

Front cover

## **Police and Crime Commissioner for Dyfed-Powys**

**Annual report 2018-19**

**Safeguarding our communities together**

### **Contents**

- 1. Foreword**
- 2. About this annual report**
- 3. Setting out my priorities**
- 4. The Office of the Police and Crime Commissioner**
- 5. Working with the Chief Officer team**
- 6. Keeping our communities safe**
- 7. Safeguarding the vulnerable**
- 8. Protecting from serious harm**
- 9. Connecting with communities**
- 10. Working together**
- 11. Spending money wisely**
- 12. Looking ahead**

#### **1. Foreword**

At the end of what I would say has been my busiest year in office so far, it is encouraging to look back on the significant progress that has been made during the last 12 months. The most notable success for me has been the delivery of my commitment to re-invest in CCTV cameras across Carmarthenshire, Ceredigion, Pembrokeshire and Powys. The project has brought more than 120 cameras to 17 towns across the Force area at a cost of £1.3m. By the end of 2018/19, just two towns were awaiting installation, with those that were already live beginning to deliver results in the prevention and detection of crime.

2018 was a very important year for Dyfed-Powys Police as they celebrated their 50th anniversary as a Force. I was involved in the celebrations by attending a religious service and speaking at the Force's 'Journey through Time' event hosted by newsreader Huw Edwards in April 2018. The event was attended by Dyfed-Powys Police officers and staff past and present and showcased images and stories of notable dates in the Force's history. I feel it a great honour to be the Police and Crime Commissioner during such an important milestone in the Force's history. In September 2018 we opened our doors to the public with a Dyfed-Powys Police Open Day to continue the celebrations of the 50 years' anniversary with a specific event at Police Headquarters, complimented by events within every county across the Force area. Despite a wet and cold day, hundreds of people turned out to learn more about the Force and the role of my office as we work tirelessly to support communities and keep people safe.

It is difficult for me to convey to you the hive of activity that my office has become, but I'm pleased that towards the end of the year my team's efforts were recognised through the awarding of the national Quality Mark for Transparency. CoPaCC (Comparing our Police and Crime Commissioners) is an

independent national body that monitors police governance. Every year they award the quality mark to recognise OPCCs' excellent performance in providing the public with information in an accessible format online.

I continued to participate in a variety of national work in Wales and England, including my membership of the Police ICT Company Board, which has realised in excess of £28Million in savings for police forces across England and Wales.

I am an active member of the All Wales Criminal Justice Board and was asked to provide evidence to Lord Thomas of Cwmgiedd's Commission of Justice in Wales. I made both written and oral representations of my views on the policing landscape and the wider criminal justice system in Wales and how this may evolve and improve in the future. The Commission expects to report before the end of 2019.

2019/20 promises to be equally busy! I look forward to taking over the Chair of the All Wales Policing Group for 2019/20 to ensure that opportunities for collaboration within Wales are maximised. I will also be working to ensure that the specific context and challenges for Welsh policing is understood and accounted for in policy and resourcing decisions by all governments. I remain deeply committed to working hard over the coming months to ensure the Dyfed-Powys Police Force area remains the safest place to live and work in England and Wales. I hope you enjoy reading my annual report.

Image 0: PCC

Image 1: Signature

Dafydd Llywelyn

Police and Crime Commissioner

## **2. 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 third year in 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 third year and highlights some of my key plans for my final year in this term of office.

Fact box

### **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.

### **3. Setting out my priorities**

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 focus on:

- 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.

They are underpinned by the following principles:

- Supporting victims;
- Engaging with the public;
- Working together;
- Providing strong leadership; and
- Delivering value for money.

#### **Quote bubble**

"As Chief Constable I am responsible for safeguarding our communities across Dyfed and Powys through the delivery of efficient, effective and responsive policing. Supporting the Commissioner's 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. We regularly review delivery to ensure that we remain agile and responsive to changing crime and community needs." – Chief Constable Mark Collins, BSc.

**Image 2:** With Chief Constable Mark Collins during one of our Policing Accountability Boards held in front of a school council.

#### **4. The Office of the Police and Crime Commissioner**

During 2018/19 I continued to be supported by a team of dedicated and professional individuals who are instrumental in advising me on a daily basis. I am pleased that since their transfer to my office in 2017, the Estates Team has made good progress in furthering my Estates Programme and I look forward to the capital developments making significant progress during my final year of this term in office.

My engagement team was brought up to full-complement during the year, which has enabled me to continue to focus on providing additional ways for you to meet me and my team, being the bridge between the public and police. I am grateful to those who make the effort to attend the variety of engagement events my team has provided this year, as well as those who contact my office through alternative means. I am pleased that my office has provided more opportunities for you to connect with me through social media, as well as maintaining my phone line, email inbox and post bag. Your views and feedback are essential for me to continue to ensure you have access to the best policing and crime services when you need them.

##### **Fact box**

##### ***My Team's Demographics***

Total Staff: 38

Gender: Male - 19 Female - 19

##### ***Complying with Legislation***

You can be confident that I meet my publishing responsibilities, as my office was awarded the CoPaCC national Quality Mark for Transparency during 2018/19. The compliance function within my office ensures that any changes and updates to legislation is acted upon and that members of the public have an avenue to request information which we hold. As one of 28 OPCCs to be presented with the award during 2018/19, my office has proven that they provide independent, consistent and clear information on my activity and performance.

##### **Quote box:**

"For my part, these OPCCs have all demonstrated that they are transparent in what they do, meeting relevant legal requirements. They present key information in an accessible format on their websites. I congratulate them all on their award-winning work, and I look forward to what I trust will be continued excellent work by each and every one of them in this area." Paul Grady, Head of Police for Grant Thornton, Assurance providers and sponsors of the CoPaCC Transparency Quality Mark.

The compliance function within my office is also responsible for processing all requests for information under the FOI Act. We aim to publish a variety of

requests that may be of interest to individuals or organisations through our requests and response (disclosure log) on my website.

On occasion we may need to request personal information about you in order to help answer your query, provide relevant support and advice to you, monitor trends in concerns being raised in your area and keep you informed of my work in your area. The Freedom of Information Act (2000) allows you to request any information we may hold on you via a subject access request, all the details of how to make such a request are on my website and my office will ensure that you receive a response within one month.

### ***Welsh Language Standards***

I have continued to develop my staff's Welsh language ability in order to provide a bilingual service. All of my vacancies state that the ability to speak Welsh is desirable as a minimum. During 2018/19, I advertised one position (for a Community Engagement Officer) which required applicants to be fluent Welsh speakers. 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 or at public events.

Currently 38% of my staff are confident speaking through the medium of Welsh. One of my staff members participated in a training opportunity to improve their Welsh language skills during 2018/19 and one was nominated as a Welsh Learner of the Year in the 2018/19 Dyfed-Powys Police Awards.

My office continues to work 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 'Dwy 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 public events have a translator on hand and all public documentation is available bilingually.

**Image 51b: Dwy iaith dau dewis logo**

### ***Investment in Local People***

This year, I had reason to celebrate National Apprenticeship Week, following my apprentice's successful first year in post.

Last year, I was 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.

Following a competitive recruitment process last February, Anwen Howells has been working as my Business Support Apprentice, whilst working towards two NVQ qualifications in Business Administration from Coleg Sir Gâr.

### **Quote Bubbles:**

"Getting to grips with the complex world of policing was a challenge at first, but I enjoy learning something new every day, and seeing first-hand the impact the

Police and Crime Commissioner has on local communities across Dyfed-Powys.”  
Anwen Howells, Business Support Apprentice.

“Internships and apprenticeships provide an opportunity to gain a range of valuable work experience while in paid employment, offer excellent career progression and will allow the force to widen its talent pool. This is a positive step in our journey to train and retain more local staff from across the Dyfed-Powys area. I also welcome Dyfed-Powys Police’s commitment to providing apprenticeships across the service.” Dafydd Llywelyn.

Following last year’s success of a Student Internship in partnership with Coleg Cymraeg Cenedlaethol, this year my office teamed up with the Open University in Wales to offer a unique Student Internship opportunity, sponsored by Santander. James Tansley, a recent Maths and ICT graduate of the Open University, joined my team in October initially on a [10 week placement](#), which went so well, I extended his contract for a total of 6 months. Working with my assurance and engagement functions, James demonstrated, as Teleri did last year, that work placements offer fresh perspectives, increase my office’s diversity and support my staff in delivering my objectives. It is my pleasure to be able to contribute to the development of the local workforce and I wish James every success in the future.

I will be continuing to invest in local people over the coming year through additional internship and work placement opportunities.

