



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

This document is available in Welsh as well as English.

Strategic Performance Board

April 2026



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Purpose and Methodology

This report has been composed to support the Strategic Performance Board. The report includes data on areas identified as regular core metrics, and a specific focus on Priority 1: Supporting Victims and Preventing Victimisation, of the Commissioner’s Police and Crime Plan 2025-29.

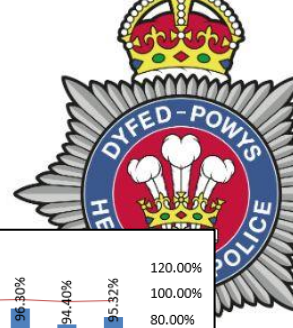
Data within this report is reflective of period Q4 2025/26 (January 2026 – March 2026) unless otherwise stated.

Data has been extracted from various force systems and is correct at the time of extraction. Some data within this report was provided for inclusion by the OPCC.

Cognisance must be given to the introduction of Niche in May 2023, and the impact this transition had on data reporting.

Similarly, it is important to note some additional external impacts on data, when looking at data overtime, these include the change in crime counting rules and legislations.





Force Contact Centre (FCC)

999

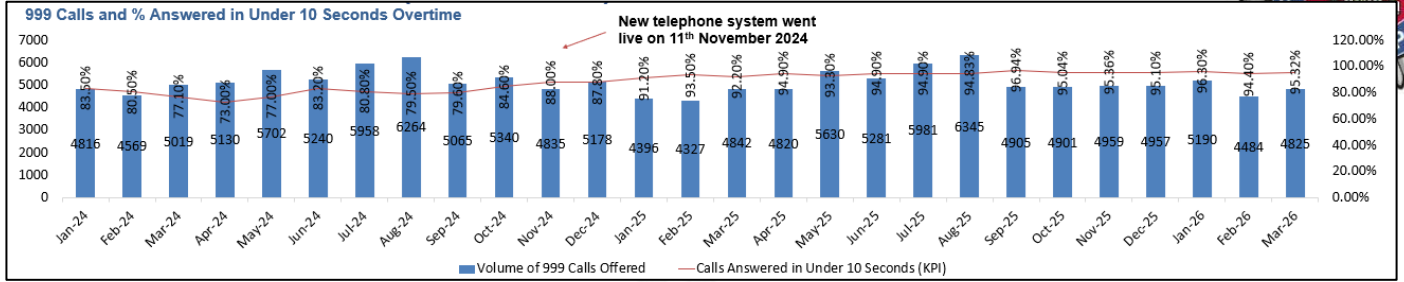


Figure 1: 999 Performance Overtime.

The above graph illustrates the volume of 999 calls offered overtime and the proportion of those answered within the 10 second KPI. An improvement in achieving this KPI can be seen since the implementation of the new telephone system – from 88.00% of 999 calls being answered in under 10 seconds in November-24 to 95.32% of 999 calls being answered in under 10 seconds in March-26.

In addition to an improvement in the speed of answer, the below graph also illustrates an improvement in the average call wait time – from 7.96 seconds in November-24 to 4.67 seconds in March-26.

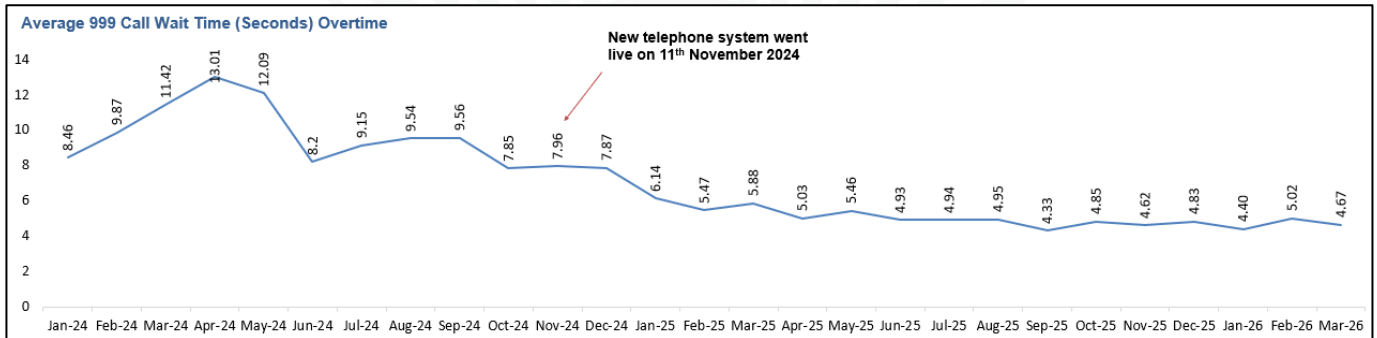


Figure 2: 999 Average Call Wait Time

The data below is reflective of period Q4 of 2025/26.

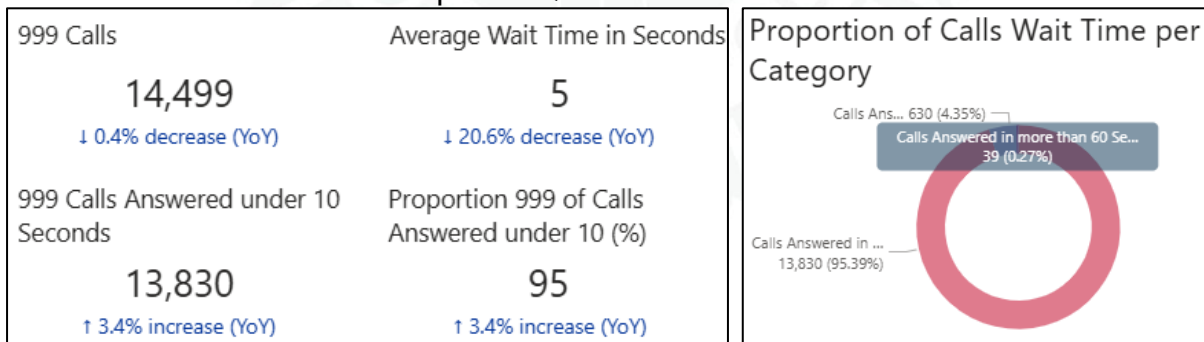


Figure 3: DPC Data Q4 2025/26



101

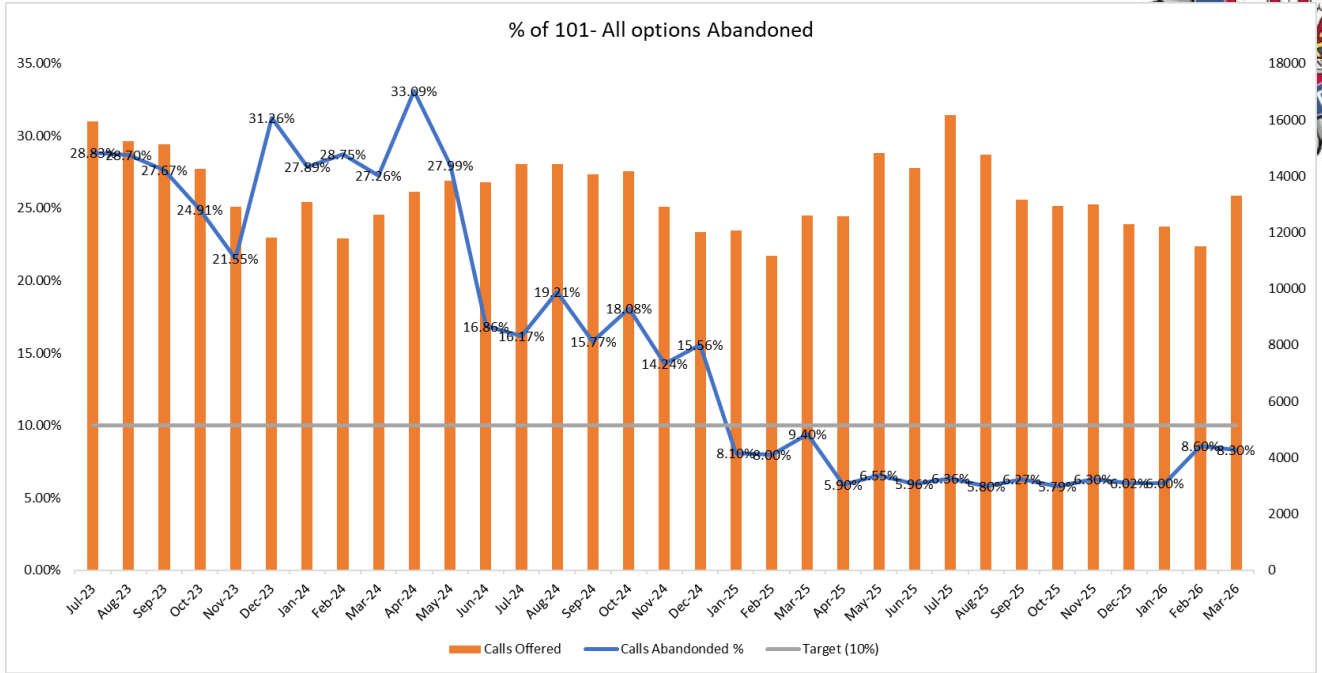


Figure 4: 101 Performance Overtime.

The National set KPI for 101 is a maximum 10% abandonment rate, the graph illustrates the vast improvements made to our abandonment of 101 – March 2026 had an 8.30% abandonment rate (March 2025 = 9.40%).

The data below is reflective of period Q4 of 2025/26:

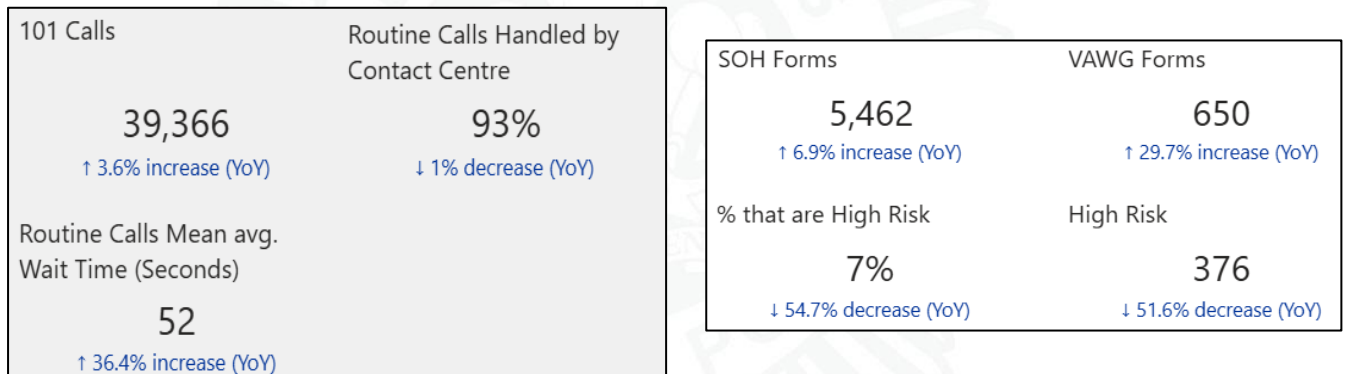


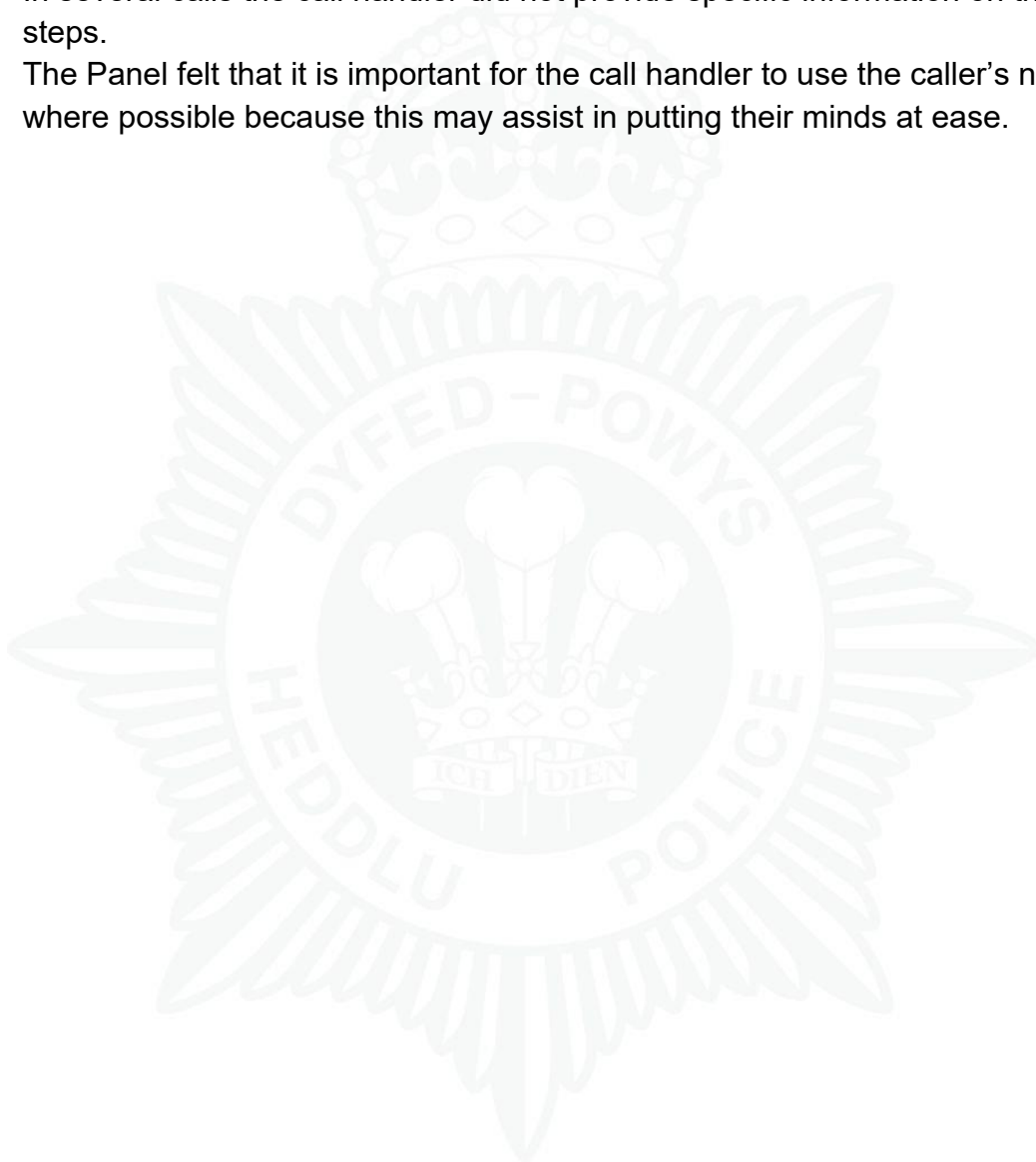
Figure 5: DCP 101 and Digital Demand Q4 2025/26

Figure 5 shows an increase in the volume of Digital contact demand, when comparing Q4 of 2025/26 with previous year. Cognisance must also be given that other digital contact demand is received by the force that is not included in the above and not yet quantifiable, including emails and additional social media accounts.



Commissioner's Quality Assurance Panel (QAP)

- In March 2026 the Commissioner's Quality Assurance Panel (QAP) reviewed a selection of FCC calls and the accompanying STORM records in relation to reports of rural crimes. The Panel reviewed a total of 8 calls and found:
 - Overall, there was good and logical questioning throughout the calls that allowed the call handler to understand what the relevant issues were.
 - The main area for improvement was in relation to silences that occur during calls. The Panel felt that this should be explained to callers with a statement along the lines of "You may experience some silence whilst I gather the information, this is because I am ensuring it is all recorded on the system".
 - In several calls the call handler did not provide specific information on the next steps.
 - The Panel felt that it is important for the call handler to use the caller's name where possible because this may assist in putting their minds at ease.





Recorded Incidents

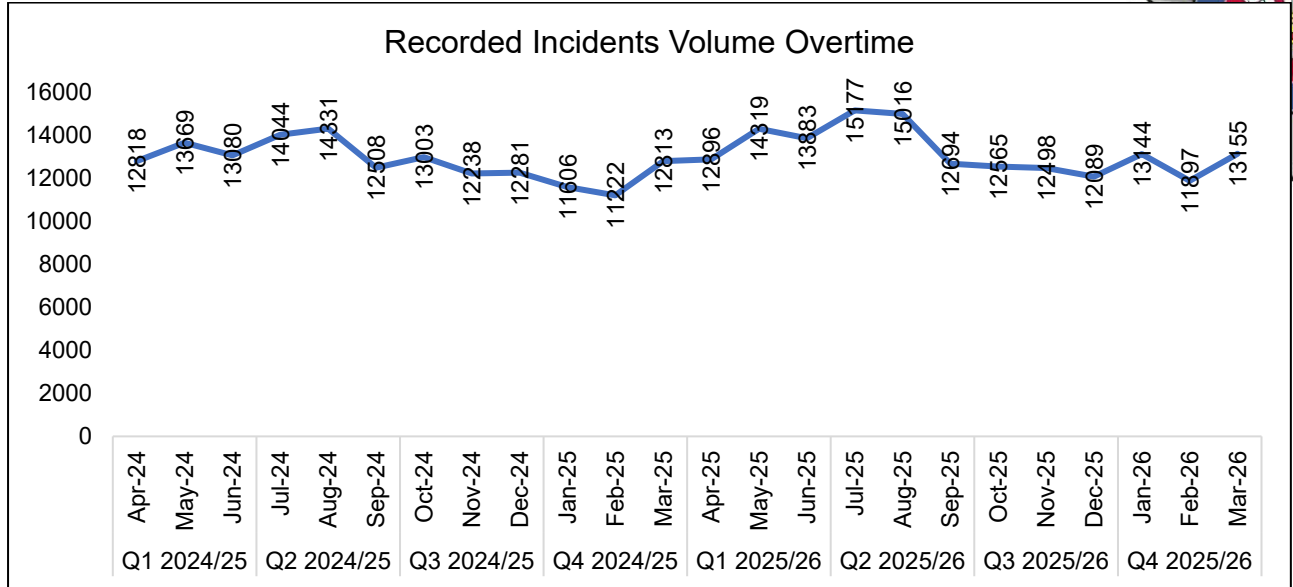


Figure 6: Recorded Incidents Overtime.

During Q4 of 2025/26, a total of 38,196 incidents were recorded. This is a 7.2% increase, compared to Q4 of 2024/25 where 35,641 incidents were recorded. 39.0% (14,897) of the 38,196 recorded incidents' call origin was 999. 36.1% (13,774) through 101 (This includes 122 through the 101 Welsh option).



Response Times

Response timeliness is calculated using the time difference between Status 3 (Initial incident save time) and Status 6 (Initial at scene time). Analysis has uncovered that there are several outliers in the data that are affecting the BCU/Force overall response rates.

Immediate response (KPI 20-minute response time)

Volume of Immediate Incidents Deployed To and Proportion SLA Met

01/10/2024-31/03/2026

SLA Met ● No ● Yes ● Proportion SLA Target Met

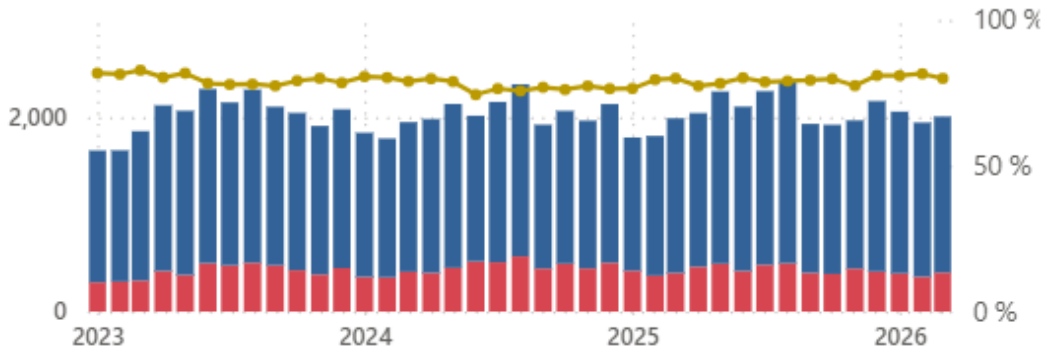


Figure 7: Immediate Incidents SLA Overtime.

Data for Q4 2025/26:

Incidents Deployed To

6.01K

SPLY: 5.59K (+7.55%)

Proportion SLA Met

80.8 %

SPLY: 78.7 % (+2.64%)

Average Response Time

13.4

SPLY: 15.9 (+15.71%)

As a force the data shows the average immediate response rate being 13.4 minutes, which is within the 20-minute SLA.





Volume of Immediate Incidents Deployed To

01/01/2026 - 31/03/2026

Geography	Incidents	% Target Met	Ave Time
Carmarthenshire	2,249.00	85.4 %	12.3
Ammanford	564.00	78.2 %	14.6
Carmarthen	590.00	86.4 %	11.1
Llanelli	1,095.00	88.5 %	11.9
Ceredigion	887.00	69.7 %	15.6
Aberystwyth	397.00	81.4 %	12.6
Cardigan	235.00	73.6 %	15.5
Lampeter	255.00	47.8 %	20.3
Pembrokeshire	1,491.00	84.6 %	12.1
Haverfordwest	567.00	82.7 %	11.5
Milford Haven	353.00	91.2 %	11.3
Pembs South	571.00	82.3 %	13.3
Powys	1,382.00	76.4 %	15.2
Brecknockshire	406.00	78.8 %	16.0
Montgomeryshire	662.00	77.5 %	14.3
Radnorshire	314.00	71.0 %	16.4
Total	6,009.00	80.8 %	13.4

Figure 8: Immediate Response BCU

During Q4 of 2025/26, there were **6,009** immediate incidents calls. The average response time was **13.4** minutes, with **80.8%** (4,855) of calls meeting the SLA target. All BCUs overall average response time for immediate incidents met the 20-minute KPI target, and Lampeter was the only inspector area going just above the SLA target with an average response time of **20.3** minutes.

Milford Haven had the highest proportion of immediate incidents, meeting the SLA target across all the inspector areas at **91.2%**, and Lampeter had the lowest proportion at **47.8%**.

There were **3** outliers (where the response time was recorded as being over 40 minutes (2x the KPI) and did not have an FCC Review Comment) identified in the raw dataset. When these outliers are removed from the dataset, the immediate incidents overall average response time for Q4 of 2025/26 changes from **13.4** minutes to **12.0** minutes.



Of the **1,042** immediate incidents that did not meet the SLA target during Q4 2025-26

- **49.5%** (516) were due to the travelling distance
- **12.1%** (126) were due to more Information required prior to dispatch
- **15.6%** (163) were due to no units available within BCU
- **3.6%** (37) were due unable to locate scene
- **7.6%** (79) were due to call priority upgraded
- **3.0%** (31) were due to specialist resource required
- **1.2%** (12) were due to adverse weather
- **3.6%** (38) were due location not identified by caller
- **2.6%** (27) were due to unit late to attend after being dispatched
- **0.7%** (7) were due to resource diverted
- **0.1%** (1) were due to call upgraded due to RCRP FIM Review
- **0.5%** (5) had not been reviewed by the FCC





Domestic Abuse

Further examining the immediate response time by those calls with a final call type of 'Crime-Domestic Abuse':

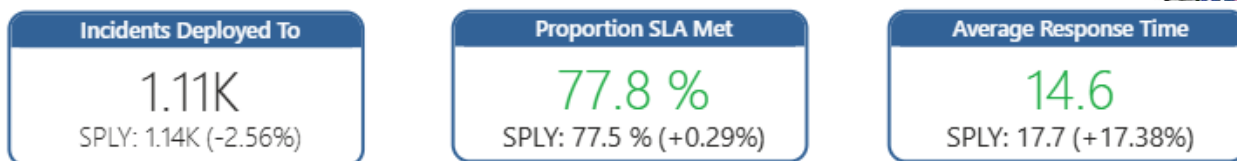


Figure 9: Domestic Abuse Immediate Response.

Force wide the average immediate response time, during Q4 2025/26, was within the SLA at 14.6 minutes.

Volume of Immediate Incidents Deployed To

01/01/2026 - 31/03/2026

Geography	Incidents	% Target Met	Ave Time
Carmarthenshire	400.00	85.8 %	12.9
Ammanford	98.00	72.4 %	15.5
Carmarthen	76.00	88.2 %	11.5
Llanelli	226.00	90.7 %	12.2
Ceredigion	177.00	65.5 %	16.7
Aberystwyth	67.00	80.6 %	12.5
Cardigan	56.00	73.2 %	15.7
Lampeter	54.00	38.9 %	22.9
Pembrokeshire	293.00	78.8 %	14.4
Haverfordwest	100.00	77.0 %	14.3
Milford Haven	88.00	88.6 %	12.8
Pembs South	105.00	72.4 %	15.7
Powys	236.00	72.0 %	16.5
Brecknockshire	81.00	76.5 %	14.2
Montgomeryshire	106.00	72.6 %	16.5
Radnorshire	49.00	63.3 %	20.2
Total	1,106.00	77.8 %	14.6

Figure 10: Domestic Abuse Immediate Response by BCU.

Figure 10 illustrates the inspector areas' average immediate response time: all bar Lampeter and Radnorshire averaging within the 20-minute requirement.



Sexual

Further examining the immediate response time by those calls with a final call type of 'Crime-Sexual':

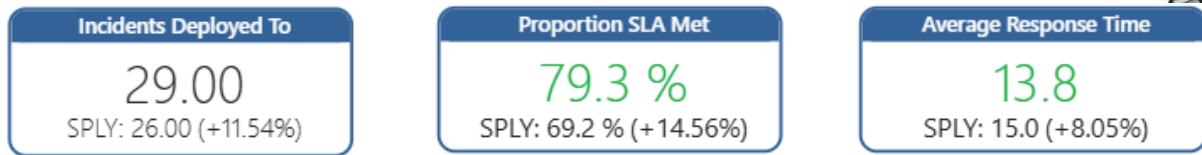


Figure 11: Sexual Offences Immediate Response.

As a force the data shows the overall average response time being within the SLA at 13.8 minutes.

Volume of Immediate Incidents Deployed To

01/01/2026 - 31/03/2026

Geography	Incidents	% Target Met	Ave Time
Carmarthenshire	13.00	92.3 %	14.5
Ammanford	2.00	100.0 %	13.5
Carmarthen	4.00	100.0 %	8.5
Llanelli	7.00	85.7 %	18.1
Ceredigion	6.00	33.3 %	20.0
Aberystwyth	4.00	50.0 %	16.8
Cardigan	1.00	0.0 %	22.0
Lampeter	1.00	0.0 %	31.0
Pembrokeshire	5.00	80.0 %	12.2
Haverfordwest	1.00	0.0 %	22.0
Milford Haven	1.00	100.0 %	6.0
Pembs South	3.00	100.0 %	11.0
Powys	5.00	100.0 %	6.4
Brecknockshire	1.00	100.0 %	9.0
Montgomeryshire	2.00	100.0 %	3.0
Radnorshire	2.00	100.0 %	8.5
Total	29.00	79.3 %	13.8

Figure 12: Sexual Offences Immediate Response by BCU.

Figure 12 evidences that all the BCU's were averagely within the 20 minute immediate response SLA, Cardigan, Lampeter and Haverfordwest however averaging over this requirement.



Priority response (KPI 60-minute response time)

Volume of Priority Incidents Deployed To and Proportion SLA Met

01/10/2024-31/03/2026

SLA Met ● No ● Yes ● Proportion SLA Target Met

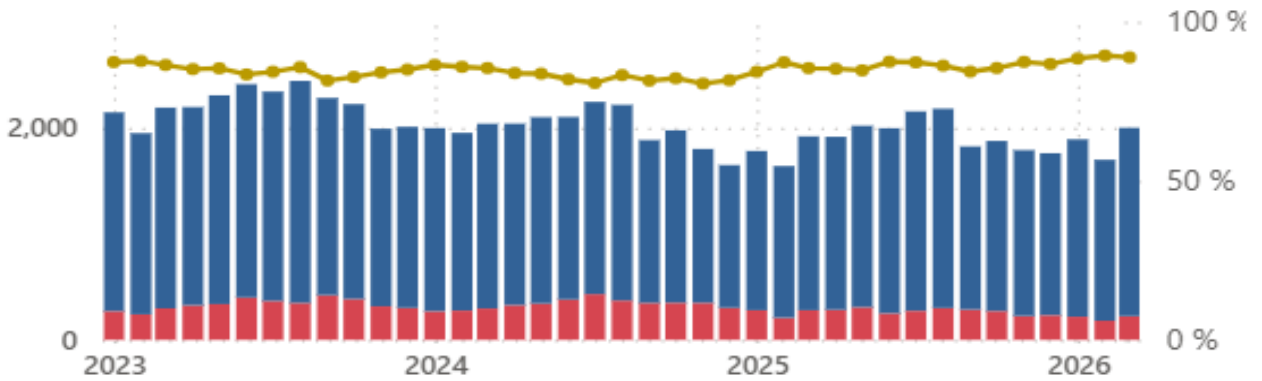


Figure 13: Priority Response Overtime.

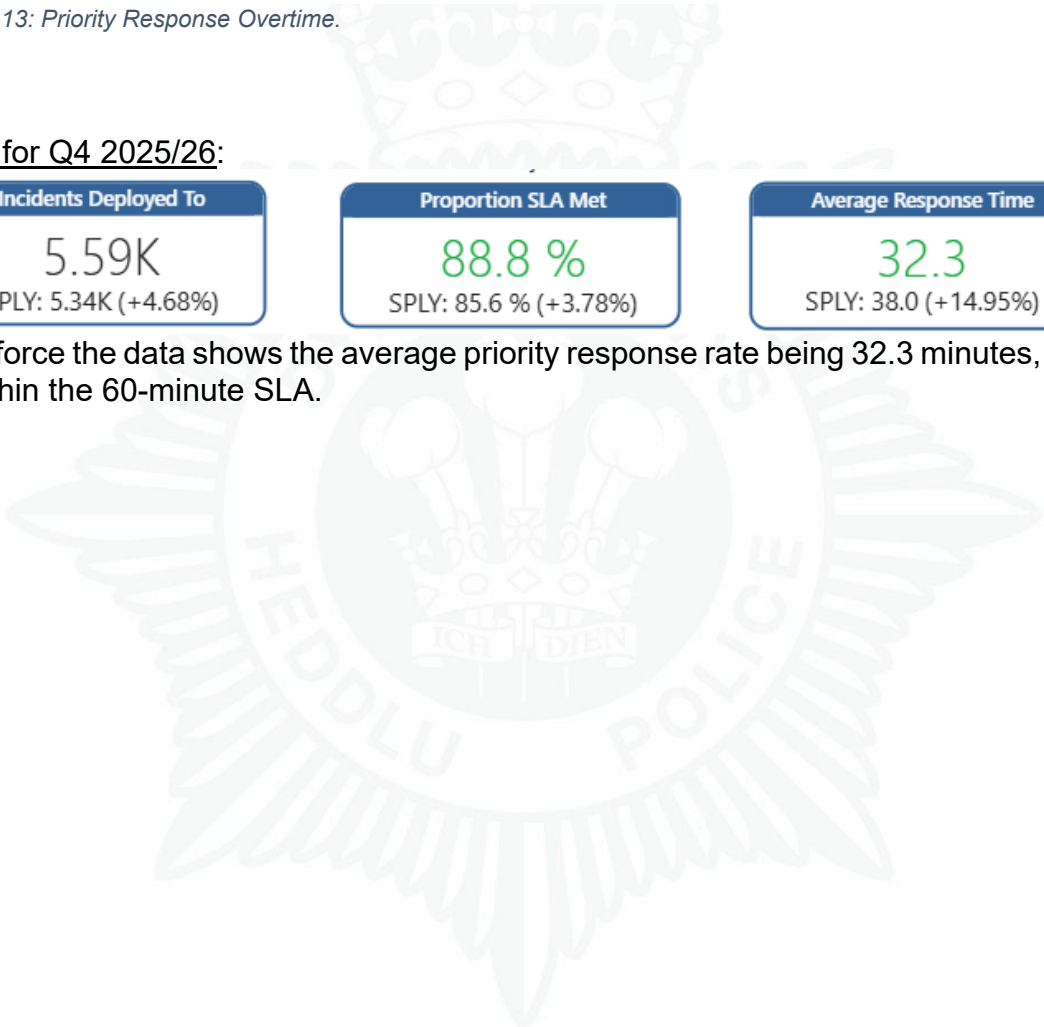
Data for Q4 2025/26:

Incidents Deployed To
5.59K
 SPLY: 5.34K (+4.68%)

Proportion SLA Met
88.8 %
 SPLY: 85.6 % (+3.78%)

Average Response Time
32.3
 SPLY: 38.0 (+14.95%)

As a force the data shows the average priority response rate being 32.3 minutes, which is within the 60-minute SLA.





