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DYFED-POWYS
POLICE AND CRIME
COMMISSIONER

**(DRAFT) DYFED-POWYS
POLICE AND CRIME COMMISSIONER**

**Annual Report
2017-2018**

Safeguarding our communities together

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Foreword

As your Police and Crime Commissioner, it is my privilege to present to you my Annual Report for 2017 - 2018.

This year marks two years since my election as Police and Crime Commissioner. I am passionate about my life's work and the area that we're all fortunate enough to call home – Dyfed-Powys.

I am honoured, with this report, to relay to you the result of twelve further months of hard work and dedication from myself and my team, and most importantly, what our work together means for you, the public. Over the past year, we have hosted public meetings across the Force Area in order to hear from you directly what is concerning you and your community. We have also hosted accountability meetings with Chief Officers in all four counties for you to have the opportunity to engage with us and contribute to policing decisions.

A focus on public engagement and working together to safeguard the vulnerable has resulted in a much needed shift in focus, to what is now recognised nationally as exceptional victim care provided by the Goleudy Team. Effective and efficient policing is, and always will be at the heart of what we do.

These positive strides are reflected in our most recent HMIC inspection, where we were graded as 'Good' overall for the first time since the HMIC PEEL inspection regime commenced. I am very proud of this positive recognition. However, it is still important to recognise that the landscape of policing is forever changing, and we still have a great deal of work ahead of us.

As a Force we are a comparatively small organisation covering a largely rural area. It is always my intention however for Dyfed-Powys to feature on the national policing stage; I have endeavoured to impact upon decisions that affect us as a Force, and nationally as a country, by sitting on a range of national boards whose work is significant for the future of policing in Wales.

As I mark the halfway stage of my tenure as Police and Crime Commissioner, I have taken some time to reflect on the challenges and opportunities that I have faced, and these have been met. This annual report provides a summary of my activity, my office's work and how we are working constructively with Dyfed-Powys Police to provide the best possible policing service.



A handwritten signature in black ink, which appears to read 'Dafydd Llywelyn'. The signature is fluid and cursive.

Dafydd Llywelyn
Police and Crime Commissioner

About this Annual Report

In accordance with the Police Reform and Social Responsibility Act 2011, Police and Crime Commissioners are required to produce an annual report. This report highlights the key achievements during my second year of office. The same Act sets out my duty to issue a Police and Crime Plan, which was published in March 2017.

I was clear at the beginning of my term of office that the security and safety of Dyfed-Powys comes first. I am committed to represent and engage fully with communities and to act as the voice of the public on all police and crime matters. I have advocated for strong partnership working and a joined-up approach in tackling matters relating to crime and anti-social behaviour.

This report is a synopsis of my second year and highlights some of my key plans for 2018/19.

12 things to know about my role.

I am responsible for:

- setting the priorities for Dyfed-Powys Police;
- publishing a Police and Crime Plan;
- engaging with communities and representing the public's voice on policing matters;
- working closely with community safety and criminal justice partners;
- supporting victims and bringing people to justice;
- commissioning services to make communities safer and to support the vulnerable;
- appointing and, if necessary, dismissing the Chief Constable;
- dealing with complaints and disciplinary matters against the Chief Constable;
- holding the Chief Constable to account; and
- setting the annual Police budget and precept level.

I am not responsible for:

- day-to-day deployment and delivery of police services known as 'operational policing'; or
- investigating complaints against police officers below the rank of Chief Constable.

My Police and Crime Plan

My Police and Crime Plan was published in March 2017 and is available [here](#). It sets out my priorities and how progress is measured.

My priorities:

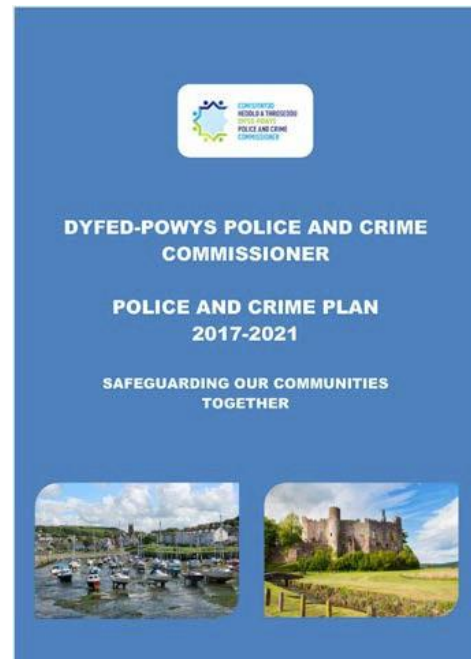
- Keeping our communities safe;
- Safeguarding the vulnerable;
- Protecting our communities from serious threats; and
- Connecting with communities

These priorities are the cornerstone against which all progress is evaluated. The priorities were created in direct response to feedback from you the public, along with input from the private sector, police staff and officers and partners.

My progress as Commissioner can therefore be held to account by you the public whose contribution forms the basis of these priorities.

They are underpinned by the following principles:

- supporting victims;
- engaging with the public;
- working together;
- providing strong leadership; and
- delivering value for money.



The Office of the Police and Crime Commissioner

I am supported by a team of professionals who bring a wealth of specialist knowledge to the office. Following my pledge not to appoint a Deputy Commissioner I rely on my staff to advise me on matters ranging from financial affairs to co-ordinating volunteers.

In 2017/18 my office was restructured to ensure that it provides efficient and effective support to enable me to discharge my statutory responsibilities.

