

Dyfed-Powys Police Performance Report June 2017



Information & Intelligence Directorate

Date: 14th July 2017 (Version 1.0)

IID



Heddlu Police

DYFED-POWYS

Diogelu ein cymunedau, gyda'n gilydd Safeguarding our communities, together

Document Control

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1.0 Introduction

The following report provides a snapshot of the recent Force performance against the Police & Crime Plan 2017 - 2021 priorities, namely:

- The Difference we make (Outcomes)
- Priority One - Keeping our communities safe
- Priority Two - Safeguarding the vulnerable
- Priority Three - Protecting from serious harm
- Priority Four - Connecting with communities

2.0 The Difference we will make (Outcomes)

2.1 Public Confidence – Crime Survey of England and Wales

Latest Crime Survey of England and Wales (CSEW) Year ending December 2016

The CSEW nationwide currently interviews over 51,000 people aged 16 or over every year and in Dyfed Powys this equates to a rolling total of around 650-1,000 per annum, with rolling annual results released each quarter.

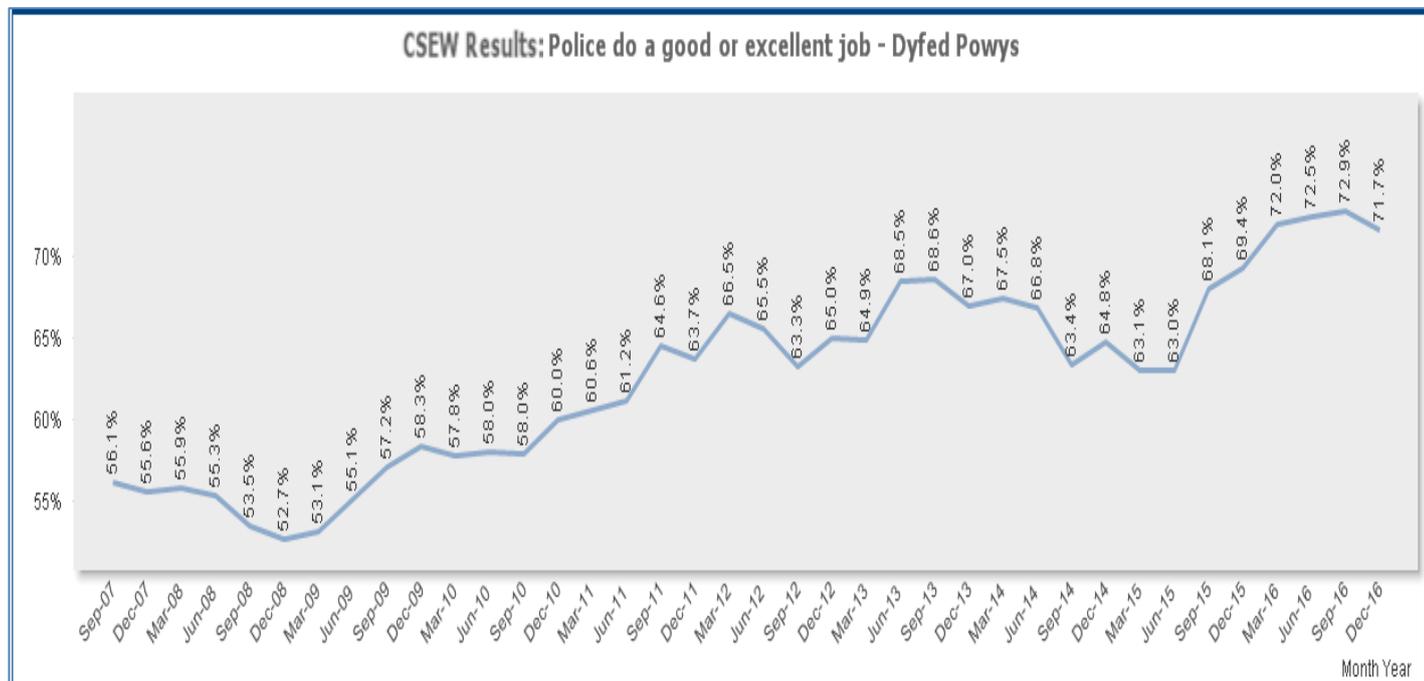
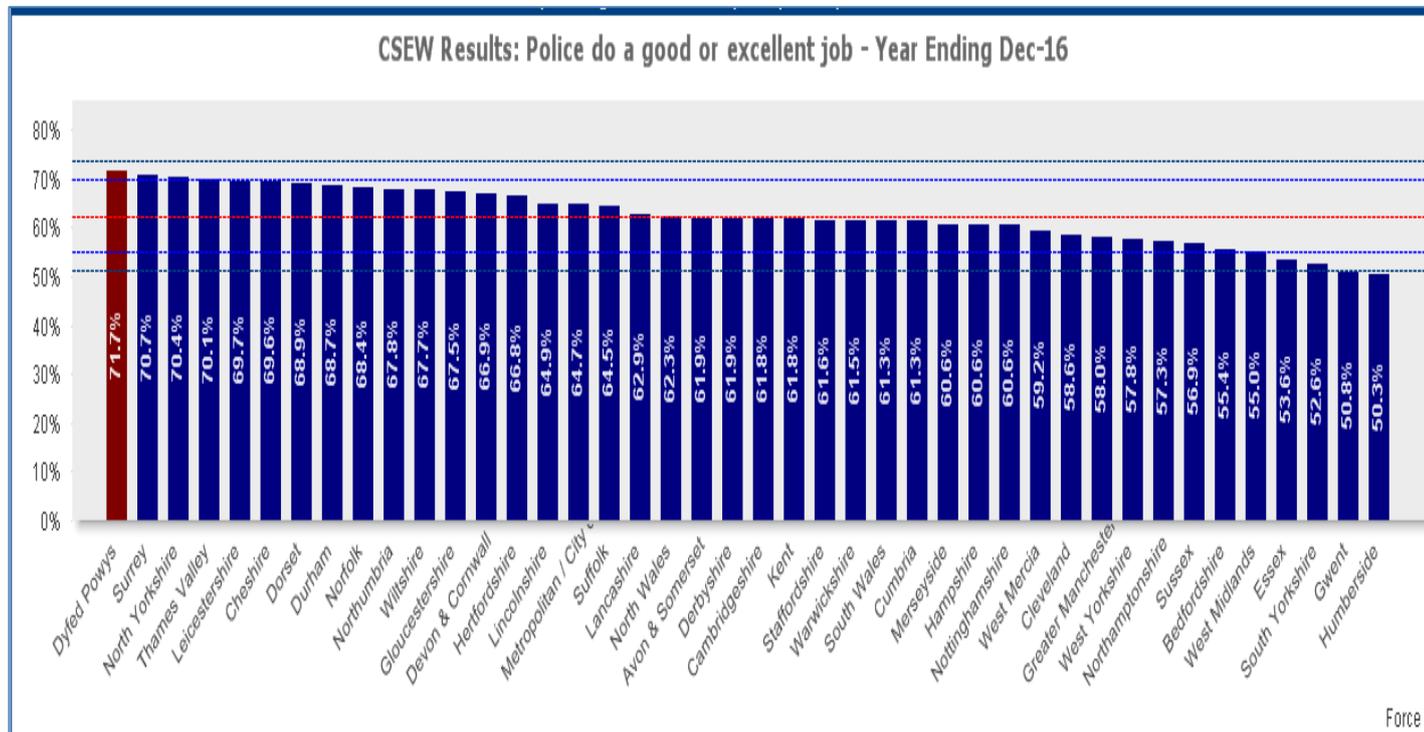
Crime Survey for England and Wales Results: Year-ending December 2016		DPP CSEW Performance Year-Ending December 16 ^A	Direction of Travel (performance over time)	Comparative Performance (current Performance against England and Wales)
Force Results % of respondents who agree that in this area:				
"The police and local council are dealing with issues".		71%	No Significant Change	Moderately Higher
"The police can be relied on to be there when you need them".		66%	No Significant Change	No Significant Difference
"The police would treat you with respect if you had contact with them".		89%	No Significant Change	No Significant Difference
"The police treat everyone fairly regardless of who they are".		74%	No Significant Change	Moderately Higher
"The police understand the issues that affect this community".		78%	No Significant Change	Moderately Higher
"The police are dealing with things that matter to people in this area".		72%	No Significant Change	Exceptionally Higher
"Taking everything into account I have confidence in the police in this area".		81%	No Significant Change	No Significant Difference
"The estimated percentage risk of an adult being a victim of a personal crime - excluding computer misuse".		3%	No Significant Change	No Significant Difference
"The estimated percentage risk of an adult being a victim of a personal crime - including computer misuse".		10%	No trend data*	No Significant Difference
"The estimated percentage risk of a household being a victim of a household crime".		9%	No Significant Change	Moderately Lower
Percentage who think their local police do a good or excellent job		72%	No Significant Change	Moderately Higher
ASB perception: Percentage saying there is a very/fairly big problem in their area	Total	3%	No Significant Change	Moderately Higher
	abandoned or burnt out cars	0%	No Significant Change	Exceptionally Lower
	people using or dealing drugs	20%	No Significant Change	No Significant Difference
	people being drunk or rowdy	14%	No Significant Change	No Significant Difference
	noisy neighbours	7%	No Significant Change	No Significant Difference
	litter or rubbish	31%	Up 15.1 percentage points	No Significant Difference
	teenagers hanging around	8%	No Significant Change	No Significant Difference
vandalism and graffiti	7%	No Significant Change	Moderately Lower	
Adults experienced or witnessed ASB		16%	Down 6.2 percentage points	Exceptionally Lower

Comparable performance assesses Dyfed-Powys results against our most similar forces and the direction of travel judgments are calculated on Dyfed-Powys data over time.

Care must be taken when interpreting the performance assessment due to the way the questions are phrased; in some instances exceptionally lower may be positive and in other occasions it may be deemed as negative. Conversely, in some instances, exceptionally high may be positive and in other occasions it may be deemed as negative. Most notably, this impacts the way the ASB questions are phrased where lower is more desirable.

Comparable and direction of travel graphs for the question:

“Percentage who think their local police do a good or excellent job”



For the year period ending December 2016, 72% of respondents stated that they felt that the Police do a good or excellent job.

This is one of the highest rates of all the forces in England and Wales, as well as the highest rate that the Force has recorded, rising from a low of 52.7% in December 2008.

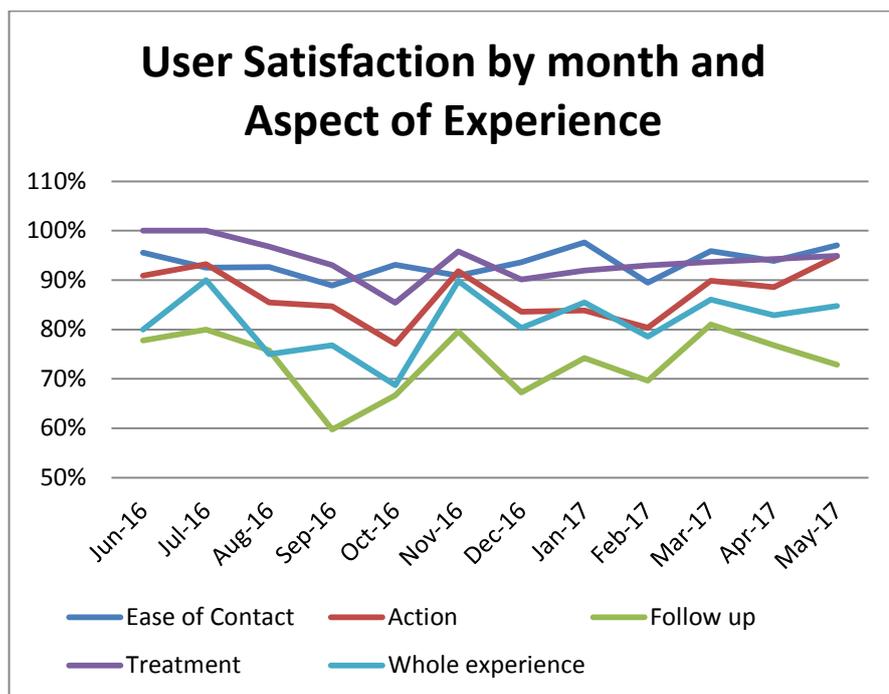
2.2 User Satisfaction

Latest User Satisfaction data for the year ending May 2017

734 victims of burglary, vehicle and violent crimes were surveyed over the 12-month period ending May 2017.