## **5. Working with the Chief Officer Team**

### ***Public Accountability***

Following my commitment in 2017 to ensuring that people across the Force area have access to me and my office, 2018 saw us hosting our quarterly Policing Accountability Board meetings (PAB) in all four counties across Dyfed-Powys. At each meeting, members of the public were encouraged to ask questions and participate in order to challenge Board Members and find out how high level policing decisions impacts people on a day to day basis. In May, sixth form students in Crickhowell School were given the opportunity to attend the meeting and engage with myself, my Executive Team and Chief Officers within the Force. Following this example, we have since hosted PAB meetings at the Council Chambers in Aberaeron in August, Preseli School in November, and Dyffryn Amman School in February 2019. As Commissioner, it is important to me that people can see how my role challenges the Chief Constable to ensure the best possible policing service for Dyfed-Powys.

**Image 3:** With my staff and students from Ysgol Dyffryn Amman during February’s Policing Accountability Board

### ***Joint Community Engagement Events***

I have had the pleasure of attending various community engagement events with Chief Constable Mark Collins and other Senior Officers, including joint public meetings in Carmarthen and Pumsaint where local residents had the opportunity to ask their burning questions about local policing.

## ***Her Majesty's Inspectorate of Constabulary, Fire and Rescue Services (HMICFRS)***

I am pleased to report that during 2018/19 the Chief Constable and his team continued to make improvements in relation to HMICFRS gradings, most notably in relation to crime data integrity (how accurately the Force records crimes). The Force has made significant changes to improve how they record domestic-related incidents, improvements which my office will monitor with interest over the coming year. Both the Force and my office are also working together to ensure I efficiently discharge my function to oversee compliance with the Victims' Code of Practice, as set out in the Ministry of Justice's 2018 Victims' Strategy.

This year saw the first iteration of the Force Management Statement, a self-assessment that the Chief Constable was required to prepare for HMICFRS. The extensive work that Force representatives invested in the drafting of the Statement is testament to the Force's commitment to continually improve. I am grateful for the insights the process provided my office in ensuring my scrutiny activity is focused on the areas where it can make the most impact.

### ***Scrutiny***

In order to discharge my statutory function to hold the Chief Constable to account for the delivery of an effective and efficient police service for the public, my office has developed a detailed scrutiny framework. This new framework utilises a network of volunteers, partners, the public and my staff to undertake proportionate, timely and topical scrutiny work. It is designed to offer a broad range of methods, from quick "snapshot" reviews through to detailed thematic reviews, which incorporate public, partner and police workforce consultation, data analysis and dip-sampling. Topics are selected by assessing public interest, national developments, impact and risk.

A part of this scrutiny "menu" are thematic deep dives. Designed to utilise a variety of analysis, consultation and research methods, my staff work together to review a theme. They consider current best practice within and outside of policing, the current performance of Dyfed-Powys Police, public and workforce opinion and national developments. This provides me with the evidence to make an informed decision on the performance of the service.

It is important to me that this scrutiny work positively impacts the police service the public receive; whether that be through instigating and supporting service improvements, or through lobbying for change on their behalf.

Important aspects of the framework are how the scrutiny findings are presented to the Chief Constable for comment, and how the finished article, including my observations and the Chief Constable's response, is communicated to the public.

Scrutiny findings are presented to a key individual within Dyfed-Powys Police, who considers the observations and provides clarity or commitments as to how they intend on resolving any concerns. This is then provided in a formal report to the Chief Constable and myself for consideration, and importantly it is then published on my website and promoted via social media.

The reports are also presented publically to the Police and Crime Panel, enabling additional scrutiny and quality assurance of my work. Where the review has

been significantly detailed and involved public consultation, I front a podcast outlining the key findings and recommendations which are outlined in a one-page summary document.

In September 2018, my office published the results of its first scrutiny deep dive review, which sought to provide assurance on how legitimately Dyfed-Powys Police officers utilise their powers of force on members of the public. I am pleased with the improvements that this work stimulated, including improved use of Body Worn Video footage to support officers' actions, and reviews of officer safety training and recording practices.

I am committed to continuing this style of scrutiny to focus on the issues that matter to the public, and early in 2019/20 will be publishing the results of my review of the Force's approach to tackling illegal drug use.

### **Scrutiny Panels**

In addition to the deep dive approach, my Quality Assurance Panel is also instrumental in the regular programme of scrutiny activity. Consisting of a group of up to 15 volunteer residents, the Panel meets every other month to conduct reviews of dip-sampled records of police-public interactions, including: stop and search cases, incidents where force has been used, hate crimes, call handling and complaints handling. The Panel provides unique insights from a lay-person's perspective on the quality of the police interaction with the public.

Their work has helped to support improvements within the Force, such as improved recording practices, as well as giving me an understanding of how well the Force is supporting victims and treating everyone they meet with fairness and respect. All of the Panel's reports are also available on my website.

**Image 4:** Representatives of my Quality Assurance Panel

My office also coordinates an Out of Court Disposal Scrutiny Panel, which brings together representatives from across the criminal justice sector (including Courts, Probation, Youth Offending Teams and the Crown Prosecution Service) to review crimes dealt with through alternative outcomes to court, such as cautions and community resolutions.

Their work has prompted enhanced training for officers and improvements to Force policies to support officers to make the most appropriate decisions in delivering proportionate and effective justice.

#### **Quote box**

*"The OPCC's work supports my ability to negotiate and lobby for improved resourcing for Dyfed-Powys Police. By sharing the results of my Office's scrutiny activity with the public and partners, I'm supporting the Force's engagement with the public and critically, supporting the public to make informed decisions about their confidence in their policing services."*

### **Complaints**

One of my key statutory responsibilities as your Police and Crime Commissioner is to deal with formal complaints against the Chief Constable. I must decide

initially whether to record the complaint (in line with legislative requirements) and if so, how to address it. During 2018/19, my office received a total of 9 complaints against the Chief Constable, of which, 7 complaints were formally recorded and two resulted in a non-recording decision. All 7 complaints that were formally recorded resulted in a 'local resolution' outcome. The Independent Office for Police Conduct (IOPC) is the appellant body in respect of all Chief Constable complaints received by my office. During the past financial year, the IOPC received a total of three appeals, with the IOPC upholding my decisions in all three cases.

<b>Fact box / infograph:</b>	
Total number of Chief Constable complaints received:	9
Total number of Chief Constable complaints recorded:	7
Total escalated to external body e.g. IOPC appeal:	3
Total upheld by external body in favour of OPCC:	3
Total community concerns received:	191
% Closed cases resolved within 30 working days:	95.03%

Residents may also write to me to express their dissatisfaction over how their concerns have been dealt with by Dyfed-Powys Police. Community concerns are recorded into three main categories: Personal concerns such as anti-social behaviour, traffic concerns or domestic abuse; organisational concerns such as CCTV, financial / budgets or arrest dissatisfaction; and other concerns such as local / national concerns or non-policing related concerns. Each quarter, the data is considered for any peaks in complaints or a consistently high volume of complaints in a particular area of policing. Consideration is then given to the data in relation to any further work that may need to be undertaken to address repetitive concerns e.g. referral to the Quality Assurance Panel for independent analysis or top-level data comparison with other similar forces. The outcome of any independent analysis is then considered by my office to determine whether or not any further research work needs to be developed in relation to specific areas of policing such as the CCTV initiative and deep dive review.

A representative from my office also attends the Force's monthly Code of Ethics Committee, a forum designed to guide the force in decision-making and support the challenge of perceived unfair culture or practices in an open and transparent way. Themes, principles or ethical dilemmas can be raised by any police staff member or police officer and the discussions and outcomes are then published on the Dyfed-Powys Police Code of Ethics website page on the Force intranet, providing greater transparency to the decision making process.

## **6. Keeping our communities safe**

### ***Substance misuse services***

My investment in the jointly commissioned substance misuse services across the footprint of the Health Boards of Hywel Dda and Powys continued during 2018/19, providing support and treatment services as well as onward referrals for those both within and outside the criminal justice system. As a result of the changing landscape of priorities for Government funding, along with my focus on early diversion and prevention, my overall funding treatment services reduced slightly during 2018/19.

The services received in excess of 3,500 referrals throughout the last year, with 69% of these commencing treatment and 66% of those individuals exiting the service where classed as a positive closure.

Image 6 – Kaleidoscope logo

Image 7 – DDAS logo

### ***Rural Crime Forum, Royal Welsh Agricultural Show***

Dyfed-Powys is the largest police force area in both England and Wales, with much of its territory falling within rural inland areas and coastal countryside. Crime that occurs within these areas, and indeed across much of Wales' landmass can be classified as rural crime, which is often complex, multi-faceted and difficult to monitor and investigate.

In order to address rural crime issues and give it a national platform, I arranged an all-Wales Rural Crime Forum in the 2018 Royal Welsh Show. Sat alongside me, as Chair, were a panel of experts to discuss matters of rural and wildlife crime with members of the public.