As Commissioner I am responsible for the Dyfed-Powys Police Estate and the dedicated staff who maintain the land and buildings. The team were brought under my direct supervision from the Force in April 2017 in order for me to implement the Estates Program whose aim it is to enable our services to support the community effectively.

Upon transference of the estates function from the Force to the Office of the Police and Crime Commissioner (OPCC) in April 2017 a review of the efficiency of the estates operation was instigated giving consideration to staffing requirements. The findings informed the review of the overall structure of the OPCC which sought to bring the two areas together thereby providing a greater level of resilience particularly in relation to performance management and business support.

The new structure will work alongside a new corporate governance structure for Dyfed-Powys Police and will be aligned

to the my partnership approach of developing constructive professional relationships both within the Force and with external partners involved in the delivery of local services. In this regard, the OPCC will be a catalyst to positive change that delivers effective and efficient services for our local communities.



Investment in Local People

The restructure provided an opportunity to establish new opportunities at my office. In November 2017 I became the first Police and Crime Commissioner in Wales to employ an apprentice and intern. Apprentices and interns have been shown to add value, provide a skilled workforce for the future, increase staff loyalty and retention, change work prospects and open up interesting new pathways for both employer and employee. In September 2017 Ms Teleri Thomas started in her role as paid intern through the Coleg Cymraeg Cenedlaethol. Teleri studies History and International Politics at Aberystwyth University and has been instrumental in helping to achieve many objectives that I set at the start of the year. 19 people applied for the position of Business Support Apprentice, and the successful candidate Ms Anwen Howells is currently developing well in her role, guided by her tutor from the University of Wales Trinity St David's.

I hold the Chief Constable to account for the Force's Performance against the Police and Crime Plan. At fortnightly Policing Board meetings and quarterly Police Accountability Board meetings I focus on different areas of the Force, providing support and challenge to overall performance against agreed priorities. Minutes from these meetings are published on my [website](#).

Under the Chief Officers' leadership Dyfed-Powys Police have seen marked improvements in the results of Her Majesty's Inspectorate of Constabulary and Fire and Rescue Service (HMICFRS) inspections. In a recent Dyfed-Powys Chief Officers' roadshow, HMIC Wendy Williams publicly complimented the work Dyfed-Powys Police had undertaken to improve its practices.

I have had the pleasure of attending various community engagement events with both Chief Constable Mark Collins and his Deputy, Darren Davies, including quarterly Policing Accountability Board meetings in Aberystwyth University (July '17), Pembrokeshire College (Nov '17) and Llanelli Library (Feb '18). In November 2017 I instigated a series of evening meetings with Chief Officers in public locations around the Force Area. The Chief and his Deputy's attendance at these events have been extremely beneficial to the Force in order to hear first-hand the issues that are affecting different communities. Further details of these public meetings are provided on my website.



“As Chief Constable I am responsible for safeguarding our communities through the delivery of efficient, effective and responsive policing. Supporting the Police and Crime Plan is our Police and Crime Delivery Plan that sets out how we will deliver policing against the Police and Crime Plan priorities.”

– Mark Collins BSc.

Keeping our Communities Safe

Community Funding Programme

As a Commissioner of services for the communities of Dyfed Powys, exclusively for 2017/18, I made available a funding programme for the community, which saw £75,000 available for projects that supported the priorities within my Police & Crime Plan. I invited bids that would supplement activity already underway across the communities of Dyfed-Powys.

The fund was inundated with applications from community groups, charities and organisations across Dyfed Powys. 106 applications for funding totalling £460k were received! Following some very difficult decisions on what all were worthy causes, 11 applications were successful. A total of £49,855 was awarded in the first instance to a variety of projects that supported initiatives such as tackling online child sexual exploitation and diversionary activities for young people. Details of those who were awarded funding are available on my [website](#). I look forward to working with the successful bids through the developments of their projects.

Anti-Social Behaviour



2017/18 was the final year of the contract with Gwalia who during 2017/18 continued to provide their service across the Dyfed-Powys area to reduce the impact of Anti-social Behaviour (ASB). Throughout the year, 472 referrals were made, 330 of these were for enforcement activity, 121 were for support and 21 requested mediation. 5 of these cases saw a positive agreement being reached between the two parties undertaking mediation.

Gwalia were commissioned to deliver a victim led service across the Force area. Based on feedback from partners, they have continued to flex arrangements to provide a service that works best for all. This flexible approach has allowed real time improvements to be made to the service for victims. During the year, discussions on the future of the service took place and from April 2018, the management of ASB will form part of the service provided by the Goleudy Team. Goleudy whom currently offer the victim support and referral service for the people of Dyfed-Powys will now also be responsible for ASB.

Did you know?

In June 2017, Dyfed-Powys Police Officers in Welshpool secured their first guilty plea directly linked to Body Worn Camera evidence following the role out of this technology to officers and staff across the Force.

Substance Misuse Services



I currently invest in jointly commissioned services across the Health Board footprints of Hywel Dda and Powys. This service provides support services and onward referrals for those both within and outside the criminal justice system identified as having substance misuse needs.

The services received approximately 846 referrals throughout the year, 509 commenced treatments and 53% of clients who exited the treatment services were classed as a positive closure. The contract with Kaleidoscope (covering Powys) ceases in March 2019. I recommended that Hywel Dda Area Planning Board utilised the option to extend the current contract with Dyfed Drug and Alcohol Service (DDAS), covering Dyfed for a further 12 months to 31st March 2019. This would allow some amendments to be made to the existing service model for criminal justice and reconsideration of the funding envelope which accompanies this work in particular.

