



Mae'r ddogfen hon ar gael yn Gymraeg yn ogystal â Saesneg.

This document is available in Welsh as well as English.

Meeting:	Strategic Performance Board
Venue:	HQ SCC119
Date:	30th April 2025
Time:	13:30-16:00

Members:	Police and Crime Commissioner, Dafydd Llywelyn (PCC) Chief Constable, Dr Richard Lewis (CC) Deputy Chief Constable, Ifan Charles (DCC) Assistant Chief Constable, Gary Phillips (ACC) Director of People and Organisation Development, Linda Williams (DoPaOD) OPCC Chief Executive, Carys Morgans (CEX) OPCC Director of Commissioning and Partnerships, Alison Perry (DoCaP) OPCC Head of Strategy and Policy, Claire Bryant (HoSaP)
Also Present:	Head of Service Improvement Unit, T-Supt Louise Harries (LH) Senior Manager-Performance and Analytics-Lowrie Proctor (LP) OPCC Executive Support, Sophie Morgan (SM) Police and Crime Panel Member, Professor Ian Roffe (IR) Police and Crime Panel Member, Cllr Jonathan Grimes (JG) Police and Crime Panel Member, Cllr William Powell (WP)
Apologies:	OPCC Chief Finance Officer, Beverley Peatling OPCC (CFO) OPCC Temporary Chief Finance Officer, Nicola Davies (TCFO) Director of Finance, Edwin Harries (DoF)

1. Apologies and Introductions

The PCC welcomed all to the meeting including members of the Police and Crime Panel attending the meeting as observers.

The minutes from the previous meeting were agreed as a true and accurate record.

2. Update on actions from previous meetings

Action No.	Action Summary	Update
SPB005	A visit to the FCC to be arranged for the PCC.	Completed Visit arranged for the PCC in May 2025.

SPB006	OPCC to arrange a briefing to the PCC from ChInsp Gerallt Jones regarding the development of a victims update app.	In Progress Briefing memo provided to PCC. Further updates and demonstration to be provided to the PCC following further developments of the app.
SPB007	OPCC to provide information to the PCC regarding what crimes are listed under 'other sexual offences' and what are the causes of the increase in 'other sexual offences' reported?	Completed Information provided to the PCC.
SPB008	The Force to provide a brief summary update to the PCC regarding the DBS workload.	Completed Information provided to the PCC.
SPB009	Feedback from PCC and OPCC regarding performance framework to be shared with Service Improvement Unit.	Completed Feedback on performance framework shared with Service Improvement Unit.

3. Force Performance

a) Force Performance Report

The PCC advised that two Force performance reports are created - one that is publicly available and the other for internal use. This report has been composed to support the Strategic Performance Board meetings and includes data on areas identified as regular core metrics, with a specific focus on Priority 1: Supporting Victims and Preventing Victimisation, of the Commissioner's Police and Crime Plan 2025-29. Data within the report is reflective of period Q4 2024/25 (January 2025 – March 2025) unless otherwise stated. (National data reflects rolling 12-month period February 2024 – January 2025) unless otherwise indicated.

The PCC asked Chief Officers where the Force was in relation to the changes it was implementing with the Force Communications Centre (FCC) in relation to shift patterns and staffing? The CC stated that the Force will fully see the benefits of the changes early next year. When the CC recently visited the FCC, they were seeing the first cohort of staff having received the omnicompetence training being deployed in the FCC and staff being able to switch between dispatching incident calls and call handling.

The KPI for 101 is a maximum 10% abandonment rate. The Force's 101 abandonment rate is – now at 8%, this is under the National KPI for the first time since the KPI was introduced. (Feb 24 = 28.75% abandonment, Feb 25 = 8% which equates to a 72.2% decrease).

The Board discussed the rise in demand the Force will see over the summer period. The CC advised that the Force had recently completed a mapping exercise looking at when FCC demand is highest/lowest within the Force hour from hour and can prepare resources appropriately.

The Board discussed the Right Care Right Person calls and CC updated that the Force had seen a reduction in calls under phase 1 and 2, the board discussed the ongoing work with partners before phase 3 and 4 go live.

The Board discussed response times within the Force and response times varying between different areas. Response timeliness is calculated using the time difference between Status 3 (Initial incident save time) and Status 6 (Initial at scene time). As a Force the data shows the average immediate response rate being 15.9 minutes, which is within the 20-minute SLA. The CC updated that each BCU lead was in the process putting a plan in place on how to address response times.

A further discussion around the immediate response time by those calls with a final call type of 'Crime-Domestic Abuse'. Force wide the average immediate response time, during Q4 2024/25, was within the SLA at 17.7 minutes. Ceredigion were the only BCU, during Q4 2024/25, to have an average immediate response time over the 20-minute SLA. The CC stated that the variance in response times in different counties this had been discussed at a recent Force performance meeting and a piece of work commissioned to understand the variances.

Regarding crime data integrity, during Q4 2024/25 a total of 3,593 crime recording audits were conducted. 93.2% (3,347) of the audits conducted were compliant. Specifically looking at the audits conducted on Violence against the Person occurrences, the compliance was 89.8% (756/842). 93.1% (583/626) of the audits conducted under the Sexual category were compliant.

