



Comisiynydd Heddlu a Throseddu
Dyfed-Powys
Police and Crime Commissioner

Quality Assurance Panel

ANNUAL REPORT
2024/25

Quality Assurance Panel (QAP) – 2024 Summary Report

The Quality Assurance Panel (QAP) continues to play a vital role in ensuring Dyfed-Powys Police maintains high standards of public engagement, transparency, and accountability. Operating independently on behalf of local communities, the Panel scrutinises a variety of frontline police interactions, including Stop and Search, Use of Force, Stalking & Harassment cases, and incidents involving children and vulnerable individuals.

The QAP provides independent oversight on the quality of police contact with the public. By reviewing real cases and raising constructive feedback, the Panel directly contributes to improvements in police procedures, supervision, and public confidence in policing. The insights generated during 2024 have influenced policy, training, and operational adjustments across the Force, reinforcing the commitment to continuous learning and community-focused service.

Key Work Streams Reviewed in 2024

1. Stop and Search (May 2024)

- 6 cases reviewed, including adults, juveniles, and individuals from ethnic minority backgrounds.
- Positive finding: Policing was generally professional and lawful.
- Concerns: Form inaccuracies (due to new Niche system), incomplete logs, use of inappropriate search grounds (e.g., smell of cannabis alone).
- Outcome: Officers received feedback; form supervision improved; better training on Niche system underway.

2. Use of Force (July 2024)

- 5 cases reviewed, covering adult and juvenile incidents.
- Positive finding: Use of Force mostly justified and proportionate.
- Concerns: Poorly completed justification forms, limited supervisory oversight, safety risks in custody transport.
- Outcome: A new dashboard system is being implemented to restore quality oversight following the Niche transition; officers reminded of safe transport and handcuffing protocols.

3. Stalking & Harassment (August 2024)

- 3 complex cases reviewed, each involving extensive Body-Worn Video evidence.
- Positive finding: Officers demonstrated empathy and strong victim safeguarding.
- Concerns: Civil order options not routinely discussed; tech and mobile device use hindered engagement; inconsistent officer presentation in virtual environments.

- Outcome: Issues addressed in forthcoming Domestic Abuse training package (rollout planned January 2025); clearer guidance issued on officer conduct during virtual interviews.

4. Voice of the Child (November 2024)

- 4 cases reviewed, focused on how the child's voice was recorded and acted upon.
- Positive finding: Some sensitive and timely responses observed.
- Concerns: Children's direct voices not always captured; PPNs not consistently submitted; victim feedback lacking; administrative demands affecting officers.
- Outcome: Feedback shared with departments; efforts underway to improve direct child engagement and documentation practices.

5. New Pathways (January 2025)

- 4 cases (two adults, two children) were scrutinised by the Panel, assessing the performance of Independent Sexual Violence Advisers (ISVAs) commissioned by the PCC to support victims of sexual abuse.
- Positive findings: Strong victim engagement, especially in complex cases, timely ISVA involvement, and demonstrable care in working with children and neurodiverse individuals.
- Concerns: Variability in ISVA case recording and lack of standardisation; Delays in identifying Officers in Charge (OICs), which impacted victim experience; and Inter-force communication breakdowns, leading to delays in support and risk of disengagement.
- Outcome: Recommendations for improved police communication, stronger supervisory oversight, and enhanced clarity in referral processes.

Panel Development and Leadership

In preparation for 2025, Claire Pritchard has been elected as Chair of the Quality Assurance Panel. Malcolm Macdonald has been elected as Deputy Chair to ensure continuity and resilience in leadership. These appointments will support a structured and consistent approach to QAP activities throughout the year.

Impact of QAP Scrutiny Work

QAP's scrutiny work in 2024 led to:

- Training improvements (e.g., Domestic Abuse, Use of Force reporting).
- Enhanced data accuracy following the Force's transition to new systems.
- Raised standards in officer professionalism, victim care, and documentation.
- Constructive feedback loops between volunteers and police departments.

Looking Ahead

The QAP will continue to serve as a voice for the community, identifying areas for learning and improvement, and working in collaboration with Dyfed-Powys Police to enhance public confidence and service delivery.

In the coming year, the Panel will focus its scrutiny on key areas of public concern, including Stop and Search practices, the application of Use of Force, and the handling of Stalking and Harassment cases, ensuring that each is reviewed with rigour and transparency to promote best practice and accountability.