

Meeting:	Strategic Performance Board
Venue:	HQ SCC119
Date:	14th May 2026
Time:	13:00-16:00

Members:	Police and Crime Commissioner, Dafydd Llywelyn (PCC) Chief Constable, Ifan Charles (CC) Temporary Deputy Chief Constable, Gary Phillips (T/DCC) Temporary Assistant Chief Constable, Ross Evans (T/ACC) Director of Finance, Edwin Harries (DoF) OPCC Chief Executive, Carys Morgans (CEX) OPCC Head of Strategy and Policy, Claire Bryant (HoSaP) OPCC Director of Commissioning and Partnership, Alison Perry (DoCaP)
Also Present:	Head of Service Improvement Unit, T-Supt Mark McSweeney (MMc) Senior Manager Performance and Analytics, Lowrie Proctor (LP) Staff Officer, Inspector Sam Gregory (SG) OPCC Executive Support Officer, Sophie Morgan (SM) Police and Crime Panel Member, Professor Ian Roffe (IR) Police and Crime Panel Member, Cllr Keith Evans (KE)
Apologies:	OPCC Chief Finance Officer, Nicola Davies (CFO) Director of People and Organisation Development, Linda Williams (DoPaOD)

1. Apologies and Introductions

The PCC welcomed all to the meeting including members of the Police and Crime Panel attending the meeting as observers.

The PCC noted his thanks to the Chief Constable (CC) for a successful Force charity bike ride from Tenby to Headquarters in Carmarthen the previous week to raise money for Care of Police Survivors (COPS) charity.

The minutes from the previous meeting were agreed as a true and accurate record.

2. Update on actions from previous meetings

Action No.	Action Summary	Update
SPB 035	Force to share with OPCC details of review undertaken regarding the recording of theft from the person.	Completed Force Memo provided
SPB 036	Force to provide explanation of theft from vehicle crime figures decreasing.	Completed Force Memo provided
SPB 037	Force to confirm how theft of a vehicle crime numbers will be monitored.	Completed Force Memo provided
SPB 038	Force to consider what training is given to officers regarding recording of offences.	Completed Force Memo provided
SPB 039	Force to share FCC call handling data/figures regarding Welsh language with OPCC.	Completed Force Memo provided
SPB 040	Update on FCC night shift changes to be provided to PCC in due course.	In Progress
SPB 041	OPCC to schedule Welsh language compliance as a focus topic at Policing Board.	In Progress Scheduled for July 2026
SPB 042	Force to provide the OPCC with shoplifting figures following shoplifting improvement plan.	Completed Force Memo provided

SPB 043	Force to engage with Independent Shopkeepers Association.	Completed
SPB 044	Force to share evaluation of the operational changes in Powys.	In Progress
SPB 045	Process evolution report to be shared with PCC via Policing Board after Easter.	In Progress
SPB 046	Force to confirm Voice of the Child data figures.	Completed Force Memo provided
SPB 047	Force to confirm procedure when Adferiad are not available in custody (Reachable Moments).	Completed Force Memo provided
SPB 048	ACC to provide NPPT structure presentation to PCC.	Completed Force Memo provided
SPB 049	Force to provide information regarding the decrease in outcome 8 community resolution.	Completed Force Memo provided
SPB 050	Force to provide information regarding what agencies are captured under outcome 20.	Completed Force Memo provided
SPB 051	Force to provide information on increase of outcome 15 regarding drug possession offences.	Completed Force Memo provided
SPB 052	Force to provide reassurance regarding capturing of safe numbers to share with Commissioned services.	Completed Force Memo provided

SPB 053	OPCC to feed commissioning referral queries into Force auditing process to ensure questions are captured.	Completed
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3. Force Performance

a) Force Performance Report

A comprehensive report was prepared by Dyfed-Powys Police (DPP) for consideration by the Commissioner. It included data from the Commissioner's office, Commissioned Services and DPP. Attention was focussed on performance against priority one (Supporting Victims and Preventing Victimisation) of the Police and Crime Plan.

The Board discussed the continued sustained improvements within the FCC and the proportion of calls answered within the 10 second KPI from 88.00% of 999 calls being answered in under 10 seconds in November 2024 to 95.32% of 999 calls being answered in under 10 seconds in March 2026. It also noted the improvement in the average call wait time from 7.96 seconds in November 2024 to 4.67 seconds in March 2026.

The PCC highlighted the upcoming planned evaluation of the FCC and night shift changes.

Action: - Evaluation of FCC night shift changes to be brought to Policing Board for discussion.

The PCC queried the staffing levels and recruitment within the FCC. The CC confirmed that regular recruitment drives occur within the FCC at the different points within the year due to around 15% turnover of staff, largely through natural progression into other areas of the organisation as staff see the FCC as a step into the organisation.

The PCC highlighted the work of the Commissioners Quality Assurance Panel who in March 2026 reviewed a selection of FCC calls and accompanying Storm records in relation to reports of rural crime. The CC stated it would be beneficial to incorporate with Quality Assurance Panel and His Majesty's Inspectorate of Constabulary and Fire & Rescue Services activity to ensure consistent feedback to staff.

The Board discussed response times within the Force. Response times are discussed at weekly Assistant Chief Constable (ACC)'s performance meetings where accountability is sought from BCU commanders. The ACC highlighted the work ongoing around the Neighbourhood Policing Guarantee which should improve performance of average response times especially within the Lampeter area.

The DCC reported that the laptop trial within the Ceredigion area is going well and it enables officers to not have to return to station to access information and complete paperwork.

The Board discussed the evaluation of the Powys BCU North/South model and the ongoing Process Evolution work. This evaluation would be scheduled to be shared with the PCC at a Policing Board meeting in June 2026.

