

Community Link Free

Published: May 2020

Welcome ...

Hello, and welcome to the May 2020 edition of my Newsletter. Normally within Community Link, I take the opportunity to update you on the work undertaken by myself and my Office during the preceding couple of months.

However, it is important to me that I use this latest edition of my Newsletter to provide you with vital information around the coronavirus COVID-19; its impact on both my office and Dyfed-Powys Police, and support services available to you during this time.

There are a high number of local and national services which you can access for support during this time, and I would urge you to read more about these in the pages to come.

These last couple of months have very much been a time for rallying together both in our personal and professional lives. Collaboration and partnership working has been essential, and both the Chief Constable Mark Collins, and I have had to review and adapt the way we work.

Police and Crime Commissioners are to play an important role in supporting Chief Constables in helping keep the public safe during the coronavirus outbreak. I continue to link in closely with the Chief Constable, seeking reassurance from him - on your behalf - as to the Force's arrangements in dealing with the COVID-19 pandemic. We have regular virtual meetings so that together, we can ensure Dyfed-Powys Police is delivering a police service which meets the current needs of our communities.

Partners have also been working together to ensure that key messages are widely distributed within our communities: I put my name to an open letter to the people of Wales from the First Minister Mark Drakeford; signed by Wales' emergency and health services and council leaders, and calling on the Welsh population to stay at home and help stop the virus spreading. Our key message was: *"Please - stay at home and save lives. Our actions and decisions [...] in the coming weeks and months, will shape Wales for years to come."* You can find out more about this letter here: <https://gov.wales/first-minister-and-wales-emergency-services-call-on-people-of-wales-to-stay-home-to-save-lives-this-easter>.

You may also have seen through the press or on social media that, alongside the Chief Constable, I have been involved in lobbying UK and Welsh Parliament on matters linked to the coronavirus and the police service. For example, I was heavily involved in lobbying for testing of police officers and frontline staff with coronavirus symptoms. I met, virtually with both the UK Government Policing Minister and Welsh Government Deputy First Minister to discuss this matter, and to bring to their attention to the specific situation in our Force area. I informed them that we were concerned in respect of the lack of clarity relating to COVID-19 testing for both police officers and staff. Welsh Government listened to my representations and recognised the importance of testing police officers and critical staff who display symptoms to ensure that they can be redeployed back onto the frontline as soon as possible.

I have also recently facilitated virtual briefings over Skype with the Chief Constable for our local Assembly Members and Members of Parliament to share information about how Dyfed-Powys Police have responded to the crisis in order to keep our communities safe and well. This provided an opportunity for us to collectively share feedback and concerns received from our residents, ensuring consistent messaging about the movement restrictions, and reassuring Members that every possible measure was in place to safeguard our officers and staff and protect our service.

Please be assured that I will continue to represent the people of the Dyfed-Powys area both locally and nationally to ensure you receive the policing service you require.

Thank you for reading my newsletter.

Take care of yourselves,

Diolch.



Dafydd Llywelyn
Police and Crime Commissioner



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

Police and Crime Commissioner Elections



These unprecedented times understandably resulted in the postponement of the May 2020 Police and Crime Commissioner Elections, and my time as your Police and Crime Commissioner has therefore been extended by a year.

Please let me reassure you that I remain as committed to delivering progress against the priorities within my [Police and Crime Plan](#), and will ensure that both my Office and the Force, in collaboration with partners where necessary, continue to work hard to keep our communities safe, safeguard the vulnerable, protect our communities from serious threat, and to connect with our communities.

Here is a press release circulated by my Office shortly after the announcement to postpone the Elections was made...

Press Release

Government announce postponement of Police and Crime Commissioner Elections until May 2021

17 March 2020

On Friday, 13 March 2020, the Government announced that all local, mayoral and Police and Crime Commissioner elections that were due to take place this May will be postponed until May 2021.

The decision was taken following advice from the Government's medical experts in relation to the response to the Covid-19 virus and the advice of those delivering elections.

The Association of Police and Crime Commissioners is working closely with the Home Office in their drafting of clauses for emergency legislation in relation to the postponement.

This will allow existing Police and Crime Commissioners to continue in their role for a further year.

Current Dyfed-Powys Police and Crime Commissioner, Dafydd Llywelyn will therefore remain in office until May 2021.

Carys Morgans, Chief of Staff at Dyfed-Powys Office of Police and Crime Commissioner said, *"In light of the current situation, it is our intention to seek approval from the Dyfed-Powys Police and Crime Panel to extend the current Police and Crime Plan for a further year. This will allow the Office, and current Police and Crime Commissioner Dafydd Llywelyn to continue to work on the key priorities outlined within the Plan for an additional year."*

ENDS

UPDATE: Further to the above press release, I can confirm that my current Police and Crime Plan has been extended, and will cover the additional year in post.

My Office - Changes to the way we work

As the current situation changes daily, for the benefit of everyone's safety and wellbeing, I have to regularly review and change the way my Office works.



