

Dyfed-Powys Police Performance Report December 2017



Information & Intelligence Directorate

Date: 29th January 2017 (Version 2.0)

IID



Heddlu Police

DYFED-POWYS

Diogelu ein cymunedau, gyda'n gilydd Safeguarding our communities, together

Document Control

Version	Date	Department	Comments
1.0	17/01/2017	IID	Version 1
2.0	29/01/2017	IID	Updated Crime Survey England & Wales data and revised User Satisfaction data. Removed PSD complainant names

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1.0 Introduction

The following report provides a snapshot of the recent Force performance against the Police & Crime Plan 2017 - 2021 priorities, namely:

- The Difference we make (Outcomes)
- Priority One - Keeping our communities safe
- Priority Two - Safeguarding the vulnerable
- Priority Three - Protecting from serious harm
- Priority Four - Connecting with communities

2.0 The Difference we will make (Outcomes)

2.1 Public Confidence – Crime Survey of England and Wales

Latest Crime Survey of England and Wales (CSEW) Year ending September 2017

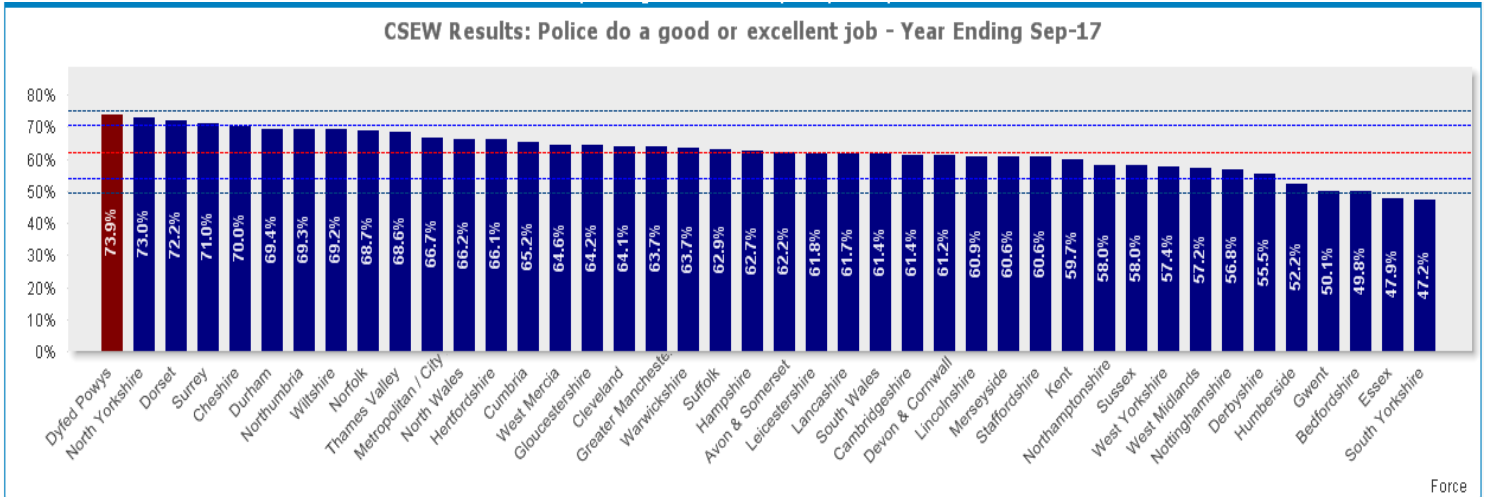
The CSEW nationwide currently interviews over 51,000 people aged 16 or over every year and in Dyfed-Powys this equates to a rolling total of around 650-1,000 per annum, with rolling annual results released each quarter.

		DPP CSEW Performance Year- Ending September 17 ^A	Direction of Travel (performance over time)	Comparative Performance (current Performance against England and Wales)
Crime Survey for England and Wales Results: Year-ending September 2017				
Force Results % of respondents who agree that in this area:				
"The police and local council are dealing with issues".		72%	No Change	Exceptionally Higher
"The police can be relied on to be there when you need them".			~ no data recorded in September 2017	
"The police would treat you with respect if you had contact with them".		89%	No Change	No Significant Difference
"The police treat everyone fairly regardless of who they are".		72%	No Change	No Significant Difference
"The police understand the issue that affect this community".		79%	No Change	Moderately Higher
"The police are dealing with things that matter to people in this area".		69%	No Change	Moderately Higher
"Taking everything into account I have confidence in the police in this area".		81%	No Change	No Significant Difference
"The estimated percentage risk of an adult being a victim of a personal crime - excluding computer misuse".		2%	Exceptionally Low	Moderately Lower
"The estimated percentage risk of an adult being a victim of a personal crime - including computer misuse".		15%	No Change	No Significant Difference
"The estimate percentage risk of a household being a victim of a household crime".		6%	No Change	Moderately Lower
"The estimate percentage risk of an adult being a victim of all CSEW crime (excluding computer misuse and fraud)		7%	* - no historic data to compare	Moderately Lower
"The estimate percentage risk of an adult being a victim of all CSEW crime (including computer misuse and fraud)		11%	* - no historic data to compare	No Significant Difference
Percentage who think their local police do a good or excellent job		80%	No Change	Moderately Higher
Total		6%	No Change	No Significant Difference
ASB perception:				
abandoned or burnt out cars		1%	Moderately Higher	Moderately Lower
Percentage saying there is a very/fairly big problem in their area				
people using or dealing drugs		20%	No Change	No Significant Difference
people being drunk or rowdy		17%	Exceptionally High	No Significant Difference
noisy neighbours		6%	No Change	No Significant Difference
litter or rubbish		29%	Exceptionally High	No Significant Difference
teenagers hanging around		10%	No Change	No Significant Difference
vandalism and graffiti		8%	No Change	No Significant Difference
Adults experienced or witnessed ASB		21%	No Change	Exceptionally Lower

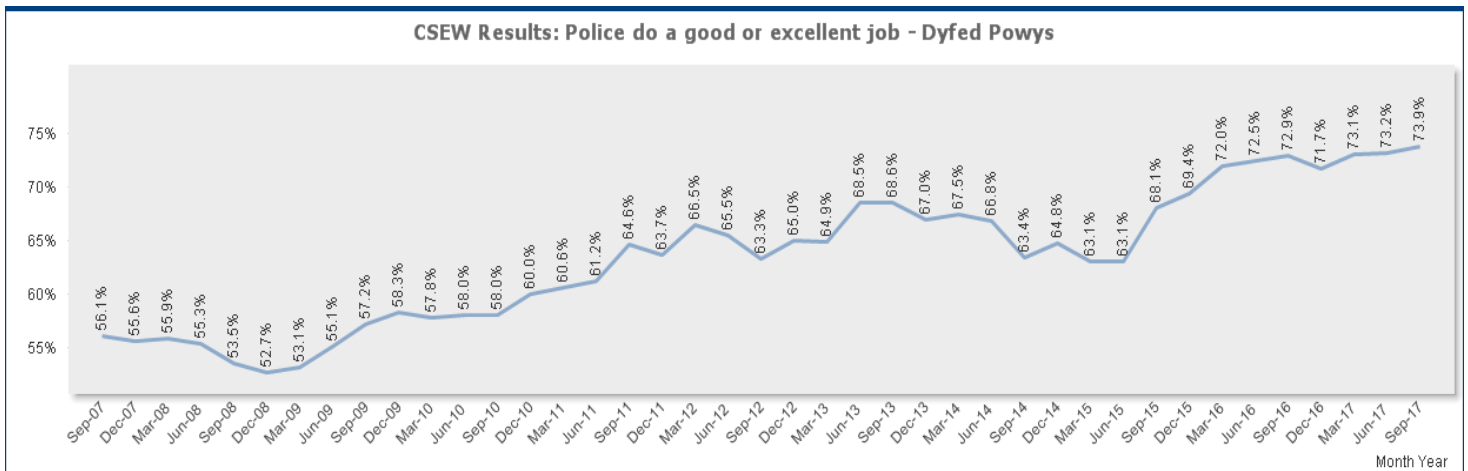
Comparable performance assesses Dyfed-Powys results against our most similar forces and the direction of travel judgments are calculated on Dyfed-Powys data over time.

Care must be taken when interpreting the performance assessment due to the way the questions are phrased; in some instances exceptionally lower may be positive and in other occasions it may be deemed as negative. Conversely, in some instances, exceptionally high may be positive and in other occasions it may be deemed as negative. Most notably, this impacts the way the ASB questions are phrased where lower is more desirable

Comparable and direction of travel graphs for the question:



"Percentage who think their local police do a good or excellent job"



For the year period ending September 2017, 74% of respondents stated that they felt that the Police do a good or excellent job.

This is one of the highest rates of all the forces in England and Wales, as well as the highest rate that the Force has recorded, rising from a low of 52.7% in December 2008.

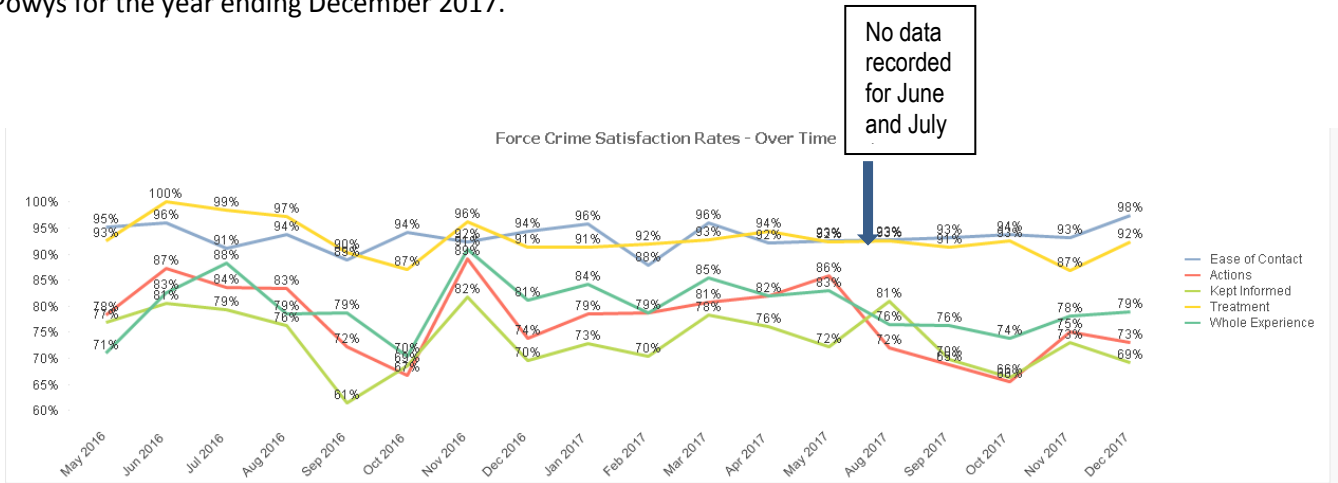
2.2 User Satisfaction

Latest User Satisfaction data for the year ending December 2017

847 victims of burglary, vehicle, violent and hate incident /crimes were surveyed over the 12-month period ending December 2017.

Direction of Travel

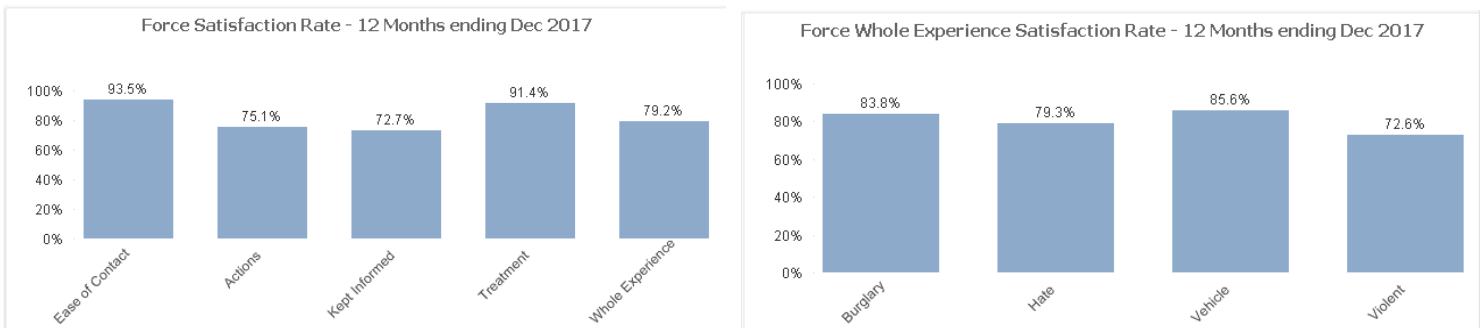
The graph below focuses on the various aspects of our victims journey and compares satisfaction rates of Dyfed-Powys for the year ending December 2017.



Source – Qlik view

The above graph illustrates that the follow up satisfaction rate (light green line) for our victims surveyed are lower than other aspects of their experience. The ‘whole experience’ rate for December 2017 stands at 79%, but care must be taken as this month a much lower number of surveys were completed, 52 in December 17, compared to 160 in November 17.