Direction of Travel

The graph below focuses on the various aspects of our victims journey and compares satisfaction rates of Dyfed-Powys for the 12 months to May 2017.



12 months ending May 17	
Aspect	Satisfaction Rate
Ease of Contact	93%
Action	87%
Follow up	73%
Treatment	94%
Whole experience	82%

The above graph illustrates that the follow up satisfaction rate for our victims surveyed are lower than other aspects of their experience. It is likely that the follow up satisfaction rates are having the major influence on our whole experience satisfaction scores.

2.3 Office for Police Conduct

The following tables display the number of complaints received and the current overview of cases being dealt with by the four Basic Command Units (BCU's) within Dyfed Powys and the Force's Professional Standards Department (PSD).

Number of Complaints Received

		Geographical Location						
		Carms	Cered	Pembs	Powys	HQ	Force total	SPLY
Complaints Recorded	June	5	0	7	6	0	18	24
	YTD	21	8	16	16	2	63	69
Allegations Recorded	June	10	0	11	10	0	31	44
	YTD	40	12	34	23	2	111	125

A total of 18 complaints were recorded in June 2017, which involved 31 allegations. No particular trends have been identified and the year to date figures are similar to the previous year.

In terms of finalisation, 25 complaint cases were finalised in June 2017, involving 57 allegations. Particular focus has been targeted on the more protracted complaints that were outstanding with a view to reducing caseloads.

Quarter 1 performance data has been submitted to the IPCC and we are awaiting publication of the report. Timeliness in respect of complaints is anticipated to continue to be above the national average as more protracted complaint cases have been finalised.

An overview of the outstanding complaint cases and length of investigations is detailed below.

BCU Overview (Cases being handled by BCU Staff as at 11th July 2017)

CURRENT LIVE CASES ALLOCATED FOR LOCAL RESOLUTION						
	Carms	Cered	Pembs	Powys	HQ	Total
Total Cases	16	5	5	6	3	35
0-30 days	3	1	3	4	-	11
31-90 days	11	1	2	2	1	17
91-180 days	2	3	-	-	2	7
181-360 days	-	-	-	-	-	-
361+ days	-	-	-	-	-	-

CURRENT LIVE CASES ALLOCATED FOR INVESTIGATION						
	Carms	Cered	Pembs	Powys	HQ	Total
Total Cases	4	1	2	-	-	7
0-30 days	-	-	-	-	-	-
31-90 days	2	1	2	-	-	5
91-180 days	1	-	-	-	-	1
181-360 days	1	-	-	-	-	1
361+ days	-	-	-	-	-	-

PSD Overview (Cases being handled by PSD Staff as at 11th July 2017)

CURRENT LIVE CASES ALLOCATED FOR LOCAL RESOLUTION						
	Carms	Cered	Pembs	Powys	HQ	PSD Total
Total Cases	4	1	-	1	1	7
0-30 days	-	1	-	-	-	1
31-90 days	3	-	-	-	-	3
91-180 days	-	-	-	-	-	-
181-360 days	-	-	-	-	1	1
361+ days	1	-	-	1	-	2

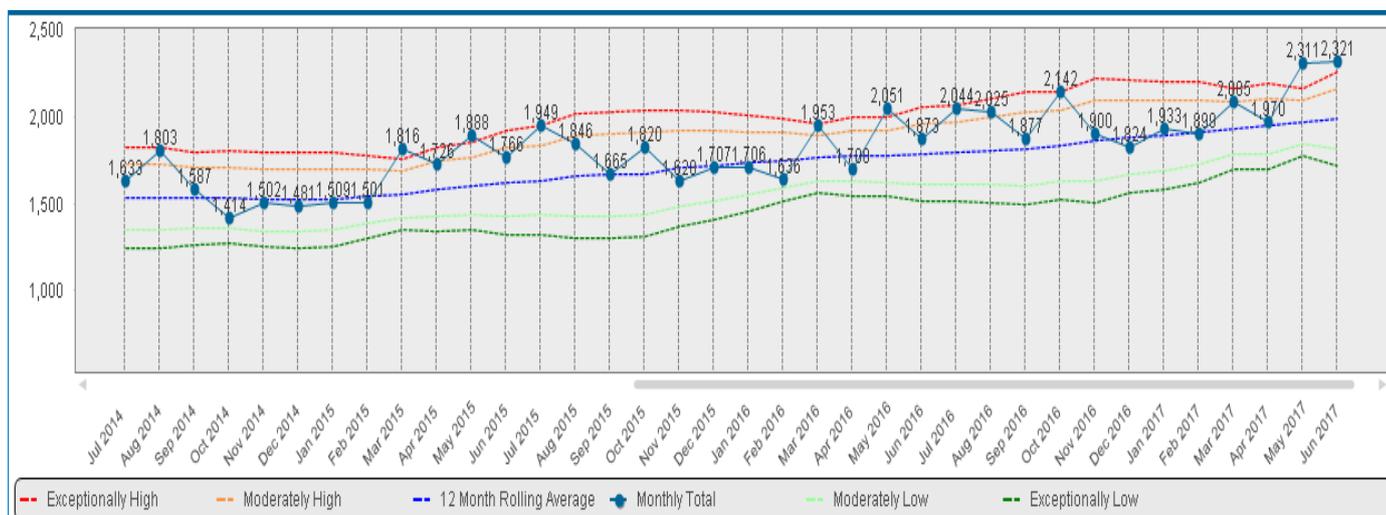
CURRENT LIVE CASES ALLOCATED FOR INVESTIGATION						
	Carms	Cered	Pembs	Powys	HQ	PSD Total
Total Cases	4	2	1	3	1	11
0-30 days	1	1	-	1	-	3
31-90 days	1	-	1	-	-	2
91-180 days	-	1	-	1	-	2
181-360 days	2	-	-	-	-	2
361+ days	-	-	-	1	1	2

3.0 Priority one – Keeping our communities safe

3.1 Crime Volumes

The Statistical Process Control Chart (SPCC) below tracks crime volumes (All Crime) on a monthly basis and applies an objective statistical assessment as to the level of variation seen in discrete months.

Levels of total recorded crime over time



The chart demonstrates that total crime within the Dyfed Powys Police Force area has increased over the last 18 months. This is predominantly due to the continued effort to accurately record crime that is driven largely by the Violence Against the Person (VAP) category, which accounts for a third of recorded crime in Dyfed-Powys.

Further crime recording administrative process changes were introduced in May 2017, which experienced the highest monthly crime volume since crime-recording standards were introduced back in 2002.

The following table shows the levels of crime in the Force, by category, in the last 12 months and highlights data points outside of the threshold limits (as of 10/07/2017).

Crime Category	Jul 2016	Aug 2016	Sep 2016	Oct 2016	Nov 2016	Dec 2016	Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017
Arson & Criminal Damage	380	343	328	376	297	289	312	310	305	332	368	343
Burglary - Business and Community	78	109	76	90	72	70	82	77	84	59	52	51
Burglary - Residential	54	51	55	53	44	42	70	53	56	99	101	99
Total Burglary	132	160	131	143	116	112	152	130	140	158	153	150
Drug Offences	180	207	150	184	154	136	136	121	158	112	138	149
Miscellaneous Crimes Against Society	43	26	49	58	62	28	55	77	81	45	61	27
Possession of Weapons	15	11	14	11	14	9	10	12	15	9	20	21
Public Order Offences	71	69	64	72	79	65	79	67	88	75	120	129
Robbery	6	9	5	6	4	4	5	6	5	1	0	4
Sexual Offences	86	86	91	91	72	77	87	78	99	101	104	120
Theft	402	388	365	396	360	371	333	377	415	389	454	441
Vehicle Offences	83	64	81	99	86	63	105	79	63	73	90	80
Violence Against the Person	646	662	599	706	656	671	659	642	716	675	803	857
Total	2044	2025	1877	2142	1900	1824	1933	1899	2085	1970	2311	2321

Key	
Value	EXCEPTIONALLY LOW Monthly TOTAL (HIGH IN THE CASE OF DRUGS)
Value	MODERATELY LOW Monthly TOTAL (HIGH IN THE CASE OF DRUGS)
Value	TOTAL WITHIN AN AVERAGE RANGE
Value	MODERATELY HIGH Monthly TOTAL (LOW IN THE CASE OF DRUGS)
Value	EXCEPTIONALLY HIGH Monthly TOTAL (LOW IN THE CASE OF DRUGS)

Recent Changes to Home Office Counting Rules – April 17

Burglary: From 1 April 2017, the classifications within burglary have been changed from *domestic burglary* and *non-domestic burglary* to *burglary-residential* and *burglary-business & community*. This reflects a revised approach within the Home Office Counting Rules. What constitutes a burglary does not change; however burglary-residential and burglary-business & community represent a new data series.

For example sheds, garages, outhouses etc. within the boundary of a dwelling are recorded under burglary-residential, while previously they may have been recorded as non-domestic burglary. Where such a building is used solely for business purposes, it will be recorded as burglary-business & community. The individual series for domestic burglary and burglary-residential cannot be added together to create an overall figure. The same applies to non-domestic burglary and burglary-business & community.

This change makes any trend analysis and historical comparisons difficult.

The following table provides details on the longer-term trends seen in each of the recorded crime categories over the last year:

Crime Categories	July 16 to June 17 Volume	Percentage Change on last Year	Statistical Significant Change between current and previous year
Arson & Criminal Damage	3,983	+2%	No Statistical Change
	Arson and criminal damage offences currently account for 16% of all recorded crime. Volumes over time have remained stable with average monthly volumes standing at 328 crimes recorded. Discrete monthly levels have fluctuated around this average, usually with higher volumes experienced in the summer.		
Total Burglary	1,659	+18%	Statistically Higher
	Over the 12 months to May 2017, 1,659 burglaries (Business & Community and Residential) offences were recorded, which accounts for 7% of all crime. This is up from 1,411 offences during the same period last year (SPLY). This change is statistically higher, indicating that the increases seen cannot be attributed to normal random variation.		
	A review of the offences and trends over the last year show that this overall increase has been impacted by peak periods in specific months e.g. there was a significant peak in the number of Burglary – business & Community in August 2016.		
	<p><u>Comparison</u> <i>Latest available data shows that 31 Forces in England and Wales have seen increases in burglary offences, during the year to May 2017.</i></p>		
Drug Offences	1,824	-18%	Statistically Lower
	Decreasing volumes over the last 12 months, with a reduction of 26 crimes per month recorded when compared to the previous year.		
	Recorded drug offences are sensitive to proactive police action and not necessarily an indication of criminal activity.		
	<p><u>Comparison</u> <i>This downward trend has been observed within 29 of the 42 forces in England and Wales (City of London excluded hence 42 forces and not 43)</i></p>		
Miscellaneous Crimes Against	612	+24%	Statistically Higher
	<p><u>Increasing volumes</u> in the overall category, driven predominately by increases in the numbers of recorded obscene publication offences.</p> <p>Although in absolute terms these volumes are low, monthly volumes of obscene</p>		

