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DYFED-POWYS
POLICE AND CRIME
COMMISSIONER

Community Link

Published: March 2021

Dyfed-Powys Police and Crime Commissioner Dafydd Llywelyn's Newsletter

HIGHLIGHTS

**St David's
Conference**

**Office awarded
Transparency
Award third year
running**

**Damning Inspection
Report of Penally
Asylum Centre**

**Dyfed Drug &
Alcohol Service -
(DDAS)**

**Finalists of my
Force Partnership
Award**

**All Wales Fatal 5
Campaign**

Future direction



Welcome ...

Welcome to the March edition of my newsletter.

This edition looks back at some of the key highlights for January and February, as well as my fifth annual St. David's Conference held on Friday 5th of March.

Due to the ongoing pandemic, this year's Conference was moved online; streamed live on Facebook. My team and I have had to adapt, and change the way we engage and communicate, but I would never have thought a year ago that I would be hosting my St. David's Day Conference from behind my laptop! With a focus on victims, it was an honour to welcome guest speakers from organisations who provide support services to victims, including Victims' Commissioner Dame Vera Baird.

Inside this edition, I have shared some good news linked to the Transparency Quality Mark, Force Partnership Award and work of the Victim Engagement Forum, important information on my commissioned services, and details of how, throughout this pandemic, I have continued to focus on:

- (1) securing resources, to ensure the Chief Constable has sufficient resources to respond to and recover from the Covid-19 emergency;
- (2) holding the police to account, to ensure that the police have responded in a way which is necessary, sufficient, proportionate and ethical;
- (3) enhancing delivery, through facilitating effective partnership working;
- (4) community safety and crime reduction; and
- (5) being the local link, ensuring residents have the information you need.

Thank you for taking the time to read my Newsletter; I hope you find it both enjoyable and informative. You can find past editions on my website: <http://www.dyfedpowys-pcc.org.uk/en/your-neighbourhood/newsletters/>.

If you have any questions about the information I've shared, please do get in touch.

Stay Safe

Dafydd Llywelyn
Dyfed-Powys Police and Crime Commissioner

Focus on Victims for my fifth annual St. David's Conference

I am pleased to report that on Friday 5 March, I held my fifth annual St. David's Conference. Due to Covid-19 restrictions, this year's Conference moved online, giving a much wider range of people and organisations the opportunity to join and view each of the sessions.

With the focus of this year's Conference on victims, I welcomed a host of guest speakers from organisations who provide support services to victims. I have previously hosted the St David's Conference at Police Headquarters, on coercive control (2017), mental health in policing (2018), cyber-crime (2019), and rural crime (2020).

Crime and anti-social behaviour can have devastating consequences for victims, and as Police and Crime Commissioner, I want to ensure that we improve the victims' experiences and to ensure they receive support to cope and recover from the impact of crime. It is imperative that victims know what information and support is available to them and the St David's Conference was an opportunity to promote the support services available, and to hear from individuals and professionals who work in this area.

It was a privilege to welcome the Victims' Commissioner, Dame Vera Baird, along with representatives from Dewis Choice who support older people who have been victims of domestic abuse; Temporary Deputy Chief Constable at Dyfed-Powys Police, Emma Ackland; Hugh Simkiss, the Head of Crime at HMCTS Wales; as well as Anne Campbell of Embrace Child Victims.

With the Conference being streamed live on Facebook, it has meant that all sessions are available for individuals to access at a time to suit them. I am proud to report that by Monday 8 March, between 6,000 and 9,000 people had viewed each of the sessions on Facebook.

Thank you to everyone who joined on the day and those who have since listened to the discussions which took place; important information and key messages shared.

**Cynhadledd Flynyddol Gŵyl Ddewi
Annual St. David's Conference**

Dioddefwyr | Victims

05.03.21
10am - 3pm
facebook.com/DPOPCC

Siaradwyr | Speakers

- Heddlu Police DYFED-POWYS
- HM Courts & Tribunals Service
- embrace
- Victims Commissioner

dyfedpowys-pcc.org.uk
@DPOPCC

LIVE with PCC Dafydd Llywelyn

Cynhadledd Dioddefwyr/Victims' Conference

My Office has been awarded Transparency Quality Mark for third year running

For the third year running, my Office has been awarded the Transparency Quality Mark, a sign of high quality standards in relation to transparency of governance structures and information publishing.

Every year since 2013, CoPaCC, the police governance experts, has assessed how offices of police and crime commissioners (OPCCs) fulfil their statutory obligations for transparency as required by the statutory transparency factors contained in The Elected Local Policing Bodies (Specified Information) Order 2011, based on the information delivered through the OPCC websites.

Each year those OPCCs judged as reaching a satisfactory standard are awarded the CoPaCC Open and Transparent Quality Mark. Over the years the process, criteria and rigour of the assessment have been refined and strengthened, to support OPCCs to improve standards of transparency.

OPCCs were assessed during November 2020 and January 2021 with a CoPaCC researcher acting as a 'mystery shopper', reviewing websites to determine how Commissioners fulfil their statutory responsibilities. This year, a record number of 39 OPCC's have been awarded the Transparency Quality mark, including the Dyfed-Powys Office of Police and Crime Commissioner.

I am delighted to have been awarded this Quality Mark on behalf of the office. Being open and transparent is a key element of the Police and Crime Commissioner role and something that both myself and the Office take very seriously.

In receiving this Quality Mark for the third year running, you can be confident that I meet my publishing responsibilities. The compliance function within my office ensures that any changes and updates to legislation are acted upon and members of the public have an avenue to request information that we hold.

As one of 39 OPCCs to be presented with the award, my office has proven that they provide timely, consistent and clear information which demonstrates their commitment to transparency.

Grant Thornton, the leading police assurance provider, sponsors CoPaCC's Open and Transparent Quality Mark analysis and the associated awards.

Paul Grady, Head of Police for Grant Thornton, commented that: "Transparency is an essential part of the democratic process. For the public to be able to gauge how successful their PCC is in delivering their electoral mandate, they need access to information that is accessible, easy to understand and fit for purpose. Grant Thornton is proud to once again be supporting these Transparency Awards and we congratulate all those who have been successful in meeting the standards required."



Over 100 community groups across the Dyfed-Powys area benefit from funds of over £200,000

Last year, I committed £140,000 to fund community projects across the Dyfed-Powys area through a participatory budgeting process. Each of the 14 Neighbourhood Policing Teams were allocated £10,000. I am pleased to report that several of the teams were successful in securing additional funding from local partners and organisations, bringing the total funds available to our communities, through this process, to £213,500.



