **61%** of clients reported increased feelings of safety.
- **70%** of clients were satisfied with the overall service they received.

During the summer of 2022, the Commissioner's office led on the re-commissioning of this service, along with the four Local Authorities covered by Dyfed-Powys Police. This included input from partners and agencies that work closely with the service, as well as previous clients. The new contract, delivered by Dal i Godi Consortium, commenced on 1<sup>st</sup> April 2023.



## Independent Sexual Violence Advisory service

Due to funding delivered by the Commissioner, New Pathways continued to provide 24-hour access to crisis and ongoing support for victims of sexual abuse throughout 2022-23. This support offers first aid, safeguarding, and specialist clinical and forensic care in a safe space as well as access to ongoing specialist support through the criminal justice system.

### During 2022-23:

- **612 referrals were made into New Pathways.**
- **49% of these were historic cases.**
- **15% of referrals were for children under 16 years of age.**
- **An additional 7% of victims referred were aged 16 or 17.**

## Additional funds for victims of domestic and sexual violence

During 2022-23, the Commissioner's Office secured funding of £271,041 from the Ministry of Justice for organisations supporting those experiencing domestic or sexual violence. This funding helps to ensure that some of the most vulnerable individuals in our communities are able to access the support they need. The recipients included:

- Advocacy for Fatal Domestic Abuse
- BAWSO
- Aberystwyth University – running Dewis Choice services
- Calan Domestic Violence Service
- Carmarthenshire Domestic Abuse Service
- Pembrokeshire People First
- Goleudy
- Threshold Domestic Abuse Services
- Parental Education Growth Support (PEGS).

The additional Ministry of Justice funding for Independent Sexual Violence Advisors (ISVAs)

### Outcomes of New Pathways' support service:

- **87% of service-users reported feeling more able to cope.**
- **84% experienced a reduction in symptoms of anxiety.**

The Commissioner has continued to act as the Lead Commissioner representative in the joint policing and health model of sexual abuse service delivery across Wales.

This provides a model that ensures clinical governance of cases and meets the required standards for forensic evidence, thereby ensuring the best possible service for victims. As part of this, the Commissioner will be working with South Wales and Gwent PCCs to procure an ISVA service covering the 3 Force areas, to commence in April 2024.



and Independent Domestic Violence Advisors (IDVAs) continued during 2022-23, with Dyfed-Powys receiving £521,991.

An **ISVA** provides emotional and practical support for victims of rape or sexual assault. Their main role is to provide support within 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.

The increase in both the complexity and volume of cases first seen as the result of the Covid-19 pandemic has continued, placing ongoing high demand for services. The additional funding enables the provision of dedicated resources such as specialist children and young people and Male ISVAs/IDVAs to ensure support for those with protected characteristics.

## Missing young person's debrief service

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

17% of the young people referred for de-brief displayed signs of possible child sexual exploitation. Issues were identified during debriefs showing that 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 continues to be demonstrated in terms of benefits to those receiving the service. Evidence shows that the provision of an independent debrief service, rather than being conducted by



police or social care officers allows the young person to speak freely and for risk factors to be more accurately identified.

During 2022-23, 449 missing children and young people were referred to Llamau for the de-briefing service. 320 of these children received debriefs, with the remainder either being inappropriate referrals or parents/guardians refusing the offer of service. In 75 of the debriefs, risks of sexual exploitation were identified, and in 52 cases onward referrals were made to safeguarding services.

It was recognised during 2022 that the service was experiencing 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 enabled additional capacity to ensure that all referrals could be accepted. The increase in service provision will continue to the end of the contract period in March 2025.

## Operation Soteria Bluestone

Op Soteria is a national approach to transform the policing response to rape and other serious sexual offences. Dyfed-Powys Police is one of 14 'expansion' forces. The operation originally focused, through detailed deep dives, on the policing of rape and other serious sexual offences in 5 forces, including South Wales Police. The operation was then expanded to include Dyfed-Powys Police and 13 other forces. These were asked to complete self-assessments on their approach to: suspect-focused investigation, disrupting repeat offending, victim engagement, officer training, data and performance, and digital forensics.

The Commissioner and his team were given the opportunity to provide information for the self-assessments, specifically in relation to victim engagement and commissioned services.

The Force received a 2-day visit from the Op Soteria team in November 2022, where they met with key individuals and partners to delve deeper into each of the assessment areas. The Commissioner was invited to attend the Force's debrief session where four areas of focus were recommended:

1. Governance and ownership of investigations
2. Introducing a specialist capability
3. The need for more subject matter experts and
4. The development of a problem-profile for rape and serious sexual offences for the Force area.

In 2023-24, Op Soteria will develop a National Operating Model for the policing of rape and serious sexual offences. The Commissioner and his team will set out to support and oversee the Force's progress against this, as well as the recommendations from their self-assessment.

**Operation Signature** identifies and supports vulnerable victims of fraud, providing preventative and supportive measures to protect them and safeguard them from further targeting. Three posts are funded by the Commissioner within the Economic Crime Team out of the Proceeds of Crime Act (POCA) reserves fund.

	2020-21	2021-22	2022-23
Total referrals	407	376	<b>281</b>

Of the 281 individuals who entered Op Signature, 71 were categorised as high risk victims and 86 as medium risk.

The Fraud Safeguarding Officer provided support through direct contact and engagement with 166 victims.

Under 20	8
21 – 30	17
31 – 40	23
41 – 50	21
51 – 60	34
61 – 70	45
71 – 80	69
80+	64

The average age of those who entered Operation Signature was 64.

154 of the victims entering Op Signature were female, 127 were male.

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.

112 victims were referred into Op Signature through the Banking Protocol during 2022-23.

Through this protocol, the Fraud Safeguarding Officer and Dyfed-Powys Police were able to prevent the loss of £1.2million.

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

- The Banking Protocol was activated for an elderly male due to concerns for the value of the cash withdrawal.
- The victim claimed the money was to be given to his granddaughter, however branch staff did not believe him to have any local family other than his wife.
- Officers attended the branch and challenged the victim, whereby they discovered that he did not have a granddaughter and was in fact trying to withdraw cash believing he was assisting a police investigation.
- The victim had been subject to courier fraud. The joint actions of the bank and Dyfed-Powys Police prevented any financial loss to the victim.
- The victim received advice and several fraud prevention measures were introduced.



During 2022-23, 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 the victim 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 102 reports of romance fraud throughout the year, resulting in a total financial loss to the victims of £1,165,000

**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

Dyfed-Powys Police does not signpost victims who contact the Force to Action Fraud but record all offences in Force 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."***

A total of 4,069 reports were made to Action Fraud by residents of the Dyfed-Powys area during 2022-23.

2,603 of these were reported to Dyfed-Powys Police as a call for service.

1,466 were reported directly to Action Fraud, where the losses are not recorded.

The total recorded financial losses suffered by all victims of fraud was £9,065,065.

## Fraud Triage Officer

During 2020, Dyfed-Powys Police's Economic Crime Team took over the management of all fraud and cyber-crime incidents reported directly to Dyfed-Powys Police. They triaged the reports and engaged with victims at the earliest opportunity to provide consistent subject-matter-expert 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 more importantly, to the victims of fraud. For the 2022-23 financial year, the Commissioner continued to fund 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 force to Action Fraud on the victim's behalf and
- Provide advice and guidance to frontline staff in relation to fraud-related matters.

## Community Investment

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

## Physical Empowerment

Following a successful meeting with Physical Empowerment CIC (a Community Interest Company, who provide self-defence courses and awareness raising to victims and survivors of domestic abuse) the Commissioner agreed to fund the development of a pilot project in the Dyfed-Powys area.

The Commissioner contributed £12,000 to this activity in line with his commitment to ensuring victims are supported.

The pilot included physical self-defence courses and incorporated mental and emotional resilience support. These activities empowered domestic abuse survivors to respect their own personal space, to be self-aware, and to learn to say "no", all of which encourages assertive behaviour and positive self talk.

The pilot project has been a huge success with participants providing positive testimonies of their experiences on the course.

*"I am grateful for this opportunity to change my life."*

*"Thank you for this programme, it's really beneficial, emotionally and physically."*

### **Feedback from Threshold Domestic Abuse Services spokesperson:**

*"The women are loving the sessions and would love this to continue, they have really benefitted from these sessions. Please let me know how we can help support this going forward."*

## Pembrokeshire Pride

Pembrokeshire Pride is made up of both LGBTQ+ and heterosexual people of all genders and of all ages. The group is driven by the experiences of its own members, some of whom have first-hand experience of hate crime, bullying and harassment.

Pembrokeshire Pride seeks to address the lack of inclusivity and diversity in Pembrokeshire by providing a safe environment and a central contact point. They offer support, advice and information to anyone struggling with their sexual identification, or who has experienced hate.

The Commissioner agreed to award funding of £1,200 to create a website promoting their activities. The service supports the delivery of the Police and Crime Plan in relation to engaging with under-represented groups and ensuring equality and diversity in our service delivery.

# Giving victims a voice - Victim Engagement Forum

## Victim Engagement Forum

The overarching aim of the Victim Engagement Forum is to work together to ensure that 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. It is vital that engagement through the Forum makes a difference to service delivery.

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

## Domestic Abuse Conference

- **Victim service considered:** An insight to a victim's journey throughout the Criminal Justice System
- **What Forum members were asked to do:** Engage with Dyfed-Powys Police's Domestic Abuse and Stalking Perpetrator Schemes Co-ordinator, relaying their experiences of navigating the criminal justice process in relation to a domestic-related crime.
- **Outcome:** Dyfed-Powys Police held a domestic abuse conference, where a victim's map was displayed, demonstrating their journey through the criminal-justice system and the impact this had – both on them and those close to them. Some members of the Victim Engagement Forum also felt comfortable enough to provide an input during the Conference, talking about their own personal experience of being a victim of domestic abuse.

## Domestic Abuse Virtual Response Unit

- **Victim service considered:** Dyfed-Powys Police launched a new Rapid Video Response Unit as part of the Force's focus on working towards the elimination of domestic abuse, stalking and harassment. The service gives victims who report domestic-related incidents which do not require an urgent response the option to speak to an officer over a video call. Those who choose this will receive an immediate video service rather than a delayed physical attendance.
- **What Forum members were asked to consider:** Members were asked for their thoughts and views of a new virtual response to reporting particular crimes. Speaking with the members from the Victim Engagement Forum was a vital and valuable part in understanding the appropriate approach and implementation of a new virtual response to domestic abuse.
- **Outcome:** A two-month pilot goes live in April 2023 in Carmarthenshire, with the aim of rolling the service out across the Force area. Victims commented that they felt more comfortable knowing neighbours would not be aware of police involvement, an immediate video call had less impact on family life, and it was less daunting than the prospect of attending a police station.



- Quote from Dyfed-Powys Police Officer leading the engagement with the Forum –

*“It was vital that we linked in with and listened to the members of the Victim Engagement Forum so that they could assist us with the current design of the unit, and also to assess and implement the ways of practice, to ensure the victim service is first-class and at the centre of everything we do.”*

## CREST Advisory Research

- Victim service considered: Crest Advisory, a crime and justice consultancy organisation, were commissioned by His Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) to support the Inspectorate's research into how well the criminal justice system meets the needs of victims of crime across England and Wales.
- What Forum members were asked to do: Members were asked to engage with the co-ordinators of this research by attending interviews and workshops to focus on understanding experiences of the criminal justice system, and make suggestions for improvement.
- Outcome: Co-production workshops were organised where all the victims who took part in the interviews across England and Wales were brought together to discuss their recommendations to improve the victim experience. The outcome of this research will inform future criminal justice inspections and underpin how the criminal justice system responds to the needs of victims going forward. The resulting report is due to be published by HMICFRS in the summer of 2023.

Other activities undertaken by Forum members during the year included:

- Providing views and feedback to Goleudy Victim and Witness Service on the Safe Video Link Evidence Sites information materials for victims
- An online survey and online focus groups to discuss their experience of accessing the IDVA service, where the results were used in the development of a specification for the new Force-wide IDVA service contract
- Expressions of interest for Forum members to sit on the Police and Crime Commissioner's Commissioning Advisory Board and
- Invitations to join the Commissioner at the opening ceremony of the Knife Angel's visit to Aberystwyth in June.

Dyfed-Powys Police and partners 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.



## New Terms of Reference to support a structured approach to engaging with Victims

The Victim Engagement Forum's Terms of Reference was reviewed and updated in readiness for the new financial year. Up until 2023, the only information held on the database for each member was their name and preferred contact details. The revised approach will see the Commissioner's office collecting additional data from Forum members in regard to the crime they have been a victim/survivor of, demographic data, and where they reside. This will allow the office to undertake a crime-specific, structured approach to targeted engagements. It will also enable the Commissioner and partners to assess whether feedback from engagement activity is representative, whilst reducing consultation fatigue among participants.



## Code of Practice for Victims of Crime

The Commissioner has a collective duty, with partners, to comply with the Code of Practice for Victims. This Code sets out victims' rights and the minimum standard that organisations across the criminal justice sector must provide to victims.

The infographic on the following link sets out the 12 rights of victims:

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/974377/victims-code-rights.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/974377/victims-code-rights.pdf)

At the end of the 2022/23 financial year, the Commissioner's team commenced a quarterly dip-sampling activity to analyse partners' compliance with the Code. Partners are asked to consider 10 cases (a mixture of domestic abuse, hate crime and rape/serious sexual offences cases) and, report information on their compliance with the relevant rights, in the service they provided to each victim.

The findings of each quarterly exercise are discussed at the Local Criminal Justice Board (LCJB) Victim and Witness Sub-Group, and any concerns or areas of best practice are raised at the main LCJB meetings.





## Priority 2: Harm is prevented

### Knife Angel

In June 2022 the Commissioner supported and sponsored the Knife Angel's second visit to Wales.

The Commissioner first welcomed the sculpture to Newtown, Powys in January 2020 and more recently to Llys y Brenin Square in Aberystwyth, as a physical reminder of the effects of violence and aggression.