Volume of Priority Incidents Deployed To

01/01/2026 - 31/03/2026

Geography	Incidents	% Target Met	Ave Time
Carmarthenshire	2,019.00	89.5 %	29.4
Ammanford	477.00	85.5 %	35.8
Carmarthen	545.00	92.7 %	26.3
Llanelli	997.00	89.6 %	28.1
Ceredigion	746.00	88.2 %	31.2
Aberystwyth	352.00	92.9 %	25.4
Cardigan	179.00	86.0 %	36.3
Lampeter	215.00	82.3 %	36.7
Pembrokeshire	1,501.00	89.7 %	28.2
Haverfordwest	532.00	87.8 %	31.5
Milford Haven	394.00	92.6 %	13.4
Pembs South	575.00	89.4 %	35.2
Powys	1,323.00	87.3 %	42.2
Brecknockshire	424.00	91.3 %	48.2
Montgomeryshire	585.00	86.3 %	31.2
Radnorshire	314.00	83.8 %	54.3
Total	5,589.00	88.8 %	32.3

Figure 14: Priority Response by BCU

During Q4 of 2025/26, there were **5,589** priority incidents calls. The average response time was **32.3** minutes, with **88.8%** (4,963) of calls meeting the SLA target.

All BCUs overall average response time for priority incidents met the 60-minute KPI target, and all inspector areas. Aberystwyth had the highest proportion of priority incidents meeting the SLA target across all the inspector areas at **92.9%**, and Lampeter had the lowest proportion at **82.3%**.

There were **8** outliers (where the response time was recorded as being over 120 minutes (2x the KPI) and did not have an FCC Review Comment) identified in the raw dataset. When these outliers are removed from the dataset, the priority incidents overall average response time for Q4 of 2025/26 changes from **32.3** minutes to **26.0** minutes.



Of the **626** priority incidents that did not meet the SLA target during Q4 2025-26:

- **48.2%** (302) were due to no units available within BCU
- **13.7%** (86) were due to the travelling distance
- **12.6%** (79) were due to more Information required prior to dispatch
- **6.2%** (39) were due to unit late to attend after being dispatched
- **5.7%** (36) were due to resource diverted
- **2.8%** (18) had not been reviewed by the FCC
- **2.8%** (18) were due to specialist resource required
- **2.2%** (14) were due to call upgraded due to RCRP FIM Review
- **2.0%** (13) were due to call priority upgraded
- **1.5%** (10) were due unable to locate scene
- **1.2%** (8) were due location not identified by caller
- **0.4%** (3) were due to adverse weather





Domestic Abuse

Further examining the priority response time by those calls with a final call type of 'Crime-Domestic Abuse':

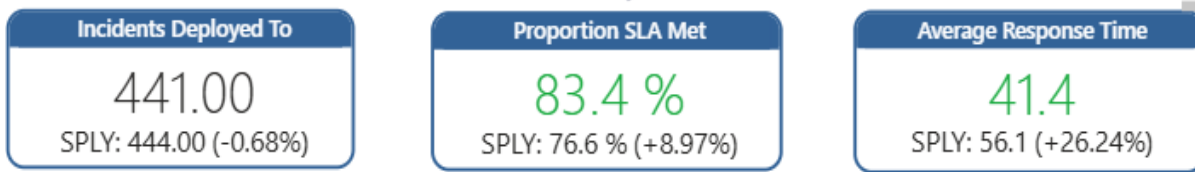


Figure 15: Domestic Abuse Priority Response.

Volume of Priority Incidents Deployed To

01/01/2026 - 31/03/2026

Geography	Incidents	% Target Met	Ave Time
Carmarthenshire	135.00	82.2 %	46.0
Ammanford	37.00	78.4 %	39.6
Carmarthen	27.00	81.5 %	37.5
Llanelli	71.00	84.5 %	52.6
Ceredigion	72.00	90.3 %	34.9
Aberystwyth	32.00	93.8 %	30.4
Cardigan	16.00	87.5 %	36.2
Lampeter	24.00	87.5 %	39.9
Pembrokeshire	126.00	84.1 %	42.0
Haverfordwest	42.00	81.0 %	39.9
Milford Haven	28.00	92.9 %	30.6
Pembs South	56.00	82.1 %	49.3
Powys	108.00	79.6 %	39.2
Brecknockshire	29.00	82.8 %	27.1
Montgomeryshire	49.00	79.6 %	41.5
Radnorshire	30.00	76.7 %	47.0
Total	441.00	83.4 %	41.4

Figure 16: Domestic Abuse Priority Response by BCU

The average force response rate to priority graded Domestic Abuse incidents was 41.4 minutes, within the 60 minute SLA. BCU breakdown – all within the 60 minute SLA.



Sexual

Further examining the priority response time by those calls with a final call type of 'Crime-Sexual':

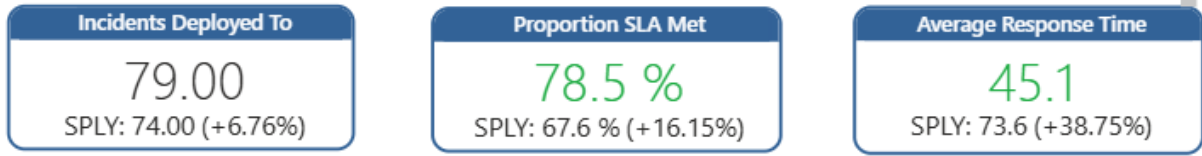


Figure 17: Sexual - Priority Response

Volume of Priority Incidents Deployed To

01/01/2026 - 31/03/2026

Geography	Incidents	% Target Met	Ave Time
Carmarthenshire	25.00	80.0 %	47.2
Ammanford	8.00	100.0 %	29.9
Carmarthen	7.00	85.7 %	50.4
Llanelli	10.00	60.0 %	58.9
Ceredigion	11.00	63.6 %	48.3
Aberystwyth	7.00	71.4 %	45.9
Cardigan	3.00	66.7 %	41.7
Lampeter	1.00	0.0 %	85.0
Pembrokeshire	24.00	87.5 %	44.5
Haverfordwest	10.00	90.0 %	39.9
Milford Haven	8.00	100.0 %	35.0
Pembs South	6.00	66.7 %	65.0
Powys	19.00	73.7 %	41.1
Brecknockshire	6.00	100.0 %	21.5
Montgomeryshire	11.00	54.5 %	50.3
Radnorshire	2.00	100.0 %	49.0
Total	79.00	78.5 %	45.1

Figure 18: Sexual - Priority response by BCU.

The force average priority response time, to sexual offence incidents, is outside of the 60-minute SLA – 45.1 minutes.

Figure 20 illustrates the inspector areas' average priority response time: all bar Lampeter and Pembs South averaging within the 60-minute requirement.



Commissioner's Quality Assurance Panel (QAP)

In September and November 2025, the Commissioner's Quality Assurance Panel (QAP) rape and serious sexual offences cases.

September's meeting focused on front line (i.e. face to face interactions) and virtual responses (via the Domestic Abuse Virtual Response Unit) and November focused just on front line responses. Key findings were:

- Frontline and specialist officers generally demonstrated professional, respectful and empathetic engagement with victims, in line with procedural justice principles.
- There was no evidence of victim-blaming or discriminatory behaviour observed in either the Body Worn Video or GoodSam footage reviewed.
- Officers were largely effective in reassuring victims, acknowledging trauma and validating disclosures, even in complex or emotionally charged situations.



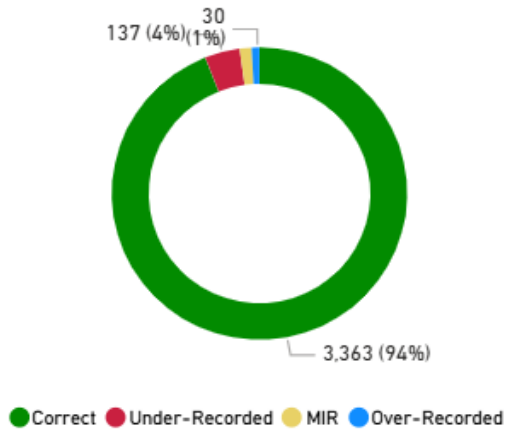


Crime Data Integrity (CDI)

Crime Recording

The pie chart illustrates our CDI Crime recording compliance, for those audits conducted in Q4 2025/26.

Audits by Outcome Category 01/01/2026 - 31/03/2026



During Q4 2025/26, a total of 3,577 crime recording audits were conducted.

94.02% (3,363) Of the audits conducted were compliant.

Specifically looking at the audits conducted on VAP occurrences; the compliance was 90.4% (646/697) 90.0% 685/732) of the audits conducted under the Sexual category were compliant.

Figure 19: Crime Recording Compliance

The Home Office CDI Judgement Framework deems an audit result of 90%-94.9% as a 'Mostly sound process – but some improvements needed'.

Number of Crimes Correctly Recorded, Missing and the Compliance Rate 01/04/2025 - 30/04/2026

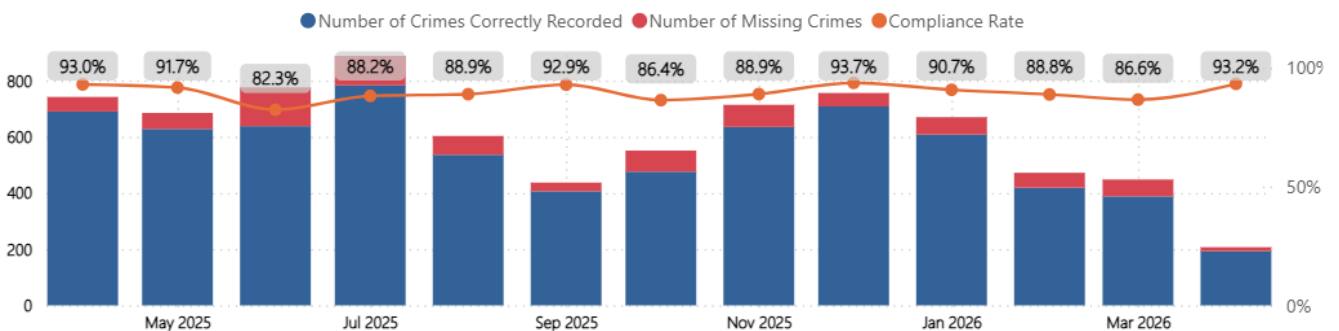


Figure 20: CDI Overtime

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).



NCRS Compliance (Timeliness)

Volume of Crimes Recorded and Proportion Recorded Within 24 Hours

01/04/2025-14/04/2026

NCRS Compliant ● No ● Yes ● Proportion of Crimes NCRS Compliant

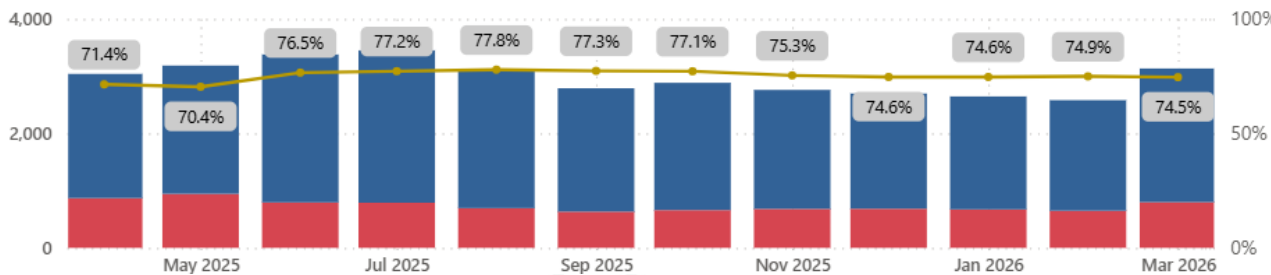


Figure 21: NCRS Compliance (Timeliness) Overtime

During Q4 2025/26, 8358 crimes were recorded with 74.7% being NCRS compliant (6241 out of 8358). See a breakdown of the NCRS Compliance by BCU below -

Volume of Crimes Recorded and Proportion Recorded Within 24 Hours

Jan-2026, Feb-2026, Mar-2026

Geography	Crimes Recorded	NCRS Compliant	% NCRS Compliant
Carmarthenshire	3046	2245	73.7 %
Ammanford	719	512	71.2 %
Carmarthen	788	586	74.4 %
Llanelli	1539	1147	74.5 %
Ceredigion	1176	894	76.0 %
Aberystwyth	489	385	78.7 %
Cardigan	307	223	72.6 %
Lampeter	380	286	75.3 %
Pembrokeshire	2130	1646	77.3 %
Haverfordwest	807	651	80.7 %
Milford Haven	541	413	76.3 %
Pembs South	782	582	74.4 %
Powys	1761	1297	73.7 %
Brecknockshire	539	412	76.4 %
Montgomeryshire	748	549	73.4 %
Radnorshire	474	336	70.9 %
Unknown	245	159	64.9 %
Invalid Geography Recorded	127	89	70.1 %
No Address Recorded	38	24	63.2 %
Unrecognised Beat Code	80	46	57.5 %
Total	8358	6241	74.7 %

Figure 22: NCRS Compliance (Timeliness) by BCU



Overall Crime Volumes

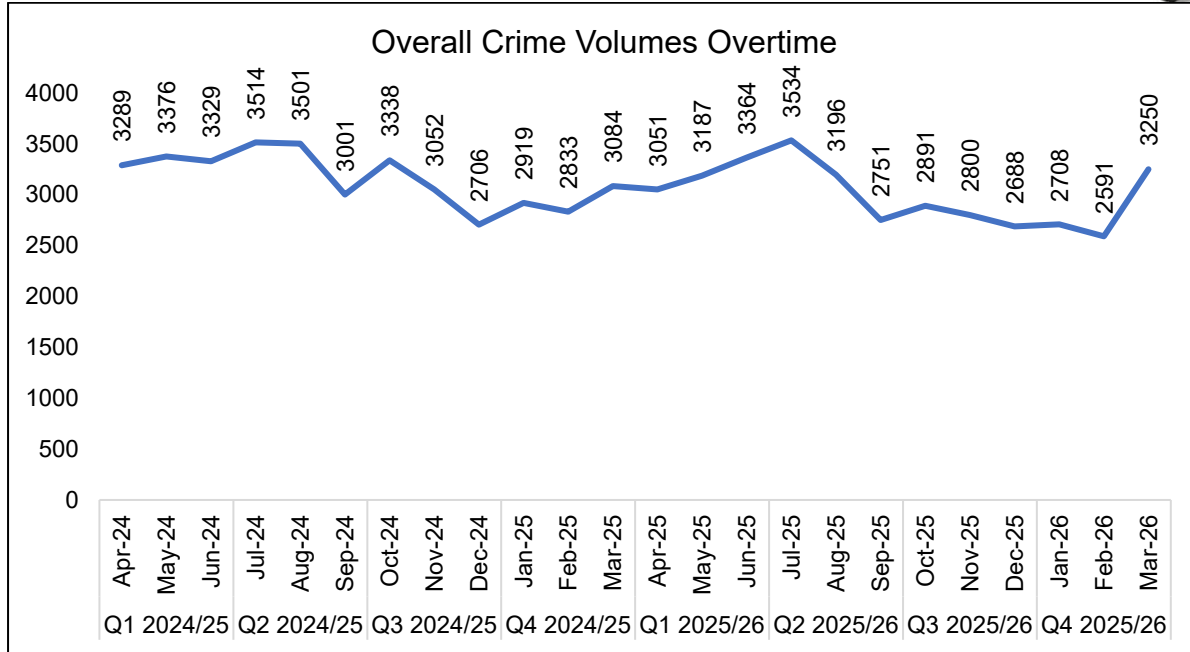


Figure 23: Recorded Crime Volume Overtime.

The above graph illustrates the total volume of recorded crime overtime. A total of 8549 crimes were recorded in Q4 2025/26. This is a decrease (3.2%) when comparing with the SPLY (Q4 2024/25), where there was a total of 8836 crimes recorded.

Ongoing Investigations

As at date of extraction (15.04.2026), there were 5598 ongoing investigations, 2020 of which had been open for over 180 days.

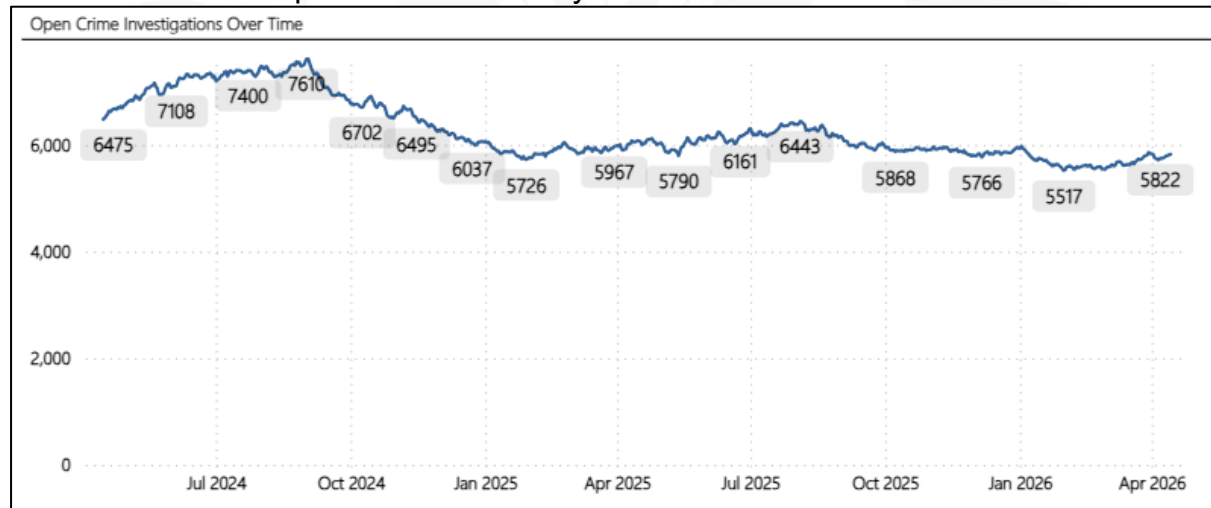
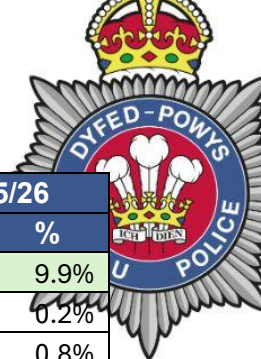


Figure 4: Open Investigations Overtime.



Outcomes

Outcome Group	Q4 2024/25		Q4 2025/26	
	Volume	%	Volume	%
1 Charged and/or Summons	863	9.7%	868	9.9%
2 Caution - youths	15	0.2%	20	0.2%
3 Caution - adults	88	1.0%	68	0.8%
4 TIC (taken into consideration)	0	0.0%	1	0.0%
5 Offender died	2	0.0%	3	0.0%
6 Penalty notice for disorder	0	0.0%	0	0.0%
7 Cannabis warning	0	0.0%	0	0.0%
8 Community resolution	580	6.5%	424	4.8%
9 CPS - prosecution not in public interest	6	0.1%	3	0.0%
10 Police - Formal action not in public interest	86	1.0%	75	0.9%
11 Named suspect below age of criminal responsibility	22	0.2%	40	0.5%
12 Named suspect identified but is dead or too ill to prosecute	38	0.4%	42	0.5%
13 Named suspect but victim/key witness deceased or too ill	12	0.1%	14	0.2%
14 Victim declined/unable to support action to identify offender	487	5.5%	507	5.8%
15 Named suspect, victim supports but evidential difficulties	2063	23.2%	2148	24.5%
16 Victim declines/withdraws support - named suspect identified	2216	25.0%	2079	23.7%
17 Suspect identified but prosecution time limit expired	85	1.0%	51	0.6%
18 Investigation complete no suspect identified	1909	21.5%	2046	23.3%
20 Other body/agency has investigation	199	2.2%	262	3.0%
21 Police - named suspect, investigation not in the public interest	82	0.9%	67	0.8%
22 Diversionary, educational or intervention activity, has been undertaken and there is no public interest to continue	124	1.4%	53	0.6%

Figure 5: All crime outcomes.

The above table illustrates the outcomes applied in Q4 of 2024/25 and 2025/26. A slight increase can be seen in the charge rate (Outcome 1) - from 9.7% to 9.9% - and a decrease in the positive outcomes (Outcome 1 to 8) - from 17.4% to 15.8%.



Victim Services

Multi-crime victim service	Q1 25/26	Q2 25/26	Q3 25/26
Total valid referrals	2,026	2710	1540
Repeats supported	1	1	2
Number of referrals enhanced under VCOP	1,569	1739	1324
% of referrals attempted contact	85%	84%	92%
Declined service offer	205	256	138
Could not contact	271	306	314
Simple needs met	NA	NA	876
Complex support provided	205	264	457
Disengaged after support	7	8	12

Welsh Government commissions Victim Support to operate an All Wales Hate Support Centre, providing free, 24/7 confidential assistance to victims of hate crime. The service offers emotional support and practical help, including reporting options.

22 referrals for victims of Hate Crime were received from the Dyfed-Powys area, 2 of these were for children and young people and 4 were self-referrals.

Victim Support delivered 28 virtual and in-person training sessions, reaching 887 people across the Dyfed-Powys area. 6 sessions were delivered in CYP settings, reaching 269 children and young people.

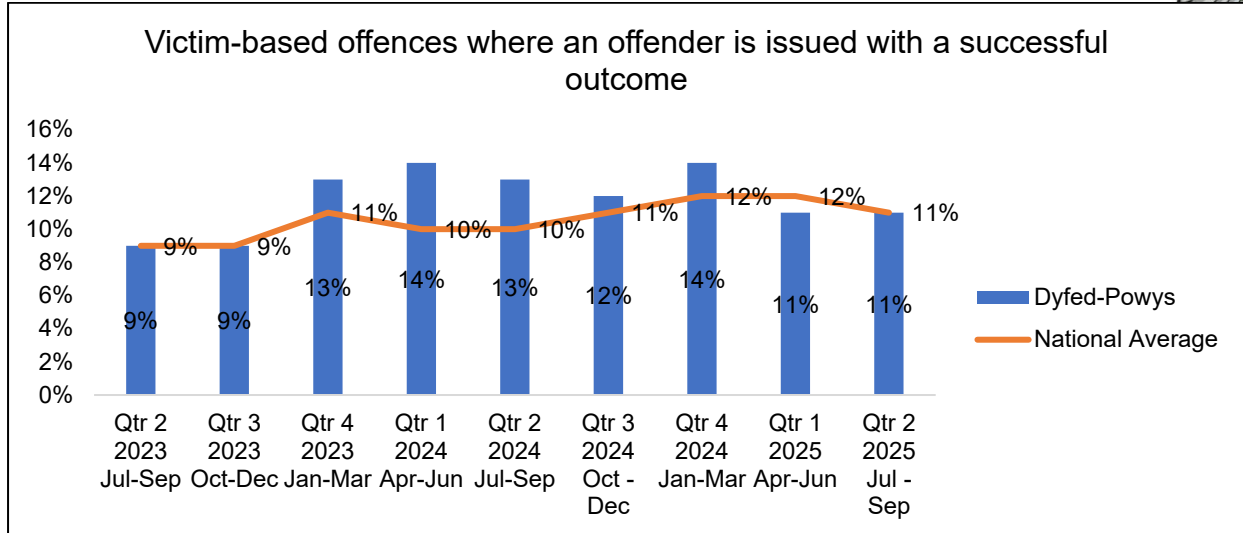
Victim Support

Multi-crime victim service	Q1 25/26	Q2 25/26	Q3 25/26
Total referrals 18+	1949	2614	1742
Total referrals U18	174	182	63
Total valid referrals	2,026	2710	1540
Repeats supported	1	1	2
% of referrals attempted contact	85%	84%	92%
Declined service offer	205	256	138
Could not contact	271	306	314
Simple needs met	NA	NA	876
Complex support provided	205	264	457
Disengaged after support	7	8	12

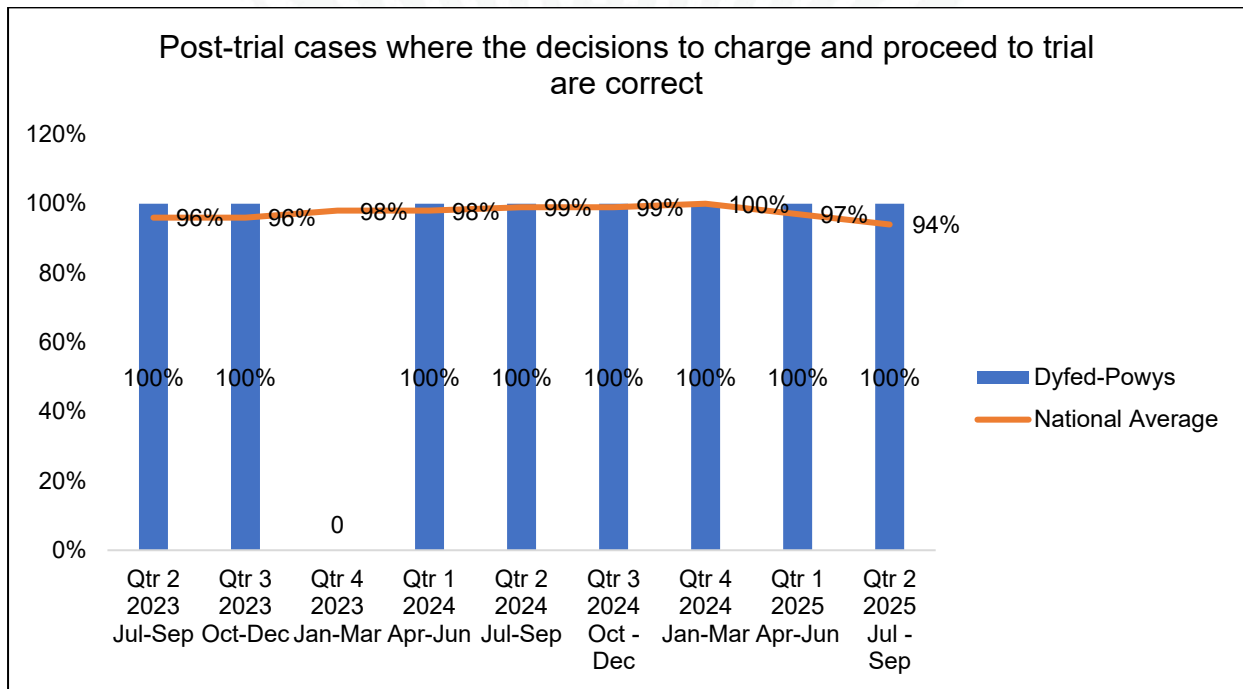


What are the results from criminal trials?

Data is retrieved from the Ministry of Justice – this is the most up to date data that has been published – next data set is due for publication in May 2026 which will cover Q3 Oct-Dec 2025.



Dyfed-Powys has been consistently above the national average with a slight dip in Q1 2025.



Dyfed-Powys Police has achieved 100% of their post-trial cases where the decisions to charge and proceed to trial were correct, illustrating a continual standard since Q2 2023 which remains above the national average.

- Number of cases which resulted in a completed trial or guilty plea
N/A for Dyfed-Powys



Domestic Abuse Volumes

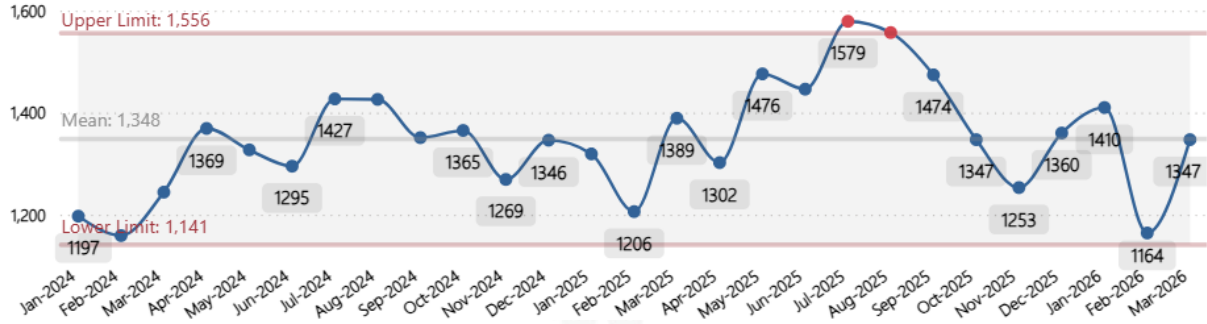


Figure 26: Recorded Domestic Abuse Incidents Overtime.

Our NCRS compliance, for the timely recording of Domestic Abuse crimes, during Q4 2025/26 was 68.5%.

Ongoing Investigations

As at date of extraction (15.04.2026), there were 1144 ongoing DA-related investigations, 432 of which had been open for over 180 days.

Open Crime Investigations Over Time

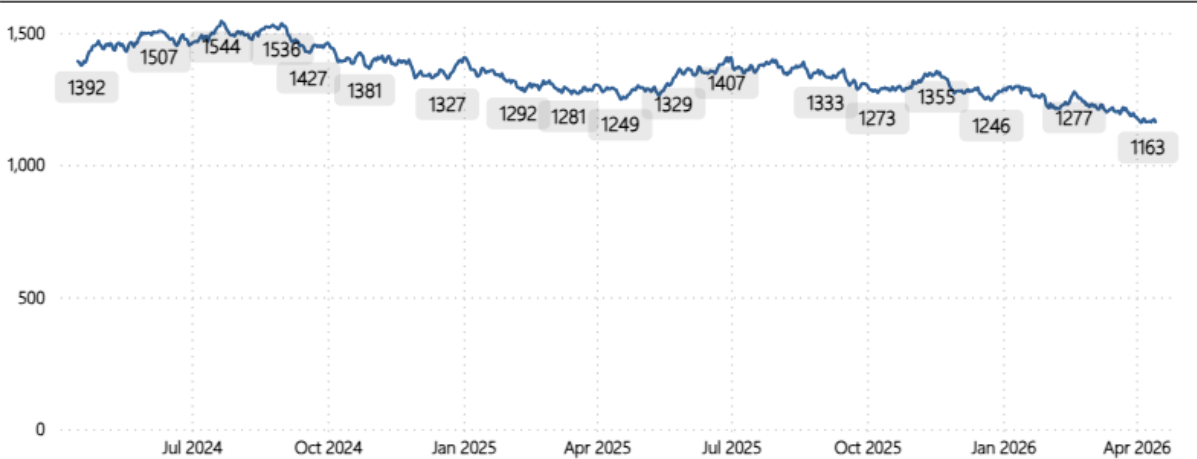
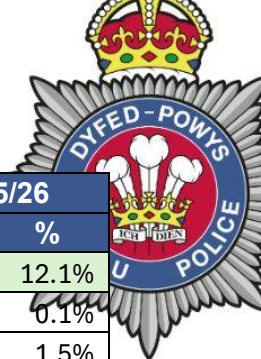


Figure 27: Open DA-Related Investigations Overtime.