The panel of experts consisted of key stakeholders and commentators, including Chief Constable Mark Collins of Dyfed-Powys Police, Natural Resources Wales, North Wales Police, Farmers Union of Wales, the Wales lead for Wildlife Crime and Rural Affairs, Gwent Police, and the veteran agriculture broadcaster and journalist, Anna Jones.

The event was an excellent opportunity to listen to the concerns of the agricultural and rural community, and to gain a true insight into the complexities of rural crime here in Dyfed-Powys and the rest of Wales. The audience used the opportunity to raise pertinent questions, with the main topics including fly tipping, modern slavery and county lines, which sees drug gangs exploiting young and vulnerable people in rural areas. It was also an opportunity for Dyfed-Powys Police to highlight developments since the launch of its 2017 Rural Crime Strategy, including improved partnership working with stakeholders such as Natural Resources Wales and the introduction of a dedicated team to deal with wildlife and rural affairs. The ongoing partnership work between rural forces in Wales provides a platform for shared knowledge that is key to tackling cross-border criminality.

Image 8: Rural Crime Forum Expert Panel at the 2018 Royal Welsh Agriculture Show

### ***CCTV***

The reinvestment and improvement of CCTV provision continues to be one of my top priorities. I'm thrilled to be able to say that installation started in July 2018, and 15 towns were live by the end of March 2019. Two further towns were completed in April, resulting in a total of 123 cameras operating across 17 towns in Carmarthenshire, Ceredigion, Pembrokeshire and Powys.

Quote bubble

*"This is a significant investment that provides Dyfed-Powys Police with a modern, efficient and operationally effective CCTV capability. This not only helps with monitoring crime hotspots, but helps ensure that justice is delivered swiftly and fairly." Dafydd Llywelyn.*

**FACT box:**

**How does CCTV benefit you?**

- o CCTV helps prevent crime, and helps police to respond to emerging incidents swiftly, before they escalate
- o CCTV can be used in court proceedings to prosecute criminals
- o CCTV can be used to 'rule out' individuals accused of crime
- o Adopting the latest technology will help Dyfed-Powys to remain one of the safest places to live, work and visit

**Image 5:** With a PCSO being watched on one of 19 newly installed CCTV cameras in Llanelli

**Tour de Force Charity Bike Ride**

A personal highlight for me in 2018 was the Cycle Ride challenge dubbed #TourdeForce. Five long days were spent in the saddle as the team of officers and I visited every police station in the Force area during the week. Cycling an average of 100 miles with climbs of over 7,000ft per day and covering almost two thirds of Wales's landmass was no easy challenge. I was so grateful to everyone who supported the event and especially to the officers who gave their own time to help me. I'd also like to extend a heartfelt thank you to the invaluable medical support from the charity, Cariad. The challenge really brought home to me how diverse our communities are, be that in rural or more urban areas.

**Image 10:** The Tour de Force team cycling through Solva

**Fact box**

Together we:

- cycled more than 3,000 miles (the equivalent of Carmarthen to Rome and back);
- climbed the equivalent of Everest 5 times;
- burned over 100,000 calories;
- volunteered 220 hours in the saddle;
- visited 43 police stations across Dyfed-Powys;
- held engagement events each evening to meet with members of the public to raise awareness of the charity;
- raised £4,000 for Safer Dyfed-Powys Diogelach charity; and
- awarded over £6,000 to 7 youth groups in the area.

**Image 12a+b:** Cariad logo & Safer D-P Diogel logo

## ***Safer Dyfed-Powys Diogelach***

Safer Dyfed-Powys Diogelach is a Charity aimed at making a difference to communities within the Force area. During 2018/19, community groups were encouraged to apply for a maximum grant of £1,000 and 7 community projects across Dyfed-Powys were awarded a total of £6,610. Projects covered a variety of fields such as -

- specialist training for Independent Domestic Violence Advisors to support teenagers' issues around topics such as gangs and relationship abuse, Child Sexual Exploitation and safety planning for young people (Hafan Cymru);
- informal education for young people covering domestic abuse, bullying, water safety, cybercrime, sexual exploitation and sexual abuse (Dr Mz); and
- a course for young people aged 8 to 25 to help them recover from the effects of domestic abuse. (Calan Domestic Violence Service)

### **7. Safeguarding the vulnerable**

#### ***Child Protection***

Over 50% of all people who go missing in the United Kingdom every year are under the age of 18. Approximately a quarter of these are at risk of serious harm. Llamau provide support to children and young people who are reported as missing, allowing them the chance to talk through the reasons why. They aim to provide an opportunity to highlight the associated risks for the young person and to help put in place protective factors to repeat future missing episodes. During 2018/19 1,352 children and young people were reported missing and 422 of these were referred to Llamau to offer a de-briefing service.

On average it costs a maximum of £245 per debrief compared with the cost of a missing person investigation which ranges from £1,324 to £2,415. In 2016 one child alone was reported missing on 62 separate occasions, costing Dyfed-Powys Police over £80,000. Case studies from prolific missing young people whose behaviour has altered following a debrief show significant savings in investigation costs and improved safeguarding of the young people. This includes a young female at risk of exploitation who was reported missing 10 times within an 8 month period. Following 2 debrief sessions there were no further missing episodes reported.

**Image 13: Llamau logo**

#### ***Youth Offending Teams (YOTs)***

I continued to fund the work of Youth Offending Teams during 2018/19, providing £180,000 of investment over the four local authority areas serviced by Dyfed-Powys Police.

The Youth Offending Teams provide a multi-agency approach to working with young people aged 8-17 at risk of offending, with the aim of improving their safety and wellbeing. This is achieved through interventions and activities which

are replicated across the four Youth Offending Teams, as well as those which are individually designed based on local needs of each community.

During the last year 262 individuals were referred into the YOTs – 68% of these were male and 90% were under 16 years old. Initial evaluation of this work shows that these services are effective in doing this and breaking the offending cycle.

The YOTs continue to evaluate the effectiveness of their interventions in reducing the likelihood of those who have engaged going on to re-offend.

### **Domestic Abuse**

Domestic abuse is one of the most serious and wide reaching issues faced across the Dyfed-Powys area, affecting not only those directly involved, but also their family, friends and support networks. With an ever increasing awareness of the different facets of domestic abuse, including the use of coercive and economic control, there is a need for a much greater response to support victims in our communities.

To support victims of all forms of domestic abuse, I jointly commission a new Independent Domestic Violence Advisory (IDVA) service along with the four Local Authorities in Dyfed-Powys. This new contract commenced in July 2018 and offers a regional approach to supporting high risk victims of domestic abuse and domestic violence, offering both practical and emotional support, with IDVAs qualified to a nationally recognised level of accreditation. The aim is to provide equity of service, irrespective of where our victims live.

Since its inception the service has received 972 referrals, with almost 84% of these receiving support.

**Image 14a+b: Hafan Cymru and Gwalia logos**

#### *White Ribbon Event*

I jointly hosted an event in Police Headquarters in October 2018 to celebrate Dyfed-Powys Police, along with Mid and West Wales Fire and Rescue Service and Carmarthenshire County Council being awarded White Ribbon Accreditation. The event brought together key partners from across these organisations and I was proud to welcome both Avril Bracey, Chair of the Regional Violence Against Women, Domestic Abuse and Sexual Violence Board, as well as Christine Grimshaw, Head of Violence Against Women, Domestic Abuse and Sexual Violence Team in Welsh Government.

The event was an ideal opportunity to celebrate the hard work being undertaken by partner organisations to address the issues faced by victims of both domestic abuse and sexual violence. The event culminated in a round table discussion focusing on how a partnership approach to supporting victims can be fostered across the represented organisations. I am keen that this focus is maintained and I will be drawing partners together during the 2019/20 financial year to assess what progress has been made.

**Image 15: White ribbon logo**

### **Sexual Abuse**

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

During 2018/19 my office has been heavily engaged with the three other Welsh forces and health partners in a large scale review of sexual abuse services, ensuring that these provide equitable, effective and sustainable services to victims of some of the most heinous crimes. This project remains ongoing and aims to deliver a revised model of services across South West Wales in the near future.

The service received 335 referrals for 2018/19, with 42% of these reports being for historic cases. In addition, there were also 408 referrals for counselling services, with 32% of these being for children and young people.

**Image 16:** With the New Pathways team at the Dyfed-Powys Police open day

### ***Embrace***

This year, I became a trustee of Embrace Child Victims of Crime, a charity which is solely focused on supporting children, young people and families who have become victims of serious crime. Embrace's role is to help people cope with the terrible things that have happened to them, support their recovery by providing services which enable them to put events behind them so they can move on and enjoy life again. I have made a commitment to run the London Marathon in April 2019 with a pledge of raising £1,000 for Embrace so they can continue with their excellent work.