As part of the visit to Ceredigion, the Commissioner's office co-ordinated 28 days of educational workshops and engagement activity in Aberystwyth town, alongside numerous partners. Children and young people, local residents, community groups, partners and visitors to the area were all invited and encouraged to take part.

Key prevention, anti-violence and anti-aggression messages were shared throughout the month, allowing people, and importantly, young people, to stand up against violence and aggression in all forms, not just knife crime.

Whilst there has been a 105% increase in knife crime in Wales over the last decade, the Knife Angel was not brought to Aberystwyth because of any major problem with this kind of crime in



the area. However, we must not be complacent, and the PCC's hope is for our communities to remain safe and to take a preventative approach in reducing crime over the long term. The Knife Angel assisted in raising critical awareness of knife crime whilst creating a widespread intolerance to violent behaviour within our communities.

#### PCC Dafydd Llywelyn said:

*“I am motivated to continually see Dyfed-Powys as a safe place to live, work and study, and I want our youngsters to feel safe and secure. Any form of violence and aggression will not be tolerated. I was proud with what we achieved in June with the Angel's visit to Ceredigion. The Dyfed-Powys area is the safest in Wales and England; we have low crime rates, low levels of violent crime and certainly low levels of knife crime, but we are not immune. The Knife Angel's message is about prevention. My aim is that both residents and visitors see the Dyfed-Powys area as a safe place.”*

Dafydd Llywelyn

**Aberystwyth Town Mayor,  
Dr Talat Chaudhri, said,**

*“ We welcome the Knife Angel to Aberystwyth and stand together with towns and cities where knife crime is a bigger problem than it is here. There is no place for violence of any kind in our community. ”*

Further information about the Knife Angel visit to Aberystwyth, Ceredigion can be found here:

[knife-angel-report-2022-final.pdf](https://knife-angel-report-2022-final.pdf)  
([dyfedpowys-pcc.org.uk](https://dyfedpowys-pcc.org.uk))

## Investment in specialist services to prevent harm

For the 2022-23 financial year, the Commissioner continued to fund essential services with the aim of providing early intervention strategies and supporting offenders to choose an alternative lifestyle – away from offending.

### Offender Diversionary Scheme

The Offender Diversionary Scheme, provided by Pobl Care and Support, covers the Dyfed-Powys area in its entirety, and has now become a well-established scheme.

It 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, by tackling the root causes of offending and associated health and community-related issues.

By delivering this early intervention, Pobl provide low-level offenders with support and guidance to access services and make better choices. This has the potential to reduce the demand not only on policing and criminal justice, 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

*“ The Scheme continues to deliver by giving people a second chance. There were over double the number of offenders referred during the last year compared to 2021/2022. Many successfully completed the scheme that critically led to a reduction in reoffending. ”*

Dafydd Llywelyn

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. The offenders must desist from offending for the duration of the intervention. If they re-offend, they can be taken back through the original prosecution route.

During 2022-23, the Commissioner's office and Force colleagues have worked closely to ensure that referral processes into the scheme are automated wherever possible, and that all eligible offences are identified. This has ensured that the capacity of the Scheme is being maximised and as many offenders as possible are supported:

- 1,101 offenders were referred.
- 88% engaged with the service.
- The predominant needs within the

“I didn't understand why I needed to engage with a scheme following my arrest, I was actually quite abrupt with the worker when he first phoned. I'm grateful that he didn't give up on me and took the time to explain why the scheme had been introduced and what was expected of me. He asked me if I had anything I needed help with, or if I was struggling with anything. I answered "no" because I didn't think he would be able to help me. He was persistent and gave some examples of things the scheme could help with. To my shock, he was able to help me with some issues I had been suffering with for a very long time. Three months later I have made some changes to my home - which means I am able to shower safely, and my front doorstep has been changed so I can get in and out of my home more easily. I am no longer waking up frustrated with my home and the situation I was living in. My mental health has improved, and I look forward to the next day rather than dread it. As an older person, I felt as though society had forgotten about me. Now I realise they hadn't - I just didn't know where to get help. I'm on the waiting list for supported-living. This is all down to the help from the Diversion Scheme.”

Quote from an individual supported by the Scheme.

cohort were: attitudes, thinking and behaviour, substance misuse, education, accommodation, finance and benefit debt, and mental health. Diversionary Scheme workers will ensure a package of support is in place to address these needs, with some of this provided by Pobl and some requiring onwards referral to specialist agencies.

- 87% successfully completed and exited the scheme after the four-month period. Additional outcomes include:
  - 87% felt empowered to make positive changes.
  - 88% reported improved safety.



## Substance misuse services

These jointly commissioned services, provided by Dyfed Drug and Alcohol Service (DDAS) in Carmarthenshire, Ceredigion and Pembrokeshire, and Kaleidoscope in Powys, aim to reduce harm to service-users, significant others, and the wider community in support of the Future Generations Act.

The Commissioner jointly funds these services as part of a wider contract shared with partner agencies within the Area Planning Boards including Health, Welsh Government and His Majesty's Prison and Probation Service. 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 service providers 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 2022-23:

- Police colleagues referred a total of 426 individuals for substance misuse treatment. This includes those given conditional cautions and individuals tested on arrest in custody.
- 42% of eligible referrals took up the offer of treatment and support.
- 56% of individuals exited the service with a positive closure e.g. being drug free or completing treatment.
- In the Hywel Dda area, 67% of referrals were for primary alcohol misuse whereas in Powys 80% of referrals were for primary drugs misuse.

During 2022-23 the Commissioner's office and Force colleagues have worked closely with the service providers to improve the support provided within custody suites and for offenders who test positive for substances upon arrest. They also work closely with partner agencies to ensure this support continues whilst in prison and upon reintegration into communities.

## Nyxoid / Naloxone

Officers within Dyfed-Powys Police now carry Nyxoid which is a nasal-spray version of Naloxone. Dyfed-Powys Police takes a multi-agency approach and Area Planning Board partners have promoted the use of naloxone in Accident and Emergency (A&E) Departments. The Commissioner's aim to support victims and prevent harm is achieved through proactive and innovative diversionary and preventative activity, in addition to educating communities. Notably since the roll out of naloxone to police officers and nurses in A&E, the Hywel Dda Health Board area has seen a decrease in the number of drug-related deaths. Chief Inspector Christina Fraser said:

**“The impact of all partner agencies, working together with absolute determination, to reduce the unnecessary harm from illicit drugs is having real tangible and significant outcomes for service-users; we are excited about the future of harm reduction.”**

## Investment in community initiatives

The Commissioner continued in 2022-23 to invest in local community initiatives and groups, to enable them to work with their communities to prevent harm.

### Premier League Kicks

The three-year funding awarded to Swansea City AFC Foundation in 2021 continues to demonstrate positive impacts on young people in the Dyfed-Powys area.

The Project's focus is delivering physical health activities to boost wellbeing; practical and social development activities to enhance life skills and sensitive support to avoid criminal pathways.

In March 2023 a young volunteer, who is volunteering as a coach on the programme in Seaside, Llanelli, won a Community Champion Award at the National Children of Wales Awards.

Ashlee Charles, a Sport Coaching student at Coleg Sir Gar, has been a regular volunteer on the PL Kicks project for two years, volunteering across three different sessions per week. During this year she also took over the running of the girls-only groups.



Craig Richards, Youth Engagement Manager at Swansea City A.F.C. Foundation said,

*“We are particularly proud of the impact that our Kicks programme has on the community, particularly young people within Swansea and Dyfed-Powys. For Ashlee to be awarded Community Champion at the National Children of Wales Awards is an amazing achievement and a really special moment for her.*

*Ashlee understands the project and has single-handedly increased the number of activities that the group do, enabling participants – especially girls to partake in activities they would not have normally been able to, and has also been instrumental in attracting new participants to the group.*

*Parents mention how Ashlee's coaching gives their children an abundance of confidence and self-esteem which was lacking before the sessions began. Her selfless nature and her kind and caring instincts shine through to everything she does, and she always makes herself available for all activities and events. She has become an invaluable member of our team.”*

Police and Crime Commissioner  
Dafydd Llywelyn said;

*“It was a pleasure to be at the National Children of Wales Awards Ceremony this evening to see Ashlee receive her award. Her work with Swansea City FC Foundation dramatically enhances the lives of the PL Kicks participants in Seaside Llanelli.*

*At only sixteen years of age, she is a role model to all the participants, and should be immensely proud of herself. Congratulations to her for winning this prestigious award, and I look forward to seeing her developing as a coach and leader in the future.*

*By working with Swansea City Foundation to bring the PL Kicks initiative to areas within Dyfed-Powys, I wanted to try to reduce the amount of anti-social behaviour and youths congregating, as you would expect during the evenings, and give them an alternative.*

*What better way to do it than to engage through football? It gives children and young people an outlet for some of their frustrations and allows them to burn up a little bit of energy.*

*The sessions are having a positive influence on young people and building stronger communities to reduce and prevent crime. ”*

## 2021-22 Season (September 2021 to August 2022)

Swansea City A.F.C. Foundation are providing activity reports to the Commissioner at the end of every football season. The following data reflects the season which ended within the 2022-23 reporting period.



**ENGAGED**  
**1368**



**RETAINED**  
**579**



**SUSTAINED**  
**411**



**ATTENDANCES**  
**10,268**



**SESSIONS**  
**298**

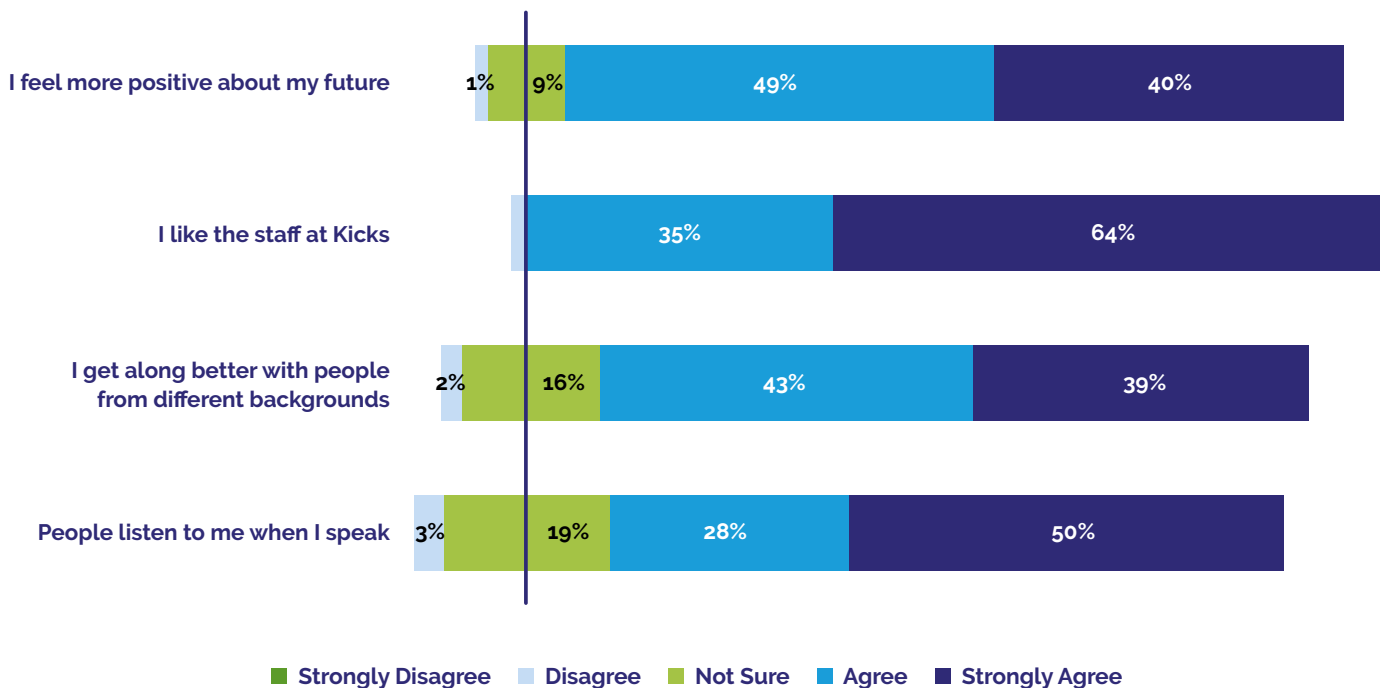


**VENUES**  
**5**

Anti-social behaviour by young people has reduced at most of the locations hosting this project. This demonstrates the positive impact that this initiative is having on the whole community. A comparison of data from figures provided by Dyfed-Powys Police highlights this general reduction although there was an increase in Carmarthen and so steps were taken to improve these figures for the next reporting period.

Season	20-21	21-22	Reduction
Aberystwyth	347	290	16%
Carmarthen	253	280	-11%
Newtown	190	157	17%
Pembroke	189	155	18%
Seaside	473	314	34%

## Participant feedback



## Parental feedback

Since attending PL Kicks...



**82%** feel their child is more confident



**78%** feel their child has improved mental wellbeing



**86%** feel their child has developed their social skills







## Boxing INTACT

In 2022, two INTACT Police Community Support Officers requested funding from the Office of the Police and Crime Commissioner to start a BOXWISE intervention club in Pembrokeshire. INTACT is a multi-agency partnership programme to tackle Serious Violence and Organised Crime. BOXWISE is a national social enterprise that helps young people build confidence, improve their health and wellbeing and maximise all opportunities available to them.

The aims of the project included giving young people, at risk of being involved with serious violence and organised crime, an opportunity to focus on positive activity. It also directed them away from criminal pathways, preventing future harm and anti-social behaviour.

The Commissioner agreed to contribute £990 to this worthwhile project and provided positive feedback to the Police Community Support Officers (PCSOs) for their invaluable work on this initiative.

The Commissioner also presented this project with the Police and Crime Commissioner Partnership Award, at Dyfed-Powys Police Force Awards in March 2023.