Crime Categories	July 16 to June 17 Volume	Percentage Change on last Year	Statistical Significant Change between current and previous year
Society	<p>publication offences have <u>risen</u> from average monthly volumes of 14 a month year ending June 15, 20 during the year ending June 16 and 30 a month in the twelve months to June 17. The increases observed are statistically significant with a continued upward trajectory.</p> <p>This offence type predominately includes crimes where children under 18 have exchanged / published indecent photos on social media. Whilst current demand is relatively low in comparison to other crime areas, advancing technology, increased reliance on internet related information/systems, and increasing numbers of users will all drive this area of offending up in the future.</p>		
	<p>Comparison This <u>upward</u> trend has been observed within 34 of the 42 forces in England and Wales (City of London excluded hence 42 forces and not 43)</p>		
Possession of Weapon	161	+9%	No Statistical Change
	<p>No notable trends over the last year; levels have remained stable with monthly volumes randomly fluctuating above and below average levels. This offence type makes up 0.65% of all crime.</p>		
Public Order Offences	978	+11%	Statistically Higher
	<p>Currently, Public Order offences equate to 4% of all crime and analysis shows that recorded volumes have remained stable over the last two years. However, monthly volumes in May and June 17 have been exceptionally high, making period comparisons between the year ending June 17 and June 16 significantly high.</p> <p>These recent increases are driven by rising levels of Section 4 Public Order offences which arise from calls recorded at the Force Command and Control (FCC) which therefore suggests that the increases can be attributed to the crime recording administrative process changes introduced in May 2017.</p> <p>Recorded public order offences are sensitive to proactive police action and not necessarily an indication of criminal disorder.</p> <p>Comparison This <u>upward</u> trend has been observed within 39 of the 42 forces in England and Wales (City of London excluded hence 42 forces and not 43)</p>		
Robbery	55	+67%	Statistically Higher
	<p>Robbery accounts for 0.2% of all recorded crime during the year ending May 2017. The 55 crimes recorded represented 22 crimes more than the previous year, predominately due to the high volumes recorded in May and August 2016. Monthly volumes have fallen in April, May and June 17 to 1, 0 and 4 offences respectively.</p> <p>Comparison This <u>upward</u> trend has been observed within 36 of the 42 forces in England and Wales</p>		

Crime Categories	July 16 to June 17 Volume	Percentage Change on last Year	Statistical Significant Change between current and previous year
	(City of London excluded hence 42 forces and not 43)		
	1,092	+14%	Statistically Higher
Sexual Offences	<p>Sexual offences have gradually increased over the last year and trying to establish the causes is very difficult as it involves trying to separate the effects of crime recording processes and increased confidence of victims to report crime. However, a vast majority of Forces throughout England and Wales have seen increases over the same period.</p> <p>June 17 recorded the highest number of sexual offences recorded in a month since 2003, when the national Crime Recording Standards (NCRS) were introduced. Initial theories would suggest that the crime recording process change has influenced this.</p>		
	<p>Comparison This <u>upward</u> trend has been observed within 42 of the 42 forces in England and Wales (City of London excluded hence 42 forces and not 43)</p>		
	4,691	+10%	Statistically Higher
Theft	<p>Theft offences account for 19% of all recorded crime. Levels have increased over the last two years, with 11 of the last 12 monthly volumes standing higher than the annual average, indicating an upward trend. Other theft accounts for 60% of all theft offences and these crimes include such offences as knowingly acquiring another's property (e.g. the taking of an unattended mobile phone or wallet).</p> <p>May and June 17 have recorded exceptionally high levels, again most likely due to the change in crime recording practices.</p>		
	<p>Comparison <i>Latest data shows that 37 Forces in England and Wales have observed increases in theft offences, during the year to February 2017.</i></p>		
	966	+26%	Statistically Higher
Vehicle Offences	<p>Volumes between year ending May 16 and May 17 have increased by 26%. However volumes in 2017 have returned to levels seen in 2014. It appears that 2015 was a lower than normal year.</p>		

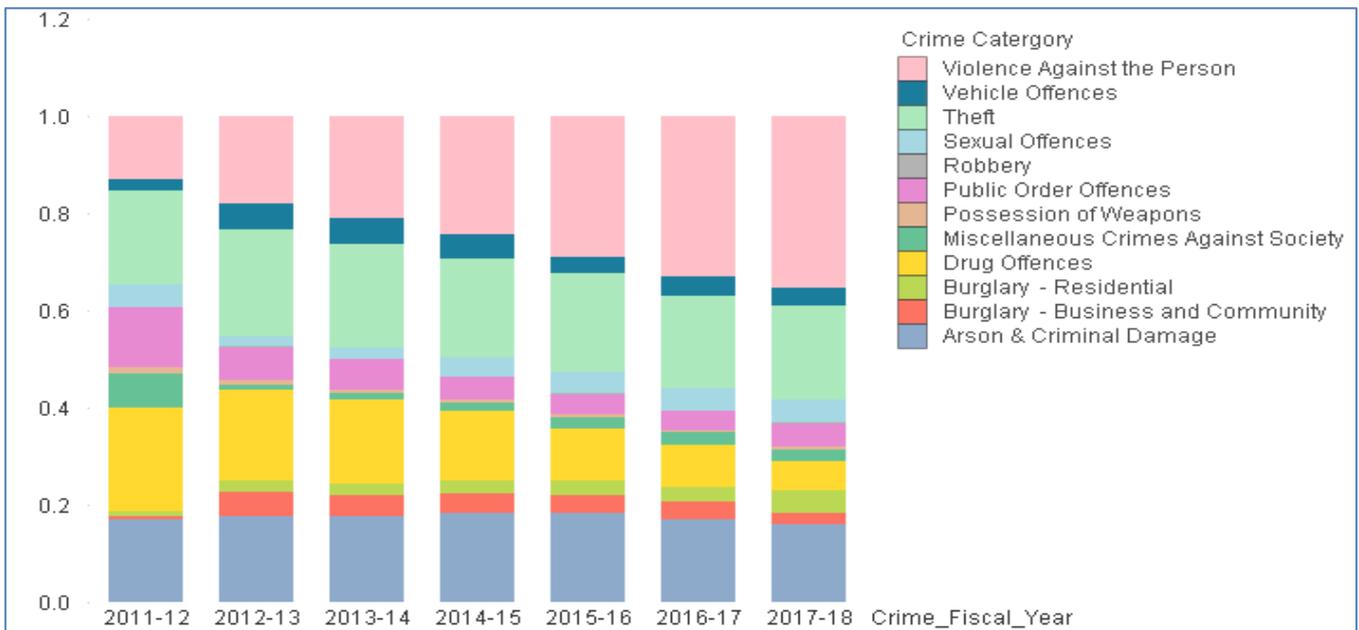
Crime Categories	July 16 to June 17 Volume	Percentage Change on last Year	Statistical Significant Change between current and previous year
Violence Against the Person	<p>Comparison Latest data shows that 39 Forces in England and Wales have seen increases in vehicle offences, during the year to February 2017.</p>		
	8,292	+28%	Statistically Higher
	<p>Violence against the Person offences currently accounts for 34% of all police recorded crime. During the year ending June 17, 8,292 crimes were recorded, over half (62%) of which were violence without injury and 38% were violence with injury.</p> <p>This is up 1,820 offences when compared to the same period last year (SPLY). This change is statistically significant, indicating that the increases seen are greater than just random variation. However, the office of national statistics have recently stated that police recorded crime trends are restricted to violent offences that have been reported to and recorded by the police. Due to the renewed focus on the quality of crime recording by the police, this crime series is not currently believed to provide a reliable measure of trends, owing to the ensuing efforts of police forces to tighten recording practice and improve recording processes.</p> <p>May and June 17 have recorded exceptionally high levels, again most likely due to the change in crime recording practices. This is supported by the fact that the main crime types showing increases are “Common Assaults” and Harassment offences, both of which are sensitive to crime recording changes. In addition, the new offence of “Malicious Communications”, introduced in March 17, has further enhanced the current increases.</p>		
	<p>Comparison This <u>upward</u> trend has been observed within 41 of the 42 forces in England and Wales (City of London excluded hence 42 forces and not 43)</p>		

3.2 Crime Proportions

As can be seen below, total crime within the Dyfed Powys Police Force area has increased year on year since 2012/13, partly due to improved recording practices.

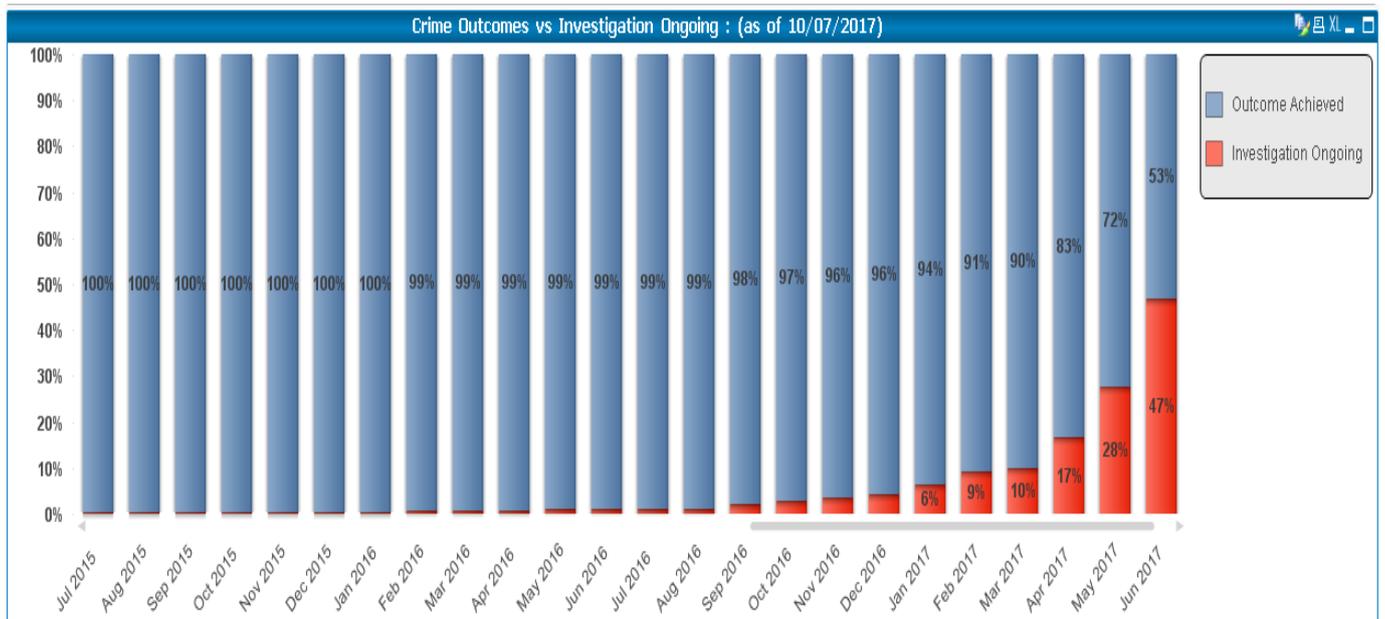
The following table and charts demonstrate how the proportion of crime has changed over the period. Interestingly, the proportion of Drug offences has fallen from 19% in 2012/13 to 9% in 2016/17 and conversely the proportion of Violence against the person offences has increased from 18% in 2012/13 to 33% in 2016/17.

Crime Category / Year	2012-13	2013-14	2014-15	2015-16	2016-17	1st April to 10 July 2017
Arson & Criminal Damage	18%	18%	18%	18%	17%	16%
Burglary - Business and Community	5%	4%	4%	4%	4%	2%
Burglary - Residential	3%	2%	3%	3%	3%	4%
Drug Offences	19%	17%	14%	11%	9%	6%
Miscellaneous Crimes Against Society	1%	1%	2%	2%	3%	2%
Possession of Weapons	1%	1%	1%	1%	1%	1%
Public Order Offences	7%	6%	5%	4%	4%	5%
Robbery	0%	0%	0%	0%	0%	0%
Sexual Offences	2%	2%	4%	4%	4%	5%
Theft	22%	21%	20%	20%	19%	19%
Vehicle Offences	5%	5%	5%	3%	4%	4%
Violence Against the Person	18%	21%	24%	29%	33%	35%
Total Crime	18,744	18,575	18,998	21,285	23,345	7,294



3.3 Crime Outcomes Achieved

The charts below show the percentage of crimes where outcomes have been achieved (which includes outcome 18: Investigation complete – no suspect identified) and the percentage of crimes where investigations are on-going for each month since April 2015.