The whole experience satisfaction rate for the year ending December 17, currently stands at 79.2%, with some variation seen amongst various crime types, with victims of vehicle offences standing at 85.6% and victims of violent offences standing at 72.6%

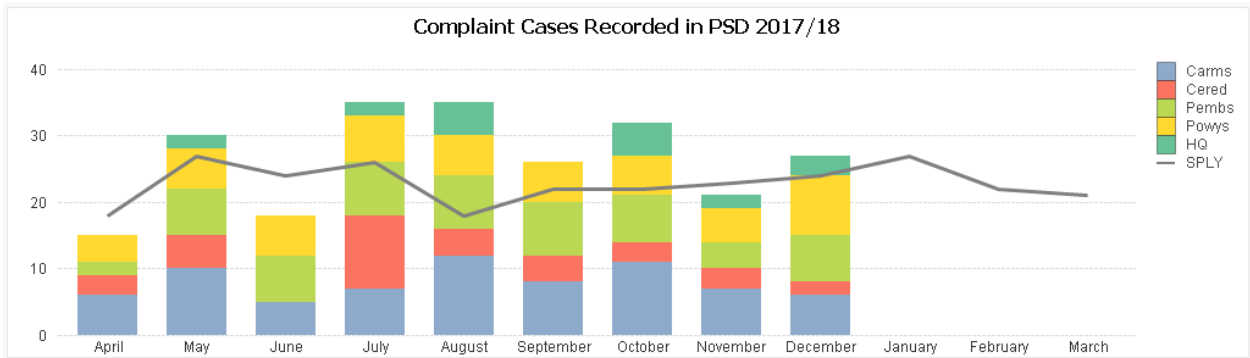


Source – Qlik view

2.3 Office for Police Conduct

The following tables display the number of complaints received and the current overview of cases being dealt with by the four Basic Command Units (BCU's), HQ Departments and Professional Standards Department (PSD).

Number of Complaints Received



There are currently 241 complaint cases recorded this financial year (204 SPLY) with 415 allegations (379 SPLY). For December 2017, 28 complaints were recorded with a total of 43 allegations.

Whilst complaints recorded are slightly higher than previous year, there is no pattern to the increase in respect of categories.

In terms of finalisation, 9 complaint cases were finalised in December 2017, relating to 15 allegations. The 7 cases finalised by local resolution were completed within 45 working days, well below national average of 70. The two cases finalised by local investigation were completed within an average of 83 working days (includes sub judice) again below the national average of 166 days. However, timeliness in respect of local investigations for the year to date continues to be high as legacy cases are being finalised. The average for the year to date currently stands at 306 working days.

BCU Overview (Cases handled by BCU Staff as at 11th October 2017)

CURRENT LIVE CASES ALLOCATED FOR LOCAL RESOLUTION						
	Carms	Cered	Pembs	Powys	HQ	Total
Total Cases	11	3	6	10	2	32
0-30 days	3	-	4	7	1	15
31-90 days	6	1	1	3	1	12
91-180 days	2	2	1	-	-	5
181-360 days	-	-	-	-	-	-
361+ days	-	-	-	-	-	-

CURRENT LIVE CASES ALLOCATED FOR INVESTIGATION						
	Carms	Cered	Pembs	Powys	HQ	Total
Total Cases	1	-	2	-	-	3
0-30 days	-	-	1	-	-	1
31-90 days	1	-	-	-	-	1
91-180 days	-	-	-	-	-	-
181-360 days	-	-	-	-	-	-
361+ days	-	-	1	-	-	-

PSD Overview (Cases being handled by PSD Staff as at 11th September 2017)

CURRENT LIVE CASES ALLOCATED FOR LOCAL RESOLUTION						
	Carms	Cered	Pembs	Powys	HQ	PSD Total
Total Cases	1	1	-	-	2	4
0-30 days	-	-	-	-	1	1
31-90 days	-	1	-	-	1	2
91-180 days	-	-	-	-	-	-
181-360 days	-	-	-	-	-	-
361+ days	1	-	-	-	-	1

CURRENT PSD LIVE CASES ALLOCATED FOR INVESTIGATION						
	Carms	Cered	Pembs	Powys	HQ	PSD Total
Total Cases	3	3	4	7	1	18
0-30 days	-	-	1	1	-	2
31-90 days	3	1	1	2	-	7
91-180 days	-	1	2	4	-	7
181-360 days	-	-	-	-	-	-
361+ days	-	1	-	-	1	2

2.4 Her Majesty's Inspectorate of Constabulary (HMIC)

HMIC Issues

Counter Terrorism Inspection

In January 2018 HMICFRS commence CT3, the third tranche of their national 2015-18 CT inspection programme. The terms of reference for this inspection are *'to examine the effectiveness of the CT network in forming the bridge between national security and local policing.'*

Dyfed-Powys is one of 17 forces across England and Wales to be inspected. HMICFRS will spend 2 days in force and one day with WECTU:

- 29 & 30 January interviews and focus groups at police HQ
- 31 January HMICFRS visit WECTU

Once the inspections are complete, a single report incorporating the findings from all forces will be submitted to the Home Secretary by July 2018.

Hate Crime Inspection

On November 8th HMICFRS sent notice to forces regarding an inspection into hate crime to take place over three distinct phases.

Phase 1: All forces were required to submit a data and information return to HMIC by 29 November 2017. IID completed the data request and the information request was completed by CI Rhiannon Ivens, strategic lead for hate crime and Angharad Lewis, Equality and Diversity Manager.

Phase 2: January – May 2018. Six forces – yet to be named – will be inspected. As of yet, DPP have not received a notification.

Phase 3: December 2017 – May 2018. A victim engagement project will be undertaken, led by an external organisation.

The inspection findings will be published in a national thematic report in summer 2018.

Custody Inspection

On November 6th 2017, HMICFRS arrived to undertake an unannounced custody inspection at all suites in the force. The highlight findings were reported to the previous FEB and the official HMIC report is expected this month.

HMICFRS Integrated PEEL Assessments (IPA) Programme

As per the report to FEB in November 2017, from 2018 HMICFRS will move to a single annual PEEL inspection each autumn, allowing simultaneous assessment of effectiveness, efficiency and legitimacy, with leadership as an overarching theme.

There are three strands to the IPA programme:

1. Integrated PEEL inspections

This will take place in autumn of each year after a period of intensive fieldwork.

2. Monitoring and insights

Each quarter, HMICFRS will scan data and information from a range of sources to identify emerging problems and assess progress made against areas for improvement and causes of concern.

This means that each quarter, the force will be required to submit a significant data return to HMICFRS as part of this regime, which needs to be reflected in force performance arrangements.

3. Force Management Statements (FMS)

FMSs will act as an evidence based approach to identifying the force's principal risk areas. The quality and content of the FMS will directly contribute to the focus and breadth of the PEEL inspection and the subsequent grades awarded for each strand of PEEL.

On 18 December a workshop was held for senior leaders and other staff members involved in the FMS process. Leads have been appointed for each of the 11 'chapters' of the FMS, all at Ch Supt/Assistant Director level.

Key dates for planning:

- | | |
|-------------|--|
| 14 February | Checkpoint meeting at which chapter leads will present drafts to DCC. |
| 23 March | Final drafts of each chapter submitted to DCC. At this point the Inspection and Review team will review and QA the document, and make recommendations based on the findings of each chapter. |
| 23 April | Completed FMS submitted to CC and PCC. |
| 24 April | FMS presented to Policing Board |
| 31 May | FMS submitted to HMICFRS |

Crime Data Integrity

In November 2015, HM Chief Inspector of Constabulary, Sir Thomas Winsor, wrote to all chief constables and police and crime commissioners to inform them about how HMICFRS will inspect forces' crime-recording practices. Forces' crime data integrity will be inspected in a rolling programme of every force in England and Wales over a number of years.

Dyfed-Powys is yet to be inspected and so it is likely that we will receive notification from HMICFRS sometime this year.

The following work has been progressed to improve performance to this regard:

- CDI QA Policy – this has been written by DI Diane Davies and is currently with Ch Supt Cockwell for review and sign-off.
- Training Package – a 2 hour NCRS and HOCR training package has been developed and will be rolled out to all front line staff between January and March 2018.
- Audit schedule – work has been undertaken to understand the reporting routes into the organisation. Using this data, the audit schedule is being redeveloped. It is nearing completion and will sit with the FCIR and the Crime Auditing team.

- CDI champions – 4 supervisors have been appointed to the role for each division. They will be given enhanced training which will be promulgated on divisions. The champions are named on the intranet page and attend the Crime Recording Integrity Group, which in turn feeds into the Strategic Crime Recording User Group.
- The FCIR web page has been enhanced to include FAQs.

HMICFRS Recommendations Register

HMICFRS are soon (exact date to be confirmed) to publish details on their website regarding all recommendations made to forces during PEEL and thematic inspections.

The inspection and review team are in the process of reviewing each recommendation and providing HMICFRS with a brief summary of the progress made, and status of each recommendation. Each recommendation will be given one of six statuses, to be agreed by our force liaison lead:

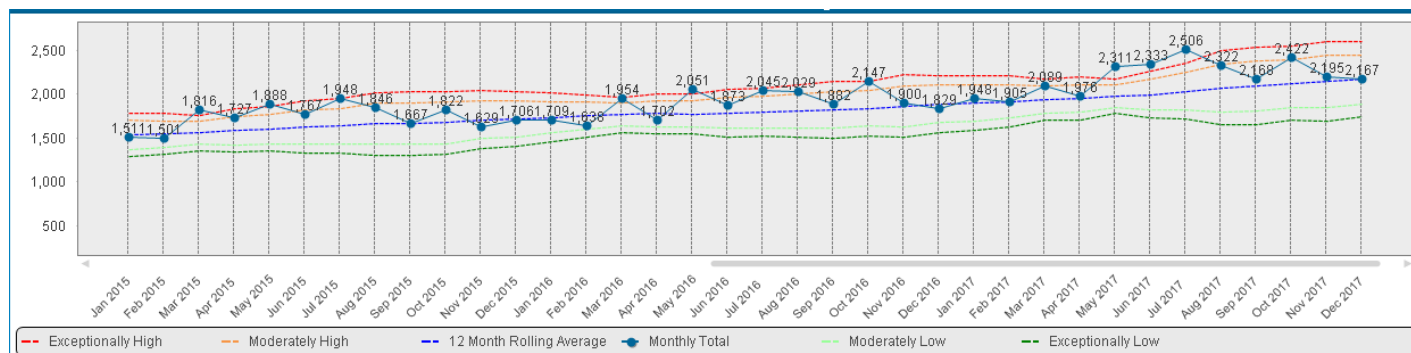
1. *Will be progressed* – there are plans to progress the recommendation, but the work has not started.
2. *Being progressed* – work is underway to progress the recommendation.
3. *Will not be progressed* – the force has informed HMIC that recommendation will not be progressed.
4. *Complete* – the work to progress the recommendation has been completed to the satisfaction of the HMI.
5. *Awaiting review* – the cause of concern \ recommendation will be considered by HMIC in a forthcoming review or inspection.
6. *No further action needed* – the cause of concern no longer exists/ has been superseded in a subsequent inspection.

3.0 Priority one – Keeping our Communities Safe

3.1 Crime Volumes

The Statistical Process Control Chart (SPCC) below tracks crime volumes (all Crime) on a monthly basis and applies an objective statistical assessment as to the level of variation seen in discrete months.

Levels of total recorded crime over time



Source: Qlikview

The chart demonstrates that total crime within the Dyfed-Powys Police Force area has increased over the last 18 months. This is predominantly due to the continued effort to accurately record crime, with the most recent crime recording administrative process changes being introduced in May 2017. July 17 experienced the highest monthly crime volume since crime recording standards were introduced back in 2002.

The increase in total crime is driven largely by the Violence Against the Person (VAP) category, which accounts for a third of recorded crime in Dyfed-Powys.

The following table shows the levels of crime in the Force, by category, in the last 12 months and highlights data points outside of the threshold limits (as of 08/01/2018).

Date	Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017
Arson & Criminal Damage	311	310	305	332	368	344	480	340	350	401	342	362
Burglary - Business and Community	82	77	84	59	52	51	61	87	52	39	54	58
Burglary - Residential	70	53	56	99	100	97	82	104	76	79	86	96
Total Burglary	152	130	140	158	152	148	143	191	128	118	140	154
Drug Offences	136	120	157	113	133	152	158	160	149	153	144	144
Miscellaneous Crimes Against Society	55	77	81	51	62	36	51	37	57	46	45	40
Possession of Weapons	10	12	15	9	20	21	13	17	7	12	9	7
Public Order Offences	79	67	89	75	122	132	125	108	89	115	79	86
Robbery	5	6	5	1	0	5	0	4	5	6	5	1
Sexual Offences	86	77	99	100	108	126	104	84	99	130	119	81
Theft	335	376	414	381	451	442	515	491	437	483	477	418
Vehicle Offences	104	79	64	73	90	86	93	86	66	70	73	59
Violence Against the Person	675	651	720	683	805	841	874	804	781	850	753	815
Total	1948	1905	2089	1976	2311	2333	2506	2322	2168	2422	2195	2167

Source: Qlikview

^ No colour codes have been applied to the specific burglary categories, please see the below for an explanation.

Key	
Value	EXCEPTIONALLY LOW Monthly TOTAL (HIGH IN THE CASE OF DRUGS)
Value	MODERATELY LOW Monthly TOTAL (HIGH IN THE CASE OF DRUGS)
Value	TOTAL WITHIN AN AVERAGE RANGE
Value	MODERATELY HIGH Monthly TOTAL (LOW IN THE CASE OF DRUGS)
Value	EXCEPTIONALLY HIGH Monthly TOTAL (LOW IN THE CASE OF DRUGS)

Recent Changes to Home Office Counting Rules – April 17

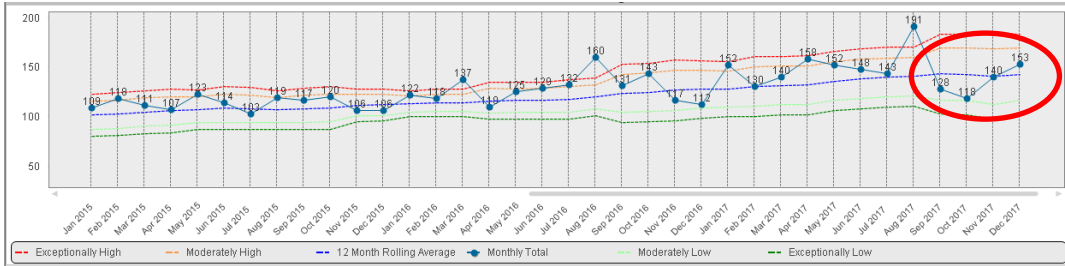
Burglary: From 1 April 2017, the classifications within burglary have been changed from *domestic burglary* and *non-domestic burglary* to *burglary–residential* and *burglary–business & community*. This reflects a revised approach within the Home Office Counting Rules. What constitutes a burglary does not change; however burglary-residential and burglary-business & community represent a new data series.

