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COMISIYNYDD
HEDDLU A THROSEDDU
DYFED-POWYS
POLICE AND CRIME
COMMISSIONER

Annual Report 2020-2021





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1. Foreword

Welcome to the 2020–2021 Annual Report, which looks back at my fifth year as Police and Crime Commissioner: An unexpected additional year in my first term as Commissioner.

The outbreak of COVID-19 and the subsequent postponement of the 2020 Police and Crime Commissioner Elections significantly altered the work programme for my Office for the 2020–2021 financial year.

This Annual Report reflects on the work undertaken during the year to meet my **Police and Crime Plan** priorities, how my Office changed its day-to-day operations during the pandemic, and how the statutory functions of a Police and Crime Commissioner continued to be discharged.



The most notable successes and moments of the year for me have been:

- The continued provision of service by my Office, to both the public and partners, throughout the pandemic – diolch, thank you team;
- The continued delivery of my commissioned services to help prevent crime, support the vulnerable and tackle community issues;
- Securing essential additional funding for local organisations supporting victims of domestic and sexual violence throughout the pandemic;
- Securing funding from the Home Office’s Safer Streets Fund to tackle crime in two of the Force’s most deprived areas;
- The success of the new community funding programme - Participatory Budgeting - across the Dyfed-Powys area;
- The closure of the Penally Asylum Accommodation Centre following my successful lobbying of the Home Office;
- Effectively adopting a digital approach to public engagement;
- Digitally hosting my annual St David’s Conference, with a focus on victims; and
- Continuing to give young people and victims a voice through the work of my Youth Engagement Forum and the Dyfed-Powys Victim Engagement Forum.

The rescheduled Police and Crime Commissioner Elections took place on 6 May 2021, and I am delighted to have been re-elected by the public. I look forward to continuing in my role as Police and Crime Commissioner, working together to keep the communities of the Dyfed-Powys area safe.

Thank you very much for your continued support – diolch yn fawr iawn.

Dafydd Llywelyn
Dyfed-Powys Police and Crime Commissioner

2. Role of a Police and Crime Commissioner

Here are 12 things to know about the role of a Police and Crime Commissioner (PCC).

The PCC is responsible for:

1. Setting the priorities for Dyfed-Powys Police;
2. Publishing a Police and Crime Plan;
3. Engaging with Communities and representing the public's voice on policing matters;
4. Working closely with community safety and criminal justice partners;
5. Supporting victims and bringing people to justice;
6. Commissioning services to make communities safer and to support the vulnerable;
7. Appointing and, if necessary, dismissing the Chief Constable;
8. Dealing with complaints and disciplinary matters against the Chief Constable;
9. Holding the Chief Constable to account; and
10. Setting the annual Police budget and precept level.

The PCC is not responsible for:

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



To watch our video explaining the role and responsibilities of a Police and Crime Commissioner, visit our page on YouTube, here:



<https://www.youtube.com/watch?v=ZrPjq4xCf7k>

3. 2017-2021 Police and Crime Plan Priorities

The PCC's Priorities, and principles underpinning them, are set out within the 2017-2021 Police and Crime Plan.

Priorities

1. Keeping our communities safe;
2. Safeguarding the vulnerable;
3. Protecting our communities from serious threats; and
4. Connecting with communities.

Principles

1. Supporting victims;
2. Engaging with the public;
3. Working together;
4. Providing strong leadership; and
5. Delivering value for money.

This Annual Report demonstrates the progress made by the PCC and his team during 2020-2021 towards delivering these priorities.

You can read the Police and Crime Plan here:

<http://www.dyfedpowys-pcc.org.uk/en/the-commissioner/the-police-and-crime-plan/>



Looking ahead to the 2021-2025 Police and Crime Plan

As a key statutory requirement, PCCs must publish a Police and Crime Plan within the first year of a new term.

Early in to the third PCC term, the PCC and his team commenced work to develop the new 2021-2025 Police and Crime Plan.

A comprehensive consultation exercise

continues, incorporating a mixture of facilitated sessions targeting lesser-heard groups, direct stakeholder and partner consultation, and general public communication and engagement.