As expected, a greater proportion of recently recorded crimes are showing as Investigation on-going. The small numbers of Investigation on-going crimes in historic months relate to the more complex investigations, such as Fraud and Sexual offences.

3.4 Crime Outcomes Ratios

The full outcomes framework introduced in April 2014 allows every crime recorded by the police to be given a detailed outcome. The latest available data for the 12 month period ending April 2017 can be found below along with comparison (MSG) figures.

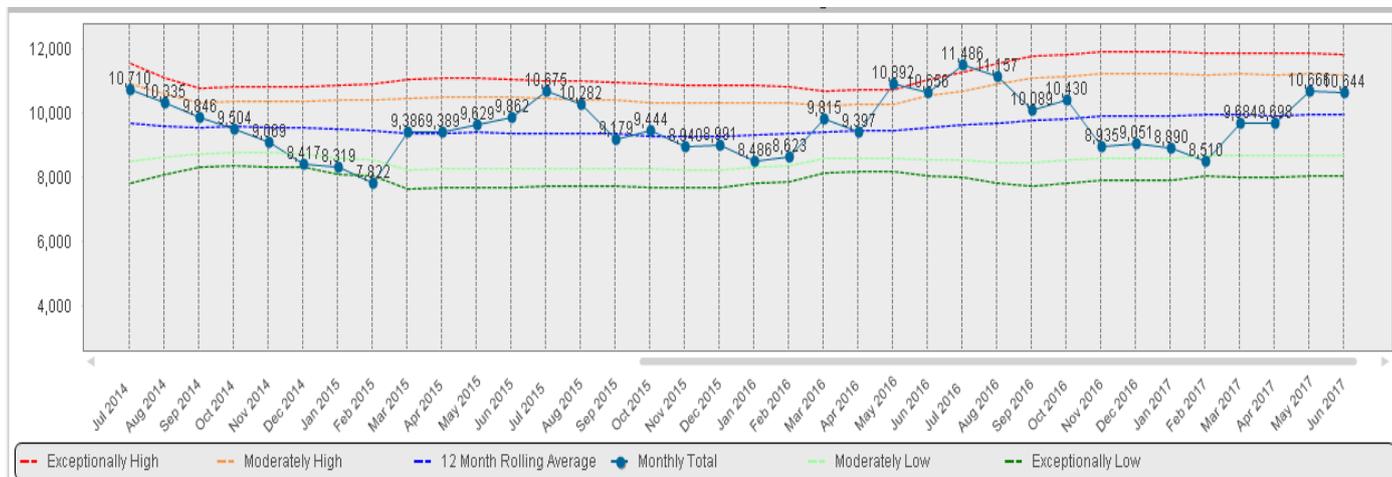
12 months ending May 2017			
All Crime	Dyfed-Powys	Most Similar Group	England And Wales
Charged/Summoned	16.1%	17.2%	11.8%
Taken into consideration	0.1%	0.3%	0.2%
Out of Court Formal (Caution - all types, Fixed Penalty)	5.2%	4.3%	2.6%
Out of Court informal (Cannabis Warnings / Community Resolutions)	8.1%	5.3%	3.2%
Prosecution prevented or not in the public interest	3.2%	2.4%	1.3%
Evidential difficulties (suspect identified; victim supports action)	17.5%	12.7%	10.4%
Evidential difficulties (victim does not support action)	26.9%	17.0%	17.8%
Investigation complete - no suspect identified	33.2%	40.8%	52.7%

3.5 All Incidents Calls for Service – Demand

Police recorded crime, as reflected in the main performance statistics, can only represent part of the police workload. While it presents an indication of an aspect of reactive demand to which the police respond, there are many types of work, both reactive and proactive the police undertake, both as statutory duty and by common convention, which do not feature as reports of crime - and which therefore do not appear in assessments of demand using police recorded crime data. In addition, counts of crime do not show the varying levels of resource required to deal with different crimes.

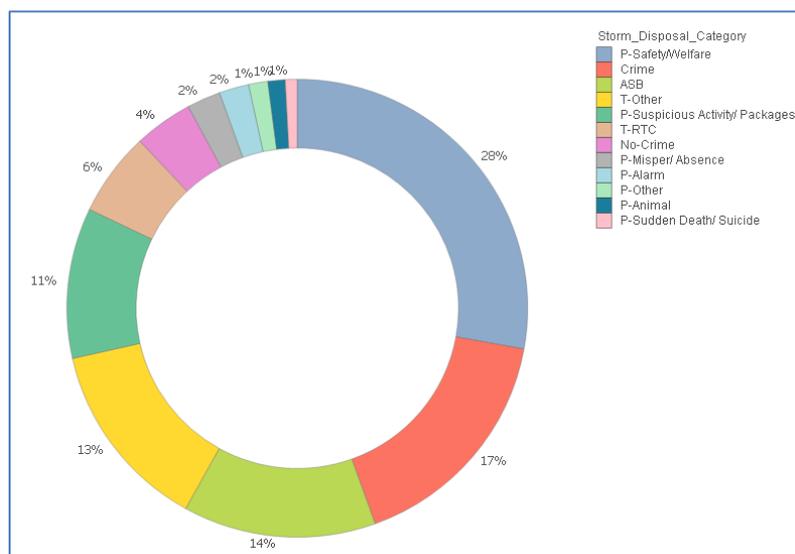
Calls for service tends to follow seasonal patterns , with the summer months experiencing higher levels as displayed in the chart below which plots the levels of incidents on a monthly basis.

Levels of All Incidents – Calls for Service over time



Dyfed-Powys police deal with a wide range of non-crime incidents which are not captured in police recorded crime. Non-crime related incidents account for 83% of all Command and Control (C&C) calls into the Force.

Calls for service by Final Category – 12 months ending June 2017



Data for the last 12 months data shows that, ‘public safety and concern for welfare’ incidents now represent the largest category of recorded incidents. As with crimes that relate to vulnerability, public protection and safeguarding, these incidents are likely to consume more resource effort as they can be more complex, as well as involving combined agency responses eg. mental health.

3.6 Anti-Social Behaviour (ASB) Volumes

Recorded annual ASB levels have increased slightly over the last 12 months, with volumes up by 3% when compared to the 12 months to June 2016, predominately due to more incidents recorded over the late summer period in 2016.

In contrast, public confidence data from the Crime Survey of England and Wales show that the percentage of adults who have experienced or witnessed ASB in Dyfed-Powys has fallen from a high of 23% in June 2015 to a low of 16% in December 2016.

Recorded ASB levels have followed a seasonal pattern with the summer months traditionally being highlighted as the peak period. Recent levels suggest that this trend is once again developing this year as displayed in the chart below showing the levels of ASB incidents on a monthly basis.

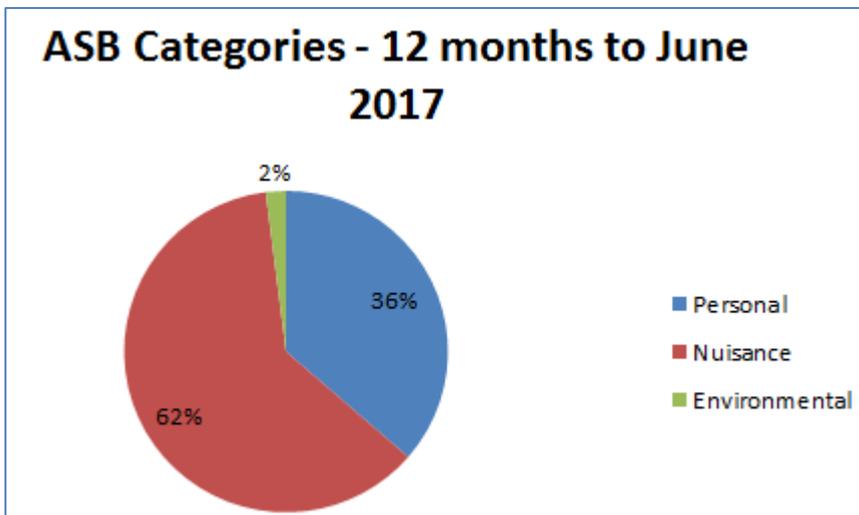
Levels of total recorded ASB incident over time



Almost two thirds of ASB is categorised as ‘nuisance’ which captures those incidents where behaviour goes beyond the conventional bounds of acceptability and interferes with public interests including health, safety and quality of life. The most common type of nuisance ASB is rowdy or inconsiderate behaviour, which is characterised as mainly alcohol and youth related.

The incidents categorised as ‘personal’ are those occurrences where it is perceived that an individual or group is deliberately targeted rather than the community at large. Once again, rowdy or inconsiderate behaviour is the most common cause of this type of ASB followed by neighbour issues.

Criminal damage is often assessed alongside ASB due to the perceived links between areas experiencing large volumes of ASB and recorded criminal damage.



3.7 Road Traffic Collisions

There are 3 key targets in Wales aimed at reducing those Killed and Seriously Injured (KSI) by 2020 and are measured against the baseline average of 2004-08:

Target - 40% reduction in the total number of people killed and seriously injured (KSI) by 2020:

KSIs	2004-08	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	Target
Absolute Numbers	418	356	318	359	333	298	342	358	348					250.8
Relative Change	418	-14.8%	-23.9%	-14.1%	-20.3%	-28.7%	-18.2%	-14.4%	-16.7%					40%

- The data illustrates that overall the KSI rates are fairly stable from the baseline to date with a steady downward trend, albeit it is unlikely that the 2020 target will be reached in our region. Prevention work is in line with the campaign and operations calendar which is shared pan-Wales. Fluctuations in figures year on year can be attributed to weather, economic conditions and traffic volumes.
- The Fatal 5 strands representing the major contributory factors in KSI RTCs form a theme throughout the campaign calendar – drink/drug driving; speeding; careless driving; seatbelt wearing; mobile phones/distraction.
- Overall there is a decreasing frequency in deaths on the road network but as the numbers get smaller the greater the challenge to maintain a stable level let alone decrease further.

Target - 25% reduction in the total number of motorcyclists killed and seriously injured (KSI) by 2020:

KSIs	2004-08	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	Target
Absolute Numbers	76	89	83	84	67	72	84	87	93					57
Relative Change	76	17.1%	9.2%	10.5%	-11.8%	-5.3%	10.5%	14.5%	22.4%					25%

- Up until 2016, there was stable trend with this KSI casualty group. However, last year saw a dramatic increase in one county which has affected the overall KSI figure.
- There were 55,000 more registered motorcycles in Wales in 2013 indicating a rise in motorcycling in our principality.
- Op Darwen is still our main focus for targeting those who ride in an indiscriminate or anti-social manner on our roads.
- RIDE (NDORS) is now being offered as an alternative to points and a fine to PTWs, which went live from July 2017.
- Education: we promote and run BIKESAFE workshops throughout the motorcycling season (March to October) as well as supporting and promoting courses and initiatives run by our partners. Engagement centres are co-ordinated by the Force and partners at key biker stop cafes, etc., with opportunities to engage with motorcyclists and encourage safer riding behaviour and attendance on courses.

Target - 40% reduction in the total number of young people (aged 16 to 24) killed and seriously injured (KSI) by 2020:

KSIs	2004-08	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	Target
Absolute Numbers	119.8	82	94	84	78	77	79	86	80					71.9
Relative Change	119.8	-31.6%	-21.5%	-29.9%	-34.9%	-35.7%	-34.1%	-28.2%	-33.2%					40%

- There has been a steady decrease in KSIs within this target group with fluctuations experienced which can be attributed to less young adults going through test centres during and after the recession with numbers now returning to the mean.
- Dyfed-Powys Police are running a research project around young adults aged 16 to 24 with partners utilising funding from the PCC's NDORS surplus. The project is focused around immersive 360 sets and building a fit for purpose workshop around the immersive 360 experience with thorough evaluation developed from the outset.