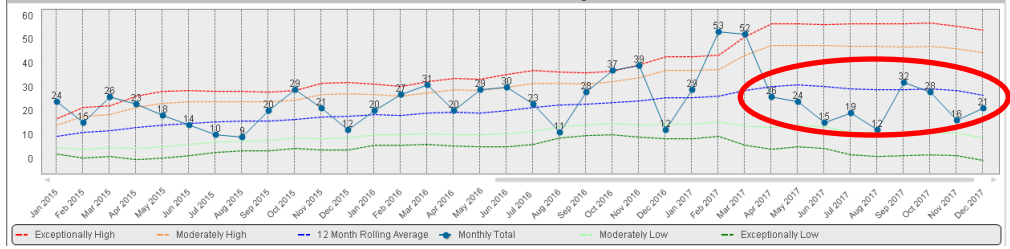
For example sheds, garages, outhouses etc. within the boundary of a dwelling are recorded under burglary-residential, while previously they may have been recorded as non-domestic burglary. Where such a building is used solely for business purposes, it will be recorded as burglary-business & community. The individual series for domestic burglary and burglary-residential cannot be added together to create an overall figure. The same applies to non-domestic burglary and burglary-business & community.

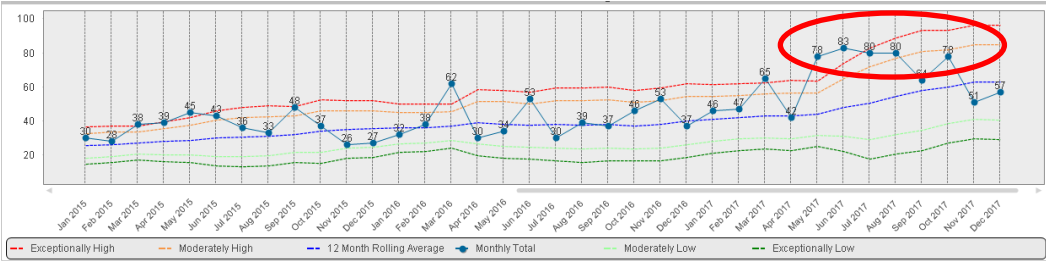
This change makes any trend analysis and historical comparisons difficult, hence why the burglary sub category offences are not colour coded, however, the total burglary offences are valid.

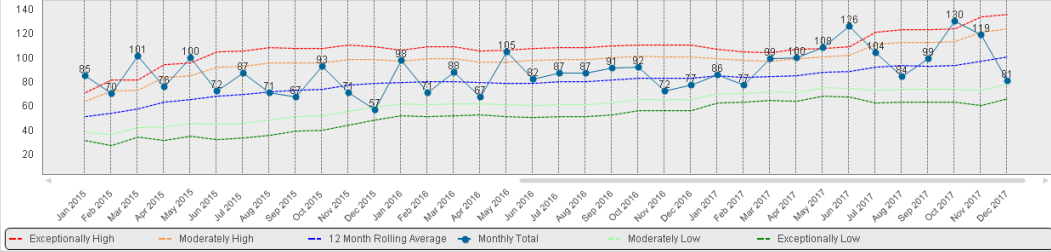
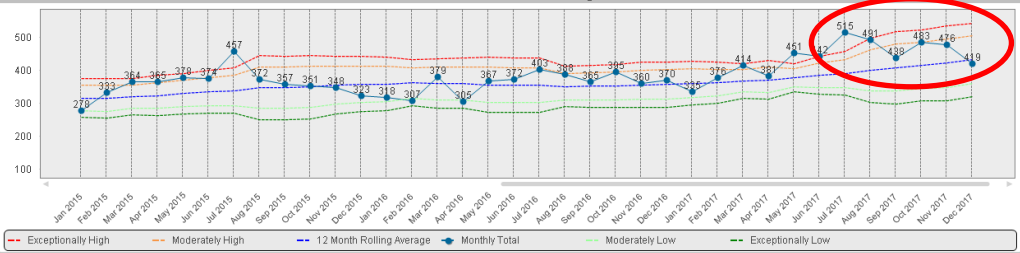
The following table provides details on the longer-term trends seen in each of the recorded crime categories over the last year:

Crime Categories	January 17 to December 17 Volume	Percentage Change on last Year	Statistical Significant Change between current and previous year
Arson & Criminal Damage	4,196	+8%	Statistically Higher
	<p>Proportion Arson and criminal damage offences currently account for 16% of all recorded crime.</p> <p>Trends & Context Levels of offences over the last seven (8) months all stand above the yearly average, suggesting an increasing trend.</p> <p>Historically, higher volumes are recorded in the summer months. However; the month of July 2017 recorded 430 crimes, the greatest monthly volume recorded since the introduction of NCRS over 13 years ago. Since then volumes have regressed to the mean, with September and October 2017 standing at 346 and 391 crimes respectively.</p> <p>Criminal damage of Vehicles accounts for 40% of all criminal damage, however the increases observed are within the criminal damage other category.</p> <p>Comparisons 39 out of the 43 forces in England & Wales have also recorded increases in the last 12 months.</p>		
Total Burglary	1,753	+14%	Statistically Higher
	<p>Proportion Over the 12 months to December 2017, 1,753 burglary offences were recorded, which accounts for 7% of all crime.</p> <p>Trends & Context This is up from 1,536 offences during the same period last year (SPLY). This change is statistically higher, indicating that the increases seen cannot be attributed to normal random variation.</p> <p>A review of the offence volumes over the last year show that Burglary offences have been increasing over time, as shown in the below graph. During August 2017, there were 191 burglary offences recorded – an exceptionally high monthly volume. However, volumes in September, October and November have now regressed to below the annual mean, standing at 128, 118 and 140 offences respectively. Decembers volume stands within normal expected ranges.</p>		

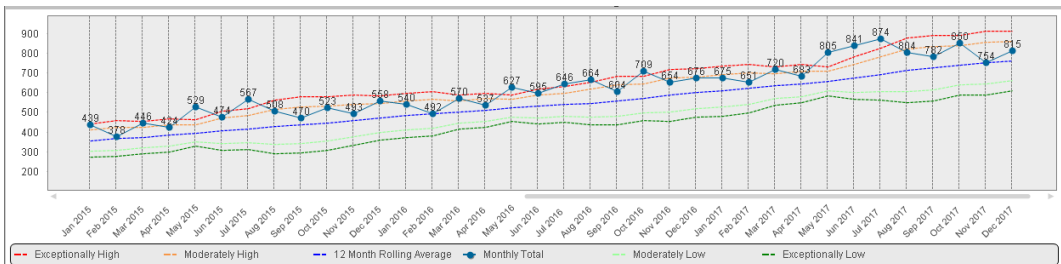
Crime Categories	January 17 to December 17 Volume	Percentage Change on last Year	Statistical Significant Change between current and previous year
			
	<p>Comparison 31 out of the 43 forces in England & Wales have also recorded increases in the last 12 months.</p>		
<p>Drug Offences</p>	<p>1,766</p>	<p>-14%</p>	<p>Statistically Lower</p>
<p>Miscellaneous Crimes Against Society</p>	<p>638</p>	<p>+14%</p>	<p>Statistically Higher</p>
<p>Proportion Currently Drug offences account for 7% of all crime recorded in Dyfed-Powys. 87% of all drug offences recorded are for possession offences, with the other 13% being trafficking offences.</p> <p>Trends & Context Decreasing volumes over the last 12 months, with a reduction of 36 crimes per month recorded when compared to the previous year.</p> <p>Recorded drug offences are sensitive to proactive police action and not necessarily an indication of criminal activity.</p> <p>Offence Breakdown Reductions are predominately observed in possession of cannabis offences, with drug trafficking offences remaining stable.</p> <p>Comparison This <u>downward</u> trend has been observed within 29 of the 43 forces in England and Wales</p> <p>Proportion Over the last year, these offences have accounted for 2% of all crimes.</p> <p>Trends & Context This offence category has observed <u>stable volumes</u> over the last year. Obscene publication offences account for 50% of this type of offence. The below graph show the recent volumes of obscene publication offences recorded. The statistical analysis undertaken, suggests that the lasts 12 month period is significantly higher than the previous year. This is true, but caused by two exceptionally high volume months recorded back in February & March 2017. Recent monthly volume have been stable</p>			

Crime Categories	January 17 to December 17 Volume	Percentage Change on last Year	Statistical Significant Change between current and previous year
	 <p data-bbox="400 584 552 613">Comparison</p> <p data-bbox="400 618 1437 651">This <u>upward</u> trend has been observed within 40 of the 43 forces in England and Wales.</p>		
<p data-bbox="181 734 349 797">Possession of Weapon</p>	<p data-bbox="533 667 624 719">152</p>	<p data-bbox="874 667 965 719">-4%</p>	<p data-bbox="1091 667 1461 719">No Statistical Change</p>
<p data-bbox="400 770 536 799">Proportion</p> <p data-bbox="400 804 1362 837">Currently, possession of weapon offences make up just 1% of all recorded crime</p> <p data-bbox="400 878 616 907">Trends & Context</p> <p data-bbox="400 947 1469 1014"><u>No notable trends</u> over the last year; levels have <u>remained stable</u> with monthly volumes randomly fluctuating above and below average levels.</p> <p data-bbox="400 1055 647 1084">Offence Breakdown</p> <p data-bbox="400 1088 1469 1155">Possession of an article with a blade or point accounts for just under two thirds (61%) of all these offences (97 offences).</p>			
<p data-bbox="400 1205 552 1234">Comparison</p> <p data-bbox="400 1238 1469 1305">37 of the 43 forces in England and Wales have seen a percentage increase in this offence type.</p>			
<p data-bbox="181 1458 349 1520">Public Order Offences</p>	<p data-bbox="517 1319 639 1370">1166</p>	<p data-bbox="852 1319 991 1370">+34%</p>	<p data-bbox="1110 1319 1441 1370">Statistically Higher</p>
<p data-bbox="400 1422 536 1451">Proportion</p> <p data-bbox="400 1456 1102 1489">Currently, Public Order offences equate to 4% of all crime.</p> <p data-bbox="400 1529 616 1559">Trends & Context</p> <p data-bbox="400 1563 1469 1664">Analysis shows that recorded volumes have remained stable over the last two years. However, monthly volumes post April 2017 have been exceptionally high, making period comparisons between the year ending December 17 and December 16 significantly high.</p> <p data-bbox="400 1704 1469 1850">These recent increases are driven by rising levels of <u>Section 4 Public Order</u> offences which arise from calls recorded at the Force Command and Control (FCC). This suggests that the increases can be attributed to the crime recording administrative process changes introduced in May 2017.</p> <p data-bbox="400 1957 1406 1991">The below graph shows the recent increases seen in section 4 public order offences</p>			

Crime Categories	January 17 to December 17 Volume	Percentage Change on last Year	Statistical Significant Change between current and previous year
	 <p data-bbox="400 645 1471 712">Some recorded public order offences are sensitive to proactive police action and not necessarily an indication of criminal disorder.</p>		
	<p data-bbox="400 757 552 786">Comparison</p> <p data-bbox="400 790 1437 819">This <u>upward</u> trend has been observed within 40 of the 43 forces in England and Wales</p>		
<p data-bbox="212 943 320 972">Robbery</p>	<p data-bbox="547 842 608 891">43</p>	<p data-bbox="874 842 967 891">-7%</p>	<p data-bbox="1090 842 1461 891">No Statistical Change</p>
	<p data-bbox="400 943 539 972">Proportion</p> <p data-bbox="400 976 1461 1005">Robbery accounts for 0.2% of all recorded crime during the year ending December 2017.</p> <p data-bbox="400 1048 619 1077">Trends & Context</p> <p data-bbox="400 1120 1471 1187">Stable monthly volumes recorded over the last 12 months, with monthly volumes fluctuating above and below the average of 3.8 offences a month.</p> <p data-bbox="400 1229 552 1258">Comparison</p> <p data-bbox="400 1263 1449 1292">This <u>upward</u> trend has been observed within 41 of the 43 forces in England and Wales .</p>		
<p data-bbox="165 1592 363 1621">Sexual Offences</p>	<p data-bbox="512 1350 647 1400">1,214</p>	<p data-bbox="855 1350 986 1400">+19%</p>	<p data-bbox="1110 1350 1437 1400">Statistically Higher</p>
	<p data-bbox="400 1489 539 1518">Proportion</p> <p data-bbox="400 1523 1050 1552">Currently, Sexual offences account for 5% of all crime.</p> <p data-bbox="400 1594 619 1624">Trends & Context</p> <p data-bbox="400 1628 1471 1767">Sexual offences have gradually increased over the last year and trying to establish the causes is very difficult as it involves trying to separate the effects of crime recording processes and increased confidence of victims to report crime. However, a vast majority of Forces throughout England and Wales have seen increases over the same period.</p> <p data-bbox="400 1809 1471 1977">October 17 recorded the highest number of sexual offences recorded in a month since 2003, when the national Crime Recording Standards (NCRS) were introduced. Initial theories would suggest that the crime recording process change has influenced this. However, December 17, monthly volume stands at 81 offences, which is lower than the annual mean and near to volumes seen two years ago.</p>		