Dal I Godi

IDVA service	Q1 25/26	Q2 25/26	Q3 25/26
% felt more able to cope	70%	61%	65%
% felt less anxious	62%	55%	60%
% felt less isolated	65%	58%	62%
% Felt that their safety had been improved	70%	63%	65%
% Felt enabled to make positive choices	74%	68%	67%

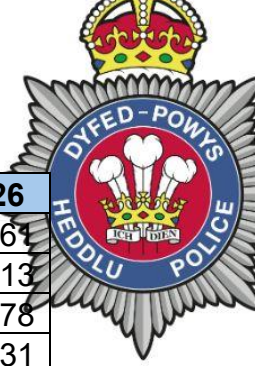


Domestic Abuse Outcomes

Outcome Group	Q4 2024/25		Q4 2025/26	
	Volume	%	Volume	%
1 Charged and/or Summons	225	13.5%	203	12.1%
2 Caution - youths	0	0.0%	2	0.1%
3 Caution - adults	36	2.2%	25	1.5%
4 TIC (taken into consideration)	0	0.0%	0	0.0%
5 Offender died	0	0.0%	1	0.1%
6 Penalty notice for disorder	0	0.0%	0	0.0%
7 Cannabis warning	0	0.0%	0	0.0%
8 Community resolution	16	1.0%	8	0.5%
9 CPS - prosecution not in public interest	2	0.1%	2	0.1%
10 Police - Formal action not in public interest	12	0.7%	1	0.1%
11 Named suspect below age of criminal responsibility	0	0.0%	4	0.2%
12 Named suspect identified but is dead or too ill to prosecute	4	0.2%	13	0.8%
13 Named suspect but victim/key witness deceased or too ill	2	0.1%	1	0.1%
14 Victim declined/unable to support action to identify offender	9	0.5%	7	0.4%
15 Named suspect, victim supports but evidential difficulties	537	32.2%	504	30.0%
16 Victim declines/withdraws support - named suspect identified	774	46.4%	860	51.2%
17 Suspect identified but prosecution time limit expired	22	1.3%	19	1.1%
18 Investigation complete no suspect identified	5	0.3%	17	1.0%
20 Other body/agency has investigation	8	0.5%	6	0.4%
21 Police - named suspect, investigation not in the public interest	9	0.5%	5	0.3%
22 Diversionary, educational or intervention activity, has been undertaken and there is no public interest to continue	8	0.5%	3	0.2%

Figure 28: Domestic Abuse related Crime Outcomes.

The above table illustrates the outcomes applied in Q4 of 2024/25 and 2025/26. A decrease can be seen in the charge rate (Outcome 1) - from 13.5% to 12.1% - and in the positive outcomes (Outcome 1 to 8) - from 16.6% to 14.2%.



IDVA

IDVA service	Q1 25/26	Q2 25/26	Q3 25/26
Total referrals	546	507	361
Repeat victims	269	264	113
Declined service offer	153	140	78
Could not contact	54	59	31
% taking up service (Engagement)	90%	88%	91%
Disengaged after support	88	91	60

IDVA service	Q1 25/26	Q2 25/26	Q3 25/26
Total referrals	546	507	361
Repeat victims	269	264	113
Declined service offer	153	140	78
Could not contact	54	59	31
% taking up service	90%	88%	91%
Disengaged after support	88	91	60



Stalking & Harassment

Volumes

There were a total of 1433 stalking and harassment crimes recorded in Q4 2025/26. This is a decrease (11.6%) on the SPLY (Q4 2024/25) where 1621 crimes were recorded.

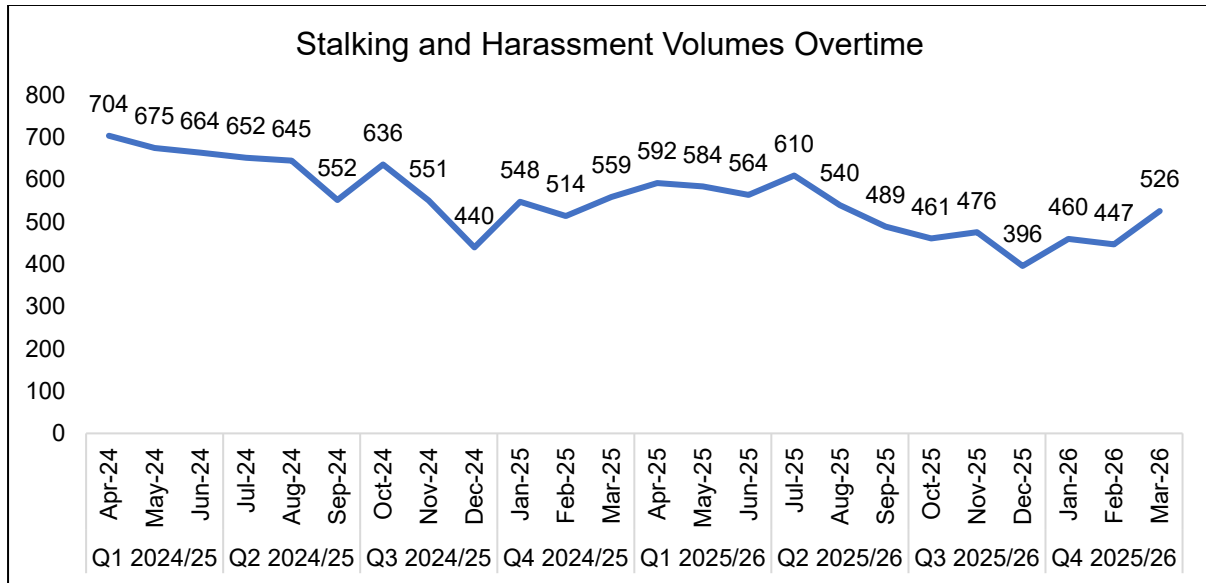


Figure 29: Stalking & Harassment Volumes Overtime.

During Q4 2025/26, 36.4% (522 out of 1433) were recorded as being domestic related.

Ongoing Investigations

As at date of extraction (15.04.2026), there were 906 ongoing stalking and harassment investigations, 305 of which had been open for over 180 days.

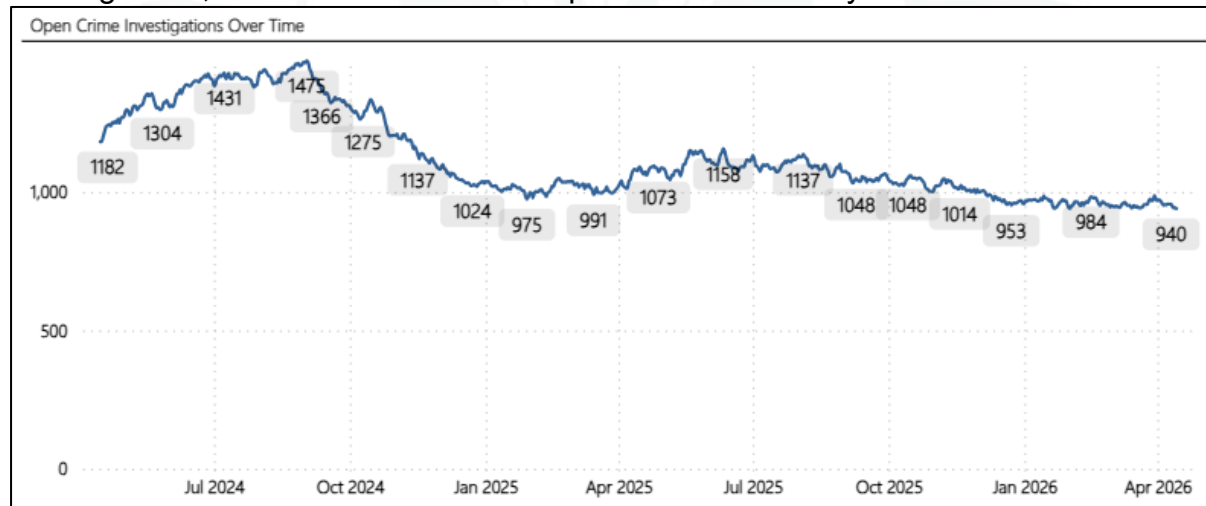
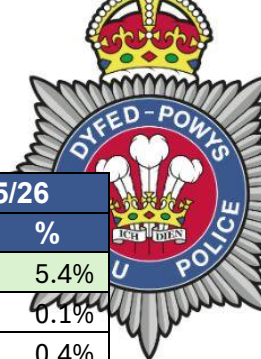


Figure 30: Open Stalking and Harassment Investigations Overtime.



Outcomes

Outcome Group	Q4 2024/25		Q4 2025/26	
	Volume	%	Volume	%
1 Charged and/or Summons	107	6.6%	87	5.4%
2 Caution - youths	0	0.0%	2	0.1%
3 Caution - adults	4	0.2%	6	0.4%
4 TIC (taken into consideration)	0	0.0%	0	0.0%
5 Offender died	0	0.0%	0	0.0%
6 Penalty notice for disorder	0	0.0%	0	0.0%
7 Cannabis warning	0	0.0%	0	0.0%
8 Community resolution	22	1.4%	16	1.0%
9 CPS - prosecution not in public interest	1	0.1%	2	0.1%
10 Police - Formal action not in public interest	8	0.5%	5	0.3%
11 Named suspect below age of criminal responsibility	0	0.0%	1	0.1%
12 Named suspect identified but is dead or too ill to prosecute	1	0.1%	6	0.4%
13 Named suspect but victim/key witness deceased or too ill	1	0.1%	1	0.1%
14 Victim declined/unable to support action to identify offender	90	5.6%	102	6.3%
15 Named suspect, victim supports but evidential difficulties	595	36.9%	644	40.0%
16 Victim declines/withdraws support - named suspect identified	541	33.5%	479	29.8%
17 Suspect identified but prosecution time limit expired	11	0.7%	10	0.6%
18 Investigation complete no suspect identified	201	12.5%	231	14.4%
20 Other body/agency has investigation	22	1.4%	13	0.8%
21 Police - named suspect, investigation not in the public interest	8	0.5%	1	0.1%
22 Diversionary, educational or intervention activity, has been undertaken and there is no public interest to continue	1	0.1%	2	0.1%

Figure 31: Stalking & Harassment Crime Outcomes.

The above table illustrates the outcomes applied in Q4 of 2024/25 and 2025/26. A decrease can be seen in the charge rate (Outcome 1) - from 6.6% to 5.4% - and in the positive outcomes (Outcome 1 to 8) - from 8.2% to 6.9%.

Paladin

Stalking service	Q1 25/26	Q2 25/26
Total referrals	41	36



Sexual Offences

Volumes

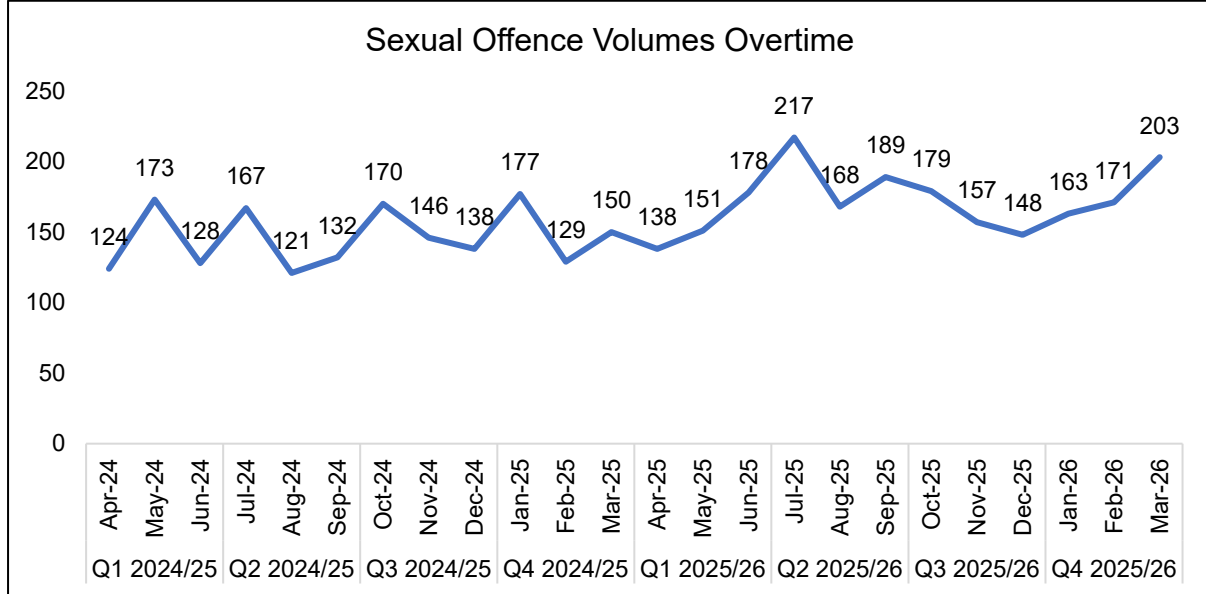


Figure 32: Recorded Sexual Offence Crimes Overtime.

There was a total of 537 sexual offence crimes recorded Q4 2025/26, this is an increase (17.8%) from the 456 recorded SPLY.

During Q4 2025/26, 16.9% (91 out of 537) of these were recorded as being Domestic related.

Our NCRS compliance for the timely recording of Sexual crimes during Q4 2025/26 was 62.0%.

Ongoing Investigations

As at date of extraction (15.04.2026) there were 914 ongoing sexual offences investigations, 531 of which had been open for over 180 days.

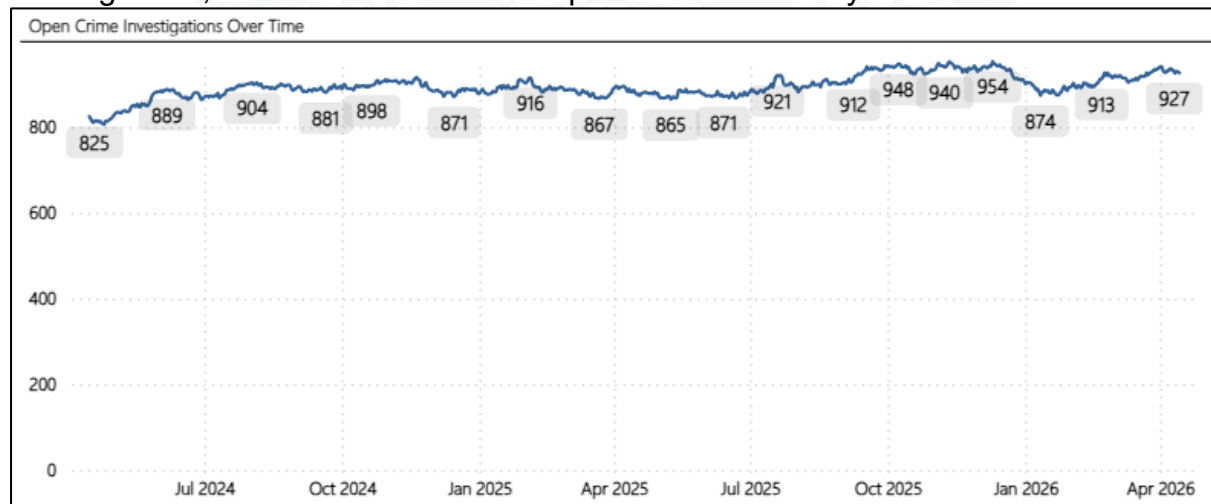
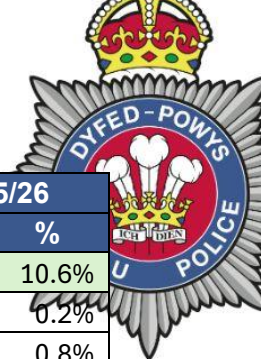


Figure 33: Open Sexual Offence Investigations Overtime.



Sexual Offence Outcomes

Outcome Group	Q4 2024/25		Q4 2025/26	
	Volume	%	Volume	%
1 Charged and/or Summons	37	8.3%	52	10.6%
2 Caution - youths	1	0.2%	1	0.2%
3 Caution - adults	1	0.2%	4	0.8%
4 TIC (taken into consideration)	0	0.0%	0	0.0%
5 Offender died	0	0.0%	0	0.0%
6 Penalty notice for disorder	0	0.0%	0	0.0%
7 Cannabis warning	0	0.0%	0	0.0%
8 Community resolution	1	0.2%	0	0.0%
9 CPS - prosecution not in public interest	0	0.0%	0	0.0%
10 Police - Formal action not in public interest	9	2.0%	3	0.6%
11 Named suspect below age of criminal responsibility	7	1.6%	5	1.0%
12 Named suspect identified but is dead or too ill to prosecute	9	2.0%	10	2.0%
13 Named suspect but victim/key witness deceased or too ill	5	1.1%	5	1.0%
14 Victim declined/unable to support action to identify offender	34	7.6%	40	8.2%
15 Named suspect, victim supports but evidential difficulties	134	29.9%	119	24.3%
16 Victim declines/withdraws support - named suspect identified	141	31.5%	163	33.3%
17 Suspect identified but prosecution time limit expired	0	0.0%	0	0.0%
18 Investigation complete no suspect identified	38	8.5%	39	8.0%
20 Other body/agency has investigation	18	4.0%	36	7.4%
21 Police - named suspect, investigation not in the public interest	8	1.8%	11	2.2%
22 Diversionary, educational or intervention activity, has been undertaken and there is no public interest to continue	5	1.1%	1	0.2%

Figure 34: Sexual Offence Outcomes

The above table illustrates the outcomes applied in Q4 of 2024/25 and 2025/26. An increase can be seen in the charge rate (Outcome 1) - from 8.3% to 10.6% - and the positive outcomes (Outcome 1 to 8) – from 8.9% to 11.7%.



ISVA

ISVA service	Q1 25/26	Q2 25/26	Q3 25/26
Total referrals	297	301	228
Repeats	No Data		
Engagement	95%	94%	85%
Declined service offer	0	0	0
Could not contact	16	18	35
Disengaged prior to end of support	71	51	42

New Pathways

ISVA service	Q1 25/26	Q2 25/26	Q3 25/26
More able to cope	86%	87%	86%
Reduced symptoms of anxiety	86%	86%	86%
Feeling less isolated	82%	84%	85%
Feeling more engaged	85%	85%	84%

ISVA service	Q1 25/26	Q2 25/26	Q3 25/26
Total referrals	297	301	228
Repeats	-	-	-
Engagement	281 (95%)	283 (94%)	193 (85%)
Declined service offer	0	0	0
Could not contact	16	18	35
Disengaged prior to end of support	71	51	42



Commissioner's Quality Assurance Panel (QAP)

In September and November 2025, the Commissioner's Quality Assurance Panel (QAP) considered a selection of incidents involving victims of Rape and Serious Sexual Assault Offences (RASSO). The key findings are outlined below.

Positives

- Level of training to frontline officers appears satisfactory. The QAP acknowledged that the role and function of frontline officers is diverse and dynamic and that they may therefore not have the same in-depth knowledge in comparison with specialist RASSO officers and detectives.
- The QAP praised the professionalism displayed by all officers displayed on both BWV and GoodSam footage.
- There was no evidence of victim blaming nor discrimination in victim interactions on BWV nor GoodSam footage.
- In all cases the QAP viewed, the officers displayed courteous, empathetic and respectful responses to victims of RASSO whilst also respecting their wishes on whether they wished to proceed with the criminal justice process.

Areas for improvement:

- Both GoodSam videos reviewed involved the same police officer engaging a victim; therefore, the QAP were uncertain whether their feedback ought to be interpreted by DPP specifically for the officer or as an overall assessment of the service provided through GoodSam.
- Wider consideration may need to be given by officers' rapport building and demonstration of empathy with virtual engagement via GoodSam especially where sensitive RASSO disclosures are made by a victim. In comparison, the QAP considered that the frontline officers displayed good rapport building and empathy to victims.
- As footage recorded from GoodSam is considered appropriate for recording disclosures from victims, the QAP would like to view BWV footage where frontline officers have been afforded the same evidential means in replacement of the completion of the Witness Information Booklet (WIB).
- Whilst officers of both genders are being trained to support victims of RASSO, operational commitments prevent the option for victims to have this preference.
- QAP found evidence of frontline officers using police jargon with their interactions with victims of RASSO, which may prevent them from understanding the criminal justice process.

Source: <https://www.dyfedpowys-pcc.org.uk/en/accountability-and-scrutiny/volunteers/quality-assurance-panel/>



Child Sexual Exploitation (CSE)

Volumes

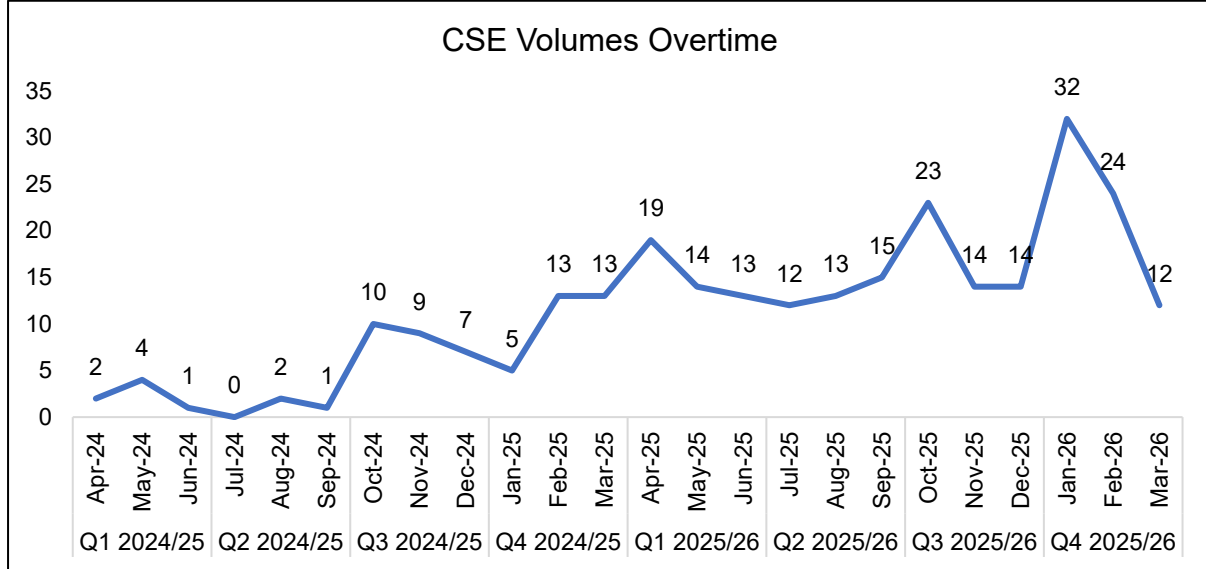


Figure 35: Recorded CSE qualifier Crimes Overtime.

There was a total of 68 crimes recorded Q4 2025/26, where a local CSE Qualifier was added, this is an increase (119.4%) from the 31 recorded SPLY (Q4 2024/25).

Ongoing Investigations

As at date of extraction (15.04.2026) there were 95 ongoing investigation with a CSE qualifier, 39 of which had been open for over 180 days.

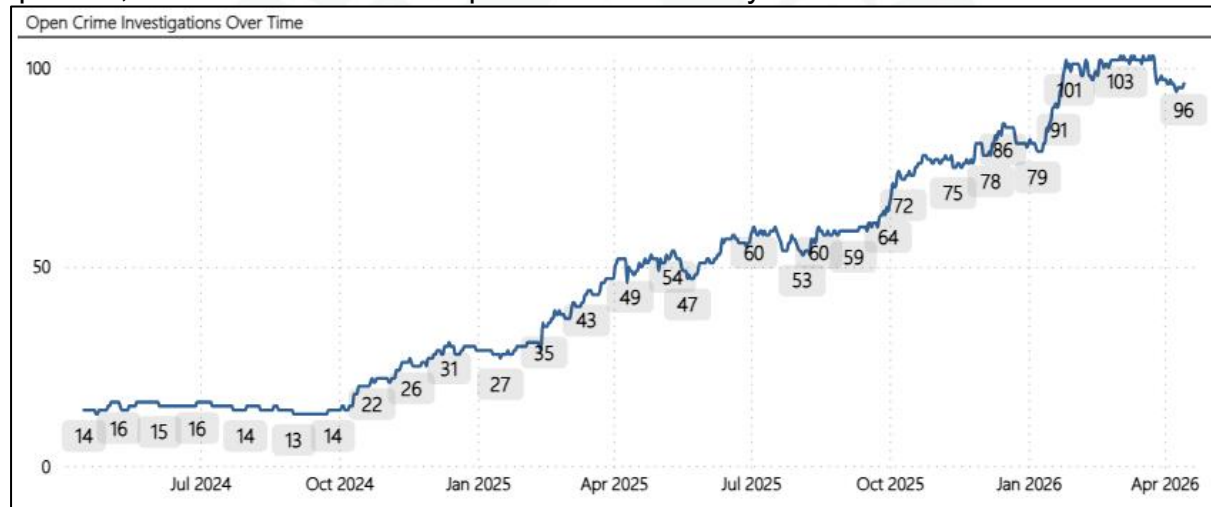
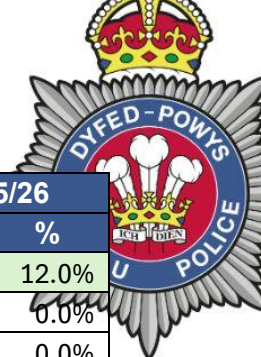


Figure 36: Open CSE qualifier Investigations Overtime.

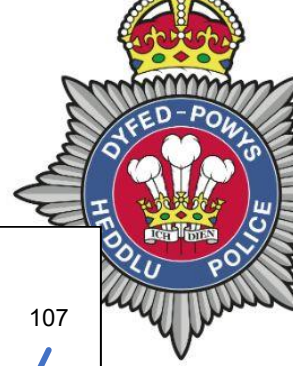


Outcomes

Outcome Group	Q4 2024/25		Q4 2025/26	
	Volume	%	Volume	%
1 Charged and/or Summons	0	0.0%	6	12.0%
2 Caution - youths	0	0.0%	0	0.0%
3 Caution - adults	0	0.0%	0	0.0%
4 TIC (taken into consideration)	0	0.0%	0	0.0%
5 Offender died	0	0.0%	0	0.0%
6 Penalty notice for disorder	0	0.0%	0	0.0%
7 Cannabis warning	0	0.0%	0	0.0%
8 Community resolution	0	0.0%	0	0.0%
9 CPS - prosecution not in public interest	0	0.0%	0	0.0%
10 Police - Formal action not in public interest	2	14.3%	2	4.0%
11 Named suspect below age of criminal responsibility	1	7.1%	0	0.0%
12 Named suspect identified but is dead or too ill to prosecute	0	0.0%	2	4.0%
13 Named suspect but victim/key witness deceased or too ill	0	0.0%	0	0.0%
14 Victim declined/unable to support action to identify offender	2	14.3%	3	6.0%
15 Named suspect, victim supports but evidential difficulties	4	28.6%	10	20.0%
16 Victim declines/withdraws support - named suspect identified	3	21.4%	10	20.0%
17 Suspect identified but prosecution time limit expired	0	0.0%	0	0.0%
18 Investigation complete no suspect identified	2	14.3%	9	18.0%
20 Other body/agency has investigation	0	0.0%	3	6.0%
21 Police - named suspect, investigation not in the public interest	0	0.0%	5	10.0%
22 Diversionary, educational or intervention activity, has been undertaken and there is no public interest to continue	0	0.0%	0	0.0%

Figure 37: CSE qualifier Offence Outcomes

The above table illustrates the outcomes applied in Q4 of 2024/25 and 2025/26.



Child Sexual Abuse (CSA)

Volumes

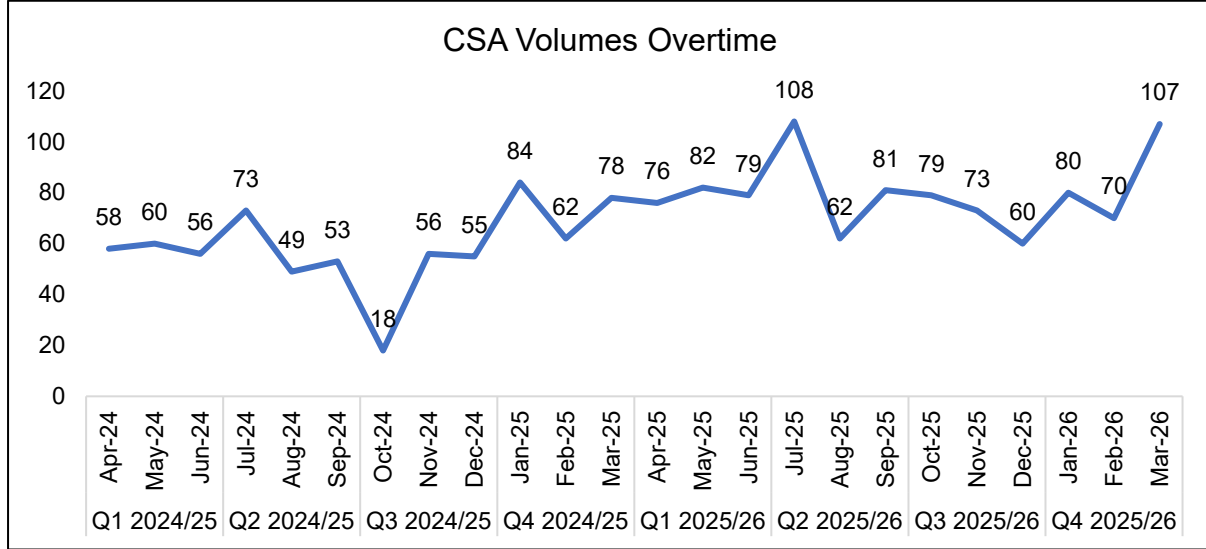


Figure 38: Recorded CSA qualifier Crimes Overtime.

There was a total of 257 crimes recorded, where a local CSA Qualifier was added , in Q4 2025/26, this is an increase (14.7%) from the 224 recorded SPLY (Q4 2024/25).

Ongoing Investigations

As at date of extraction (15.04.2026) there were 386 ongoing investigations with a CSA qualifier, 223 of which had been open for over 180 days.

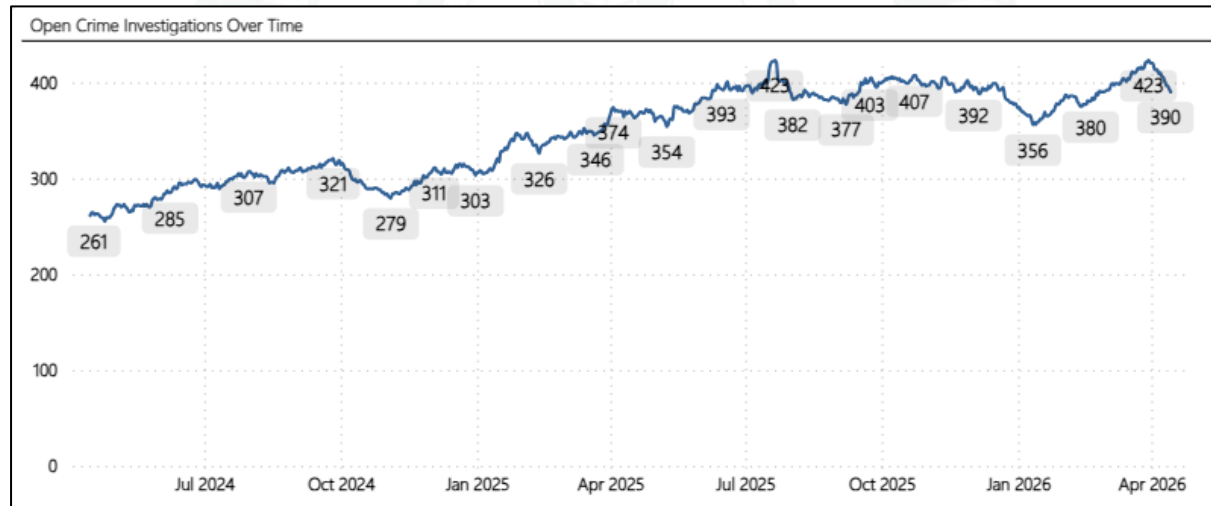
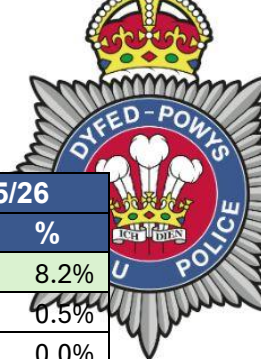


Figure 39: Open CSA qualifier Investigations Overtime.