The Home Office CDI Judgement Framework deems an audit result of 90%-94.9% as a 'Mostly sound process – but some improvements needed'. Correspondingly to the improvements made in crime recording, a vast improvement is also evident in the Force's NCRS compliance (timeliness of recording crimes within 24 hours).

The PCC asked how the Force intend to get the figure above 95%? The CC stated that this had been discussed at the earlier Force Performance meeting and stated that a focus on crime recording at daily management meetings and recording crime at the nearest point of contact should assist.

A total of 8,949 crimes were recorded during Quarter 4, which is an increase when comparing with the same point last year, where there was a total of 8,441 crimes recorded.

The HoSaP updated on the recent ONS figures to the calendar year 2024 regarding total recorded crime (excluding fraud). The Force was down 4%, the Welsh average was down 3% and England and Wales figures were down 2%.

The ONS data shows the crime volume is up compared to the period last year, but down on the previous two quarters.

Regarding overall crime outcomes applied during the reporting period (Q4 2024/25), the data shows a 9.76% charge rate (Outcome 1) and 17.62% Positive Outcome rate (Outcomes 1 – 8 inclusive).

The Board discussed the priority areas for the Force including shoplifting within the Force area and the number of incidents, the factors leading to individuals shoplifting and referrals into the diversionary scheme.

During Q4 2024/25 417 Shoplifting crimes were recorded. This is a decrease of 116 when comparing with previous year. An evident decrease can be seen November 24 – February 25. Analysis of this period was conducted however no evident trend could be seen to account for the decrease.

The Board discussed the outcome rates relating to domestic abuse and sexual violence cases.

The DoCaP raised if there was further work that could be put in place to reduce the number of victims declining or withdrawing from support. The percentage was currently 44.64 in March 25, which the Board discussed.

There were a total of 1640 Stalking & Harassment crimes recorded in Q4, this is a decrease on the same point last year where 1679 crimes were recorded. During Q4 2024/25 526 out of the total 1640 were recorded as being domestic related (32%).

There was a total of 468 sexual offence crimes recorded QA 2024/25, this is an increase from the 317 recorded at the same point last year. During Q4 2024/25, 16% (77) of these were recorded as being Domestic related.

Stalking and harassment will be a crime type added to Ebit toward the end of the year.

Action: - Operation Soteria evaluation to be shared with the PCC at Policing Board.

The Board discussed drug possession and drug trafficking offences. There was a total of 384 Drug Possession crimes recorded in Q4 2024/25, which is an increase comparing to the 320 recorded during last year.

Examining the charge outcome (Outcome 1) and Community resolution (Outcome 8) over time, a clear shift can be seen in line with the update to the Force Drug Policy, which encourages the use of community resolutions and referrals to the Drug out of court disposal project.

105 drug trafficking offences were recorded Q4 2024/25, which compared to the same point last year is an increase of 27 recorded offences.

During Q4 2024/25, included within the above figures, there were a total of 46 importation and exportation crimes.

An academic evaluation would be completed during Autumn 2025, regarding the effectiveness of the Force's new policy encouraging the use of community resolutions and referrals to the Drug out of court disposal project. The DoCaP updated that there is around a 92% retention rate of those that gone into treatment to engage with the service and currently a 63% rate of improvement being shown in individual's dependencies on substance and improvement in mental health.

LH provided an overview of the recording of ASB and stated that previously calls were presenting themselves as ASB but should have been recorded as a crime. Work has been done with the FCC and now incidents are being recorded correctly hence why the number of ASB has decreased.

The Board considered the information provided regarding community engagement by Neighbourhood Policing and Prevention Teams (NPPT) and the various monthly and quarterly community engagements activity that NPPT teams should be completing. Attendance at local town and community council meetings were also raised.

The PCC raised a query received at the last Police and Crime Panel meeting regarding if PCSO's have access to PNC.

Action: - Force to confirm process for PCSO's and accessing PNC.

The HoPaS asked the Force how they are measuring the success and impact of community engagement events? The CC suggested a piece of work to look at the impact of the community engagement events, and the PCC suggested that the OPCC could be asking town and community councils about their interactions with the NPPT.

Action: - The OPCC to speak with town and community councils to gather feedback regarding their interactions with Neighbourhood Policing and Prevention Teams (NPPT).

The Board discussed the victim insight surveys and quality assurance work.

The DoCaP raised the right of victims to be referred to services within 2 days and following a Wales Victims Code of Practice meeting had been informed that the Force were unable to collect the specific data around the 2-day timeframe.

Improvements can be seen in the volume of occurrences with the Voice of the Child recorded. Quality Assurance Panel (QAP) November 2024 reviewed the 'Voice of the Child' (VoC) throughout investigations.

b) Force Performance against National Crime and Policing measures

The Board considered the presentation regarding Force performance against National Crime and Policing measures. The National Crime and Policing Measures aim to help focus effort on key National priorities, allow performance to be measured and help demonstrate value for money in policing. The Force proxy measures are reported for the most recent 12 months (April 2024 – March 2025) (unless otherwise stated). The time period for the baseline* data set is July 2018 - June 2019.