Crime Categories	January 17 to December 17 Volume	Percentage Change on last Year	Statistical Significant Change between current and previous year
	 <p data-bbox="399 562 1469 701">Over the last year, 66% of the reported sexual offences were classed as recent (6 months or less between date of incident and reported date) and 34% were classed as 'historic' (over 6 months between incident date and reported date). This rate is consistent with the breakdown experienced in previous years.</p> <p data-bbox="399 745 1442 808">Comparison This <u>upward</u> trend has been observed within 42 of the 43 forces in England and Wales.</p>		
<p data-bbox="229 929 300 958">Theft</p>	<p data-bbox="507 831 644 882">5,221</p>	<p data-bbox="852 831 986 882">+21%</p>	<p data-bbox="1110 831 1437 882">Statistically Higher</p> <p data-bbox="399 929 1038 994">Proportion Theft offences account for 20% of all recorded crime.</p> <p data-bbox="399 1039 619 1068">Trends & Context Levels have increased over the last two years, with 10 of the last 12 monthly volumes standing higher than the annual average, indicating an upward trend. Other theft accounts for 60% of all theft offences and these crimes include such offences as knowingly acquiring another's property (e.g. the taking of an unattended mobile phone or wallet).</p> <p data-bbox="399 1288 1469 1424">Following April 2017, monthly volumes have recorded exceptionally high levels, with July 17 recording the highest volume of offences since the national crime recording standards were introduced over 13 years ago. Again, this is most likely due to the change in crime recording practices.</p>  <p data-bbox="399 1724 1469 1823">Comparison Latest data shows that 41 of the 43 Forces in England and Wales have observed increases in theft offences.</p>
	<p data-bbox="531 1854 620 1906">943</p>	<p data-bbox="868 1854 970 1906">+5%</p>	<p data-bbox="1086 1854 1461 1906">No Statistical Change</p> <p data-bbox="399 1966 1043 2031">Proportion Vehicle offences account for 4% of all recorded crime</p>

Crime Categories	January 17 to December 17 Volume	Percentage Change on last Year	Statistical Significant Change between current and previous year
Vehicle Offences	<p>Trends & Context Volumes between year ending December 16 and December 17, have increased by 5%, albeit this is regarded as not been statistically significant.</p> <p>Offence Breakdown Theft <u>from</u> a vehicle accounts for 60% of all vehicle offences.</p>		
	<p>Comparison Latest data shows that 41 of the 43 Forces in England and Wales have seen increases in vehicle offences.</p>		
Violence Against the Person	<h1>9,252</h1>	<h1>+26%</h1>	<h1>Statistically Higher</h1>
	<p>Proportion Violence against the Person offences currently account for 35% of all police recorded crime.</p> <p>Trends & Context During the year ending December 17, 9,252 crimes were recorded, with just under two thirds (66%) recorded as violence without injury and 34% were violence with injury.</p> <p>This is up 1,938 offences when compared to the same period last year (SPLY). This change is statistically significant, indicating that the increases seen are greater than just random variation. However, the office of national statistics have recently stated that police recorded crime trends are restricted to violent offences that have been reported to and recorded by the police. Due to the renewed focus on the quality of crime recording by the police, this crime series is not currently believed to provide a reliable measure of trends, owing to the ensuing efforts of police forces to tighten recording practice and improve recording processes.</p> <p>Monthly volumes post April 2017 have recorded exceptionally high levels, which again is most likely due to the change in crime recording practices. This is supported by the fact that the main crime types showing increases are “Common Assaults” and Harassment offences, both of which are sensitive to crime recording changes. In addition, the new offence of “Malicious Communications”, introduced in March 17, has further enhanced the current increases.</p>		
<p>Comparison This <u>upward</u> trend has been observed within 42 of the 43 forces in England and Wales</p>			

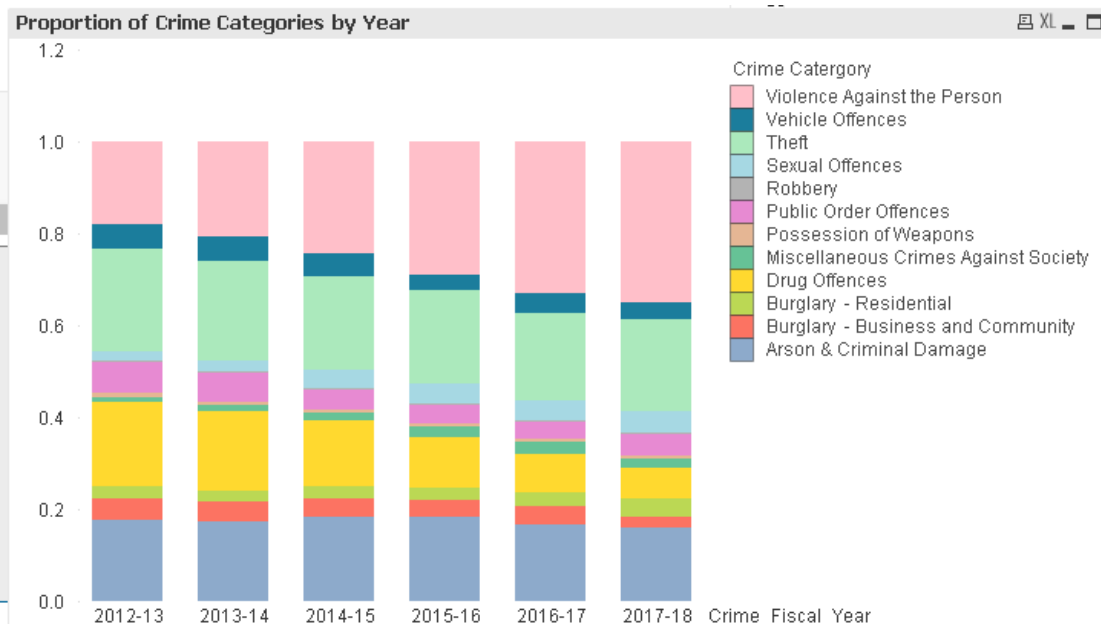


3.2 Crime Proportions

The following table and chart demonstrate how the proportion of crime has changed over the period. Interestingly, the proportion of Drug offences has fallen from 19% in 2012/13 to 9% in 2016/17 and conversely the proportion of Violence against the person offences has increased from 18% in 2012/13 to 35% in 2017/18 to date.

Crime Category / Year	2012-13	2013-14	2014-15	2015-16	2016-17	1st April to 9th January 2018
Arson & Criminal Damage	18%	18%	18%	18%	17%	16%
Burglary - Business and Community	5%	4%	4%	4%	4%	3%
Burglary - Residential	3%	2%	3%	3%	3%	4%
Drug Offences	19%	17%	14%	11%	9%	6%
Miscellaneous Crimes Against Society	1%	1%	2%	2%	3%	2%
Possession of Weapons	1%	1%	1%	1%	1%	1%
Public Order Offences	7%	6%	4%	4%	4%	5%
Robbery	0%	0%	0%	0%	0%	0%
Sexual Offences	2%	2%	4%	4%	4%	4%
Theft	22%	21%	20%	20%	19%	20%
Vehicle Offences	5%	5%	5%	3%	4%	4%
Violence Against the Person	18%	21%	24%	29%	33%	35%

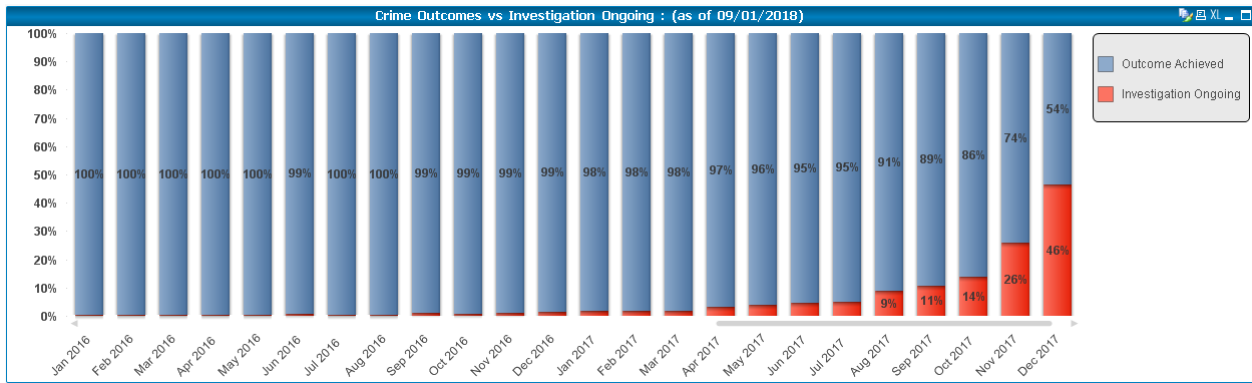
Source: Qlikview



Source: Qlikview

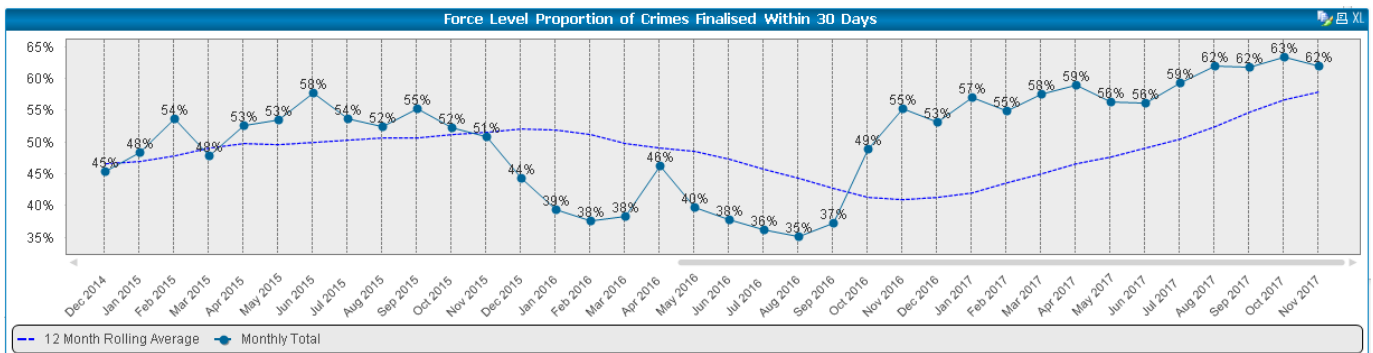
3.3 Crime Outcomes Achieved

The charts below show the percentage of crimes where outcomes have been achieved (which includes outcome 18: Investigation complete – no suspect identified) and the percentage of crimes where investigations are on-going for each month since December 2015.



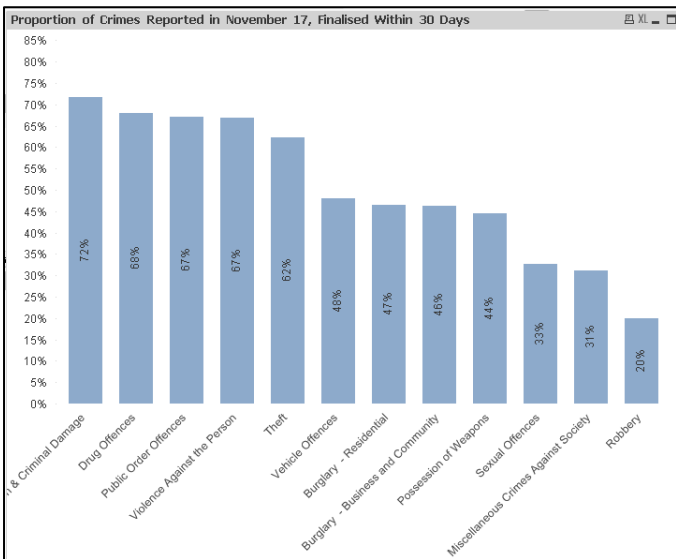
Source: Qlikview

As expected, a greater proportion of recently recorded crimes are showing as Investigation on-going. The small numbers of Investigation on-going crimes in historic months relate to the more complex investigations, such as Fraud and Sexual offences.



Source: Qlikview Proportion of crimes assigned outcomes within 30 days of the date that they were reported.

The above chart illustrates the proportion of crimes that have been assigned an outcome within 30 days of the crime being reported. It is clear that since November 16, a higher proportion of crimes have been assigned an outcome within 30 days. It is believed that the introduction of the ICAT team in May 2017 has resulted in a further increase in the number of crimes assigned an outcome within 30 days.



Of the crimes reported in November 2017, 62% of all crimes are finalised within 30 days.

72% of all Arson & Criminal Damage are finalised within 30 days compared to 33% and 31% for Sexual Offences and Miscellaneous Crimes Against Society respectively.

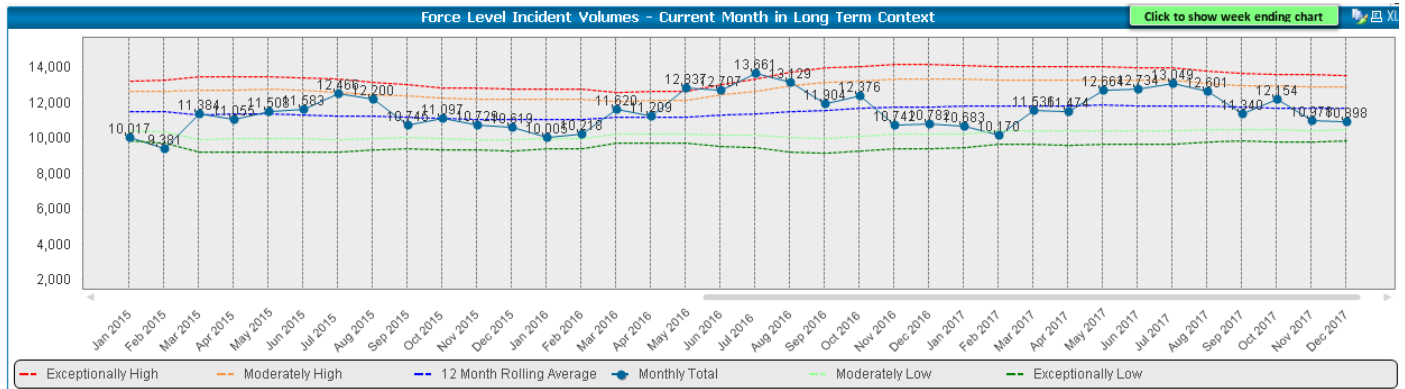
Source: Qlikview Proportion of crimes assigned outcomes within 30 days of the date that they were reported by Crime Type (November 2017)

3.4 All Incidents Calls for Service – Demand

Police recorded crime, as reflected in the main performance statistics, can only represent part of the police workload. While it presents an indication of an aspect of reactive demand to which the police respond, there are many types of work, both reactive and proactive that the police undertake, both as statutory duty and by common convention, which do not feature as reports of crime - and which therefore do not appear in assessments of demand using police recorded crime data. In addition, counts of crime do not show the varying levels of resource required to deal with different crimes.