**Image 17:** Embrace logo

### ***Armed Forces Covenant Pledge***

Following discussions between myself and the Chief Constable, Dyfed-Powys Police signed the Armed Forces Covenant in a ceremony at Dering Lines in Brecon on the 20th of February 2019. This simple act shows Dyfed-Powys Police's commitment to support the armed forces community, recognising the significant contribution serving personnel, reservists, veteran and military families make to keeping us safe. The [Armed Forces Covenant](#) is a UK-wide commitment to military personnel to acknowledge and understand that those who currently serve or who have served in the armed forces should be treated with fairness and respect in the communities, economy and societies they serve.

**Image 18:** Armed Forces Covenant logo

### ***Arad Goch***

In previous years I have awarded grants to numerous groups across communities in the Dyfed-Powys area, through my 'Commissioner's Community Funding' scheme. It is always heartening to see what this funding can create. At the beginning of September, I visited Cwmni Theatr Arad Goch in Aberystwyth to sit in on a rehearsal of a production for which such funding had been provided. It was my pleasure to have been able to provide £5,000 of funding towards the

research and scriptwriting of a new production by Cwmni Theatr Arad Goch – ‘#Hudo / #Tempted’. The aim of the production, which was performed in Welsh and in English, was to raise young people’s awareness of their rights and the law in the field of sexual exploitation. It’s not just an urban problem: sexual exploitation exists in rural communities such as Dyfed-Powys as well. In rural areas, problems such as loneliness and isolation can heavily affect young people. There is often no network of close peer links and the appeal of digital media, and the easy access to them, creates new crises and problems for young people. It is therefore important to raise their awareness of sexual exploitation. ‘#Hudo / #Tempted’ toured secondary schools throughout Ceredigion and Carmarthenshire during October. Thank you to Cwmni Theatr Arad Goch, and the cast of ‘#Hudo / #Tempted’, for successfully relaying this important information in such an effective way.

**Image 19: Arad Goch logo**

**Image 20: with the cast of #Hudo / #Tempted**

### **Youth Forum**

This year saw the launch of my first ever Youth Forum during a special event held at Canolfan S4C Yr Egin, Carmarthen. My Youth Forum for policing and crime was officially launched on Thursday 13 December and highlighted my commitment to listening to the voice of young people. The Forum consists of Youth Ambassadors who are aged 11-18 and represent a range of community youth groups and organisations from across Dyfed-Powys. My aim is to continue to build relationships with existing youth groups, youth councils and forums across the region, many of which are already represented on my Forum, so that young people can inform my decisions in relation to policing and crime.

I am pleased to confirm that the newly-elected members of the Welsh Youth Parliament are represented on my Forum, and I have already started discussions with the Senedd in Cardiff on ways for my Youth Ambassadors to feed into the work of the Welsh Youth Parliament and vice versa. I’m very grateful to my Youth Ambassadors for volunteering their time, and I look forward to seeing the Youth Forum develop and mature over the next year.

The launch of my Youth Forum was also an opportunity to premiere a short film created by Theatr Genedlaethol Cymru and Travelling Ahead’s West Wales Gypsy, Roma and Traveller Youth Forum, which was created as part of National Hate Crime Awareness Week 2018. The work that I commissioned via Welsh Government funding, was the result of a series of workshops which explored the concept of community, love and a sense of belonging.

**Image 22: The launch of my Youth Forum**

### **Quote bubble**

“Our young people have thoroughly enjoyed the process of working with Theatr Genedlaethol Cymru through the Police and Crime Commissioner, to explore such complex issues in a dynamic way. They are now also delighted to become Youth Ambassadors for the Gypsy Traveller and Roma community on the Commissioner’s Youth Forum.” **Denise Barry from Travelling Ahead**

## ***Community safety***

I continued to work with Community Safety Partnership Managers throughout the year and provided funding opportunities for projects which assist in the delivery of my Police and Crime Plan priorities.

In Pembrokeshire, I provided funding to deliver the KiVA project, aimed at raising awareness of bullying and cyber bullying in primary and secondary schools and tackling cases of bullying in schools. This is being achieved in direct collaboration with school children through surveys and assessing pupils' views to ensure that this is effectively addressed.

## ***Victim Satisfaction***

During 2018/19, 786 telephone interviews were carried out with victims of crime. The results of these surveys indicate that 81% of victims were satisfied with the 'whole experience', with 95% being satisfied with the treatment they received from the police.

The team conducting the surveys are co-located within police premises, allowing them to quickly raise matters where victims are not satisfied with the level of contact they have received. This allows information to be quickly passed to police officers in order that it can be acted upon. This proximity is a key benefit of the service being delivered in-house, allowing a continuous improvement approach to be applied to the service provided to victims of crime.

## ***Restorative Justice***

Wales Community Rehabilitation Company (CRC) continues to deliver victim-led restorative justice throughout Dyfed-Powys, with specially trained facilitators working to provide advice and guidance to victims of crime on how to deal with the aftermath of an offence.

During 2018/19, the Wales CRC team were recognised during the Her Majesty's Prison and Probation Service (HMPPS) in Wales Awards, highlighting great teamwork and incredible passion for restorative justice. They were also re-awarded the Restorative Justice Quality Mark, signifying the safe, high quality practice delivered.

In addition, and to ensure that the best possible service is provided to victims of crime, Dyfed-Powys Police delivered training on restorative justice practices to all police officers up to the rank of Inspector. This equipped them with a basic understanding of the benefits of restorative justice and how it could be delivered informally with victims.

Throughout the year 7 referrals were made to Wales CRC, resulting in three apology letters and four face to face conferences. For each case, there is a significant amount of time dedicated to preparing both the victim and offender for the process. Victims receive ongoing support before, during and after the conference to ensure their experience is as safe and positive as possible. I am aware of the low number of victims who take up the offer of restorative justice but I am dedicated to raising awareness and ensuring that all those who are eligible receive an informed and independent offer of service.

## ***Pathfinder***

In April 2018 I commenced a pilot Pathfinder scheme in Pembrokeshire. The scheme is aimed at identifying the root cause of low level offending patterns by assessing the needs of individuals who come into contact with the police. This service builds on the previous Women's Pathfinder scheme; however by widening the eligibility criteria to accept both male and female offenders it seeks to provide an equitable service to all.

The service is delivered by voluntary sector organisation Pobl and is based on a multi-agency approach utilising the assessment process as the gateway into a personalised support programme, delivered over a four month period.

During 2018/19, the service received 163 referrals, which resulted in 128 individuals being taken onto caseload. Of these, 54 successfully completed their personalised programme (by the end of the financial year), with an average of 33 hours of support being provided to each individual.

An interim evaluation has been undertaken to fully understand the benefits of this service, and discussions are on-going with Dyfed-Powys Police in terms of the future of the scheme. Pobl has agreed to an additional extension to the pilot scheme up to June 2019 to allow these discussions to take place.

### **Goleudy**

Goleudy continued to offer support to victims of crime and witnesses across Dyfed-Powys on my behalf. Whilst Goleudy offers a fully independent service to victims, the team does work closely with police colleagues to ensure a seamless service delivery and provision of the most up to date information for victims regarding their case. In April 2018, this remit was widened to not only support victims of crime, but to provide support to high risk victims of anti-social behaviour also. This bridges the gap in service for victims and allows seamless support to be offered whether dealing with a victim of crime or anti-social behaviour, with cases often being interlinked. During 2018/19, Goleudy supported 2,408 victims of crime and anti-social behaviour.

**Image 23:** With members of the Goleudy team

### ***ACEs now branded the Early Action Together Programme***

#### **Fact box**

Adverse Childhood Experiences (ACEs) include a range of traumatic and stressful events that children can be exposed to while growing up. These include: childhood abuse (physical, sexual or emotional); family breakdown; exposure to domestic violence; or living in a household affected by substance misuse, mental illness or where someone is incarcerated.

My office, along with Dyfed-Powys Police, were part of an all-Wales collaborative bid to the Home Office Police Transformation Fund in 2018/19. The bid was for a project to address the lack of early intervention and preventative activity when ACEs are evident and families are at risk of poor outcomes (for example, involvement in crime). The project was awarded £7million over 3 years from the Home Office. A workforce development approach will be developed, aligned with and supporting existing resources, systems and assets to prevent and mitigate the impact of ACEs.

Image 24: EAT logo

### ***Early Intervention Youth Fund***

This is another example of a successful all-Wales collaborative bid between me and my counterparts across Wales. It was jointly developed with all relevant community safety partners, Youth Offending Teams and formal partners. The project was successful in obtaining £1.2m of funding split between the 4 Welsh Police Forces and Police and Crime Commissioner Offices and will enable it to run until March 2020.