On Wednesday 20 January 2021, alongside Dyfed-Powys Chief Constable Mark Collins I met with all of the Neighbourhood Policing Teams to thank them for their work, in collaboration with local partners and community groups, in running successful participatory budgeting events.

I am delighted to see that this innovative approach to community funding has been such a success. Several of the Neighbourhood Policing Teams managed to more than double the funding that I allocated, which is fantastic news for our communities as we have been able to see more great projects and initiatives being funded.

I committed to fund this new participatory funding approach because I believe it is important that local residents have a say in how money is spent in their area. They are best placed to work with the police, and other partner agencies, to identify where the money is needed and what would most benefit the local communities.

Superintendent Ifan Charles, Force lead for participatory budgeting, added: “As the events started to take place across the Dyfed-Powys area at the end of last year, we were pleased with the high level of interest from groups in applying to take part.

“Organisations were required to show how their project could improve community safety and promote a healthier safer community in their area and the communities themselves then decided which bids would be most beneficial for people living in each area.

In doing it this way, we are giving people a greater say in how their community evolves.

“Participatory budgeting has worked really well elsewhere and It’s been a privilege to lead the introduction of this approach here in Dyfed-Powys.”

One of the successful applicants in the Llanelli Participatory Budgeting event was CYCA, a centre providing support services for children, young people, and families across Carmarthenshire and beyond, in the fields of emotional health and well-being, training, play, education, and physical health.

Tracy Pike, CEO at CYCA said; “CYCA are delighted to receive this funding as we are aware that there are young people in the ward who require counselling support.

“They will present with anxiety or depression and need specialist services to give them strategies to learn to self soothe. Without this support it can lead to self-harm, substance or alcohol misuse. Our work is preventative.”

In Haverfordwest, funding was secured by Haverfordwest High VC School to develop a new radio station.

“Aurelia Gardner, Wellbeing co-ordinator at the School said; “The project will give our students the opportunity to take a lead role and develop their talents. Students will be given responsibility and ownership for Haverfordwest High Radio and for choreographing productions.

“Achievements will be rewarded on air to boost pride, sense of community and wellbeing and promote students' own performances. The opportunities will bring a positive boost and provide transferable skills for all involved.

“We look forward to this amazing opportunity for all of the young people in the HHVCS community.”

Dementia Matters in Powys (DMiP) are also one of the successful applicants, who received funding for activities for people in the area who live with dementia.

Deborah Gerrard from DMIP said; “We are delighted to receive so much support from the community during the Participatory Budgeting funding application process. The application was straightforward and interactive, this approach not only helped DMiP to secure the funds needed but also enabled us to raise our profile amongst the LD1 postcode area.

“We are so grateful for this opportunity, to know that the funding has enabled us to bring something enjoyable to those who are isolated during such difficult times and the feedback we are receiving is priceless - thank you for your support.”

All the participatory events happened virtually, on Zoom, where community groups who were applying for funding were asked to present a video showcasing their project ideas.

It's been great to hear of all the projects that have been successful and I hope we will be in a position later on in the year to be able to visit several of these groups to see how their communities have benefited of the funding.

Damning inspection report leads to calls for the immediate closure of Penally Asylum Centre

Following a damning inspection report by HM Inspectorate of Prisons (HMIP) and the independent chief inspector of Borders and Immigration (ICIBI) that was published at the beginning of March, I made a call for the immediate closure of the asylum accommodation in Penally, Pembrokeshire

As well as a lack of Covid protection, fire safety and living conditions concerns, the inspectors found that managers lacked the experience and skills to run large-scale communal accommodation and the Home Office did not exercise adequate oversight. The report also reveals that many residents at the centre said they had mental health problems.



I have been in continuous condemnation of the Home Office's decision to use the camp to house asylum seekers since September last year, and my concerns are vindicated following the Independent Inspector's initial findings that have been published this week.

I have seen first-hand the difficult circumstances encountered by individuals residing at the centre. In January, I met with David Bolt, the Chief Inspector of Asylum and Immigration, who reassured me at the time that this independent inspection of the Centre would take place.

we are trying to protect our communities from a global pandemic. As a result, I'm pleased that the inspection will also consider communication between the Home Office and stakeholders.

I have actively been involved in ensuring adequate resources and planning is in place within Dyfed-Powys Police since September 2020, and can confirm that I have been pushing for additional funding from the Home Office to support local resources that have been put under pressure as a result of the decision to utilise the camp as an asylum centre.

Responding to the Pandemic

Nearly 12 months since our lives were upturned by the Coronavirus, I'm sure you'll all be sensing the light at the end of the tunnel.

Back in July, I told you about how my office had responded to the challenges faced by the pandemic and subsequent restrictions. I have continued to update the Police and Crime Panel on the progress against my main 5 tasks:

1. Securing resources
2. Holding to account
3. Enhancing delivery
4. Community safety and crime reduction, and
5. Being your local link

My latest update was presented to the Panel on 19th February, with key highlights including:

- 1 In addition to the reimbursement for all costs of Medical Grade PPE purchased, the Force has received Surge Funding from the Home Office for additional enforcement activity of £212K.
- 2 My Estates Team has provided essential enhancements to the Force Communication Centre to minimise the risk of virus transmission between teams. This ensures the key personnel who answer your calls for help and deploy our frontline officers are looked after so that they can keep looking after you.
- 3 My volunteers, staff and partners continue to check on the standard of service provided to the public, reviewing a total of 54 individual custody records, 21 out of court disposals, 15 stop and search encounters and 4 investigative interviews since mid-October.
- 4 My office remains responsive to your concerns, with office staff currently working from home, but ensuring your correspondence and phone messages are still responded to in a timely manner.
- 5 Partners across the criminal justice system in the Dyfed-Powys area continue to work together to closely monitor and address the recovery of the system, including any backlogs in Courts.
- 6 My team continues to work with Dyfed-Powys Police to be responsive to the needs of victims of crime. Early into the crisis, I authorised the transfer of the domestic abuse phone researcher into the Goleudy team to support the increase in demand for support for victims and witnesses.
- 7 I am pleased that we are also regularly engaging with victims and young people through my Victim Engagement Forum and Youth Ambassadors to support improvements in the services the police provide.
- 8 An additional investment of over £190,000 has been secured for services supporting victims of domestic and sexual violence.
- 9 A constructive meeting with the Independent Chief Inspector of Borders and Immigration (ICIBI), and subsequent correspondence which led to an announcement of an inspection into the use of hotels and barracks as contingency asylum accommodation, including the Penally Camp in Pembrokeshire.
- 10 My continued engagement with the residents of Dyfed-Powys through series of virtual engagement days, live Commissioner in Conversation sessions hosted on Facebook and this bi-monthly newsletter. I am grateful to every one who has participated and viewed these, and make a special thank you to my team for supporting me in continuing to provide the opportunities.