By extending the contract with DDAS to 31st March 2019, plans will be brought into line with Powys Area Planning Board who have the first break clause in their contract at 31st March 2019, this way discussions can take place during the coming financial year regarding potential future developments at Dyfed-Powys level.

You said... *tackle drug problems including the cultivation, dealing and trafficking of drugs.*

Assaults on Emergency Workers



In March 2018, I wrote to the 7 local Members of Parliament within the Dyfed-Powys area to encourage them to support the upcoming Assaults on Emergency Workers (Offences) Bill.

This is an important initiative which seeks to underline the importance of protecting emergency workers from assault. Emergency workers do their utmost to deliver invaluable services, day in day out no matter the circumstances.

Last year, Dyfed-Powys Police recorded 187 assaults against police officers, of which 48 were serious. This is unacceptable. I stand in solidarity with colleagues and officers, and indeed all blue light emergency workers alike in supporting this Bill.



Keeping our Communities Safe

Pembrokeshire Community Safety Team



In my desire to support Community Safety Teams across Dyfed-Powys I invested £34,890 over 3 years to Pembrokeshire Community Safety team to fund the KiVa Anti-bullying project. Over the grant period, the project will aim to deliver a program to prevent bullying and tackle cases of bullying effectively. To do this, Pembrokeshire Community Safety Team will establish the project in primary and secondary schools, with a view to achieving the following –

- Set a baseline measurement on the level of bullying in 2016;
- Understand the level and type of cyber bullying that takes place;
- Assess the awareness of pupils of sources of help with bullying problems;
- Assess pupils' views on the effectiveness of their schools' response to bullying;
- Provide empirical evidence for policy development and recommendations to improve;
- Provide opportunities to demonstrate exemplar equalities practice and provide evidence to support.

Research

St. David's Day Annual Conference 'Mental Health and Policing'

Following the success of my 2016 Conference on Coercive Control, my team enlisted the help of partner organisations, commissioned services and representatives from other Police Forces to host a Mental Health Conference in 2017, focusing on "Mental Health in Policing".

Informative and often moving presentations were given by Chief Constable Mark Collins, Professor John Williams, Michael Brown OBE and Mr. Tony Herbert. Tony's son, James Herbert, tragically died in Police custody in the Avon and Somerset area in 2010. Tony's speech was a poignant remembrance of his campaign for social justice since James' avoidable death in 2010, with dignified retrospection of the impact of James' death on the officers involved in his detainment.

During the event, I was delighted and honoured to launch a wonderful new service for the NHS named 'IAWN'. 'IAWN' has been developed by Hywel Dda Health Board in partnership with West Wales Action for Mental Health. The website provides valuable quality and easily accessible information to those in need of mental health support in our communities. Partnership working is an approach that is essential to addressing and tackling the issues that lie ahead of us.



Safeguarding the Vulnerable

Supporting Victims

During 2017/18, I worked closely with community safety and criminal justice partners to safeguard children and young people, families and vulnerable adults.

'I want to ensure that victims of crime have access to a support system which provides a single point of contact and a streamlined service provision.' – Dafydd Llywelyn (PCC)

Child protection



Llamau provides direct support to children and young people offering the opportunity to talk about their experience and to ascertain why they went missing.

Throughout 2017-18, 1230 young people were reported as missing; of these, 339 were referred for debriefing interviews of which 304 were first time debriefs and 59 cases identified child sexual exploitation with 44 being referred to safeguarding teams.

The service costs a maximum of £245 per debrief compared with the cost of £1300-£2400 to investigate a single missing person episode. The contract is extended to 31st March 2020 at current value.

Youth Offending Teams (YOTs)

Supporting young people is very important to me. Working with young people in a targeted and preventative manner can achieve a reduction in offending and risk of harm amongst young people.

This year I increased the amount I invested in Youth Offending Teams (YOTs) by 60% from £110,000 (2016/17) to £180,000. YOTs are multiagency teams that bring together Police, Health, Social Services, Probation and Education. Along with my contribution, YOTs are funded by Welsh Government and Local Authorities. They work to reduce the risk of young people aged 8-17 years from offending and improving their safety and wellbeing. This is done by using targeted interventions and it is voluntary for the young people to engage. 426 individuals were referred throughout 2017/18 – 70% of these were male and 85% were under the age of 16. Further analysis work will be completed in the coming year to quantify the positive outcomes being achieved by these interventions. This work will include the cost saving benefits of this programme and how intervention can provide a long term sustainable reduction in offending rates, both by young people, but also reducing the risk of a young offender becoming an adult offender, therefore breaking the offending cycle.



Domestic Abuse



Domestic Abuse continues to be one of the most serious issues facing our community and thus, continues to be a high priority of my Policing Plan. It affects both men and women and reaches far and wide into our communities, affecting not only those who are subject to Domestic Abuse, but also their families and friends.

During 2017/18, Hafan Cymru were providing an independent Domestic Abuse service across the four counties of Dyfed Powys. The service continued to support those affected, in particular, those who are vulnerable or at high risk of abuse. The Independent Domestic Violence Advisors (IDVAs) work closely with victims of Domestic Abuse and supports them both practically and emotionally from the point of reporting through the entire criminal justice process. In 2017-18, 801 clients were referred to the service from across the Force area with 543 referrals taken onto caseload, equating to almost 70% of the total referrals; 263 of these reported increased feelings of safety upon case closure.