The work will start next year in a number of key hot spot areas but will impact across the wider population of Wales and beyond through the delivery programme and learning network.

The proposal is for a multifaceted approach to understanding and tackling the root causes of serious violence, through early intervention and prevention, including:

- one to one direct intervention and holistic support;
- positive activities and alternative pathways;
- education and awareness; and
- family intervention.

### ***Violence Against Women Domestic Abuse and Sexual Violence (VAWDASV) Capital grant***

Towards the end of 2018/19 my office was successful in securing a grant from the Welsh Government of £9,060 to purchase domestic abuse vulnerability kits. The kits, consisting of different security measures and equipment, are loaned out to victims and fitted to improve home security and provide reassurance that they are safe to remain in their homes. Dyfed-Powys Police in partnership with Mid and West Wales Fire and Rescue Service will provide a multi-agency, victim centred approach to minimising the effects of domestic violence on victims by providing them with a way that they can stay in their homes and limit the risk of repeat incidents.

Image 25: With representatives from Mid Wales and Rescue Service with Domestic abuse vulnerability kits.

## **8. Protecting our communities from serious threats**

With the ongoing uncertainty around the UK's future position in Europe, my office has been kept abreast of the Force's preparations to ensure the residents and visitors of Dyfed-Powys remain safe throughout the process. I have responded to the Home Secretary's consultation on a revision to the Strategic Policing Requirement (national threats) in late 2018 and await the result with interest.

### ***Fraud and Cyber Crime***

Over 70 people from a cross section of the community and partners attended my annual St. David's Day conference, which this year focussed on fraud and cyber-crime.

Guest speakers included Children's Commissioner for Wales Sally Holland, CEO of Get Safe Online Tony Neate, the University of South Wales Lecturer in Forensics and Security Amila Perera, Chris Phillips from the Regional Organised Crime Unit (ROCU), and Paul Callard and DC Gareth Jordan from Dyfed-Powys Police's Finance Crime and Digital and Cyber Crime Teams. The aim was to raise awareness of the scale of the threat posed by cyber-crime, detail the numbers and types of people affected and critically, what preventative measures can be put in place to safeguard against this.

The event was also supported by Dyfed-Powys Police's CCTV team and the homelessness charity Llamau who brought information stalls to keep attendees up to date with the latest safeguarding technology.

Furthermore, a "Safeguarding your Business" event was hosted by Dyfed-Powys Police with support from my office in conjunction with Pembrokeshire College in November 2018. The event was funded by the Modern Day Slavery Transformation Unit, which had been secured by my External Funding Advisor.

I have funded 50% of a Fraud Safeguarding Officer role from October 2018 to March 2019 at a cost of circa £9,000. This funding will increase to 100% from April 2019. This role was introduced to assist with the delivery of Operation Signature, a national initiative to identify and support vulnerable victims of fraud.

**Image 26:** Sally Holland Children's Commissioner for England and Wales speaking at this year's St David's Day conference.

**Image 27:** With Amila Perera, University of South Wales, Chris Phillips, TARIAN ROCU an PC Gareth Jordan, Dyfed-Powys Digital Media Investigator at the fraud and cyber-crime conference.

### ***Response to flooding***

Back in October 2018, Dyfed-Powys along with many other parts of the country faced a challenging time due to the unpredicted weather conditions. We faced some of the worst flooding in over 30 years. People's lives were disrupted and tragically an individual was killed in a landslide in Carmarthenshire. Areas of Ceredigion and South Powys were also affected with numerous roads and bridges being closed.

Incredible effort was made by the police service along with its partners, bringing about a multi-agency response to a situation which caused clear risk to life and damage to properties. Being a non-devolved organisation, operating in a devolved environment does have its challenges. However, for me, the professional and prompt multi-agency response to safeguard our communities was an outstanding example of true partnership working.

### ***Council for Voluntary Youth Services***

During 2018/19, I continued to provide funding to the Council for Voluntary Youth Services to provide detached youth workers in both Dr M'z youth club in Carmarthen and The Point in Fishguard. These workers engaged with young people aged between 11 and 24 years old and aimed to encourage the participation of young people living in rural areas of our communities.

During the period ending March 2019, the projects had worked with 141 young people who took part in a wide range of the diversionary activities offered, including fire safety sessions, theatre forum workshops and 'at-risk' young people awareness sessions.

**Image 27b: CWVYS logo**

## **9. Connecting with communities**

### ***Volunteers***

I have continued to host several volunteer schemes including the Animal Welfare Scheme, Independent Custody Visiting Scheme and the Quality Assurance Panel. I currently have 46 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***

In December, my office teamed up with Dyfed-Powys Police to deliver a volunteer training day. 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 unconscious bias training, communication skills and assertiveness training as well as a focus group on tackling illegal drugs.

### ***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, to ensure 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 31 visits to dog handlers, seeing 57 dogs. A concern regarding the flow of the air conditioning to the kennel in the back of one vehicle was highlighted, which was already being actioned by the Dog Section at the time of the visit. No other concerns have been raised over the last year in relation to the welfare of Dyfed-Powys Police dogs.

During November 2018 an annual training and thank you day was organised. The Animal Welfare Visitors received updates from the Dog Section on their work over the last year and the Estates Department regarding the progress being made with new dog kennels. A particular highlight of the day was an input from PC Dave Wardell on the important progress being made in relation to the Animal Welfare (Service Animals) Bill, also known as Finn's Law, which seeks to provide increased protection for service animals.

**Image 28:** My animal welfare visitors with their certificates of thanks for their important contribution to safeguarding our service's animals.

**Image 29:** Rey, Dyfed-Powys Police General Purpose Dog

## ***Independent Custody Visitors***

### **Fact box:**

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.

### **Fact box:**

Did you know? Dyfed-Powys Police custody suites held 6,709 detainees during 2018/19!

During October, my office organised an annual training day for all Independent Custody Visitors (ICVs). Inputs during the day included a session on mental health within custody, an input from the Search Team, an overview of the use of force within custody and an input on the pre-release processes in place for safeguarding detainees.

I was pleased to welcome three new ICVs over the year, who received the customary induction training and shadow visit with an experienced ICV before commencing in role. Regrettably the scheme had 5 resignations across the year, which meant that there were 25 active ICVs at the end of March 2019. However, my team continued to promote any volunteer vacancies, resulting in a further two awaiting vetting clearance to commence their role as ICVs. In 2018/19, a total of 187 visits were made across the Force area, with 191 detainees being visited and 83 being observed. There were 370 detainees in custody at the time of an ICV visit over the last year. Issues raised over this period were maintenance and cleanliness related concerns, including peeling paint, cracks in flooring, showers requiring attention, rooms and cells being used as storage, and inaccurate CCTV timings. All issues raised were reported to the Custody Inspectors and passed on to the relevant individuals for action. Further details on the issues raised from ICV visits and the progress being made against them can be seen in the ICV quarterly updates published on my website.

Over the last year a member of my office along with an ICV has delivered inputs on the role within new custody staff and custody staff refresher training, to ensure that all staff within custody are aware of the ICVs and their role.

**Image 30:** Mandy Walker, one of my ICV's giving an input on the role of the ICV and why she volunteers at the 2018 Volunteer Celebration evening during Volunteers week.

## ***Engagement Opportunities***

This year I have hosted many engagement days across the Dyfed-Powys area. These days are an opportunity for me to spend a whole day within one locality, meeting with numerous groups and individuals such as schools, my Youth Forum Ambassadors, community groups, charitable organisations and members of the public.

Suggest the following list is displayed as a map with dots for all areas visited, but have left detail of type of meeting and month in case you have a different idea?