My Support Staff

In previous issues of this Newsletter, you have had information about the roles of some of my team and how they have responded to the challenges posed by Covid-19. In this issue, we will hear from Mair, my Executive Support Officer, along with detail on how my Office has continued to run during the pandemic.

Mair Harries

What is your role?

My role is Executive Support Officer which means I am responsible for supporting the Commissioner, the Chief of Staff and the Chief Finance Officer. I arrange meetings for them and manage their diaries. I also support with front desk functions in the office, as well as support with our social media pages and conferences and events.

What is your favourite part of your role?

I am an organised person so I enjoy managing the Commissioner's annual conference and ensuring it all goes according to plan. I also enjoy attending Policing Board and Policing Accountability Board meetings because I've been able to listen to really interesting presentations from various departments in the Force.

How has your role changed during the pandemic?

I have been given a laptop and I work from home, which I never did previously. I enjoy working from home very much as I find it easier to focus on my work. All of our meetings are also now online so I need to ensure that all invites have dial in instructions. I've also been enjoying using the Skype function because you're able to have focused discussions with no distractions.

What has been the most challenging aspect of the pandemic with regard to your role?

I live in the countryside and the WiFi isn't consistent which has resulted in being dropped out of virtual meetings occasionally which can be annoying. Otherwise, everything is running as smoothly as before. Myself and other wonderful support staff go in to the office regularly to respond to letters and answerphone messages so although response times may be slightly delayed everything is running as efficiently as possible.

As Mair notes above, my dedicated support staff have continued to attend my Office throughout the pandemic to ensure that the public are still able to speak to us. Diolch, thank you to the team.

Front Desk Service

How often have support staff attended the office?

During the first lockdown, two of our support staff attended the office daily to collect the post and check our answerphone messages. As lockdown measures lifted, all of the office support staff were placed onto a rota to attend the office daily between 11:00 and 13:00 to support members of the public who wished to contact our office by phone or by post. From January 2021, measures have been much stricter due to the very high number of Covid-19 rates in this area and across the country, therefore the rota has been amended to one member of support staff attending the office twice a week, to collect the post and check our answerphone messages. Since the start of the pandemic we have received and responded to 241 pieces of correspondence from you the public regarding Covid-19. The current situation with the coronavirus/COVID-19 changes regularly and we adjust our services regularly to reflect this, for the benefit of everyone's safety and wellbeing.

How are staff safeguarded when attending the office?

Our priority first and foremost is to keep our staff safe and to safeguard staff and their families from Covid-19. We have rearranged our office space to ensure that all of the desks are two metres apart, windows are opened to ensure air circulation when staff are in attendance at the office, staff must wear facemasks at all times, staff have to sanitise their hands as they enter and leave the building and clean down all 'touch points' within the office. Staff have been advised that if they do need to attend the office, they should only be in the office for short periods of time, to reduce the risk of contact with colleagues. There is only one support staff member in attendance at the office twice a week at present.

What challenges have we faced with the office front desk functions during the COVID-19 restrictions?

As an office, we have been unable to allow external visitors to the office, in order to reduce face-to-face contact and reduce the risk to staff. As staff are currently attending the office twice a week to collect the post and check our answerphone messages, members of the public may be experiencing a slight delay in our response times.

How have we overcome these challenges?

We have encouraged members of the public to contact our office via our email address: opcc@dyfed-powys.pnn.police.uk which is monitored daily, allowing us to respond in a timelier manner. We have also ensured that our website accurately reflects the current contact options available to members of the public throughout the COVID-19 restrictions.

Dafydd Llywelyn - A week in the life of your Police and Crime Commissioner

At the beginning of every week I attend a catch-up meeting with my office team. These meetings are very important because everyone gets an opportunity to provide an update on their work and of course an opportunity to talk to each other and catch-up. As most of my staff haven't been able to come into the office for months this is integral to keeping everyone together and assuring that no-one feels isolated from the rest of the team.

On Tuesday 16th of February 2021 I hosted a meeting of the Policing Accountability Board, attended by senior staff and officers from my office and the Force. The purpose of the meeting is to hold the Chief to account for the organisational and operational decisions

made by the Force in the previous three months. Before the Covid-19 pandemic, we hosted the meeting in venues across the four counties including Tenby Town Council building, Aberystwyth University, Crickhowell High School and Llanelli Library in order to give people across the Force area opportunities to attend this public meeting and ask questions to the Board. Unfortunately, we have not been able to do this since March 2020, but we have continued to invite community representatives to our online meetings, and of course publishing our agenda and minutes on our website. You can find all the information here by following the link: <http://www.dyfedpowys-pcc.org.uk/en/accountability-and-transparency/policing-accountability-board/>

I hosted a Commissioner in Conversation during this week as part of a series of live conversations I've been hosting on Facebook during 2020 and 2021. I've hosted many conversations with a number of interesting individuals including the Chief Constable Mark Collins, Superintendent Ifan Charles, Deputy Chief Constable Claire Parmenter and Hywel Dda University Health Board Chief Executive Steve Moore. It's important to host these events in order to give you, the public, opportunities to ask your comments and questions about the matters concerning you during the Covid-19 pandemic.

On Friday 19th of February 2021, I had a meeting with the Police and Crime Panel, where my Executive Team and I provide updates on our office's workstreams and the decisions I have made over the previous quarter. The Panel was established in order to scrutinise and support the Police and Crime Commissioner, and is made up of members from the four local authorities in the Force area: Carmarthenshire, Ceredigion, Pembrokeshire and Powys and at least two independent members. The Panel's duties include reviewing my police and crime plan, reviewing my annual draft budget, and making recommendations. To learn more about their work click on the link: <https://www.dppoliceandcrimepanel.wales/home>



Volunteer Recruitment

Recruitment continues for the volunteering roles within my Office. We are looking for individuals to become part of our much valued extended volunteer family as:

- (1) Independent Custody Visitors; and
- (2) Quality Assurance Panel members.

For further information, please phone 01267 226440 and leave a message for my Assurance Support Officer, Caryl Bond or email opcc@dyfed-powys.pnn.police.uk and Caryl will get back to you.

You can also learn more about the schemes and download the Handbooks and application forms from my website:

- (1) ICV Scheme - <http://www.dyfedpowys-pcc.org.uk/en/the-office/volunteer-schemes/independent-custody-visitors/>
- (2) Quality Assurance Panel - <http://www.dyfedpowys-pcc.org.uk/en/the-office/volunteer-schemes/quality-assurance-panel/>



Independent Custody Visiting



Are you interested in people?
Do you have some time to spare?
Would you like to make sure people in police custody are well looked after?

