

FOI Ref: OPCC 20 - 2025

Request: Dated 8th of August 2025

Request:

I'm writing to enquire about the current services and provisions available for victims of rape and sexual abuse within the Dyfed-Powys area and more broadly across Wales.

I recently had a thoughtful discussion with a gynaecology consultant who has a professional interest in rape crisis services. She shared insights from her time working in Scotland, where 24/7 crisis centre is available for victims of sexual violence. This model of a round-the-clock support appears to offer vital immediate assistance and continuity of care at a time of immense vulnerability for victims.

With that in mind, I wanted to ask:

- What specific services and support structures are currently in place for victims of rape and sexual abuse in Dyfed-Powys?
- Are there provisions for 24/7 access to specialist crisis centres or equivalent facilities?
- Is there any scope for the implementation of a model, similar to that seen in Scotland, across Wales, or is there something comparable already operating here?

I would appreciate any information you can provide on existing or planned resources, as well as how the force is working to ensure that victims receive timely, compassionate, and comprehensive care.

Response:

We can confirm that we do hold the information which you have requested.

- **What specific services and support structures are currently in place for victims of rape and sexual abuse in Dyfed-Powys?**
- **Are there provisions for 24/7 access to specialist crisis centres or equivalent facilities?**
- **Is there any scope for the implementation of a model, similar to that seen in Scotland, across Wales, or is there something comparable already operating here?**

I would advise that Dyfed Powys Police and the Office of the Police and Crime Commissioner are part of the Welsh Sexual Assault Services Programme (WSAS) which provides patient and victim centred sexual assault services with health and wellbeing needs as a priority.

This programme ensures there is a consistent delivery of service for any victim across Wales. It also enables sexual assault referral centres to open across Wales. Within Dyfed Powys the current centres are available:

- Newtown
- Aberystwyth
- Carmarthen

Some of the centers do provide a 24/7 service. Where they do not provide a 24/7 service an emergency out of hours service is provided.

Further detail on the WSAS service can be found on their website here: [WSAS - NHS Wales Performance and Improvement](#)

- **How the force is working to ensure that victims receive timely, compassionate, and comprehensive care.**

I would advise that the Commissioner has a series of scrutiny processes and activity in place to ensure that victims receive a timely, compassionate and comprehensive response from Dyfed Powys Police. The processes in place include:

- Volunteer schemes – The Commissioner has 6 volunteering schemes that support him in holding the Force to account. To note the following schemes, support in scrutinising the service provided to victims;
 - [Victim Survivor Engagement Network](#) - Through the Victim Survivor Engagement Network, your Police and Crime Commissioner works with Criminal Justice Partners to ensure that the voice of victims influences the scrutiny of service provision to victims.
 - [Quality Assurance Panel](#) - The Quality Assurance Panel has been established to scrutinise the quality of Police contact with the public, in a transparent and independent manner, on behalf of the communities within the Dyfed-Powys area. The panel review a variety of topics including a review of Stalking and Harassment cases and of recent a review a selection of referrals involving adult and juveniles to the service of New Pathways. New Pathways are a charity commissioned by the Police and Crime Commissioner (PCC) to support victims of sexual abuse. The panels findings are available on our website here: [Dyfed-Powys Police & Crime Commissioner](#)

The Office of the Police and Crime Commissioner also have internal scrutiny and assurance activity that considers the service provided to victims, these include:

- [Complaint dip sampling scrutiny](#) - The role of dip sampling is to scrutinise the performance of the Forces' complaints management process. Dip sampling of such cases enables the Commissioner to fulfil his oversight and monitoring responsibility under the legislation. The purpose of dip sampling is not to review the final decision reached in individual cases, but rather to undertake a general review of compliance with procedure, complaint handling techniques and natural justice to ensure public confidence in the police complaints system.
- Deep dive - The OPCC has undertaken a review of various topics including [Victim withdrawal in Dyfed-Powys in 2019](#) and of recent [Stalking and Harassment Perpetrator Management in 2023](#). A series of recommendations were identified and the Forces progress reports on the recommendations made are available on our website here: [Dyfed-Powys Police & Crime Commissioner](#)

Additionally, I would advise that the Commissioner has also approved the decision to extend the pilot for dedicated independent stalking advocate caseworker (ISAC) via Paladin. The ISAC works directly with Stalking victims, supporting them through their trauma and any subsequent legal proceedings. The full decision log on the decision can be found here: [dl401-continuation-of-paladin-pilot.pdf](#)

The Commissioner commissions various support services that support victims off various crimes across Dyfed Powys. A list of the services available can be found here: [Dyfed-Powys Police & Crime Commissioner](#)

Next steps:

In relation to the above question, I would advise that the responses are in relation to the Office of the Police and Crime Commissioner for Dyfed Powys, only. Should you wish to obtain information from Dyfed Powys Police I would advise that a further request is submitted to the Force who may or may not hold the information. You can contact Dyfed-Powys Police to request a response by contacting the Freedom of Information Department directly via the following link [Make an FOI request to ask for information about the police | Dyfed-Powys Police](#). Or, alternatively with your consent I can forward on to Dyfed-Powys Police on your behalf. Please confirm this instruction within your response.

If you are dissatisfied with our response to your request, you have a right to an internal review conducted by someone who was not involved in the handling of your request. You can request a review by contacting our office through the following:

- Email: opcc@dyfed-powys.police.uk
- Phone: 01267 226440
- Online: [Dyfed-Powys Police & Crime Commissioner](#)
- Or through the post: Dyfed-Powys Police and Crime Commissioner, OPCC, PO Box 99, Llangunnor, Carmarthen Carmarthenshire, SA31 2PF

If you remain dissatisfied with the handling of your request following an internal review you have a right to appeal to the Information Commissioner's Office who can be contacted through the following methods:

- Online: [Make a complaint | ICO](#)
- Phone: 0303 123 1113
- Live chat service: [Advice services for members of the public | ICO](#)