Hafan Cymru's contract ceased on the 31st of March 2018 however I have extended the contract for 3 months to ensure continuation of service was secured whilst the successful tender was being embedded.

Sexual Abuse



New Pathways continue to provide 24 hour access to crisis support for victims and on-going support in a safe environment that offers safeguarding and specialist clinical and forensic care.

The number of referrals for 2017/18 was 356; nearly 40% of referrals to New Pathways during this year were historic cases; 77% of clients reported feeling less depressed after receiving treatment, with 83% feeling that they were better able to cope.

The current contract consists of £32,000 for a crisis worker at the Newtown and Aberystwyth sites, £42,339 for victims of Child Sexual Abuse and £63,000 contribution to the crisis worker and Independent Sexual Violence Advisor at the Carmarthen site.



'I want victims to feel confident that when they report a crime they will be listened to and believed. All crime and incidents should be recorded accurately and at the point of reporting. I want Dyfed-Powys Police to work with victims to reduce the number of non-reported crimes, particularly those that can have a devastating effect on the vulnerable, such as domestic abuse, hate crime and sexual offences.' – Dafydd Llywelyn (PCC)

Safeguarding the Vulnerable

Victim Satisfaction

During 2017/18, 836 interviews were conducted with victims of crime. The results showed that 77% of these victims were satisfied with the service provided as a 'whole experience' and 91% were satisfied with the treatment received by the police. Dyfed-Powys Police conduct the surveys with a Domestic Abuse Officer completing the surveys with victims of domestic abuse. In cases where victims are not satisfied with the level of contact they received, the callers can look into each case and advise officers of this. Cases can be re-opened if necessary and having this service in-house allows lessons to be learnt from past experiences to ensure a continuously improved service for victims of crime.

Restorative Justice



A victim-led restorative justice service is provided by Wales Community Rehabilitation Company. Trained and accredited facilitators work with individuals to improve the access to restorative justice to collectively resolve how to deal with the aftermath of an offence.

'Safeguarding the vulnerable is a key priority for me. I believe that everyone, particularly those who are most vulnerable to crime and abuse because of their age, ethnicity, disability, health, sexual orientation and any other factor deserves to live safely, free from harm and abuse.' – Dafydd Llywelyn (PCC)

Throughout 2017/18 26 referrals were received with 2 restorative justice conferences completed.

The Pathfinder Project

2017/18 has seen us prepare for the launch of The Pathfinder Project which is a project being delivered with our voluntary sector partners Pobl. A launch is planned in April 2018. The culture changing initiative seeks to tackle the root causation of offending and associated health and community related issues. It is a multi-agency programme which seeks to address offending behaviour at a much earlier stage in an individual's offending journey and improve the awareness of and access to health based services. The initiative will work with a third sector provider to identify why an individual has offended and what the best interventions are so that the appropriate services can be utilised to support the individual away from crime. The initiative aims to identify those at greater risk of low level offending, and reduce the number of victims of crime by offering eligible offenders a 4 month long contract to engage with support as an alternate to prosecution. The contract will offer interventions to address the underlying reasons why the offender committed the crime, and to prevent them from committing crime again.

My office and Dyfed-Powys Police will be working with Pobl to implement the scheme as a pilot in Haverfordwest for 12 months, from April 2018.

Goleudy

In September 2017 Baroness Newlove the Victims' Commissioner visited Dyfed-Powys Police Headquarters to launch the Dyfed-Powys Victims' Engagement Forum.

Embarking on various stages of the criminal justice process is a daunting prospect for victims however with engagement and support we can break down the barriers that they face.



As Commissioner I believe it is vital that we work together with victims to ensure that their voices are welcomed and carefully listened to. Goleudy is a commissioned service which provides anyone affected by crime, regardless of whether they've reported it to the police, with the support they need to recover from their experience. Victims and witnesses from across Dyfed-Powys Force area will be offered support and assistance. One of the important aspects about Goleudy is that victims of crime can speak to a representative about their options if they haven't reported the crime, allowing victims to talk through their experience at their own pace before moving forward.



Protecting our communities from serious threats

Adverse Childhood Experiences (ACE's) – Home Office Police Transformation Fund

The ACE's project is a collaborative approach to policing vulnerability in Wales: developing a multi-partner 'ACE' informed approach for early intervention and root cause prevention.

This is an all Wales collaborative project between the four Police and Crime Commissioners across Wales. The project is also being jointly led by working in partnership with Public Health Wales.

The project falls within a bigger ambition to break generational cycles of ACEs, reducing the risk of poor outcomes by creating a multi-agency platform for early intervention and prevention, and provides the potential to significantly reduce events and issues that are demanding of police time and the wider Criminal Justice System. In total, the project was awarded £7 million over 3 years from the Home Office Police Transformation Fund.

Financial Investigator investment

A financial contribution of £37,000 plus training costs of £3,000, was made to the CID from the Proceeds of Crime Act budget. The contribution went towards increasing the establishment of Financial Investigator's within the Financial Crime Team, adding to the resilience of the team and increasing their ability to investigate financial crime.

Community Impact Evaluation

I invested £5,000 in Dyfed-Powys Police and the University of South Wales to allow them to conduct an evaluation

on a recent Police Operation conducted in Llanelli. The nature of the Operation was combat the level of drug supply within several Llanelli communities and the investment in funding was to evaluate the impact of these Operations on the communities and how effective they had been.