Having seen the success of the intervention work taking place in Pembrokeshire, the BOXWISE

national social enterprise agreed to fund one block of 10-week intervention sessions per Local Policing Area in Dyfed-Powys until January 2023, which offered over 50 young people the opportunity to do a 10-week boxing programme in Llanelli, Brecon, Letterston and Llandysul.

Due to the popularity and success of the sessions in these areas, BOXWISE have agreed to fund further programmes in Pembroke Dock, Ammanford, Aberystwyth and Newtown.



**PCSO Laura Edwards, said:**

“The funding from the PCC helped to provide the intervention class to over a hundred young people in Pembrokeshire. Some of these young people have carried on boxing and now attend the club regularly and, as a result, are off the streets.”

**PCC Dafydd Llywelyn said at the Force Awards ceremony in March 2023:**

*“I would like to take this opportunity to congratulate both PCSO Laura Edwards and PCSO Rachel O’Neill for winning the partnership award today. The boxing intervention programme has gone from strength to strength over the last six months following the pilot scheme that I funded in Pembrokeshire in 2022.*

*The initiative is having a positive impact on hundreds of young lives in the Dyfed-Powys area, and it is down to the commitment and dedication of both Laura and Rachel.*

*Services which have been commissioned and key projects such as the BOXWISE intervention are making a real difference to the way the force operates and that is being seen and felt by the communities that we serve.”*



## The Hive

This project based in the Garth area of Haverfordwest successfully applied for multiple funds to implement a Cruyff Court. The Cruyff Court offers a multi-functional activity project providing a safe community space to improve physical health and emotional wellbeing.

Families residing in the area experience high levels of poverty and child

disadvantages. This results in families unable to access, participate in, or support their children in sporting opportunities. The project is at the heart of the community and contributes to reducing anti-social behaviour, improving public confidence and reducing harm.

Alongside other funding received from Street Games Wales, Sport Wales and the Cruyff Foundation, the Commissioner contributed £10,000 to this worthy project.

## Paws on Patrol

Dyfed-Powys Police and Mid and West Wales Fire and Rescue Service worked together to launch a ‘Paws on Patrol Scheme’ within Dyfed-Powys.

The aim is to use dog walkers to help the fight against crime and anti-social behaviour by

reporting and gathering evidence whilst out walking their pets. Members will receive a welcome pack and bi-monthly newsletters with information and crime prevention advice.

The Commissioner provided a charitable donation of £877.50 to help with the set-up of the Scheme.

## Investment with Partners

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

### Home Office Safer Streets funding

Working with partners such as Carmarthenshire County Council, West Wales Domestic Abuse Services and Dyfed-Powys Police, the Commissioner's office created a bid for the Home Office Safer Streets funding that was submitted for several projects.

Work continued towards the end of 2022-23 to progress the bid's projects:

- Community Champions Programme – Working in partnership with West Wales Domestic Abuse Services the project intends to deliver an awareness raising and educational programme in relation to stalking, harassment and hate crimes, in support of working towards creating Safer Streets and communities. The project aims to deliver 20 Community Champion programmes, recruit 200 Community Champions and facilitate two learning and sharing practice events. To date the programme has been successfully delivered to over 100 people.
- Anti-Social Behaviour (ASB) Help Initiative – this project was led by Dyfed-Powys Police Force working with ASB Help. This national charity focusses on reducing the impact of ASB on victims and supporting practitioners with effective case management. The project delivered five consecutive days of training to police and key partners in relation to ASB tools and powers and the community trigger process. The event was delivered to 421 individuals and raised awareness of an ASB Toolkit. It was agreed at the event that collaborative partnership working is critical in the everyday management and prevention of anti-social behaviour. 87% of those who attended the event thought it was good or excellent.
- Technical Support Unit (TSU) CCTV Rapid Deployment Units – there were 14 overt and covert cameras purchased aimed at not only tackling ASB but also violence against women and girls (VAWG) and acquisitive crime. The intervention works directly by deterring offenders utilising overt methods whilst also supporting the detection of offenders via covert tactics.
- Youth Support Service Prevention Interventions Co-ordinator – the role is based in Carmarthenshire County Council and works closely with Dyfed-Powys Police to assess and deliver interventions for children and young people aged 8-18, with the aim of reducing their risk of committing offences or Anti-Social Behaviour. The role is responding to the identified hot-spots and is using Trauma Informed Approaches in intervention design and delivery.

These projects will continue to be monitored by the Commissioner's office as they continue into 2023-24. The office will also prepare to bid for any further rounds of Safer Streets funding.



## 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 has established several schemes and pilot interventions for perpetrators of domestic abuse, some of which are best practice examples of delivery in rural areas. These include innovative online provision of support to reach individuals in areas where group work is not feasible due to location and access challenges. Dyfed-Powys Police has worked closely with academic experts to deliver an intervention for stalking perpetrators, where the psychological support required differs from that of domestic or sexual abuse. The Commissioner provides a contribution of £19,850 per annum to this work as part of a shared ownership and funding arrangement between key partners.

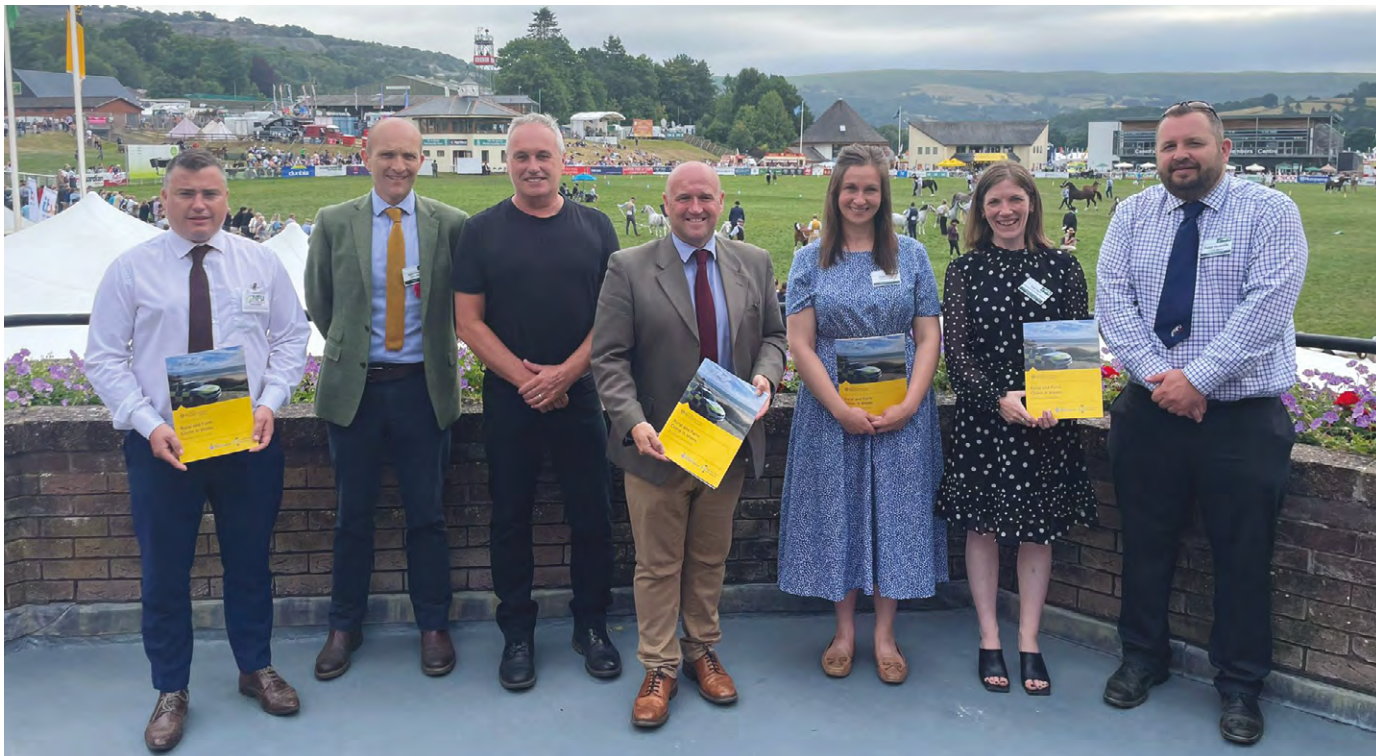
The Commissioner's team also regularly submits applications for additional funding sources, having secured income from the Home Office for a number of years to enhance the offer of support to perpetrators and their families. During 2022-23, the Commissioner was successfully awarded a total of £410,597 following a bid to the Home Office for the Domestic Abuse Perpetrator funding. This enabled the delivery of a number of schemes including:

- Inspiring Families programme - a partnership led by Calan Domestic Violence Services offering a 10-week programme to perpetrators and their families where domestic abuse is acknowledged but the family wish to stay together. The victim and perpetrator work in separate groups throughout the programme with children and young people receiving individual support alongside.
- A perpetrator co-ordinator within Dyfed-Powys Police, who works to effectively identify eligible perpetrators, manage risk and coordinate referrals into the relevant intervention programme. The post also monitors the progress and impact of interventions by tracking attrition and re-conviction rates.

- Bespoke training from a recognised national lead in stalking research to assist in raising awareness and usage of stalking prevention orders and referrals into specialist support.
- Investment in training for frontline officers in all partner and provider agencies regarding child to parent abuse, and other emerging issues.

The Commissioner will be lobbying the Home Office for the continuation of such vital funding and emphasising that this should be awarded to all areas without the need for Commissioners to bid against each other to receive funds.





## Rural Crime

In July 2022, Aberystwyth University, funded by the Commissioner, published their third in a series of evaluations of rural crime work undertaken in the Dyfed-Powys area. A link to this report is below:

<https://www.dyfedpowys-pcc.org.uk/media/11705/110541-rural-crime-report-a4-eng-proofv4.pdf>



On this third occasion, consultation was extended to the other Welsh forces. The Commissioner sought reassurance from the Force's lead for rural crime and was advised of the steps already in place to improve the policing of rural crime.

In February 2023, the Commissioner met with the newly assigned Police Sergeant from Dyfed-Powys Police's Rural Crime Team, and the Inspector appointed to oversee the rural agenda for the Force. The Commissioner was updated on the Team's increased proactivity across the Force area and with bordering police forces, as well as their plans to increase partnership – working to fight rural crime.

At a national level the Commissioner continued his involvement with the National Rural Crime Network during 2022-23. The Commissioner also continued to maintain close contact with the Rural and Wildlife Crime Co-ordinator for Wales who brings best practice or concerns to the Commissioner's attention.

The first ever Wales-specific Wildlife Strategy is due to be launched at the end of April 2023, when Dyfed-Powys Police's Rural Crime Team will work on the local rural crime strategy along with a delivery plan and performance framework. The Commissioner will continue his oversight of both local and national rural crime matters in 2023-24.

## Closed Circuit Television (CCTV)

The reinvestment and improvement of CCTV provision across the Force area was one of the key priorities of the Commissioner when elected in 2016. Progress has continued during 2022/23 to deliver on this pledge for local communities.

The total number of cameras now stands at 156, with additional CCTV installed in Narberth, Ammanford and Builth Wells. In addition to this, following a successful bid to the Safer Streets 4 funding programme, funding was provided to purchase rapid deployment CCTV equipment which will further enhance the service.

The dedicated CCTV team working out of Force Headquarters have vigilantly assisted

in safeguarding our communities with noteworthy outcomes including:

- CCTV Operators were involved in a total of 5,436 incidents in 2022-23
- Through proactive monitoring Operators identified 195 incidents which were unlikely to have been identified without the use of CCTV
- A total of 72 missing / vulnerable people were located as a direct result of CCTV assistance
- CCTV Operators provided key evidence and intelligence in relation to 6 incidents involving potentially lethal weapons and
- Swiftly located suspects in 4 separate sexual offence incidents facilitating in the arrest of individuals.

## Serious Violence Duty

The Serious Violence Duty commenced on 31<sup>st</sup> January 2023 which places a duty on specified authorities to work together to prevent and reduce serious violence. The Home Office has allocated grant funding for partners in each police force area to deliver the Duty, support the delivery of serious violence reduction strategies and prevent harm.

### Roles and Responsibilities under the Serious Violence Duty

#### Police and Crime Commissioner

– the Commissioner is not subject to the Duty, but has specific functions granted by legislation that permits him to assist the specified and relevant authorities by issuing funding, supporting and monitoring their activity and reporting their findings to the Secretary of State.

#### Specified Authorities

– Specified Authorities are the organisations responsible for delivering the Duty. They include Local Health Boards, Fire and Rescue Authorities, Policing, Probation and Youth Offending Teams.

#### Relevant Authorities

– these include education, prison or youth custody authorities. They must be consulted by specified authorities in their preparation of a serious violence strategy and may be required to carry out actions, such as intervention activity, under such a strategy.

Governance arrangements are in place and will continue to be monitored for effectiveness, with all Specified and Relevant partners engaged in support of achieving the statutory responsibilities. Work continues in 2023-24 to develop a strategic profile of serious violence which will lead to a joint delivery plan.