My team is made up of dedicated and professional individuals who are instrumental in ensuring I fulfil my responsibilities as your Police and Crime Commissioner, and their areas of work varies widely. From finance and budgeting to co-ordinating volunteer schemes; from compliance with statutory duties to commissioning services; and from engaging with the public to managing the police estates.

A few members of staff have had to step away from their day-to-day duties to assist Dyfed-Powys Police in vital areas of policing, whilst the focus of other teams has shifted.

For example, since the outbreak of the COVID-19 Pandemic, the Estates Team have been very busy providing an effective maintenance service to Dyfed-Powys Police to ensure the Force can continue to function effectively in these difficult times. They have had to make sure that our buildings remain operational and that our environments are safe and hygienic, whilst operating in a different way to ensure social distancing measures are observed. Some of the key areas they have been working in are:

- 1) Statutory servicing and testing of systems and equipment;
- 2) Ensuring cleaning standards are at an enhanced level to combat the COVID-19 virus;
- 3) Keeping stock control of cleaning products including hand sanitiser gel;
- 4) Conducting deep cleans of environments where required;
- 5) Ensuring fuel supplies are monitored on a weekly basis;
- 6) Continuing with Catering Function at HQ to ensure those attending are well fed, with social distancing observed;
- 7) Facilitating organisational distancing for departments, with moves and changes, so they can ensure resilience in their business areas;
- 8) Continuing with our Courier Service, transporting essential exhibits between our stations and Forensic examiners; and
- 9) Collecting from suppliers and delivering to Divisions essential Personal Protective Equipment (PPE) for Frontline Officers and Staff.

Andrew Rees, my Senior Facilities Manager said, *"The entire team have performed so well to support these activities in exceptional circumstances and they continue to show their resilience and support for each other to achieve a common goal of serving our communities together."*

Referring back to point 7) above - facilitating organisational distancing - one of the bigger reconfigurations which took place was that of the Force Command Centre (FCC); where your 999 and 101 calls are taken.

The FCC was the first department to implement positive change as a result of COVID-19, during the first week in March. There are many separate mission-critical functions within the FCC, and steps had to be taken to ensure social distancing and the welfare of the staff performing these critical functions. My Estates Team relocated a number of teams, and all non-critical staff were relocated away from the FCC in order to protect the separate functions.

This reconfiguration work has allowed Dyfed-Powys Police to continue to provide an effective policing service; to continue to respond to your 999 calls and non-emergency contact.

I am proud of how Estates and the rest of my team are adapting to this current situation, and of their enthusiasm in assisting Dyfed-Powys Police to serve its communities.

Contact with the public

Whilst, as an Office, we do have the resources to remain functional and accessible, like many other organisations, we have had to adapt the way we work. This in turn has impacted how you are able to reach us.

I would however like to reassure you that we are still here. I am still here for you to speak to, as are my staff.

I am changing and developing the way you can get in touch, but in order to ensure the most effective and efficient service, I would ask you to please:



- Leave an answerphone message when you call the Office on 01267 226440 - my team will not be able to answer calls directly, but will respond to your voicemail as soon as possible.
- Send an email to opcc@dyfed-powys.pnn.police.uk rather than posting us a letter. We will be able to deal with emails in a timelier manner than mail.
- Contact me on social media - Facebook or Twitter.
- Keep an eye out on social media as I will be hosting online, virtual conversations where I will be able to provide you with updates and information, and you will have the opportunity to pose questions both to myself and the Chief Constable.



@DafyddLlywelyn

@DPOPCC



Please note that under the current circumstances, neither I nor my staff are operating a face-to-face service. Therefore, if you do visit the Office, I'm sorry but you should not expect to be seen by a member of staff. Diolch, I appreciate your understanding and support during this challenging time.

Contact with colleagues and partners

A regular week in my Office sees many colleagues and partners attend for meetings, and I find myself out and about quite often; across the Force area, and travelling to Cardiff and London.

This way of working has had to change, and this change has been quite successful in maintaining business as usual in many aspects of my role.

I have embraced the use of technology for meetings, as have my team and Dyfed-Powys Police.

Here are a few stats for you:

Within a two week period **before** COVID-19 - 9 to 23 Feb - **7,025** Skype Audio Meetings were held by my staff / Dyfed-Powys Police colleagues.

Within a two week period during **lockdown** - 22 March to 5 April - **17, 208** Skype Audio Meetings were held by my staff / Dyfed-Powys Police colleagues.

We have also seen a big increase in Skype Instant Messaging sessions before and during lockdown, with 1,481 sessions between 9 and 23 Feb, and 9,368 between 22 March and 5 April.

The success of these sessions has shown me that we do not need to travel to all meetings nor meet in person on every occasion.

Not only has this approach to meetings proved worthwhile in terms of lowering our carbon footprint and saving costs by reducing the miles we're travelling, but it has also improved efficiency; meetings are more streamlined and focused.