Action: - Powys BCU North/South model evaluation to be brought to Policing Board in June 26.

Action: - Process evolution update to be brought to Policing Board in June 26.

The PCC noted the positive response time figures within the report for the Milford Haven area. The ACC stated that this was due to the change of the Milford Haven base to the town centre.

The Board discussed crime volumes and data integrity, the CC stated that work is ongoing through a procurement process for an Artificial Intelligence solution within the Force to identify what crimes should be recorded and how they should be recorded by officers. The PCC questioned the timeline for this work, with the CC stating that he hoped that this would be implemented by late Autumn 2026.

Resourcing and demand in the Crime and Incident Hub are discussed at ACC weekly performance meetings as well as monitored daily, in order to enable the Force to respond dynamically to ensure contact with victims is maintained.

The PCC requested an update on summer demand on the Force at a Policing Board meeting in September / October.

Action: - Force to provide an update at a Policing Board meeting in September/October 2026 regarding summer demand.

The CC queried the figures within figure 20 of the report which referred to Crime data integrity (CDI) crime recording compliance. The Service Improvement Unit will provide an explanation regarding the figures.

Action: - Force to provide explanation regarding Figure 20.

The PCC queried the reduction in outcome 8 Adult Community Resolutions (ACRs). The Force took an action to understand this reduction.

Action: - Force to understand the reduction in issuing of ACR - from 6.5% to 4.8%.

The Board discussed shoplifting crimes within the Force area. The Chief Officers noted a positive shift in relation to shoplifting outcomes.

The Board discussed the stalking and harassment figures within the report. The ACC provided information on the multi-agency stalking intervention panel which provides scrutiny of all stalking cases, with those requiring additional safeguarding or investigation being escalated to further strategy discussions.

The PCC queried why some Stalking Prevention Orders (SPO's) within the Force are declined.

Action: - Legal services to provide explanation as to why some Stalking Prevention Orders (SPO's) are declined.

The PCC asked for the figures for Victim Services to be provided as percentages in the report.

Action: - Figures for Victim Services to be provided as percentages in report.

A query was raised as to when outcome 13 (deceased or too ill) is applied to a case. The Force took an action to provide the information.

Action: - Understand level of illness required to apply outcome 13 (deceased or too ill).

The report highlighted that rape investigations were increasing, currently averaging one per day with sexual offences also increasing. The Force noted that a significant proportion were attributed to child-on-child offences.

The PCC noted there had been a positive increase in the charge rate for sexual offences. The CC explained a presentation was anticipated at the next Force Performance Board meeting to explain the significant work undertaken to achieve this.

Action: - CC to share report regarding charge rate increase in sexual offences.

The Board discussed drug outcome rates within the Force and the use of out of court resolutions for drug possession, with the CC referencing an evaluation which had been undertaken and ongoing internal scrutiny.

Action: - Force to share interim evaluation outcome 8 with PCC.

The Board discussed shoplifting figures within the Force. The PCC sought assurance relating to partnership working with retailers on crime prevention. Chief Officers detailed the approach to Problem Oriented Policing (POP) plans and how these are overseen to ensure all opportunities were being considered.

The Board discussed victim services referrals and victim satisfaction feedback data regarding the offer of information on support services available to them. The OPCC queried how compliance is monitored regarding the offer of information and Chief Officers provided reassurance. The Board further discussed the challenges relating to information sharing regarding informed consent to opt-in/out of referrals to victims' services.

Action: - Information to be provided regarding how the Force measure compliance with victim services information being provided.

Action: - OPCC to undertake benchmarking with other Forces regarding the transfer of data to 3rd party.

Following the recent Senedd elections, the PCC raised inviting new Senedd members and members of Parliament to HQ to meet with the Chief Constable, Basic Command Unit (BCU's) leaders and the Commissioner. The CC agreed that this would be a beneficial meeting.

Action: - Meeting to be arranged for Senedd members with BCU Commanders/PCC/CC.

b) Force Performance against National Crime and Policing measures

The Board considered the presentation regarding Force performance against National Crime and Policing measures.

The Board briefly discussed the figure of 5 vs 7 from baseline for murder, manslaughter and other homicides between April 2025-March 2026 within the Force.

The CC queried if the figures regarding improve satisfaction among victims are compared with other Force. LP confirmed that only the Office of National Statistic (ONS) data is compared with other Forces.

4. Any Other Business

Action No.	Action Summary from meeting 14/05/2026	To be progressed by
SPB 054	Evaluation of FCC night shift changes to be brought to Policing Board for discussion.	Force
SPB 055	Process evolution update to be brought to Policing Board in June 26.	Force
SPB 056	Powys BCU North/South model evaluation to be brought to Policing Board in June 26.	Force
SPB 057	Force to provide explanation regarding Figure 20.	Force
SPB 058	Force to understand the Reduction in issuing of ACR - from 6.5% to 4.8%.	Force
SPB 059	Figures for Victim Services to be provided as percentages in report.	OPCC

SPB 060	Understand level of illness required to apply outcome 13 (deceased or too ill).	Force
SPB 061	CC to share report regarding charge rate increase in sexual offences.	Force
SPB 062	Force to share interim evaluation outcome 8 with PCC.	Force
SPB 063	Legal services to provide explanation as to why some Stalking Prevention Orders (SPO's) are declined.	Force
SPB 064	Information to be provided regarding how the Force measure compliance with victim services information being provided.	Force
SPB 065	Meeting to be arranged for Senedd members with BCU Commanders/PCC/CC.	Force/OPCC
SPB 066	OPCC to undertake benchmark with other forces regarding the transfer of data to 3rd party – (if they don't opt out, we automatically opt in)	OPCC
SPB 067	Force to provide an update at a Policing Board meeting in September/October 2026 regarding summer demand.	Force

CLOSE