### **April**

Talgarth - Community Council and One Voice Wales  
Police Headquarters - Dyfed-Powys Police 50th Anniversary open day  
Hay-on-Wye and Crickhowell - Community Engagement Day  
Pumsaint - Joint Public Meeting with Chief Constable  
Efailwen - Hoelion Wyth Beca  
Llangunnor - Residents

### **May**

Brechfa - residents' meeting regarding an illegal rave  
Throughout Dyfed-Powys - Charity Cycle Ride #TourdeForce  
Ceredigion - Station visits  
Urdd Eisteddfod - Urdd Youth Forum

### **June**

Machynlleth - Community Engagement Day  
Pembrokeshire - Station visits  
Brechfa - site visits  
Llanelli - Chamber of Trade

### **July**

Knighton - Town Council  
Aberaeron - Pawb a'i farn (Ceredigion Youth Council)  
Builth Wells - Rural Crime Forum at the Royal Welsh Agricultural Show  
Aberystwyth - Independent Custody Visit

### **August**

Haverfordwest - Stall at the Pembrokeshire County Show  
Carmarthen - CCTV visits  
Brechfa - follow up meeting  
Newtown - meetings with Councillors

### **September**

Launch of the Rural Crime Teams following July's Rural Crime Forum

Carmarthen - Joint Public Meeting with Chief Constable

Ammanford Town Centre - CCTV engagement and Community Engagement Day

Dolgellau - Joint rural crime team visit

### **October**

Aberystwyth University - Race Council Cymru Black History Month event

Carew - Hate Crime Awareness Week activities

Lampeter - Cylch Cinio Llanbed

RAY Ceredigion, Aberaeron

Crickhowell Rotary Club

Saundersfoot - Cymdeithas y Cymrodorion Dinbych-y Pysgod a'r Cylch

### **November**

Carmarthen - White Ribbon International Day for the Elimination of Violence against Women Campaign event

Llanelli Town Centre - CCTV engagement

Milford Haven Town Centre - CCTV engagement

Aberystwyth - engagement day

Fishguard - police station consultation

Aberdovey - off road biking meeting

Pembrokeshire College – Safeguarding Business event

Machynlleth - Farmers Union of Wales

Eiriol visit - Carmarthen

### **December**

Carmarthen - Launch of my Youth Forum

Carmarthen - Cadets Passing Out Parade

Tenby Town Centre CCTV engagement

Haverfordwest - Community Engagement Day

Llandysul – Cylch Cinio Llandysul

### **January**

Builth Wells, Talgarth and Llandrindod Wells - engagement day

Llandovery – University of the Third Age

Tregaron - 'We're in your area'

Lampeter - Chamber of Trade

Lampeter - University

## **February**

Aberystwyth Town Centre - CCTV engagement

Croesyceiliog - Ysgol Bro Myrddin

Llandysul - Clwb Croeso

Cardigan - engagement day

Lampeter - University

Pum Heol Llanelli - Cymdeithas Trefdaeth

Saundersfoot – Police And Communities Together (PACT) meeting

## **March**

Fishguard and Cardigan Town Centres - CCTV engagement

Carmarthen engagement day

Haverfordwest – Merched y Wawr

Llanelli – Cadets visit

Talgarth School – video link

Carmarthen – visit to Welsh Government’s Cyber Resilience Promotional Bus

## ***We’re in your area – Tregaron***

On a snowy day in January, my staff and I, accompanied by colleagues from partner agencies visited the town to speak to its residents about local matters.

A piece of work undertaken by Dyfed-Powys Police at the start of 2018 – OpCynefin – indicated that there were a number of local concerns in the area; not all of which were policing-related issues, including: dog fouling, speeding, parking and drugs. Additionally, only 40% of Tregaron respondents felt informed about local policing, but 79% expressed an interest in finding out more.

In response to this, I worked closely with a number of partners to arrange the event which gave local residents and business owners the opportunity to raise concerns, discuss local issues, and receive information on local services.

### **Quote bubble:**

“I would like to thank the Commissioner’s Office for arranging the Community Engagement Event in Tregaron. It was a great opportunity to talk to residents about their concerns related to parking and for us to provide information and advice where appropriate.” Gareth Davies, Ceredigion County Council’s Parking Services Team Leader

### **Fact box:**

Organisations which took part in the Tregaron ‘We’re in your area’ event:

Dyfed-Powys Police, Go Safe Cymru, Ceredigion County Council's Road Safety and Parking Services teams and its Community Connectors, Hywel Dda Health Board regarding the Cylch Caron Integrated Resource Centre, Tai Wales & West Housing, Ceredigion Association of Voluntary Organisations and Ysgol Henry Richard.

**Image 31:** One of Dyfed-Powys Police's Mobile Stations during the "We're in Your Area" event

**Image 32:** A Dyfed-Powys Police Officer and partners discussing the detail of Tregaron's needs

### ***Examples of meetings with Community Groups***

**Image 33:** With Barry John MBE and colleague from The VC Gallery and officers from the Neighbourhood Policing Team

*OreKnot Creative Hub, Carmarthen*

OreKnot was founded in 2014 to provide West Wales and the surrounding area with training opportunities for businesses and local communities. They encourage innovation and creativity through educational services, allowing everybody to succeed and become lifelong learners. OreKnot is led by a great team of trainers and offer excellent quality learning and facilities. I was impressed with the amount of work that had been carried out to renovate the hub, it was bright and airy with a vibrant communal space. I was pleased that during my visit with a local Police Community Support Officer (PCSO), they were invited to attend the local Chamber of Trade meetings to improve links with local businesses.

**Image 34:** Discussing local policing at OreKnot

*The Hub Penparcau, Aberystwyth*

I visited the Hub Community Centre at Penparcau, Aberystwyth to meet workers at the Hub along with local Councillors. As part of the development of my Youth Forum, I was impressed to see first-hand the valuable work The Hub in Penparcau do in the Community and am looking forward to building on our relationship in the coming year.

**Image 35:** Discussing closer working with The Hub

**Image 36:** I also had a warm welcome from members of the mosque during a visit to Aberystwyth.

### ***Responding to Brechfa residents' concerns after an illegal rave***

In May 2018, over 1,000 revellers descended on Brechfa over the course of the Bank Holiday weekend. Local residents were furious about the loud music, increased traffic, the negative effect on tourism and the rural economy, and were concerned about the potential for the event to happen again in the future.

In immediate response to these local concerns, I arranged a public meeting at Brechfa Hall on the Thursday following the event. I brought together the local MP and the Chief Constable to outline the operational decisions taken by Dyfed-

Powys Police. Vitally, this provided an opportunity for residents to share their experiences and concerns.

It was encouraging that the meeting resulted in a set of clear action points. I kept the local residents informed of the progress, and called a follow up public meeting in August to provide a further update on the steps taken by the various agencies involved. As a result of my actions, I'm pleased to say that local police continue to ensure the public are aware of who to contact immediately if they are concerned about illegal activity, and monitoring of potential raves is taking place in line with Dyfed-Powys Police's approach as part of Op Flamenco, a multi-agency approach to tackling raves.

**Image 37:** With CC Mark Collins and Jonathan Edwards MP for Carmarthen East and Dinefwr, taking questions from the residents of Brechfa.

**Image 38:** Visiting the site of the rave.

### ***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, my Strategic Equality Plan continued to be implemented during 2018/19. I represent the voices of our diverse communities across Dyfed-Powys, and this year I wanted to build relationships with underrepresented communities in the area, examples of which can be found below.

### ***Black history month***

I was very pleased to support Race Council Cymru's celebration of Black History Month in October. Black History Month is an all-Wales celebration of the contribution made by people of African descent in Wales. The launch of the month long celebrations was held on Monday 1<sup>st</sup> October, at the Student Union Main Hall, Aberystwyth University. The event was hosted jointly by Race Council Cymru, Aberystwyth University Student Union and my office, and it was my pleasure to open the event. Black History Month gives an opportunity to reflect on, and use history as a springboard for future change. My hope for such events in the future is that they will break down barriers, and I encourage individuals of all backgrounds to apply to work for Dyfed-Powys Police. All public sector agencies need to ensure we represent all of our communities, and the diversity within those communities. I was therefore pleased to see staff from Dyfed-Powys Police's Equality and Diversity department giving an input on the Force's commitment to combat hate crime in the Force area and the importance of having a diverse workforce.

**Image 39:** With Assistant Chief Constable Richard Lewis, Uzo Iwobi OBE, Chief Executive of Race Council Cymru; Joyce Watson AM – Commissioner for Equalities; and Wahda Placide, Musician at the Black History Month celebration.

**Images 40+41:** Race Council Cymru and Black History Month logo.

### ***Hate Crime Awareness Week 2018***

National Hate Crime Awareness Week (HCAW) was held nationally between 13<sup>th</sup> and 20<sup>th</sup> October 2018, and this year I was delighted to host a range of activities throughout the week aimed at listening to the voice of young people. I particularly wanted to listen to young people's views and experience of hate

crime, and to challenge perceptions and misconceptions in relation to certain communities and groups of people.

**Fact Box:**

National Hate Crime Awareness Week is an opportunity to show victims of this awful crime how serious we treat their experiences and encourages more people to come forward and get help. With support from Welsh Government funding I supported a number of National Hate Crime Awareness Week projects in all four counties of the Dyfed-Powys Force area.

**1. I have a story**

This was a project collaboration between Theatr Genedlaethol Cymru and 'Travelling Ahead' Gypsy, Roma and Traveller West Wales Regional Youth Forum. Young people from the Gypsy, Roma and Traveller communities of Pembrokeshire took part in a series of scripting / drama workshops to create a film. The aim was to break down barriers that can exist between different communities in Dyfed-Powys and the whole of Wales, which may lead to hate. The young people also learnt and developed new skills, including script writing, filming and editing.