My Volunteers - Changes to the way they fulfil their roles

As well as my staff, I am lucky to have a number of volunteers undertaking various role on my behalf:

- My **Independent Custody Visitors** provide an independent check on the welfare of detainees, the conditions in which they are being checked, and to ensure the detainees' rights are upheld;
- My **Animal Welfare Visitors** undertake independent checks on all police dogs to ensure they are housed, trained and transported in appropriate conditions, in order to be able to perform to the best of their abilities whilst on duty;
- My **Quality Assurance Panel** scrutinises Dyfed-Powys Police's contact with the public. For example, complaint cases, Stop and Search cases and police handling of calls in to the Force's Communication Centre i.e. 101 and 999 calls; and
- My newest group of volunteers, my **Youth Ambassadors**, sit on my Youth Engagement Forum which allows young people to get involved and have their say about policing and crime where they live. Youth Ambassadors support, challenge and inform both the work of my Office and of Dyfed-Powys Police, helping us make better decisions to meet the needs of young people.
- To read more about these roles, visit my website: <http://www.dyfedpowys-pcc.org.uk/en/theoffice/volunteer-schemes/>.

As with my Office staff, all of the above roles have also had to be reviewed.

Both my **Independent Custody Visiting** and **Animal Welfare Schemes'** face-to-face activities have been suspended whilst the pandemic continues. This is to protect the welfare of both my Volunteers and the Force.

As Police and Crime Commissioner, I have a statutory responsibility to have an Independent Custody Visiting scheme in place, whilst this is not the case for the Animal Welfare Scheme. My Animal Welfare Visitors will therefore continue with their visits to Dyfed-Powys Police Dog Handlers once it is safe again to do so.



However, Caryl Bond, my Assurance Support Officer who co-ordinates the volunteer schemes, has taken a number of steps to ensure that we maintain oversight of the police custody environment whilst visiting has been put on hold.

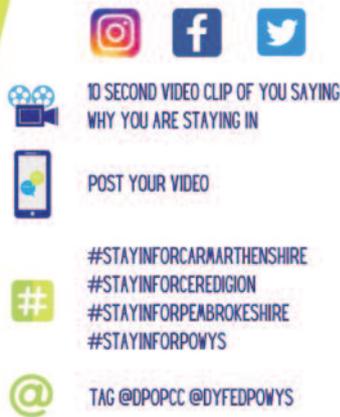


We are undertaking independent dip-sampling of custody records on a fortnightly basis to ensure that checks on the welfare of detainees continue, and that all rights and entitlements continue to be granted during this unprecedented time.

In addition, Caryl attends - remotely - weekly custody contingency planning meetings on their response to Covid-19, and she also co-ordinates a response to a weekly questionnaire from the Independent Custody Visiting Association on the provisions of care to all detainees. The questionnaire asks for detail on detainees' access to healthcare and Appropriate Adults.

My staff also continue to keep a close eye on Dyfed-Powys Police's performance data and keep me informed of the volume of crime, calls for service and the number of detainees going through custody on a weekly basis. This allows me to understand the current pressures on the Force as well as ensuring my oversight is proportionate and supportive.

Whilst my **Youth Ambassadors** are not physically meeting as a Forum during this time, we are maintaining regular contact with them. On Friday 24 April, I held an online meeting with my Youth Ambassadors to request feedback on the youth survey conducted by Hafan Cymru. I also asked for their support in the #ImStayingin Campaign which we have launched with youth partners across all 4 local authorities.



I am keen to involve young people in as many aspects of my role as possible, and I will soon be meeting virtually with my Youth Ambassadors again to discuss any questions or matters they wish for me to raise with the Chief Constable on their behalf.

I will also be working with them to look at ways in which we can develop our Youth Forum so that more young people can be involved in my work as Commissioner.

Volunteers' Week June 2020

Looking ahead, the first week in June sees a nation-wide celebration of volunteering - Volunteers' Week 2020.

My intention had been to meet with my volunteers during Volunteers' Week to celebrate with them, and to thank them in person.

However, as we are unlikely to be able to meet face to face, I would like to take this opportunity to thank each and every one of my volunteers for the commitment, enthusiasm and dedication they give to their respective roles, and for their support this time. Although they may not be able to fulfil their volunteering responsibilities at the moment, we do remain in contact. I hope to host virtual meetings with them soon, to see how they're doing, to update them on the work undertaken by my office linked to their roles, and just for a general chin-wag! It is good to talk.



My Scrutiny Responsibilities - changes to how they are fulfilled

Continuing to hold the Chief Constable to account

The role of the Police and Crime Commissioner is to be the voice of the people and to hold the Chief Constable, Mark Collins, to account and to provide assurance to the public that their needs are being met as effectively as possible.

Every three weeks I host a meeting with the Chief Constable called the Policing Board where I hold the Chief Constable to account for the delivery of policing services. I chair the Policing Board, with finance and policy specialists from the Police and my Office also in attendance.