Council for Wales Voluntary Youth Services (CWVYS)

I invested £33,000 into a 12 month pilot with CWVYS. The pilot will assist me in achieving the aims expressed in my Police and Crime Plan specifically Priority 3: Protecting our communities from series threats.

The aims of the project are to –

- Harness the skills and resourcefulness of voluntary youth work organisations in support of young people;
- To enhance life chances and prospects for young people aged 11-24 in specific hot spots of disadvantage and greatest need in Carmarthen and Fishguard;
- To engage 4 sessional outreach youth workers to provide practical support to young people;
- CWVYS members organisations to provide diversionary activities for 11-24 year olds in Carmarthen and Fishguard.

The outcomes of the project are to increase young people 11-24 years old being contacted through outreach services and increase in young people engaged in meaningful diversionary activities.

Volunteers

I have continued to host a number of volunteer schemes including the Animal Welfare Scheme, Independent Custody Visiting Scheme and the Quality Assurance Panel. We currently have 48 volunteers working with me to help monitor and ensure professionalism within Dyfed-Powys Police. The range of volunteer schemes available within my Office play an important part in supporting me with my vision and the delivery of my Police and Crime Plan.

Volunteer Training

My office teamed up with Dyfed-Powys Police to deliver a volunteer training day in December 2017. Members from the Independent Advisory Group, Quality Assurance Panel, Animal Welfare and Independent Custody Visiting Schemes came together in Police Headquarters for a day full of development sessions, including mental health, effective scrutiny, stop and search, data protection and chairing meeting skills.



Animal Welfare Scheme

Volunteers in my Animal Welfare Scheme look at the welfare and conditions under which Dyfed-Powys police dogs are housed, trained, transported and deployed. Our Animal Welfare visitors are independent members of the local community, this increases the public's confidence that police dogs are being cared for and trained humanely, ethically and transparently.

Over the last year our Animal Welfare Visitors made 26 visits to dog handlers and within these visits they saw 54 dogs. No concerns have been raised over the last year in relation to the welfare of Dyfed-Powys Police dogs. In September 2017 an annual training/ thank you day was organised. Within the training day the Animal Welfare visitors received an update from the dog Section on their work over the last year and they also had the opportunity to observe new Handlers going through their training with their dogs.

Volunteers' Week

Volunteers' Week between the 1st and 7th of June will be an opportunity to celebrate volunteering in all its diversity. There are currently 48 volunteers working for my office and this will be my opportunity to thank each and every one of them.

Quality Assurance Panel

My Quality Assurance Panel, established in December 2016, has continued to develop and now reviews a wide variety of police contact with the public. Throughout 2017/18, they considered a selection of:

1. Local resolution complaint cases
2. Calls handled through the Force Communication Centre i.e. 999, 101 and switchboard calls
3. Low-level dissatisfaction cases
4. Stop and search encounters

The Panel Members' observations are fed back directly to the relevant department for comment and/or action, as well as being reported directly to the Chief Constable and me via our quarterly Police Accountability Board meetings. The Panel are increasingly invited by the Force to review additional areas of police contact, which is testimony to the value of their feedback in supporting customer focussed service improvements.

To date the Panel's feedback has:

- Identified areas of good practice, resulting in praise and recognition for staff
- Suggested areas for supervisor reviews to ensure standards are being maintained (by seeking supervisor's views on how certain interactions have been handled)
- Provided assurance on the efficiency of processes (by
-

- identifying and querying delays in cases)
- Supported the dissemination of learning points through and between departments
- Provided an independent view on how the Force communicates, ensuring the public remain at the centre (through jargon busting and suggesting improvements to written communications)

My office has recently recruited an additional four Members to the Panel, bringing additional resilience and breadth of experience to the group. I am extremely grateful of the support the Panel provides to me in order to ensure our communities receive a first class service.

Out of Court Disposal Scrutiny Panel

Representatives from across the criminal justice system are charged with reviewing the appropriateness of out of court disposals on my behalf. 2017 saw Mr. David Parry-Williams, Chair of Carmarthenshire Magistrates Bench, handing over the Chair of the Panel to Mr. Nick Powell, Chair of Montgomeryshire Magistrates Bench. I am grateful for the support and leadership David has shown over the years and welcome Nick to the role.

Throughout the 2017-18 year, the Panel has reviewed:

1. 10 cases of assaults on police

2. 18 cases of possession of controlled drugs
3. 19 cases of domestic / firearms related incidents
4. 16 cases of public order

Members of the Panel discuss the circumstances of each case in detail in order to pass a judgement on whether the crime(s) has been appropriately disposed and consequently the suspect being dealt with proportionately. The Panel are increasingly reviewing how the victim's views are being incorporated into decision making. Over the past year, the Panel has influenced:

- Additional guidance, feedback and training to officers, staff and supervisors regarding decision making and recording practices.
- Process improvements between agencies such as the Police and Youth Offending Teams
- Alterations to crime records to ensure outcomes are correctly recorded
- The initiation of an internal review of all out of court disposals for youth sexual offences. This review resulted in five recommendations to improve how cases of this nature are handled.

Independent Custody Visitors

It is a statutory requirement for me to have an Independent Custody Visiting Scheme. These volunteers visit police custody areas to check on the wellbeing of detainees and to ensure that their rights are being upheld. They provide me with an independent assurance on the conditions in which detainees are being held within custody; providing the public with reassurance that detained persons are treated appropriately and fairly within Dyfed-Powys.