Notional target - 40% reduction in the total number of older people (aged 65 plus) killed and seriously injured (KSI) by 2020:

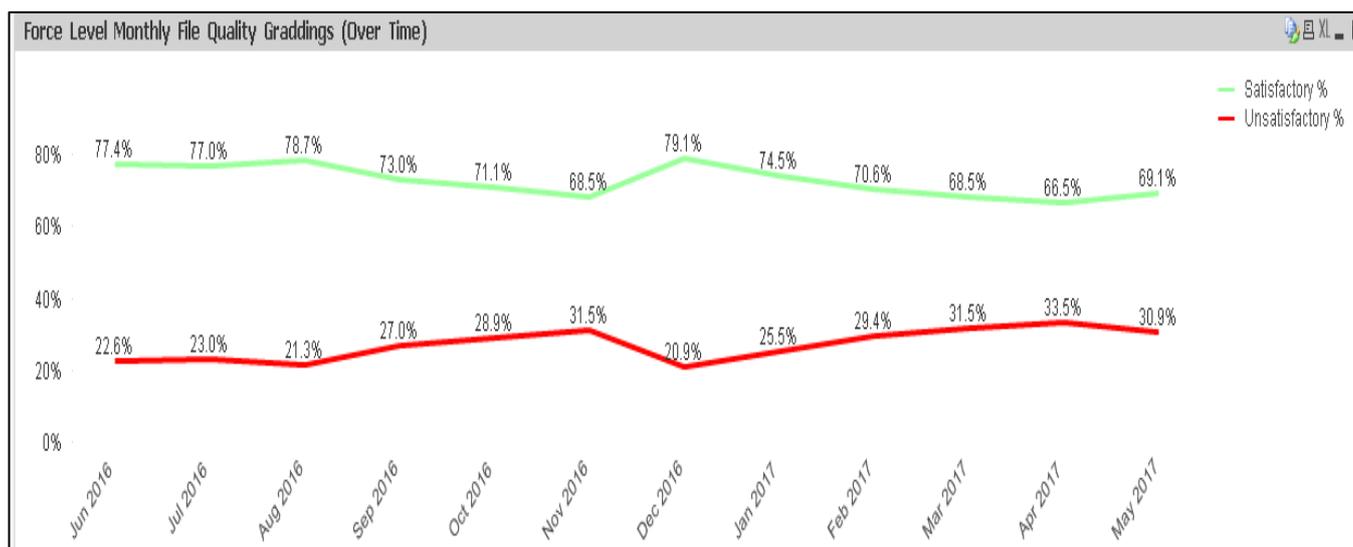
KSIs	2004-08	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	Target
Absolute Numbers	46	58	35	54	60	45	62	70	55					27.6
Relative Change	46	26.1%	-23.9%	17.4%	30.4%	-2.2%	34.8%	52.2%	19.6%					40%

- There is an ageing population in the UK with Wales having the highest population of people of pensionable age and above. Our region brings its own challenges due to the rurality of our force area. Maintaining independence for this age group is and will be paramount as we don't always have a public transport system to support independence from driving. Health issues and impairment associated with the ageing process brings its own challenges; when these are ignored or not addressed then the consequences can be devastating.
- In order to address this, a fit for purpose course (which is at its pilot stage) involving a practical element that addresses medical issues, the changing road environment, modern cars and its challenges, knowledge, etc. has been established utilising funding from the NDORS surplus.
- A fitness to Drive Pilot Scheme, aimed at older drivers aged 70 plus who may have cognitive impairments or reduced physical ability and have been detected through Due Care Offences, has been introduced. Drivers are referred to Mobility of Wales for high level cognitive and practical driving assessments. Those drivers who fail to pass the assessments are referred to the DVLA.

3.8 File Quality

File quality for 2016/17 stood at 75%. With the exception of December 2016, there has been a downward trend in file quality performance. However, performance has improved in May 2017 and continues to be monitored. Work continues to improve file quality, including surgeries, one to one training and support, and CPU attachments for tutor constables. The remedial work undertaken by the CPU has ensured that the product provided to the Crown Prosecution Service (CPS) is of a high standard as reflected in the Transforming Summary Justice (TSJ) data as outlined below.

File quality results over time



3.9 Transforming Summary Justice

Figures for May 2017 show that Dyfed Powys continues to excel in the Magistrates Court:

Location	Charged cases – first listing to completion (avg days)	Charged cases – first listing to completion (NGPs only avg days)	Guilty pleas at first hearing (% - CPS)	Hearings per guilty plea (CPS)	Hearings per not guilty plea (CPS)	Vacated trial rate (%)	Cracked trial rate (%)	Ineffective trial rate (%)	Effective trial rate (%)	E/W cases retained in Mags (%)
Region : Wales	17.8	42.2	73.8%	1.6	2.8	20.7%	49.4%	7.9%	42.7%	77.9%
LCJB: Dyfed Powys	9.0	23.6	74.4%	1.3	2.6	29.4%	25%	2.8%	72.2%	86.18%

Overall performance with regards to timeliness has improved throughout Dyfed Powys and national data confirms that the force is currently in first position in the ranking table nationally. The effective trial rate has increased from 65.5% in April 2017 to 72.2% in May 2017. Due to the dip in April's effective trial rate, a review of the cracked trial reports was conducted. It was evident that the figures had primarily been affected due to suspects changing their plea on the day of court. There were no lessons for improvement for the police but the CPS is reinforcing instructions to lawyers to conduct a timely robust first hearing review.

Conviction rates

November 2016	MC conviction rate - CPS Charged	MC conviction rate - Police Charged	CC conviction rate - CPS Charged	CC conviction rate - Police Charged
National	88.0%	80.7%	79.8%	80.1%
Wales	89.7%	78.8%	80.7%	81.3%
Dyfed Powys	77.8%	89.4%	81.2%	Await publication

Conviction rates during May 2017 show that Dyfed Powys is performing above the national and Welsh average in the Magistrates and Crown Court with the exception of the conviction rate in respect of CPS charged cases.

A Prosecution Team Performance meeting was held on 29 June 2017 and it was agreed that this would be monitored over the forthcoming months.

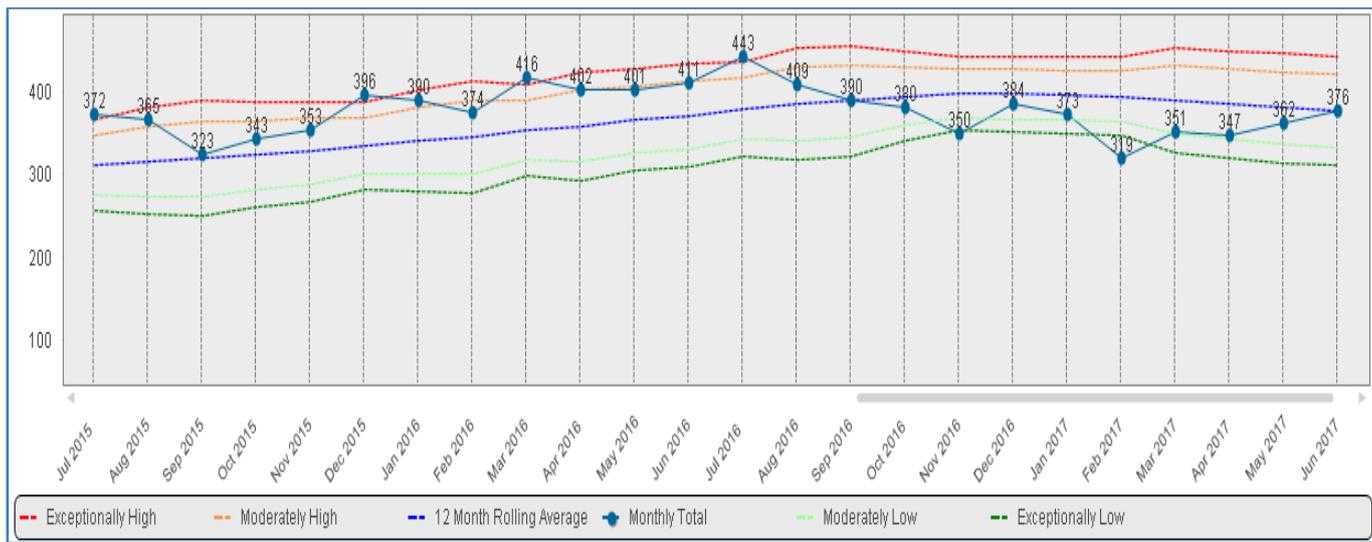
4.0 Priority two – Safeguarding the vulnerable

4.1 Domestic Incidents

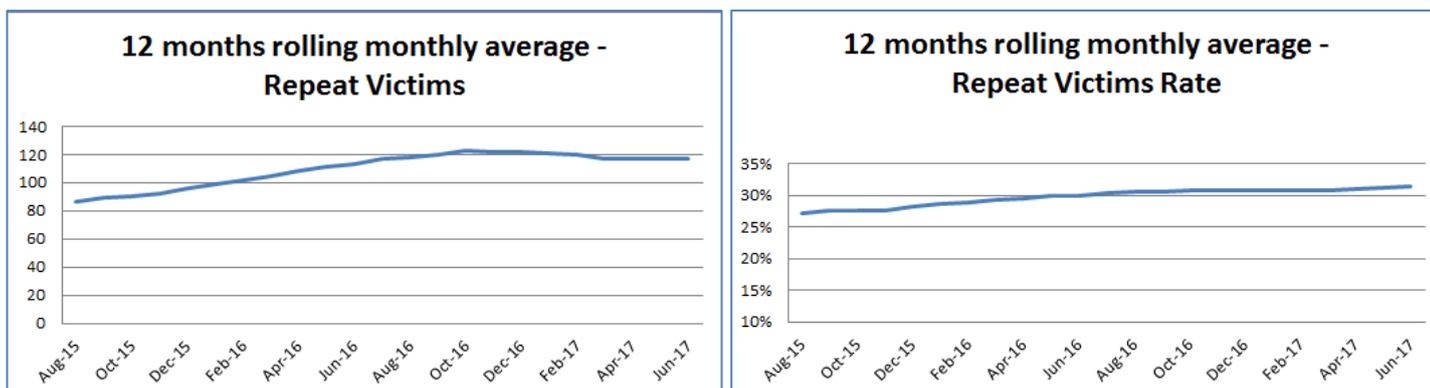
Domestic Incidents

The Statistical Process Chart (SPC) below illustrates the monthly total Domestic Incident volume at a force level. The latest month of **June 17** is judged as being '**average**' and is the ninth month in succession which is below the 12-month rolling average line (blue line), illustrating that **recorded** volumes of domestic incidents are falling.