It is vital, given the current circumstances, and the changes which Dyfed-Powys Police has had to implement, that I continue to hold the Policing Board. We cannot meet in person; so instead, I host these meetings using Skype. This means that I am able to continue to ask questions





Using tech to overcome the social distancing hurdle and better for the environment too - AMs and Welsh MPs all updated on our effort to engage and educate our communities of the need to #StayHomeStaySafe.



of the Chief Constable and his team, to ensure Dyfed-Powys Police is delivering a police service which meets the current needs of our communities.

My contact with the Chief Constable is not limited to the Policing Board; Mark regularly gets in touch to provide “live-time” updates and information, which is very much appreciated.

My team also “sit in” on other key Dyfed-Powys Police meetings, providing me with timely updates on Force activity.

For example, my Chief of Staff and Director of Estates sit on the Force’s Gold Group meeting and my Director of Commissioning sits on the Force’s Silver Group meetings. Their role at these meetings are threefold:

- 1) They are there to represent me and support my role;
- 2) They input issues from my Office which require consideration by GOLD or SILVER group attendees, such as information from the public and our partners, and issues relating to my Office’s staffing resilience and business continuity arrangements; and
- 3) They gather evidence assuring me of the Force’s response to COVID-19.

Scrutinising police contact with the public

My **Quality Assurance Panel** members - volunteers - scrutinise Dyfed-Powys Police’s contact with the public. The meeting scheduled for March was postponed, but I will ensure that this key scrutiny work is undertaken once it is practical and safe to do so.

Scrutinising business arrangements

My **Joint Audit Committee** checks on the business controls, financial activity, and anti-fraud and corruption arrangements of Dyfed-Powys Police and the Office of the Police and Crime Commissioner. It ensures that both organisations mitigate key risks.

Committee Members undertook their meeting scheduled for the 18 March virtually. All Members responded to the papers included on the agenda electronically, meaning that valuable discussions were able to still go ahead.

In addition to their regular role, JAC members have worked alongside my Office to produce a briefing on both my Office and Dyfed-Powys Police’s response to COVID-19. I have also provided the Police and Crime Panel and AMs and MPs with an update.

Having Your Say - Changes to how I engage with you

If I am to hold the Police to account on behalf of the public, then it is important that I listen to, and understand, the issues yourselves and the communities in which you live are facing in these unprecedented times.

To do that, I need to talk to you, but Government restrictions mean that physical meetings cannot be held.

As you have seen, for meetings with colleagues and partners my team and I have embraced the use of technology, and this is something we are in the process of developing in terms of engagement with you, the public.

 @DafyddLlywelyn  @DPOPCC  www.dyfedpowys-pcc.org.uk

I already have a presence on social media, as does my Office; on Twitter and Facebook. And you will see that we regularly post information, advice and updates on these pages.

We share information on our website, and are also increasing our use of virtual meetings, for example through Skype and Zoom.

Keep your eyes out for opportunities as I will be hosting online, virtual conversations where I will be able to provide you with updates and information, and you will have the opportunity to pose questions both to myself and the Chief Constable.

Additionally, if any community groups or organisations would like me to attend your virtual meetings, please do get in touch.

I am however aware that not everyone is able to access the internet. I therefore need to tailor my engagement methodology to better engage with and inform all residents of the Dyfed-Powys area during this time.



I would very much appreciate your guidance in discovering the most effective and efficient way to do this please.

*How would you prefer to receive information from my Office?
What would be the easiest way for us to speak to you and get your opinions?*

I would be very grateful if you could complete a very short survey for me, which asks for your ideas and advice, and includes the above questions.

A specific focus of this survey is engagement with victims as together with Dyfed-Powys Police and partners from the Criminal Justice System, I am eager to find out victims' views on their journey through the criminal justice system.

You can click on the following link to access the electronic version of the survey:
<http://www.surveymonkey.co.uk/r/DPOPCCMay2020>

Or

Please leave a message on my Office's answerphone for a member of my team to give you a call back to complete the survey over the phone or to send you a paper copy in the post: 01267 226440

Thank you very much - diolch.

A Message from Chief Constable Mark Collins

As previously stated, I continue to link in closely with the Chief Constable of Dyfed-Powys Police, seeking reassurance from him as to the Force's arrangements in dealing with the COVID-19 pandemic.

Here is a message to you from the Chief Constable:



We're all in a very strange position - a time none of us have experienced before. We're all working hard to do our bit to slow and stem the spread of this coronavirus, and our communities response on the whole has been positive, for which I am grateful.

We are living through a period of public health emergency, with many lives at stake if people do not continue to follow the government guidance.

Whilst our population number in relative terms is small, we cover half of the landmass of Wales. Annually we welcome more than ten million people to our area, and while together with our partners we have said for now, our counties are closed, some people haven't listened to this and have continued to put communities and the NHS at risk.

My officers have been out there since the end of March, when new legislation was introduced, working hard to engage and educate those who are out and about with no reasonable excuse.

The need for us all to do this is clear - we are being asked to stay at home and limit our movement, in order that we can relieve pressure on our NHS, and ultimately provide people with a better opportunity to survive, should they be infected with the virus.