Calls for service tend to follow seasonal patterns, with the summer months experiencing higher levels as displayed in the chart below which plots the levels of incidents on a monthly basis.

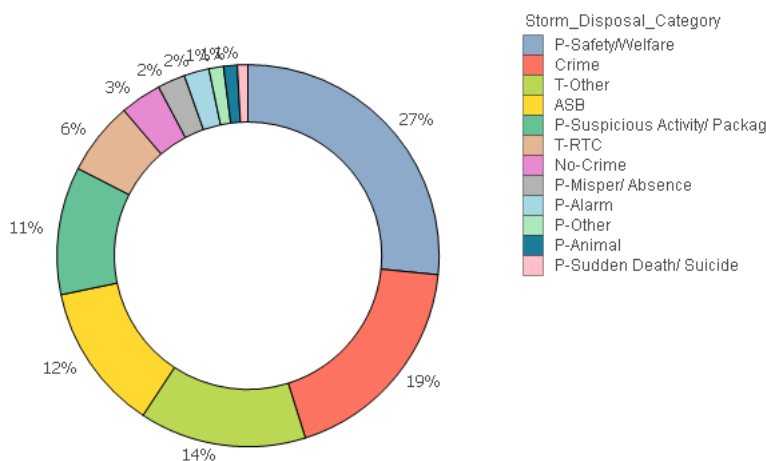
Levels of All Incidents – Calls for Service over time



Source: Qlikview

Dyfed-Powys police deal with a wide range of non-crime incidents which are not captured in police recorded crime. Non-crime related incidents account for 81% of all Command and Control (C&C) calls into the Force.

Calls for service by Final Category – 12 months ending December 2017



Data for the last 12 months shows that, ‘public safety and concern for welfare’ incidents now represent the largest category of recorded incidents.

As with crimes that relate to vulnerability, public protection and safeguarding, these incidents are likely to consume more resource effort as they can be more complex, as well as involving combined agency responses eg. mental health.

3.5 Anti-Social Behaviour (ASB) Volumes

Recorded annual ASB levels have fallen over the last 12 months, with volumes down by 8.1% (-1,314 ASB incidents) when compared to the 12 months to December 2016. This is regarded as statistically significant, so the change is more than just random variation.

In addition, public confidence data from the Crime Survey of England and Wales shows that the percentage of adults who have experienced or witnessed ASB in Dyfed-Powys has fallen from a high of 23% in June 2015 to a low of 17% in June 17.

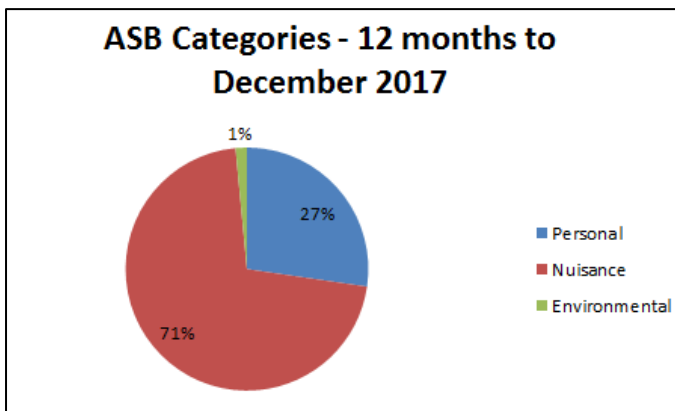
Recorded ASB levels have followed a seasonal pattern with the summer months traditionally being highlighted as the peak period as illustrated in the chart below.

Levels of total recorded ASB incident over time



Source: Qlikview

Over two thirds of ASB is categorised as ‘nuisance’ which captures those incidents where behaviour goes beyond the conventional bounds of acceptability and interferes with public interests including health, safety and quality of life. The most common type of nuisance ASB is rowdy or inconsiderate behaviour, which is characterised as mainly alcohol and youth related.



The incidents categorised as ‘personal’ are those occurrences where it is perceived that an individual or group is deliberately targeted rather than the community at large. Once again, rowdy or inconsiderate behaviour is the most common cause of this type of ASB followed by neighbour issues.

3.6 Road Traffic Collisions

There are 3 key targets in Wales aimed at reducing those Killed and Seriously Injured (KSI) by 2020 and are measured against the baseline average of 2004-08:

Target - 40% reduction in the total number of people killed and seriously injured (KSI) by 2020:

KSIs	2004-08	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	Target
Absolute Numbers	418	356	318	359	333	298	342	358	348					250.8
Relative Change	418	-14.8%	-23.9%	-14.1%	-20.3%	-28.7%	-18.2%	-14.4%	-16.7%					40%

- The data illustrates that overall the KSI rates are fairly stable from the baseline to date with a steady downward trend, albeit it is unlikely that the 2020 target will be reached in our region. Prevention work is in line with the campaign and operations calendar which is shared pan-Wales. Fluctuations in figures year on year can be attributed to weather, economic conditions and traffic volumes.
- The Fatal 5 strands representing the major contributory factors in KSI RTCs form a theme throughout the campaign calendar – drink/drug driving; speeding; careless driving; seatbelt wearing; mobile phones/distraction.
- Overall there is a decreasing frequency in deaths on the road network but as the numbers get smaller the greater the challenge to maintain a stable level let alone decrease further.

Target - 25% reduction in the total number of motorcyclists killed and seriously injured (KSI) by 2020:

KSIs	2004-08	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	Target
Absolute Numbers	76	89	83	84	67	72	84	87	93					57
Relative Change	76	17.1%	9.2%	10.5%	-11.8%	-5.3%	10.5%	14.5%	22.4%					25%

- Up until 2016, there was stable trend with this KSI casualty group. However, last year saw a dramatic increase in one county which has affected the overall KSI figure.
- There were 55,000 more registered motorcycles in Wales in 2013 indicating a rise in motorcycling in our principality.
- Op Darwen is still our main focus for targeting those who ride in an indiscriminate or anti-social manner on our roads.
- RIDE (NDORS) is now being offered as an alternative to points and a fine to PTWs, which went live from July 2017.
- Education: we promote and run BIKESAFE workshops throughout the motorcycling season (March to November) as well as supporting and promoting courses and initiatives run by our partners. Engagement centres are co-ordinated by the Force and partners at key biker stop cafes, etc., with opportunities to engage with motorcyclists and encourage safer riding behaviour and attendance on courses.

Target - 40% reduction in the total number of young people (aged 16 to 24) killed and seriously injured (KSI) by 2020:

KSIs	2004-08	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	Target
Absolute Numbers	119.8	82	94	84	78	77	79	86	80					71.9
Relative Change	119.8	-31.6%	-21.5%	-29.9%	-34.9%	-35.7%	-34.1%	-28.2%	-33.2%					40%

- There has been a steady decrease in KSIs within this target group with fluctuations experienced which can be attributed to less young adults going through test centres during and after the recession with numbers now returning to the mean.
- Dyfed-Powys Police are running a research project around young adults aged 16 to 24 with partners utilising funding from the PCC's NDORS surplus. The project is focused around immersive 360 sets and building a fit for purpose workshop around the immersive 360 experience with thorough evaluation developed from the outset.

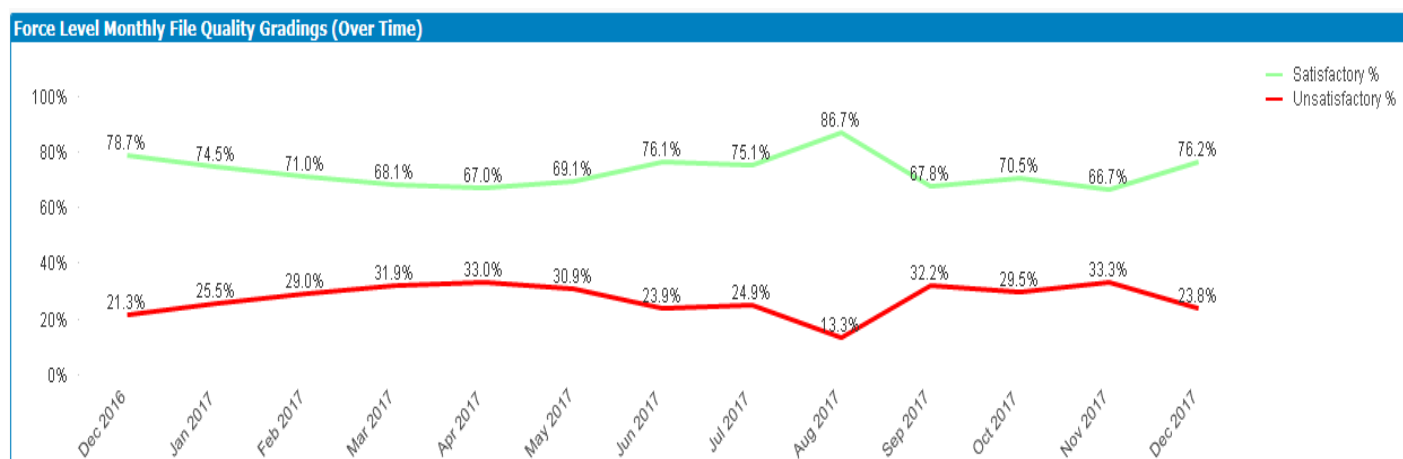
Notional target - 40% reduction in the total number of older people (aged 65 plus) killed and seriously injured (KSI) by 2020:

KSIs	2004-08	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	Target
Absolute Numbers	46	58	35	54	60	45	62	70	55					27.6
Relative Change	46	26.1%	-23.9%	17.4%	30.4%	-2.2%	34.8%	52.2%	19.6%					40%

- There is an ageing population in the UK with Wales having the highest population of people of pensionable age and above. Our region brings its own challenges due to the rurality of our force area. Maintaining independence for this age group is and will be paramount as we don't always have a public transport system to support independence from driving. Health issues and impairment associated with the ageing process brings its own challenges; when these are ignored or not addressed then the consequences can be devastating.
- In order to address this, a fit for purpose course (which is at its pilot stage) involving a practical element that addresses medical issues, the changing road environment, modern cars and its challenges, knowledge, etc. has been established utilising funding from the NDORS surplus.
- A fitness to Drive Pilot Scheme, aimed at older drivers aged 70 plus who may have cognitive impairments or reduced physical ability and have been detected through Due Care Offences, has been introduced. Drivers are referred to Mobility of Wales for high level cognitive and practical driving assessments. Those drivers who fail to pass the assessments are referred to the DVLA.

3.7 File Quality

The National File Standard determines the minimum requirements for the content of police files submitted to the CPS. It is essential that the Police files comply with these standards to ensure that all cases can be dealt with correctly. Of the 341 files that were reviewed in December 2017 76.2% complied with the National File Standards. Not surprisingly, there is a correlation between previous months data with the key deficiencies found in respect of disclosure equating to 41 errors. Disclosure resulted in 25.4% (41) of the total number of evidential deficiencies. CCTV and MG5 deficiencies also featured heavily in December 2017 with 14.6% (23) of the total number of evidential deficiencies.



Source: Qlikview

Conviction rates

November 2017	MC conviction rate Combined (police/CPS charge)	CC conviction rate – Combined (police/CPS charge)
National	85.0%	80.4%
Wales	87.2%	80.7%
Dyfed Powys	85.4%	68.6%

Conviction rates in the Magistrates’ Court remains consistent compared with previous months data -Quarter 1 86.4%, Quarter 2 86.9%. The conviction rate has declined in the Crown Court from 85.4% in October to 68.6% in November 2017. Work is ongoing with the District Crown Prosecutor to establish if there are any lessons to learn for the police and CPS.

3.9 Stop and Search

Stop and search volumes for the 12-month period ending December 2017 can be found below.

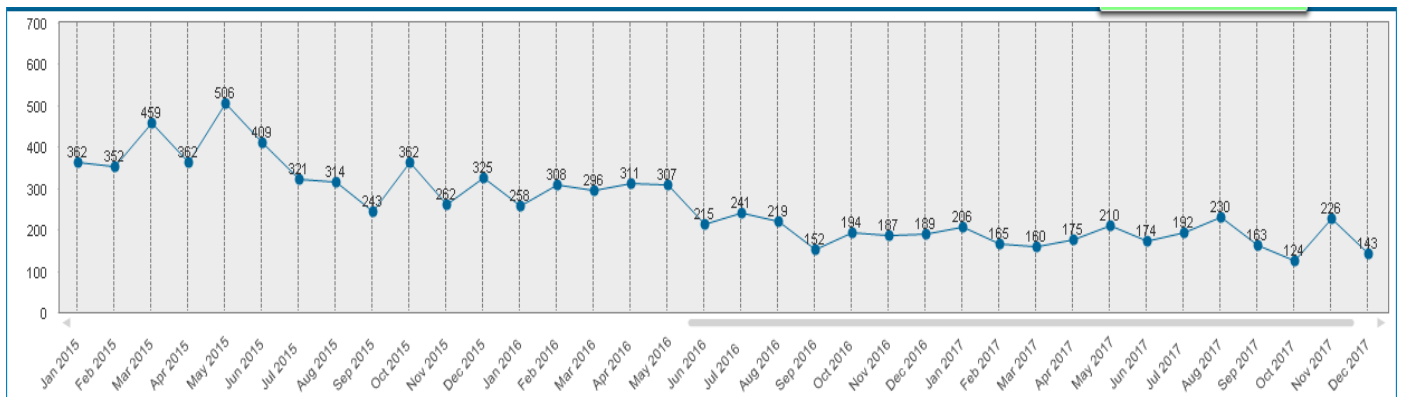
Territory	No. Stop & Searches	Vehicle Only Searches	Person Searches	Arrested	% Arrested	Age Under 18	% Under 18	Positive Searches	Positive Searches %	Linked Search (Reason = Seizure)	Linked Search Rate	Strip Searched	Strip Search %
Total	2168	79	2089	18	1%	388	18%	890	41%	794	89%	23	1.1%

Under the best use of stop and search scheme, the ‘linked search’ rate is used to measure how effective the police are in using their powers. This measure establishes if the item seized is related to the reason for the search.

