



Heddlu Police
**DYFED
POWYS**

13th June, 2019

Mark Collins

Prif Gwnstabl / Chief Constable

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Dear Commissioner,

I write in response to the Integrated Peel Inspection Report that has been published following the HMICFRS assessment that Dyfed Powys Police underwent in the Autumn of last year and to also outline the changes we are implementing to continue to improve.

Together with the force senior leadership team, we welcome the external scrutiny provided by HMICFRS and are keen to improve our efficiency, effectiveness and legitimacy. For external scrutiny to have legitimacy and currency it is vital that it provides a balanced and fair reflection of the force position.

Rather than respond to each point highlighted in the report, I will briefly outline some of the pieces of work currently ongoing in the force which aim to address some of the concerns identified in the latest assessment.

You will be aware that tackling the way in which we respond to domestic abuse is my biggest priority this year.

We have worked very hard to identify the root cause of our issues in relation to domestic abuse and I have previously established a Gold group to look at our response. Over time, as systems have changed and technology has improved, our processes have become more complex. Sometimes, despite the best intentions, these changes have not always served the best purpose.



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Prif Gwnstabl Chief Constable Mark Collins, BSc

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Mae Heddlu Dyfed-Powys yn croesawu gohebiaeth yn Gymraeg a Saesneg. Byddwn ni'n sicrhau ein bod ni'n ymateb yn eich dewis iaith ac ni fydd oedi mewn perthynas ag unrhyw ohebiaeth drwy'r Gymraeg.

Dyfed-Powys Police welcomes correspondence in Welsh and in English, and we will ensure that we respond to any correspondence through the language of your choice. Corresponding via the medium of Welsh will not endure any delay.

As a result, on the 1st of April this year I launched our new vulnerability desk to ensure that we are able to provide the best possible service to victims.

The introduction of the Vulnerability Desk and the timescales in which this has been carried out indicates the level of importance I have placed on getting responses to domestic abuse and wider vulnerability issues right first time and every time.

Since its launch, the Desk currently focuses solely on domestic abuse, but I am very keen to ensure that it is able to encompass other areas of vulnerability which will be incorporated into its remit incrementally at a later date. Since the Desk has gone live, the Force has seen a significant increase in its compliance on the submission of DASH forms at domestic incidents, which will ensure that we are identifying risk and protecting victims.

Over 1,000 frontline officers, PCSOs, call handlers and any officer or staff member who is involved in the first response to domestic abuse calls are also currently taking part in a one day training course which focuses specifically on their response to domestic violence. The force has procured the training called DA Matters as part of its commitment to building on the way it treats victims and perpetrators of domestic abuse.

In relation to crime prevention, as you will already be aware we have recently undertaken a significant review of our neighbourhood policing structure which includes a review of our neighbourhood policing performance framework and the supervision model within that department.

As a result of this review, we have identified and adopted a new neighbourhood policing model which is built around national best practice guidance. I believe the model will deliver considerable benefits to the effectiveness and capability of neighbourhood teams and better equip us to deliver a first class service to our communities.

The new model which will go live in September of this year will enable our neighbourhood policing teams to be better supervised, more specialist in their roles and will better equip them to be far more effective in adopting the OSARA problem solving model which we have rolled out across the force.

A significant amount of work has also been completed in relation to our Corporate Governance Structure which has in fact resulted in a new structure being launched this week. In addition to the completion of that piece of work, we are also currently reviewing the structure of our Continuous Improvement Department and our Demand Team to ensure that demand is better able to inform key business planning and resource deployment.

As a result of the Corporate Governance Review and in relation to Public Engagement, we have also established a new board called the "Connecting with Communities Board", which will identify and create opportunities to understand and map our community engagement.

With regards to the perception of unfairness in the Force, we have reviewed and updated the fairness at work policy and the recently completed force roadshows have given us an opportunity to outline and reinforce how important fairness and transparency is to us. We have also reviewed our performance frameworks within the human resources department to allow us to better monitor grievances and the timeliness of complaints.

Finally in relation to our current IT provisions, the force is currently at the procurement stage for a new Records Management System. The aim of this project will be to simplify and improve our current IT processes and to enable officers and staff to manage information and intelligence in far more efficient way. I am confident that the ongoing work will place us in a strong position and will further improve our ability to provide the best possible service to communities across Dyfed Powys.

Regards,

A handwritten signature in black ink, appearing to read 'M. Collins', with a small mark above the 'i'.

Mark Collins

Chief Constable