The 2021-2025 Police and Crime Plan will be published towards the end of 2021 / early in 2022.

4. Working to Accomplish the Priorities

Priority 1 Keeping our Communities Safe

Penally Asylum Accommodation Centre

The Home Office's September 2020 decision to use the Ministry of Defence Camp at Penally, Pembrokeshire to accommodate asylum seekers had a wide-reaching impact on local communities.

The PCC was critical of this decision from the offset, and his concerns proven justified following the initial findings of an Independent Inspection by Her Majesty's Inspectorate of Prisons and the Chief independent inspector of Borders and Immigration, published in early March 2021.

The findings of the review were damning, and the PCC called on the authorities to close the sheltered accommodation. A week after the publication of the report, the Home Office announced the closure of the Penally Centre.

The PCC saw first-hand the difficult circumstances faced by the individuals who lived at the centre following visits during Autumn 2020, and the findings of the report highlight the concerns and fears that the PCC and other local stakeholders had raised with the Home Office on a number of occasions.

The lack of strategic planning around the use of the camp, as well as the lack of community engagement was extremely frustrating for the PCC, the Force and many other partners in the area, including the local authority, and the health service. It led to unnecessary pressure on local resources at a time when we were



Image: SI WORLEY 2020



trying to protect our communities from a global pandemic.

The PCC continues his involvement in this matter, pressing for discussions between London Ministers and the Welsh Government and local services, to ensure a long-term solution to the crisis.

PCC Dafydd Llywelyn said;

"I would like to put on record my gratitude to all the local agencies who worked tirelessly to make the most of the difficult situation. I hope that the Home Office has learned another lesson about how important it is to consult local communities and key stakeholders with such decisions. As we look to the future, there is a need to ensure that suitable, healthy and safe accommodation is available for asylum seekers - these are people who have had to escape problems and crisis and dangerous situations in countries around the world."



Integrated Offender Management

Following a refresh of the Home Office and Ministry of Justice's Neighbourhood Crimes Integrated Offender Management (IOM) Strategy, the PCC confirmed funding in partnership with the National Probation Service to support a new strategy for IOM. This will ensure direct support is available to offenders to help reduce reoffending, and therefore reduce victimisation.

In line with the IOM strategy, the focus will be on neighbourhood crime: robbery, burglary, theft, and vehicle theft. Such offences have the highest levels of reoffending of any offence types, and make up a high proportion of reoffending.

IOM aims to support offenders to desist from crime by helping to meet underlying needs such as substance misuse, housing and employment needs, and mental health issues.

The funding will enable two existing perpetrator interventions to be rolled out across the force area. This will include extending an online perpetrator intervention pilot for service provision in rural areas, recognised as a leading area of work across Wales. The pilot was initially launched in Powys, but will be accessible across the Dyfed-Powys area.

Gemma Jones, IOM Co-ordinator for Dyfed-Powys Police said;

"This funding is vital to enable offenders to access bespoke interventions that they would not be ordinarily eligible for. It will cover anything from access to specific counselling services to home starter-packs and cognitive-behavioural interventions that support changes in attitudes, beliefs, and values around their offending behaviour."

Aligned to this is the Choices Perpetrator Intervention, delivered by Threshold Domestic Abuse Services, which will also be accessible across the entire force area. The Choices perpetrator programme aims to challenge beliefs, attitudes and behaviour of men over the age of 18 who engage in acts of domestic abuse of any kind. The intervention also enables services to increase the safety of victims and their families experiencing

domestic abuse. Those supported through the Choices programme have reported significant improvements in relationships, communication and parenting, along with reductions in violence. Children within the families report feeling safer and the health and well-being of the whole family is increased.

The IOM featured in the Association of Police and Crime Commissioner's publication: 'PCCs Making a Difference: Reducing Reoffending In Focus.' You can read more on page 47 here:

<https://apccs.police.uk/campaigns/pccs-making-a-difference/>



Offender Diversionary Scheme

The Offender Diversionary Scheme, launched in 2019, continued its important work in to 2020-2021. The Scheme allows eligible offenders to get the support and guidance they need to keep out of the criminal justice system. Many of these will have significant underlying needs, such as substance misuse or financial debt and risk of losing tenancies. Offenders are provided with a comprehensive assessment, and a programme of support is developed, with direct access into agencies such as Dyfed Drug and Alcohol Service (DDAS) and Kaleidoscope.

