

**Police and Crime Commissioner for Dyfed-Powys response to:
HMICFRS Report – Crime Investigations: an inspection into how
effectively the police investigate crime**

I acknowledge the recommendations outlined in this report and will monitor the Force's progress in implementing them. I thank HMICFRS for carrying out this important work and for highlighting the vital suggested improvements.

I have set out my thoughts and reassurances I have received from the Chief Constable in relation to the recommendations for Forces within the report below. I await the outcomes of the national recommendations alongside the Force.

Recommendation 3: By 31 December 2025, chief constables should make sure their Force has an effective and efficient end-to-end process to deal with online reports of crime. The process should remove all unnecessary delays in recording, assessing and allocating crime reports, and make sure the Force consistently complies with its requirements under the Code of Practice for Victims of Crime.

I have been informed that the Force is currently undertaking an operating model review of which one workstream solely relates to the recording of crime. This workstream seeks to centralise the crime recording function by the creation of a Crime Recording and Finalisation Team (CRAFT). The project is scoping improved processes for dealing with crime related Single Online Home submissions, looking at options to bypass the Force Control Room where certain parameters are met so that the crime can be recorded sooner. I have been assured that the project will also be working closely with the Force Contact Centre (FCC) to ensure that offences identified on their digital desk are also appropriately recorded at the earliest opportunity.

The CRAFT team will have the responsibility of competing Victim Contracts with victims reporting crime prior to allocation for investigation. The planned implementation date for the CRAFT team is January 2026.

Recommendation 4: By 31 December 2025, chief constables should make sure the end-to-end process for receiving, assessing and allocating reports of crime in their Force minimises delays in the investigation process and the length of time before investigators contact victims.

When a victim contacts the Dyfed-Powys Police contact centre to report a crime, where immediate deployment is not required, the caller will be transferred to a member of the CRAFT team. This will ensure that the crime can be recorded, victim contract agreed and an immediate assessment of solvability conducted whilst the caller remains on the call. Where a decision is made not to investigate, I have been informed that the Force plan to update the caller at that time in order to reduce delays. I have been assured that crimes which require further investigation will be allocated based on a new crime allocation matrix and the victim contacted by the investigating officer.

The Operating model review also has an investigations workstream who are seeking to improve the quality and timeliness of investigations.

Recommendation 5: By 31 December 2025, chief constables should design and operate a policy that results in their Force allocating to investigators crimes that are commensurate with each investigator's level of training, accreditation and experience.

Dyfed-Powys Police have published their Minimum Standards for investigation on the Crime and Incident Hub webpage on the Force intranet for low-risk volume crimes.

A Crime Allocation Matrix has been agreed by senior leadership within the Force and will be implemented alongside the new investigation model in Autumn 2025.

A sexual offences allocation matrix is already being used by the Force and is embedded within the crime recording and allocation guidance.

I have been assured that these matrices give clarity as to which officers or departments should take primacy over which crimes. The matrices have been developed in line with College of Policing guidance.

Recommendation 6: By 30 September 2025, chief constables should make sure their Force has a clear policy relating to investigation plans. They should make sure their Force communicates this policy to officers and staff. As a minimum, this policy should cover:

- 1. when to start an investigation plan.**
- 2. who is responsible for writing the investigation plan.**
- 3. what to consider including in an investigation plan.**
- 4. how supervisors should review and approve investigation plans.**
- 5. how the Force will monitor investigation plans to check their quality, and to make sure investigators and supervisors have followed them.**

I have been assured that all of these points are covered in the Force Crime and Incident Recording and Investigation Procedure. As part of the ongoing Force review into 'Investigations', a bank of aide memoires have been provided to assist officers with golden hour actions and reasonable lines of enquiry.

Compliance of officers and supervisors with points 1-5 above is measured via PowerBI performance dashboards. Scrutiny of the dashboards occur in County Performance meetings and is backed up with an auditing programme undertaken by the Service Improvement Unit (SIU). I will also ensure that this is monitored by my office going forward to ensure that the above deadline is met.

The SIU have a programme of monthly audit in place across all victim-based crime incidents. This includes Fraud; burglary; assault; sexual offences; robbery; theft etc.

All Rape offences and domestic abuse cases closed with outcome 16 are also audited every month. Audit themes are reported into the DCC Monthly meeting for monitoring.

Recommendation 7: By 30 June 2025, chief constables should include in their investigation policies a direction stating that when an image exists, investigators should search it against the Police National Database and any other relevant databases before their Force closes an investigation.

I have been assured that the Force Intelligence Bureau (FIB) have processes in place to lead on Retrospective Facial Recognition (RFR) as part of the wider Police National Database portfolio. The FIB undertake searches on behalf of officers and staff. This is a reactive process at the moment which means that investigators request this service via email directly to FIB. This reactive nature means that FIB is reliant on investigator awareness of capability and tasking.

I have been updated that the following is already in place to maximise use and value from Retrospective Facial Recognition (RFR):

1. **Knowledge** - Force wide knowledge is shared via the Force intranet with the aim of improving performance. Officers and staff to submit images for RFR.
2. **Police National Database Microsite** – Knowledge, understanding, skill, ability and development opportunities are disseminated to Dyfed-Powys Police staff with the aim of developing practitioner knowledge.

The Force provided the following suggested evolution of a proactive solution:

Implementing a Force-wide Niche process that would enable officers / staff to:

Attach a jpeg. (from CCTV / imagery etc.) onto Niche;

- Highlight that a crime occurrence / non crime occurrence has an unidentified suspect (by means of within CCTV / image etc), which can be effectively searched by the FIB.