Levels of total recorded Domestic incidents over time



Repeat Domestic Incidents



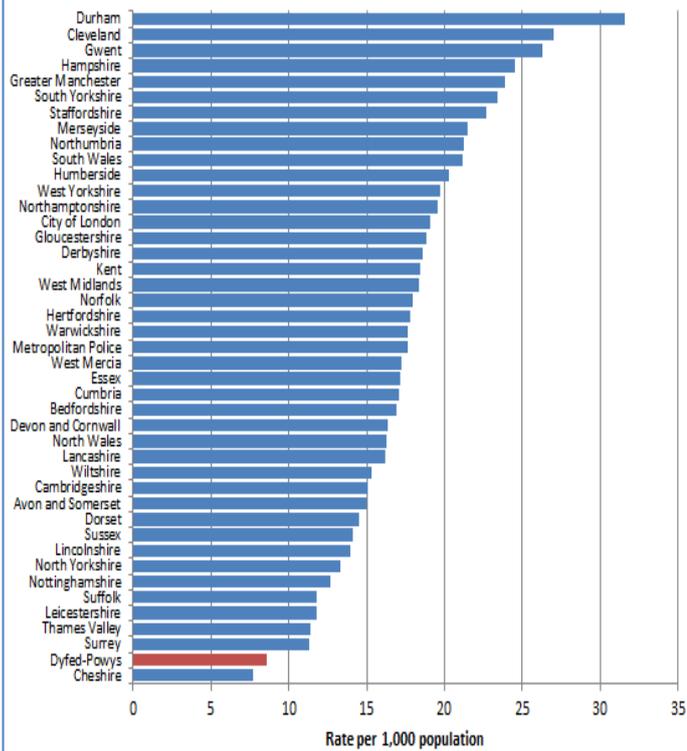
The charts above count those distinct victims in each month, who have also recorded an incident in the previous 12 months. In absolute terms, repeat victims have increased and peaked in October 2016 and have started to decrease during the last seven months, from an average of 108 victims during April 15 to a high of 122 in October 16, back to 110 in May 17. This trend is in line with the increases seen in recorded incidents.

However, the percentage of repeat victims as a proportion of all incidents has remained stable, at between 28% and 33% per month, over the two last years.

Domestic Abuse - National comparison data

This is the first year that domestic abuse data has been collected by the Home Office and the charts below demonstrate the rate of domestic abuse incidents and crimes recorded by each force in England and Wales.

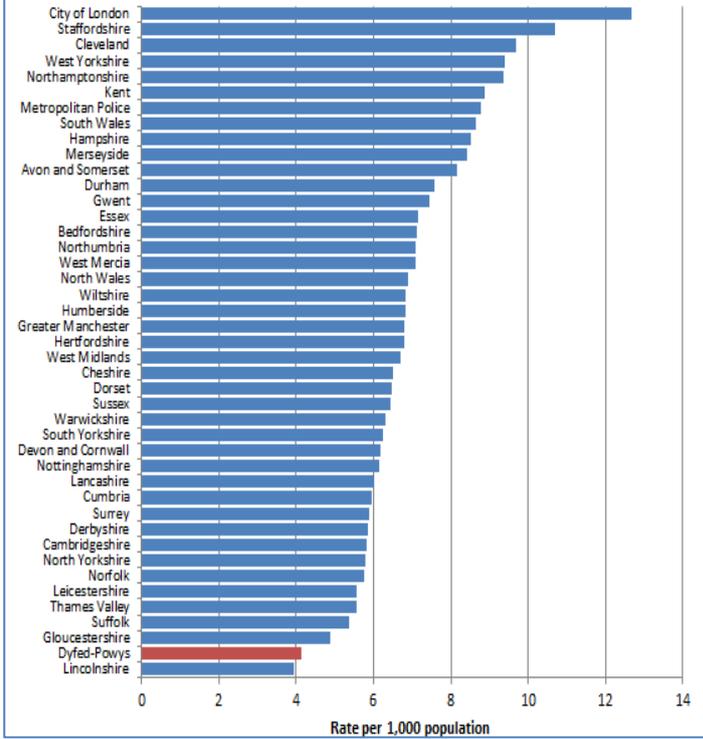
Rate of domestic abuse-related combined incidents and offences recorded by the police per 1,000 population, by Police Force Area, year ending March 2016



Dyfed-Powys recorded 9 domestic incidents for every 1,000 people in the population during the 12 months to March 2017.

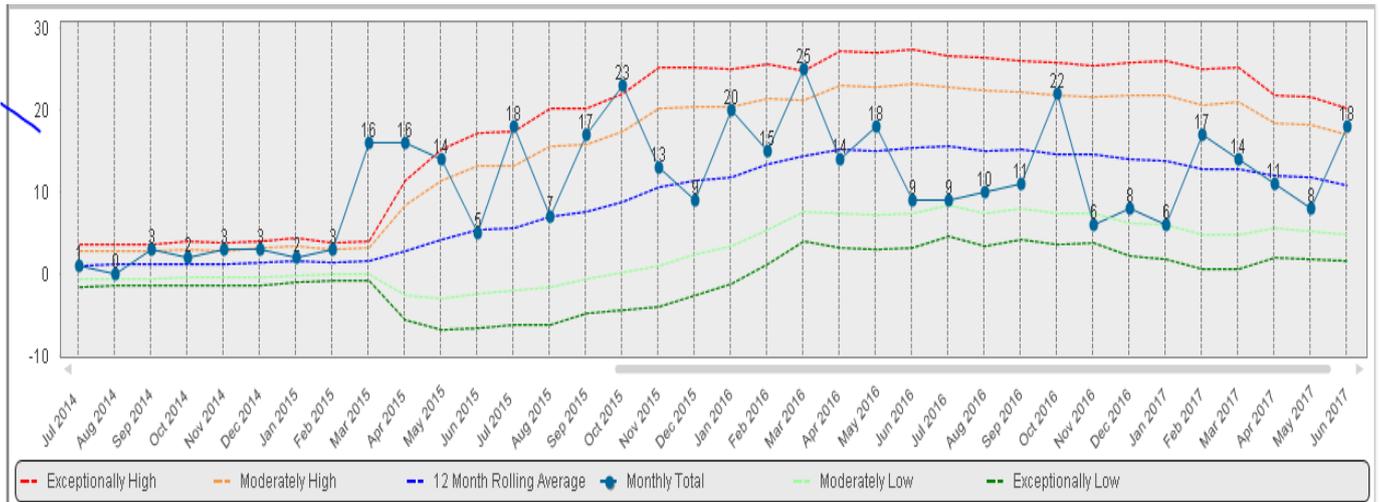
Dyfed-Powys recorded 4 domestic crimes for every 1,000 people in the population during the 12 months to March 2017.

Number of domestic abuse-related offences recorded by the police per 1,000 population by Police Force Area, year ending March 2016



4.2 Child Sexual Exploitation

Levels of Child Sexual Exploitation offences over time

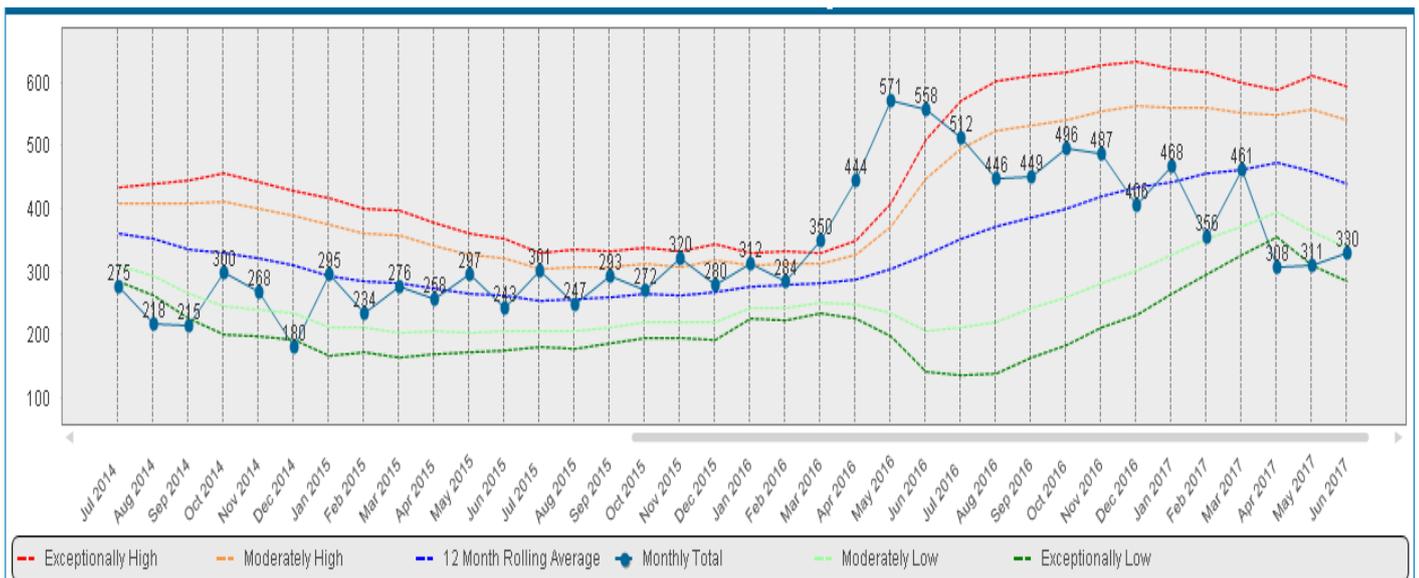


Over the last three years, recording of CSE offences has improved, most notably due to the introduction of a specific tag to the crime recording process, which is clearly illustrated with the increase of recording of CSE offences after March 2015.

A common feature of CSE is that the person does not recognise the coercive nature of the relationship and does not see themselves as victims of exploitation (ACPO 2013). As such, victims reporting their own offences are very low, which could suggest that they do not see what is happening to them is wrong and would explain why the reporting of contact and online CSE offences is predominately carried out by parents or carers.

4.3 Mental Health Calls for Service

Levels of Calls for service, with 'Mental Health' qualifier, over time



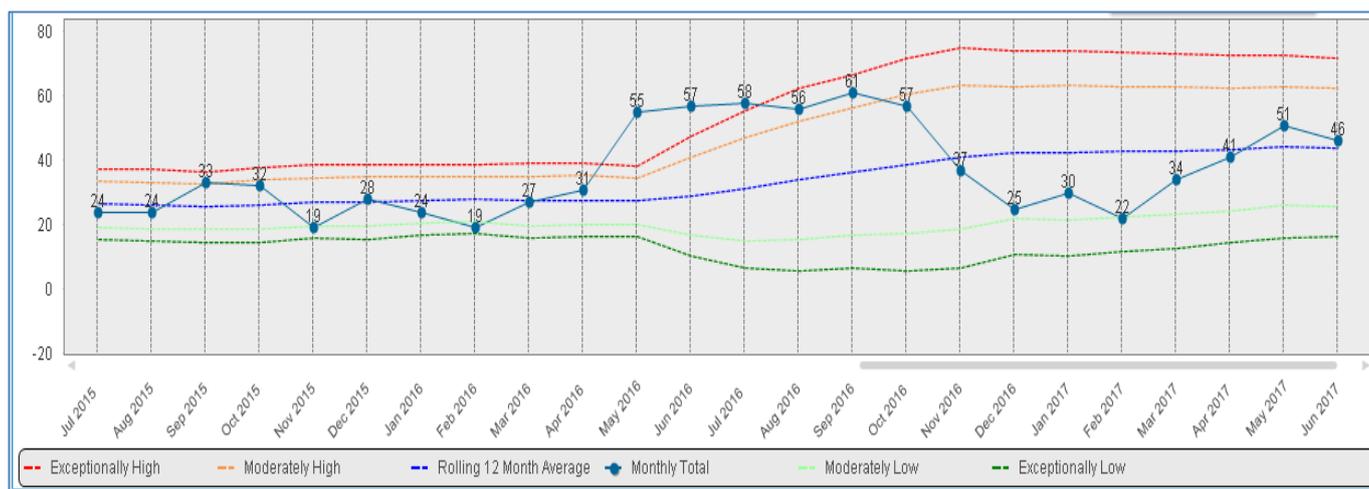
The level of demand associated with the need to respond to people with mental health problems has increased significantly. However, it must be noted that this data is highly reliant on how accurately the 'mental health' qualifier is utilised.

Further analysis shows that data for the last 12 months ending June 17 has shown that 70% of all calls that have a mental health qualifier are related to public safety and welfare issues.

4.4 Hate Incidents

A hate incident is an incident which is perceived, by the victim or any other person, to be motivated by a hostility or prejudice based on a person’s race, faith, sexual orientation, disability or transsexuality or perceived race, faith, sexual orientation, disability or transsexuality.