Pobl Care and Support continued to work alongside a wide variety of organisations to implement referral pathways into both generic and specialist service interventions. During 2020-2021, 701 offenders were referred and 77% of referrals engaged with the programme. The predominant needs amongst the cohort were drugs, attitudes, thinking and behaviour, finance benefit and debt, and education, training and employment.

701 offenders
referred to the Scheme

During 2020-2021, 479 offenders successfully completed the 4-month contract period and exited the scheme. Three key outcomes are assessed by offenders as to how the Scheme has impacted their lives:

**479 offenders
completed and exited the Scheme**

Felt enabled to make positive choices	91%
Felt empowered to make positive changes	90%
Reported improved safety	89%

Substance Misuse Services

The PCC invested in a further joint commissioning arrangement with Hywel Dda Area Planning Board for the delivery of substance misuse services during 2020-2021. This 2-year investment was agreed with the requirement for ongoing evaluation to inform the future development of prevention services, along with detailed performance and outcome data.

Throughout the year, providers Kaleidoscope and Dyfed Drug and Alcohol Service (DDAS), engaged both with the Office of the Police and Crime Commissioner (OPCC) and Dyfed-Powys Police colleagues, providing regular updates on drug trends posing a threat to communities.

The services receive approximately 3,000 referrals annually, with around 1,000 of these coming from criminal justice sources.

3,000 referrals annually



70% of individuals exited the service with a positive closure, such as being drug free or ceasing offending.

The PCC has worked closely with Area Planning Board partners to ensure that the value of the joint investment can be demonstrated, and that future funding proposals are evidence based. It is vital that these services work proactively to target those that are causing disruption in local communities and yet are not actively engaged with services.

Additionally, the OPCC has worked with partners in the Powys area to deliver a refreshed Needs Assessment, and to revise the specification for services required to meet the needs of the population.

The PCC will be reinvesting in this jointly commissioned service together with the Powys Area Planning Board from April 2022.

Restorative Justice

Restorative justice brings together those affected by crime and those that are responsible for the harm, empowering everyone to have a part in repairing the harm and finding a positive way forward. It can be a vital part of a victim's journey and assist in reducing reoffending.

During 2020-2021, the PCC continued to fund the Wales Community Rehabilitation Company to support victims in preparing for the restorative justice process and to facilitate meetings or communication with the offender. Unfortunately, the service found itself on hold due to COVID-19.

Despite this, the PCC continued to demonstrate his commitment to restorative justice, and to fulfil his duty under the Victims' Code of Practice to ensure that victims are able to access restorative justice. For example, in March 2021, the PCC signed a pledge with *Why Me?*, demonstrating his support of the process.

PLEDGE:

To work to ensure that all victims of crime across the Dyfed-Powys area are better informed of restorative justice, to enable them to decide for themselves whether it is a process they want to take part in.

In November 2020 during Restorative Justice Week, the PCC asked members of the public and victims of crime who sit on the Dyfed-Powys Victim Engagement Forum to provide feedback on the restorative justice process. They were asked to consider the meaning and understanding of the term as well as the point at which a victim ought to be informed of, and offered, restorative justice. Gathering this feedback was an important step to inform the use of restorative justice as it continues to evolve within the Dyfed-Powys area.

Closed Circuit Television (CCTV)

In 2016, the PCC pledged to invest in a modern CCTV infrastructure to improve the safety of towns and communities of Carmarthenshire, Ceredigion, Pembrokeshire and Powys.

This pledge continued to deliver for local communities throughout 2020-2021: By the end of March 2021, 151 cameras had been installed across 23 towns. With the installation of cameras in two additional towns, namely Aberaeron and Narberth, planned for summer 2021, the project will then be closed. It is anticipated that at project closure, the CCTV infrastructure will stand at 158 CCTV cameras across 25 towns.

