

Meeting:	Strategic Performance Board
Venue:	HQ SCC119
Date:	7th July 2025
Time:	09:30-12:30

Members:	Police and Crime Commissioner, Dafydd Llywelyn (PCC) Temporary Chief Constable, Ifan Charles (T/CC) Temporary Deputy Chief Constable, Gary Phillips (T/DCC) Temporary Assistant Chief Constable, Andrew Edwards (T/ACC) OPCC Chief Executive, Carys Morgans (CEX) OPCC Temporary Chief Finance Officer, Nicola Davies (CFO) OPCC Director of Commissioning and Partnerships, Alison Perry (DoCaP) OPCC Head of Strategy and Policy, Claire Bryant (HoSaP)
Also Present:	Head of Service Improvement Unit, T-Supt Mark McSweeney (MMc) Staff Officer, Inspector Gemma Starkey (GS) OPCC Business Support, Rhys Jones (RJ) Police and Crime Panel Member, Cllr Michael Thomas (MT) Police and Crime Panel Member, Cllr Liz Rijnenberg (LR) Police and Crime Panel Member, Cllr Wyn Thomas (WT)
Apologies:	Director of Finance, Edwin Harries (DoF) Director of People and Organisation Development, Linda Williams (DoPaOD)

1. Apologies and Introductions

The PCC welcomed all to the meeting including members of the Police and Crime Panel attending the meeting as observers.

The PCC noted the temporary roles of the Chief Officers following the resignation of the previous Chief Constable Dr Richard Lewis and the ongoing recruitment activity for Chief Constable.

The PCC also thanked T-Supt Louise Harris for her work within the Service Improvement Unit and wished her well in her new role in Pembrokeshire BCU and welcomed T-Supt Mark McSweeney back to Force having spent time away from Force within HMICFRS, and wishes him well in the Service Improvement Unit.

The PCC noted the positive Force Awards event held the previous week and congratulated all winners and nominees of awards.

The minutes from the previous meeting were agreed as a true and accurate record.

2. Update on actions from previous meetings

Action No.	Action Summary	Update
SPB10	Operation Soteria evaluation to be shared with the PCC at Policing Board.	Scheduled for future Policing Board meeting
SPB011	Force to confirm process for PCSO's and accessing PNC.	Completed Shared with PCC
SPB012	The OPCC to speak with town and community councils to gather feedback regarding their interactions with Neighbourhood Policing and Prevention Teams (NPPT).	In Progress
SPB013	Data Protection Impact Assessments update to be received at the next Policing Board meeting.	Completed Standing Agenda item at Policing Board meetings

Action: - OPCC to feedback to the action raised by the Police and Crime Panel regarding process for PCSO's and accessing PNC.

Action: - Head of Corporate Communications within the Force to liaise with the DCC regarding surveying of Community Councils to understand confidence levels now and in 6months' time.

The PCC raised that he had been made aware that recent DPIA meetings had been cancelled and sought an explanation for the reasons for this from the Chief Officers.

Action: Chief Officers to seek clarity on cancellation of recent DPIA meetings in Force.

3. Force Performance

a) Force Performance Report

The PCC advised that two Force performance reports are created - one that is publicly available and the other for internal use. The report has been composed to support the Strategic Performance Board and includes data on areas identified as regular core metrics, as part of the Commissioner's Police and Crime Plan 2025-29. Data within this report is reflective of period Financial Year 2024/25 (April 2024 – March 2025), comparing where possible with Financial Year 2024/24 (April 2023 – March 2024) unless otherwise stated.

Data has been extracted from various Force and National systems and is correct at the time of extraction. Some data within this report was provided for inclusion by the OPCC. Cognisance must be given to the introduction of Niche in May 2023, and the impact this transition had on data reporting.

The T/CC provided an overview of Force priorities and the ongoing within the Force Operating Model Programme under the oversight of Senior Sponsors.

The PCC commented positively on a recent visit he had undertaken to the FCC, where the answer rate for 101 calls was between 2-3 seconds.

The KPI for 101 is a maximum 10% abandonment rate. The Force's 101 abandonment rate as of April 2025 was 5.9% abandonment compared with 33.09% abandonment rate in April 2024

The Board discussed the rise in demand the Force will see over the summer period. The Board discussed the turnover of staff within the FCC and the higher attrition rate within the department compared to other areas of the Force. The PCC questioned if there was planned recruitment into the FCC.

The T/ACC stated that there is planned recruitment into the FCC, and it was noted the positives of the staff within the FCC becoming omnicompetent and being able to switch between dispatching incident calls and call handling.

The HoSaP also stated that a Welsh specific recruitment campaign was currently ongoing for the FCC.

Action: - A timeline of recruitment into the FCC to be provided to the PCC.