Levels of recorded hate incidents over time



Over the last 12 months, volumes of hate incidents have risen, fallen and risen again, coincidentally around the time of the EU referendum and recent terrorist attacks in Manchester and London. CIVITAS, an independent research body along with the National Police Council suggest that increased media attention potentially raises the profile of hate incidents as an offence category and the opportunity to report it. It seems likely that reports of hate crime are fuelled by the perception of a rise of intolerance, which in turn fuels further reports driven by that perception in a vicious circle, and may explain the increases of reported hate incidents observed over the last year.

Data reviewed over the last 12 months ending June 17 reveals that race remains the most common motivating factor in hate incidents, with 60% recorded as race related.

Levels of Hate incidents (July 16 to June 17) by Territory and Hate Strand

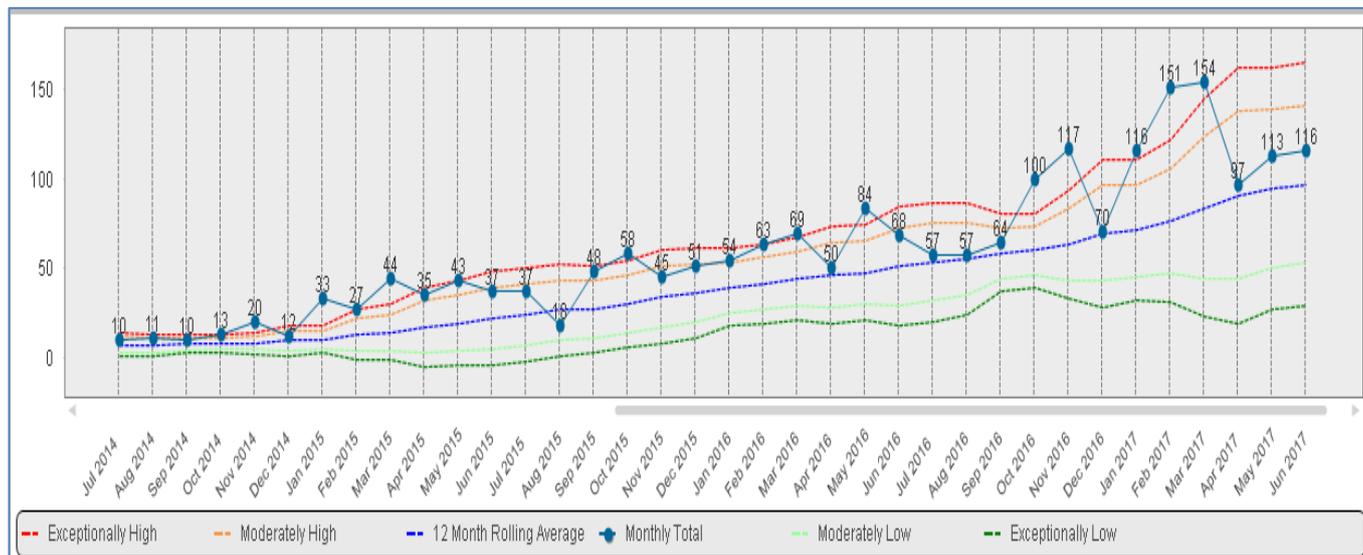
Territory	Total Offences	Race Related	Homophobic	Disability	Transphobic	Religious / Faith	Not Recorded
Carmarthenshire	217	139 64.1%	33 15.2%	36 16.6%	3 1.4%	2 0.9%	6
Ceredigion	88	58 65.9%	14 15.9%	10 11.4%	1 1.1%	3 3.4%	5
Pembrokeshire	87	56 64.4%	17 19.5%	10 11.5%	4 4.6%	3 3.4%	1
Powys	126	61 48.4%	21 16.7%	25 19.8%	8 6.3%	8 6.3%	4
Total	518	314 60.6%	85 16.4%	81 15.6%	16 3.1%	16 3.1%	16

A third (33%) of the incidents recorded also resulted in a crime (173 crimes from the 518 incidents).

5.0 Priority three – Protecting from serious harm

5.1 Cyber Crimes Volumes

Levels of recorded Cyber-Crimes over time



Recorded offences related to cyber-crime have increased significantly over the last two years. The way in which criminals are operating is changing and they can now take advantage of new technologies, such as the internet, to both expand the scope of existing crime types and develop new ones. Nowhere has this been more apparent than in fraud and cybercrime.

Increased awareness, in conjunction with the embedding of the new Digital Communications and Cyber-Crime Unit (DCCU) has seen an improvement in the level and consistency of tagging and therefore the recording of cyber-related offences.

The majority of cyber-related offences relate to Obscene Publications, which covers the exchange and possession of indecent images.

6.0 Priority four – Connecting with communities

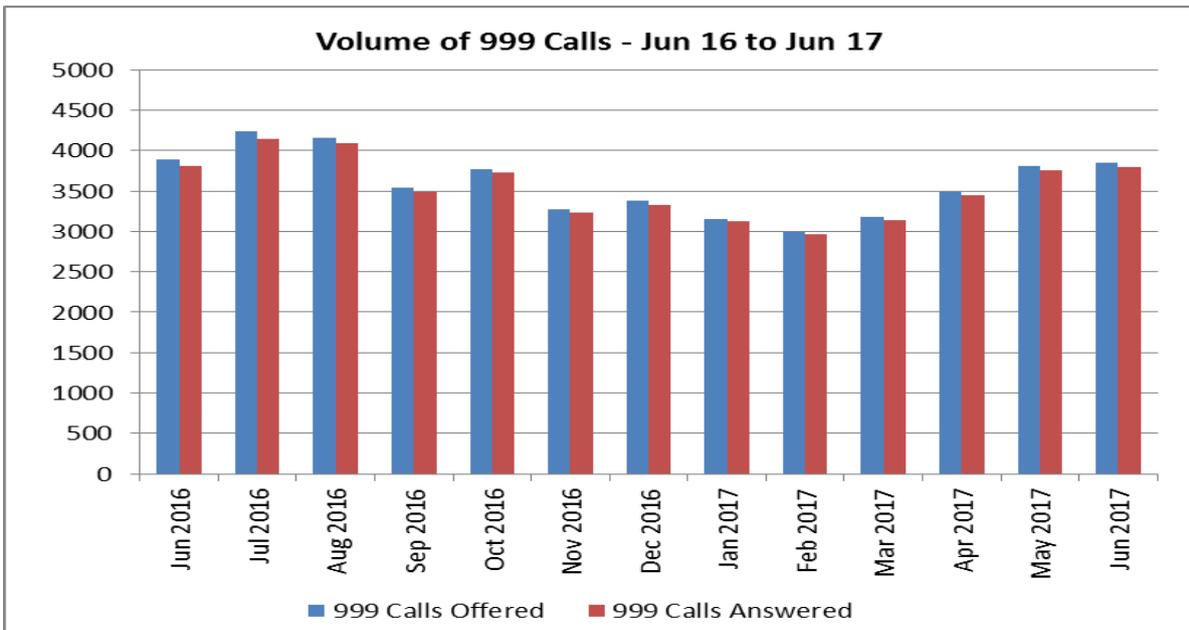
6.1 Force Contact Centre - Average Call Answer Time

999 Call Data

The chart below illustrates that the number of 999 calls received during the current period were higher than the same period last year. There is no clear reason for this increase. However, the seasonal variations account for some of the increases in demand in certain months.

Throughout the review period, Dyfed Powys Police have continued to answer 999 calls well within the ten second National Call Handling Standard (NCHS) (ACPO 2005).

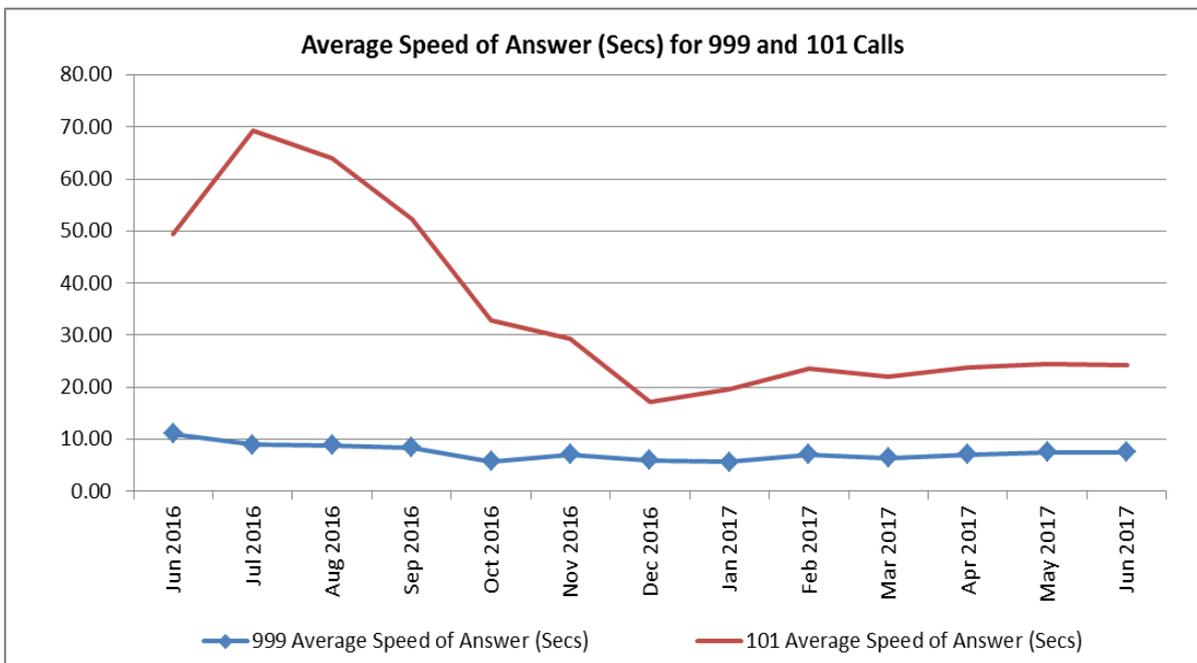
(Please note that the table can be slightly misleading, inferring there is a difference between calls offered and answered (suggesting abandonment). This is not the case as all 999 calls are answered but not necessarily by the first route, they are offered. This does not affect the average speed of answer figure supplied).

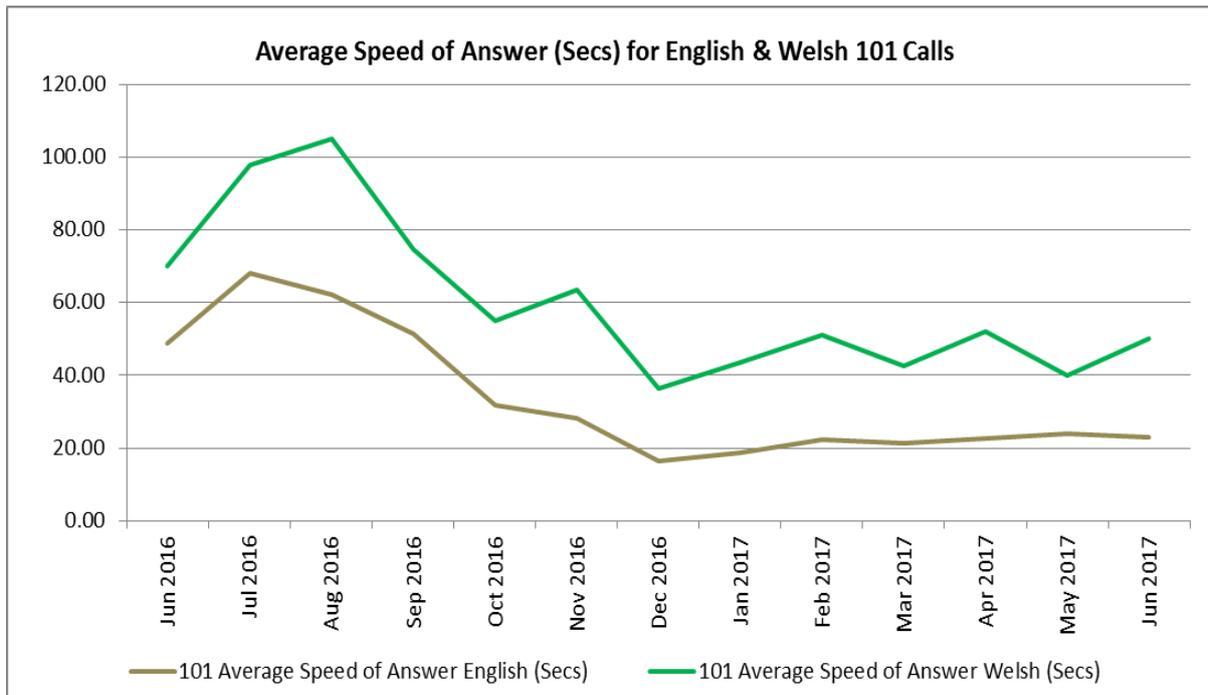


101 Calls (New Incidents English and Welsh)

The 101 calls for service are consistent with the same period last year. The average speed of answer has increased slightly for both Welsh and English calls. The FCC staff continue to seek to resolve as many calls for service at first point of contact to improve customer service and overall customer satisfaction. This, together with the THRIVES assessment, ensures the most appropriate grading of response with safeguarding considerations for every call.