You could be...

...an Independent Custody Visitor!

What is an ICV?
Independent Custody Visitors, (ICVs), are members of the **public** who **volunteer** to make unannounced visits to police custody to check on the rights, entitlements and wellbeing of detainees in custody.

When would I visit?
ICVs can visit custody suites at any time of day or night, 7 days a week so you can volunteer even if you have full-time work or study commitments.

What would I get out of it?
ICVs report that they find the role extremely rewarding, that they learn a great deal about themselves, vulnerable people and the criminal justice system. A great way to give something to your community and build your CV.

Am I part of the police force?
No. Custody Visitors are independent of the police entirely and the schemes are managed by the Dyfed-Powys Police and Crime Commissioner's Office

Will it cost me anything?
ICVs get their travel expenses refunded by the Office of the Police and Crime Commissioner according to their policy.

Do I need to have qualifications?
No. ICVs visit custody to represent the community and all applications will be considered, no formal qualifications are needed and training will be given. We want you if you are interested in police custody, human rights and the treatment of people in detention.

Can anyone apply?
To volunteer you must be over the age of 18, live, work or study within the Dyfed-Powys area, have been resident in the UK for at least 3 years, be independent of the Police and Criminal Justice System, and be able to make unbiased observations and informed judgements in which the public can have confidence.

How to apply:
Get in touch with us for further info via:
Email: opcc@dyfed-powys.pnn.police.uk
or telephone: 01267 226440

We are really keen to have applications from all members of the community so please do get in touch! Let us know if you need any assistance with the application process, we are happy to help.

Victim Engagement Forum

In the November 2020 edition of Community Link, I introduced you to the Dyfed-Powys Victim Engagement Forum: A collaborative approach to involving those affected by crime and anti-social behaviour in the scrutiny of service provision to victims.

A Victim Database sits alongside the Victim Engagement Forum, and it is the individuals on our Database who are contacted about our engagement opportunities: Each individual has agreed to be informed of engagement opportunities aimed at improving victim services. An engagement opportunity could involve completing a survey, providing feedback on specific processes, policies or documents, or taking part in a group discussion. There is no expectation on the individuals to take part in each and every opportunity: They choose as and when to get involved.

Below are details of some of the important topics already considered by the Victim Engagement Forum...

Victim Information Pack

The Victim Information Pack is a document given to all individuals who contact Dyfed-Powys Police as a victim of a crime, which explains what the Police and other agencies will do for victims, and what measures are available to help victims recover from their experience.

Individuals on the Victim Database were asked to review Dyfed-Powys Police's newly updated Victim Information Pack, taking in to consideration whether all of the relevant information was included, and whether it was easy to follow and understand.

We received some very detailed, insightful and invaluable feedback, as a result of which, my Office was able to produce a report for Dyfed-Powys Police which incorporated a number of recommendations.

It was put to Dyfed-Powys Police that they ought to revise the Victim Information Pack, and more importantly, include victims in this piece of work.

I am pleased to report that a Working Group has since been set up to progress the revision of the Pack, which includes both victims from the Victim Engagement Forum Database, and members of my Quality Assurance Panel, who also provided feedback on the Victim Information Pack.

Thank you to all who took the time to consider the document and provide us with feedback. It is essential that victims are involved in the scrutiny of victim services, in order to support the delivery of an outstanding service for victims.

Policing Accountability Board

Individuals on the Victim Database were invited to join me at my Policing Accountability Board: A regular public meeting, which focuses on delivery of service against the priorities outlined within my Police and Crime Plan. A small number of victims attended, and were able to put questions to the Chief Constable and senior police officers leading on the improvement of victim services within the force area.

As a result of this, plans are underway to arrange a separate meeting, specifically for individuals involved in our Forum. They have been invited to meet with Dyfed-Powys Police's senior officers who are leading on the improvement of victim services within the force area: An opportunity to find out more about the work being undertaken by the force, as well as to ask any questions they may have about policing services for victims.

Restorative Justice

Restorative Justice was identified as a key issue on which to seek feedback from our Victim Engagement Forum members. As a PCC, I have a duty under the Victims' Code of Practice to ensure that victims are able to access Restorative Justice processes and victim referral numbers in to the Restorative Justice service, which I fund, remain relatively low.

An online survey enabled us to provide an explanation of the Restorative Justice process as well as to pose specific questions as to individuals' experiences and views of the process.

The survey link was shared with those on the Victim Database as well as online via social media. The survey did not target those who had already taken part in Restorative Justice: Anyone affected by crime, who wanted to share their opinion on the process, was able to.

Thank you to all who responded. Following analysis of the results, my Office presented a detailed report, along with a number of recommendations to members of the Local Criminal Justice Board. The report will also be discussed by key representatives of partner agencies at the Board's Victim and Witness sub group, and in particular will be incorporated into the current project within Dyfed-Powys Police focusing on improving the end to end service received by victims. The recommendations will be considered by partners and progress reported on.

Impact of Covid-19 on Victim Services

I am committed to ensuring the provision of services to all victims of crime, and this commitment has been more important than ever during the Covid-19 pandemic, which has challenged services in a way never before experienced, at a time when victims have most needed the support.

My Office and I have worked hard to ensure that victim service providers have received the support and additional funding they need in order to continue to provide vital services to victims during the pandemic. You can find out more about the victim support services funded via the Office of the Police and Crime Commissioner on our website: <http://www.dyfedpowys-pcc.org.uk/en/your-neighbourhood/services-available-to-you/>

In line with the work of the Victim Engagement Forum, I wanted to hear from those who have used or attempted to access our services during the pandemic, in order to understand their experiences of what has worked and what has proved challenging. Thank you to those who took part in the survey in February. The feedback received will assist us in continuing to improve our services to victims.

Upcoming engagement opportunity...

Victims' Voice in Dyfed-Powys Police Training

Dyfed-Powys Police's Learning and Development team, who deliver training to new and existing officers and staff, approached my team to request help from the Forum in order to give victims a voice in training police officers and staff.

They would like to hear from victims who would be prepared to provide feedback on their experiences, to give a real-life perspective on victims' views of the policing service. The intention is to put together a video to add to Dyfed-Powys Police's existing training packages. Work is ongoing.

Join the Victim Engagement Forum

If you have been affected by crime and / or anti-social behaviour, and would like to be involved in scrutinising and shaping victim services, please visit my website or contact my engagement team to find out more about the Victim Engagement Forum:

Website: <http://www.dyfedpowys-pcc.org.uk/en/accountability-and-transparency/victim-engagement-forum/>

Email: OPCC.Communication@dyfed-powys.pnn.police.uk

Telephone: 01267 226440 and leave a message for a member of the team to get back to you.