Traditionally, the measure of success for stop and search was a ‘hit’, or positive outcome. There may be occasions where the outcome of a stop and search is unconnected to the reasonable grounds for suspicion. Such an outcome may represent a chance detection rather than professional judgement and the use of reasonable grounds by the officer in question.

Over the last year Dyfed-Powys has a positive search rate of 41% (an item seized as a result of a search) and a linked search rate of 89% - that is in 89% of occasions where an item was seized, the item was linked to the reason of the search.

Stop & Search Monthly Volumes



3.10 Custody Information

The tables below demonstrate the numbers of persons arrested for all offences over the last 12 months ending December 2017, by gender, ethnicity and age.

	Female						Male					
	Asian	Black	Mixed	Other	White	Not Stated	Asian	Black	Mixed	Other	White	Not Stated
Under 11	0	0	0	0	0	0	0	0	0	0	0	0
11 to 17	2	5	0	0	82	2	4	4	1	0	335	0
18 to 24	1	3	5	0	282	9	27	20	6	4	1676	11
25 to 34	3	4	2	1	436	2	30	32	2	5	2161	7
35 to 44	0	1	3	0	237	9	18	27	7	2	1210	8
45 to 54	1	0	1	0	155	0	11	3	1	0	767	12
55 to 64	0	0	0	0	52	0	1	3	2	3	242	1
65+	0	0	0	0	22	0	0	0	0	0	120	0
Total	7	13	11	1	1266	22	91	89	19	14	6511	39

	Female						Male					
	Asian	Black	Mixed	Other	White	Not Stated	Asian	Black	Mixed	Other	White	Not Stated
Under 11	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
11 to 17	0.0%	0.1%	0.0%	0.0%	1.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.1%	0.0%
18 to 24	0.0%	0.0%	0.1%	0.0%	3.5%	0.1%	0.3%	0.2%	0.1%	0.0%	20.7%	0.1%
25 to 34	0.0%	0.0%	0.0%	0.0%	5.4%	0.0%	0.4%	0.4%	0.0%	0.1%	26.7%	0.1%
35 to 44	0.0%	0.0%	0.0%	0.0%	2.9%	0.1%	0.2%	0.3%	0.1%	0.0%	14.9%	0.1%
45 to 54	0.0%	0.0%	0.0%	0.0%	1.9%	0.0%	0.1%	0.0%	0.0%	0.0%	9.5%	0.1%
55 to 64	0.0%	0.0%	0.0%	0.0%	0.6%	0.0%	0.0%	0.0%	0.0%	0.0%	3.0%	0.0%
65+	0.0%	0.0%	0.0%	0.0%	0.3%	0.0%	0.0%	0.0%	0.0%	0.0%	1.5%	0.0%
Total	0.1%	0.2%	0.1%	0.0%	15.6%	0.3%	1.1%	1.1%	0.2%	0.2%	80.3%	0.5%

Over the last year, 84% of all persons arrested were male with 96% of all persons arrested classified as 'white'. The 25 to 34 age group is the age group that records the most arrests with just under a third of all arrests.

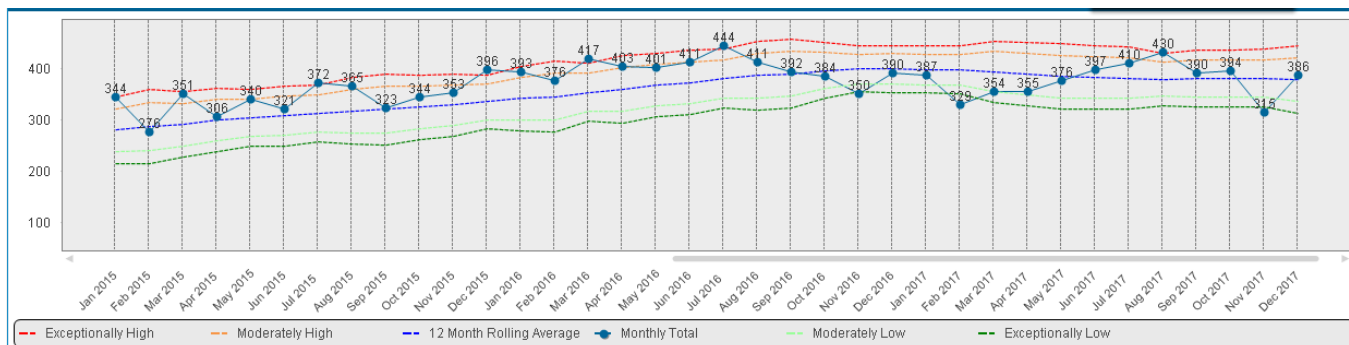
Eleven (11) persons were arrested under section 136 of the Mental Health Act.

4.0 Priority two – Safeguarding the Vulnerable

4.1 Domestic Incidents

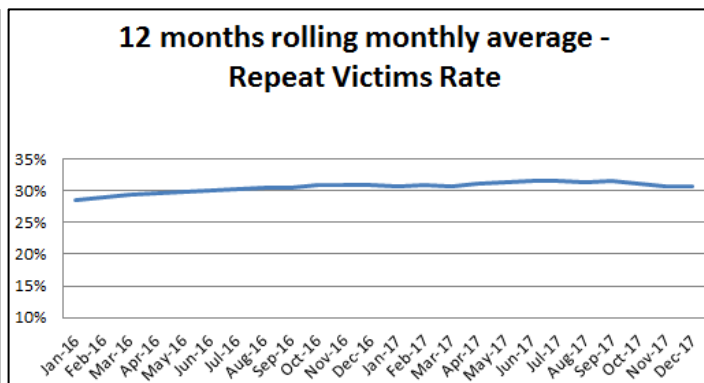
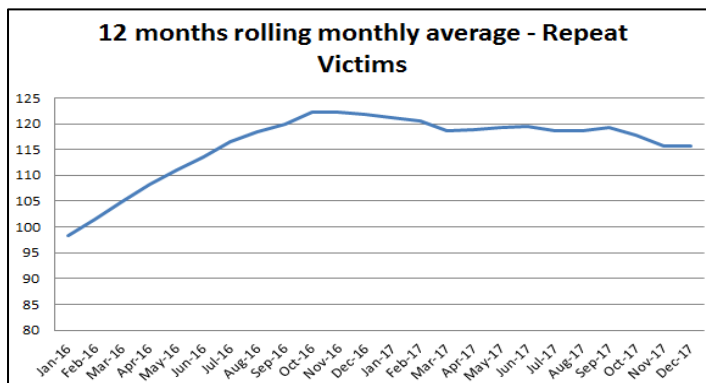
The Statistical Process Chart (SPC) below illustrates the monthly total Domestic Incident volume at a force level. The latest month of **December 17** is judged as being 'normal'. The volumes in December 17, have returned to the 'mean' (average) after an exceptionally low month in November 17.

Levels of total recorded Domestic incidents over time



Source: Qlikview

Repeat Domestic Incidents

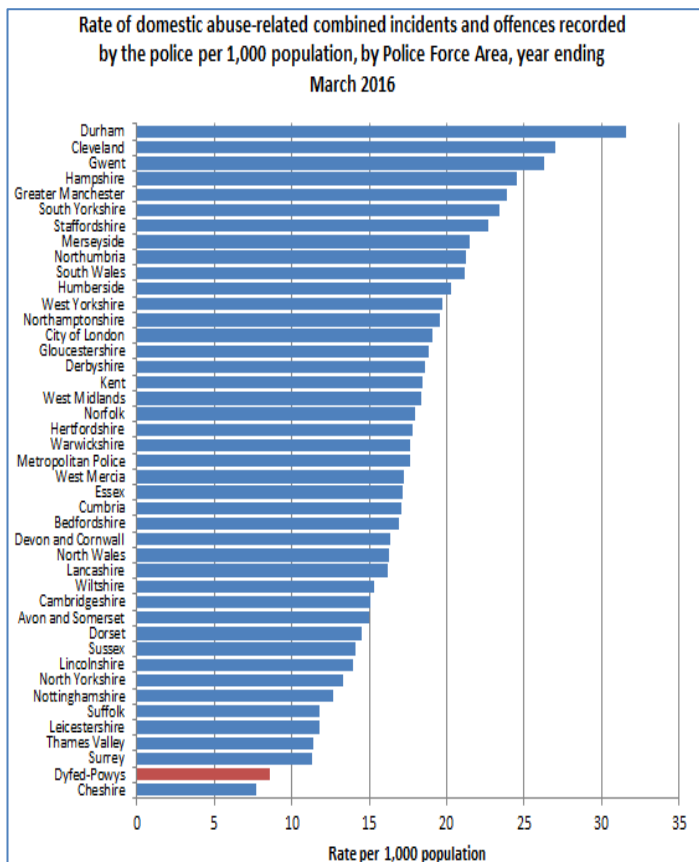


The charts above count those distinct victims in each month who have also recorded an incident in the previous 12 months. In absolute terms, repeat victims have increased and peaked in November 2016, and have started to decrease during the last seven months, from an average of 98 victims during the year to April 15, to a high of 122 in the 12 months to November 16, back to 116 in period to December 17. This trend is in line with the increases seen in recorded incidents.

However, the percentage of repeat victims as a proportion of all incidents has remained stable, at between 28% and 33% per month, over the two last years – December 2017 rate stands at 28%.

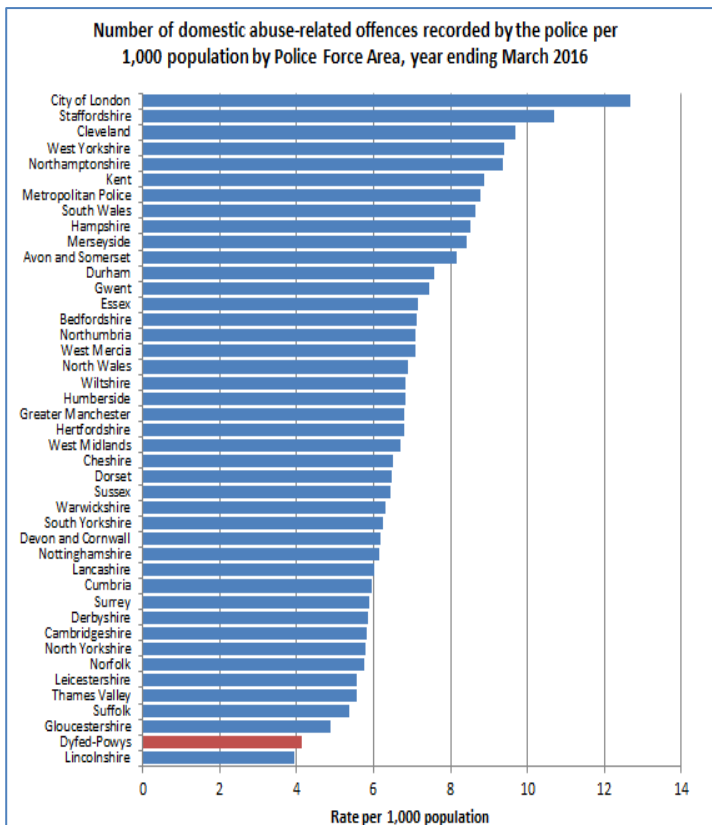
Domestic Abuse - National comparison data – **Latest Published Data**

This is the first year that domestic abuse data has been collected by the Home Office and the charts below demonstrate the rate of domestic abuse incidents and crimes recorded by each force in England and Wales.



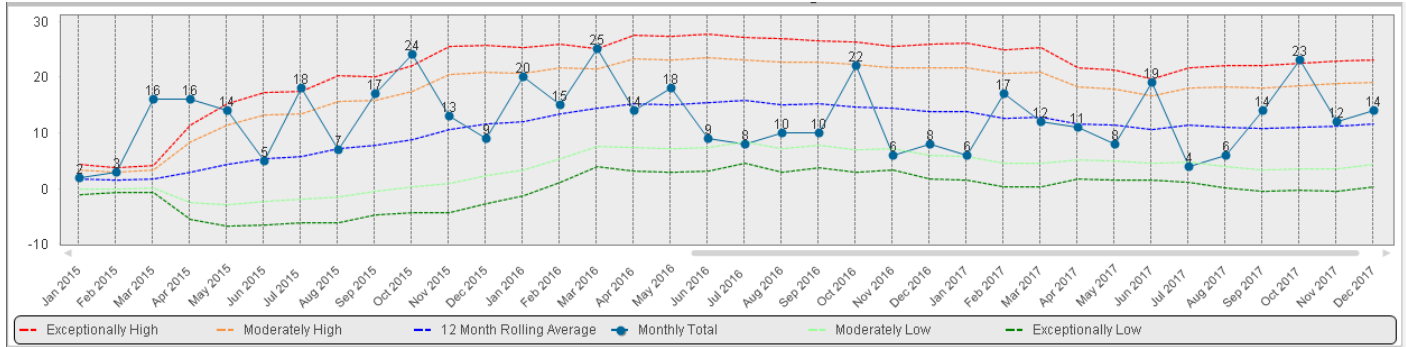
Dyfed-Powys recorded 9 domestic incidents for every 1,000 people in the population during the 12 months to March 2017.