The vast majority of our communities are complying with what we have all been asked to do, and I hope that your community support will continue in relation to the action we are taking against those who risk putting us all in danger. Dyfed-Powys Police will do all we can to help this national effort succeed.

Thank you for your continued support,



Mark Collins, Chief Constable

Here are some of the key messages from Dyfed-Powys Police...

 **HeddluDPPolice #StayHome...** · 1d

Today we will be paying tribute to keyworkers who have died from **#COVID19**, as part of International Workers' Memorial Day.

At 11am, we will reflect on their sacrifices with a minute's silence, and we encourage others to do the same.

#NeverForgotten #IWMD20



 **HeddluDPPolice #StayHome...** · 2d

If you are at risk or experiencing **#DomesticAbuse** you can still seek refuge and support is still available to you.

The National Domestic Abuse Helpline is free to call 24/7 on 0808 2000 247.

Find out more: gov.uk/domestic-abuse.

#YouAreNotAlone



 **HeddluDPPolice #StayH...** · 19 Apr

Things that are going nowhere:

- Our beautiful coastline
- Our fantastic countryside
- Our picture perfect towns and villages

Things that should be going nowhere:

- You – unless it's for one of the one of the reasons at <https://gov.wales/coronavirus>.

#StayHomeSaveLives



 **HeddluDPPolice #StayH...** · 16 Apr

It's Thursday again, so that means it's time to all join together (at a good social distance) tonight to **#ClapForKeyWorkers**.

We'll be joining the applause at 8pm tonight to say a big THANK YOU, we hope you will too.

#COVID19 #StayHomeSaveLives



Support for the Public

These are uncertain times, and it is vital that you continue to get the support and service you need from my Office, Dyfed-Powys Police and our partners.



I commission a number of local services directly from specialist providers to support victims and those who are vulnerable within our communities, to prevent crime and to tackle issues that are important to the residents of the Dyfed-Powys Force area.

Below you will find details of each of these services and how you can access the support they provide on my behalf. They are working hard to ensure that all existing service users and those who now find themselves in need remain appropriately supported during the pandemic. All services remain open and are committed to providing essential services despite the challenges ahead. If you have already accessed any of the below services, please keep in contact with your providers who will offer alternative methods of accessing services where required.

There is also a large amount of vital information available to you at a national level. I have included details on some below, but this is by no means the complete list of services available to you.

I would urge you to access and use these local and national services; ask questions, talk to someone.

Local Services for you...

Goleudy **Victim and Witness Service**

 0300 1232996

 <http://www.goleudyvictimandwitnessservice.org.uk/en/>

Goleudy offers a personalised, emotional and practical support to help victims, families and witnesses survive crime and make them stronger.

The service is free and confidential, whether or not the crime has been reported and regardless of when it happened.



DDAS **Drug and Alcohol Services for Dyfed**

 03303 639 997

 <https://www.kaleidoscopeproject.org.uk/ddas/>

 @DDAS_GCAD

 DDAS-Dyfed Drug and Alcohol Service

Operating in Carmarthenshire, Ceredigion, and Pembrokeshire, DDAS aims to reduce substance misuse-related harm to service users, significant others and the wider community.

DDAS also works to identify and engage offenders from the point of arrest through to sentence, and to maximise the proportion of individuals successfully completing treatment programmes.



Hafan Cymru **Support for victims of domestic abuse**

 01267 225555

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

 @HafanCymru

 @hafancymru



Hafan Cymru in consortium with Pobl support vulnerable, repeat and high risk victims of domestic abuse and their families.

Victims are provided with crisis intervention, emotional, financial, and practical assistance, including support through the criminal justice process.

Llamau **Support and mediation for missing young people**

 02920 239 585

 <https://www.llamau.org.uk/>

 @LlamauUK

 @llamau



Llamau offers a de-briefing, support, and mediation service for children, young people, and their families who have been reported as 'missing' and at risk of sexual exploitation or victimisation.

New Pathways **Support service for victims of sexual abuse**

 01685 379 310

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

 @newpathways_

 @NewPathways



New Pathways provides twenty-four hour access to crisis support for victims and ongoing support in a safe place that facilitates access to first aid, safeguarding, and specialist clinical and forensic care. They also provide specialist support for victims of sexual abuse throughout the criminal justice system.

Kaleidoscope CAIS **Drug and Alcohol Services for Powys**

 01686 207 111

 <https://www.kaleidoscopeproject.org.uk/kaleidoscope-powys/>

 @Kaleidoscope68

 @KaleidoscopeProject68



Kaleidoscope Powys aims to reduce substance misuse-related harm to service users, significant others and the wider community.

Kaleidoscope also works to identify and engage offenders from the point of arrest through to sentence, and to maximise the proportion of individuals successfully completing treatment programmes.