Outcomes

Outcome Group	Q4 2024/25		Q4 2025/26	
	Volume	%	Volume	%
1 Charged and/or Summons	13	7.5%	17	8.2%
2 Caution - youths	1	0.6%	1	0.5%
3 Caution - adults	0	0.0%	0	0.0%
4 TIC (taken into consideration)	0	0.0%	0	0.0%
5 Offender died	0	0.0%	0	0.0%
6 Penalty notice for disorder	0	0.0%	0	0.0%
7 Cannabis warning	0	0.0%	0	0.0%
8 Community resolution	0	0.0%	0	0.0%
9 CPS - prosecution not in public interest	0	0.0%	0	0.0%
10 Police - Formal action not in public interest	4	2.3%	2	1.0%
11 Named suspect below age of criminal responsibility	8	4.6%	5	2.4%
12 Named suspect identified but is dead or too ill to prosecute	3	1.7%	5	2.4%
13 Named suspect but victim/key witness deceased or too ill	4	2.3%	1	0.5%
14 Victim declined/unable to support action to identify offender	15	8.7%	15	7.2%
15 Named suspect, victim supports but evidential difficulties	44	25.4%	49	23.7%
16 Victim declines/withdraws support - named suspect identified	48	27.7%	61	29.5%
17 Suspect identified but prosecution time limit expired	0	0.0%	0	0.0%
18 Investigation complete no suspect identified	15	8.7%	16	7.7%
20 Other body/agency has investigation	9	5.2%	26	12.6%
21 Police - named suspect, investigation not in the public interest	8	4.6%	8	3.9%
22 Diversionary, educational or intervention activity, has been undertaken and there is no public interest to continue	1	0.6%	1	0.5%

Figure 40: CSA qualifier Offence Outcomes

The above table illustrates the outcomes applied in Q4 of 2024/25 and 2025/26. An increase can be seen in the charge rate (Outcome 1) - from 7.5% to 8.2% - and the positive outcomes (Outcome 1 to 8) – from 8.1% to 8.7%.



Drug Possession Offences

Volumes

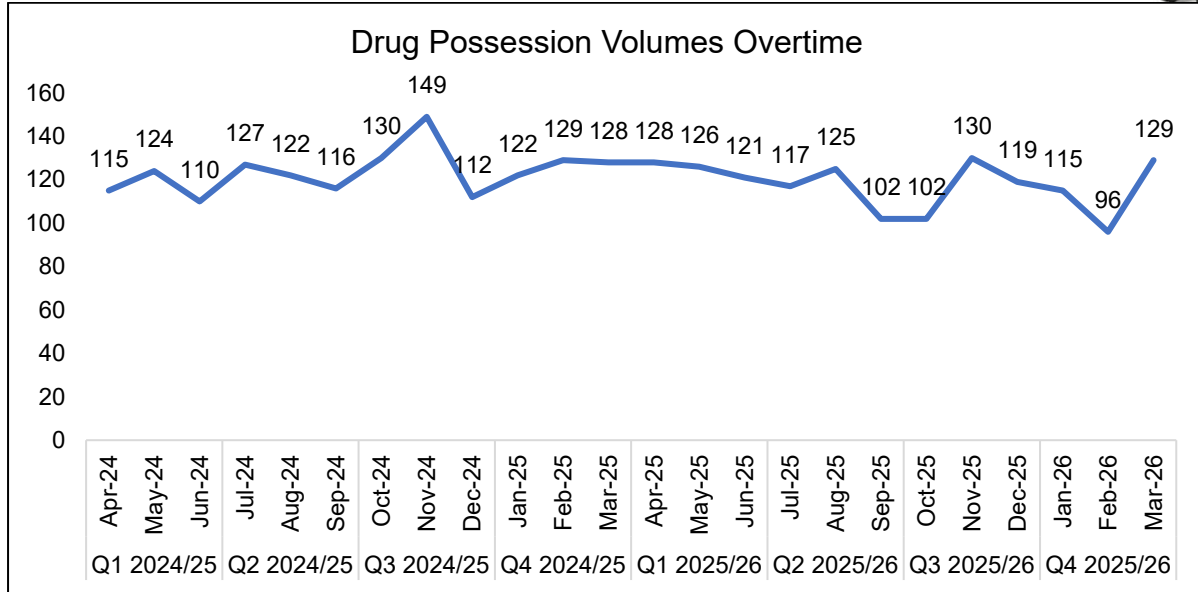


Figure 41: Drug Possession Recorded Offences Overtime.

There was a total of 340 Drug Possession crimes recorded Q4 2025/26, this is a decrease (10.3%) comparing to the 379 recorded during SPLY (Q4 2024/25).

Ongoing Investigations

As at date of extraction (10.04.2026) there were 134 ongoing drug possession investigations, 26 of which had been open for over 180 days.

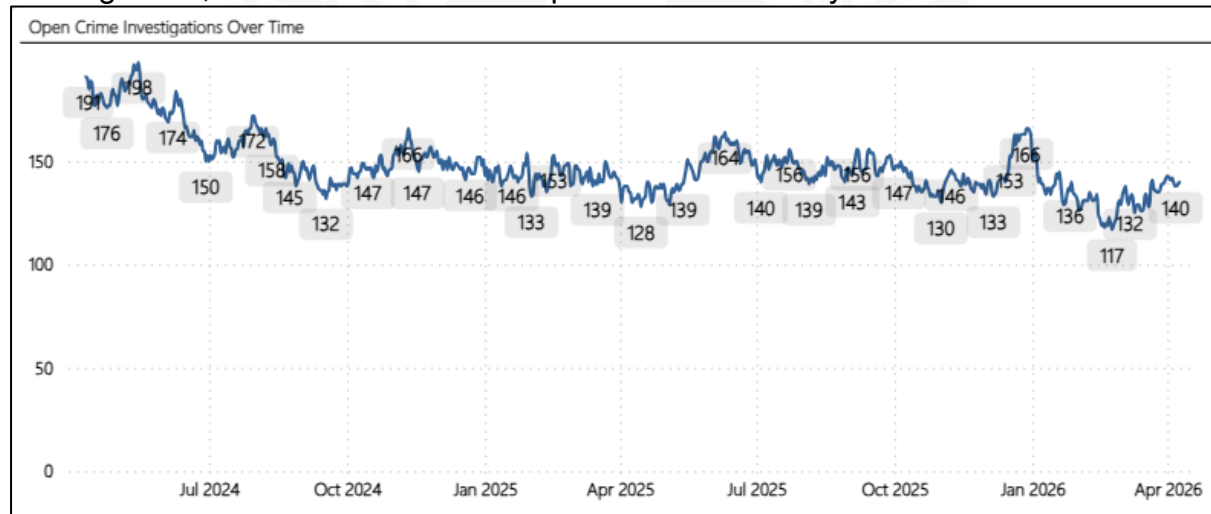
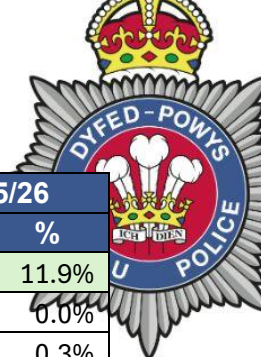


Figure 42: Open Drug Possession Investigations Overtime.



Outcomes

Outcome Group	Q4 2024/25		Q4 2025/26	
	Volume	%	Volume	%
1 Charged and/or Summons	22	5.5%	40	11.9%
2 Caution - youths	3	0.8%	0	0.0%
3 Caution - adults	0	0.0%	1	0.3%
4 TIC (taken into consideration)	0	0.0%	0	0.0%
5 Offender died	0	0.0%	0	0.0%
6 Penalty notice for disorder	0	0.0%	0	0.0%
7 Cannabis warning	0	0.0%	0	0.0%
8 Community resolution	312	78.2%	227	67.4%
9 CPS - prosecution not in public interest	1	0.3%	0	0.0%
10 Police - Formal action not in public interest	9	2.3%	7	2.1%
11 Named suspect below age of criminal responsibility	0	0.0%	0	0.0%
12 Named suspect identified but is dead or too ill to prosecute	1	0.3%	2	0.6%
13 Named suspect but victim/key witness deceased or too ill	0	0.0%	0	0.0%
14 Victim declined/unable to support action to identify offender	0	0.0%	1	0.3%
15 Named suspect, victim supports but evidential difficulties	26	6.5%	27	8.0%
16 Victim declines/withdraws support - named suspect identified	1	0.3%	0	0.0%
17 Suspect identified but prosecution time limit expired	0	0.0%	0	0.0%
18 Investigation complete no suspect identified	4	1.0%	11	3.3%
20 Other body/agency has investigation	1	0.3%	1	0.3%
21 Police - named suspect, investigation not in the public interest	5	1.3%	7	2.1%
22 Diversionary, educational or intervention activity, has been undertaken and there is no public interest to continue	14	3.5%	13	3.9%

Figure 43: Drug Possession Outcomes.

Community resolutions are encouraged to be used in line with the update to the force Drug Policy. This can be seen with Q4 of both years 2024/25 and 2025/26 where most cases have had Outcome 8 applied with 78.2% and 67.4%.

It is important to note this policy modification when analysing outcome data overtime and/or National data, given that not all forces have adopted this approach and are therefore still pursuing charges.

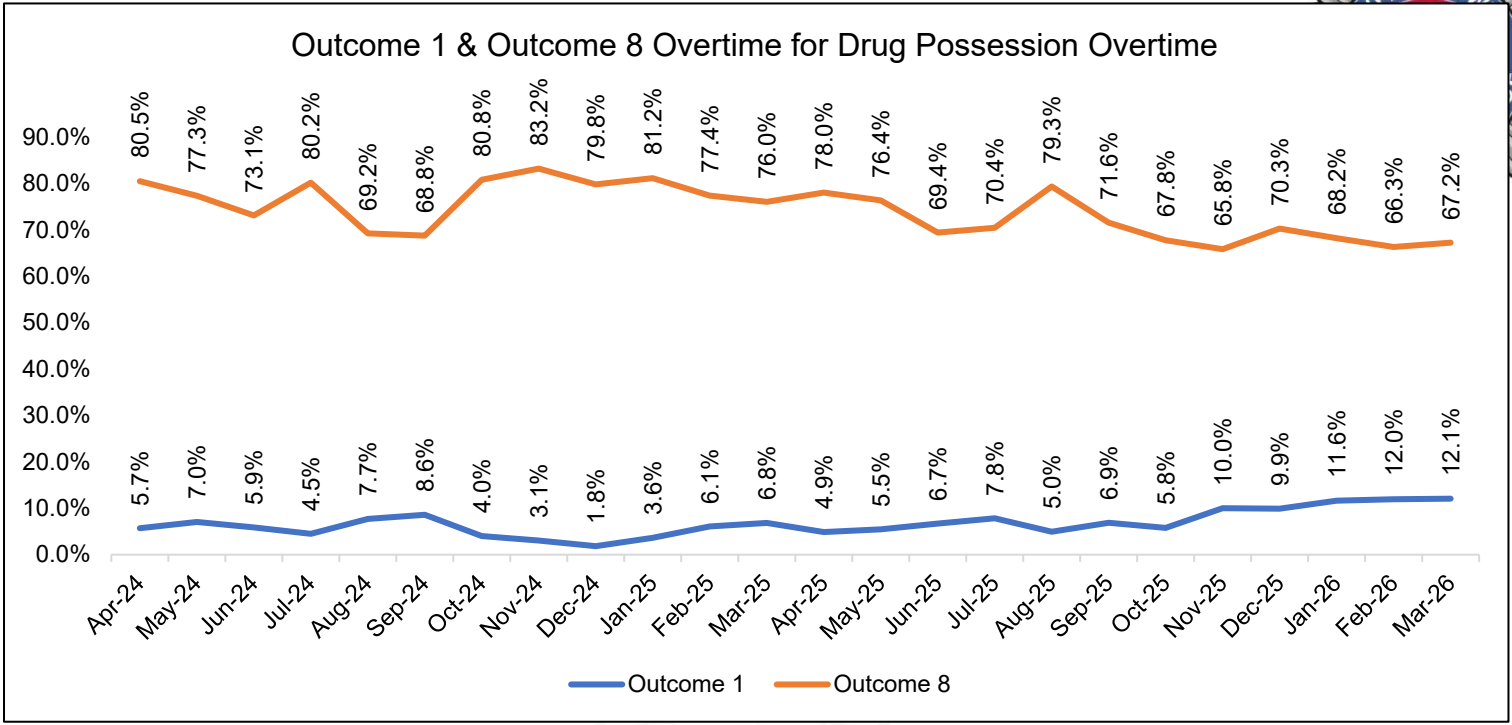


Figure 44: Outcome 1 v Outcome 8 Comparison Overtime.





Drug Trafficking Offences

Volumes

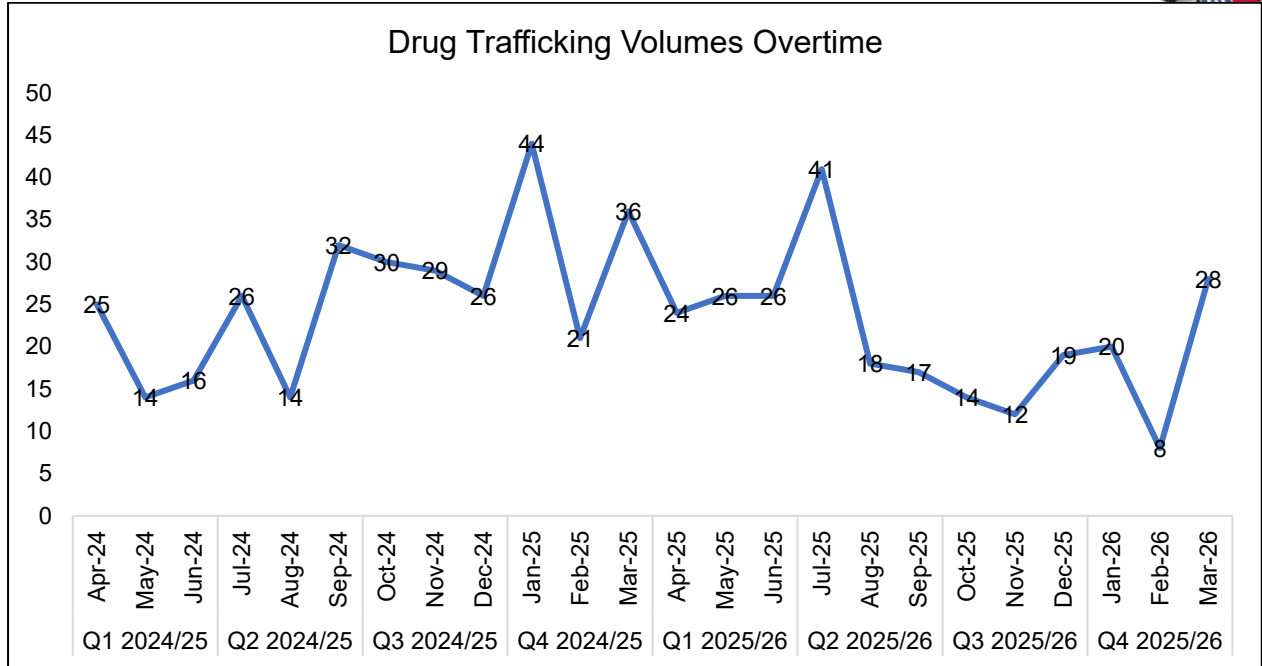


Figure 45: Drug Trafficking Offences Recorded Overtime.

56 Drug trafficking offences were recorded Q4 2025/26. This is a decrease (44.6%) when comparing to the 101 recorded offences during SPLY (Q4 2024/25).

Ongoing Investigations

As at date of extraction (10.04.2026), there were 120 ongoing drug trafficking investigations, 72 of which had been open for over 180 days.

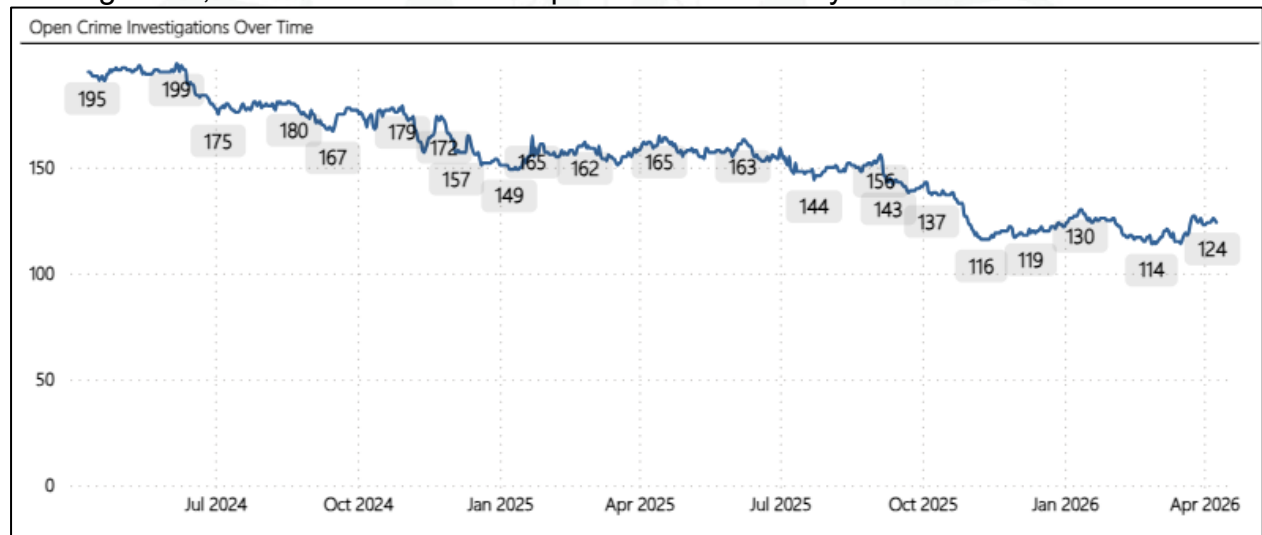
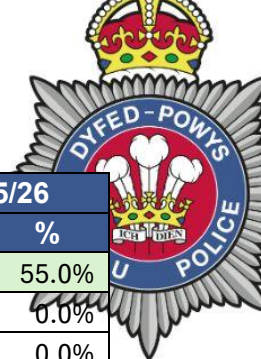


Figure 46: Open Drug Trafficking Investigations Overtime.



Outcomes

Outcome Group	Q4 2024/25		Q4 2025/26	
	Volume	%	Volume	%
1 Charged and/or Summons	31	29.2%	33	55.0%
2 Caution - youths	0	0.0%	0	0.0%
3 Caution - adults	2	1.9%	0	0.0%
4 TIC (taken into consideration)	0	0.0%	0	0.0%
5 Offender died	0	0.0%	0	0.0%
6 Penalty notice for disorder	0	0.0%	0	0.0%
7 Cannabis warning	0	0.0%	0	0.0%
8 Community resolution	5	4.7%	2	3.3%
9 CPS - prosecution not in public interest	0	0.0%	0	0.0%
10 Police - Formal action not in public interest	3	2.8%	1	1.7%
11 Named suspect below age of criminal responsibility	0	0.0%	0	0.0%
12 Named suspect identified but is dead or too ill to prosecute	0	0.0%	1	1.7%
13 Named suspect but victim/key witness deceased or too ill	0	0.0%	0	0.0%
14 Victim declined/unable to support action to identify offender	0	0.0%	0	0.0%
15 Named suspect, victim supports but evidential difficulties	10	9.4%	14	23.3%
16 Victim declines/withdraws support - named suspect identified	0	0.0%	3	5.0%
17 Suspect identified but prosecution time limit expired	0	0.0%	0	0.0%
18 Investigation complete no suspect identified	50	47.2%	4	6.7%
20 Other body/agency has investigation	1	0.9%	0	0.0%
21 Police - named suspect, investigation not in the public interest	4	3.8%	1	1.7%
22 Diversionary, educational or intervention activity, has been undertaken and there is no public interest to continue	0	0.0%	1	1.7%

Figure 47: Drug Trafficking Outcomes

Due to the nature of how the importation and exportation crimes are identified, it is very difficult to secure a charge – the force continues to record these offences however cognisance must be given to how they have an impact on our overall outcome rates. This is important to note when reflecting on National data.



Shoplifting Volumes

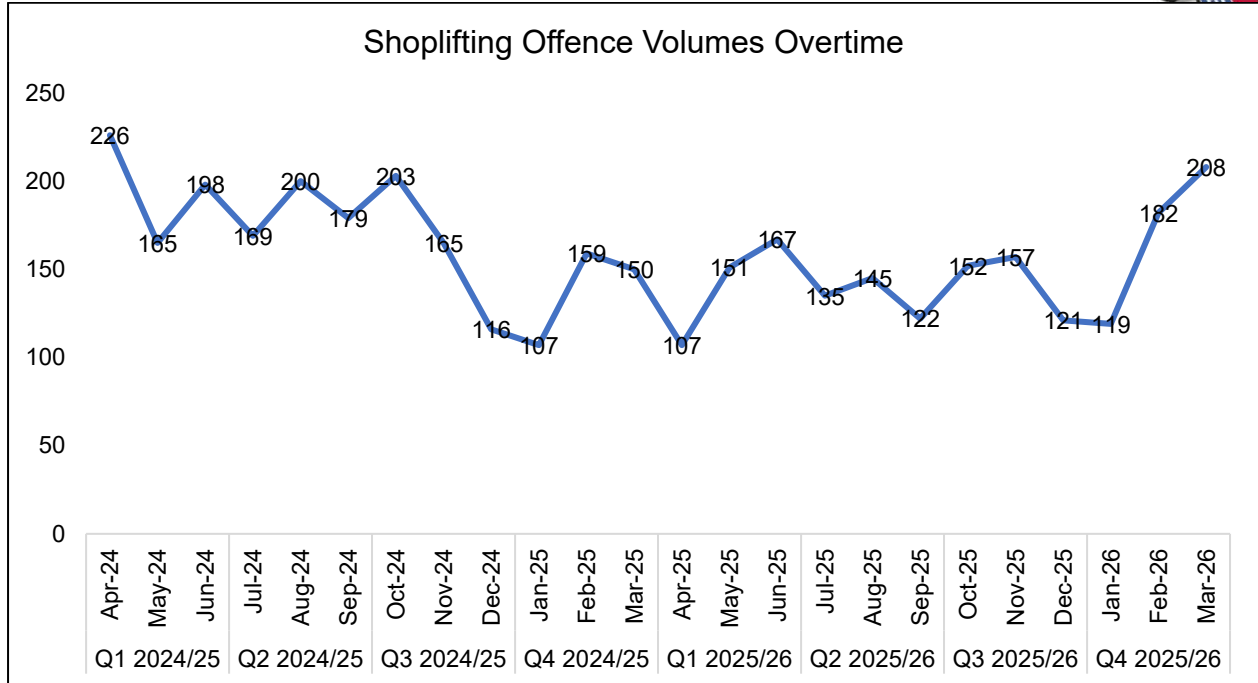


Figure 48: Recorded Shoplifting Overtime.

During Q4 of 2025/26, 509 Shoplifting crimes were recorded, compared to 416 during Q4 of 2024/25. This is a decrease of 22.4% (93 crimes).

Ongoing Investigations

As at date of extraction (10.04.2026), there were 274 ongoing shoplifting investigations, 29 of which had been open for over 180 days.

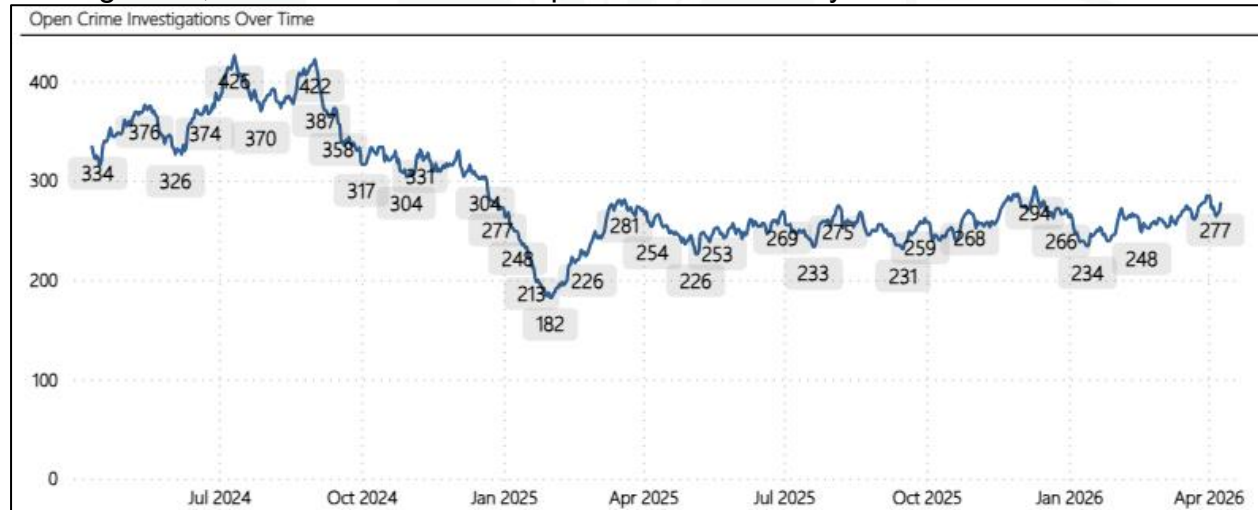
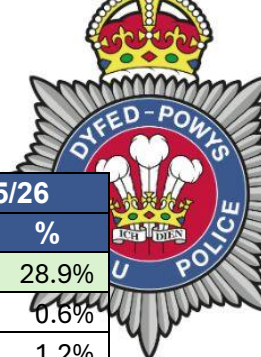


Figure 49: Open Shoplifting Investigations Overtime.



Outcomes

Outcome Group	Q4 2024/25		Q4 2025/26	
	Volume	%	Volume	%
1 Charged and/or Summons	92	21.9%	143	28.9%
2 Caution - youths	0	0.0%	3	0.6%
3 Caution - adults	3	0.7%	6	1.2%
4 TIC (taken into consideration)	0	0.0%	0	0.0%
5 Offender died	0	0.0%	1	0.2%
6 Penalty notice for disorder	0	0.0%	0	0.0%
7 Cannabis warning	0	0.0%	0	0.0%
8 Community resolution	43	10.2%	49	9.9%
9 CPS - prosecution not in public interest	0	0.0%	0	0.0%
10 Police - Formal action not in public interest	2	0.5%	2	0.4%
11 Named suspect below age of criminal responsibility	0	0.0%	1	0.2%
12 Named suspect identified but is dead or too ill to prosecute	0	0.0%	0	0.0%
13 Named suspect but victim/key witness deceased or too ill	0	0.0%	0	0.0%
14 Victim declined/unable to support action to identify offender	48	11.4%	26	5.3%
15 Named suspect, victim supports but evidential difficulties	36	8.6%	35	7.1%
16 Victim declines/withdraws support - named suspect identified	16	3.8%	16	3.2%
17 Suspect identified but prosecution time limit expired	7	1.7%	3	0.6%
18 Investigation complete no suspect identified	163	38.8%	202	40.8%
20 Other body/agency has investigation	0	0.0%	0	0.0%
21 Police - named suspect, investigation not in the public interest	1	0.2%	4	0.8%
22 Diversionary, educational or intervention activity, has been undertaken and there is no public interest to continue	9	2.1%	4	0.8%

Figure 50: Shoplifting Outcomes

The above table illustrates the outcomes applied in Q4 of 2024/25 and 2025/26. An increase can be seen in the charge rate (Outcome 1) - from 21.9% to 28.9% - and the positive outcomes (Outcome 1 to 8) – from 32.9% to 40.6%.



Cybercrimes Volumes

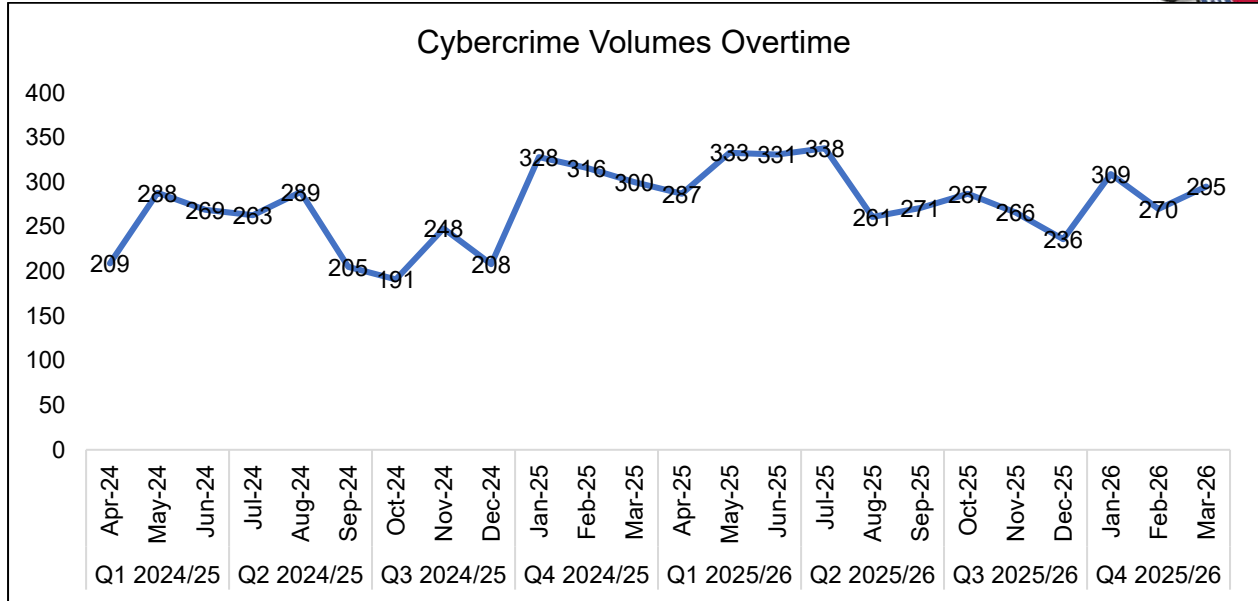


Figure 51: Recorded Cybercrimes Overtime

In Q4 of 2025/26, there was a total of 874 cybercrimes recorded, compared to 944 in Q4 of 2024/25. This is a 7.4% (70 crimes) decrease.

Ongoing Investigations

As at date of extraction (10.04.2026), there were 640 ongoing cybercrime investigations, 270 of which had been open for over 180 days.