Dyfed-Powys recorded 4 domestic crimes for every 1,000 people in the population during the 12 months to March 2017.



4.2 Child Sexual Exploitation

Levels of Child Sexual Exploitation offences over time



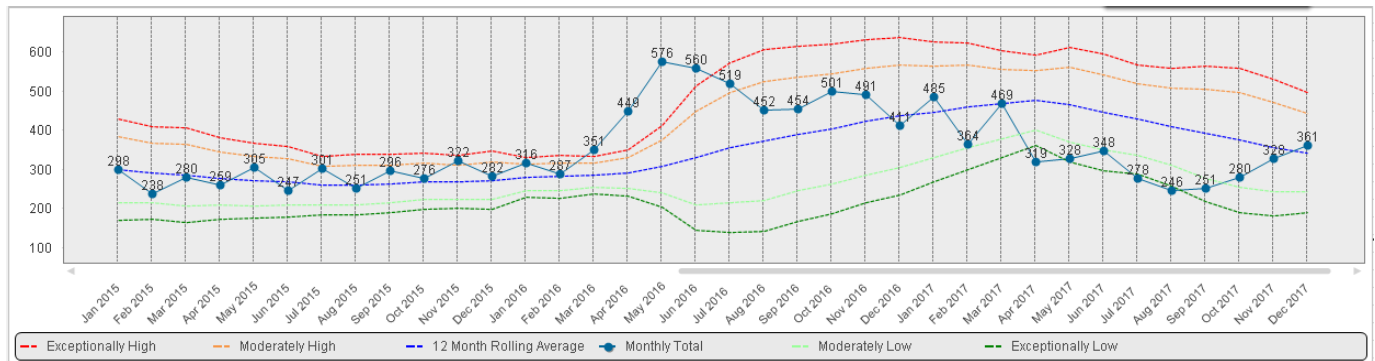
Source: Qlikview

Over the last three years, recording of CSE offences has improved, most notably due to the introduction of a specific tag to the crime recording process, which is clearly illustrated with the increase of recording of CSE offences after March 2015.

A common feature of CSE is that the person does not recognise the coercive nature of the relationship and does not see themselves as victims of exploitation (ACPO 2013). As such, victims reporting their own offences are very low, which could suggest that they do not see what is happening to them is wrong and would explain why the reporting of contact and online CSE offences is predominately carried out by parents or carers.

4.3 Mental Health Calls for Service

Levels of Calls for service, with 'Mental Health' qualifier, over time



Source: Qlikview

Anecdotal the level of demand associated with the need to respond to people with mental health problems has increased significantly. However there appears to be conflicting confirmation when the number of mental health incidents are recorded and counted over time, recently volume have been falling, it must be noted that this data is highly reliant on how accurately the 'mental health' qualifier is utilised.

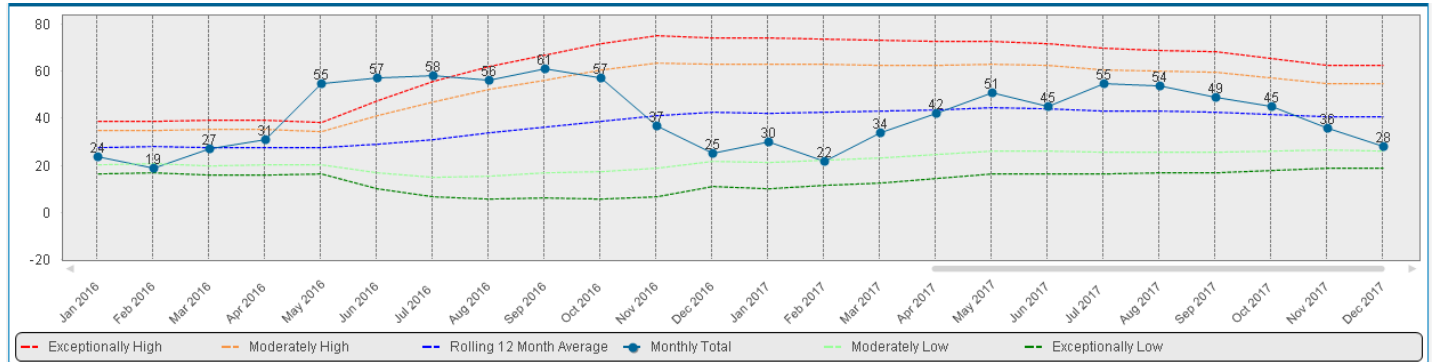
It must be noted that just counting calls for service does not give an indication of the complexity of the incident or how long officers are deployed in dealing with each incident.

Further analysis shows that data for the last 12 months ending December 17, has shown that 76% of all calls that have a mental health qualifier are related to public safety and welfare issues.

4.4 Hate Incidents

A hate incident is an incident which is perceived, by the victim or any other person, to be motivated by a hostility or prejudice based on a person’s race, faith, sexual orientation, disability or transsexuality or perceived race, faith, sexual orientation, disability or transsexuality.

Levels of recorded hate incidents over time



Source: Qlikview

Data reviewed over the last 12 months ending December 17, reveals that race remains the most common motivating factor in hate incidents, with 70% recorded as race related.

Levels of Hate incidents (January 17 to December 17) by Territory and Hate Strand

Territory	Total Offences	Race Related	Homophobic	Disability	Transphobic	Religious / Faith	Not Recorded
Carmarthenshire	212	158 74.5%	27 12.7%	17 8.0%	3 1.4%	3 1.4%	9
Ceredigion	83	56 67.5%	13 15.7%	8 9.6%	2 2.4%	1 1.2%	3
Pembrokeshire	105	69 65.7%	22 21.0%	10 9.5%	4 3.8%	4 3.8%	2
Powys	91	59 64.8%	11 12.1%	13 14.3%	2 2.2%	3 3.3%	5
Total	491	342 69.7%	73 14.9%	48 9.8%	11 2.2%	11 2.2%	19

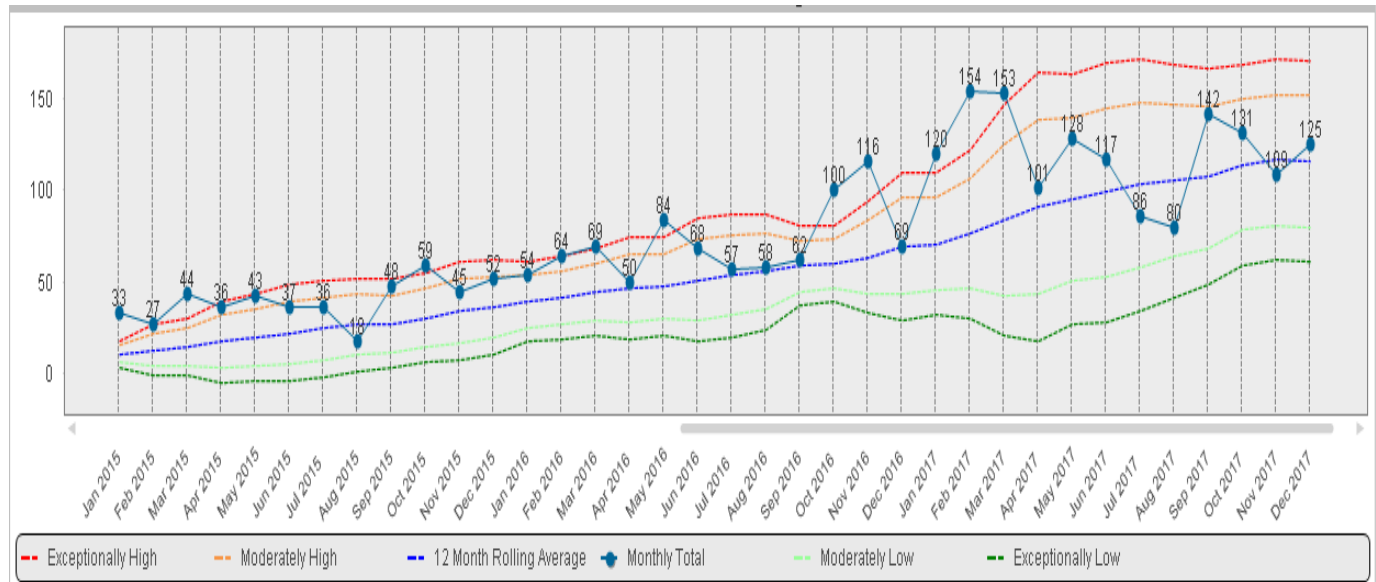
Source: Qlikview

Ove a third (42%) of the incidents recorded also resulted in a crime (204 crimes from the 491 incidents).

5.0 Priority three – Protecting from Serious Harm

5.1 Cyber Crimes Volumes

Levels of recorded Cyber-Crimes over time



Source: Qlikview

Recorded offences related to cyber-crime have increased significantly over the last two years.

The way in which criminals are operating is changing and they can now take advantage of new technologies, such as the internet, to both expand the scope of existing crime types and develop new ones. Nowhere has this been more apparent than in fraud and cybercrime.

Increased awareness, in conjunction with the embedding of the new Digital Communications and Cyber-Crime Unit (DCCU) has seen an improvement in the level and consistency of tagging and therefore the recording of cyber-related offences.

The majority of cyber-related offences relate to Obscene Publications, which covers the exchange and possession of indecent images.

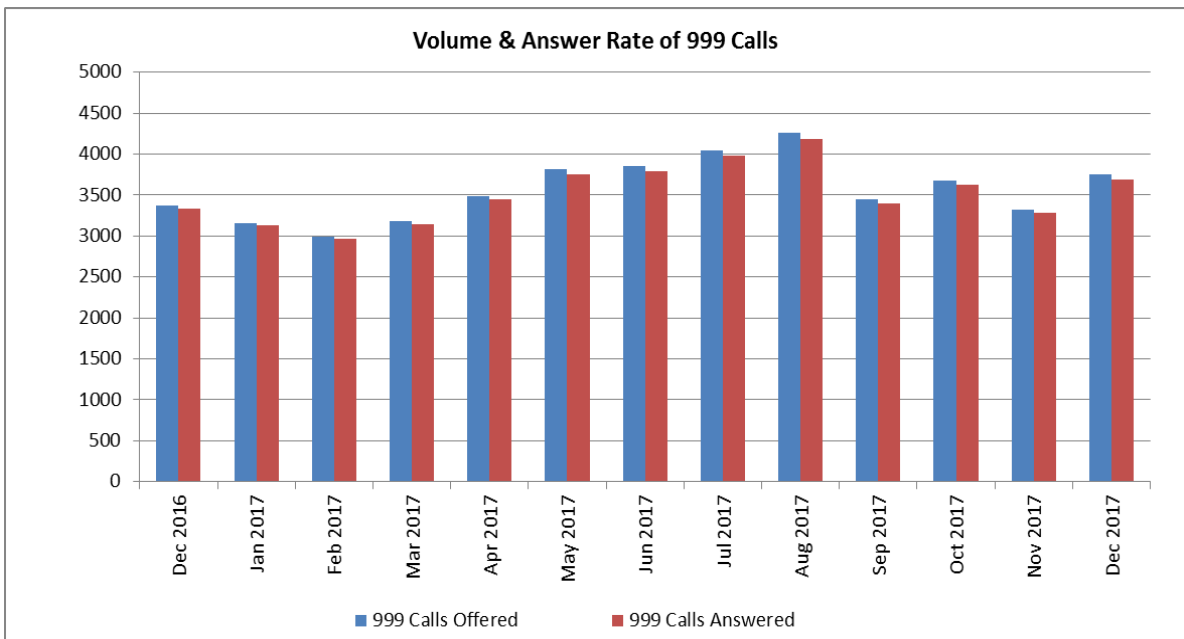
6.0 Priority four – Connecting with Communities

6.1 Force Contact Centre - Average Call Answer Time

999 Call Data

Throughout the review period, Dyfed Powys Police have continued to answer 999 calls well within the ten second National Call Handling Standard (NCHS) (ACPO 2005).