Diolch, thank you.

Services available to you

As the Police and Crime Commissioner, I commission services directly from specialist providers to help prevent crime, support the vulnerable and tackle issues that are important to you. The following are some of the service providers and partners that support my strategy.

GOLEUDY VICTIM & WITNESS SERVICE

Goleudy offers a personalised, emotional and practical support service to help victims, families and witnesses survive crime and make them stronger. The service is free and confidential, whether or not the crime has been reported and regardless of when it happened.

Goleudy also provides a service to identify and manage the level of risk amongst victims of anti-social behaviour, to improve community safety and reduce the impact on residents of Dyfed Powys.

CONTRACT DETAILS

Contract held by Goleudy Victim and Witness Service
Contract length: 01/04/2017 - 31/03/2021 with options to extend thereafter
Value of the contract: £363,579 per annum

STATISTICS

A total of 28,761 referrals were received by Goleudy during 2019/20

County breakdown: [Bar chart showing referrals by county]

Age breakdown: [Pie chart showing referrals by age group]

Need/Support identified: [Bar chart showing types of support identified]

Gender: 56% female victims supported, 43% male victims supported, 1% gender not captured

88% of victims engaged with Goleudy

OUTCOMES FROM EXIT QUESTIONNAIRES

- Felt safer as a result of Goleudy support: 94%
- Felt better equipped to deal with the police and other agencies: 94%
- Felt able to cope as a result of Goleudy support: 87%
- Health and wellbeing improved: 87%
- Would recommend Goleudy: 100%

QUOTES.....

"We could not have got through the last few months and the trial without the Support Officer's support and we are really grateful for everything you have done!"

"The support that my Support Officer has given me has really helped and since talking with them I feel a lot stronger and have been able to speak up to other people about what has been going on. I really appreciate everything that you have done for me and would definitely recommend Goleudy service!"

FOR MORE INFORMATION:

goleudyvictimandwitnessservice.org.uk/ 0300 123 2996

01267 226440
01267 226440
01267 226440

PO Box 99, Llangunmor, Carmarthen, SA31 2PW 03067 226440

opcc@dyfed-powys.pnn.police.uk @OPCC @DOPCC

Commissioned Services

SEXUAL ABUSE SUPPORT SERVICES

New Pathways provide a service to secure the best outcomes for victims of sexual assault/abuse that meets agreed clinical, forensic and operational standards and operates within a culture of partnership and collaboration. They provide twenty-four hour access to crisis support, first aid, safeguarding, specialist clinical and forensic care and ongoing support in a safe place.

This includes the provision of crisis workers who support victims that have suffered a sexual assault and Independent Sexual Violence Advisors who support victims with their journey through their criminal justice system.

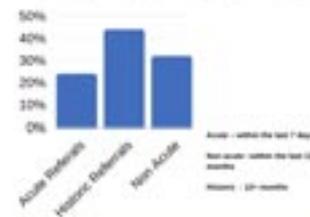
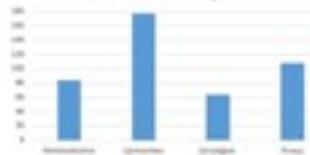


CONTRACT DETAILS

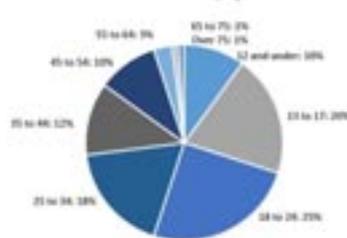
Contract held by: New Pathways
 Contract length: 01/04/2015 - 31/03/2022
 Value of the contract: £137,340 per annum

STATISTICS

During 2019/20 a total of 443 referrals were made to New Pathways:



Referrals by age:

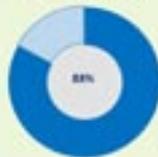


Gender

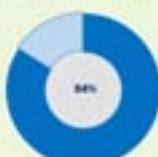
13% Male Victims
 85% Female Victims
 2% no gender provided

OUTCOMES

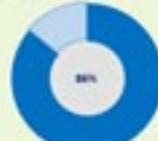
More able to cope



Felt less isolated



Reduction in symptoms of anxiety



QUOTES.....

"ISVA contacts me when she says she will, and I look forward to her calls"

"My ISVA support is great and I do feel very supported by her and I really appreciate it"

FOR MORE INFORMATION:



<http://www.newpathways.org.uk/>



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PO Box 99, Llanguarnor
 Carmarthen, SA31 2PF



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 226440



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@DPOPC



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Commissioned Services



**COMISIYNYDD
HEDDLU A THROSEDDU
DYFED-POWYS
POLICE AND CRIME
COMMISSIONER**

BWRDD CYFLAWNDER, TROSEDDOL
DYFED-POWYS
DYFED POWYS
CRIMINAL JUSTICE BOARD



DYFED POWYS LCJB

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.

WHO ARE WE?

- Police and Crime Commissioner for Dyfed-Powys
- Dyfed-Powys Police
- Crown Prosecution Service
- HMCTS
- National Probation Service
- Youth Offending Team
- Court Witness Service Wales
- Hywel Dda Health Board
- Governor of Swansea Prison



THE BOARD'S PRIORITY AREAS OF FOCUS THROUGHOUT 2019/20 AND 20/21 WERE:

1. Mental Health, to include:
 - Street Triage
 - Crisis Care Concordat
2. Violence Against Women Domestic Abuse & Sexual Abuse (VAWDASV)
3. Victims' Code of Practice (VCOP)

For 2021/22 the Board will be adopting priorities in line with those of the Criminal Justice in Wales Board.

WHAT HAVE WE ACHIEVED?