In September 2017, my office organised an annual training day for all Independent Custody Visitors (ICVs). Inputs during the day included, a session on the 'Street 2 Suite' van and a review on what is recorded within a detainees Custody record.

7 new ICVs were recruited and joined the ICV rota in October 2017. All new ICVs received induction training and visited custody for a shadow visit with an experienced ICV before commencing in their role. The scheme had 3 resignations in December 2017, which therefore means that the scheme currently has 27 active ICVs. In 2017/18, a total of 199 visits were made across the Force area, with 178 detainees being visited. Issues raised over this period include maintenance and cleanliness concerns i.e. peeling paint, cracks in flooring and inaccurate CCTV timings etc. All issues raised were reported to the Custody Inspector and passed on to the relevant individuals for actioning.

Connecting with communities

Over the last year a member of my office along with an ICV have been invited along to deliver an input on the role of the ICV within new custody staff training and within Custody staff refresher training. This ensures that all staff within custody are aware of the ICVs and their role.

Strategic Equality Plan

I believe everyone deserves to live safely, free from harm and abuse. To outline my commitment to promoting equality and fairness in everything we do, I launched a strategic equality plan in March 2017 which we have implemented during 2017/18. An update on progress made against the Equality Plan Objectives is detailed below:

Objective 1

All members of our communities are provided with an opportunity to engage with me as the Commissioner through a variety of means.

Over the past year I have held several public engagement events, six public meetings with the Chief Officer team and my quarterly Policing Accountability Board meetings with the Chief Constable in community venues across Dyfed-Powys. Varying numbers of the public attended and were given the opportunity to ask me and the Chief Officers direct questions, raise local concerns and hear first-hand how Dyfed-Powys Police are working to improve how they serve you.

My office has established a quarterly interactive newsletter which is sent out to Dyfed-Powys residents and organisations.

My staff and I attended the Royal

Welsh Agricultural Show and Pembrokeshire Show over the summer months, promoting the services available to you and providing you with an opportunity to discuss issues affecting you. We will be at both of these large events and the Urdd Eisteddfod during 2018 and look forward to sharing our further progress with you.

Objective 2

My office provides and promotes alternative communication formats for accessing information and services provided by my team.

Scheme and Quality Assurance Panel in order to increase the diversity of the membership.

The Force and my office launched our new-look websites early in 2018, making them easier to navigate and improving how we tell people about what I'm doing. My Police and Crime Plan has been published in various forms, including British Sign Language, Easy Read and an Audio version in order to meet the needs of our diverse population. The Plan has also been developed into a visual 'Delivery Plan on a Page' in order to see how our and the Force's action makes a difference in our communities.

Objective 4

Employees and representatives of the OPCC have received appropriate training in equality and diversity issues in order to improve services offered to the public.

Towards the end of the financial year, the majority of my staff attended a disability awareness course in order to improve their understanding of additional needs and to improve our services' accessibility.

Objective 3

Individuals with protected characteristics, such as age, disability, gender reassignment, marriage and partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation are supported to contribute to the work of the OPCC

My volunteers have been supported to engage in additional personal development through a joint training day with the Force and I have recruited additional members to both my Independent Custody Visitors

Welsh Government



I meet regularly with the Cabinet Secretary for Children and Communities along with Chief Constable Collins and the other PCCs in Wales. These are great opportunities to update the Government on the ongoing work in Dyfed-Powys, and seek support on issues we wish to raise to a national level. Through these meetings I regularly have an opportunity to speak with the Cabinet Secretary for Health Vaughan Gething and the Cabinet Secretary for Economy and Transport Ken Skates to discuss inter-related issues.

Safer Communities Roadshow Event

In September 2017 I and other Welsh Police and Crime Commissioners hosted a Community Safety Partnership Roadshow in collaboration with Welsh Government. The event promoted our ongoing commitment to community safety and our work with partner organisations, local councils and Welsh Government.

Domestic Abuse Consultation Event

During May 2018, I attended a Welsh Government consultation process, looking into the way that Domestic Abuse is addressed throughout Wales. This consultation was open to the public and allowed the views of victims and survivors of domestic abuse, the police, criminal and family justice practitioners, front line service providers, social workers, amongst others to have their say on Domestic Abuse, and to help shape the way that services are offered and supported in the future.

Through my Commissioning Team, I organised a thematic event aimed at addressing the needs of Older People in Dyfed Powys and how Domestic Abuse affects them. This involved focus group sessions which were attended by local Domestic Abuse providers, representatives from the Older People's Commissioner, Swansea University representatives involved in the Dewi's Choice programme, as well as survivors of Domestic abuse. The Event was supported and attended by members of the Home Office team, to allow first-hand experience of the people of Dyfed Powys to be heard and used to shape the future of services for the most vulnerable.

All Wales Criminal Justice Board

The Board was established in May 2011 with the aim of connecting representatives from the Police, Her Majesty's Court Service, Youth Justice Board, Victim Support, NHS Wales, Crown Prosecution Service, National Probation Service, Welsh Government, National Offender Management Service, Ministry of Justice, and the Legal Services Commission. Clear and close partnership between criminal justice agencies and Community Safety Partnerships are promoted in quarterly meetings which also monitor performance.