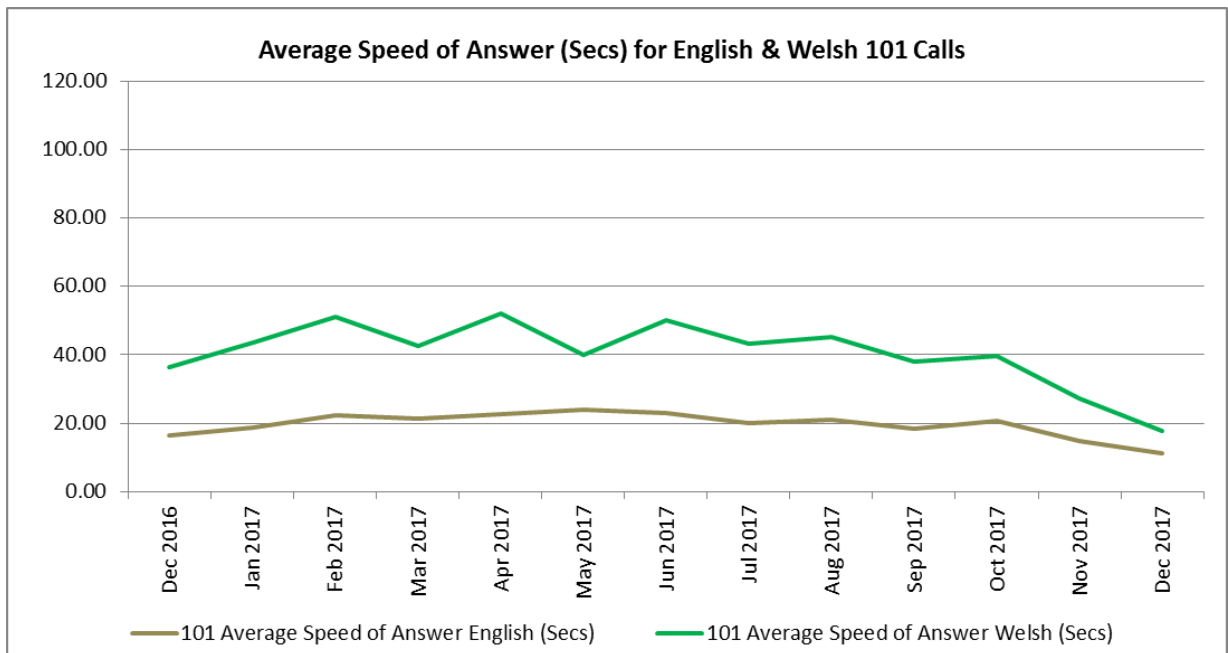
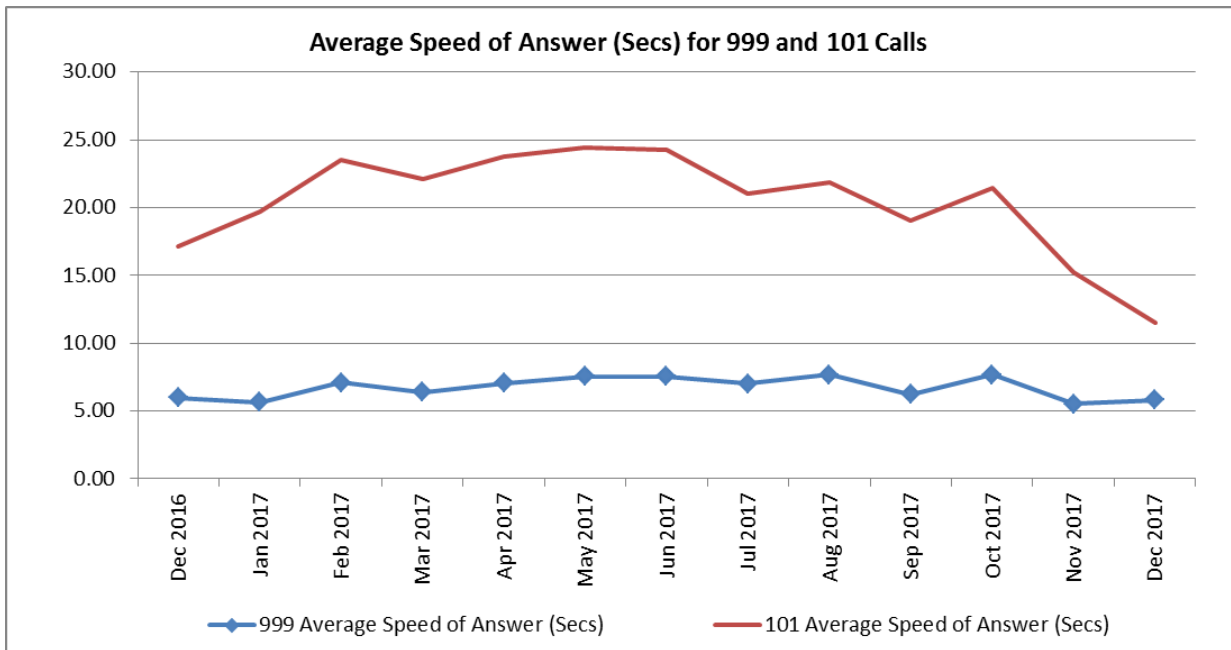
Please note that the table can be slightly misleading, inferring there is a difference between calls offered and answered (suggesting abandonment). This is not the case as all 999 calls are answered but not necessarily by the first route, they are offered. This does not affect the average speed of answer figure supplied.



101 Calls (New Incidents English and Welsh)

The 101 calls for service are consistent with the same period last year. The average speed of answer has improved slightly for both Welsh and English calls. The FCC staff continue to seek to resolve as many calls for service at first point of contact to improve customer service and overall customer satisfaction. This, together with the THRIVES assessment, ensures the most appropriate grading of response with safeguarding considerations for every call.

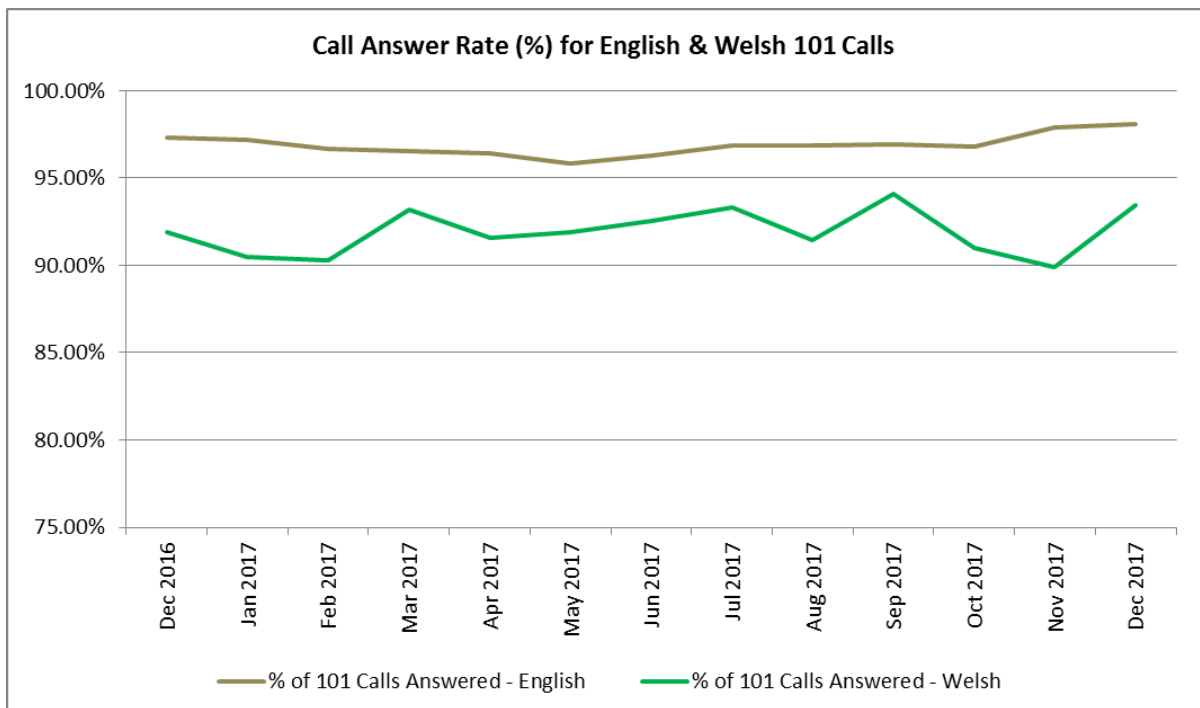
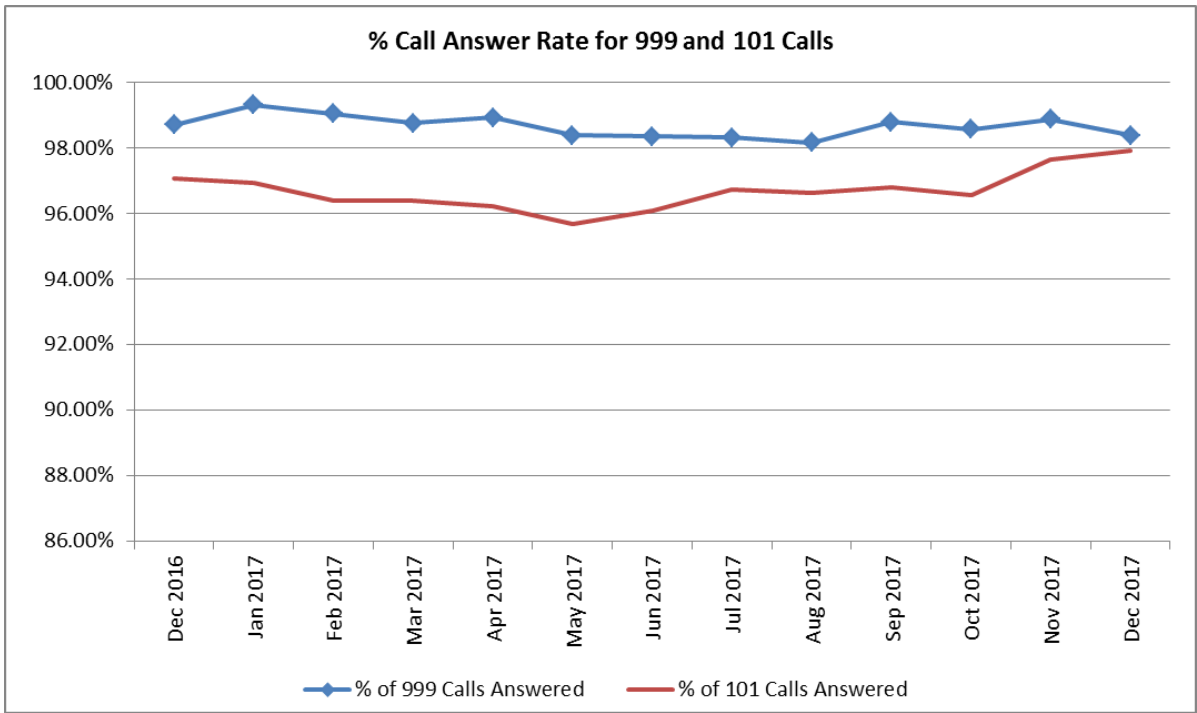
As further continuous improvement and changes to working practices are introduced, it is anticipated that the amount of time that Call Handlers are taking to deal with calls will continue to increase. This is expected to continue until new practices and procedures are fully embedded.



% Call Answer Rate for 999 and 101 Calls

The service level agreement for call answer rates is over 90%. The FCC has recently introduced a new performance management information system which supports the focus around real-time resource availability, current commitments and call queue information for both Welsh and English calls (including abandonments) and overall demand levels.

It is important to note that the total number of Welsh calls received by the Force is significantly lower than the total number of English calls which makes it difficult to make a direct comparison. However, the chart below illustrates that the average speed of answer is slower for members of the public who request to be spoken to in Welsh but call answer rates are improving. The FCC continues to actively recruit Welsh speaking members of staff to offer a Welsh language service and the answer rate has improved over the past three months.



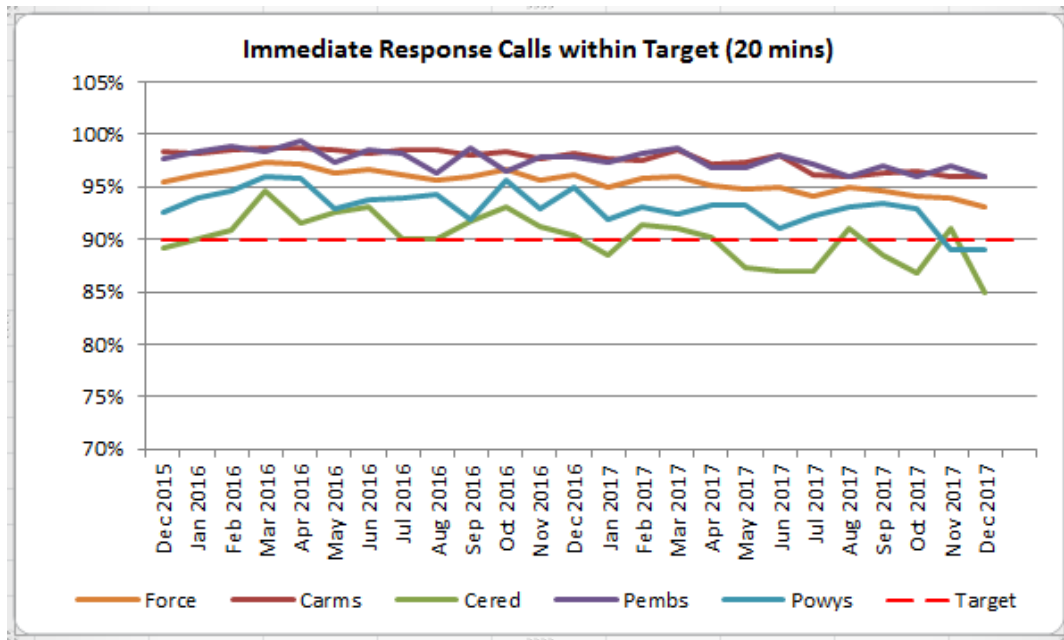
6.2 Incident Response Times

The following tables and graphs display the Priority 1 and Priority 2 response times for the force.

As can be seen, the force is meeting its target of responding to over 95% of Priority 1 calls within 20 minutes and over 98% of Priority 2 calls within 60 minutes.

12 months ending December 2017							
Territory	Total Response Incidents	Priority 1 Total	Total Priority 1 in Target	Priority 1 % in Target	Priority 2 Total	Total Priority 2 in Target	Pri 2 % in Target
Carmarthenshire	23764	10499	10169	96.9%	13265	13023	98.2%
Ceredigion	9312	4043	3583	88.6%	5269	5132	97.4%
Pembrokeshire	14013	6110	5921	96.9%	7903	7740	97.9%
Powys	12759	5336	4901	91.8%	7423	7255	97.7%
Total	59848	25988	24574	94.6%	33860	33150	97.9%

Incident Response Times by Force and Territories



The following graphs display the Priority 1 incident response times for each of the four counties broken down by inspector area.

They highlight the challenge of policing a vast geographical area, with the most rural inspector areas such as Lampeter and Radnorshire, failing to meet the target response times.