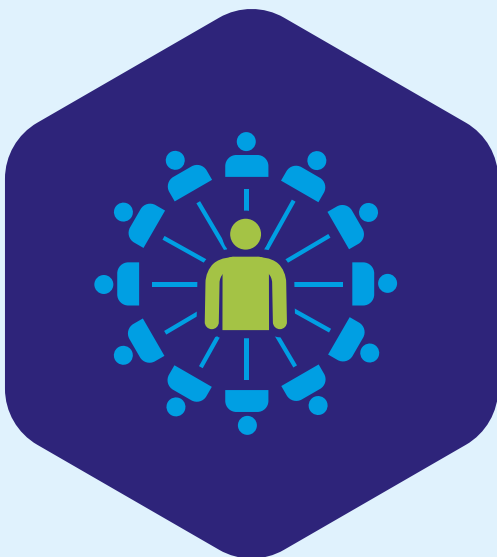
# Priority 3: Our justice system is more effective

## Local Criminal Justice Board

The Dyfed-Powys Criminal Justice Board brings together senior representatives of criminal justice agencies operating in the Dyfed-Powys area. The Board's purpose is to improve the delivery of justice and the service provided to victims and witnesses. It 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 2022-23, the Board had 4 key priorities:

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



Some of the work conducted to meet these objectives included:

- **Remote Evidence Sites** – These sites continue to be promoted, with a site in Pembroke Dock opening on 3<sup>rd</sup> October 2022. Special advocates are now in place in each witness care unit. They ensure all vulnerable witnesses going to court to give evidence are aware of their rights set out within the Victims' Code to apply for special measures if they so wish. [The Code of Practice for Victims of Crime in England and Wales and supporting public information materials - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/publications/the-code-of-practice-for-victims-of-crime-in-england-and-wales-and-supporting-public-information-materials)
- **Victims Code of Practice** – Work commenced in November to assess if victims' rights as set out in the Code were met. This is a key piece of work which will continue throughout 2023-24 to enable the Board to understand and identify where more work needs to be done.
- **Victim Engagement Forum** – The Forum supported the Board by focussing on how the use of the Welsh language impacted positively on their experience of the justice system.
- **Offending Landscape** – One of the key local priorities was to map criminogenic need across all offending cohorts. This mapping exercise will enable the Board to challenge whether the support structures and services in place currently are meeting the needs of offenders. It will then inform whether there is a gap which can be addressed through commissioning additional services.

- **Accommodation Pilot** – The Commissioner funded an Integrated Offender Management (IOM) accommodation pilot in Ceredigion demonstrating positive outcomes, which is now almost cost neutral. It is intended that this model will be rolled out to the wider Dyfed-Powys area.
- **Youth Prevention** – Aberystwyth University completed a review of the Commissioner's investment into youth prevention services to demonstrate the value added.
- **Dashboards** – Several dashboards have been created at an All-Wales level to ensure transparency and gain an understanding of the issues in order to respond effectively. These include adult and child rape, all crime, domestic abuse rates and race. Evolving, implementing and utilising these dashboards is a priority for Dyfed-Powys LCJB in 2023-24 in order to support service improvement.
- **Anti-Racist Action Plan** – The All-Wales Plan was launched and published in September 2022. All LCJB members are represented at the race equality taskforce and working groups that are leading on the delivery of this. A delivery plan covering 2023-25 has been developed in order to deliver against the commitments made.

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. Here he works 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 Criminal Justice in Wales Board's Annual Report details the work being undertaken in Wales to drive an efficient, effective and fair criminal justice system.

<https://www.gov.uk/government/publications/criminal-justice-board-for-wales-annual-report-2022-23>

## Single Unified Safeguarding Review (SUSR)

The Single Unified Safeguarding Review (SUSR) project has continued through the year alongside Welsh Government, Cardiff University, the Home Office and other key stakeholders across Wales. The overarching aim of the project is to establish a pan-Wales approach for commissioning, undertaking and learning from reviews. The SUSR statutory guidance is currently undergoing a Welsh Government formal consultation process that commenced on 6<sup>th</sup> March 2023. Once the consultation responses have been received and analysed and changes are made to the statutory guidance, the SUSR process will replace the existing Child Practice Review, Adult Practice Review, Mental Health Homicide Review, Domestic Homicide review and Offensive Weapons Homicide Review processes in Wales.

The Commissioner has been involved in the development of the SUSR process through his role as the Senior Responsible Officer for the Wales Safeguarding Repository (WSR) Task and Finish Group. The WSR has undergone testing by practitioners to ensure that is fit-for-purpose for those who will use it. There is further work required and the Commissioner will contribute to Ministerial Board meetings where capacity issues



for reviewers who conduct the SUSRs will be discussed during the course of the ensuing year.

## 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.

## Criminal Justice in Wales's new Anti-Racism Action Plan

On Thursday 8th of September 2022, Criminal Justice in Wales launched its new Anti-Racism Action Plan, outlining the determination of partners, including Police and Crime and Commissioners in Wales, to do all they can, individually and collectively, to root out any form of racism across the Criminal Justice System.

The Plan has been developed to complement the Welsh Government Anti-Racist Wales Action Plan, launched in June 2022. This Plan includes a Crime and Justice section to support a whole system, one public service response to race equality. This approach provided the opportunity to outline how partners will address hate crime and community cohesion, whilst also explaining how the Plan will work seamlessly with the Criminal Justice Anti-Racism Plan for Wales.

From the outset, Criminal Justice in Wales committed to listening, hearing and incorporating the experiences and voices of those from Black, Asian and Minority Ethnic communities to guide the development of the Action Plan.

This has seen the Anti-Racism Action Plan evolve over an 18-month period, capturing and establishing each step required to achieve real change across the Criminal Justice System. This has involved over 600 members of Black, Asian and Minority Ethnic communities, helping to co-produce a plan that recognises the unique landscape in Wales, and which truly meet the needs of our communities.

With support from Ethnic Minorities & Youth Support Team Wales, Criminal Justice in Wales have also introduced a new Independent Oversight & Advisory Panel to oversee the progress of the Plan. The Panel consists of 12 members, drawn from across Wales with diverse professional backgrounds and lived experience, to provide scrutiny and crucially will hold the Criminal Justice Board to account for the delivery of the Plan. The Panel will play a crucial role in ensuring that the ambitions of the plan are realised, bringing the necessary change to all levels of the Criminal Justice System in Wales.

### PCC Dafydd Llywelyn said,

*“I was pleased to be at Cardiff for the launch of the Criminal Justice in Wales' (CJIW) Anti-Racism Action Plan. In working closely with our Criminal Justice partners over recent years in the development stages of the Action Plan, our aim is to make the Criminal Justice System in Wales fairer, more efficient and more effective with anti-racism as a core value and approach.*”

*To support the delivery of the CJIW's Action Plan I was appointed as the Joint Chair of CJIW's Race Equality Data and Performance Task Group. The task is to create a performance framework and dashboard to monitor racial injustice and workforce representation within criminal justice partners in Wales. I appointed staff to my Office to support this development.*

*I now look forward to working closely with partners to ensure that all Criminal Justice in Wales agencies actively join in turning our vision into action.”*



The Anti-Racist Action Plan can be accessed here;  
<https://www.dyfedpowys-pcc.org.uk/media/11398/criminal-justice-anti-racism-action-plan-for-wales-september-2022.pdf>

## Strategic Equality Plan 2020-24

The annual joint Strategic Equality Plan Progress Report highlights the progress both the Force and the Commissioner's office have made in 2020-24 against the four objectives;

1. To increase the diversity of our workforces so that we are truly representative of our communities.
2. To ensure that once in employment, our diverse workforce is being treated fairly and equitably.
3. To improve our understanding of our diverse communities in order to ensure that our services are fit-for-purpose, and that all of our communities have a voice in policing.
4. To ensure that we are effectively identifying and reacting to issues relating to community cohesion with a view to reducing the number of hate related crimes and incidents being committed within our Force area.

The report can be accessed via the following link:

<https://www.dyfedpowys-pcc.org.uk/media/11645/sep-progress-report-2023-opcc-s.pdf>





## Youth Forum

The Commissioner's Youth Forum provides a platform for young people to influence the future of policing and crime prevention in their local areas. The Youth Ambassadors who are members of the Youth Forum play a key role in its success. They challenge, question, support and make sure that the Force and the Commissioner's Office keep their promises to the children and young people of the Dyfed-Powys area.

Following a recruitment drive in Summer 2022, the Police and Crime Commissioner welcomed young people from across the Force area to Police Headquarters in Carmarthen. A total of 15 young people were appointed as new members to the Forum, ranging in age from 15 to 19 years old. In October 2022, they received an induction session and training to support and prepare them in representing young people from Powys, Ceredigion, Carmarthenshire and Pembrokeshire.

PCC Dafydd Llywelyn first established the Youth Forum in 2018 so that Dyfed-Powys has a Forum of Youth Ambassadors who are ready to 'influence' and 'challenge decision-making',

to ensure that the communities of Dyfed-Powys have a Police Force that successfully safeguards children and young people and promotes their wellbeing.

Last year, as part of the recruitment campaign for the Youth Forum, the Commissioner's Office launched a youth survey asking young people for their views and perception of policing in their area. The survey findings identified three priority areas for the Youth Forum to focus on for 2022/23:

- Mental Health support for young victims
- Substance mis-use prevention activities for young people
- Support for young adults who are committing low-level offences, to build their confidence and access training and employment.

In response to the survey findings, the Youth Forum launched 'Y Sgwrs' (The Conversation) consultation for young people. Young people and professionals working with young people, were invited to take part to share their experiences of issues in relation to the priorities - mental health, being a victim or witness of crime, youth offending and substance misuse.

The consultation included an online survey that asked teenagers and young adults to explain what is working, what doesn't work and how things might be improved. The Youth Forum also held focus groups to ensure a wide reach and to get views from children and

young people in their area. The consultation came to an end in April, culminating in a report being prepared to share with the PCC, Chief Constable and decision-makers from local councils and youth organisations at a Youth Conference in July 2023.

## Carmarthenshire Policing Hub and Custody Suite development progress

Planning permission was granted to the Office of the Police and Crime Commissioner by Carmarthenshire County Council in April 2021 for the proposed development of a new custody facility and policing hub in Carmarthenshire. The building specification is to be of an ambitious and sustainable construction, with a BREEAM-excellence rating – which evidences its good environmental performance. There has been significant

progress made in relation to the development of the custody suite based at Dafen, Llanelli. The Commissioner visited the site in March 2023 as part of a national "Open Doors to Construction" campaign and was accompanied by a group of construction students from nearby Coleg Sir Gar.

During the event, they were shown around the construction site, spanning approximately 4000m<sup>2</sup> over two storeys. The build includes an 18-cell custody suite, interview rooms, charge desk, open plan office space and associated meeting rooms. Work continues on the site, with the official opening planned for Spring 2023.



# 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

### Welsh Government

Throughout 2022-23, the Commissioner and his team continued to work closely with the Welsh Government, alongside the Commissioner's counterparts and Chief Constables across Wales.



Llywodraeth Cymru  
Welsh Government

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 has considered the following, amongst other topics: homelessness and associated substance misuse, emergency services covenant, substance misuse, the Anti-Racist Wales Action Plan, cost of living crisis/ winter pressures, police funding pressures and precept implications and public trust, and confidence in policing.

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 2022-23 the Group met to receive an input from the Chief Constable of South Wales Police and the Police and Crime Commissioner for Dyfed-Powys on the topic of 'A Day in the Life of a Police Officer'. The event highlighted the demands faced

by Welsh police forces. For example, Senedd Members were informed that, at the time, Dyfed-Powys Police recorded twelve crimes a day in a county that can take four hours travelling time by road from one corner to the other.

At the meeting the Group also discussed the funding of Police Forces and the ongoing finance review. Lobbying as part of the review included representation from Dyfed-Powys Police that it requires additional funding due to a lack of capital investment and the geographical challenges in rural forces. In particular it was noted that the Dyfed-Powys area needs to have seven custody facilities.

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

The **Policing in Wales** strategic group met on four occasions during 2022-23. It consists of the Police and Crime Commissioners and Chief Constables of the four Welsh police forces, as well as key members of their teams. The 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. The Group made some significant achievements during the year including:

- Securing Welsh Government Commitment to fund a further 100 PCSO's in Wales by the end of the current Senedd term, taking the overall total funded by Welsh Government to 600
- Successful introduction of the removal of the defence of reasonable punishment legislation, following close partnership working
- Significant progress in the implementation of the Violence Against Women, Domestic Abuse and Sexual Violence Strategy



- Leadership of the co-produced Criminal Justice in Wales Anti-Racism Plan and key commitments to delivery on its seven objectives
- Achievement of targets for police officer recruitment in relation to the Police Uplift Programme.

Close links between Welsh Government's Police Liaison Unit (PLU), Commissioners and Chief Constables have achieved a number of successes, including:

- Completion of a review of Policing in Wales, conducted jointly by the Association for Police and Crime Commissioners and the National Police Chiefs' Council. The review provided further direction on the role of the Police Liaison Unit and recommendations for further improvement, which are now being implemented
- Joint funding secured from Welsh Government for a seconded role to work with blue light partners in addressing the recommendations from the Manchester Arena inquiry
- Significant progress in highlighting the police position relating to the enforcement of the new 20mph scheme, following pilots at eight sites across Wales
- First All-Wales Wildlife and Rural Crime Conference held in partnership with Welsh Government
- Establishment of a Policy Officers' network across the four Commissioners' offices, co-ordinated by the PLU Analyst/Policy Officer.