Local Criminal Justice Board

As the Police and Crime Commissioner for Dyfed-Powys, I Chair the Local Criminal Justice Board (LCJB). The Board is comprised of key partners and senior representatives of Criminal Justice Agencies operating within the area, allowing for collaboration and cross-agency partnership working. It is responsible and accountable for the service provided to victims and witnesses the delivery of criminal justice in the area, and the improvements in the delivery of justice and securing public confidence. The Board's membership includes:

- Dyfed-Powys Police and Crime Commissioner (Chair)
- Youth Offending Team Manager
- Dyfed-Powys Police Assistance Chief Constable
- Her Majesty's Court Service Deputy Justices' Clerk
- National Probation Service Assistant Chief Executive
- Crown Prosecution Service Deputy Chief Crown Prosecutor
- Wales Community Rehabilitation Company: Assistant Chief Executive
- Court Witness Service Wales Manager
- Hywel Dda Health Board: Head of Strategic Partnership Development

The Dyfed-Powys LCJB reports directly to All Wales Criminal Justice Board.



Welsh Language Standards

I have continued to develop my staff's Welsh language ability in order to provide a bilingual service as far as possible. All of my vacancies state that the ability to speak Welsh is desirable. The front facing staff in my Admin and Engagement teams are all Welsh speakers in order for the public to engage in their preferred language on the phone on at public events. Currently 41% of my staff are confident at speaking through the medium of Welsh and 2 of my staff participated in training opportunities to improve their Welsh language skills.

My office has worked with the Force in order to ensure that we adhere to the Welsh Language Measure of 2011 which states that Welsh and English must be treated equally. The OPCC has adopted the Force's 'Dau Iaith Dau Ddewis' logo on its correspondence to ensure that the public know they have the option of communicating with us in either language.

All OPCC led conferences and public events have a translator on hand and all documentation is available in Welsh and English.

Spending money wisely

In January 2017, I set a net budget of £96.6million to deliver policing services for the communities of Dyfed Powys during 2017/18. This budget assumed a planned use of reserves to fund day to day services and included a 6.9% in January 2017 increase in council tax precept which, once again, was the lowest in Wales.

Together, my office and the Chief Constable delivered these services largely in line with the budget, although I agreed the additional use of reserves to meet the costs of the tragic fire in Llangammarch Wells and the costs of the unconsolidated pay award which arose from the unforeseen lifting of the Government's public sector pay cap. The following table summarises the position:

	2017/18 Revised Budget	2017/18 Actual	2017/18 Variance
	£'000	£'000	£'000
Commissioner			
Office and Commissioning Costs	1,975	1,725	-250
Estates Costs	3,481	3,691	210
Total Commissioner	5,456	5,416	-40
Chief Constable	94,302	94,573	271
Other activities from reserves	286	136	-150
Net contributions to/(from) reserves	-3,428	-3,509	-81
Group total (including reserves)	96,616	96,616	0
Funded by grants and precepts	-96,616	-96,616	0

In addition to this revenue expenditure, £5.2m was also spent on capital investment to ensure that estate, vehicle and technology provision can adequately meet policing demands.

At the end of 2017/18, reserves totalled £20.5m which included a general reserve of £4m to meet costs of unforeseen events, £4.1m to support costs of policing over the next three years along with £12.4m to fund future vital capital investment predominately in estates and technology.

For further information on the 2017/18 financial position, please see the [Group Statement of Accounts](#) for 2017/18 published on our website. The Narrative Report at the beginning of the Accounts provides a helpful summary of the financial position.

Financial Outlook

Dyfed Powys Police Service has faced significant financial challenges since 2010 due to reductions in funding from central government along with costs pressures and continual changes in the demand for policing services. The Government have indicated that a

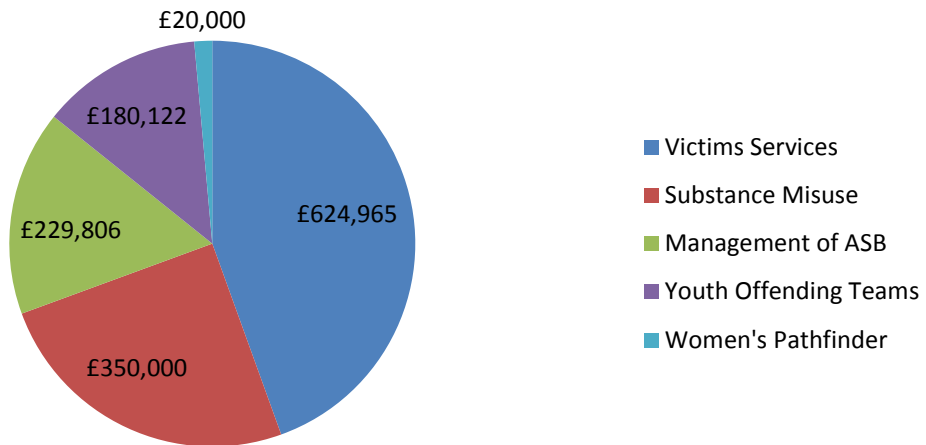
Spending Money Wisely

Comprehensive Spending Review will be conducted next year, the implications of which remain to be seen. There are also uncertainties around the potential impact of Brexit and renewed Government priorities which may present future challenges for the policing sector. In addition there is also uncertainty around the Formula Funding Review which the Home Office may look to implement from 2020 which could see Dyfed Powys losing a significant proportion of the central funding that it currently receives.