The CCTV cameras will continue to be a valuable asset in keeping our towns safe, and assisting with the detection of crime. In addition to this, CCTV is also helping to protect vulnerable people across the force area.

March 2021: 151 cameras across 23 towns.

November 2020 – Headline – POLICE CCTV operators are proving to be crucial in the search for missing people – finding six people safe and well in seven days.

CCTV Operators at the CCTV control centre ensured six people – including teenagers and vulnerable adults – were located swiftly across the force area, with five of the six found within 30 minutes.

The CCTV Co-ordinator said; *“The team has been very successful and over one week some exceptional performance has seen the team successfully identify where six missing people were, allowing officers to return them to their loved ones, carers and families.”*

Over one week:

-  a 15-year-old girl was located within 10 minutes of being reported;
-  a 52-year-old woman in 13 minutes;
-  two separate teenagers – aged 14 and 17 – were found in half an hour; and
-  Operators successfully spotted a 14-year-old girl walking through a town centre in darkness during the early hours of the morning.



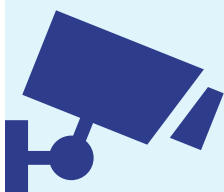
Find out more about how Dyfed-Powys Police uses CCTV cameras here:

<https://www.dyfed-powys.police.uk/foi-ai/af/accessing-information/cctv/how-we-use-close-circuit-television-cctv-cameras/>



Close-Circuit Television (CCTV) camera locations

Aberystwyth	Carmarthen	Llwynhendy	Pembroke Dock
Ammanford	Fishguard	Machynlleth	Saundersfoot
Brecon	Haverfordwest	Milford Haven	Tenby
Builth Wells	Lampeter	Newcastle Emlyn	Welshpool
Burry Port	Llandrindod Wells	Newtown	Ystradgynlais
Cardigan	Llanelli	Pembroke	





PCC Dafydd Llywelyn said;

“It’s all about making sure our communities are as safe and secure as possible and it is very encouraging to see the positive impact the CCTV infrastructure, its centralised monitoring suite and our team of CCTV operators are having on policing throughout the force.”



Community Speed Cameras

In addition to the static CCTV infrastructure, in March 2021, the PCC provided funding to Dyfed-Powys Police’s GO SAFE team to purchase ten speed-measuring devices for Community Speed Watch teams across the force area.

Dyfed-Powys Police have seen an increase in community concerns of speeding across the Force area, and this funding will strengthen opportunities for Community Speed Watch volunteers to support Dyfed-Powys Police in ensuring safer roads within our communities.



Sgt Ian Price, of Go Safe Dyfed-Powys Police Road Harm Reduction Unit:

“GO SAFE will continue to provide expert support in training and managing our community speed watch volunteers across the force. We are grateful for the funding support from the Police and Crime Commissioner that will help deliver on policing in our communities to reduce the risk of harm on our roads and encourage others to help deliver safer communities across Dyfed Powys to reduce speed and subsequent harm.”

Community Investment

Safer Streets Fund

The Home Office’s Safer Streets Fund aims to deliver crime prevention plans with the outcome of reducing acquisitive crimes through situational prevention.

The PCC was successful in obtaining funding through the Safer Streets Fund to develop a project in the Glanymor and Tyisha wards of Llanelli, with key partners, with elements consisting of:

- Free Community Crime Prevention Kits for households;
- The employment of 2 new Community Wardens;
- Small grant scheme for charities, voluntary organisations and community groups in Llanelli;
- Additional street cleaning, environmental enhancements and works to improve the area; and
- SelectaDNA kits and Bike safe kits for community members within the wards.

In March 2021, the PCC joined Llanelli Neighbourhood Policing Team and partners in the town for a Day of Action, where a number of Crime Prevention Kits were distributed to residents in the two wards.