**Image 42:** With Llinos Jones from Theatr Genedlaethol Cymru and the young people who created the film.

**2. Hate Crime Awareness Drama Workshop**

A Carmarthen-based drama club for primary aged children held a hate crime awareness workshop with around 30 young people from various Carmarthen schools.

The group explored different themes of hate crime and improvised and acted out different situations. They demonstrated their work to the whole group at the end of the session, with opportunities to question each other, with support from Hate Crime Support Officers.

**Quote bubble:**

"This was a fantastic opportunity for Menter, Theatr Genedlaethol Cymru and the Police and Crime Commissioner to work together and share their knowledge and expertise for the same cause, namely to raise young people's awareness of hate crime. We welcome every opportunity to work with our local communities".

*Menter Iaith Gorllewin Sir Gâr Chief Executive, Dewi Snelson*

**Image 43:** Children from Menter Iaith Gorllewin Sir Gâr and Theatr Genedlaethol Cymru sharing their views on hate crime.

**Image 44:** The children expressing their experiences and views through a drama.

**3. Hate Crime and students with Learning Disabilities – Aberystwyth University**

MIRUS Care provides support services for people with a disability to live fulfilled, valued lives. I was pleased to support them; through Dyfed-Powys Police's

Citizens in Policing Coordinator, to work with a group of student volunteers with learning disabilities from Aberystwyth University to raise awareness of hate crime.

**Image 45:** A representative of Dyfed-Powys Police with students from Aberystwyth University during HCAW

#### **4. Giving Hate the Red Card**

Brecon Police Cadets joined Brecon Town Football Club's Youth Team for a friendly 'kick about' on Saturday 20th October to promote Hate Crime Awareness Week. The cadets used the LGBT rainbow laces in their boots / trainers and distributed to the other players some of the whistles, LGBT wrist bands and 'How to Report Hate Crime' booklets. The football event was great fun and even saw some Brecon police officers joined in the game which was a great way to break down barriers between the young people and the police.

**Image 46:** Brecon Police Cadets and Brecon Town Football Club's Youth Team giving hate the red card

#### **5. Hate Language**

A youth workshop was held in Crickhowell High School to raise awareness of hate crime against a person's language choice or identity. The aim was to challenge perceptions and misconceptions in relation to certain groups of people because of their language choice and use, in an open and non-threatening environment.

**Images 47 + 48:** Students participating in the HCAW workshop in Crickhowell High School

#### ***Pembrokeshire People First***

Towards the end of 2018, my Engagement Team started developing a new approach to connect with communities. The fundamental principle of this new approach is that my staff and I will directly engage with communities on a grassroots level; visiting community groups, educational facilities, charities, businesses, and individuals to seek your opinion.

In November my team worked closely with Pembrokeshire People First, who facilitated an engagement day for their members and BTEC Personal Social Development students from Pembrokeshire College. Pembrokeshire People First is an independent charity, run by and for adults with learning disabilities and / or autism.

The local Neighbourhood Policing Team were also invited to attend to encourage face to face engagement with the police in an informal and comfortable environment. As well as the group giving us their views on the police and local issues, invaluable information and advice was provided on hate crime, mate crime, and their rights were they to be stopped and searched by the police.

As a result of the success of the day, my office are exploring ways of replicating similar opportunities in conjunction with Dyfed-Powys Police with other community groups, including Carmarthenshire People First. This work will continue over the coming year.

**Image 49:** Pembrokeshire People First's Chief Officer Karen Chandler leading a discussion on Members' perceptions of the police

**Image 50:** Pembrokeshire People First and Pembrokeshire College Students portraying their views through actions

My staff also attended an Autism awareness training session with Pembrokeshire People First to ensure they are well equipped to communicate with all residents appropriately.

**Image 51a:** Certificates awarded to my staff on completion of the Pembrokeshire People First Training on Autism Awareness and Acceptance

## **10. Working together**

### ***Welsh Government and the National Assembly for Wales***

2018/19 saw a noteworthy development in the relationship between Welsh Government and the police service in Wales, with the establishment of the Policing Partnership Board for Wales. This provides a bridge on policing issues between the devolved and non-devolved aspects of public service in which the police operates in Wales. The Board is chaired by either the First Minister or Deputy Minister and Chief Whip and includes all four Police and Crime Commissioners, four Chief Constables, senior government officials and other senior partner representatives. The overall purpose of the Board is to promote and co-ordinate partnership working between Welsh Government and public services under its devolved remit with policing in Wales, in order to promote community safety and support the overall delivery of services to communities.

Furthermore, in order to raise awareness of policing issues with both Welsh Government and the National Assembly for Wales, a Cross Party Group on Policing was established during the last year, with the inaugural meeting being held in July 2018. To function, there must be a sponsor and the subsequent endorsement of at least one AM from each of the political parties. That support has been achieved, with the Chair of the Assembly Committee on Communities and local Government, John Griffiths AM, sponsoring and chairing the Group. The inaugural meeting provided attendees with a summary of current issues and challenges facing the service, with subsequent meetings providing opportunity for more in-depth discussion on specific areas of concern, such as mental health, homelessness and substance misuse.

### ***All Wales Policing Group***

The All Wales Policing Group provides a forum to enable the Police and Crime Commissioners and Chief Constables in Wales to co-ordinate and scrutinise collaborative and partnership working across the region. Once a quarter, the 8 corporations sole meet to consider current and future policing requirements in Wales and determine how policing as a non-devolved service can effectively contribute to the predominantly devolved public sector in Wales. Matters are escalated where appropriate for further discussion at the Policing Partnership Board for Wales and the Cross Party Group. I look forward to taking the Chair of the All Wales Policing Group in 2019/20.

### ***Public Service Boards***

The Well-being of Future Generations (Wales) Act 2015 provides opportunity to ensure that service providers focus on long-term, sustainable outcomes for current and future generations. The statutory Public Service Boards (PSBs) have a crucial role to play in maintaining the health, independence and well-being of all people across Wales. As a statutory invitee to each of the four PSBs in the Dyfed-Powys area, I am committed to working with partners as they embed the findings of their Wellbeing plans and objectives for future service design and delivery. An important element across all the Public Service Boards has been direct alignment with Community Safety Partnerships, something both Welsh Government and the Welsh Local Government Association have also supported. This has led to an agreement between Policing in Wales (the four Commissioners and the four Chief Constables) and the Welsh Local Government Association (WLGA) to fund a Community Safety Co-ordinator role to support local partnership working across Wales; an individual who I am working closely with to support delivery.

### ***Local Criminal Justice Board***

I continued to engage with all criminal justice partners through the Dyfed-Powys Criminal Justice Board during 2018/19, using this forum to understand and assess the performance of the criminal justice process in supporting victims of crime.

The Board continued to meet on a quarterly basis, with representation from Police, Her Majesty's Court and Tribunal Service (HMCTS), Youth Justice Board, NHS Wales, Crown Prosecution Service (CPS), Her Majesty's Prison and Probation Service (HMPPS), Welsh Government, National Offender Management Service, Ministry of Justice and the Legal Services Commission. The future of this board will be to focus on the monitoring of Victims' Code of Practice (VCOP) compliance, ensuring that all agencies are providing an effective service to victims of crime throughout their journey through the criminal justice process.

### ***Joint Audit Committee***

My Joint Audit Committee with the Chief Constable checks on the business controls, financial activity, and anti-fraud and corruption arrangements of Dyfed-Powys Police and the Office of the Police and Crime Commissioner. It ensures that both organisations mitigate key risks. Its judgements may be informed by the scrutiny undertaken by the Police and Crime Panel. Members are Malcolm MacDonald (Chairman), Martin Evans, Andre Morgan and Alasdair Kenwright.

For further information, please see the Committee's annual report.

### ***Internal Audit***

I have an agreed audit plan in place with our internal auditors, TIAA, who target resources at areas of risk and concern identified by the Chief Constable and myself. The Internal Audit Plan is scrutinised by the Joint Audit Committee before it is agreed, and audit findings are considered by the committee. Further details of internal audit activity is available on my website.

**Image 52:** TIAA logo

### ***External Audit***

The Wales Audit Office are the appointed external auditors to myself and the Chief Constable. Each year, they comment on the financial aspects of corporate governance, including the legality of financial transactions, financial standing systems, systems of internal financial control and the standards of financial conduct, fraud and corruption. The Wales Audit Office also has a statutory duty to assess arrangements for securing economy, efficiency and effectiveness in the use of resources.

**Image 53:** WAO logo

### **Police and Crime Panel**

The Police and Crime Panel’s role is to scrutinise how I am discharging my responsibilities. As well as questioning me on progress against the Police and Crime Plan and how I am holding the Chief Constable to account, the Panel scrutinise my proposals in relation to the level of precept. During 2018/19, I went before the Panel on 5 occasions, during which time my work was positively challenged and future plans were discussed. A particularly positive development in the work of the Panel in 2018/19 was the introduction of Lead Members for specific areas of work, who have provided focused challenge in key business areas, for example Finance, Commissioning and Performance. I welcome the constructive criticism from the Panel and am grateful to them for their contributions.