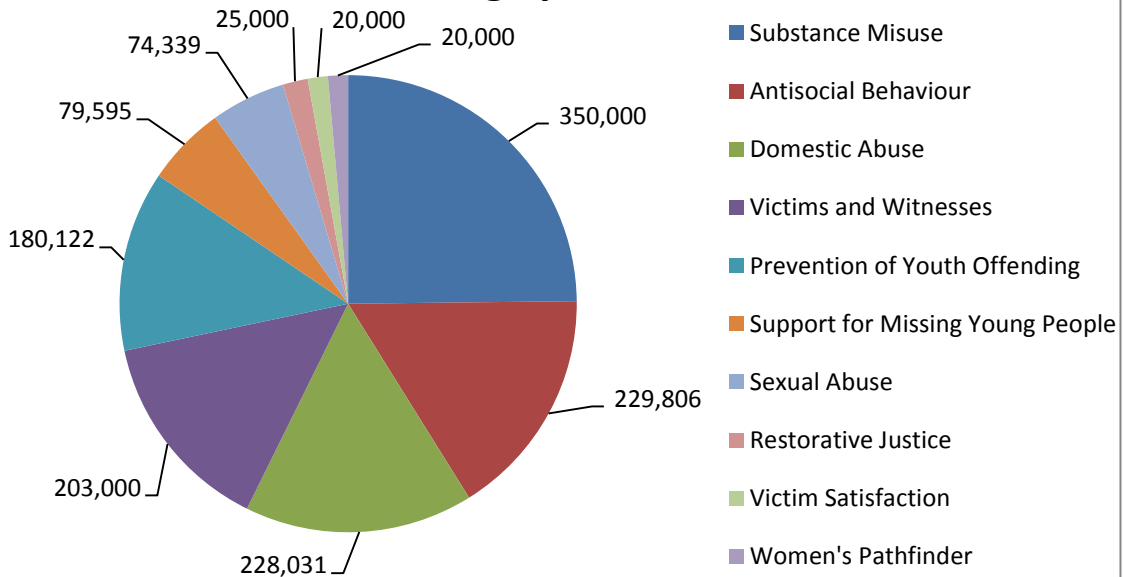
With my priorities and these uncertainties in mind, I consulted with the Chief Constable, the public and other stakeholders towards the end of 2017/18 before setting my budget for 2018/19 and outlining my [Medium Term Financial Plan](#). I will continue to engage and consult with communities and will work closely with the Chief Constable to ensure that the residents of Dyfed Powys receive the best possible services during 2018/19 and for the rest of my term of office.

The commissioning budget for 2017/18 was £1,409,893 of which £604,715 was funded by the Victims' Grant from the Ministry of Justice. The graph and table below show the detail of this allocation and expenditure by service area.

Services for the Vulnerable - Amount spent on contracts 2017/18



Commissioning Spend for 2017/18



Commissioning

Estates Project

As Commissioner, I am responsible for the Dyfed-Powys Police Estates and the dedicated staff who maintain the land and buildings. The estates program whose aim it is to enable our services to support the community effectively has continued in its aim to deliver a fit for purpose and cost effective estate. Aligned to this, further environmental improvements have been carried out (listed below) across the following properties where practicable, along with essential fabric improvements. This work will continue in the next financial year, and will prolong the

lifespan of the estate and reduce our carbon footprint and operating costs on an ongoing basis.

Loft insulation, LED lighting, Double Glazed Window and door installations, and increased zoning of building heating systems.

During this period the following locations were focussed upon:

Aberystwyth, Milford Haven, Pembroke Dock, Fishguard, Newcastle Emlyn, Ammanford, Crosshands, Llandysul, Haverfordwest, Narberth, Llandovery, Crymych and Aberaeron.

Looking ahead

Delivering on pledge to reinvest in CCTV

I am currently working towards reinvesting in CCTV in 17 towns throughout Carmarthenshire, Ceredigion, Pembrokeshire and Powys. 116 state of the arts CCTV cameras will be placed in towns identified as priority camera locations. These have been determined through analysis of crime and stakeholder consultation. CCTV was a key election pledge of mine, and I promised I would invest in a modern CCTV infrastructure. I am pleased to be able to say that this will soon be the case.

Llanelli Police Station and Carmarthenshire Custody Project

The new Llanelli Police Station and Carmarthenshire Custody Facility project continues and anticipated to gain significant momentum in the commencing year. Land has been identified, ecological surveys have been completed, and we are currently working with the land owner to confirm next steps relating to the geotechnical surveys, aligned with the proposed building footprint on the site. It is anticipated that a full public consultation process will commence in Q2/3 of the financial year followed with the planning application process. The building programme is estimated to take 18 months from successful planning application being received.

Charity Bike Ride

Between April 29 and May 4 I will be spending 5 days on my bike as part of a challenge dubbed #TourdeForce. I will be cycling 500 miles with a team of supportive Dyfed-Powys Police officers to promote the Safer Dyfed-Powys Diogel Charity.

We will be cycling more than 3000 miles in order to visit 43 police stations across the Force area and hosting engagement events each evening to meeting with members of the public to raise awareness of the Charity.

Safer Dyfed-Powys Diogel

Safer Dyfed-Powys Diogel is the Commissioner's Charity aimed at making a difference to communities within the Force Area. Applications for funding will open on May the 10th and close on June the 29th, and is open to all communities groups and/or charities within the Force Area to apply for a maximum grant of £1000.



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DYFED-POWYS
POLICE AND CRIME
COMMISSIONER



If you require any further information or would like this document in an alternative format please contact us.

This Annual Report is also available on our website in Welsh.

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