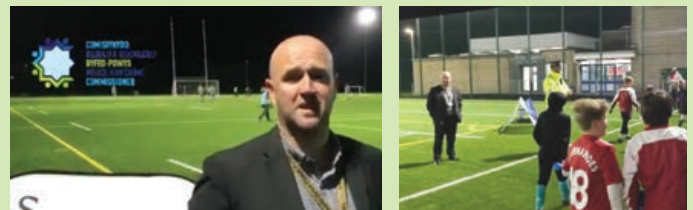


Photo: @SwansCommunity

Premier League Kicks to Pembroke Dock

In November 2020, the PCC visited Pembroke Dock to attend the launch of the new Premier League Kicks initiative in the area.

The Premier League Kicks is funded through by the PCC and run in partnership with Swansea City Football Club Community Trust. Over 90 young people from the Pembroke Dock area took part in the first session, with the sessions – which are free to all – continuing on a weekly basis. During the sessions, the young people take part in various practical activities, such as football coaching sessions, as well as informal sessions that address crime issues.



PCC Dafydd Llywelyn said;

“It was a privilege to attend the opening night, to see for myself the positive influence an initiative such as the Premier League Kicks has on the youth here, and the wider community.”



Investment in Policing

Whilst the PCC invests within the communities of the Dyfed-Powys area, he also strongly supports inward investment in the Force to ensure the highest level of service delivery to members of the community. The PCC has supported and invested funding into the following initiatives:

- **Serious Violence and Organised Crime Co-ordinator;**
- **Financial Investigator role, and Safeguarding Officer and Fraud Triage Officer within the Financial Crime Unit;**
- **Neighbourhood Policing Team Mediation Training;**
- **The purchase of two additional Roads Policing Unit vehicles;**
- **Investment in a specific long wheeled base vehicle to assist the Roads Policing Unit (RPU) with specific operations; and**
- **The purchase of Drug Testing kits for the RPU vehicles.**



Priority 2 Safeguarding the Vulnerable

Support for Victims of Domestic Abuse

During 2020-2021, the PCC continued to work with partners to ensure holistic support for victims of domestic abuse. This included oversight of some key developments within Dyfed-Powys Police aimed at improving the immediate and ongoing response to victims.

The PCC funds a number of service providers who support victims from immediate point of report through to court appearances, ensuring that risk levels are reduced, and safety plans in place for victims and their families.

The Independent Domestic Violence Advisory (IDVA) service continues to support high-risk victims and delivers vital outcomes.

During 2020-2021 the IDVA service received 1,144 new referrals, with 85% of referrals engaging with the service. 31% were repeat referrals and in 70% of referrals, the victim was contacted within 1 working day.

34% of users received face-to-face support, with the remainder being telephone or digital support.

In terms of outcomes, 74% of clients report increased feelings of safety, 90% of clients report improved quality of life, and 98% of clients were satisfied with the overall service received.

OUTCOMES OF THE IDVA SERVICE

74% of clients reported increased feelings of safety

90% of clients reported improved quality of life

98% of clients were satisfied with the overall service they received

1,144 referrals



Support for Victims of Sexual Abuse

Throughout 2020-2021, New Pathways continued to provide 24-hour access to crisis support for victims of sexual abuse, and on-going support in a safe environment offering safeguarding and specialist clinical and forensic care.

The service received 352 referrals during 2020-2021, with 51% of these for historic cases. 21% of referrals were for children aged under 16, and a further 12% were for 16-17 year olds.

80% of service users reported feeling more able to cope, with 90% experiencing a reduction in symptoms of anxiety.

The PCC continues to work closely with partners in policing and health to deliver a joint model of sexual abuse service delivery across Wales. Work was undertaken during 2020-2021 to ensure that premises used to deliver medical examinations for victims are in accordance with newly implemented accreditation standards for forensic and medical services.

The PCC's team are also working with an independent expert who will review existing demand and service delivery models to inform the community based phase of the regional model.

352 referrals
for victims of sexual abuse

OUTCOMES OF THE SUPPORT SERVICE:

80% of service users reported feeling more able to cope

90% of services users experienced a reduction in symptoms of anxiety



Additional Funds for Victims of Domestic and Sexual Violence

During the year, the PCC secured two pots of essential additional government funding for organisations providing support for victims of domestic and sexual violence, to assist with COVID-19 related costs. This additional funding was provided when some organisations struggled to continue their vital work, and at the very time when the risk for those trapped in abusive or exploitative situations increased.