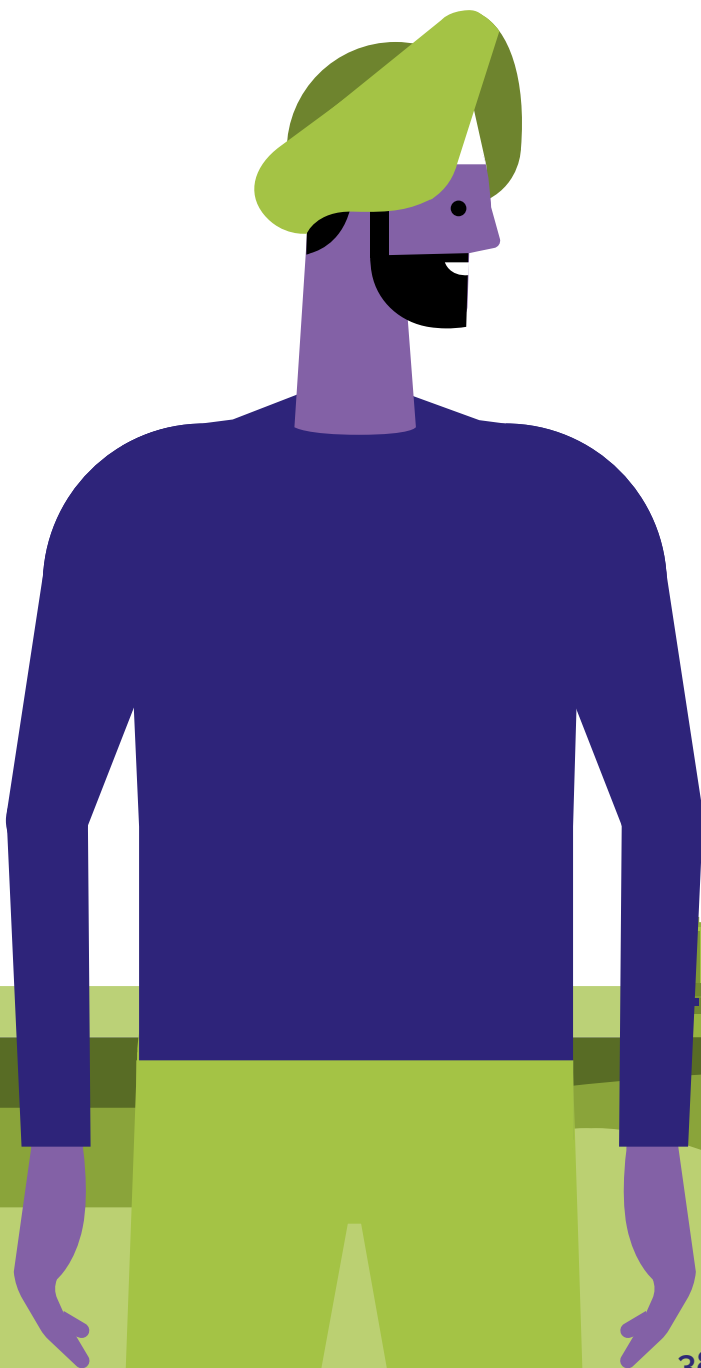
## Public Service Boards

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 2022-23 the Commissioner has championed the Real Living Wage agenda and has presented to all four Public Service Boards across the Dyfed-Powys Police force area encouraging partners and public services to commit to being a Real Living Wage employer. The Commissioner's team have worked with partners to ensure that the crime and disorder priorities of the Police and Crime Plan and the priorities of the new Well-Being Plans are aligned and complementary.

## Community Safety Partnerships

Close partnership working across the four Community Safety Partnerships (CSPs) continued throughout 2022-23. 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.

Key discussion areas for the Commissioner and the CSPs during 2022-23 have included the national review of Community Safety and implications locally, Domestic Homicide Review structures and the Single Unified Safeguarding Review. The Commissioner and his team have also worked very closely with CSP managers in developing the local response to the newly introduced Serious Violence Duty. This will be a significant priority across the partnerships during 2023-24 and the Commissioner will be working alongside CSPs and other partners to deliver interventions aimed at reducing the risk and impact of serious violence in our communities.



## Wales Data and Analysis Innovation and Improvement Network (WDAIIN)

A partner network of the Safer Communities Board, WDAIIN provides leadership, oversight, and direction between all partners in regard to data analysis. It aims to support multi-agency, evidence-based, intelligence-led partnership working to support safe, strong and more confident communities. As chair of the network, the Police and Crime Commissioner and Welsh Government jointly sponsored a national conference in March 2023 which brought together practitioners across Wales to reflect on data driven approaches to community safety.

Dafydd Llywelyn said

*“I am proud to have sponsored the WDAIIN Conference in Cardiff. I am committed to working with partners and communities to improve confidence in public services across Wales. One way of ensuring this is by collectively improving our data collection as partners, in order to not only understand and address any inequalities, but also to identify ground-breaking approaches to ensuring community safety.”*

Following feedback from the event, the Commissioner will be working with WDAIIN members throughout 2023-24 to ensure the Network continues to provide the support and direction sought by its members.



### Real Living Wage

In 2021 the Commissioner worked with Dyfed-Powys Police to become an accredited Real Living Wage Employer. Established in January 2022, the Living Wage Steering Group for Mid and West Wales is chaired by the Police and Crime Commissioner. The Group is working to increase the number of workers paid the Real Living Wage across Pembrokeshire, Carmarthenshire, Ceredigion, Powys, Swansea, and Neath Port Talbot. The Steering Group has submitted an Action Plan to the Living Wage Foundation to be officially recognised as Wales's first Living Wage Region. The activity supports the

Commissioner's Police and Crime Plan by working together to build resilience and address one of the root causes of crime and anti-social behaviour.

As part of Living Wage Week 2022, the Steering Group arranged an event at the John Burns Centre, Kidwelly, to celebrate committed employers in the region and to understand more about the next steps required to make Mid and West Wales a Living Wage Region. The Commissioner opened the event, which promoted the progress made as a region, and there were speeches from employers and employees about the difference the Real Living Wage makes to them.



# Being Accountable



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 2022-23, 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.

From April 2022, Policing Board adopted a new approach in which the focus of the two meetings alternated between Force Performance at the first, and a Police and Crime Plan priority at the second. The new approach has been welcomed by the Force and has increased the level of assurance due to targeted scrutiny of specific areas. This has been vital throughout the year as the Force undertakes a significant internal review, with a view to identifying efficiencies and savings.

### Between April 2022 and March 2023, Policing Board focus included:

- Performance and Summer Demand
- Force Performance
- Stop and Search
- Investigation Standards
- End to End Project / Force Operating Model
- Performance and Capital Programme and Investments.
- Dyfed-Powys Police Anti-Racism Plan

Policing Board minutes are available to download on the Commissioner's website:

<https://www.dyfedpowys-pcc.org.uk/en/accountability-and-transparency/policing-board/>

## Policing Accountability Board

Policing Accountability Board is a quarterly public meeting. In October 2022 meetings returned to 'in person' following the Covid-19 pandemic, with the first held in Aberystwyth University. Meetings have subsequently been held in other areas of the Dyfed-Powys area, with good attendance from the public. The main focus of these meetings is the Force's performance against the Commissioner's



Police and Crime Plan priorities. They provide the opportunity for attendees to ask the Commissioner and

Chief Constable questions directly. Details of each meeting are published on the Commissioner's website.

## 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. Their role includes ensuring that there is a return on investment and a thorough evaluation of service impact. The Board focusses on scrutinising activity and holding service providers to account.

During 2022-23, the Board received presentations from several commissioned service providers, along with other funding recipients and key delivery partners for Home

Office grant activity. This included a focus on the Goleudy victim and witness service, the programmes delivered with the Domestic Abuse Perpetrator funding and the Swansea Kicks initiative funded by the Commissioner.

The membership of the Board has been refreshed, with nominated deputies identified to ensure core attendance at meetings. In addition, during the coming year the Board will hold a bespoke extraordinary meeting to offer an opportunity for victims and service-users to share their experiences and feedback on the services they have received.

## 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 2022-23, the Panel reviewed 60 cases covering: violence against women and girls, stalking and harassment, hate crime and firearms, and possession of drugs cases.

The Dyfed-Powys Out-Of-Court Disposals Scrutiny Panel was highlighted as best practice in a Magistrates Association report 'Out-Of-Court disposals: Fit for purpose or in need of reform?'

<https://www.magistrates-association.org.uk/Portals/0/221208%20Report%20-%20Out%20of%20court%20disposals.pdf> in December 2022.

The report stated that

**“The majority of O OCD Scrutiny Panels do not publish their findings publicly; just nine police forces reported that their Panels regularly publish minutes, a further ten said they produce an annual report on this matter. Dyfed-Powys stood out as the example of best practice; it publishes not only the minutes of each panel, but also an anonymised summary of the case and the outcome of the review.”**

Following last year's findings, the Panel identified that there was a need for further assurance to be sought regarding whether looked after children were supported consistently across police borders. The Commissioner has since been endorsing and supporting the work of the Mid and West Wales Safeguarding Board, who have created Practice Guidance.

This guidance has been produced to address recommendations set out in the Welsh Government's 'All Wales Protocol for reducing criminalisation of care-experienced children and young adults', providing clear operational guidance for residential providers and agencies within the Criminal Justice System. The work aspires to reduce the unnecessary criminalisation of care-experienced children and young adults in an ethical and proportionate way. This work will be launched next year.

To read all of the Panel's previous reports please visit <https://www.dyfedpowys-pcc.org.uk/en/accountability-and-transparency/scrutiny/out-of-court-disposal-panel/>

## 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 efficient, effective and legitimate police services.

The Commissioner is grateful to all those who have continued to volunteer for his Office as part of the Independent Custody Visiting and Animal Welfare Schemes, the Quality Assurance Panel, and the Victim and Youth 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 2022-23, Dyfed-Powys had

- 26 active ICVs who conducted 180 physical custody suite visits.

### During this period:

- 434 detainees were in custody during calls/visits
- 196 detainees were spoken to by the ICVs
- 86 detainees were observed by the ICVs
- 174 custody records were reviewed by the ICVs

This is an improvement on the previous year's position. These visits have resulted in improvements being put into place for detainees and staff alike.

## Training Day

An ICV training day was held in August 2022 at Headquarters during which a custody trainer showed ICVs the complete booking in and release processes, with a focus on risk assessment. ICVs also received an input on the Equality Act and an input on detainee dignity within custody. This important training has allowed ICVs to further understand custody processes and assisted them in asking additional relevant questions whilst they undertake their visits.

## Estates Issues

As part of their visits, ICVs consider the buildings and the facilities that they visit and highlight any concerns or issues they have. Issues identified at our Newtown suite in relation to fire doors and intercom system have been flagged and are being addressed. Concerns relating to staffing levels have also been raised with the Chief Constable via the PCC and are being addressed. An additional improvement that came directly from an ICV visit is the purchase of a universal phone charger for custody suites, so that detainee mobile phones can be charged to obtain family contact numbers.

## Anti-harm suit pilot

Anti-rip clothing or anti-harm suits are clothing that are used in many custody suites across the UK. The material of the clothing is made to prevent detainees being able to rip the material and make ligatures.

The issue of anti-rip clothing was originally raised by the Independent Custody Visiting Association (ICVA) following a systematic review of Inspectorate reports of police custody nationally. The reports highlighted a number of consistent and worrying issues – in particular the use of anti-rip clothing in the absence of risk information; dignity issues when using the clothing, and poor justification and review when anti-rip clothing was used.

The Commissioner's office has led on a national anti-harm suit pilot scheme in partnership with Dyfed-Powys Police and ICVA. On a monthly basis, ICVs independently reviewed custody records of individuals within Dyfed-Powys custody suites who were issued with an anti-harm suit. ICVs considered whether the suits were being issued appropriately or not, whether they were being removed as soon as possible and that sufficient rationale for their use had been recorded within individual custody logs.

ICVA published an interim evaluation of the pilot in December 2022, which acknowledged a significant improvement in the monitoring of the use of anti-rip clothing in Dyfed-Powys Police. It also confirmed the quality of the recording and justification of the use of the clothing had considerably improved, resulting in better outcomes for detainees in custody.

### Sherry Ralph, Chief Operation Officer from ICVA said:

*“I am delighted that Dyfed-Powys Police and the Office of the Police and Crime Commissioner have been working with ICVA to ensure that where this measure is used, it is done so proportionately, with full justifications and only circumstances where all other options had been exhausted. The maintenance of detainee dignity during their time in custody is a key driver for all those involved in the pilot, and I am grateful to Dyfed-Powys Police, the OPCC and of course the Independent Custody Visitors for their admirable engagement and consistently hard work.”*

### Bernard Whitney, ICV said:

*“The Custody Record Reviewing sessions are a powerful tool which also allows the ICVs to gain a good insight as well as a better understanding from an officers perspective, given their role to provide a duty of care during a detainee's detention.”*

To read more of about the independent Custody Visitor Scheme please visit [Independent Custody https://www.dyfedpowys-pcc.org.uk/en/the-office/volunteer-schemes/independent-custody-visitors/Visitors\(dyfedpowys-pcc.org.uk\)](https://www.dyfedpowys-pcc.org.uk/en/the-office/volunteer-schemes/independent-custody-visitors/Visitors(dyfedpowys-pcc.org.uk))

## Animal Welfare Scheme

The Commissioner's Animal Welfare Visitors check on the welfare of police dogs engaged in police work. They also consider 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.

During 2022-23 the five Animal Welfare visitors conducted a total of 38 visits, seven of which were undertaken at the new Dyfed-Powys Police kennels. No significant concerns were raised through these visits.

The Commissioner and his team were sorry to hear of the loss of one of the Commissioner's longest serving volunteers in March. Ben Davies was a committed Animal Welfare Visitor and the office is very grateful for his significant contributions for more than ten years. Our thoughts are with his family and friends.

## Quality Assurance Panel

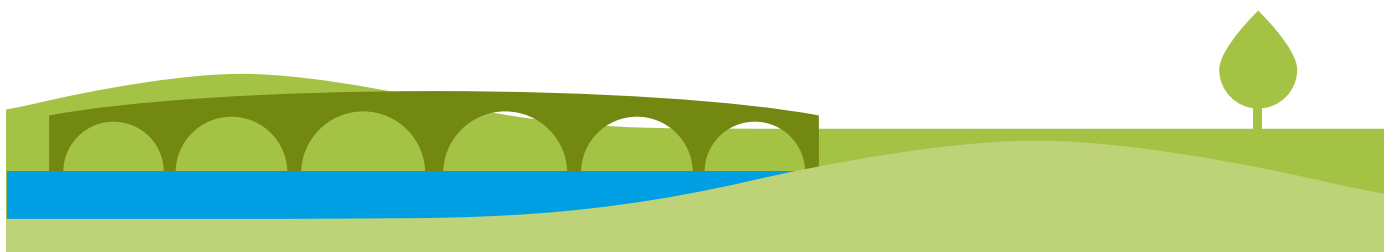
The fourteen members of the Commissioner's Quality Assurance Panel scrutinise the quality of Police contact with the public, in a transparent and independent manner. The Panel's scrutiny activity supports improvements within the Force. The Panel met five times during 2022-23, reviewing:

- Stalking and Harassment on two occasions – the Panel provided feedback on a number of cases that could have been handled differently. This feedback was fed into the OPCC's deep dive into the management of perpetrators of stalking and harassment in early 2023-24.
- Use of Force incidents – the panel made a number of observations relating to recording practices. The Force noted and advised that they would look to review and amend the forms in line with the new Niche record management system being introduced in May 2023.
- Calls into the Force Communication Centre – in January 2023 the Panel considered a random selection of 999 recordings. Members considered that calls were

generally handled well. It was noted that the incident reference number was not provided to the caller in the majority of calls. The Force accepted this ought to be done and would consider this as part of daily audit processes. Members also noted that it would be beneficial for the What3Words app and British Sign Language live line to be promoted. The Force agreed this would be revisited with their Corporate Communications department.