The Board discussed response times within the Force and response times varying between different areas. Response timeliness is calculated using the time difference between Status 3 (Initial incident save time) and Status 6 (Initial at scene time). Analysis has uncovered that there are several outliers in the data that are affecting the BCU/Force overall response rates.

As a Force the data shows the average immediate response rate for 2024/25 being 15.8 minutes, which is within the 20-minute SLA, this is also a quicker than average response time when comparing with 16.6 minutes for 2023/24, with all bar Cardigan and Lampeter averaging within the 20-minute requirement.

A further discussion around the Force wide average immediate response time during 2024/25 for 'Crime-Domestic Abuse' was within the SLA at 17.9 minutes. This is however a very slight attendance time decrease to 2023/24 which was 17 minutes. Ceredigion were the only BCU, during 2024/25, to have an average immediate response time over the 20-minute SLA.

The CC provided details regarding domestic abuse immediate and priority performance following a report completed by the Force.

Action: - Domestic Abuse immediate and priority performance reports to be shared with the PCC.

The Board discussed the Domestic Abuse Virtual Response Unit (DAVRU) and live transfers between FCC and DAVRU. A piece of work has been commissioned to look at ways of increase the live transfer rate.

Action: - Force to undertake a deep dive to understand performance better regarding sexual offences response times.

During 2024/25 the Force average priority response time, to sexual offence incidents, is outside of the 60-minute SLA – 64.8 minutes. This is however lower than 2023/24 which was at 74.6 minutes.

Regarding crime data integrity, during the period June 2024 (when new process commenced) to March 2024, there were a total of 15,331 crime recording audits conducted. 94% (14,379) of the audits conducted were compliant. Specifically looking at the audits conducted on Violence Against the Person occurrences, the compliance was 94% (4271 audits completed). 89.9% (2157 audits completed) of the audits conducted under the Sexual category were compliant.

The Home Office CDI Judgement Framework deems an audit result of 90%-94.9% as a 'Mostly sound process – but some improvements needed'. Correspondingly to the improvements made in crime recording, a vast improvement is also evident in the Force's NCRS compliance (timeliness of recording crimes within 24 hours). The NCRS compliance data has only been captured accurately from January 2024 therefore no comparison against last year is available, however the T/CC stated that significant improvements can be seen since September 2024. Cognisance must be given to the intrinsic link between CDI Crime recording and NCRS timeliness.

The total volume of recorded crime overtime, comparing 2023/24, 36,693 with 2024/25, 38,071. An increase of 1378 crimes can be seen. The importance of the change in counting rules, legislation and increased CDI must be considered when looking at crime volumes overtime.

As of date of extraction (20.06.25) there were a total of 5535 investigations ongoing. Regarding overall crime outcomes applied during 2023/24 and 2024/25 the data shows an increase from 6.98% to 8.3% in terms of the charge rate (Outcome 1) and an increase from 14.41% to 16.27% for Positive Outcome rates (Outcomes 1 – 8 inclusive).

There are more successful outcomes achieved in the Dyfed-Powys Police area when compared with the national average. The increasing rate does suggest that Dyfed-Powys is successful at improving the quality of justice.

During 2023/24 there were a total of 15,612 incidents recorded compared to 16,089 (+477) recorded in 2024/25.

The NCRS compliance, for the timely recording of Domestic Abuse crimes, during CDI audit period (June 2024 – March 2025) was 95.4%, with 1,225 audits conducted.

There were a total of 1763 sexual offence crimes recorded 2024/25, this is an increase from the 1455 recorded at the same point last year. The NCRS compliance for the timely recording of Sexual crimes during 2024/25 was 58.1%. As at date of extraction (20.06.25) there were 822 ongoing sexual offences investigations, 406 of which had been open for over 180 days. A discussion ensued in relation to performance relating to domestic abuse and sexual violence cases, and the T/CC updated that the Force 6 months ago undertook a deep dive into charge rates regarding sexual offences and a plan of checking and testing of future audits that cases are being allocated as they should be.

The Board discussed drug possession and drug trafficking offences. There was a total of 1487 Drug Possession crimes recorded 2024/25; an increase comparing to the 1316 recorded during the same point last year. As at date of extraction (20.06.25) there were 134 ongoing drug possession investigations, 26 of which had been open for over 180 days. Examining the charge outcome (Outcome 1) and Community resolution (Outcome 8) overtime, a clear shift can be seen, in line with the update to the Force Drug Policy, encouraging the use of community resolutions and referrals to the Drug out of court disposal project.

319 Drug trafficking offences were recorded 2024/25, compared to this to same point last year, this is an increase of 68 recorded offences. As at date of extraction (20.06.25) there were 150 ongoing drug trafficking investigations, 85 of which had been open for over 180 days.