As further continuous improvement and changes to working practices are introduced, it is anticipated that the amount of time that Call Handlers are taking to deal with calls will continue to increase. This is expected to continue until new practices and procedures are fully embedded.

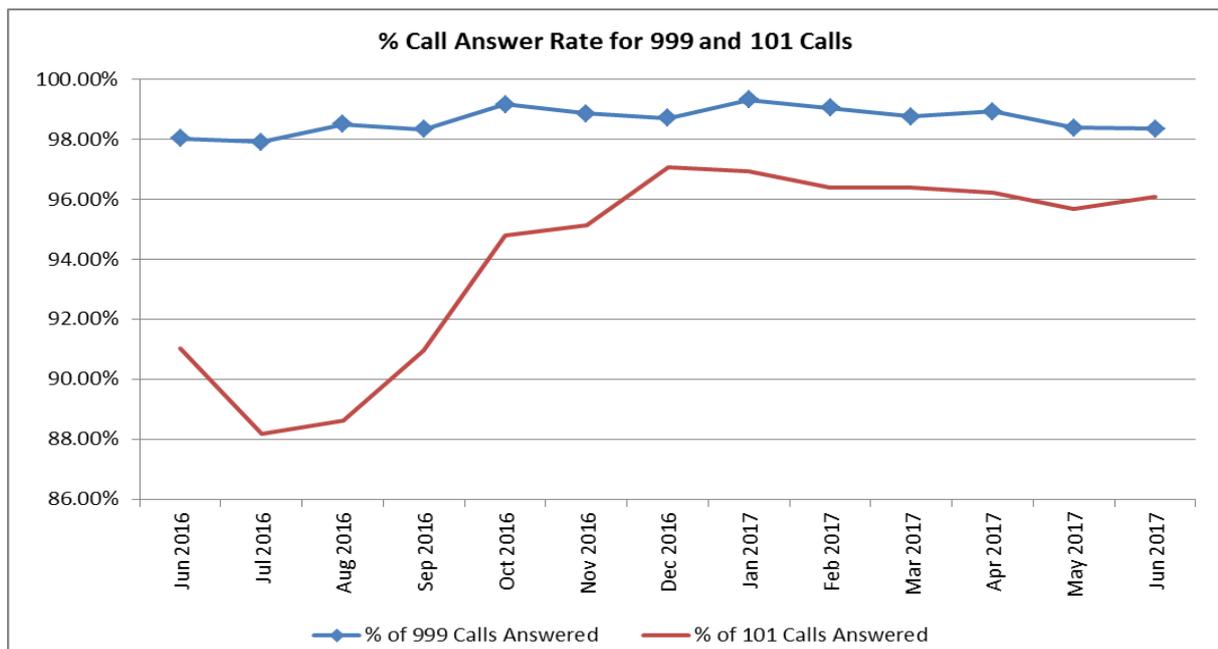


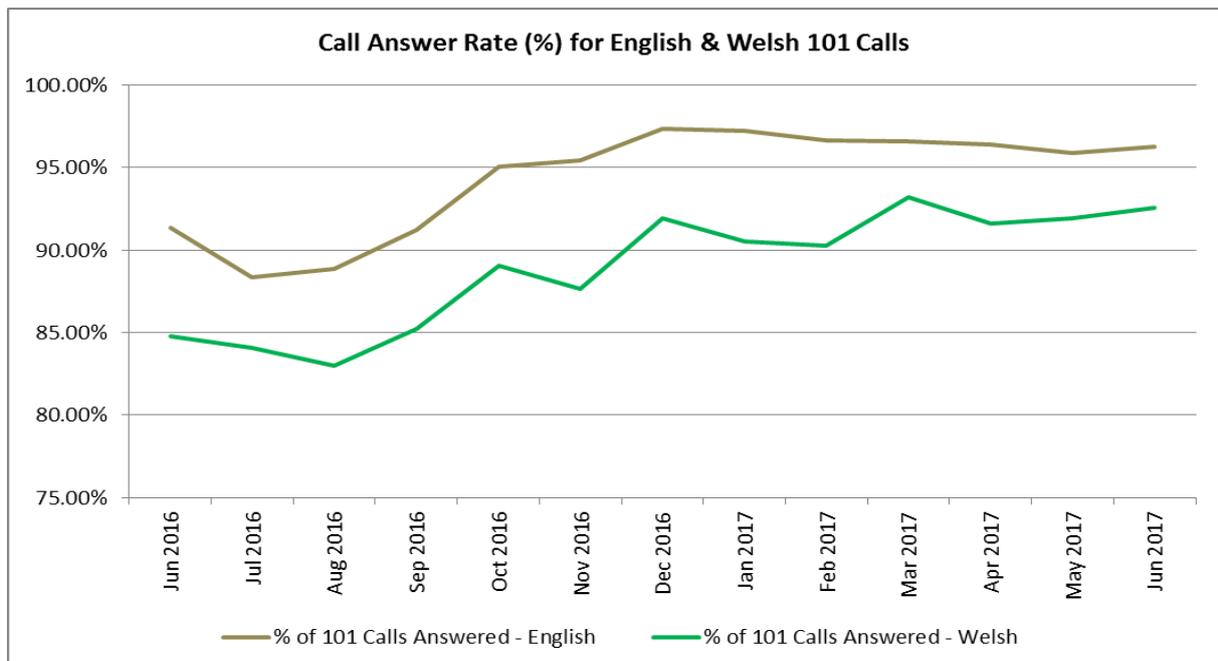


% Call Answer Rate for 999 and 101 Calls

The service level agreement for call answer rates is over 90%. The FCC has recently introduced a new performance management information system which supports the focus around real-time resource availability, current commitments and call queue information for both Welsh and English calls (including abandonments) and overall demand levels.

It is important to note that the total number of Welsh calls received by the Force is significantly lower than the total number of English calls which makes it difficult to make a direct comparison. However, the chart below illustrates that the average speed of answer is slower for members of the public who request to be spoken to in Welsh. The FCC continues to actively recruit Welsh speaking members of staff to offer a Welsh language service.





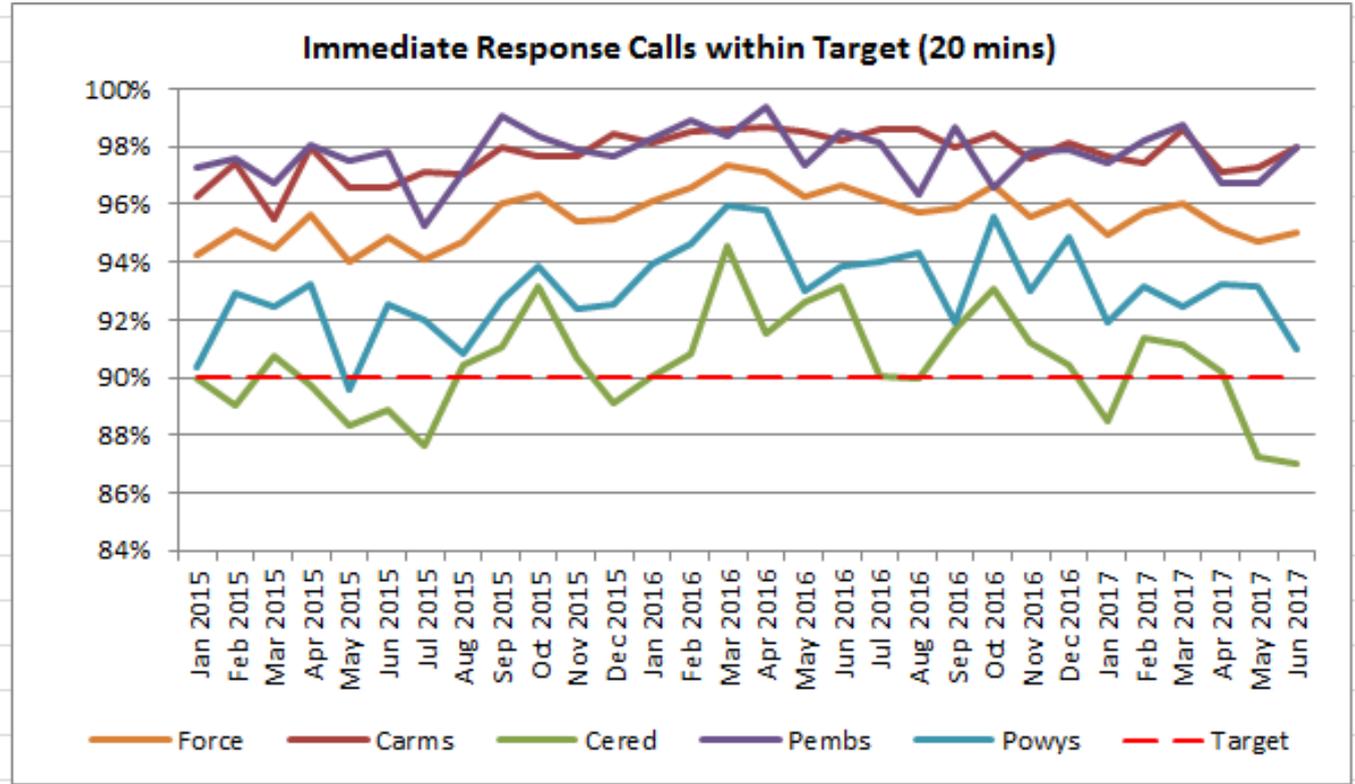
6.2 Incident Response Times

The following tables and graphs display the Priority 1 and Priority 2 response times for the force.

As can be seen, the force is meeting its target of responding to over 95% of Priority 1 calls within 20 minutes and over 97% of Priority 2 calls within 60 minutes.

12 months ending June 2017							
Territory	Total Response Incidents	Priority 1 Total	Total Priority 1 in Target	Priority 1 % in Target	Priority 2 Total	Total Priority 2 in Target	Pri 2 % in Target
Carmarthenshire	25625	11595	11357	97.9%	14030	13818	98.5%
Ceredigion	9840	4331	3910	90.3%	5509	5337	96.9%
Pembrokeshire	14878	6491	6304	97.1%	8387	8186	97.6%
Powys	13291	5702	5315	93.2%	7589	7429	97.9%
Total	63634	28119	26886	95.6%	35515	34770	97.9%

Incident Response Times by Force and Territories



The following graphs display the Priority 1 incident response times for each of the four counties broken down by inspector area. They highlight the challenge of policing a vast geographical area, with the most rural inspector areas such as Lampeter and Radnorshire, failing to meet the target response times.