- Domestic Abuse cases where the victim did not support or had withdrawn support for police action – Panel members showed a great deal of knowledge in relation to this area, having undertaken reviews in previous years. A suggestion was made by the Panel that increased communication may promote awareness and increase public confidence in reporting. The Force agreed to look at the matter in more depth.

To read more about the Quality Assurance Panel's 2022-23 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

The Dyfed-Powys Police and Crime Panel has a statutory responsibility for scrutinising the work of the PCC and supporting him in the performance of his statutory functions. During 2022-23, the Panel continued to discharge this responsibility, with a particular focus on:

- Scrutiny of the Police Precept
- How the Commissioner manages the police estate in light of the financial pressures on the capital budget
- Scrutinising how the Commissioner holds the Chief Constable to account
- Scrutinising the Commissioner's performance against the Policing Protocol Order.

In addition to these priorities the Panel scrutinised all key decisions made by the Commissioner, including those in relation to commissioned services. They also undertook their statutory function of handling complaints made against the Police and Crime Commissioner. Two complaints were received which were considered in accordance with the Panel's complaints protocol. It was resolved to take no further action in relation to either of them.

For further detail on the Police and Crime Panel and their scrutiny activity, go to:

<https://www.dppoliceandcrimepanel.wales/>

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

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

## 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' which are recorded on the OPCC's recording system. Each quarter the community concerns are analysed to identify any themes or trends, in order for the Commissioner to hold the Chief Constable to account.



It was highlighted that there was an increase in community concerns relating to Firearms Licensing. The Commissioner listened to the concerns of the public and shared these with the Chief Constable via the Policing Board. A particular focus was placed on the timeliness of applications being processed and whether this posed any risk to the public. Reassurance was provided that one of the primary objectives of the Firearms Licensing Department is the identification of preventable and avoidable harm. To that end, Dyfed-Powys Police will always ensure due diligence in accordance with statutory guidance and most importantly in the interest of public safety. Furthermore, the Commissioner was reassured that considerations towards the current firearms processes and procedures will be considered as well as whether the current resource level is appropriate as part of the ongoing Force Review. The Commissioner and his team will continue to monitor the performance of the Firearms Licensing Department in the coming year to ensure it meets the needs of the public.

### 2022-23 Complaints and Concerns numbers

Number of formal Chief Constable complaints	9
Number of Chief Constable complaints recorded	5
Number of appeals against the decision made to the Independent Office for Police Conduct	0
Number of appeals upheld in favour of the Commissioner's decision	0
Total community concerns received	412
% Closed cases resolved within 30 working days	100%

## Complaint Reviews

The Policing and Crime Act 2017 and supporting regulations made significant changes to the police complaints and disciplinary systems. These changes were designed to achieve a more customer-focused complaints system. Importantly, the reforms aimed to make the disciplinary system more proportionate and encouraged a much greater emphasis on learning from mistakes.

Since 1<sup>st</sup> 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 for Police Conduct (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.

### 2022-23 Reviews

Total valid reviews received	48
Total reviews completed	74
Total upheld	23
Total not upheld	51
Total ongoing	5
Total lessons learnt / recommendations identified by the Commissioner	23

\*It should be noted that the number of reviews completed in 2022-23 was higher than the number of reviews received due to 31 reviews being carried over from the previous year.

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 2023 an assurance review of complaint handling was conducted by Internal Auditors, TIAA. Considerations were made towards the arrangements in place within the Office of the Police and Crime Commissioner to record, acknowledge, review and respond to those complaints that have been made against Dyfed-Powys Police where the complainant is dissatisfied with the outcome. The review ensured compliance with requirements set out in the Policing and Crime Act 2017, effective from February 2020. The review identified that there were some issues concerning compliance with the timescales set out in the Complaints Policy. This had already been recognised by the Commissioner's Office and action had been taken to ensure there were appropriate resources in place to address the backlog and improve timeliness and resilience. As a result of this action, no recommendations were raised and no single points of failure were identified during the audit.

## Transparency

The Commissioner is elected by the public and must be accountable to the public during his term of office. The Elected Local Policing Bodies (Specified Information) Order 2021 requires certain information about Police and Crime Commissioners to be published. The public can then use this information when holding their commissioner to account. A consistent set of published information will also allow the public to compare services with other police force areas. In previous years the Commissioner's Office has been awarded the Transparency Quality Mark by CoPaCC, the police governance experts, in recognition of high-quality standards in relation to transparency of governance structures and information publishing.

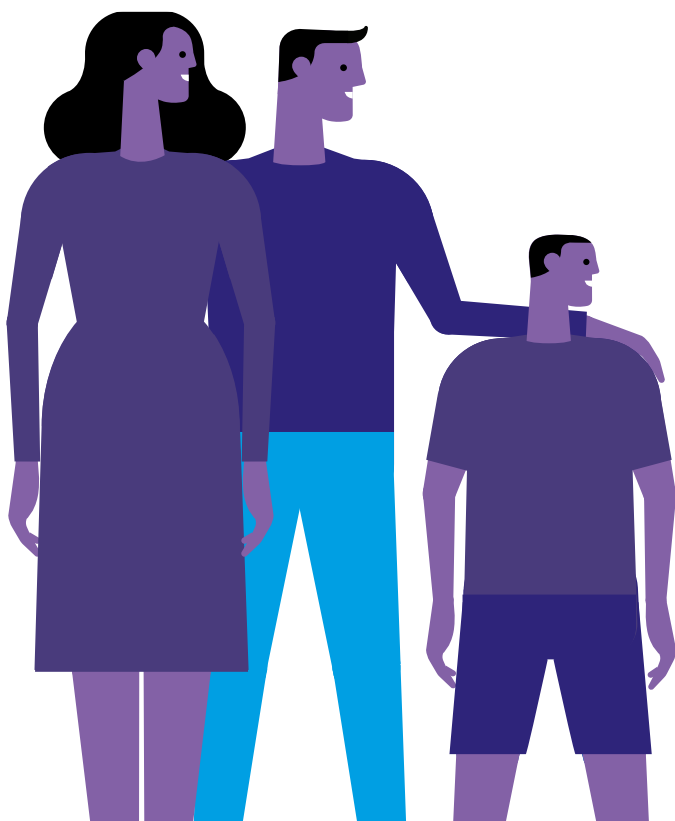
In the absence of funding, CoPaCC regrettably took the decision that they could no longer conduct a transparency audit of Police and Crime Commissioners' websites.

In 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 this position, regular internal checks on the website are conducted.

Work is continuing to develop a new website for the Police and Crime Commissioner which will be launched during the coming year. As part of this work the team is ensuring that 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 Commissioner's 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/11102/website-transparency-information-2022-23.docx>





## Welsh Language Standards

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

A new training provision collaboration through the medium of Welsh has commenced with Welsh-speaking recruits now having the opportunity to undertake much of their training in Welsh. This has come about following the work of a task and finish group on making improvements in relation to the Welsh language. Representatives from the Office sat on the group that recommended a collaboration with Coleg Cymraeg Cenedlaethol and the University of South Wales to increase the opportunities for Welsh-speaking new recruits. In addition, a new Welsh language tutor post has been agreed and will commence in post during 2023 to support officers and staff to improve their Welsh language skills.

On two occasions during 2022-23 Policing Board meetings have been held through the medium of Welsh. Meetings of the Policing Accountability Board always welcome Welsh language contributions and simultaneous translation is provided for those who cannot fully understand Welsh.



All job vacancies within the Office of the Police and Crime Commissioner stipulate the ability to speak Welsh to level one is required, or that the individual must attain level one within 6 months of being in post. All staff are offered the opportunity to attend Welsh lessons and during the year a monthly "Clwb Clecs" was introduced that allowed staff to use their Welsh language skills in a safe environment. Currently 65% of the team are confident speaking through the medium of Welsh. This ensures the Office are able to offer a bilingual service.



## Joint Audit Committee

The Joint Audit Committee 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. Their judgements may be informed by the scrutiny undertaken by the Police and Crime Panel.

During 2022-23 there were a number of changes to the membership of the Committee, with Chair Martin Evans and member Lynne Hamilton standing down. Both will be greatly missed, and we wish them the very best for the future.

Kate Curran has been appointed as the new Chair of the Joint Audit Committee moving forward. Farhan Shakoor and Brian Jones were appointed to the Committee during the year, with other newly-appointed members due to commence later in 2023.

During 2022-23 the Committee met on 5 occasions. The Committee considered reports on:

- Risk management – where the Committee noted the ongoing work within the Force to create a culture of engagement and ownership across risk management. Also noted were the risks in relation to custody CCTV failures, healthcare cover within custody, and the loss of forensic Home Office pathology capabilities in Wales.
- Information Management – the Committee received an update on matters relating to Data Protection including Freedom of Information Requests and Subject Access Requests. The Committee considered data breaches and how these had been managed to mitigate any risk.
- Governance – the Committee considered and approved the Annual Governance Statements for both the PCC and the CC and provided an input to the revision of the Corporate Governance Framework.

---

For further information, please see the Committee's Annual Report – <https://www.dyfedpowys-pcc.org.uk/media/11682/2022-23-jac-annual-report-final-english.docx>

## Internal Audit

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

### Internal Audits conducted during 2022-23 included:

- Property Management
- Security of Seized Proceeds of Crime (Cash and Assets)
- Counter Fraud (Anti-Fraud Procurement)
- Estate Management – Planned and Preventative Maintenance and
- Complaint Handling (OPCC).

### Internal Audit activity was also undertaken on an all-Wales basis including:

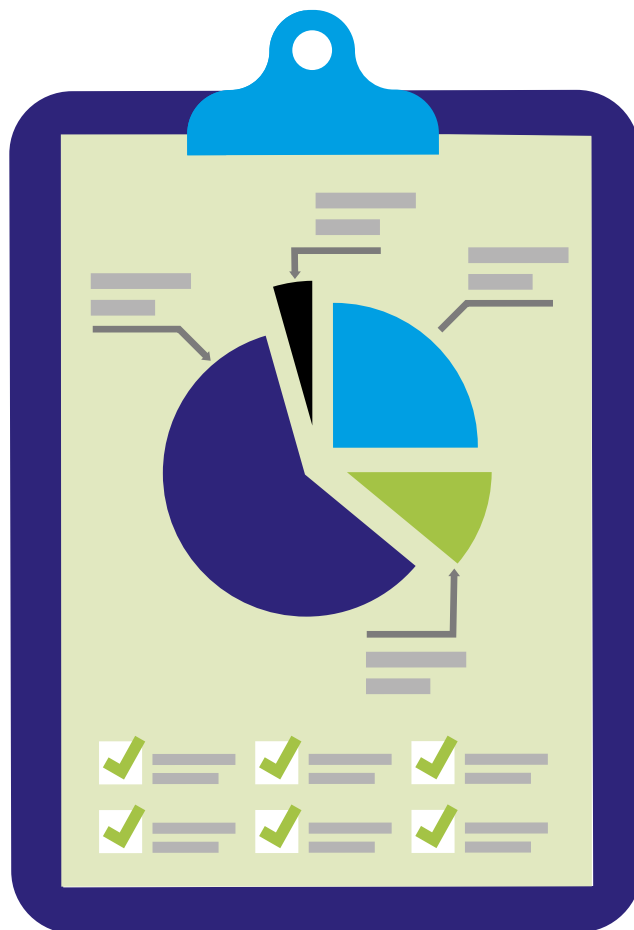
- Review of Creditors, Expenses and Additional Payments
- Agile Working and
- Risk Management – Mitigating Controls.

## 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.

During the year, Audit Wales issued unqualified audit opinions in respect of the 2020-21 accounts to both the Police and Crime Commissioner and Chief Constable. They were satisfied that there are appropriate arrangements in place in-year to secure economy, efficiency, and effectiveness in the use of their resources. Both the Commissioner and the Chief Constable complied with the statutory closure of accounts, which were finalised by the end of July 2021 despite the impact of the COVID-19 pandemic on public services.

In relation to the 2021-22 Statement of Accounts, despite having achieved submission to Audit Wales by the end of May 2022, a number of issues were identified during the statutory audit process in relation to the quinquennial asset valuation. After extensive discussion, review and due consideration by key stakeholders, including the Joint Audit Committee, a further independent valuation was competitively procured. After appropriate due-diligence of the new valuations, which were received in late November, the Statement of Accounts were updated and submitted to Audit Wales at the end of January. The statutory audit was due to be concluded in June 2023.



## HMICFRS

His 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.

Last year the Commissioner reported on the Force's efforts to improve following the Inspectorate issuing an accelerated cause-for-concern regarding crime data integrity. Following a revisit in May 2022, HMICFRS identified that

the Force had made marked improvements, particularly in relation to the accuracy of recording sexual offences.