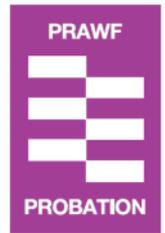
Community Rehabilitation Company

Restorative justice for victims

 07860 807 288

 restorativejustice@walescrp.probatonservices.co.uk

Cwmni Adsefydlu Cymunedol
**Cymru
Wales**
Community Rehabilitation Company



The Community Rehabilitation Company delivers a victim-led restorative justice service for those living in Dyfed-Powys.

Pobl

Offender Diversionary Scheme

 01646 698820

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

 @poblgroup

 @poblgroup



people making a difference

The Dyfed-Powys Diversionary Scheme seeks to address criminal behaviour at a much earlier stage in an individual's offending journey by tackling the root causes of offending and associated health and community related issues.

It aims to reduce the number of victims of crime by offering eligible offenders a four month long programme of interventions as an alternative to prosecution.

National Support for you...

 **GOV.UK**

 @GOVUK

 @ukgovernment

Coronavirus (COVID-19): what you need to do

<https://www.gov.uk/coronavirus>



At the time of print (1 May 2020), the key messages from the Government are:

- Stay at home.
- Only go outside for food, health reasons or work (but only if you cannot work from home).
- If you go out, please stay 2 metres (6ft) away from other people at all times.
- Wash your hands as soon as you get home.
- Do not meet others, even friends or family.
- You can spread the virus even if you don't have symptoms.

This guidance will be updated in line with the changing situation. Please visit GOV.UK for the most up to date information.

Guidance for the public on mental health and wellbeing during the coronavirus (COVID-19) outbreak

<https://www.gov.uk/government/publications/covid-19-guidance-for-the-public-on-mental-health-and-wellbeing/guidance-for-the-public-on-the-mental-health-and-wellbeing-aspects-of-coronavirus-covid-19>

During this time, you may be bored, frustrated or lonely. You may also feel low, worried, anxious, or be concerned about your health or that of those close to you. Everyone reacts differently to events and changes in the way that we think, feel and behave vary between different people and over time. Guidance on supporting children and young people's mental health and wellbeing is also available:

<https://www.gov.uk/government/publications/covid-19-guidance-on-supporting-children-and-young-peoples-mental-health-and-wellbeing>

<https://www.gov.uk/government/publications/covid-19-guidance-on-supporting-children-and-young-peoples-mental-health-and-wellbeing>

Live Fear Free: Providing help and advice about violence against women, domestic abuse and sexual violence
<https://gov.wales/live-fear-free>

This is another important message from the Government. If you are in an emergency situation and need police help, but cannot speak, it is vital to Make Yourself Heard and let the 999 operator know your call is genuine.



Dyfed-Powys Police has recently offered reassurance to people at risk of domestic abuse during the Coronavirus isolation period. Detective Superintendent Anthony Griffiths, Head of Protecting Vulnerable People with Dyfed-Powys Police, had this message:

"I want you to know we are here for you and will remain here for you throughout. We have the resources to support you and we will respond to your report swiftly."

You can read the full press release here:

<https://www.dyfed-powys.police.uk/en/newsroom/press-releases/reassurance-and-advice-to-people-at-risk-of-domestic-abuse-during-coronavirus-isolation-period/>.

The **Government** has also published information about helplines and websites that may be able to help you:

<https://www.gov.uk/government/publications/coronavirus-covid-19-and-domestic-abuse/coronavirus-covid-19-support-for-victims-of-domestic-abuse>

The same page on the Government's website also includes information on:

- Disability specialist services
- Economic abuse
- Welfare benefits and housing advice
- Support for children and young people
- Support for employers
- Support for professionals
- Support if you are worried about hurting someone

The Mental Health Foundation

 <https://www.mentalhealth.org.uk/>

 @mentalhealth

 @mentalhealthfoundation



Many of us will be struggling to comprehend all that is happening at the moment. We are having to juggle professional and personal responsibilities, and many will sadly have to cope with bereavement during this time too. As evidenced above, there are so many support services out there for us to access - please do use them. Your welfare is important, and your mental health is a big part of that.

Mental Health Awareness Week 2020 takes place from 18-24 May

When searching on the Mental Health Foundation's website for information on the Awareness Week, I came across a publication, which seems very apt at this time, and can be downloaded for free: *'How to overcome fear and anxiety'*

<https://www.mentalhealth.org.uk/publications/overcome-fear-anxiety>

The Mental Health Foundation also has a page dedicated to 'How to look after your mental health during the Coronavirus outbreak'

<https://www.mentalhealth.org.uk/coronavirus>

The following topics are covered:

- Mental Health tips
 - Look after your mental health and wellbeing if you are staying at home
 - Finance, housing and unemployment worries
 - Tips for employers and employees to look after their mental health
 - Random acts of kindness during the Coronavirus outbreak
 - Talking to your children about the Coronavirus pandemic
 - Beyond panic buying
 - Staying at home and abusive relationships
-

DPJ Foundation

 0800 587 4262

 <https://www.facebook.com/thedpjfoundation/>

 @dpjfoundation

 @thedpjfoundation



The DPJ Foundation is a charity which I am proud to support. I welcomed its founder Emma Picton-Jones to speak to attendees at my Policing in Rural Areas Conference back in March.