Theme: Mental Health

Key achievements:

- New community mental health provision in Aberystwyth 7 days a week
- Mental health nurses in primary care in Pembrokeshire
- Twilight Sanctuary offering a place of safety for adults at risk of deteriorating mental health when other support services are closed

Theme: VAWDASV

Key achievements:

- Dyfed Powys first in Wales to jointly commission services for high risk victims of DA with Local Authorities
- Victims of DA at all levels of risk can access support services
- Increased funding for sexual violence services in rural areas
- Dyfed Powys piloting the first intervention in Wales for perpetrators of stalking
- Dyfed Powys leading the way with delivery of online perpetrator services to overcome challenges of rurality

Theme: Victims and Witnesses

Key achievements:

- Independent review of victim services and deep dive scrutiny of victim withdrawal lead to improvements in services
- Victim Engagement Forum established to provide feedback to organisations
- PCC funds services providing victims with support to cope and recover from the impact of crime

Theme: Partnership Covid-19 Recovery

Key achievements:

- Dyfed Powys Recovery Group meeting fortnightly
- Dyfed Powys one of the first areas in Wales to recover pre-Covid levels of service at Magistrates Courts
- Swansea Nightingale Court received multiple awards
- Approx £200,000 of additional funding for service providers to support vulnerable victims

Theme: Female Offending

Key achievements:

- Dyfed Powys first in Wales to launch Offender Diversionary Scheme in November 2019
- 693 offenders referred in the first 12 months and 76% of referrals engaged
- 22% of all referrals were female
- 79 females successfully completed the scheme, with only 2 reoffending and the remainder still on the scheme

Theme: Offending

Key achievements:

- Dyfed Powys represent Wales in national best practice discussions for youth prevention work of PCCs
- PCC provides funding to Youth Offending Teams to help deliver prevention and early intervention for young people at risk of offending
- Probation and PCC funding enhanced service support for offenders

Commissioned Services



COMISYNYDD
HEDDLU A THROSEDDU
DYFED-POWYS
POLICE AND CRIME
COMMISSIONER

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DYFED POWYS
DYFED POWYS
CRIMINAL JUSTICE BOARD



HOW ARE WE PERFORMING?

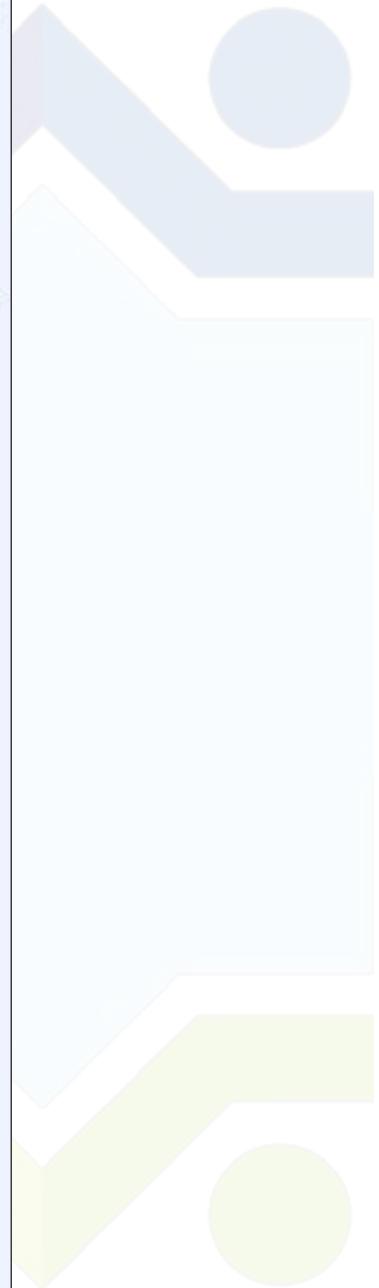
HMCTS – COURT RECOVERY

Magistrates Court

- Magistrate's Court recovery very successful in Dyfed Powys and back to Pre COVID levels listing all adult trials within an average of 10 weeks.
- From May onwards, HMCTS Wales reopened the vast majority of its designated Magistrates Courtrooms for face to face hearings.
- Risk Assessments and social distancing measures in place to ensure venues fully complied with PHW guidelines.

Crown Court

- Crown Court badly impacted by COVID pandemic, outstanding workload up 40% on pre COVID levels.
- Cardiff Crown Court first to restart jury trials and HMCTS Wales first region to have all centres open and operational for jury trials.
- Swansea Crown Court one of the first two courts in England and Wales to establish a "Nightingale Court" used for non-custodial jury trials.
- With courts now operating at full capacity, the backlogs are rapidly being reduced across the Dyfed Powys Force area.



Commissioned Services

INDEPENDENT DOMESTIC VIOLENCE ADVISORY SERVICE

Hafan Cymru provides a service to support those experiencing domestic abuse by reducing the risk and increasing the safety of victims. They provide an independent, frontline service to support vulnerable, repeat and high risk victims of domestic abuse and their families. They provide crisis intervention, emotional, financial and practical assistance, including supporting victims through the criminal justice process.

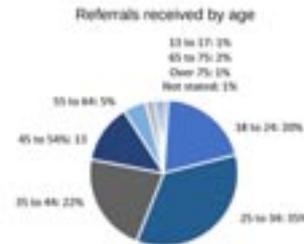
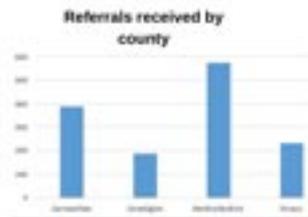


CONTRACT DETAILS

Contract held by: Hafan Cymru and Pobl (delivering in partnership)
 Contract length: 01/07/2018 - 31/03/2021 with options to extend thereafter
 Value of the contract: PCC contribution £200,000 per annum. Total contract value £400,000 pa jointly commissioned with Local Authorities.

STATISTICS

During 2019/20 the IDVA service received 1267 new referrals:



- 39% were repeat referrals
- 81% of referrals engaged with the service
- 32% received face to face support
- In 40% of referrals the victim was contacted within 1 working day
- 29% of referrals resulted in a risk assessment and initial safety plan being completed within 1 working day

OUTCOMES

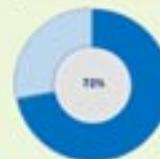
76% of clients report increased feelings of safety



77% feel better informed and empowered to act



72% of clients feel better able to cope with aspects of everyday life upon exiting the service



QUOTES

"Thank you so much for all your support, you've been truly amazing... thank you so much for giving me courage"

"Thanks to the IDVA for support and keeping me updated with court results. This has made me feel so much safer"

FOR MORE INFORMATION:



<https://www.hafancymru.co.uk/>

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@DPOCC



Dyfed Drug and Alcohol Service

DDAS - Who are we?

DDAS offers free and confidential advice, guidance and treatment for adults with a drug and/or alcohol problem across Dyfed. We also provide support and guidance for those who are affected by or concerned about someone's else's drug and/or alcohol use. DDAS is a service that is delivered by a consortium of partner organisations: Barod, formerly known as Drugaid lead the DDAS service supported by Kaleidoscope and G4S. DDAS is the first point of contact for any adult over the age of 18 with a drug or alcohol problem in Dyfed. DDAS covers the counties of Carmarthenshire, Pembrokeshire and Ceredigion.

How can I access DDAS's support?

DDAS will accept a referral from any source - whether this is from the individual themselves or whether this is from a third-party professional or loved one. You can phone us on **03303 639 997** where you can speak to a friendly staff member who can take a referral over the phone or you can request a copy of our referral form via our email address confidential@d-das.co.uk. You don't have to commit to making a referral either - you can just give us a call to find out a bit more about the service we offer or you can get advice from a trained drug and alcohol worker.