Should the above process be implemented, it would enable a member of staff in FIB to conduct a regular Bulk search (50 unidentified images at a time), with the aim of identifying if any of the suspects have ever come into UK Police custody. By implementing the above, this would ensure full compliance with the recommendation above. I will monitor the progress of this suggested solution with interest as the Force continues to understand their needs and abilities in this area.

Recommendation 9: By 31 December 2025, chief constables should make sure the first supervisory review of a crime investigation takes place early enough for the supervisor to be able to:

- 1. review any actions taken, including those to assess and manage risk.**
- 2. make sure the investigator has put in place the appropriate support for victims and is complying with the Code of Practice for Victims of Crime.**
- 3. set or approve an investigation plan.**
- 4. review the investigator's caseload.**
- 5. set a date for a further review.**

I have been informed that expectations in respect of the above 1-5 points are covered in the Force Crime and Incident Recording and Investigation Procedure. This outlines Force Policy in respect of the Officer in Charge and Supervisor timescales for initial updates (24 hours for Officer in Charge and 48 hours for Supervisor).

In response to Point 2 of this recommendation, a new Victim Needs Assessment (VNA) template has been added to NICHE which contains mandated questions relating to the various needs of a victim. The Force are awaiting guidance on the minimum standards from the College of Policing which will also support the successful implementation of these requirements. The new VNA was added in January 2025 and guidance was circulated to officers and staff via the Force intranet. Pronto will mandate the same questions contained within the NICHE template at the time of crime recording and will auto fill the template within NICHE. This new NICHE template will clearly indicate whether a victim is entitled to a standard or enhanced service.

In response to Point 4, I have been notified that a recommendation of the Force Review Investigations tranche regarding a 'Crime Limit Rule' per officer has been made. This will also be implemented by the Force by Autumn 2025. In the interim it is the expectation of all supervisors to have regular workload meetings with officers.

In response to Point 5, ongoing Officer in Charge and Supervisor reviews will be carried out every 28 days (as a minimum) thereafter.

Recommendation 10: By 31 March 2026, chief constables should:

- 1. make sure any member of staff who has a role in supporting the investigation process completes the College of Policing 'Introduction to investigation' learning programme.**
- 2. satisfy themselves that the content of their Force's ongoing investigative training for responders is designed to develop their investigative skills and performance, and to improve outcomes for victims, and that their Force gives responders protected time to complete this training.**
- 3. make sure their Force focuses sufficiently on case file preparation when providing professionalising investigations programme level 1 training, while considering local procedures and case management systems.**
- 4. make sure their Force gives officers and staff continuing professional development opportunities about preparing case files.**
- 5. make sure their Force keeps accurate records of professionalising investigations programme level 2 accredited officers and staff, and that those officers and staff complete annual continuing professional development to maintain their accreditation, which Forces should also accurately record.**
- 6. review the investigative training their Force gives to supervisors, making sure it equips them to oversee and direct crime investigations effectively.**

I have provided individual responses for each of the above points to ensure that they are answered individually. Please see the below:

1. I have been updated by the Force that initial training for officers and staff is aligned with the College of Policing optimised curriculum. The 'Introduction to investigation' learning programme outcomes are used during practical learning of initial training. The 'Introduction to investigation' learning programme will be used for refresher training for staff members.
2. I have been informed that a bespoke course for initial responders is currently being considered by the Force. Recognising that this would

be quite resource intensive given the target audience, consideration is ongoing for an alternative approach of mandating student officer attachments to specialist departments to enhance learning.

3. The Force Learning and Development department are working closely with the Central Processing Unit to capitalise on Professionalising Investigation Programme (PIP) 1 training. This includes case file preparation and is a blend of face-to-face training with subject matter experts and practical learning with the local investigation unit and Central Processing Unit.
4. I have been assured that designated training days are embedded into the response rota pattern, which are used as professional development opportunities to upskill staff. The Learning and Development department are linking in with Central Processing Unit regarding case file training.
5. The Force are currently exploring the automated updating of Trent from the Development and Assessment Profile system which records PIP 2 skill accreditation.
6. I have been informed that the Investigations Supervisor & Managers programme is being delivered to all Detective Sergeants and Detective Inspectors in Dyfed-Powys Police. Additionally, new uniform Sergeants receive a 2-week course, which includes investigation supervision. I have been assured that all Sergeants undergo the College of Policing First Line Leadership programme.

Recommendation 11: By 30 September 2025, chief constables should establish and implement a process to monitor the proportion of recorded crime that their Force allocates for investigation. This should include a process to make sure a decision not to allocate a crime for investigation is appropriate.

Dyfed-Powys Police has recently introduced the e-Bit tool to assist with the solvability assessment of several crime types. Currently, e-Bit is only applied to common assault and public order offences and is fully auditable. A record is kept of each assessment for performance monitoring. Over time, e-Bit will be expanded to cover more crime types but will continue to hold information on each outcome.

I have been informed that the Force Operating Model Review is seeking to change how Dyfed-Powys Police record crime by introducing a centralised crime recording function who also conduct an early solvability assessment. This team is planned to be introduced in January 2026 and decisions to allocate or not to allocate a crime for investigation will be recorded within new processes.

All of the above recommendations have been allocated by Inspector Richard Janas to Force leads and oversight will be maintained via Chief Officer led governance boards.

I am grateful for the publication of these recommendations. My team and I will continue to work closely with Dyfed-Powys Police representatives to ensure all relevant learning from insights generated through HMICFRS activity is acted upon to improve the policing service for the residents of the Dyfed-Powys area.