The DPJ Foundation is a mental health charity which supports those who work in agriculture. They offer a fully funded counselling service as well as a 24/7 helpline.

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Dewis Cymru

Find local and national organisations and services that can help you...

 <https://www.dewis.wales/>

 @DewisWales

 Dewis Cymru



Dewis Cymru is the place to go if you want information or advice about your well-being - or want to know how you can help somebody else.

Action Fraud UK

To report a fraud or get help and advice on fraud prevention

0300 123 2040

<https://www.actionfraud.police.uk/>

@actionfrauduk

@actionfraud



Criminals may use the coronavirus to trick you into handing over your money and personal information. They may offer to test you for the virus, provide a vaccine or ask for coronavirus charity donations.

Don't be tricked into giving fraudsters access to your personal or financial details over the phone, email or in person.

Be careful of uninvited approaches such as these. "Take five, think twice, think fraud".

On 30 March, my Office put out a press release to warn residents to be vigilant and alert to cyber-crime, in particular phishing scams. You can read the full article here: <http://www.dyfedpowys-pcc.org.uk/en/news/press-releases/police-and-crime-commissioner-warns-public-of-significant-increase-in-cyber-crime-threats/>

Age Cymru

A check-in-and-chat telephone service for the over 70s in Wales who live alone

08000 223 444

enquiries@agecymru.org.uk

<https://www.ageuk.org.uk/cymru/information-advice/age-cymru-advice/check-in-and-chat/>

@AgeCymru

@agecymru



This initiative has been developed to provide some reassurances to older people, answer basic queries and link people to local services and support during the Coronavirus outbreak.

Anyone over the age of 70 can register for free by ringing Age Cymru Advice on 08000 223 444 or by emailing enquiries@agecymru.org.uk. You will need to provide Age Cymru with the following information:

- Name
- Address
- Telephone number
- If you're over 70
- Language choice of Welsh or English
- An emergency contact - who should Age Cymru contact in an emergency
- Password - Age Cymru staff will say your chosen password at the start of every call. This is to give you peace of mind and so you know you're speaking to an Age Cymru staff member.

Age Cymru also provides information on the Coronavirus here:

<https://www.ageuk.org.uk/cymru/information-advice/health-wellbeing/coronavirus/>

Support for Staff and Officers

Safeguarding our communities is our primary concern, but the wellbeing of our staff is very important to the Chief Constable and myself. We acknowledge that professional demands placed upon them, as well as their own personal circumstances, may have an impact on their wellbeing. It is vital that the Chief Constable and I do all that we can to provide support for those who deliver it, and this is what we have been doing...

Providing Regular Updates

It is important that we keep our workforce well informed of any changes to service which may have an impact on them. We are doing that through regular emails and telephone and online meetings.

For example, I speak to all members of my team on a Monday morning - luckily we have the technology to enable this to happen. I provide them with updates on the current policing situation, what changes are taking place, and the likelihood of them being called upon to move away from their day-to-day job to assist the Force. The Chief Officers regularly provide similar updates to their teams.

Lobbying on Behalf of Frontline Staff and Officers

I have been lobbying our UK and Welsh Parliaments on matters linked to coronavirus and the welfare of Dyfed-Powys Police staff and officers.

As I have previously stated, I have been heavily involved in lobbying for testing of police officers and frontline staff with coronavirus symptoms; meeting virtually with both the UK Government Policing Minister and Welsh Government Deputy First Minister to discuss the situation in our Force area.

I have also contacted all Assembly Members (AMs) and Members of Parliament (MPs) regarding Personal Protective Equipment (PPE), emphasising how essential this equipment is in safeguarding those who are putting themselves at risk for our local communities. I asked for their support in ensuring our workforce has the PPE it needs.

Providing Support through our Occupational Health Unit

Our Occupational Health Unit is ensuring that staff and officers have the support they need.

Tracie Mckelvie, Senior Manager, Occupational Health Unit, said: *“Our current climate is dictating that we are all having to live and work differently and we recognise the challenges and worries that come with this, and from myself and my team, the message is simple; our aim is to help our colleagues to remain well, and we are committed in supporting them in whatever way we can.”*

“Police Officers and Staff are not only having to consider their own health and wellbeing, but that of their loved ones also.”

“We have carefully considered the support provision for them during this difficult time, and in addition to the existing comprehensive Occupational Health service that continues to operate remotely, our psychological and wellbeing provision has been extended to provide support during the evenings and weekends.”

Providing Support through the Force’s Chaplaincy Service

Another support service available to our Officers, Staff, Volunteers and their families is the Force’s Police Chaplaincy Service.