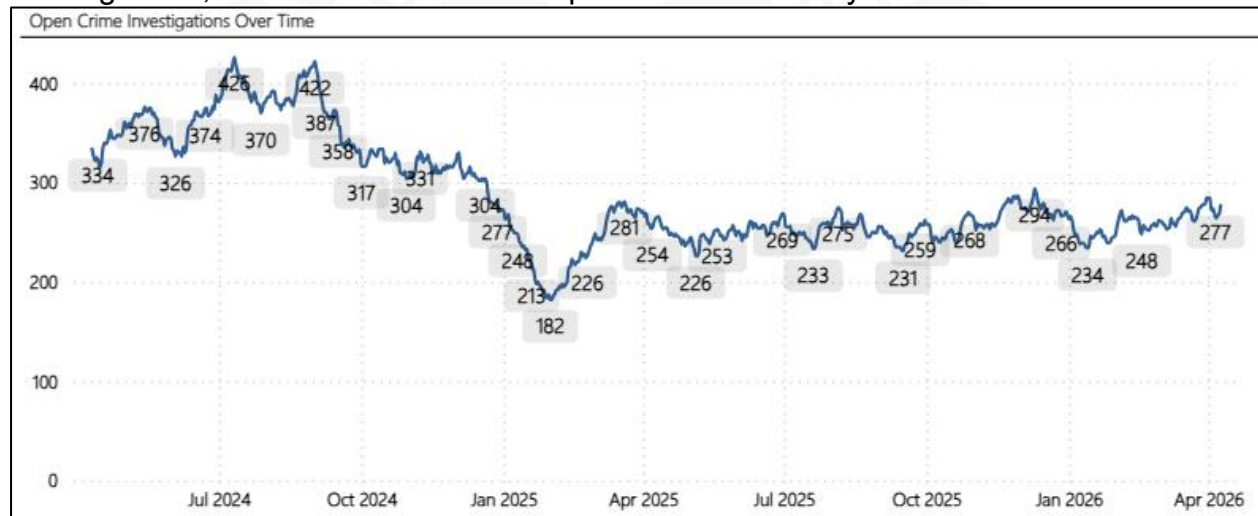
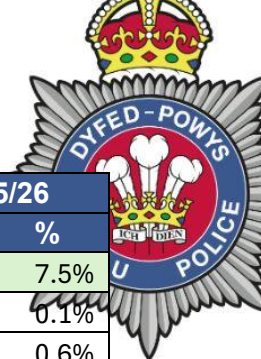


Figure 52: Open Cybercrime Investigations Overtime



Outcomes

Outcome Group	Q4 2024/25		Q4 2025/26	
	Volume	%	Volume	%
1 Charged and/or Summons	46	5.4%	67	7.5%
2 Caution - youths	0	0.0%	1	0.1%
3 Caution - adults	3	0.4%	5	0.6%
4 TIC (taken into consideration)	0	0.0%	0	0.0%
5 Offender died	0	0.0%	0	0.0%
6 Penalty notice for disorder	0	0.0%	0	0.0%
7 Cannabis warning	0	0.0%	0	0.0%
8 Community resolution	10	1.2%	11	1.2%
9 CPS - prosecution not in public interest	1	0.1%	0	0.0%
10 Police - Formal action not in public interest	20	2.3%	21	2.3%
11 Named suspect below age of criminal responsibility	4	0.5%	0	0.0%
12 Named suspect identified but is dead or too ill to prosecute	1	0.1%	1	0.1%
13 Named suspect but victim/key witness deceased or too ill	0	0.0%	0	0.0%
14 Victim declined/unable to support action to identify offender	75	8.8%	70	7.8%
15 Named suspect, victim supports but evidential difficulties	242	28.3%	311	34.7%
16 Victim declines/withdraws support - named suspect identified	255	29.9%	219	24.5%
17 Suspect identified but prosecution time limit expired	3	0.4%	3	0.3%
18 Investigation complete no suspect identified	126	14.8%	131	14.6%
20 Other body/agency has investigation	32	3.7%	27	3.0%
21 Police - named suspect, investigation not in the public interest	16	1.9%	26	2.9%
22 Diversionary, educational or intervention activity, has been undertaken and there is no public interest to continue	20	2.3%	2	0.2%

Figure 53: Cybercrimes Outcomes

The above table illustrates the outcomes applied in Q4 of 2024/25 and 2025/26. An increase can be seen in the charge rate (Outcome 1) - from 5.4% to 7.5% - and in the positive outcomes (Outcome 1 to 8) - from 6.9% to 9.4%.



Average Length of Investigations by Outcome

Outcome Group	2024/25		2025/26	
	Volume	Average Length of Investigation (Days)	Volume	Average Length of Investigation (Days)
1 Charged and/or Summons	3234	143	3276	122
2 Caution - youths	69	155	81	155
3 Caution - adults	445	77	343	91
4 TIC (taken into consideration)	1	133	5	20
5 Offender died	12	133	14	459
6 Penalty notice for disorder	0	-	0	-
7 Cannabis warning	0	-	0	-
8 Community resolution	2454	53	1806	51
9 CPS - prosecution not in public interest	36	417	39	515
10 Police - Formal action not in public interest	340	80	313	74
11 Named suspect below age of criminal responsibility	161	26	162	30
12 Named suspect identified but is dead or too ill to prosecute	119	54	155	55
13 Named suspect but victim/key witness deceased or too ill	37	120	26	113
14 Victim declined/unable to support action to identify offender	2350	29	2451	28
15 Named suspect, victim supports but evidential difficulties	8793	88	8725	86
16 Victim declines/withdraws support - named suspect identified	9582	51	8555	49
17 Suspect identified but prosecution time limit expired	289	170	203	152
18 Investigation complete no suspect identified	8844	37	8458	33
20 Other body/agency has investigation	660	60	886	48
21 Police - named suspect, investigation not in the public interest	334	77	276	57
22 Diversionary, educational or intervention activity, has been undertaken and there is no public interest to continue	250	98	190	111

Figure 54: Average Length of Investigation by Outcome Group (Comparison of 2024/25 vs 2025/26)



ASB

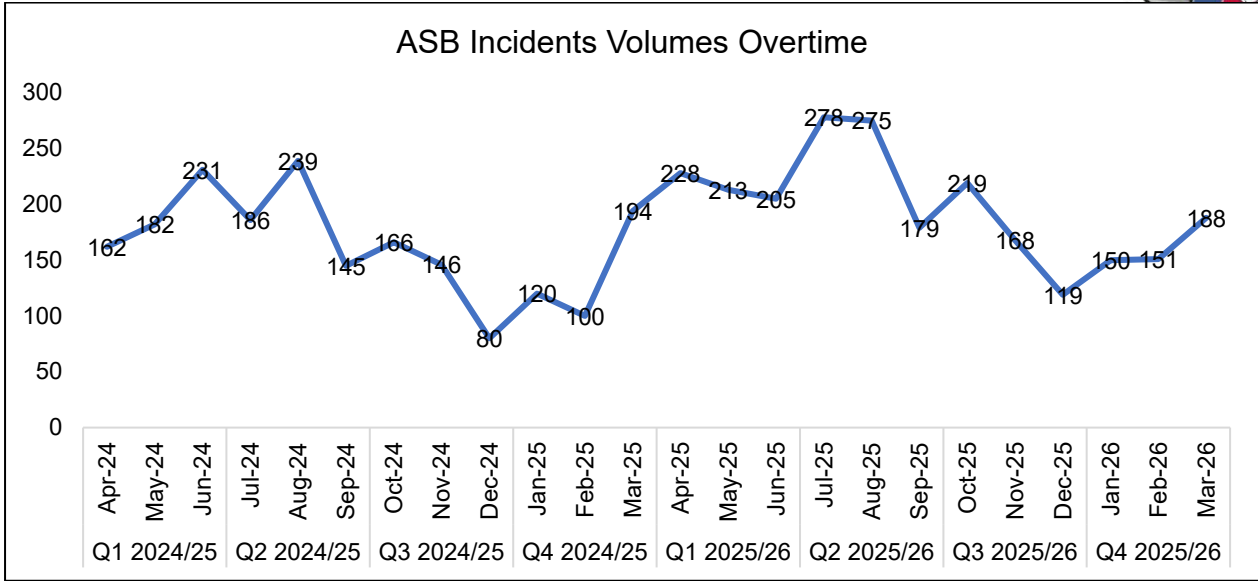


Figure 556: ASB Incidents Overtime.

While looking at Q4 of 2025/26, there have been 489 incidents recorded. This compares to 414 in Q4 of 2024/25.

Figure 56 below displays the Q4 of 2025/26 incident volumes by ASB type.

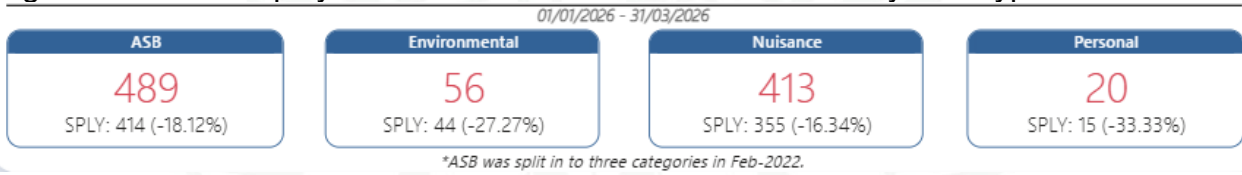
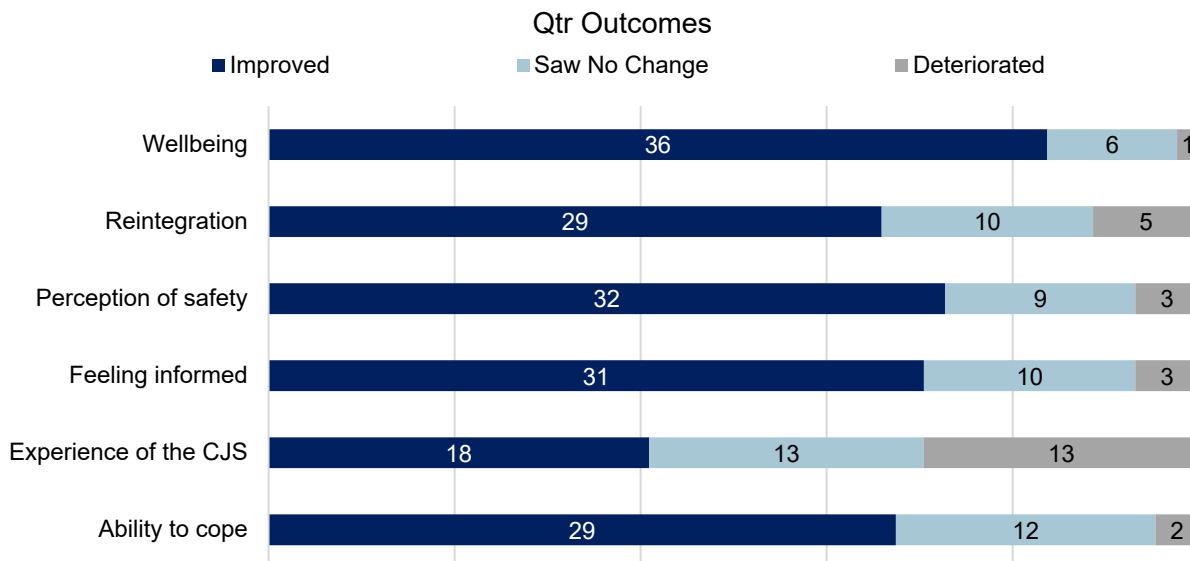


Figure 56: ASB Incident Type.

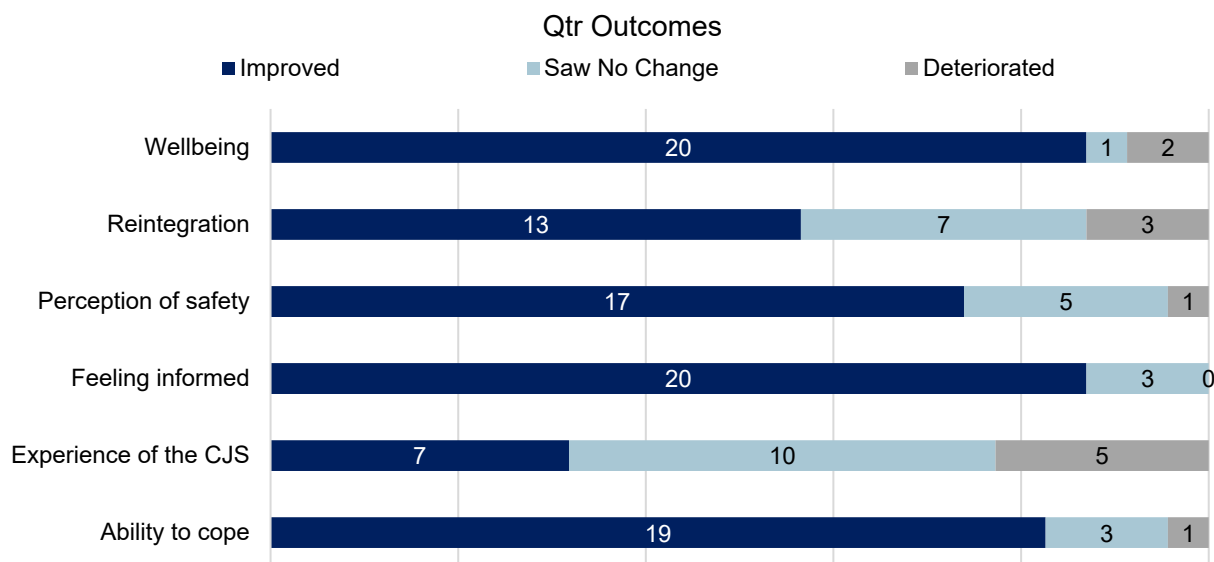


Victim Support

Quarter 1:

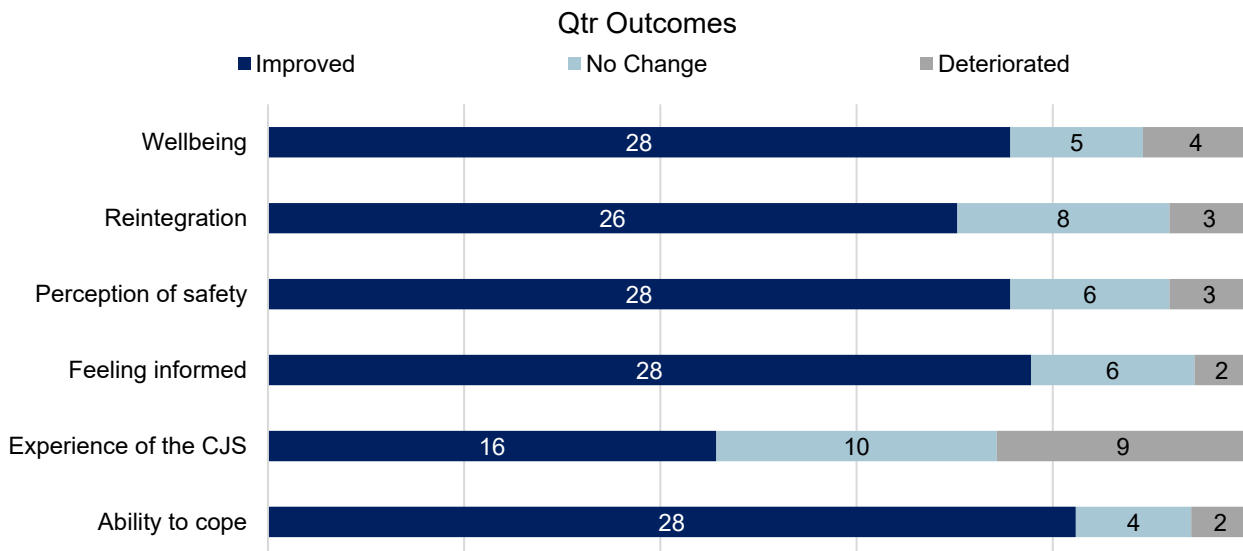


Quarter 2:





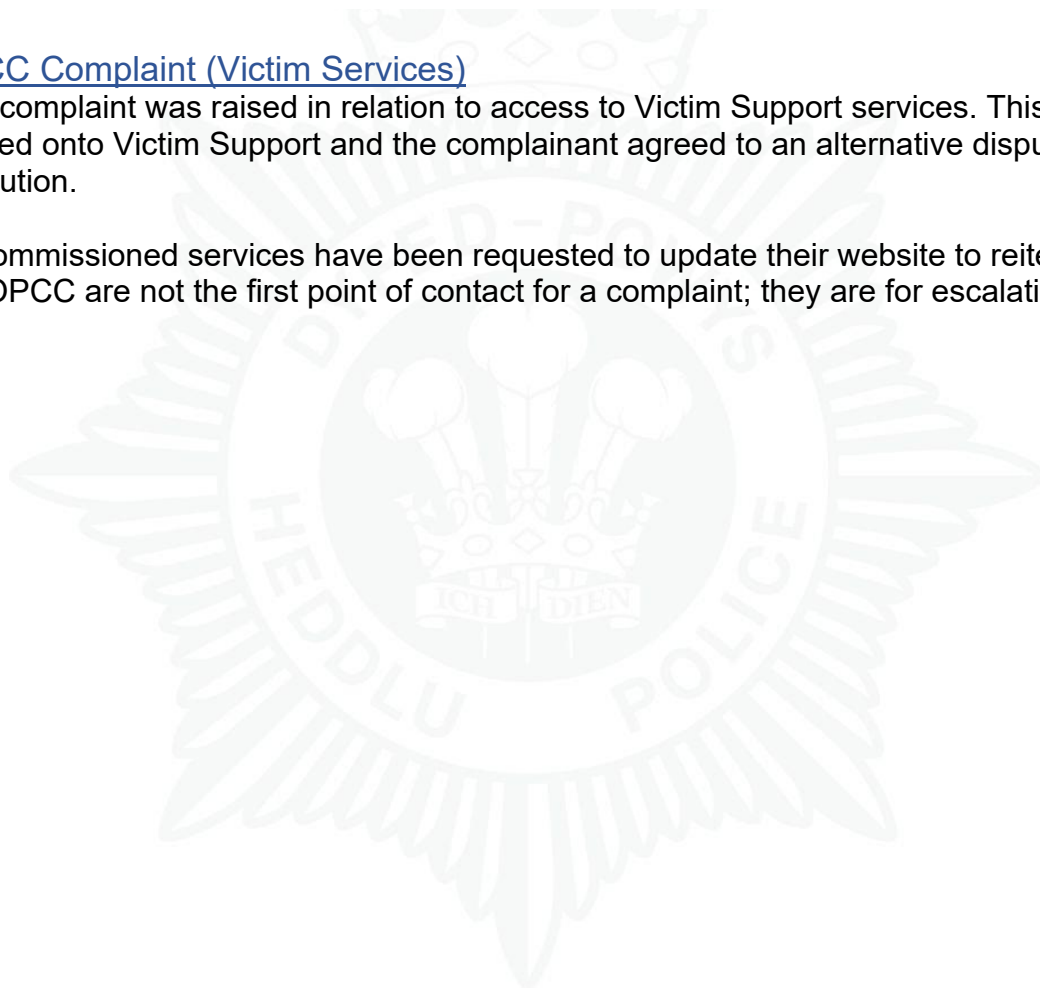
Quarter 3:



[OPCC Complaint \(Victim Services\)](#)

One complaint was raised in relation to access to Victim Support services. This was passed onto Victim Support and the complainant agreed to an alternative dispute resolution.

All commissioned services have been requested to update their website to reiterate the OPCC are not the first point of contact for a complaint; they are for escalation.





NPPT Community Engagement

Neighbourhoods with an Issued Priority in the Last Three Months

Displaying Data for: 04/04/2026

Neighbourhoods with an Issued Priority in the Last Three Months

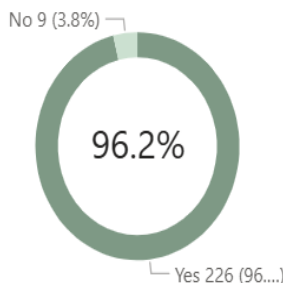
226/235

Total Issued Priorities in the Last Three Months

564

↑ 0.9% increase (MoM)

Proportion of Neighbourhoods with an Issued Priority in the Last Three Months

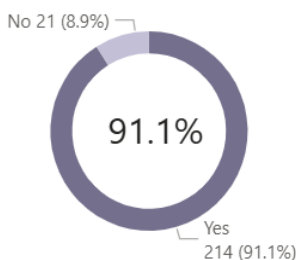


↑ 22.8% increase (MoM)

Neighbourhoods with a Scheduled Meeting

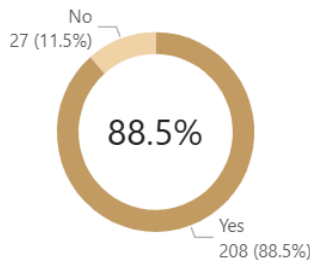
Displaying Data for: 04/04/2026

Proportion of Neighbourhoods with a Meeting Scheduled in the Last Three Months



↓ 5.3% decrease (MoM)

Proportion of Neighbourhoods with a Meeting Scheduled in the Next Three Months



↑ 62.5% increase (MoM)

Figure 57: Community Engagement

	Community Engagement																	
	In person surgery held?			Virtual Surgery held?			Meet the street held?			One Stop event held?			Street briefing held?			PSG held?		
	Each month a minimum of one "in person" surgery			Each month a minimum of one "virtual" surgery			Each month a minimum of one "meet the street"			Each quarter hold a "one stop" community event			Each quarter hold a "street briefing"			Each month a minimum of one "problem solving group"		
	Jan-26	Feb-26	Mar-26	Jan-26	Feb-26	Mar-26	Jan-26	Feb-26	Mar-26	Jan-26	Feb-26	Mar-26	Jan-26	Feb-26	Mar-26	Jan-26	Feb-26	Mar-26
Llanelli	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Not Required	Yes	Yes	Not Required	Yes	Yes	Yes	Yes	Yes
Llanelli Rural	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Not Required	Not Required	Yes	Not Required	Not Required	Yes	Yes	Yes	Yes
Carmarthen	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Not Required	Not Required	Yes	Yes	Yes	Yes	No	Yes	Yes
Amman	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Crosshands	N/A	N/A	Yes	N/A	N/A	Yes	N/A	N/A	Yes	N/A	N/A	No	N/A	N/A	Yes	N/A	N/A	Yes
Pembs- Tenby & Narberth	N/A	Yes	Yes	N/A	Yes	No	Yes	Yes	Yes	Not Required	Not Required	Yes	Not Required	Not Required	Yes	Yes	Yes	Yes
Pembs- Pembroke dock	N/A	Yes	Yes	N/A	Yes	Yes	N/A	Yes	Yes	N/A	Not Required	Yes	N/A	Not Required	Yes	N/A	Yes	Yes
Pembs-Milford	Yes	Yes	No data	Yes	Yes	No data	Yes	Yes	No data	Not Required	Not Required	No data	Not Required	Yes	No data	Yes	Yes	No data
Pembs-Haverfordwest	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Not Required	Yes	Yes	Not Required	Yes	Yes	Yes	Yes	Yes
North Ceredigion	Yes	Yes	No data	Yes	Yes	No data	Yes	Yes	No data	Not Required	Yes	No data	Yes	Yes	No data	Yes	Yes	No data
Mid Ceredigion	N/A	N/A	Yes	N/A	N/A	Yes	N/A	N/A	Yes	N/A	Not Required	Yes	N/A	N/A	Yes	N/A	Yes	Yes
South Ceredigion	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Not Required	Not Required	Yes	Not Required	Yes	Yes	Yes	Yes	Yes
South Powys	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Mid Powys	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
North Powys	Yes	Yes	No data	Yes	Yes	No data	Yes	Yes	No data	Yes	Yes	No data	Not Required	Not Required	No data	Yes	Yes	No data



Meet the Street: Community Engagement Event where police and partner agencies set up temporarily in a *neighbourhood* to interact with residents. The goal is to build trust, improve communication and address local problems collaboratively. It provides an opportunity to voice concerns, ask questions and receive advice on various issues, all in a more informal and accessible setting.

Street Briefing: Involves police and local authorities/counsellors patrolling *particular areas* to enhance safety, address concerns and interact with the community.

In person Surgery: An event where police meet residents in public spaces like shops / cafes, to discuss concerns and offer advice.

One Stop Community Engagement Event (quart): More than just a particular ward. This event should advertise to the *whole* NPPT area. Similar to Meet the Street but with a wider reach/ more partners.

Virtual Surgery: Using online platform virtual surgeries provide a more accessible and convenient way for some to engage with their local police. Focus on Specific problems, such as ASB / Cyber-crime, ability to target specific groups, deaf community / ALN, or other minority groups.

Problem Solving Group – PSG: every NPPT must hold a PSG Problem solving group meeting with partners, to discuss their POP plans and how they can jointly resolve the issues attributed to the POP plan.

NPPT Abstractions

BCU / Month	Q4 2025/26		
	Jan-26	Feb-26	Mar-26
Carmarthenshire	2 (10 hours)	0 (0 hours)	3 (16 hours)
Ceredigion	5 (40 hours)	2 (14 hours)	7 (42 hours)
Pembrokeshire	2 (5 hours)	2 (18 hours)	8 (20 hours)
Powys	10 (38 hours)	9 (51 hours)	18 (64 hours)

Figure 58: NPPT Abstractions

The table provides the volume of NPPT officers abstracted, and the total amount of hours abstracted. Work is ongoing to further understand the reason for abstraction, providing the ability to challenge any authorised outside policy.



POLIT

Safeguarding

The below figures relate to the total number of POLIT referrals received that are identified as requiring a safeguarding response. The cases related to children identified as uploading self-generated IIOC to social media, or victim's blackmail/sexortion of those vulnerable to CSAE through communications online.

In **all cases** identified as a safeguarding referral, there is a PPN submitted within the first 48 hours of identifying the child and their home address.

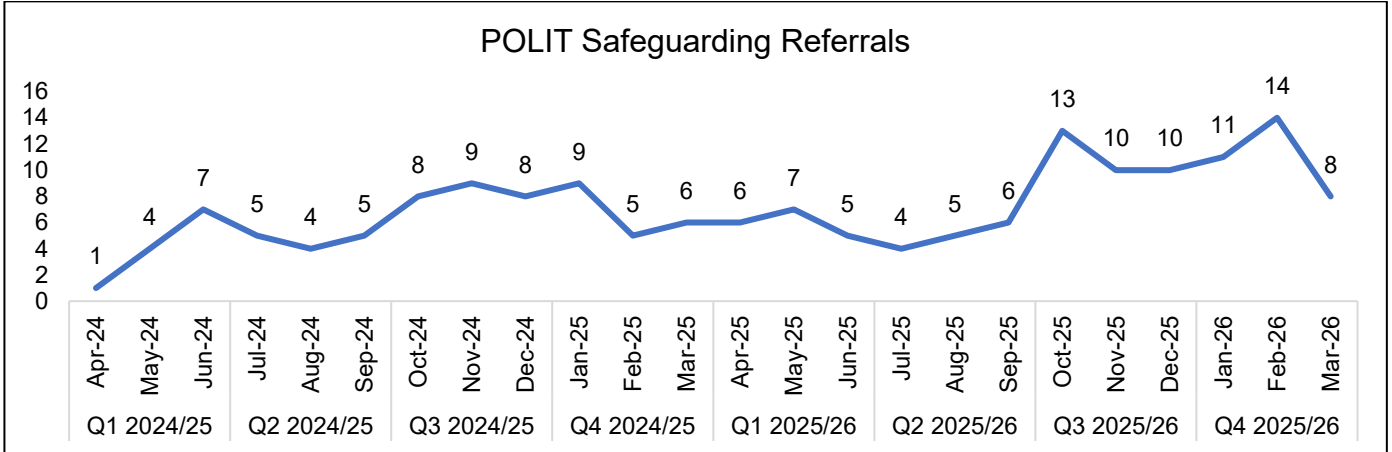


Figure 59: POLIT Safeguarding referrals.

The data shows an upward trajectory, when comparing Q4 2024/25 with Q4 2025/26 there has been an 65.0% increase (20 v 33).

Warrants

The chart below illustrates the referrals that have required POLIT action through a warrant, arrest from warrant, arrest without warrant, UCOL/RSO (Arrest) or voluntary interview.

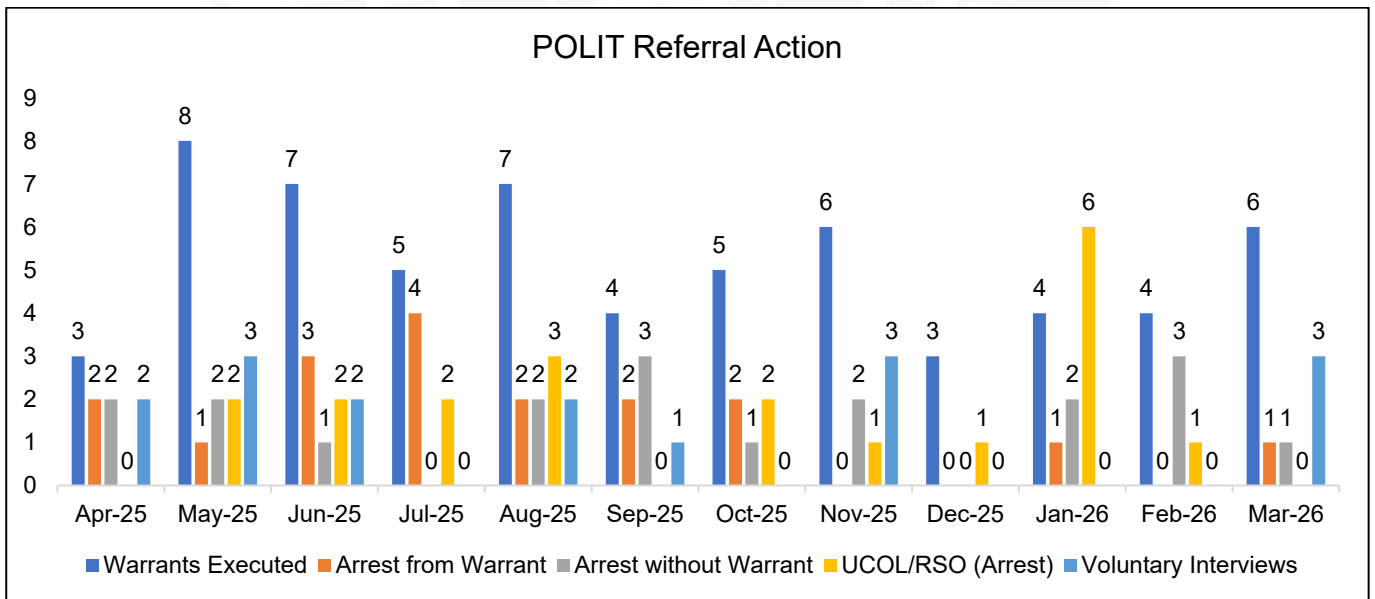


Figure 60: POLIT Referrals Action



Safeguarding Children & Adults

Question: Do we undertake high quality safeguarding referrals and work with partners to ensure safeguarding of vulnerable people?

Quality Assurance - Outcome of Audits (Domestic Abuse PPN QA):

Journey of the PPN:

- **DA PPN - Secondary risk assessment process audit**
 - 5 DA PPN's are selected each month to review the timeliness and quality of the risk assessment process and standards of review by risk assessors for standard/medium risk graded PPN's.
- **DA PPN – MRE process audit**
 - 5 DA PPN's are selected each month to review the timeliness and quality of the risk assessment process and standards of review by risk assessors for MARAC/Repeat/Escalation cases. The audit also reviews the timeliness of the MARAC listing process.
- **DA PPN – High Risk/MARAC process audit**
 - 5 DA PPN's are selected each month to review the timeliness and quality of the risk assessment process and standards of review by risk assessors for High-Risk DA PPN's.