Between April 2022 and March 2023, the Commissioner responded to 10 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/>

### April 2022

- A joint thematic inspection of the police and Crown Prosecution Service's response to rape – Phase Two

### July 2022

- A joint thematic inspection of Multi-Agency Public Protection Arrangements (MAPPA)
- The impact of Covid-19 pandemic on the criminal justice system – a progress report

### August 2022

- Police perpetrated domestic abuse: Report on the Centre for Women's Justice super complaint
- Dyfed-Powys Police's Police Effectiveness, Efficiency and Legitimacy (PEEL) inspection 2021-22

### September 2022

- The police response to burglary, robbery and other acquisitive crime

### November 2022

- An inspection of vetting, misconduct, and misogyny in the police service

### December 2022

- An inspection into how well the police and other agencies use digital forensics in their investigations

### February 2023

- How the police respond to victims of sexual abuse when the victim is from an ethnic minority background and may be at risk of honour-based abuse: Report on Tees Valley Inclusions Project's super complaint

### March 2023

- Values and Culture in Fire and Rescue Services

# Being Sustainable

## Sustainability

Sustainability is a key value for the Commissioner. Overseeing the work is the Dyfed-Powys Sustainability Group, which has been operating for several years. The Group monitors the work of the Force to drive forward the sustainability agenda, to ensure that the organisation reduces its carbon footprint and positively impacts on the environment. Key initiatives include:

- The new Llanelli Custody and Police Station Hub requires the use of no fossil fuels. The building has been built to a BREEAM-excellent standard and includes solar panels on the roof, a rainwater-harvesting system for flushing toilets, and electric vehicle charging capabilities.
- 'No Mow May' was introduced with wildflower meadows promoted with walkways for staff at Headquarters. In addition, bird habitats and boxes have been installed at Headquarters.
- There has been a removal of a significant amount of electrical equipment in the form of fridges and electric heaters across the estate that has reduced the consumption of energy.
- A reduction in the number of printers/copiers from 140 to 65 during the last year will result in an estimated environmental saving of 6,513kg of CO<sub>2</sub> - a 20.5% reduction.
- Localised utility monitoring is in place to assist in reducing demand and consumption.
- Electric vehicle fleet charging infrastructure is now at 8 key sites, aligned with current Neighbourhood Policing Teams and the central pool of an electric vehicle fleet.
- Work continues on property benchmarking and consolidation with a view to further reducing and sharing of services' collective carbon footprint. During 2022-23 seven collaboration projects commenced with the aim of sharing property with Pembrokeshire County Council, Powys County Council and Mid and West Wales Fire and Rescue Service. These have progressed throughout the year and will allow benefits to occur in 2023-24.



# Engaging Widely



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

Throughout 2022-23, the Commissioner and his Team engaged local communities and consulted them on important policing matters.

## Commissioner's Engagement Activities

### Summer Shows and Events

2022 saw the return of some of the large national events that had been postponed due to the Covid-19 pandemic. During the summer months the PCC and staff from the Office exhibited at the Royal Welsh Show at Builth Wells in July and the National Eisteddfod in Tregaron and the Pembrokeshire Show, both in August.

These were key opportunities to engage and consult with the public and key partners and to

promote the work of the Office. Members of the Commissioner's volunteering schemes were also in attendance at some of the events, as well as some Commissioned Services to talk to the public about the work they are doing to support the Police and Crime Commissioner.

These events were also important to support the Youth Forum recruitment campaign and youth survey. Results from the survey identified three priority areas for the Youth Forum to focus on over the course of the year.



## Other Community Engagement highlights

### Ceredigion Community Engagement

The Commissioner undertakes regular Community Engagement Days, where he meets with key partners, service providers and members of the public.

During a visit to Ceredigion, the Commissioner attended Aberystwyth University to observe and experience a virtual reality tool they have created about domestic abuse. He then went on to the Aberystwyth Justice Centre to visit the pre-trial Witness Suite and Court, as well as meeting

some of the staff that offer support to witnesses to help them deliver their evidence confidently and accurately.

This was also an opportunity to visit commissioned services. The Commissioner visited Dyfed Drug and Alcohol Service (DDAS), who provide a substance-misuse support service for adults, and New Pathways who provide rape crisis and sexual abuse support services. He also attended a property offered through the Integrated Offender Management housing pilot scheme, to witness the vital emergency rehabilitative support being provided to offenders.

### Carmarthenshire Community Engagement

The Commissioner hosted the Open Doors event for local stakeholders at Dyfed-Powys' new Custody Suite and Policing Hub in Dafen, Llanelli. He also met with Llanelli Deaf Club, to see the improvements being made to their premises, which was being undertaken by Willmott Dixon – the construction firm responsible for building the new site at Dafen.



As part of its contract with Dyfed-Powys Police, Willmott Dixon must ensure it gives back to the local community through activities such as offering training and providing practical support, such as materials and labour, to organisations in the local area.

One of those nominated to benefit from this agreement was Llanelli Deaf Club, also known as Llanelli Centre for the Deaf. The Centre offers friendship and support for people of all ages who are Deaf/deafened, runs British Sign Language (BSL) courses, and even has its own church.



Members showed the Commissioner around the building and explained the work they do, all on a voluntary basis and relying solely on grant funding. It was also invaluable to learn more about the needs of deaf or deafened people when interacting with the police, and their experiences of crime or reporting incidents.

## Pembrokeshire Community Engagement

During a visit to Pembrokeshire, the Commissioner was thoroughly inspired by his visit to a Veterans' art charity that is creating a hub for the whole community in Pembroke Dock.

Founded by Army veteran Barry John MBE in 2013, the VC Gallery uses art and other creative projects to engage veterans and other members of the community. Along the way they help combat loneliness and social isolation, supporting people of all ages and abilities, including individuals with mental or physical disabilities.

Earlier this year the charity's Pembroke Dock studio moved to bigger premises at the former primary school on Britannia Road. The Commissioner was given a tour of the site by Barry and volunteer co-ordinator Chris Paling, as they shared their ambitious plans to transform the site into a hub for the whole community.

## Powys Community Engagement

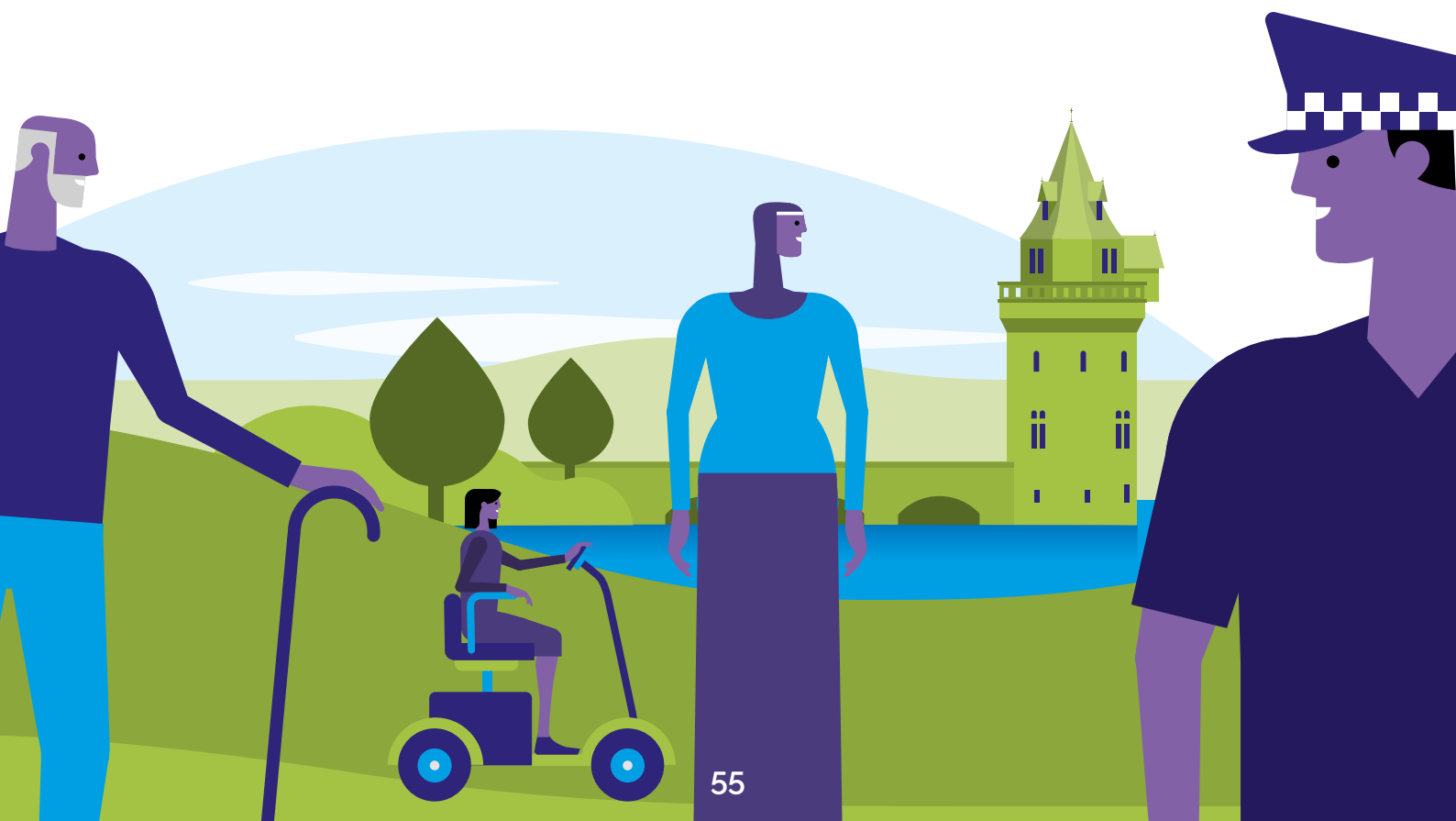
During a visit to Powys, the Commissioner spent time with the Rural Crime Team.

Powys is the largest county in Wales and the most rural within the Dyfed-Powys Police area. This can be very challenging when it comes to policing the area. The Commissioner shadowed the Rural Crime Team whilst they provided some crime prevention advice to local farmers.

### Hate Crime Awareness Week

To support Hate Crime Awareness Week in October 2022, the Commissioner attended the Premier League Kicks session in Aberystwyth that he has funded. The session was supported by PCSOs and representatives from Victim Support to talk to young people that attend the free football sessions about the effects of Hate Crime.

Following the session, the Commissioner attended a Welsh Premier League Football match between Aberystwyth FC and Haverfordwest FC, where Hate Crime awareness activity was taking place before the match and during the interval.





## Here for You

Towards the end of the year, the Commissioner held engagement events for community representatives in six locations across the Dyfed-Powys area. The aim of the "Here for You" engagement events was to inform councillors and other representatives of recent developments and changes within Dyfed-Powys Police, and to provide an opportunity for people to share any local concerns or issues with the Force.

The events took place in Carmarthen, Llanelli, Haverfordwest, Lampeter, Newtown, and Brecon.

During the events, councillors were briefed on the Force's current priorities for tackling crime, the new Neighbourhood Policing Team model, how the Force Communication Centre operates, and the Force's partnership approach to tackling anti-social behaviour.

There was also an opportunity for Councillors to engage with the Dyfed-Powys School Beat Team Officers, Rural Crime Officers and representatives from several of the Commissioner's Commissioned Services such as Goleudy and New Pathways.

### **Police and Crime Commissioner Dafydd Llywelyn said:**

*“As Police and Crime Commissioners, we are often considered to be the bridge between the communities and the Police. In that sense, these engagement events were key for us as we look to ensure that our communities understand and are aware of any developments within their Police Force, and the level of service that they should expect.*

*Not only are they an opportunity for us to update councillors and other community representatives about key messages and developments within Dyfed-Powys Police, but they are also an opportunity for us to listen, and for councillors to raise their concerns directly with us.”*





## St David's Day Conference

Policing by consent was the topic of discussion at Police and Crime Commissioner Dafydd Llywelyn's annual St David's Day Conference this year, which took place on Friday 3 March 2023 at Dyfed-Powys Police Headquarters in Carmarthen.

Policing by consent, which is the theory behind the Peelian principles that were designed to define an ethical police force, is heavily reliant on public confidence. Addressing the challenges of rebuilding public trust and confidence is essential to safeguarding a legitimate future for policing.

Public confidence and trust in policing services today is amongst its lowest ever. High profile cases, such as the murders of Sarah Everard here in the UK, and George Floyd in the U.S, to name but two, has cast a light on what appears to be a culture of misogyny, racism, and corruption within policing.

Police and Crime Commissioner Dafydd Llywelyn said: "I recently heard a highly regarded and dedicated senior police officer speaking publicly that he has never been so embarrassed and ashamed of working for the Police, despite some of the excellent work that is taking place in some areas of policing.

"Rebuilding public confidence in our policing service is essential if we are to safeguard a legitimate future for policing. This cannot be

done overnight. It will take years, but it's our responsibility, and we need to address the challenges, today."

### Guest speakers at the Conference included:

- Professor Richard Wyn Jones and Dr. Robert Jones, authors of the recently published book 'Criminal Justice in Wales: On the Jagged Edge'
- Professor Emmanuel Ogbonna, who worked with both Welsh Government and the Criminal Justice in Wales Board on their Anti Racist Action Plans
- Deputy Chief Constable Maggie Blyth, who is now working for the College of Policing and is the National Police Chiefs' Council's lead on Violence Against Women and Girls and
- Nerys Llewelyn Jones who was a Commissioner on The Thomas Commission, chaired by Lord Thomas of Cwmgeidd, which undertook a review of the justice system in Wales.

This was Dafydd Llywelyn's seventh annual St David's Day Conference, with previous conferences focusing on Coercive Control (2017), Mental Health in Policing (2018), Cyber-Crime (2019), Rural Crime (2020), Victims (2021) and Anti-Social Behaviour (2022).

## Consultations

### Restorative approach to low level crime and anti-social behaviour

In March 2023 the Office made recommendations to the Commissioner to undertake necessary consultation on a new community remedy menu.

A public survey will be undertaken during 2023-24 asking the public to have their say on the options available to victims of low-level crime and anti-social behaviour.

A community remedy is victim-focused, aiming to give victims a greater say in how offenders should be dealt with and increase the public's confidence in out-of-court disposals.