The Force Lead Chaplain, Rev Tom Evans emphasises that *“As Police Chaplains we offer a confidential service and a listening ear to everyone - be they people of faith or not. Our prime role is to care for all our officers, staff and their immediate families. As members of the Dyfed-Powys Police ‘family’, we stand by you all as together we face the challenges, stress, strain and fear of these unprecedented times.”*

The Force’s Chaplaincy Service is available 24/7, and for our Police Chaplains, not one issue, concern or worry that you may have is too trivial... remember, a worry or a problem shared, is one spared.

“These times are unquestionably the strangest anyone of us has ever experienced,” says Tom, *“but together we must remain strong and resilient, for these worrying times too will pass.”*

Providing Support through Mind’s Blue Light Champion Programme

Over four years, Mind - the mental health charity - worked with partners to deliver a programme of activity aimed at reducing stigma, promoting wellbeing and improving mental health support for those working or volunteering in ambulance, fire, police, and search and rescue services.

Dyfed-Powys Police and my Office have joined this Programme, and I am proud to say that my Policy and Assurance Advisor, Claire Bryant, is one of the Programme's Blue Light Champions.

Claire explains here why she became involved in the Programme: *"I have had my own personal struggle with mental health for about 15 years, something I have kept hidden apart from a few who are very close to me. Through my most recent episode of ill-health, I accessed counselling through Dyfed-Powys Police's occupational health unit.*

I'd had counselling before, but this time I found it gave me a new confidence to speak out and share my vulnerabilities a little more. This is why I jumped at the chance to be the office champion. It's about helping myself and others by encouraging open dialogue and reducing the stigma."

I am pleased to report that Claire is in regular contact with colleagues during these worrying times, checking in on how everyone is doing, sharing how she is doing, and reminding us all of the support services we have access to. It is good to talk.

Dyfed-Powys Police recognised as one of the best places to work

As is evident from the above, our workforce is very important to us, and I'm proud to say that Dyfed-Powys Police has very recently been awarded Investors in People (IiP) GOLD accreditation - an accolade achieved by only 7% of UK organisations subscribing to IiP.

Chief Constable Mark Collins said: *"This is a massive achievement for us. Only 7% of organisations achieve gold accreditation and as such we are justifiably proud.*

"Being such a big force geographically, brings many challenges, not least our ability to be visible and to be present. The chief officer team have worked hard over the last couple of years, spending time talking to the workforce, understanding issues and working on a plan of action to move us forward together."

Since I appointed Mark Collins as Chief Constable in 2016, the organisation has improved considerably.

The motivation to serve the community is palpable, with a desire to continually improve the service. Officers, staff and volunteers are always eager to bring their ideas to the table, and an open and visible leadership culture has been nurtured to make this happen.

While policing often operates in a very hierarchical way, we have developed an organisation where everyone is empowered to speak up, to challenge and to contribute - with the benefit to the community always at the heart of that.

I'm delighted that the force has been awarded a Gold accreditation, and along with the chief officer team, I too am looking forward to positively contributing the future of our local policing service.



Collaborative work with Hywel Dda University Health Board

As your Police and Crime Commissioner, I want to do my bit in terms of improving and understanding mental health services and requirements.

Within my Police and Crime Plan, I state that I will continue to work with the police and partners to develop opportunities for collaborative working on issues that have an impact on many public services, such as substance misuse, anti-social behaviour and mental health.

I am therefore pleased to announce that I have recently joined forces with Hywel Dda University Health Board; a partnership which should assist us in streamlining our engagement activities.



Through discussions with Health Board colleagues at various meetings and events, it was clear to us that we often try and engage the same people about similar issues. We agreed that there must be a more efficient way of engaging the public, whilst at the same time reducing the amount of engagement we're asking our residents to get involved in; hopefully avoiding engagement fatigue.

Gruffudd Ifan joined my Office in February 2020 as Policy and Engagement Advisor, and his post is partly funded by Hywel Dda University Health Board. Gruff will lead on our collaborative engagement work with the Health Board.

My Office and the Health Board have already started working together on engaging young people through a project with Hafan Cymru and my Youth Forum. We worked in partnership on a consultation to seek the views of young people on policing, crime and health issues. The themes of the survey looked specifically at attitudes towards the police; police accessibility; police support and the health and well-being of young people.

I hosted a Youth Conference in March, where the survey results were shared with the Youth Forum members and key stakeholders in this area of work. Gruff is currently further considering these results and what our next steps will be in terms of the information the young people shared with us. The collaborative project was a big success; thank you to all involved.



My Office and the Health Board intend to work together in the near future to engage our communities specifically on mental health issues.

Gruff Ifan said, "I'm very excited to start in this important role within the Commissioner's Office. I'm looking forward to working on a number of exciting collaborative projects between the OPCC and the Health Board and to work with young people. They are our future, and I will be ensuring that we continuously engage with as many young people as possible to ensure that their voice is heard and that our services provide the best outcomes for them".

Get in touch

If you have any queries regarding anything you have read in this Newsletter, please do let me know.

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 www.dyfedpowys-pcc.org.uk

 DPOPCC

 @DPOPCC

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