

# Initial Public Contact with Dyfed-Powys Police (DPP)



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DYFED-POWYS  
POLICE AND CRIME  
COMMISSIONER

## Scrutiny Review

October 2019

### What we did...



Online public opinion survey, which received 863 responses



Face to face consultation and focus groups with key stakeholders



Review and scrutiny of data



Desk research on local and national developments and benchmarking in the field of public contact

### Why we did it...



Knowledge gathered on the current pressures and demands of initial contact on Dyfed-Powys Police



Priority within the Police and Crime Plan 2017-2021



National policing directives on digital communication as a solution to controlling demand on Force Communication Centres



The ageing and rural population within Dyfed-Powys - the need for contact to be fit for purpose

### The facts:



Residents continue to hold face to face contact high on their preference list



Whilst 87% of survey responses were received online, the number of respondents eager to be able to report a crime via social media in the future were lower than expected



The public are unclear on **how and why** they should make contact with Dyfed-Powys Police, which is having a detrimental impact on demand.



Only **40%** of calls to the Force Communications Centre over a 3 month period reported a crime



101 calls are taking longer to resolve than ever due to a focus on quality, which has an impact on call waiting times



Poor communication/delays, based on users' previous experience, were identified as the main barriers to contacting the police in the future



DPP doesn't fully understand the needs of all of its diverse communities. There is a need for better understanding to ensure the Force is fully accessible

### Our conclusions...

- DPP cannot maintain the status quo in relation to public contact management;
- The pressures of increasing calls to the Force Communications Centre need to be addressed urgently, and unnecessary calls moved to more appropriate agencies or individuals within DPP;
- In looking to the future, DPP cannot disregard the high percentage of its residents who are not ready to depend solely on digital contact. DPP must plan accordingly for digital contact to incorporate more traditional contact methods.

To visit my website and for more information on Dyfed-Powys Police click on the logos below



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### Our top recommendations...

- 1 There is a need for a clear Contact Management Strategy which explains how DPP will embrace change in digital contact in the future, and that it is suitable for the communities of Dyfed-Powys;
- 2 That DPP works with partner organisations to further develop the #maketherightcall campaign to give further clarity to the public on how/why they should contact the police;
- 3 A full Accessibility Audit needs to be undertaken across the Force area;
- 4 A full review needs to be undertaken on Mobile Police Stations.

