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Dyfed-Powys Police and Crime Commissioner,
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**COMISIYNYDD
HEDDLU A THROSEDDU
DYFED-POWYS
POLICE AND CRIME
COMMISSIONER**

Rt Hon Sajid Javid MP
Home Secretary
2 Marsham Street
London
SW1P 4DF

27 June 2019

Dear Home Secretary

RE: Dyfed-Powys Police Integrated PEEL Inspection 2018/19

As you are aware, as one of the first Force areas to undergo an inspection under the new Integrated PEEL Assessment regime, I have expressed some concerns about the methodology and how the Inspectorate's overall judgements are reached. Through my extensive understanding of how the Force is performing on a daily basis, I am confident that the sentence on page 10 of Dyfed-Powys' report is an accurate summary of their overall performance:

"We found that Dyfed-Powys Police is good at reducing crime and keeping people safe."

Whilst I and the Chief Constable do not dispute that improvements are necessary in certain areas, I am confident that the Force has already made significant progress in addressing some of the shortcomings identified within the report.

The Chief Constable has confirmed that Domestic Abuse (DA) is his greatest priority for 2019/20, as demonstrated by the swift introduction of a "Vulnerability Desk" in the Force Communication Centre and the rollout of the "DA Matters" training to all frontline officers and staff. The Force has reported significant improvements in Domestic Abuse, Stalking and Harassment (DASH) risk assessment compliance since the changes. My staff will continue to monitor the developments closely to ensure the improved risk assessments are leading to improved outcomes for victims. Part of this monitoring is being achieved through the work of my Quality Assurance Panel, my staff's attendance at key Force governance meetings and through my regular holding to account meetings with the Chief Constable.

The Force is in the process of implementing a new neighbourhood policing model, which will launch in September 2019; a move which I am confident will refocus the Force's attention on vital community engagement and improve public confidence. The changes will also bring about much needed improvements in the Force's supervision and quality assurance capability.

Rydym yn croesawu gohebiaeth yn y Gymraeg a'r Saesneg. Ni fydd gohebiaeth yn y Gymraeg neu'r Saesneg yn golygu oediad.

We welcome correspondence in Welsh and English. Corresponding in Welsh or English will not lead to a delay.

I have long recognised that Dyfed-Powys Police need to develop their understanding of the demand for their services. The Chief Constable also recognises this, as demonstrated through his most recent Force Management Statement, where demand forecasting is consistently identified as an area of difficulty for business areas. As such, the Force is currently undertaking a review of the demand and continuous improvement teams' structures to ensure they are better able to use their insights to inform key business planning and resource deployment. It is imperative that the Force's demand prediction and planning is improved, and Chief Officers are aware that it is one of my priorities for scrutiny this year. I have made clear that I will be seeking detailed forecasts in the autumn to ensure I am able to make a fully informed decision when setting the council tax precept for 2020/21.

I am disappointed that the Force has been down-graded in Legitimacy, and must stress that the Inspectorate have informed me that this is due to a single question about the perceptions of the workforce in how the Force treats its staff. I have no reason to believe the Force treats its staff unfairly, however it is recognised that perceptions must be tackled through communication which reaches all staff. I am confident that the Chief Officer Team is doing all that is possible, through their roadshows and internal communications, to address any misconceptions. There is also no evidence to suggest that the public served by Dyfed-Powys Police think that the Force treat them unfairly or unreasonably. My scrutiny activity continues to find examples where officers go above and beyond to ensure all members of society receive proportionate and dignified treatment when they come into contact with the police.

I have every confidence that Dyfed-Powys Police are doing their utmost to deliver an excellent service to the people they serve and anticipate further improvements in performance over the coming year.

A copy of this response is available on my [website](#).

Yours sincerely



Dafydd Llywelyn
Police & Crime Commissioner

Cc: HMI Wendy Williams

Chief Constable Mark Collins