Some people are referred to us from various criminal justice sources such as the police, probation or the courts.

What can I initially expect from DDAS?

We offer an initial assessment which allows us to identify together what someone would like our help with. In this initial appointment, we discuss the individual's goals and hopes for their treatment as well as the strengths and skills that individual has to achieve them. We are interested in understanding someone's drug and alcohol use - but we are also interested in understanding them as a person and the other areas of their life that may be having an impact on their drug or alcohol use. Therefore, the assessment will ask about other life domains such as housing, employment, physical and psychological health.

After someone has attended their assessment, we will set a treatment plan together that is centred around them which goes at a pace they are comfortable with. There is a myth that substance misuse services 'lecture' or force people to be abstinent from their substance of choice - we reassure any reader that the choices they make are the ones we will respect and work with.

What does treatment with DDAS look like?

Treatment options are different for everyone depending on what concerns someone has and what substances they may be using. Our main goal is to reduce the harm associated with the drug someone is using.

Options can range anywhere from agreeing and setting a structured reduction plan, to us completing a screening assessment for Alcohol Related Brain Damage and providing advice on how a thiamine-rich diet can help prevent this. It can include access to our needle exchange so that people who inject drugs can do so in the safest and most sterile way and be a place where people can safely dispose of any used equipment. We provide people who use our services with Take-Home Naloxone kits so we can reduce the number of drug-related deaths that occur. We also test people for Blood Borne Viruses such as HIV and Hepatitis B and C. We also make onward referrals for alcohol detox, opiate substitute treatment and residential rehabilitation.

Some individuals who are referred to us via the criminal justice system will be mandated to attend certain types of treatment and therefore we work in partnership with the National Probation Service and the police, amongst others to deliver these specialist interventions.

Some people access our aftercare service where they can connect with other peers in recovery. Some of these individuals may not be using anymore or may have reached their treatment goals. They develop resilience in their recovery by learning relapse prevention skills, learning mindfulness strategies, re-discover hobbies and interests through the variety of groups and activities we run and build positive social networks.

What else do DDAS do?

As part of DDAS's mission to reduce stigma and make every contact meaningful, we believe that education plays a big part of our work. We deliver free training to any professional working within Dyfed on substance misuse and related topics such as raising people's awareness of drugs and alcohol and how to reduce the harm associated with them, information on New Psychoactive Substances (NPS) and Image and Performance Enhancing Drugs (IPEDs).

We also teach professionals how to approach conversations with individuals about their drug and alcohol use in the best possible way. We raise awareness about overdose and teach professionals about overdose first aid that could save someone's life. This includes Naloxone training (Naloxone is a drug that temporarily reverses the effects of an opiate overdose) as well as the option to be dispensed with one of these life-saving medications. DDAS are also happy to tailor make bespoke training packages to individual organisational and staffing needs.

We work closely with multiple partners to ensure the needs of the people who access our services are met. We engage with lots of community events and campaign and raise awareness about key issues affecting those who access our services such as stigma, county lines, cuckooing and mental health to name but a few. We have specialist outreach workers that will take our services to individuals where coming to us might be a barrier.

If you are interested in learning more about DDAS as a service and what it can offer you - you can contact DDAS - Dyfed Drug & Alcohol Service - on **03303 639 997** from Monday-Thursday 9am-5pm and Friday's 9am-4.30pm or email confidential@d-das.co.uk for more information or to discuss a referral. You can also check us out on our social media platforms on Facebook, Twitter.

Launch of All Wales Fatal 5 Campaign as part of my Engagement Day on Road Safety

On Tuesday 19 January 2021, I held a virtual community engagement day that focused specifically on Road Safety, where alongside Dyfed-Powys Police, I launched the All Wales Fatal 5 Campaign.

Dyfed-Powys Police lead on the Fatal 5 Campaign, which focused on the five strands relating to the most significant collision factors in fatal and serious injury collisions; drink/drug driving; speeding; not wearing a seatbelt; using a mobile phone; careless driving.

I launched the Campaign live on Facebook, during my first Commissioner in Conversation broadcast of the year, where I was joined by ACC Mark Travis from South Wales Police, the Strategic Lead for Roads Policing in Wales, and Teresa Ciano, Go Safe Partnership Manager.

In 2019, 1,193 people were killed or seriously injured in collisions on the road network in Wales - this is a casualty rate that should not be accepted and I am committed to ensuring we identify ways of reducing these statistics and the associated terrible human cost. I am determined to work with colleagues from all four Police Forces in Wales as well as key partners such as Go Safe to achieve a correct blend of education, enforcement, and campaigns to make our roads safer.

Over 7 days of heightened activity, the Fatal 5 Campaign sought to raise awareness of the Fatal 5 strands to the general driving public, educate drivers in relation to the five strands, enforce compliance of road traffic regulations, draw media attention to the subject, and as a result, reduce the number of people killed or seriously injured on our roads.



Go Safe Partnership Manager Teresa Ciano said, "The Fatal Five are the main contributors to fatal road collisions on the roads of Wales. In collaboration with our partners including the Fire and Rescue Service and Local Authorities we run various campaigns throughout the year raising awareness of how all road users can play their part in making Welsh roads safer if they do the little things to reduce these risk. By engaging with road users at events, promoting these core safety messages over social media and in advertising campaigns and through joint operations with our various partners and colleagues, the Fatal Five Campaign is never far from the core of what we do. Go Safe's strategic aim is to make Welsh roads safer and to reduce injuries and fatalities on the roads of Wales. By supporting the Fatal Five Campaign, and raising awareness of how a change in behaviour and attitude can lead to a safer journey for all road users, our aim is to encourage more motorists, of all ages, to make the safe choice and help make our roads safer for everyone."

Strategic Lead for Roads Policing in Wales, ACC Mark Travis of South Wales Police said, "I am committed to improving road safety and promoting safer driving not only within my Force area in South Wales, but also on a National level across Wales and beyond, and I encourage people to get involved in the Fatal 5 Campaign that we are launching to help promote the key messages. Each one of the five strands of this campaign on their own has the potential to be a contributory factor in somebody being killed or seriously injured. Importantly they are also behaviours that road users can be directly responsible for and control. Keeping people safe on our roads is an issue that everyone can be involved in. Individuals, families, friends and communities all have a role to play in helping to promote safer driving in our country, and I hope people will support the campaign and work with us to promote the key messages within local communities. It is only by working together that we can promote safer driving in Wales, improve road safety and ultimately, help save lives."