During 2024/25, included within the above figures, there were a total of 138 importation and exportation crimes, this is compared to 70 recorded in 2023/24. It is important to note that not all Forces record these offences to the same standard as the Force, the Force ensure that 'fast parcel' offences are recorded in line with the counting rules, thus demonstrating the threat impacting communities within the Force area.

Due to the nature of how the importation and exportation crimes are identified, it is very difficult to secure a charge – the Force continues to record these offences however cognisance must be given to how they have an impact on the Force's overall outcome rates. This is important to note when reflecting on National data.

The Board discussed the impact of Operation Scotney within the Force area.

Action: - Drugs market profile to be shared with the OPCC.

The Board discussed the priority areas for the Force including shoplifting within the Force area and the number of incidents, the factors leading to individuals shoplifting and referrals into the diversionary scheme.

During 2024/25, 2037 Shoplifting crimes were recorded, this is a decrease of 7 when comparing with same point last year.

An evident decrease can be seen November 24 – February 25. Analysis of this period was conducted however no evident trend could be seen to account for the decrease. As at date of extraction (20.06.25) there were 243 ongoing shoplifting investigations, 21 of which had been open for over 180 days.

The T/CC provided an update on the Force strategy to tackling shoplifting.

Action: - A focus to be place on shoplifting in due course.

A decrease in Charge rate can be seen in both Charge rate (Outcome 1) and Community Resolutions (Outcome 8) when comparing financial year periods.

The Board considered the information provided regarding community engagement by Neighbourhood Policing and Prevention Teams (NPPT) and the various monthly and quarterly community engagements activity that NPPT teams should be completing. Attendance at local town and community council meetings were also raised.

The Board discussed the volume of NPPT officers abstracted, and the total amount of hours abstracted. Work is ongoing by the Force to further understand the reason for abstraction, providing the ability to challenge any authorised outside policy.

Action: - The Force to give consideration to understanding the NPPT abstraction levels.

The Force has recently renewed its contract with Opinion Research Services (ORS), an Independent Social Research Company and Market Research Society Company to conduct Victim Satisfaction Surveys. ORS have worked on behalf of the Force, surveying victims to measure levels of satisfaction and identifying service improvement opportunities, since 2023 via telephone interviews.

The Board discussed the victim insight surveys and quality assurance work.

A Central Audit & Assurance (CAA) pilot team has been created within the Service Improvement Unit (SIU), this team are undertaking this audit to qualitatively review and evaluate Dyfed-Powys Police performance and effective investigation of Burglary, Robbery, Theft, Other Sexual Offences, Violence Against the Person and Vehicle offences, across the Dyfed-Powys Police Force area.

On a monthly basis the Central Audit and Assurance Team will audit a statistically reliable sample size of randomly selected crimes focusing on different crime types each month. A total of 747 crimes have been audited as of 16/05/2025 (31/01/2025-16/05/2025).

b) Force Performance against National Crime and Policing measures

The Board considered the presentation regarding Force performance against National Crime and Policing measures. The National Crime and Policing Measures aim to help focus effort on key National priorities, allow performance to be measured and help demonstrate value for money in policing. The Force proxy measures are reported for the most recent 12 months (May2024 – April 2025) (unless otherwise stated). The time period for the baseline* data set is July 2018 - June 2019.

The Board discussed the figures regarding reducing murder and other homicides, 4 between May 2024 and April 2025(4 vs 7) from baseline*.

The Board discussed the information provided regarding reducing neighbourhood crime.

- 22.3% decrease in Burglary (Residential)-Baseline: 1,063 Vs 826 in the 12 months to April 2025.
- 39% increase in Theft from the Person-Baseline: 86 Vs 141 in the 12 months to April 2025.
- 43.8% decrease in Theft from a Vehicle-Baseline: 562 Vs 288 in the 12 months to April 2025.
- Robbery (Personal) 65.1 % increase in Robbery (Personal)-Baseline: 63 Vs 104 in the 12 months to April 2025.
- 317.9% increase in Theft of a Vehicle-Baseline: 39 Vs 163 in the 12 months to April 2025.

The PCC asked if there was any indication if the new Government were going to retain the current national performance measures. T/CC updated that there had been no further update regarding this.

The PCC questioned the figures around robbery and the recent robbery of a person in the Carmarthenshire area, the T/DCC stated that trends and themes regarding neighbourhood crime categories are discussed at the ACC weekly meeting.

The Board discussed the Stop Search figures in the report.

- 3594 Stop Searches completed in 12 months to April 2025, a 27.7 find rate.
- Stop Search baseline* 2853 Stop Searches completed, a 39% Find rate.

This is a 25.9% increase in volume v baseline and a 28.9 decrease in find rate v baseline.