The overall outcomes provide confidence that secondary review processes are timely, quality reviews are being undertaken with sound rationales provided. In addition, the MRE/MARAC processes are expeditiously progressed.

Where individual feedback is identified, this is addressed by SRAU DI. Where thematic issues are identified, this is populated in our "learning the lessons" repository.

Examples include positive feedback to SRAU staff re: thorough justification by SRAU when risk gradings are changed, however minimal write up/justification when SRAU agree a risk grading.



DA Risk Assessment Panel:

Strategic DA host a quarterly risk assessment panel, with representatives from SRAU, BCU PVP's, Safe Lives and the IDVA service. Within this forum, 60 DA PPN's are reviewed with both an internal and external lens by third sector specialists.

The overall findings are that there are clear consistencies in the police and third sector specialists' approach to risk assessment and gradings.

The most recent findings indicated that the panel agreed with 88% of the risk gradings, with disagreement by some of the panel members with 12%. The majority of those that were disagreed with related to over-inflation of risk by SRAU, with the panel considering the risk should have been lower.

Previous panel agreement scorings have been: 90%, 81%, 77% and 86% respectively.

Individual feedback can often result, particularly if there are both positive findings and learning opportunities. The most recent panel recommended feedback be provided to 6 officers – examples include praise of sound assessment by attending officers, and conversely, victim blaming language use within attending officer "write up".

If wider, thematic issues are identified, they are recorded within our "learning the lessons" repository for potential nomination to the corporate tracker. As an example, thorough justification by SRAU when risk gradings are changed, however minimal write up/justification when SRAU agree a risk grading.

Op Encompass:

Every DA PPN that is submitted within DPP is reviewed to understand if school aged children are associated with parties listed. If so, each DA PPN is quality assured by SRAU to ensure timely Op Encompass notification is shared with the local authority.

Child/Adult PPN audits

DI Audits

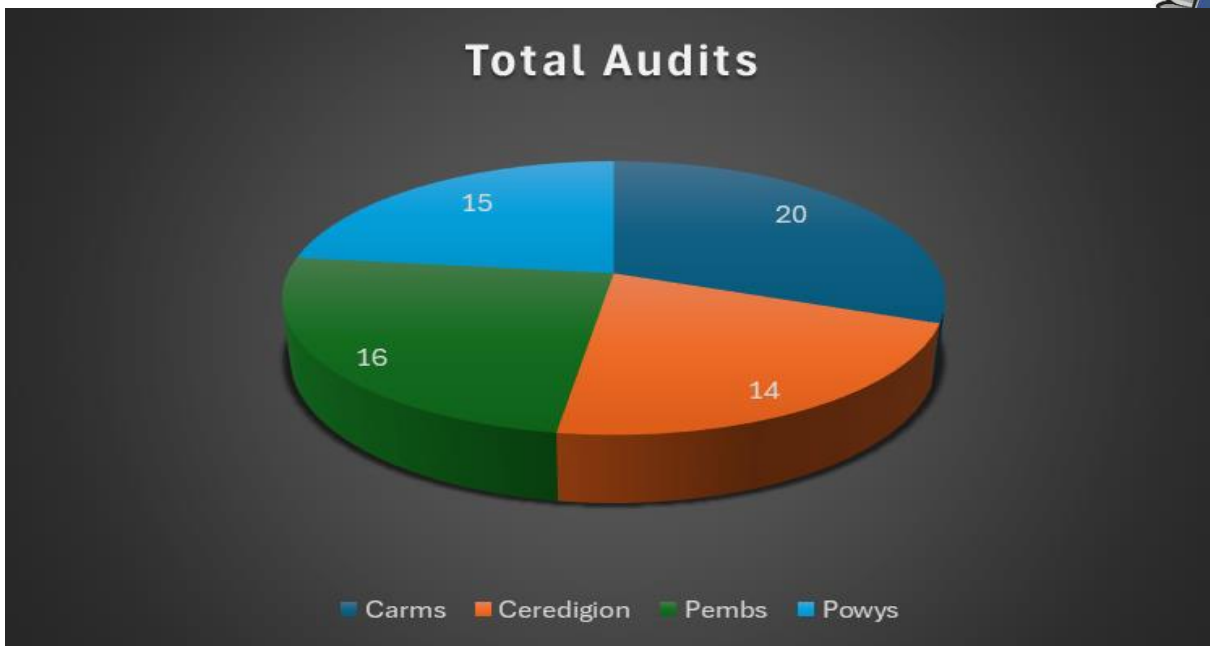
8 PPN's are subject to QA audit at random, monthly (1x adult, 1x child per BCU) and results are recorded via MS forms.

Review includes the following:

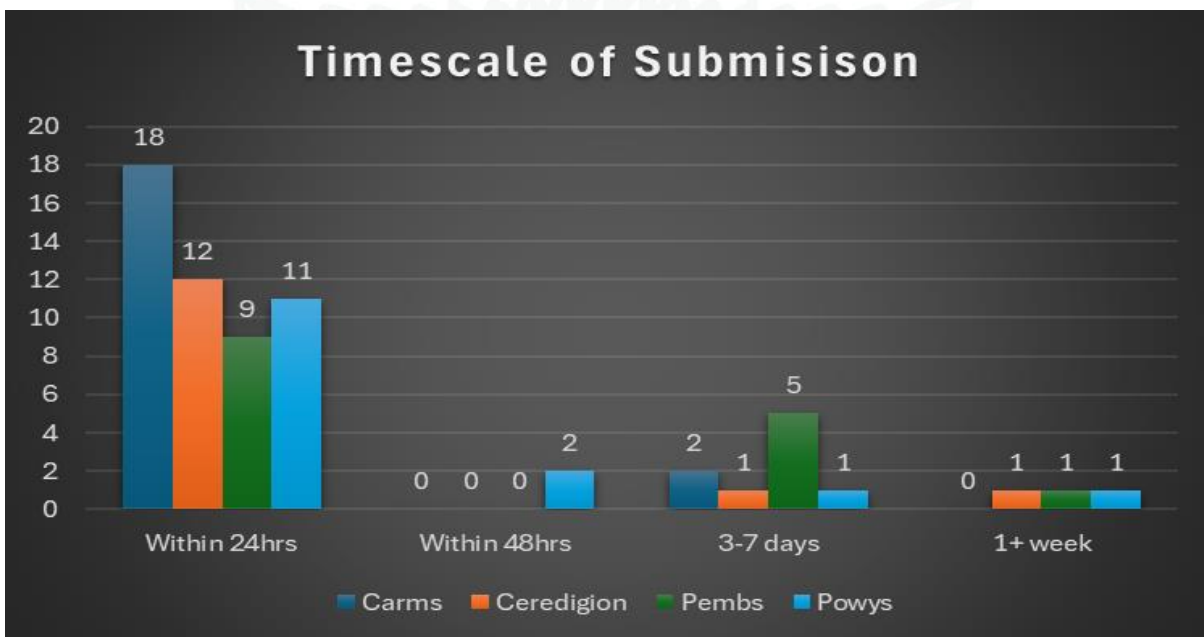
- Compliance with statutory timescales for submission,
- Triage and strategy discussion,
- Outcome decision
- Voice of the child.

Any identified learning is actioned and delivered appropriately and recorded via Teams 'learning the Lessons.'

Findings from Audit's taken between *March 2025* and *April 2026*:



65 audits were completed from across the Force



Good practice highlighted - **83%** of PPN's were submitted to CRU within one working day of the incident/concern.

35% were found to be of insufficient quality, examples:

- Majority of which were due to insufficient detail recorded in the officer observation.
- One audit identified that a PPN had been returned for additional information (personal details) and task closed.
- One audit identified an occurrence being closed without a review strategy discussion, also outstanding was the VNA, initial crime template and victim updates.



DVDS Volumes (RTA/RTK)

Between *January 2025 – December 2026*, the following volumes have been recorded:

2025

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Right to Ask (RTA)	55	61	48	35	52	55	61	68	56	65	43	53	652
Right to Know (RTK)	56	55	44	55	55	48	50	45	42	29	32	37	548
Total	111	116	92	90	107	103	111	113	98	94	75	90	1200

Overall, the total volume of applications made has increased by **52%** comparing against 2024 data with 1200 applications made compared to 789 applications in 2024. This has been down to increase public awareness in external communication campaigns for ‘Right to Ask’ and professional practitioners awareness training for ‘Right to Know’ applications.

Of the 1200 application made, safeguarding disclosures were given in 459 of the applications. An increase of **37%** from 2024 where 336 safeguarding disclosures were given.

RTA – 652 applications (210 disclosures made)

RTK- 548 applications (249 disclosures made)

2024 –

Total disclosures given = 336

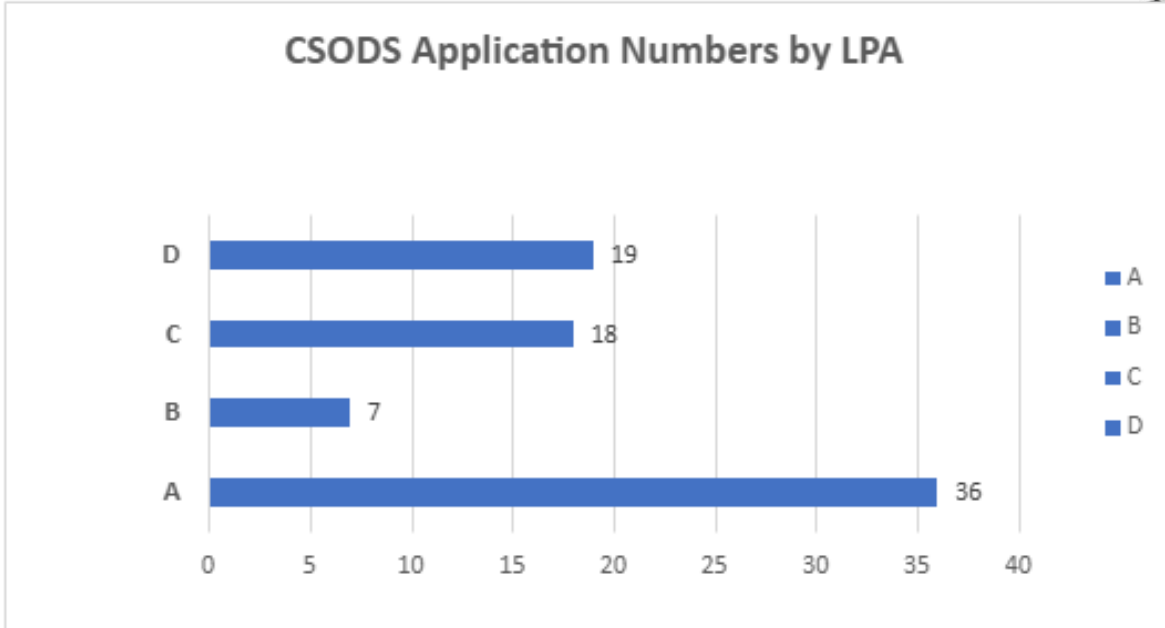
RTA – 419 applications (135 disclosures made)

RTK- 370 applications (201 disclosures made)



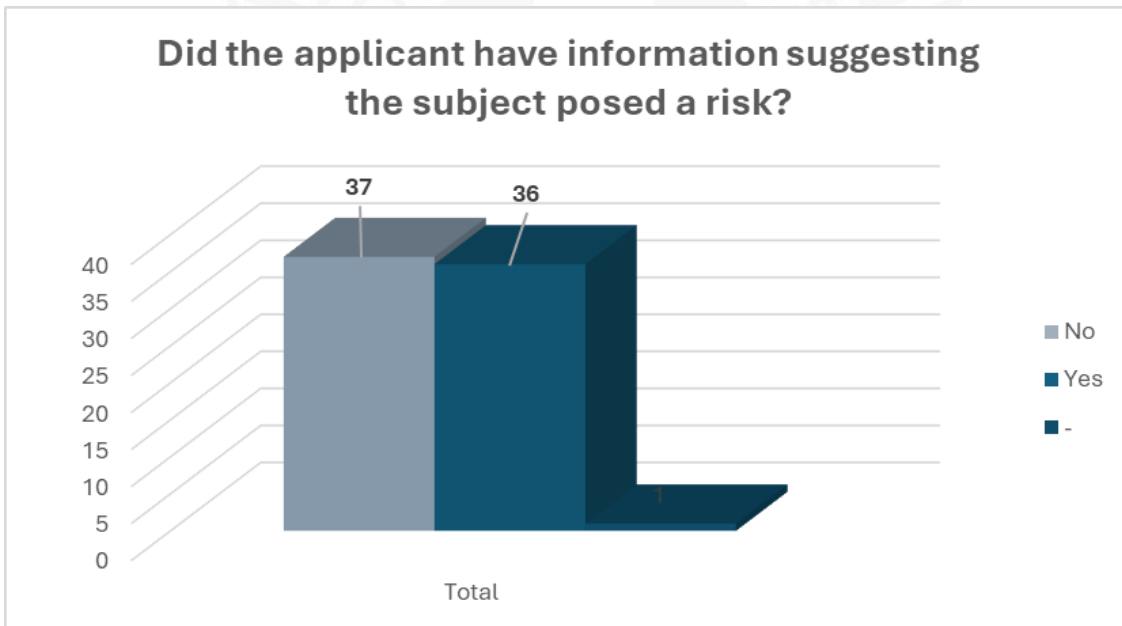


CSODS Volumes (April 2025 – March 2026)

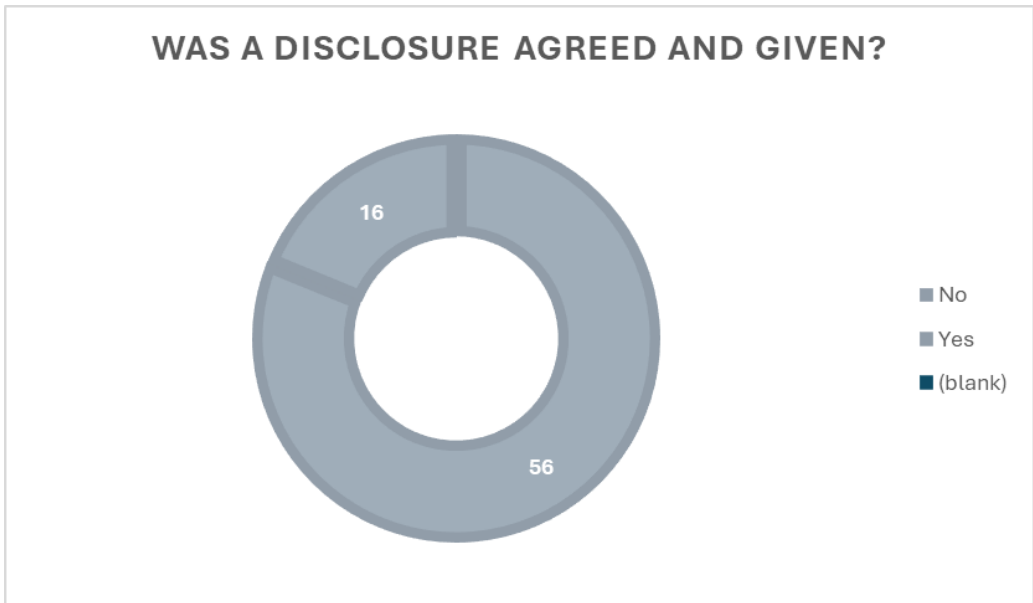


80 CSODS applications have been recorded across the Force:

- Carmarthenshire having the highest total making up 45% of the referrals.
- Ceredigion – 9%
- Pems – 22%
- Powys 24%

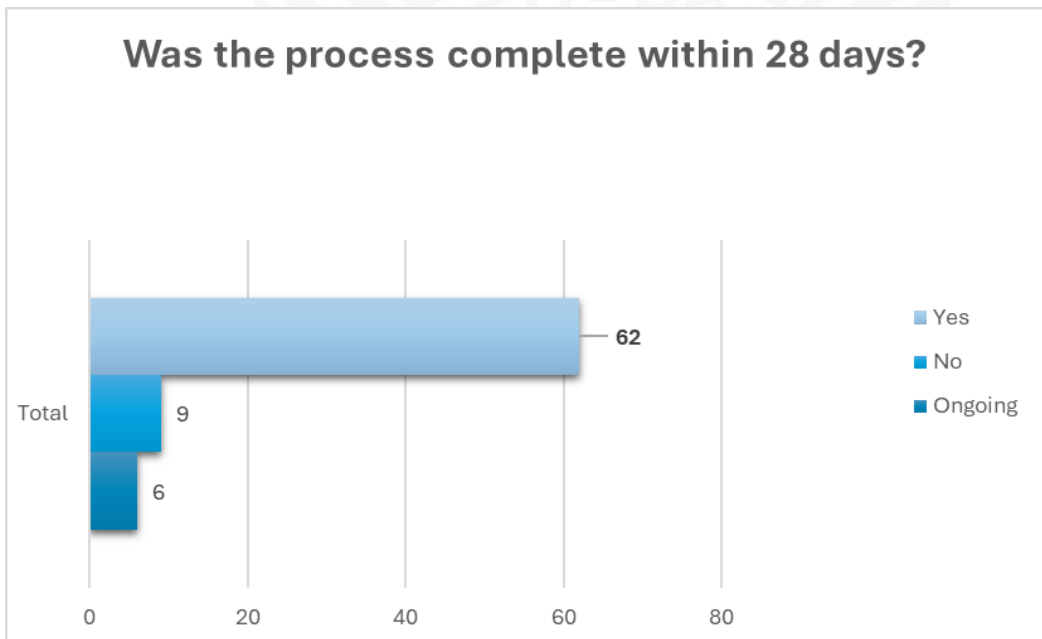


47% of the referrals the applicant provided information suggesting the subject posed a risk



16 (20%) force wide were deemed appropriate for disclosure to be given.

- Carms – 26% disclosure agreed
- Ceredigion – 50% disclosure agreed
- Pembs – 33% disclosure agreed
- Powys – 5% disclosure agreed



9 of the applications were not completed within 28 days.

- Carms - 4 – of the 4 2 were given disclosure, 2 x non-disclosure
- Ceredigion – 3 – 1 disclosure, 2 x non-disclosure
- Pembs – 0
- Powys – 2 – both non-disclosure

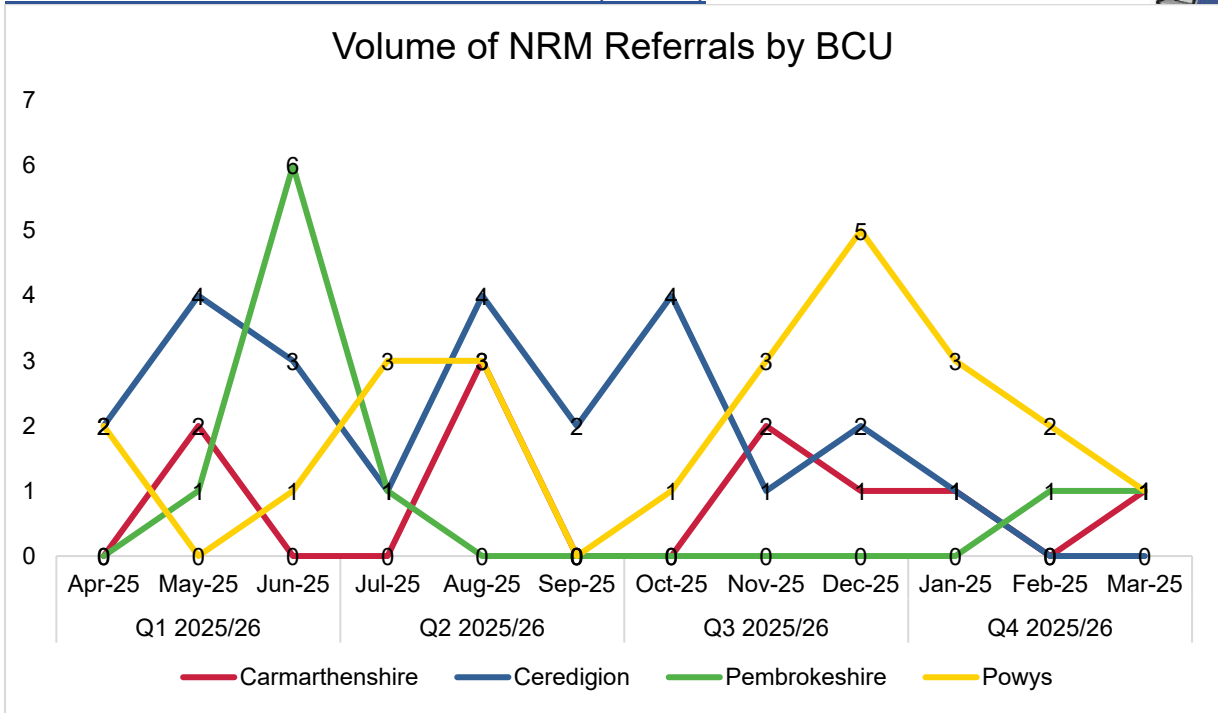
6 disclosures are on-going.

5 x dated March 2026 and within 28 days.

1 x 29/01/26 (Carms) – sensitive case discussions held on who is best to deliver thus causing the delay (In progress Powys have contacted the applicant)

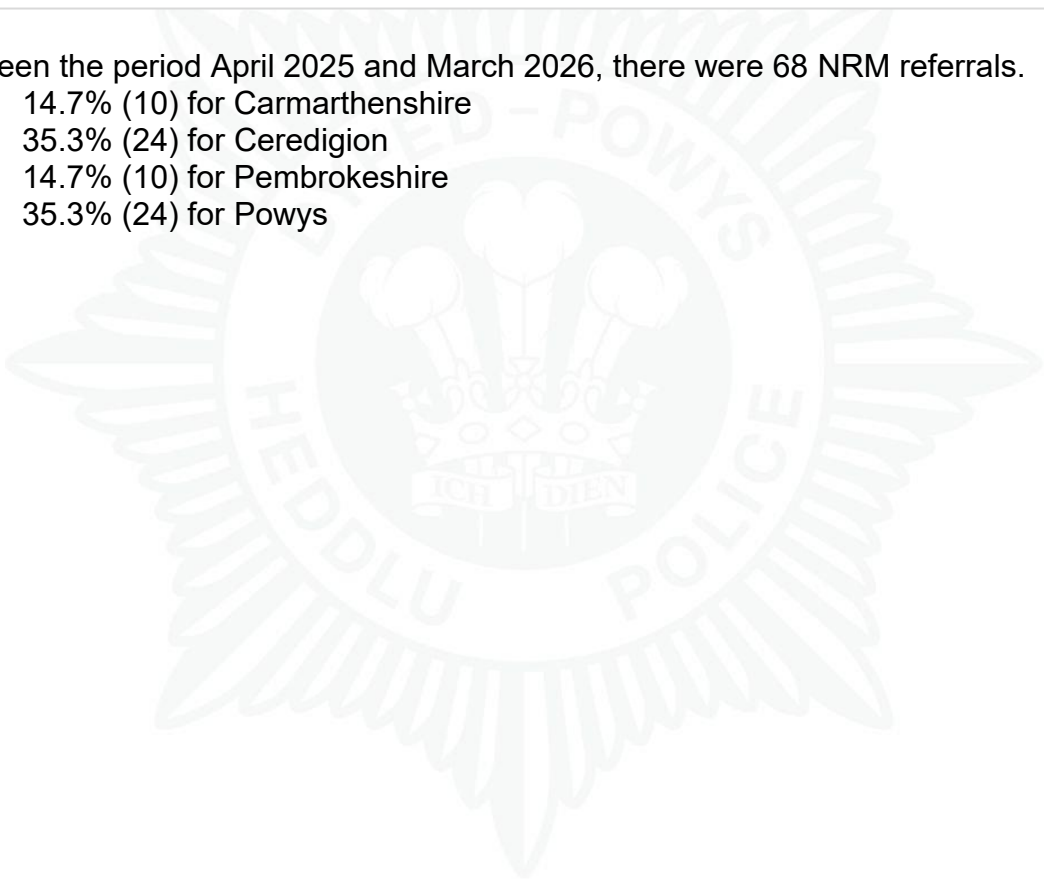


Volume of National Referral Mechanisms (NRMs)



Between the period April 2025 and March 2026, there were 68 NRM referrals.

- 14.7% (10) for Carmarthenshire
- 35.3% (24) for Ceredigion
- 14.7% (10) for Pembrokeshire
- 35.3% (24) for Powys





Question: Are we considering the Voice of the Child (and appropriately - AWARE) in each and every case?

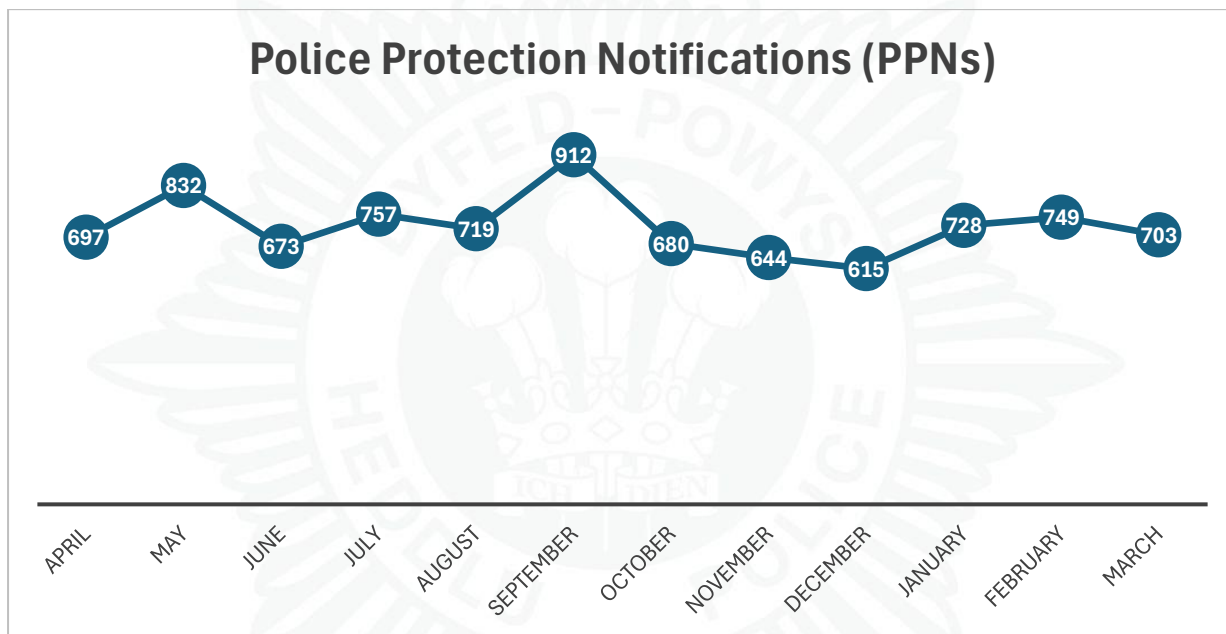
Every DA PPN that is submitted within DPP is reviewed to understand if children are associated with parties listed. Every DA PPN is reviewed to ensure voice of the child has been captured following the AWARE principles. As such, each DA PPN is quality assured by SRAU re: capture and quality of VOC.

DASH Risk Grade Changes and Voice of the Child Figures (April 2025- March 2026)

Voice of the Child ¹

The data is obtained from the findings from the Microsoft Forms completed by SRAU staff.

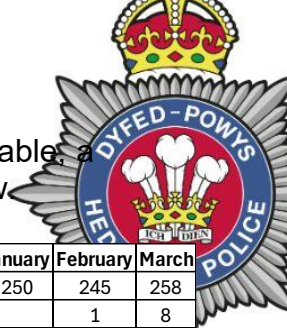
There was a total of 8,709 Police Protection Notifications (PPN) that had been subject to a secondary review by SRAU between April 2025 – March 2026. A monthly breakdown is illustrated below. To note, there were 41 PPN’s in May and June 2025, where the Voice of the Child was not recorded.



The Voice of the Child was not applicable for 4,625 PPN’s - the reasoning is outlined below:

- There were no children associated with the victim or AO for 3,841 PPN’s.
- The Child lived out of the force area for 454 of the PPN’s.
- There was 330 PPN’s recorded as ‘Other’.

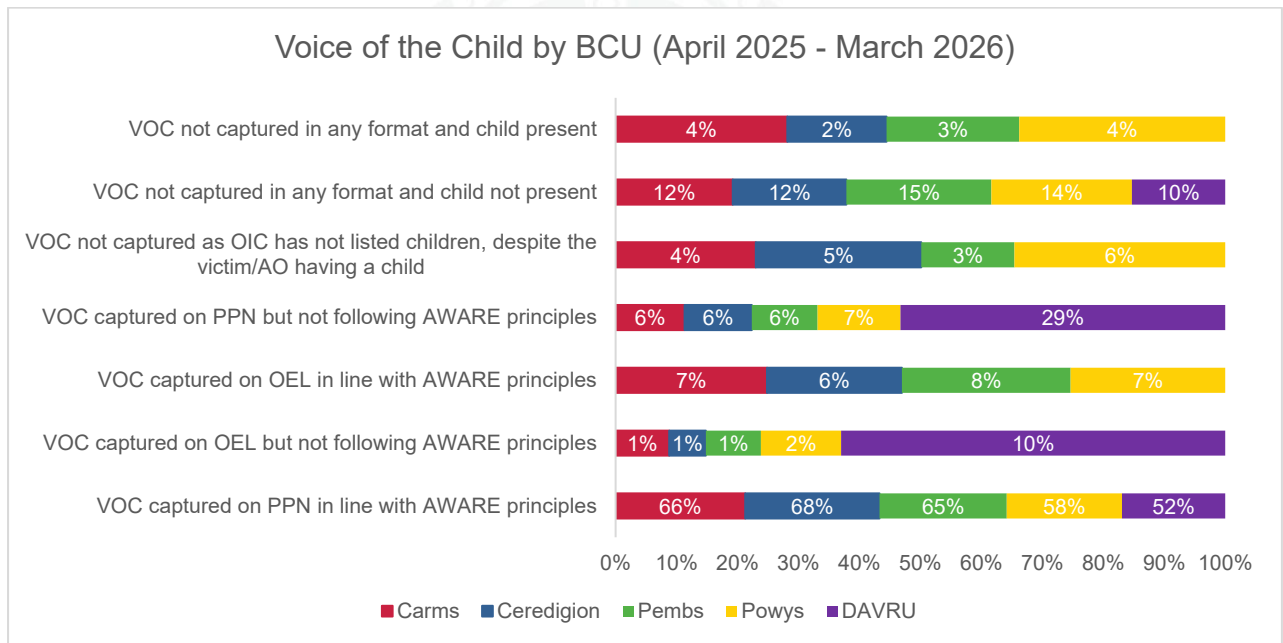
¹ Data extracted from SRAU Data Capture Spreadsheet on 08.04.2026.



A total of 4,043 PPN's were recorded where the Voice of the Child was applicable, a breakdown of the RAG rating for each of the VOC principles are outlined below

Voice of the Child	April	May	June	July	August	September	October	November	December	January	February	March
VOC captured on PPN in line with AWARE principles	201	233	152	168	212	254	199	217	207	250	245	258
VOC captured on OEL but not following AWARE	12	7	6	11	1	4	4	4	1		1	8
VOC captured on OEL in line with AWARE principles	68	51	53	71	13	8	11	7	5	2	3	3
VOC captured on PPN but not following AWARE	21	20	9	5	9	12	23	18	22	34	43	39
VOC not captured as OIC has not listed children, despite the victim/AO having a child							11	35	30	48	35	13
VOC not captured in any format and child not present	73	59	25	38	26	46	35	53	38	42	46	53
VOC not captured in any format and child present	14	12	3	12	5	16	15	6	11	16	7	14

The chart below illustrates how the Voice of the Child has been captured for all the VOC principles within each of the Basic Command Units between April 2025 and March 2026.