The Board discussed the figures regarding reducing murder and other homicides, 4 between April 2024 and March 2025(4 vs 7) from baseline*.

The Board discussed the information provided regarding reducing neighbourhood crime.

- 25.7% decrease in Burglary (Residential)-Baseline: 1,063 Vs 846 in the 12 months to March 2025.
- 63.9% increase in Theft from the Person-Baseline: 86 Vs 141 in the 12 months to March 2025.
- 43.8% decrease in Theft from a Vehicle-Baseline: 562 Vs 316 in the 12 months to March 2025.
- Robbery (Personal) 66.67% increase in Robbery (Personal)-Baseline: 63 Vs 105 in the 12 months to March 2025.
- 325.6% increase in Theft of a Vehicle-Baseline: 39 Vs 166 in the 12 months to March 2025.

The PCC asked if there was any indication if the new Government were going to retain the current national performance measures. LP updated that there had been no further update regarding this.

The Board discussed the Stop Search figures in the report. The CC advised that the national average is 25%.

- 3705 Stop Searches completed in 12 months to March 2025, a 24.7 find rate.
- Stop Search baseline* 2853 Stop Searches completed, a 39% Find rate.

This is a 29.9% increase in volume v baseline and a 36.7 decrease in find rate v baseline.

The Board discussed the importance of the culture of the Force and the work ongoing with the Engagement and Expectation events and embedding a culture of ownership within the Force.

4. Commissioned Services and Grant Funding Overview

The Director of Commissioning and Partnership (DoCaP) provided an overview and presentation to the Board on commissioning and funding. The presentation

gave an overview of victim services including an update on the new service provided by Victim Support which went live on the 1st of November 2024.

During November and December there were a total of 1985 referrals to Victim Support – less than anticipated, due to consent recording issues within the Force.

Victim Support experienced a dip in referrals throughout December where only cases with explicit consent have been referred. This is being monitored as Victim Support feel that there are many victims that are not being informed correctly of their right to Victim Services and are therefore not being referred appropriately.

Victim Support are working with Dyfed Powys Police IT department to explore this, as well as some further data quality issues, including:

- DA Cases that do not contain Public Protection Notice's (PPNs)
- Safe numbers not accurately recorded
- Incorrect telephone numbers for victims
- Extremely limited/confusing crime details

There were 51 referrals for young people aged under 18 from 1st November to 31st December.

Action: - Data Protection Impact Assessments update to be received at the next Policing Board meeting.

The DoCaP provided an update on the Independent Domestic Violence Advisory (IDVA) Service and the Independent Sexual Violence Advisory (ISVA) Service.

The IDVA service receive a total of 1645 referrals during quarter 1 to quarter 3, this compares to 1290 at the same point of 2023/24.
1418 service users engaged with the service, which equates to just over 88% of victims accepting support.

The ISVA service has received 540 referrals to date for 2024/25. This compares to 436 for the same period of 2023/24 and 438 for 2022/23, an increase of just over 23% in both cases.

The pilot stalking support service for high-risk service users commenced on 1st of September and is run by Paladin. The pilot runs for 12 months until 31st of August 2025.

Between 1st September and 28th February, there have been a total of 16 referrals from Dyfed Powys Police, 3 from domestic abuse services and 3 self-referrals. DPP stalking coordinator meets regularly with the Senior Independent Stalking Advocacy Coordinator ISAC from Paladin to review referrals.

Paladin have provided training to 32 professionals from frontline organisations across Dyfed Powys. A further training day is scheduled in May 2025. The Senior

ISAC has delivered presentations to a number of forums and victim support organisations.

An external grant funding overview was provided within the presentation regarding ASB hotspot funding, Safer Streets 5 and Serious Violence Duty.

During 2024/25, the PCC has awarded £344,277.62 in grant funding and donations.

- 40.42% has been allocated to the Force.
- 42.78% has been allocated to community organisations.
- 16.8% has been allocated to Regional and/or All Wales Policing commitments.

65.42% of all grant funding has been distributed to activity that supports victims. These include contributions to

- Stalking prevention/ intervention activity (Paladin Pilot and Force resource – 1 post @ 50% cost)
- Domestic Abuse Service Providers (WWDAS Safer Streets 5 match funding)
- Economic Crime Team – Force Resource (1 post @ 100% cost and 2 posts @ 50% cost)
- Regional Domestic Abuse Perpetrator programmes
- All Wales VAWDASV Blueprint programme

5. Any Other Business

Members of the Police and Crime Panel thanked the CC for his work within the Force and wished him well for the future.

Action No.	Action Summary from meeting 30/04/2025	To be progressed by
SPB10	Operation Soteria evaluation to be shared with the PCC at Policing Board.	Force
SPB011	Force to confirm process for PCSO's and accessing PNC.	Force
SPB012	The OPCC to speak with town and community councils to gather feedback regarding their interactions with Neighbourhood Policing and Prevention Teams (NPPT).	OPCC
SPB013	Data Protection Impact Assessments update to be received at the next Policing Board meeting.	Force

CLOSE