4. Commissioned Services and Grant Funding Overview

The Director of Commissioning and Partnership (DoCaP) provided an overview and presentation to the Board on commissioning and funding. The presentation gave a roundup of the last year for the end of 2024-25.

An overview of infographic was shared with the Board regarding each commissioner service.

The DoCaP updated that they are in receipt of funds for the Family Court Pathfinder, which is a separate provider of domestic abuse services that sits within Family Court and is able to support victims and children in particular navigate the Family Court process. The first performance meeting is scheduled for the 10th July and updates will be provided in subsequent Strategic Performance Board meetings.

Regarding diversionary schemes for offenders, the Cautioning and Relationship Abuse (CARA) programme has gone live and receiving referrals. This is for the low-risk, first time domestic abuse offenders, where support is provided for the family around the incident. Discussions are ongoing with the Home Office regarding the Drive programme which is aimed at high-risk high harm offenders.

An overview of the commissioning expenditure for 2024/25 was provided to the Board. Approximately 70% of expenditure is victim focused and 30% offender focused.

Action: - Chief Officers to consider how commissioning should be considered in the planning process within Force Management Statement and Strategic Planning Cycle.

The T/CC stated that over the next 2 years he would hope to see all Chief Inspectors, Superintendents and Heads of Department undertaking a leadership and change management course.

Action: - Details of the Change Management training to be shared with the OPCC.

A stalking support service pilot for high-risk service users commenced on 1st September 2024, run by Paladin. Between 1st September and 31st May, there have been a total of 35 referrals. 23 of these were from Dyfed Powys Police, with the remainder from domestic abuse services, health and self-referrals. The 12-month pilot was at a cost of £38,670 and there is a proposal to extend pilot for a further 12 months.

A road victim support service pilot ran from June 2023 to May 2025 in partnership with Brake. 42 referrals received during 24/25. New service commences 1st July provided by Victim Support and this is a joint service covering Dyfed Powys and South Wales at an annual cost of £48,000.

An external grant funding overview was provided within the presentation regarding ASB hotspot funding, Safer Streets and Serious Violence Duty.

The ASB Hotspot fund was allocated to the Force and each of the four local authority areas within Dyfed Powys. The Force activity within this fund is known as Operation Ivydene. Over 19,000 hours of combined patrolling activity was recorded by the Force and local authority partners during 2024/25. This substantially exceeded the minimum requirement of 9,000 – 13,500 hours mandated by the Home Office.

This is a significant achievement by all partners when considering the delays in commencement of this fund activity. Despite efforts to ensure funding allocation was fully utilised during 2024/25, there was a recorded underspend of £179,197.54 at the year end. This represents 18% of the total allocated fund. 4 out of 5 partners recorded an underspend at the year-end. The Force underspend equated to £128,437.59. Lessons have been learnt, and structures have been introduced to ensure funds allocated through the revised Hotspot Action Fund are fully utilised during 2025/26.

Safer Streets 5 funding allocation was fully spent during 2024/25, £354,999.96. The projects focussed on tackling VAWG and ASB. Dyfed Powys Police, Carmarthenshire County Council, West Wales Domestic Abuse and Pembrokeshire County Council received funding and successfully delivered their projects. This funding concluded on 31st March 2025. The Home Office have now closed this fund.

The PCC has awarded £346,967.84 in grant funding and donations during 2024/25.

- 37% has been allocated to the Force.
- 46% has been allocated to community organisations.
- 17% has been allocated to Regional and/or All Wales Policing commitments.

5. Any Other Business

Action No.	Action Summary from meeting 07/07/2025	To be progressed by
SPB014	OPCC to feedback to the action raised by the Police and Crime Panel regarding process for PCSO's and accessing PNC.	OPCC
SPB015	Head of Corporate Communications within the Force to liaise with the DCC regarding surveying of Community Councils to understand confidence levels now and in 6months' time.	Force
SPB016	Chief Officers to seek clarity on cancellation of recent DPIA meetings in Force.	Force

SPB017	A timeline of recruitment into the FCC to be provided to the PCC.	Force
SPB018	Domestic Abuse immediate and priority performance reports to be shared with the PCC.	Force
SPB019	Force to undertake a deep dive to understand performance better regarding sexual offences response times.	Force
SPB020	Drugs market profile to be shared with the OPCC.	Force
SPB021	A focus to be place on shoplifting in due course.	Force
SPB022	The Force to give consideration to understanding the NPPT abstraction levels.	Force
SPB023	Chief Officers to consider how commissioning should be considered in the planning process within Force Management Statement and Strategic Planning Cycle.	Force
SPB024	Details of the Change Management training to be shared with the OPCC.	Force

CLOSE