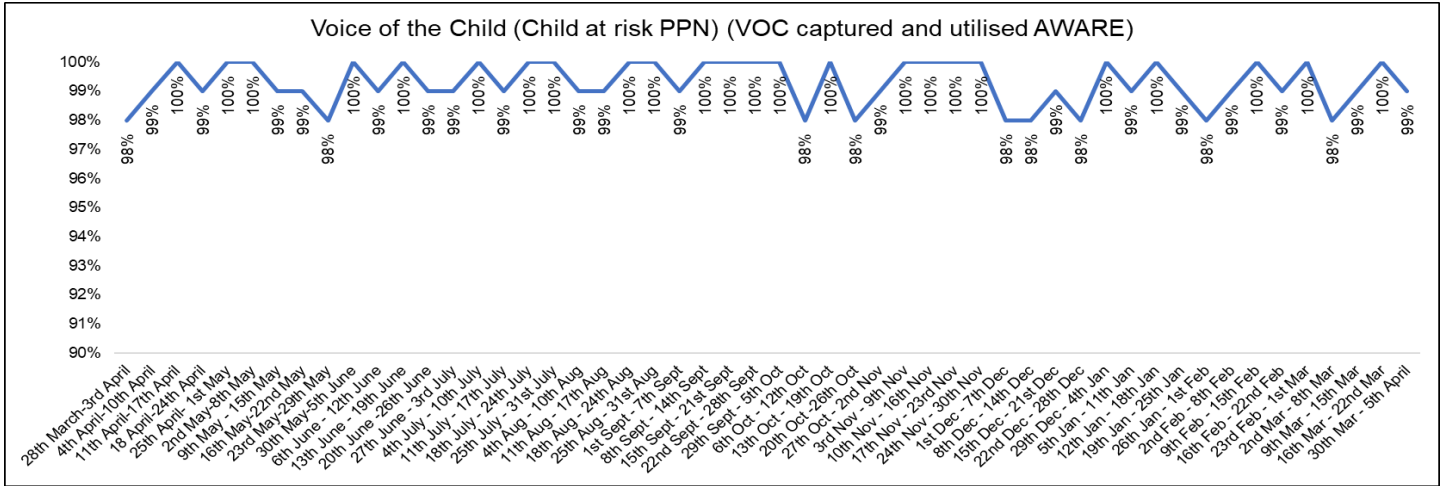
To note - The chart above does not accurately reflect DAVRU's figures. DAVRU has only been captured on the working copy spreadsheets since February 2026.

Voice of the Child by BCU	Carms	Ceredigion	Pembs	Powys	DAVRU
VOC captured on PPN in line with AWARE principles	1041	300	803	441	11
VOC captured on OEL but not following AWARE principles	21	4	17	15	2
VOC captured on OEL in line with AWARE principles	113	28	99	55	
VOC captured on PPN but not following AWARE principles	96	26	72	55	6
VOC not captured as OIC has not listed children, despite the victim/AO having a child	67	22	35	48	
VOC not captured in any format and child not present	189	51	184	108	2
VOC not captured in any format and child present	56	9	34	32	



Child at Risk PPN - Voice of the Child

Between April 2025 and March 2026, a total of 52 weekly CIN reports were produced. A caveat includes missing data for weeks when a report was not completed. A total of 24 weeks showed a 100% rate in which the PPN's were recorded where the Voice of the Child (Child at Risk PPN) was adequately captured and recorded correctly.





Question: Do we respond effectively to missing adults and children?

Volume of Missing persons

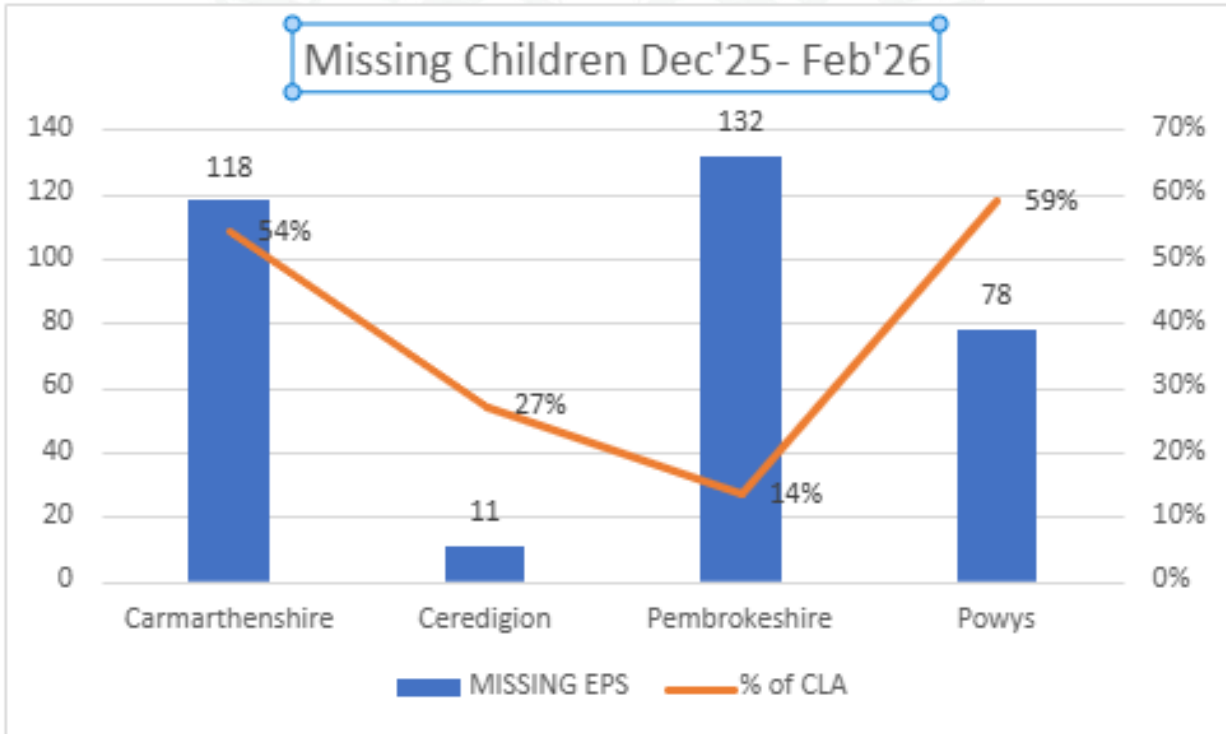
2024 data (January-December) shows 2334 persons reported as 'Missing' to DPP, 740 adults and 1594 children. 2025 has seen a decrease in Missing people to 2050 reports, Adults have increased to 808, whilst children have seen a reduction to 1242. Of the child reports 277 strategy discussions were held with partner agencies to address the risk when they were identified as being at risk of significant harm.

Our process of de-briefing children who go missing on three occasions in 12 months (Llamau) has assisted in reducing the demand for children going missing. 383 de-briefs were undertaken in 2025.

Adult mispers have increased, and as such a process has been implemented whereby every adult reported missing on more than 3 occasions are considered for a POP (Problem Orientated Policing) plan.

Missing Children data for the 3-month period of December 2025 to February 2026

- There have been 344 child missing episodes recorded by the force.
- 83% - relate to repeat child missing episodes
- 38% - of child missing episodes relate to a Child Looked After.



EPS = Episodes

CLA – Child Looked After



Pembrokeshire have the highest reported missing children with 132 reported episodes. 14% of those are a Child Looked After, which were all repeat nominals. The figures were consistent across each month.

Carmarthenshire recorded 118 missing episodes in the force, with the highest Child Look After missing reports at 48% - all of which were repeat nominals. The figures were consistent across each month.

Powys had 78 missing episodes, with a high percentage being Child Looked After 35%, 12% of which were first time missing and 48% repeat missing nominals. December saw a decrease in reported missing episodes at 11 reported mispers, but January and February have remained consistent.

Ceredigion recorded 11 missing episodes, 3% were Child looked after and all repeat missing nominals and were consistent across each month.

Missing Person co-ordinator in the vulnerability hub has recognised there is an increase in child Looked After being reported missing and as a result has planned to have a meeting with all care home managers as well as the SPOCs, NPPT PSs or Insp. This is already in progress in Powys. She will discuss:

- What we need from the Care Homes (care home surveys)
- What Safeguarding Wales missing from care homes guidance state their responsibilities are.
- And discuss any issues they have.

There has been consultation with Carmarthenshire regarding one of their repeat children looked after mispers from out of county, looking at how we can engage with Cardiff LA CE meetings to put a plan in place.



Question: Do we comply with the Wales Safeguarding Procedures? Strategy Discussion²

The data is obtained from the findings from the CRU Strategy Discussions (from August 2025) working copy spreadsheet and the old CRU Strategy Discussion Reporting spreadsheet.

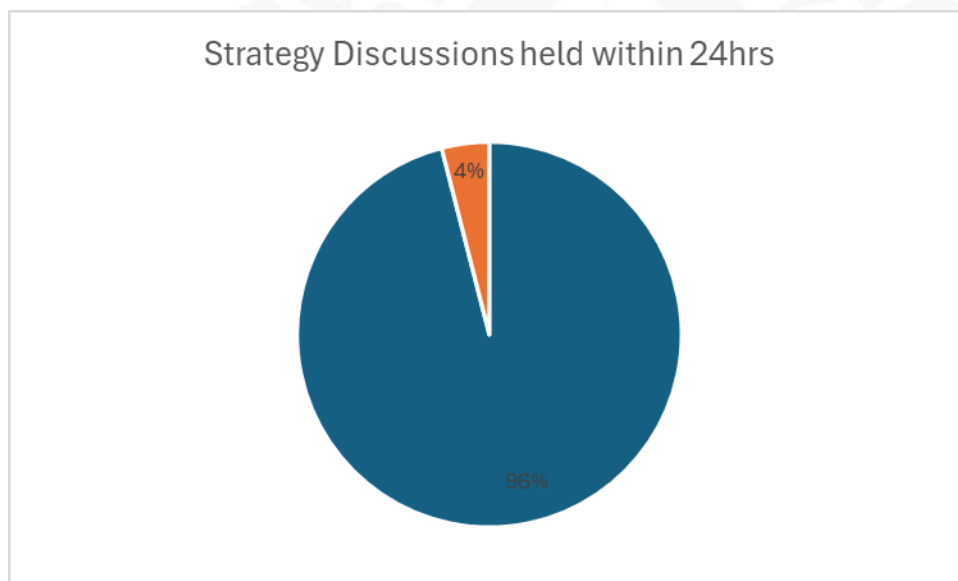
There are 31 cases marked as both 'Adult and Child' under subject of concern, which are not included in the table below.

Strategy Discussions (April 2025- March 2026)	Number of Cases
Volume of Child Strategy Discussions	3186
Volume of Adult Strategy Discussions	1015
Volume of Exploitation Strategy Discussions	522
How Strategy Discussions were held within 1 working day	774
Number of Section 47 Joint Visits	1219

Question: Do we comply with the guidance in relating to our strategy discussions and meetings?

Strategy Discussions held within 24hrs

Data on the spreadsheet held from August 2025 – March 2026



- 2786 Strat discussions held Force wide
- 96% completed within 24hrs
- 4% (129) not completed outside of the 24hrs

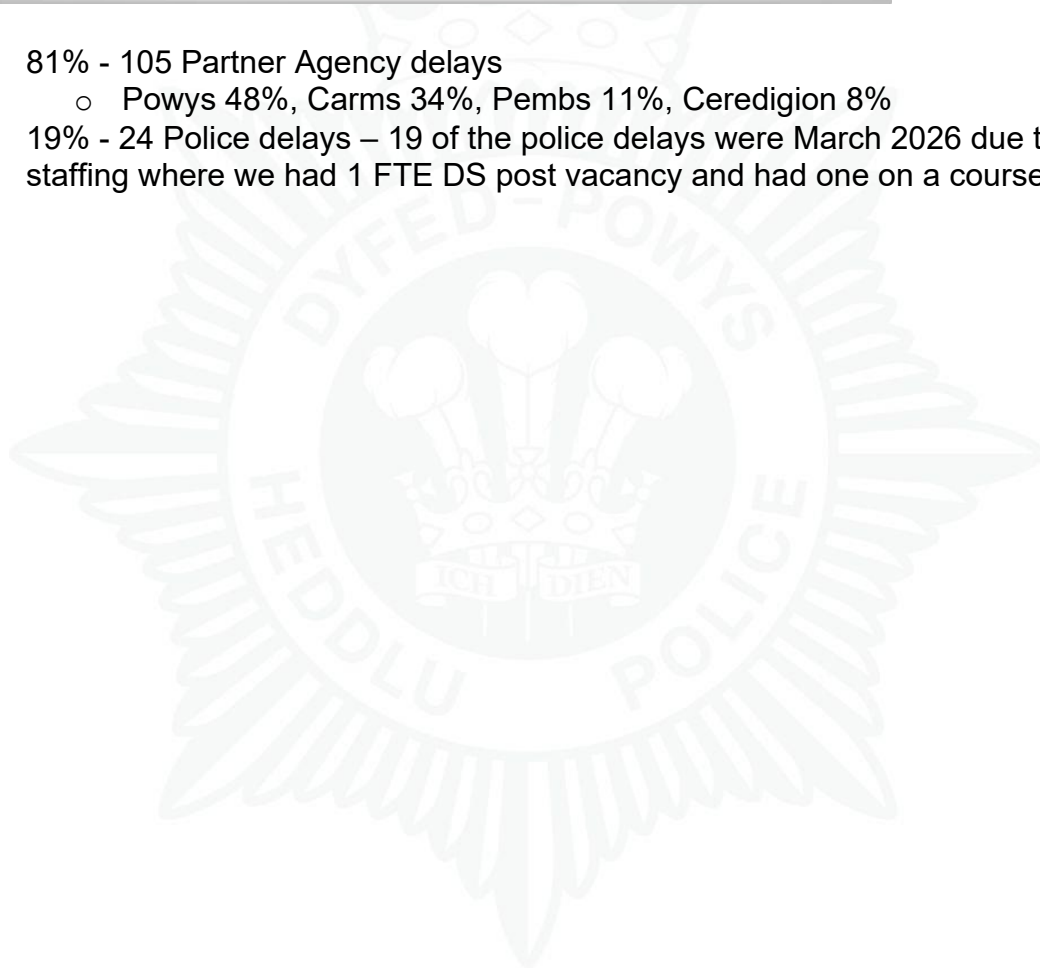
² Data sourced from the CRU Strategy Discussion (from August 2025) on 08.04.2026.



Of the 4% - 129 completed outside of 24hrs:



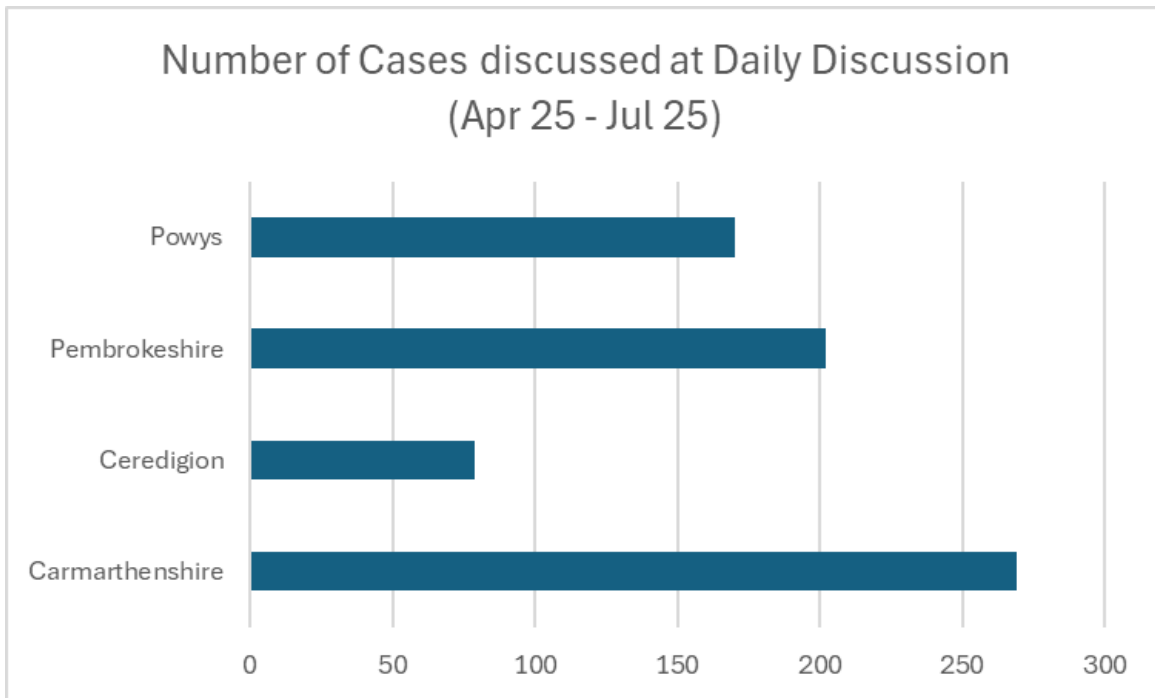
- 81% - 105 Partner Agency delays
 - Powys 48%, Carmarthen 34%, Pembrokeshire 11%, Ceredigion 8%
- 19% - 24 Police delays – 19 of the police delays were March 2026 due to staffing where we had 1 FTE DS post vacancy and had one on a course.



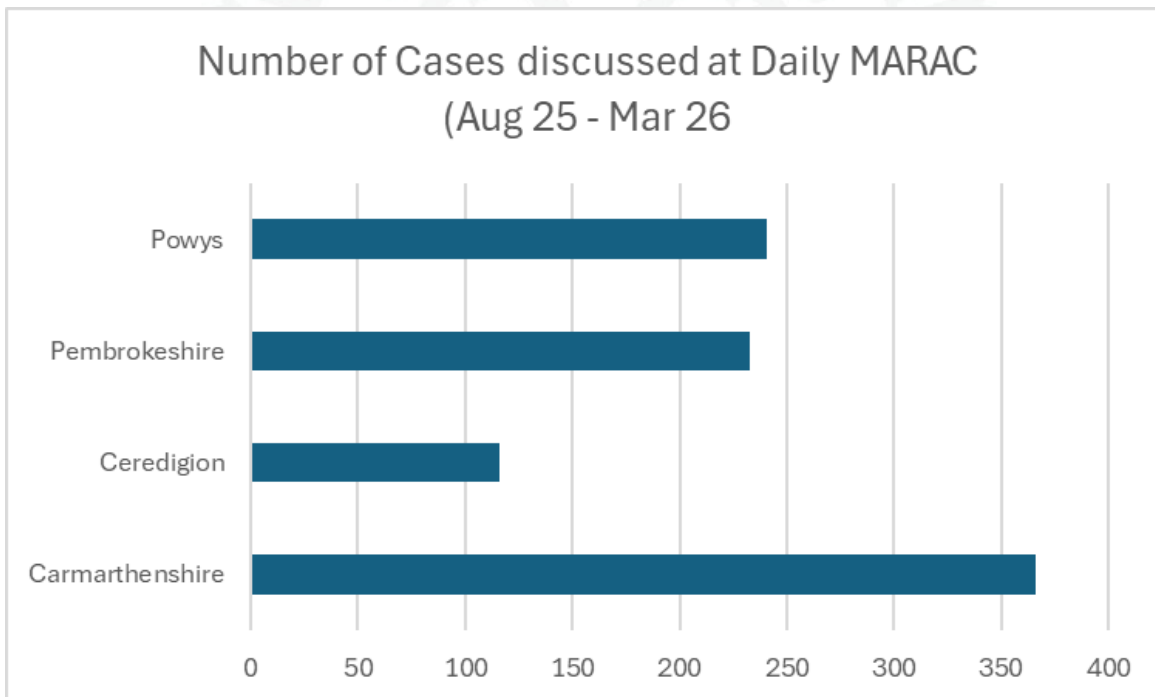


Daily MARAC Volumes

Number of cases discussed at Daily Discussion between April 2025 – July 2025.



From August 2025 MARAC moved away from the Daily Discussion and Full MARAC process, we are now holding Daily MARACs. Please see below number of cases discussed at Daily MARAC between August 2025 – March 2026.





Question: Are we timely and effective in our multi agency safeguarding arrangements re: vulnerable adults?

Data on timeliness of Daily MARAC

The below data reflects the average number of days between date of MARAC referral received and date of discussion at MARAC April 2025 – July 2025.

BCU	Average days
Carmarthenshire	4.1
Ceredigion	4.4
Pembrokeshire	4.3
Powys	4.4

From August 2025 a new listing timeframe was implemented to support IDVA contact with the victim prior to the discussion at MARAC, this timeframe is between 3 – 7 days. Please see below data that reflects the average number of days between date of MARAC referral received and date of discussion at Daily MARAC August 2025 – March 2026.

BCU	Average days
Carmarthenshire	5.2
Ceredigion	4.9
Pembrokeshire	4.8
Powys	5

SIP steering group data- number of investigations reviewed, taken to SIP & outcomes

SIP data May 2025 – April 2026

Number of cases met SIP criteria 799

Number of cases discussed at Pre-SIP 436

Number of cases discussed at SIP 107

(Does not include April data as decision will be made on 16/04/26 at pre-sip)

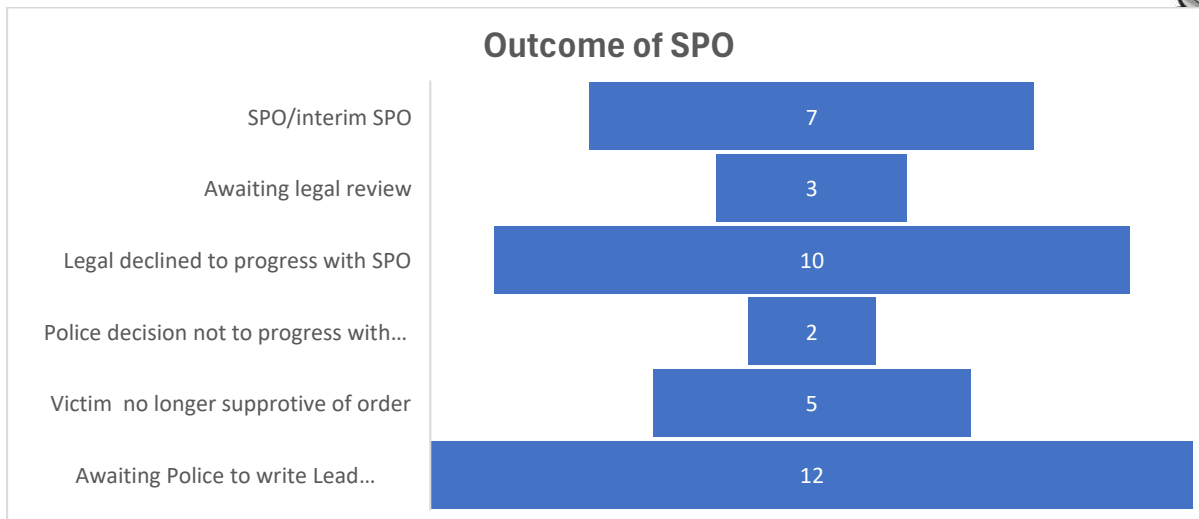
Not discussed at Pre-SIP (Closed prior to Pre-SIP) 256

SIP outcome

Number of cases discussed at SIP 107

Agreed at SIP for SPO to be progressed 39





Question: Are we timely and effective in our multi agency safeguarding arrangements re: vulnerable adults?

Quality Assurance- MARAC Audit updates

MARAC process audit:

10 x audits per month which reviews process, timeliness and quality of MARAC processes. To include listing timings, minute completion and accuracy and recording of actions.

MARAC meeting audit:

8 x audits per month which reviews quality of chairing, police reports, police actions, tactics, timeliness, attendance and meaningful information sharing.

MARAC referrals audit:

10 x audits per month of rejected referrals to ensure correct application of guidance and thresholds.

The audit findings provide confidence that MARAC processes are timely and compliant with local multiagency agreed timescales.

Thematic issues are addressed via appropriate governance structures (MARAC Steering Group). Examples include menu of tactics required from each agency to benefit MARAC chairs, actions set to be more robust and importantly, more meaningful.

CARA data to date:

There have been 12 referrals to the CARA programme thus far. 10 have completed the programme, 1 is currently ongoing and another didn't attend.

*The non-attendance was subsequently charged and plead guilty in court.



Quality Assurance

Internal quality assurance (QA) processes are currently completed for Domestic Abuse, Rape, Stop Search and Use of force. Quality Assurance processes provides the opportunity to qualitatively review and evaluate the effectiveness and legitimacy of cases.

Rape

The Rape QA commenced in September 2024. Since launched to end of March 2026, a total of 582 Rape occurrences has been quality assured. The below graphs illustrate the Positive response rates. (Proportion of responses answering 'Yes' to the selected question)

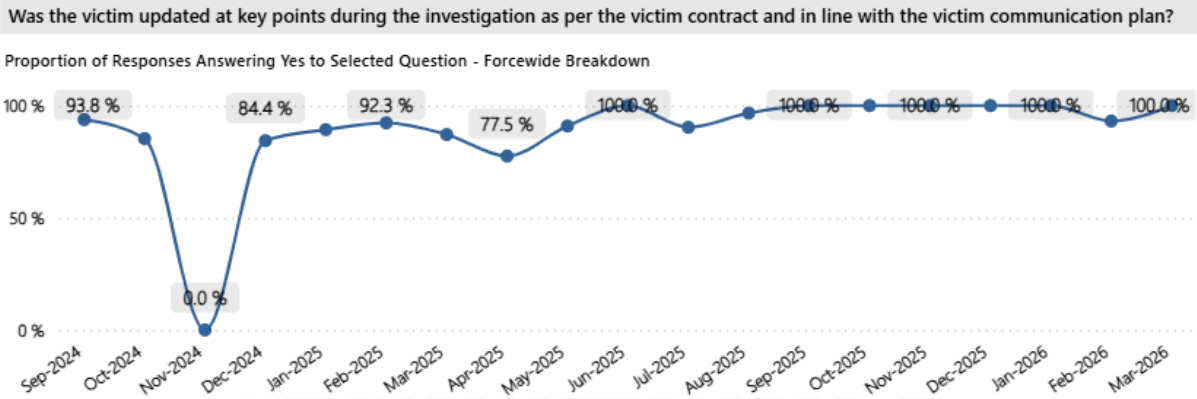


Figure 61: Internal Rape QA Victim Updates

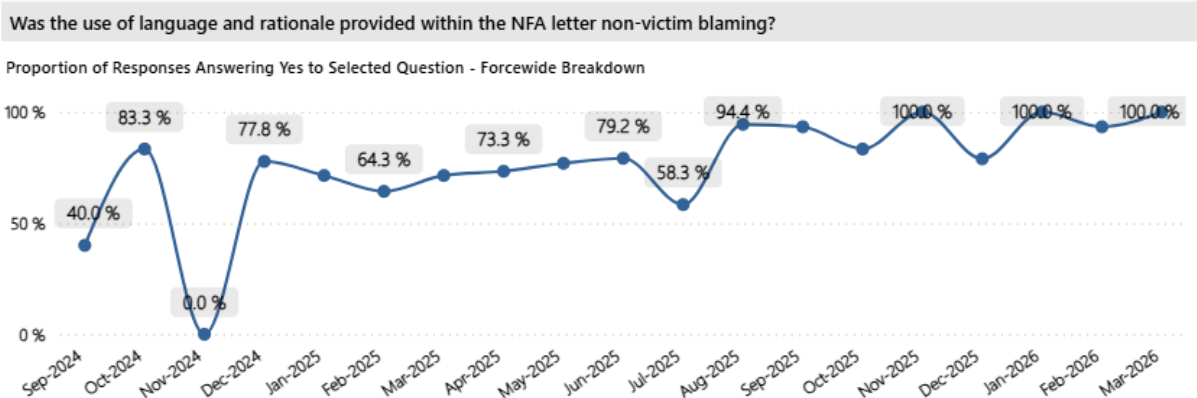


Figure 62: Internal Rape QA Victim Blaming Language

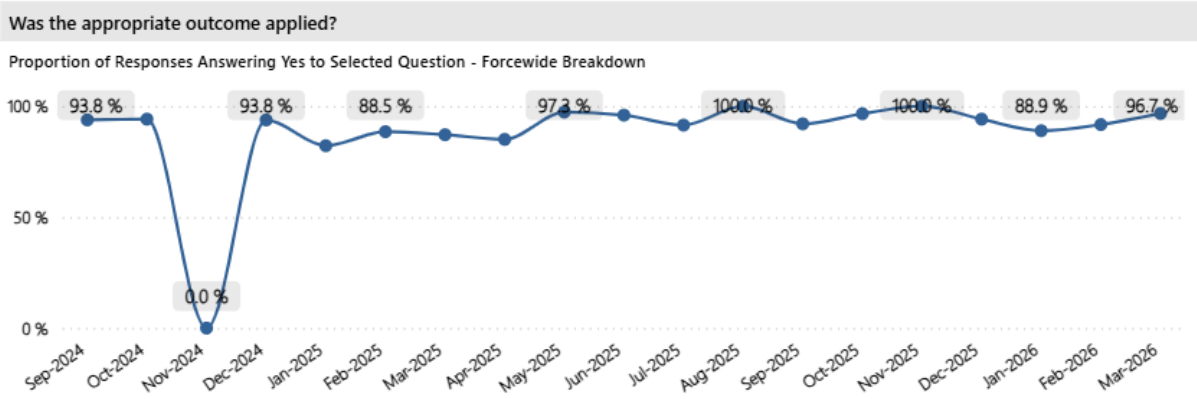


Figure 63: Internal Rape QA Appropriate Outcome Applied



Domestic Abuse

The Domestic Abuse QA commenced in January 2024. Since launched to end of March 2026, a total of 2087 Domestic Abuse occurrences have been quality assured. The below graphs illustrate the Positive response rates. (Proportion of responses answering 'Yes' to the selected question)

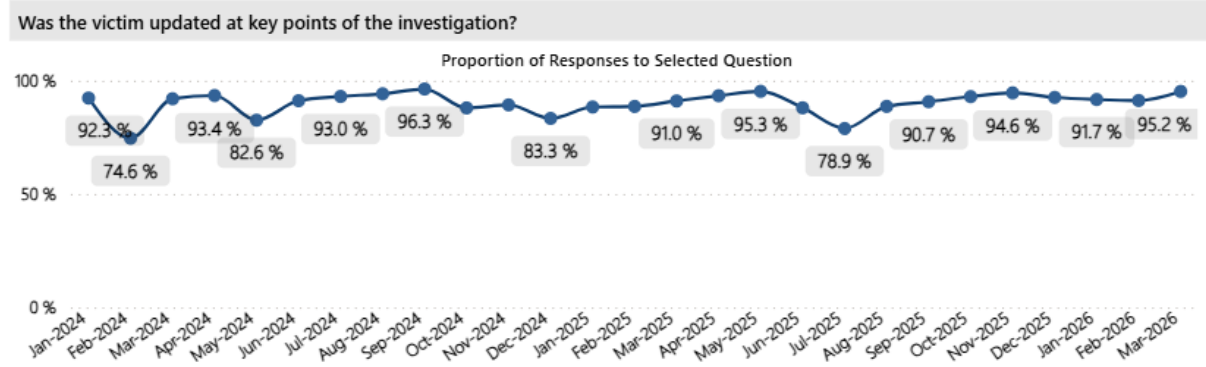


Figure 64: Internal Domestic Abuse QA Victim Updates

During Q4 2025/26, 2 out of 225 (0.9%) completed audits considered victim blaming language was used.