Taking a restorative approach, the community remedy offers a list of appropriate sanctions that can be used by the police and authorised investigating officers, sometimes in conjunction with other, more formal, out of court disposals.



Such sanctions can include repairing damage caused, mediation to support the resolution of disputes, substance misuse and alcohol dependency programmes, a verbal or written apology, and educational, diversionary or anger management courses.

The suitability of the options will depend on the nature of the offence, the age of the offender and the circumstances of situation. Community remedy is most often used with first-time, low-level offenders.

#### Police and Crime Commissioner Dafydd Llywelyn said:

*“As your Police and Crime Commissioner, I am committed to ensuring age appropriate, sustainable and meaningful services here in Dyfed-Powys, being mindful of the needs of those involved. This includes restorative practices in education, family and community settings used for preventative measures and ongoing support; and out-of-court disposals to divert young adults from the Criminal Justice System. Supporting victims of crime to recover and move on is a key part of a Police and Crime Commissioner's role, and making restorative justice, such as the community remedy, available is one of the best ways to do it. I urge the public to have their say on the options available here in Dyfed-Powys by completing a short survey.”*

### Police precept

To inform his considerations for the police precept for 2023-24 and in order to fulfil his responsibilities as Commissioner, Mr Llywelyn consulted with the public to obtain their views on the level of police precept increase. Of the 1,194 respondents, 67.2% noted that they would be happy to pay between 5% and 12.5% towards local policing, with 47.7% of those happy to pay between 7.5% and 12.5%.

Further details on the consultation results 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/>

# Resources

## 2022/23 Budget & Outturn

The Dyfed-Powys Police service has faced significant financial challenges since 2010. This is due to significant reductions in funding from central government, the legacy of implications arising from previous decision-making, along with significant cost pressures and continual changes in the complexity and demand for policing services. This is all set against a very challenging financial and economic landscape.

Following a rigorous process of scrutiny and deliberations over financial assumptions, risks that threaten our communities, investment requirements and priorities, the Commissioner set a net revenue budget of £127.4m to deliver policing services for the Dyfed-Powys area for 2022-23.

As part of this budget, the Commissioner set a precept of £290.16 per Band D property which, once again, saw Dyfed-Powys with the lowest council tax precept in Wales.

The 2022-23 grant settlement for Dyfed-Powys was £62.9m and included additional funding to support 42 officers in both of the first two tranches of the Police Uplift Programme, along with a further specific grant to support the third tranche of a further 57 officers by year-end.

The last few years have been unprecedented for a variety of reasons, but 2022-23 unfortunately continued in this vein with a weakening economy, higher interest rates and soaring inflation. The impacts of the cost-of-living crisis have been far reaching and are also set against the backdrop of the war in Ukraine, post-Brexit, the Covid-19 pandemic and political turmoil, which have all contributed to a volatile economic landscape. The effects of these circumstances have had significant implications for all public services – and undoubtedly will impact on future government funding.

Having recognised the extent of the financial challenges, the Chief Constable formally announced the initiation of a Force Review in June 2022 to assess all areas of activity, seeking efficiencies, savings and transformational opportunities. All senior leaders have and continue to be fully engaged in this Review.

In addition, the Chief Constable took a range of early steps to proactively contain expenditure within 2022-23, seeking to mitigate financial burdens as well as assisting in meeting one-off future cost pressures. The Commissioner also took measures to contain expenditure within his own office. These steps have resulted in a positive year-end position, which provides some headroom and resilience in dealing with the financial challenges in 2023-24 and beyond.

---

Budgeted Pay & Pension costs for  
Police Officer & Police Staff amount  
to **£117.2m**

---



The following table is a variation statement which sets out the final out-turn position for 2022-23 and compares this to the original and revised budget.

Revenue Budget Summary 2022/23	Original Budget £000	Revised Budget £000	Actual £000	Variance (Positive for Saving) £000
Total Budget - Commissioner	2,288	2,256	1,936	320
Total Budget - Chief Constable	126,126	126,157	122,783	3,374
Movement in Reserves	- 969	- 969	2,725	- 3,694
Net Spending After Transfer from/to Reserves	127,445	127,445	127,445	-

The final out-turn position demonstrates that there was a positive variance on the Commissioner's Revenue budget of £0.3m which related to staff vacancies, additional funding received to support commissioned services and delays in the regional project for Sexual Assault Referral Centres. As part of considerations for the 2023-24 precept and budget setting, the Commissioner agreed to utilise this variance to establish a specific reserve of £0.3m to mitigate future uncertainties in relation to inflationary increases.

The final out-turn position shows that the Chief Constable costs were £3.4m below the revised budget for the year. The Force exercised considerable financial restraint over the year and took a range of measures including putting a hold on police staff vacancies, which realised £0.6m of savings. In addition to this there were variances in the recruitment profile for Police Officers which accounted for £1.4m of the variance. Measures were taken to contain non pay expenditure wherever possible, off-setting a number of areas of pressures including forensics and collaboration activities, as well as delays in the implementation of new telephony/ Customer Management System which all resulted in non-pay costs being £0.9m lower than anticipated. There were also a number of other variances within the budget, including additional grants of £0.8m relating to the 2022-23 pay award and £0.2m to allow for the overshoot of police recruitment targets. An additional income of £0.4m was also received from mutual aid deployments which included the Queen's funeral.

---

The total 2022/23 budget for the Office of the Police and Crime Commissioner is **£2.3m**. As of 31st March 2023 there were **19** staff members excluding the Commissioner.

---

As part of in-year budget monitoring and when setting the 2023-24 budget, an underspend of around £1.1m had already been anticipated to offset against future budget requirements and to meet additional one-off cost pressures.

Much has been achieved over the last year with continued and significant investment in estates, fleet and critical IT infrastructure:

- The new station and custody facility for Carmarthenshire is nearing completion
- Final design and site work continues to be progressed in relation to the Joint Firearms Training Facility
- The project to replace the Force's Record Management System which is due to go live in June 2023 and
- Investment in a range of IT projects to better support operational delivery and agile working continues to progress.

The Commissioner set an original budget of £27.4m for 2022-23. This was revised when the Medium-Term Financial Plan was set for 2023-24 to £22.7m, but as a result of delays in relation to estates schemes and IT projects, in addition to some market supply challenges, the year-end spend totalled £20.2m. £2.4m will be carried forward to support relevant projects in 2023-24. Work will continue to review all existing and future capital investment requirements.

Financial performance is reported monthly through the Commissioner's Policing Board and quarterly through the public Policing Accountability Board. The overall year-end position was discussed in detail at a Policing Board meeting on the 20<sup>th</sup> June 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. Importantly, the Commissioner also took the decision to increase his General Reserve by £1m, recognising the extent of financial uncertainties, risks and importance of financial resilience. This will see general reserves standing at c3.77% of the annual net revenue budget. At the end of 2022-23, reserves totalled £20.3m, which includes a sum of £7.1m to support future capital budget commitments and a general reserve of £5.0m.

For further information on the 2022-23 financial position, please see the Group Statement of Accounts that will be published here once they have been audited by Audit Wales and certified. [Statutory Accounts \(dyfedpowys-pcc.org.uk\)](https://www.dyfedpowys-pcc.org.uk)

The final year-end position was very positive, putting Dyfed-Powys Police in a stronger and more resilient 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/en/the-office/finance/precept-and-medium-term-financial-plan/>



# Commissioning Budget

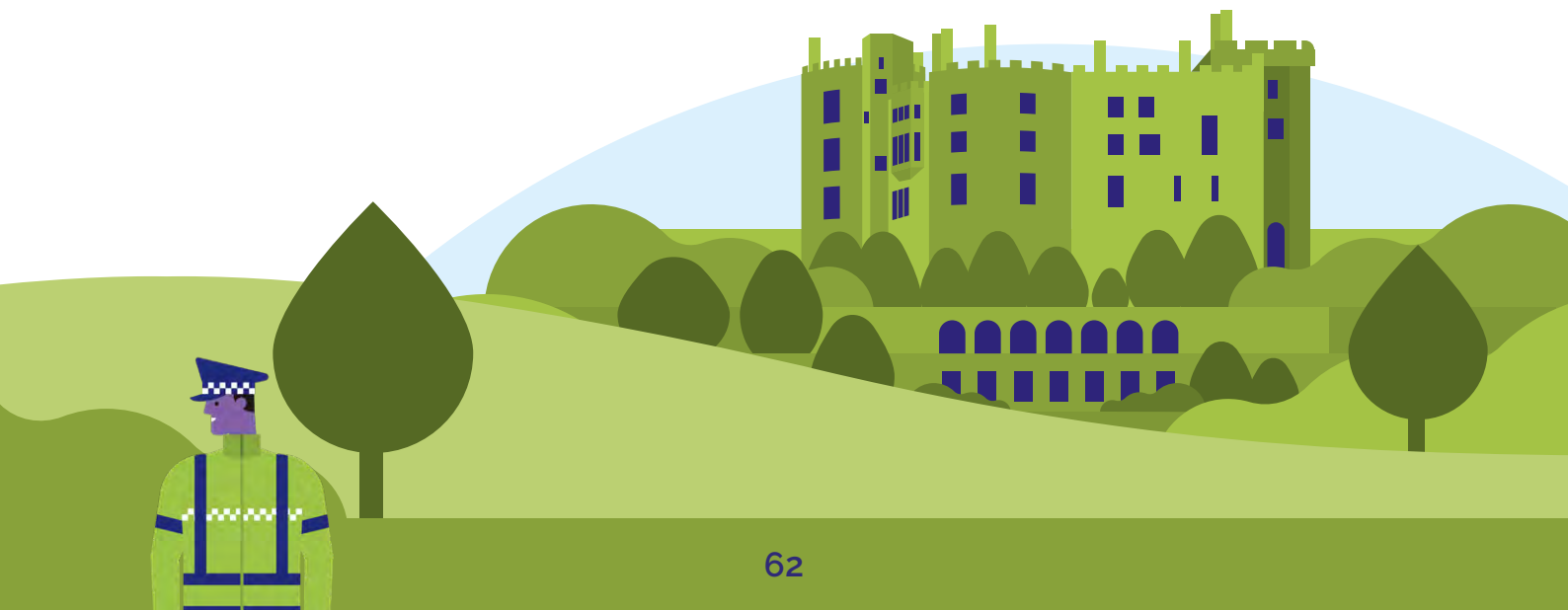
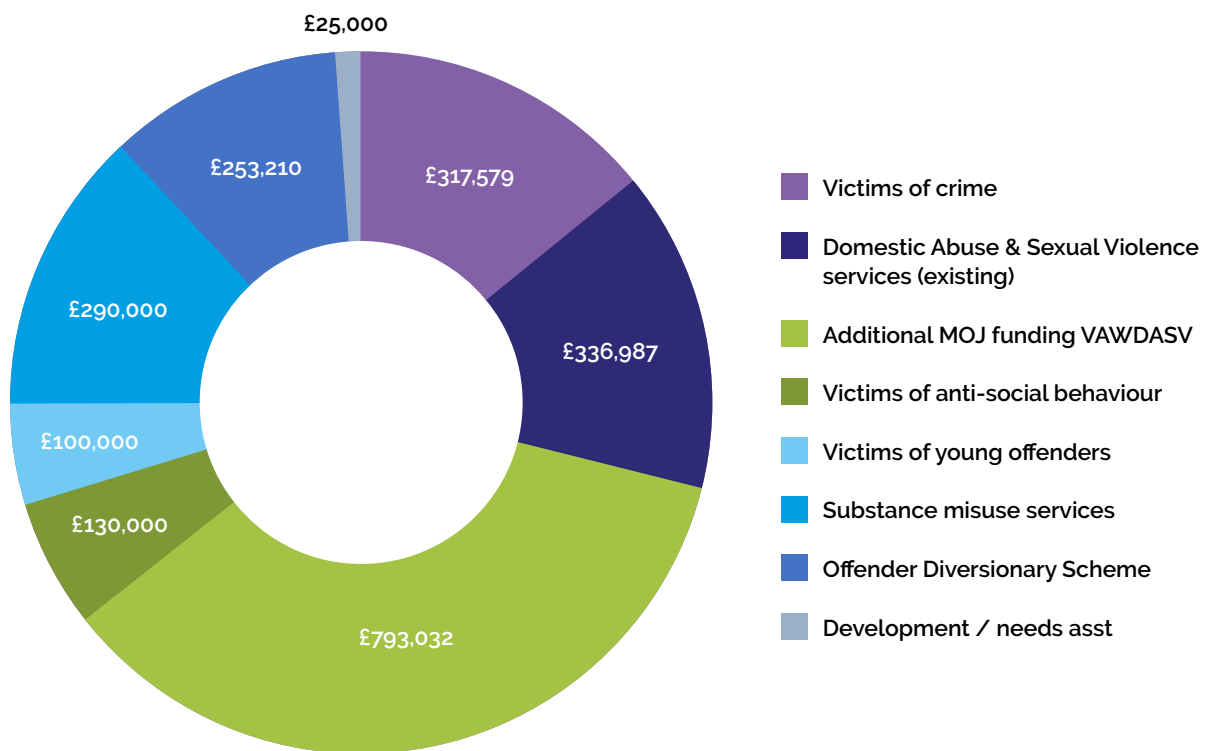
The commissioning budget for 2022-23 was £2,354,375. This included staff costs in addition to costs incurred for direct service provision.

£660,827 of the overall budget was funded through the core Victims' Grant from the Ministry of Justice (MOJ).

As previously noted, during 2022-23 an additional £793,032 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:


## Commissioning budget expenditure 2022/23






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

**Contact the Commissioner**


 01267 226440

 [opcc@dyfed-powys.police.uk](mailto:opcc@dyfed-powys.police.uk)

 Office of the Dyfed-Powys Police and Crime Commissioner  
PO Box 99  
Llangunnor  
Carmarthen  
SA31 2PF

 [www.dyfedpowys-pcc.org.uk](http://www.dyfedpowys-pcc.org.uk)

 Facebook @DPOPCC

 Twitter @DPOPCC