#### **11. Spending money wisely**

In January 2018, I set a net revenue budget of £99.1 million to deliver policing services for the communities of Dyfed-Powys during 2018/19. This budget assumed a planned use of reserves to fund day to day services and included a 5% increase in council tax precept which, once again, saw Dyfed-Powys Police with the lowest precept in Wales.

Despite increasing financial and operational challenges, both my office and the Chief Constable delivered these services largely in line with the budget and indeed due to the focus on tight and prudent financial management during the year it is pleasing to report that underspends were achieved by both of us.

My office, which now includes the Estates Department, underspent by £233k, which was achieved by the planned holding of vacancies, close scrutiny of non-pay budgets and review of arrangements for commissioned services. Despite the Force having to meet additional pressures arising from operational and organisational demands, its continued efforts to mitigate spend and seek efficiencies and savings resulted in a year end underspend of £264k. The following table summarises the position:

(awaiting updated figures)

	2018/19 Revised Budget £'000	2018/19 Actual £'000	2018/19 Variance £'000
<b>Commissioner</b>			
Office and Commissioning Costs	1,992		

Estates Costs	3,736	
<b>Total Commissioner</b>	<b>5,728</b>	
<b>Chief Constable</b>	<b>95,651</b>	
<b>Other activities from reserves</b>	<b>0</b>	
<b>Net contributions to/(from) reserves</b>	<b>-2,279</b>	
<b>Group total (including reserves)</b>	<b>99,100</b>	
<b>Funded by grants and precepts</b>	<b>-99,100</b>	

In addition to this revenue expenditure, £4.4m was also spent on capital investment to ensure that estate, vehicle and technology provision can adequately meet policing demands.

At the end of 2018/19, reserves totalled £16.2m which included a general reserve of £4m to meet costs of unforeseen events, £1.3m to support costs of policing over the next three years, a newly formed reserve totalling £0.5m to support sustainability and transformational initiatives along with £6.2m to fund future vital capital investment predominately in estates and technology.

For further information on the 2018/19 financial position, please see the Group Statement of Accounts for 2018/19 published on my website. The Narrative Report at the beginning of the Accounts provides a helpful summary of the financial position.

### **Financial outlook**

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

The Government have indicated that a Comprehensive Spending Review will be conducted later in 2019/20, the implications of which remain to be seen. The ongoing uncertainties around the potential impact of Brexit and renewed Government priorities may present future challenges for the policing sector. In addition there is also uncertainty around the Funding Formula Review which the Home Office may look to implement from 2021 which could see Dyfed-Powys losing a significant proportion of the central funding that it currently receives.

There has also been much independent commentary over the last year in relation to police sustainability, funding, resilience, increasing demand and capability requirements along with increasing financial burdens which have most recently included changes to employers' contribution for police officer pensions.

Against this background and with my priorities very much in mind, I consulted with the Chief Constable, the public and other stakeholders towards the end of 2018 before setting my budget for 2019/20 and outlining my Medium Term Financial Plan. In doing so, I carefully considered the significant impacts and risks that continue to threaten our local communities along with the expectations detailed in ministerial statements. The Medium Term Financial Plan which includes my capital and reserves strategies is published on my website and provides comprehensive narrative on the local and national financial context.

The funding for 2019/20 will enable the Force to continue to focus on the delivery of my Police and Crime Plan and address priorities within the Force Management Statement. Work continues in earnest to address future financial

challenges ensuring the continued safeguarding of the communities of Dyfed-Powys.

### ***Commissioning budget***

The commissioning budget for 2018/19 was £1,476,587 of which £599,578 was funded by the Victims' Grant from the Ministry of Justice. The graph below shows the detail of this allocation. I work with the Force to regularly review the levels of various crime types within Dyfed-Powys and to ensure that services are in place to support victims appropriately. I also conducted a full needs assessment towards the end of 2018/19 to ensure that I am meeting the needs of victims within the Dyfed-Powys area.

**Image 54:** Commissioning budget graph

### ***Estates update***

As promised in my last annual report, my dedicated estates team continue to maintain, upgrade and improve Dyfed-Powys Police's land and buildings for which I am responsible. This encompasses many things, but the main aim remains to ensure a cost-effective and fit-for-purpose estate.

Improvement works have been completed across Carmarthenshire, Pembrokeshire and Ceredigion, with Powys works ongoing. All sites will continue to be maintained to achieve the aims mentioned above. To this end, my team are about to commence a major maintenance contract with a leading facilities maintenance company for the provision of all mechanical, electrical and cleaning services. Its aim is to improve value, efficiency and reduce downtime across the estate.

In addition, my team continue to implement recommendations issued via HMICFRS inspections of our custody facilities and to improve our forensic services provision, along with improvements to vital business continuity infrastructure.

Sales of redundant buildings continued this year which reduced the burden on the revenue budgets. These include three facilities force-wide, with a fourth at Friars Park, Carmarthen expected to complete soon.

A new custody facility for Carmarthenshire, coupled with a new police station for Llanelli is in the pipeline. The site investigations are ongoing pending ecological challenges presented by non-native invasive species existing on site alongside a variety of protected species. I hope to bring you some firm news in the coming few months. We are also at the very early stages of a collaborative venture to improve facilities for officers, staff and the people of Brecon.

Collaborative opportunities continue to be explored and new ventures completed this year include our neighbourhood teams joining Mid and West Wales Fire and Rescue Service at Kidwelly Fire Station and The Guildhall Neighbourhood Policing Team facility in Carmarthen, thus improving the efficiency of these publicly-funded facilities.

Environmental improvements continue to be a key feature of my tenure. My team have consulted on energy efficiency opportunities that can be made through an invest to save approach, as well as energy reduction initiatives

across the wider force. I look forward to seeing the results of these recommendations being implemented over the next year.

**Image 55:** Representatives of Dyfed-Powys Police and Mid and West Wales Fire and Rescue Service ahead of their joint base in Kidwelly

## **12. Looking ahead**

### ***CCTV***

The first phase of installation was completed during 2018/19, and my staff and I visited each town as the CCTV cameras were installed. I will continue to keep you informed about developments.

### ***Engagement***

I am committed to ensuring my staff and I continue to offer you a variety of opportunities to meet with me and the police across the Force area. Part of this commitment will see a replication of the Tregaron multi-agency event in Tycroes and Milford East, and we will be running the whole process in Newtown East; from survey through to the follow up multi-agency event.

### ***Scrutiny work***

During my final full year in this term of office, my staff will continue to focus on further supporting me in ensuring the Chief Constable is delivering the most efficient and effective policing services for Dyfed-Powys. I will be looking to involve residents to tell me what issues are of most concern, which will in turn inform my future topics of focus, to ensure my work makes a difference to the lives of those living and working in our area.

### ***Commissioned services***

During the end of the 2018/19 financial year, I commissioned an external needs assessment. An independent review of the services being commissioned via my office has recently been undertaken. This work will form a large scale piece of engagement work during the coming year, aiming to understand the views of partner agencies, police colleagues, service providers as well as service users. In doing so, and by reviewing other services available to victims of crime, I will ensure that the most appropriate services are being provided to victims of crime and the most vulnerable within our communities when they need it.

Once completed, the outcomes from this report will feed into the future work of my office and will allow a focus on future partnership working and commissioning of services for the coming year.

### ***Youth forum***

With the successful launch and first meeting of my Youth Forum in December 2018, I look forward to seeing the Youth Forum develop and have an impact during 2019/20. In addition to the work of the Forum, I will also be listening to the voice of as many young people as possible across the Dyfed-Powys Force area, so that their voice becomes an intrinsic part of my decision making process.

## **Complaints reform**

Major reforms to the police complaints system in England and Wales are being brought in over the next year under the Policing and Crime Act 2017. The first major change was that, from 8<sup>th</sup> January 2018, the Independent Police Complaints Commission (IPCC) became the Independent Office for Police Conduct (IOPC), with a new governance structure. The Policing and Crime Act 2017 will make major changes to the system when the relevant sections come into force, including allowing Police and Crime Commissioners to take on a greater role in the police complaints system, choosing between three different models. In preparation for these changes coming into force, my office has attended training / information events alongside the Dyfed-Powys Police Professional Standards Department, who have also committed to attending independent training events during the summer of 2019.

### **Back cover:**

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.

Contact the PCC Tel: 01267 226440

Email: [opcc@dyfed-powys.pnn.police.uk](mailto:opcc@dyfed-powys.pnn.police.uk) OPCC, PO Box 99, Llangunnor, Carmarthen, SA31 2PF