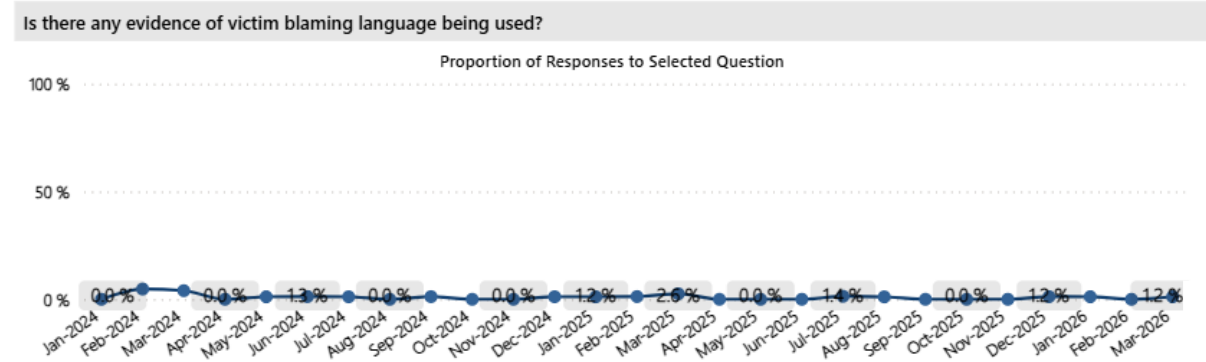


Figure 65: Internal Domestic Abuse QA Victim Blaming Language

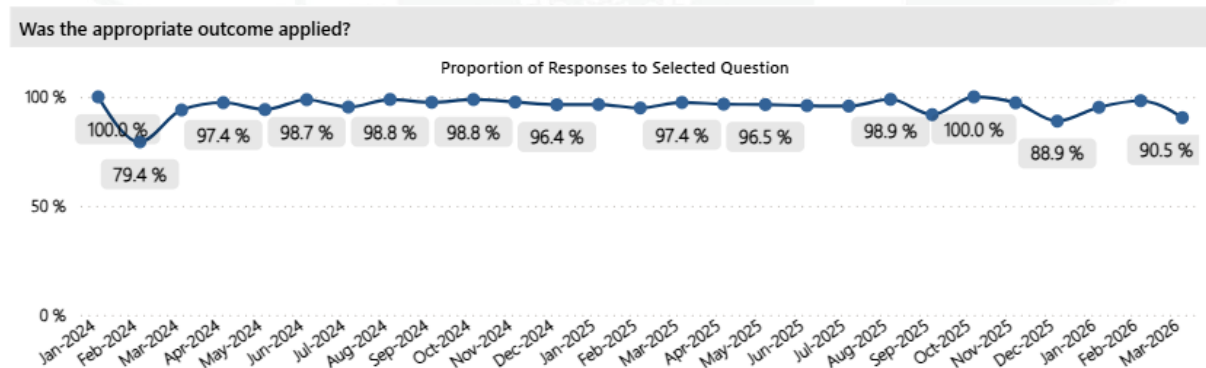


Figure 66: Internal Domestic Abuse QA Appropriate Outcome Applied.



Voice of the child.

Improvements can be seen in the volume of occurrences with the voice of the child recorded.

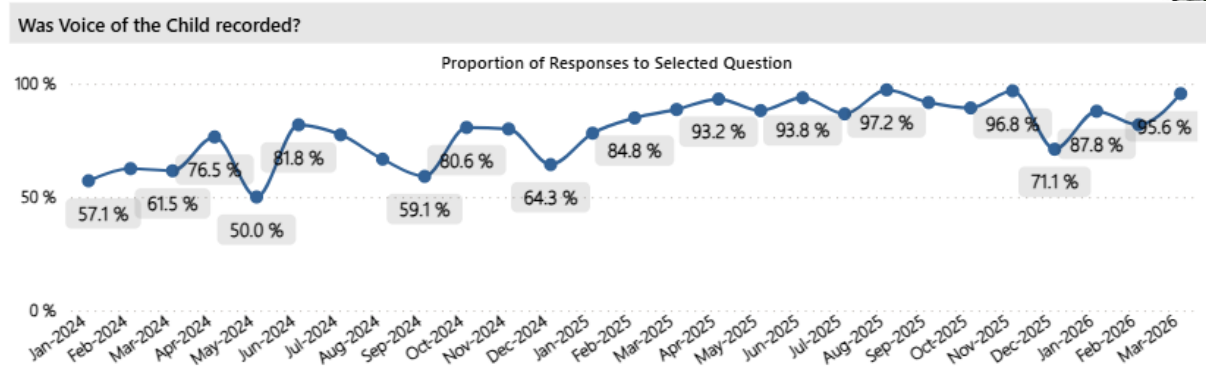


Figure 67: Internal Domestic Abuse QA Voice of Child Recorded.

In addition to understanding the compliance, in terms of volume, it is important to understand the quality, and this is captured through the use of the A.W.A.R.E nonmonic.

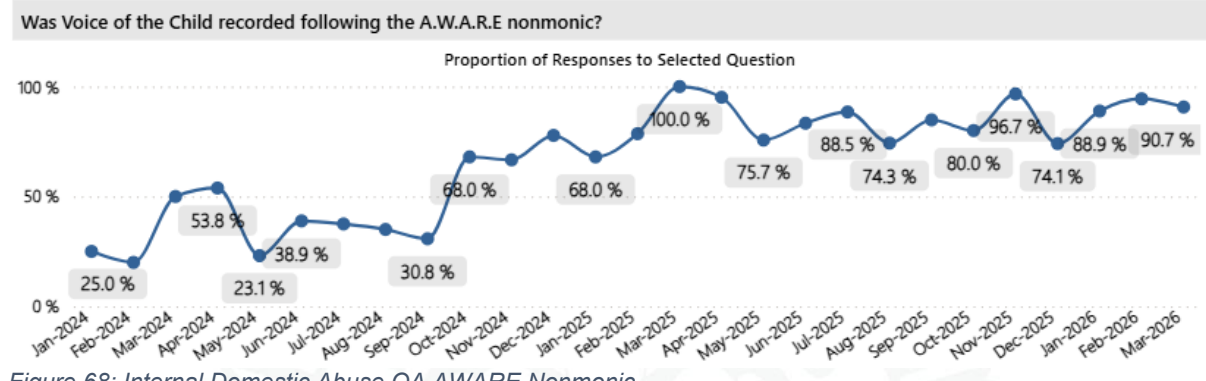


Figure 68: Internal Domestic Abuse QA AWARE Nonmonic.



Central Audit & Assurance Outcome 16 & 16 Interim Summary

Report Data & Methodology

This is an interim summary report, of a further audit of 100 investigations finalised as outcome 15/16 in February 2026 and March 2026. Due to resourcing and abstraction constraints a statistically reliable sample size could not be completed in the timescales.

259 crimes were in the sample size. To be statistically reliable (*95% CI; 3% Margin of Error; 0.5 population proportion) 208 crimes need to be audited in total (an additional 108 audits).

This audit has been completed using a new MS Lists format, with specific questions to capture the outcome 15/16 requirements as outlined within the Home Office Counting Rules (HOCR), the National Crime Recording Standard (NCRS), Home Office Outcome Framework, Victim's Code of Practice (VCOP), Force Crime Incident Recording Policy, and HMICFRS Inspection Framework (PEEL).

Audit Compliance Ratings

The Home Office Judgement Framework outlines the following which has been adopted for this audit process:

- **95% and over:** Process appears sound – limited scope for improvement.
- **90-94.9%:** Process mostly sound – but some improvements needed.
- **80-89.9%:** Process unsound, further improvement needed.
- **79.9% and under:** Poor. Urgent and significant improvement required.

Aiming for as near to **100%** minimises organisational risk, builds public trust through effective investigation of crime, and adherence with the Victims Code of Practice.





Key Findings

Outcome 15 & 16 Combined (Volume 100)

Audit Question	Overall Compliance Rating
Was the outcome applied correctly?	81% ↑
Have the suspect details been added to the suspect field on the Niche occurrence and the identity of the suspect has been accurately established?	89% ↑
Has the victim been informed of the investigation finalisation decision?	78% ↑
Compliant with all outcome requirements	71% ↔

Outcome 15

Audit Question	Overall Compliance Rating
Was the outcome applied correctly?	71% (65) ↑
Have the suspect details been added to the suspect field on the Niche occurrence and the identity of the suspect has been accurately established?	87% (80) ↑
Has the victim been informed of the investigation finalisation decision?	68% (59) ↑
Compliant with all outcome requirements	59% (38) ↑

Outcome 16

Audit Question	Overall Compliance Rating
Was the outcome applied correctly?	90% (95) ↑
Have the suspect details been added to the suspect field on the Niche occurrence and the identity of the suspect has been accurately established?	92% (98) ↑
Is there an auditable record that the victim is not supporting the investigation?	90% (95) ↑
Has the victim been informed of the investigation finalisation decision?	88% (91) ↑
Compliant with all outcome requirements	81% (87) ↑



Outcome 15/16: Correct Outcome Summary

Correct application of Outcomes 15 and 16 has increased from **77% (Report 2)** → **81%**. This reflects improved accuracy in applying each outcome in accordance with its definition, including confirming the presence of a named suspect, and ensuring an auditable record of the victim's non-support for Outcome 16. This increase demonstrates that officers are more consistently meeting the evidential and procedural thresholds required for each outcome, reducing the risk of misapplication, and strengthening the integrity of recorded outcomes across the force.

Outcome 15/16: Suspect Details Summary

Accuracy in recording named suspects for Outcomes 15 and 16 continues to increase and is now at **89%** demonstrating improved compliance with the requirement to obtain suspect details, add them as an involved person on Niche, and ensure they are correctly established before applying the outcome. Where non-compliance remains, it is typically due to administrative omissions, e.g. suspects referenced in the OEL but not added as involved persons, rather than failures in investigative practice. This evidences a misunderstanding of outcome requirements and a reducing risk of mis-application.

Outcome 15/16: Victim Contact at Investigation Finalisation

Compliance with victim finalisation updates for Outcomes 15 and 16 combined has shown sustained and measurable improvement. Combined compliance has increased from **52% (Report 1)** → **78%**, reflecting a **26%** improvement following the force wide focus on outcome recording standards. All BCU's have contributed to this improvement, and the direction demonstrated is consistently positive.

While some areas are not yet fully compliant, the remaining gaps relate primarily to recording discipline rather than operational practice. In many cases, victim contact is being completed but not documented, which limits our ability to evidence full compliance. This issue is now clearly understood, monitored, and being actively addressed.

The improvement trajectory, combined with the targeted actions now in place, provides assurance that the force has grip of the issue and is on a credible path to full compliance. The current position demonstrates substantial progress against the AFI, with clear evidence of improvement and a sustainable plan to close the remaining gap.

Outcome 15/16: Overall compliance

Compliance with all mandatory requirements for Outcomes 15 and 16 has remained stable at **71%**. This measure reflects whether every element of the outcome definition was met, including the presence of a named suspect, accurate suspect recording on Niche as an involved person, confirmation of victim non-support for Outcome 16, and adherence to all



evidential and procedural conditions. Where non-compliance persists, it is predominantly due to administrative omissions, such as suspects referenced in the summary but not added as involved persons, rather than incorrect investigative decisions. The current position demonstrates that the force has a clear understanding of the remaining gaps and is actively addressing them through targeted audit activity and supervisory oversight.

Outcome 16: Auditable Record Summary

Victim updates at the point of finalisation for Outcome 16 have shown a marked improvement, increasing from **64%** → **88%**. This demonstrates a significant strengthening in officers' compliance with the requirement to provide a final update to victims when an investigation concludes without their support.

The uplift reflects clearer supervisory focus and improved understanding of the mandatory recording standard. Remaining non-compliance is typically due to updates being completed but not documented, rather than a failure to make contact, indicating that the underlying practice is improving and the residual risk relates primarily to recording discipline.

Key Themes Across Both Outcomes

- Correct application continues to rise, with officers increasingly applying outcomes in line with their defined criteria (e.g. Outcome 16 auditable record confirming the victim does not support).
- Suspect recording is improving, with **89%** compliance combined. Most remaining errors are administrative (suspect named in summary but not added as an involved person).
- Victim finalisation updates show a mixed picture: Outcome 16 has improved significantly (**64%** → **88%**), while Outcome 15 remains lower at **59%**. The underlying issue is mostly recording discipline, rather than missed contact.
- Full requirement compliance remains at **71%**, but all underlying factors have improved, indicating that the remaining gap is narrow and well understood.

Driving Improvement & Assurance

The force now has clear visibility and grip of the remaining risks. Improvement activity is embedded and monitored through:

- ACC Weekly performance.
- Central Audit and Assurance auditing all crime outcomes.
- Focused supervisory intervention during finalisation reviews.
- Finalisation checklists to support accurate recording.
- Refreshed guidance issued to officers and supervisors.



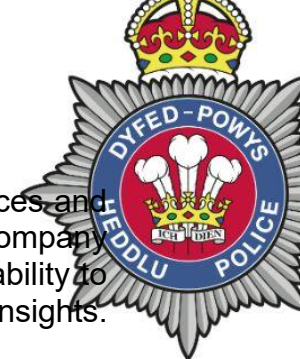
Final Summary

The force has demonstrated clear, sustained and evidenced improvement across the requirements for Outcomes 15 and 16. Correct application has increased, suspect identification and recording are now consistently high, and finalisation stage victim updates show significant uplift, particularly for Outcome 16. The remaining non-compliance is predominantly administrative in nature, such as incomplete recording on Niche OEL's, rather than failures in investigative decision making.

The risks are fully understood, monitored through ACC Weekly, DCC Monthly, and actively managed through continued Central Audit & Assurance activity, strengthened supervision, finalisation checklists and refreshed guidance.

The improvement trajectory is positive, the control measures are embedded, and the force has credible, sustainable arrangements in place.





Victim Insight Surveys

Victim insights surveys are a pivotal aspect of understanding victim experiences and satisfaction with the police. Dyfed Powys outsources these surveys to a company called Opinion Research Services (ORS) since 2023. This has aided in the ability to increase the number of surveys conducted and gain further clarity into victim insights.

The data has been collated from the Victim insights dashboard. The time period for the data collated is December 2024 to February 2025 and December 2025 to February 2026. This timeline for the data is when the data has been reported back to us from ORS, after the surveys have been conducted. Therefore, the reported date for the data presented would be September to November 2024/25.

Domestic Abuse Survey

- 135 surveys conducted between December and February 2025/26
- 99 surveys conducted between December and February 2024/25

Initial contact

This section focuses on victims' experiences during the initial contact with the police. This includes looking at satisfaction for ease of contact, the service during the initial contact, and if the victims felt respected during the call.

December 2025 – February 2026:

- Average victim satisfaction for ease and service during initial contact is 75.6% (0.2% decrease in satisfaction compared with the previous year).
- Satisfaction was highest in February 2026 with 86.5% positives responses from victims.

December 2024 – February 2025:

- Average satisfaction for ease of initial contact is 75.8%.
- Average satisfaction for service received during initial contact was 73.7%.
- Satisfaction was highest in January 2025 with 92.3% victim satisfaction.

Ongoing contact

This section focuses on ongoing contact between the police officers and the victim during their case.

December 2025 – February 2026:

- Victims felt satisfied with their treatment by officers 85.2% of the time.
- Victims felt less satisfied with how well they were kept informed which have an overall satisfaction of 63.7% during this time period.

December 2024 – February 2025:

- Victims felt satisfied with their treatment by officers 85.2% of the time.
- Victims felt less satisfied with how well they were kept informed which have an overall satisfaction of 63.7% during this time period.

Are you satisfied or dissatisfied with the actions taken by the police?

- Victims felt satisfied 75.8% of the time during the 25/26 time period, which is an increase (5.9%) from the previous time period 24/25 where satisfaction was 69.9%.



Services

This section captures victim satisfaction data regarding support services and what information was offered to victims from police officers.

Did any of the police officers or staff who you had contact with offer you information about support services that were available to you?

- During December 2025 and February 2026, victims were offered information about support services 82.2% of the time. This is an increase from the previous year by 9.5% (72.7% were offered information during December 2024 and February 2025).
- Between December 2024 and February 2025 victims felt satisfied 100.0% of the time with the support services received from Goleudy.* *(Due to Goleudy being outsourced, data from March 2025 onwards does not capture victim satisfaction with services provided by Goleudy).

Stalking Survey

- 14 surveys conducted between December and February 2025/26
- 31 surveys conducted between December and February 2024/25

Initial contact

December 2025 – February 2026

- Average satisfaction for ease of initial contact is 78.6% (2.0% decrease from the previous year).
- Satisfaction was highest in January 2026 with 100.0% (5) victim satisfaction.
- Average satisfaction for service received during initial contact was 85.7% (1.8% increase from the previous year).

December 2024 – February 2025

- Average satisfaction for ease of initial contact is 80.6%.
- Satisfaction was highest in December 2024 with 90.9% (11) victim satisfaction.
- Average satisfaction for service received during initial contact was 83.9%.

Ongoing contact

Are you satisfied with how well you were kept informed of progress?

- Victim satisfaction for how well they felt like they were kept informed of progress was 64.3% (during December 2025 – February 2026) which is an 9.5% increase from the previous time period which had 54.8% victim satisfaction.



Crime Survey

- 100 surveys conducted between December and February 2025/26
- 102 surveys conducted between December and February 2024/25

Initial contact

Are you satisfied or dissatisfied with the service you received from the first member(s) of staff who you initially reported your incident to?

December 2025 – February 2026:

- Victim satisfaction for service received is 78.0% with December 2025 having the highest rates of satisfaction with 80.6%.
- Overall, the average positive rates increased from the previous year by 9.4%.

December 2024 – February 2025:

- Victim satisfaction for service received is 69.6% with February 2025 having the highest rates of satisfaction with 73.8%.

Experience

Taking the whole experience into account, how satisfied or dissatisfied are you with the overall service provided by the police in case?

- December 2025 to February 2026, victims felt satisfied 68.0%% on average.
- December 2024 to February 2025, victims felt satisfied 65.7% on average.

Services

Did any of the police officers or staff who you had contact with offer you information about support services that were available to you?

- In 2025/26, victim satisfaction for information about support services was 59.0%. This increased from the previous time period (53.9%) by 5.1%.

Are you satisfied or dissatisfied with the support you received from the victim support service?

- Victims were satisfied with the services provided by Goleudy 100.0% of the time between December 2024 and February 2025. *

**Due to Goleudy being outsourced, data from March 2025 onwards does not capture victim satisfaction with services provided by Goleudy.*



Victim Engagement

Are victims engaging and participating throughout their criminal justice journey?

- A victim attrition workshop was held in March 2026. This was coordinated by the OPCC after the LCJB meeting in November identified that in Q1 of 2025/26 of all the cases stopped across Wales, 3.5% were due to victim attrition. In Dyfed-Powys this accounted for 2.7% in Magistrates Courts and 4.7% in Crown Courts. A collaborative piece of work was required to focus on this area.
- The workshop was hosted by Dyfed-Powys police and the Crown Prosecution Service and was well attended by representatives of the aforementioned and HMPPS (His Majesty's Prison and Probation Service), HMCTS (His Majesty's Courts and Tribunal Service) the OPCC and commissioned victim support services.
- The workshop focused on:
 - A deep dive – victim journey mapping from report to conviction. Who does what at what stage and is it effective? Identify gaps.
 - Special measures for victims – remote evidence sites, ensuring they are in the right locations and are being publicized.
 - Evidence-led prosecutions.
- Feedback from the workshop was positive with an overall recognition that there is more action that can be taken to improve the experience of victims.
- A nineteen-point action plan has been developed to progress this work. This includes a collaborative response from the police, the CPS and witness care. Further workshops will be scheduled in due course to ensure progress is made.

Why are victims disengaging from their criminal justice journey?

During 2025-26 Q1-Q3, 23 victims who were being supported by an Independent Sexual Violence Advisor withdrew from the criminal justice system.

During 2025-26 Q1 – Q3, 15 victims who were being supported by an Independent Domestic Violence Advisor withdrew from the criminal justice system.

Is DPP learning from the findings of victim engagement and scrutiny activity?

Members of the Mid and West Wales VAWDASV Survivor Advisory Panel now routinely attend the LCJB Victim and Witness Sub-Group on a quarterly basis, where they engage criminal justice partners and support service providers regarding their experiences and the work of the Panel. This has resulted in actions being set by the Sub-Group Chair, for example, an internal DPP review of Domestic Violence Disclosure Scheme processes, and a review of a specific case where negative feedback regarding police actions as a result of a Domestic Violence Disclosure Scheme request.



Victims' Code of Practice

Is DPP complying with VCOP?

The Victim Service quarter 3 report 2025/26 outlines some concerns in relation to Victims' Code of Practice. This includes:

Right 3 – to be provided with information when reporting the crime

Anecdotal evidence from caseworkers suggests that victims are still experiencing issues around receiving the correct information after reporting and timely updates. However, on a positive note there has been an improvement across the force area on the response from officers to VS caseworkers, especially when undertaking the new victim risk assessments and seeking advice regarding markers etc.

Right 6 – To be provided with information about the investigation and prosecution

Caseworkers continue to report persistent issues relating to Right 6, specifically concerning the quality, accuracy, and timeliness of information provided to victims. Victim Contracts agreed between the police and victims—which are intended to clearly set out the agreed frequency and method of updates—are not being consistently adhered to.

There are also ongoing concerns where inaccurate information has been communicated to victims, such as informing victims that a charge has taken place when the case is still under review.

Right 4 – To Be referred to Services that support victims and have services and support tailored to your needs.

The table below refers to cases with missing information, and therefore VS were not able to contact the victim to offer their service.

Quarter	Missing information – request sent to DPP
Q1 – 2025/26	354
Q2 – 2025/26	425
Q3 – 2025/26	360

Are criminal justice organisations complying with VCOP?

VCOP compliance is discussed in detail at the Local Criminal Justice Board Victim and Witness Sub-Group. In the absence of national metrics, work is ongoing to collate currently available data from partners which can assist in the assessment of VCOP compliance.

Is DPP taking steps to promote victims' and witnesses' rights at all stages of their criminal justice journey?

The promotion of victims'/witnesses' rights is routinely discussed at the LCJB Victim and Witness Sub-Group, where representatives from organisations across the criminal justice system, and support services, agree that messaging/promotional materials must be consistent. Central communications materials are utilised for this purpose.



Are criminal justice organisations and support services taking steps to promote victims' rights at all stages of their criminal justice journey?

Victims' rights are regularly discussed at the Local Criminal Justice Board's Victim and Witness Sub-Group, with a specific focus on special measures and remote evidence sites.

Promotion of the Victims' Code, Remote Evidence Sites and rebrand of Victim-Survivor Engagement Network (VSEN) have all been shared on OPCC social media channels. The VSEN rebrand was picked up by multiple press outlets during September 2025.

Are our criminal justice partners and support services upholding the standards of care set out within the Witness Charter?

Questions have been put to criminal justice partners at the LCJB Victim and Witness Sub-Group as to their monitoring of the upholding of the standards of care.

Monitoring activity in this area is unfortunately limited, and will be routinely revisited.

Referrals

Referral data from Victim Support, these need to be compared to overall numbers of victims assessed by the Force under the Victims' Code of Practice

Quarter 1:	Total
Number of enhanced referrals	1,569
Number of standard referrals	1,485
Number of referrals where VCOP status not set	4

Quarter 2:	Total
Number of enhanced referrals	1,739
Number of standard referrals	1,895
Number of referrals where VCOP status not set	1

Quarter 3:	Total
Number of enhanced referrals	1,324
Number of standard referrals	930
Number of referrals where VCOP status not set	4



Complaints

DPP Complaints

DPP Complaints data can be found in the internal briefing document.

OPCC Complaints

- 53 complaint reviews were received by the OPCC
 - Dissatisfaction with the handling and/or outcome of investigations remains the main theme.
 - Neighbourhood policing is also an emerging trend, specifically around the handling of neighbourhood disputes.
 - 11 reviews were upheld, with an increase in the number upheld due to VCOP compliance
- 118 complaints received were logged as 'PSD Complaint', equating to 13% of all correspondence received by the OPCC for this reporting period. Main themes include:
 - Arrest dissatisfaction 6% (7)
 - Call handling 5% (6)
 - Child protection/CSA/CSE 5% (6)
 - Domestic / Gender abuse 7% (8)
 - Firearms 2% (2)
 - Fraud 2% (2)
 - Hate crime 1% (1)
 - Investigation (handling and/or outcome) 40% (47)
 - Mental health 2% (2)
 - Neighbourhood policing 3% (4)
 - Premises search 1% (1)
 - Public order incident 2% (2)
 - Roads/traffic 3% (3)
 - Unknown 8% (10)
 - VAWG - dissatisfaction handling 4% (5)
 - None 3% (3)

There has been an increase in OPCC complaint reviews being upheld due to VCOP compliance, specifically in relation to Right 4: To be referred to services that support victims and have services and support tailored to your needs and Right 6: To be provided with information about the investigation and prosecution.

Two reviews were upheld and one where the Complaint handler determined the service was unacceptable and learning was identified, which the reviewer was in agreement with.

Is the reporting of recurring issues/concerns/themes by victims reducing?

For the 24/25 year the OPCC received 63 complaint reviews compared with 56 received for 25/26.

There has, however, been an increase in reviews being upheld due to VCOP compliance, specifically rights 4 & 6.

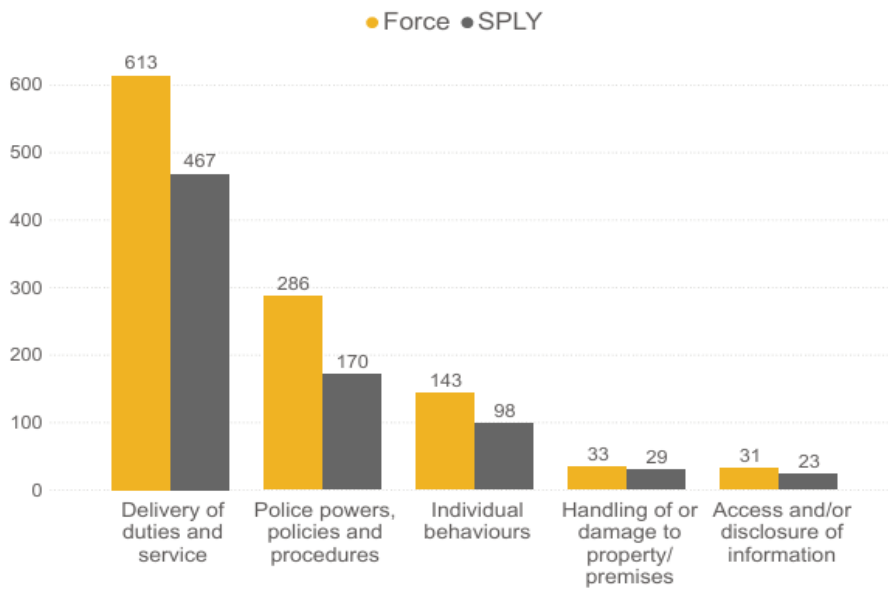


IOPC

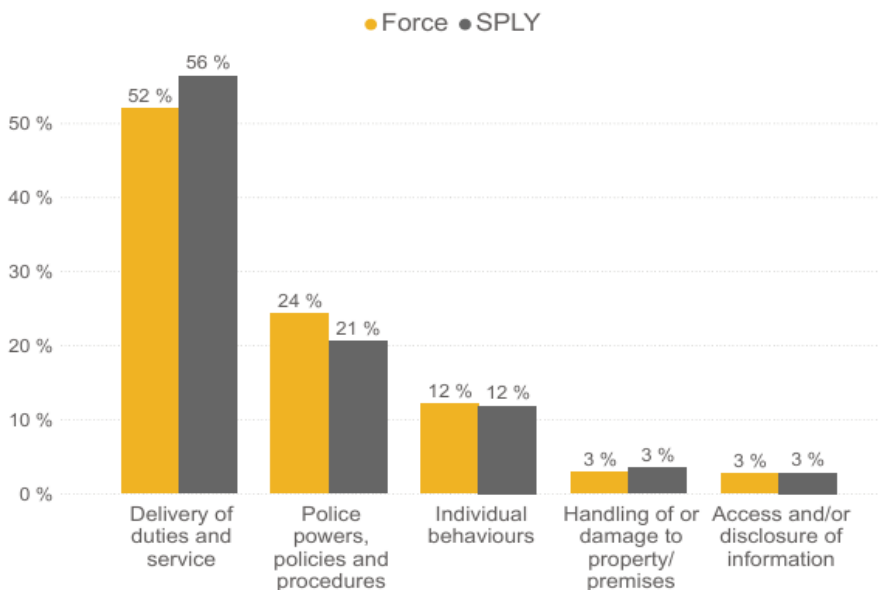
- [IOPC data for 01 April 2025 - 31 December 2025](#) show for the DPP area:
 - 819 complaints were logged
 - The highest category was 'Delivery of duties and service' (*Decisions, Police action following contact, General level of service*), at 613 (52% of) allegations. This follows the national and most similar force trends.
 - This is higher number than the same period last year (467) but represents a lower proportion of the allegations (56% for April - December 2024). This April – December 2025 saw an increase in the proportion of allegations relating to 'Police powers, policies and procedures'.

Top five most applied allegation categories

Force (year-to-date and same period last year)



Force (% of allegations logged)





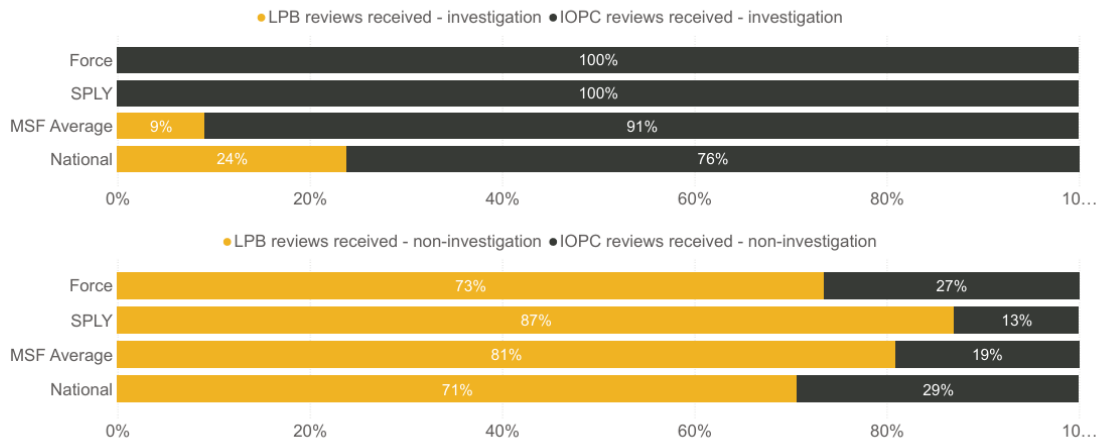
Reviews received

01 April 2025 - 31 December 2025 (Q3 2025/26)

This section presents data on the number of reviews received about this force by the IOPC and by the local policing body. The charts enable you to see the proportion of each review type being received by the two bodies. The IOPC handle the majority of reviews where the complaint was handled by investigation. For information on when the IOPC should be the review body, please see our Statutory Guidance

LPB reviews	Investigation	Non-investigation
Force	0	36
SPLY	0	47
MSF Average	1	55
National	220	3,562

IOPC Reviews	Investigation	Non-investigation
Force	5	13
SPLY	4	7
MSF Average	5	13
National	703	1478



Source: IOPC: [Police complaints information bulletin Dyfed-Powys Police - Q3 - 25-26 | Independent Office for Police Conduct \(IOPC\)](#)