- In 2019, 1,193 people were killed or seriously injured in collisions on the road network in Wales. It is estimated that 7% of all reported fatal or serious collisions (Wales) involve one or more drivers/riders impaired by alcohol; approximately 10% of drivers/riders killed are found to have a blood alcohol level over the legal limit. Drivers found guilty of drug driving offences in 2019 (Wales) totalled 1,124 and this number has been increasing every year since the inception of the new legislation in 2015. In 2018 (Wales) it was estimated that around 5% of fatal collisions were drug related.
- In 2019 in Wales the following Fixed Penalty Notices were issued to drivers/riders (and passengers where appropriate):
 - ◆ Speeding - 60,073
 - ◆ Non wearing of seatbelt - 3,872
 - ◆ Use of mobile phone - 970
 - ◆ Careless driving - 518
- The Fatal 5 campaign raised awareness through social media, engagement and enforcement where necessary over 7 days of heightened activity.

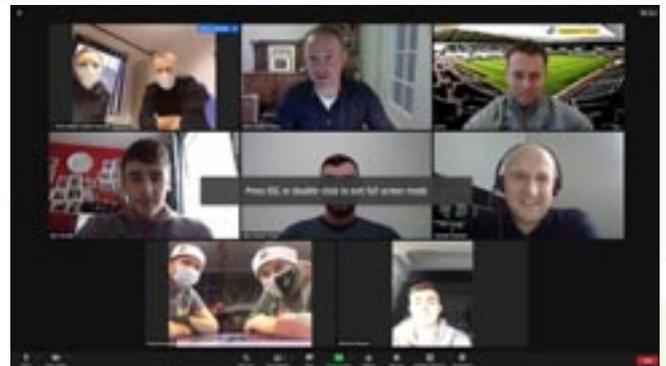
Police and Crime Commissioner's Force Partnership Award

Unfortunately, due to the ongoing pandemic, the Force's Annual Awards were unable to take place. It was therefore a privilege to have met - virtually - with the finalists of the 'Police and Crime Commissioner's Force Partnership Award', in order to present them with their certificates.

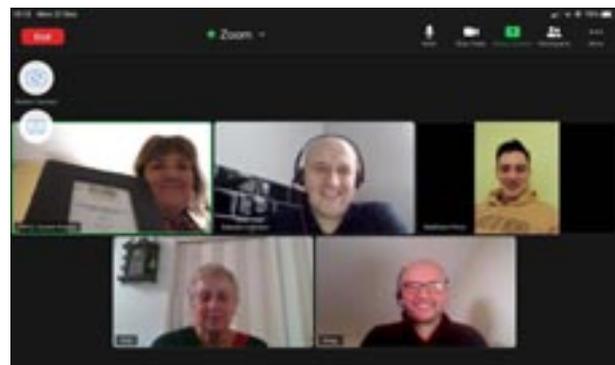
I am pleased to say that the Award was won by Seaside Kicks, Llanelli. Seaside Kicks is a youth initiative that was set up in partnership with Swansea City Football Club Community Trust, launched in Llanelli in January 2020 to engage the youth of the Glanymor and Tyisha areas in positive activities.

More than 150 young people in the area participate on a weekly basis, taking part in various practical activities such as football coaching sessions and informal sessions which address crime issues.

I would like to congratulate all who are involved with the Seaside Kicks initiative in the Llanelli area for winning this award, and more importantly, for the fantastic work they are doing in the area with children and young people. It was great to be down in the area to see the sessions in progress in early 2020, and hope to visit them again soon.



Seaside Kicks



Knife Angel

Our runners-up were the team who brought the Knife Angel to Newtown in January 2020. The Knife Angel is a sculpture made of 100,000 knives, which is slowly touring the UK in a bid to raise awareness of the knife crime crises affecting communities, families and individuals. It is also there to highlight the education and prevention initiatives taking place in schools and youth organisations and recognises those whose lives have been blighted by knife crime, acting as a memorial for bereaved families.

Newtown was the first place in Wales to host the Knife Angel, and it stood imposingly outside the Oriel Gallery in Newtown throughout the month of January 2020. This was thanks to Newtown County Councillor Joy Jones, along with other local individuals, who joined forces to bring

this National Monument against Violence and Aggression to Newtown. Several schools took part in workshops during the visit, and the organisers and volunteers estimated that thousands of people visited the Knife Angel throughout the night and day - travelling from all over the UK. I would like to once again congratulate the local organisers for all their work during the visit. It was great to see first-hand, the positive impact of the activities within the local community.



Knife Angel Statue



Seaside Kicks

Message from the Office of the Police and Crime Commissioner - You have a voice

Following the postponement of last year's police and crime Commissioner election, it has now been confirmed that the election will be held on Thursday, 6 May 2021. This is your opportunity to have your say on who you would like to see lead Dyfed-Powys Police for the next three years.



Timeline of the election:

Date	Event
Monday 22 March 2021	Notice of Election - therefore pre-election (purdah) period formally begins
Tuesday 23rd March 2021	Candidate Familiarisation event, TBC
Thursday 8 April 2021 (4pm)	Deadline for delivery of candidate nomination papers
Friday 9 April 2021 (4pm)	Statement of Persons Nominated and publication of Notice of Poll
Monday 19 April 2021	Deadline for receiving applications for registration to vote
Tuesday 20 April 2021 (5pm)	Deadline for receiving or amending postal vote applications
Tuesday 27 April 2021 (5pm)	Deadline for receiving proxy applications
Thursday 6 May 2021	Polling day
Friday 7 May 2021	Verification
Sunday 9 May 2021	Count followed by declaration of results

Future Direction

One of the first priorities for a newly-elected Police and Crime Commissioner is to set the strategic direction for the police force area for their term in office.

In preparation for this, I asked within the annual precept survey for your views on what crime type you felt most need addressing in the area, as well as what you think the Force should prioritise as an organisation.

I'm grateful that over 660 of you responded to the three questions posed. My office will now use this information to support more detailed consultation on the new Police and Crime Plan when the next Commissioner is confirmed.

You said:

1. Drug use,
2. Anti-social behaviour, and
3. Crimes committed on our roads
most need addressing in the Dyfed-Powys area;

1. Bringing offenders to justice,
2. Preventing crime, and
3. Providing a visible police presence on the streets
are the most important things that the police do; and

1. Responding quickly to public calls for urgent assistance,
2. Making 101 and other police non-emergency contact options more accessible, and
3. Improving efficiently by using technology and working with other organisations should be prioritised by the organisation.

Thank you for taking the time to share your opinions. Please watch this space for the next phase...



Subscribe

If you are not already signed up, and would like to automatically receive each issue of Community Link, please contact my office:

 01267 226440

 opcc@dyfed-powys.pnn.police.uk

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