In June 2020, the PCC's office secured £140,000 of funding for 10 organisations to ensure that the most vulnerable in society got the support they needed during the pandemic.

-  Hafan Cymru
-  Pobl Care and Support
-  New Pathways
-  Aberystwyth University (running Dewis Choice service)
-  Calan DVS
-  Carmarthenshire Domestic Abuse Service
-  Montgomeryshire Family Crisis Centre
-  Pembrokeshire People First
-  Threshold DAS
-  West Wales Domestic Abuse Service

In July 2020, the PCC secured £118,000 of additional funding from the Ministry of Justice for the recruitment of new Independent Sexual Violence Advisors (ISVAs). An ISVA provides emotional and practical support for victims of rape or sexual assault, and their main role is to provide support around the criminal justice process.

Given the rural nature of the area, it is important that ISVA services are available to individuals unable to travel to centres. The ISVA service is streamlined to New Pathways, and enables the provision of a dedicated resource, ensuring that this flexible delivery is available and sustainable. It will also enable enhanced ISVA support for children and young people.

Goleudy

Throughout 2020-2021, Goleudy continued to support victims and witnesses, and their families. During 2020-2021, over 25,000 victims of crime and anti-social behaviour were referred to Goleudy to assess their need for support. Over 40% of victims who chose not to receive support from Goleudy were already receiving support from another specialist agency, and a further 39% did not feel affected by the crime.

Goleudy referred victims into specialist support services as needed including mental health, domestic abuse, sexual violence and substance misuse services. Exit questionnaires revealed that over 80% of victims reported feeling safer as a result of their contact with Goleudy. Over 85% of victims also reported feeling more able to cope with the impact of the crime and almost 80% felt more equipped to deal with their experience following their support from the service.

A project group of Dyfed-Powys Police officers and the OPCC staff worked during 2020-21 to review and implement a number of recommendations emerging from scrutiny exercises into victim services. This

work has delivered some positive improvements in the services that victims receive from Dyfed-Powys Police and support agencies, and the OPCC will continue to lead on this work in 2021-2022 and onwards. The Dyfed-Powys Victim Engagement Forum will prove vital in gathering feedback from victims. Find out more about the Forum later in this report.

OUTCOMES OF GOLEUDY SUPPORT SERVICE:

Over 80% of victims reported feeling safer as a result of their contact with Goleudy

Over 85% of victims reported feeling more able to cope with the impact of the crime

Almost 80% felt more equipped to deal with their experience

Over 25,000 victims referred to Goleudy.



Embrace Child Victims of Crime

During 2020-2021, the PCC continued in his role as a Trustee and Board Member with Embrace: The only national charity solely focused on supporting children and young people who have been the victim of serious crime.

In September 2020, the PCC was invited to take part in a series of Embrace webinars, which sought to provide insight into children and families harmed by crime. The PCC ran a webinar, entitled *'Tackling the 24/7 online threat to keep young people safe from the hidden dangers of cyber crime – We can't do this alone, Working with Partners'*. He covered the increased risk of having social media so intertwined in our lives, the alarming statistics connected to these types of crime, and the funding he provides for various projects protecting communities.

In order to raise awareness of the work undertaken by Embrace and the issues faced by the children and families whom the charity helps, the PCC invited Embrace's Chief Executive, Anne Campbell, to join him in a Facebook Live conversation as part of his St David's Conference in March 20201.



During the Conference, Anne Campbell said of the Charity;

"We pride ourselves on providing the kind of support that will make a difference to every child and their family who have been harmed by crime. We want to work closely with PCCs and it's important for us to have the PCC on our Board."



St David's Conference – Focus on Victims

In March 2021, the PCC hosted his fifth annual St David's Conference, with a focus on victims. Due to Covid-19 restrictions, the Conference was streamed live on Facebook and YouTube, meaning that the Conference was more accessible to all. Indeed, thousands have since viewed the videos of the live Conference broadcasts.



Each of the five sessions are still available to view on our Facebook page www.facebook.com/DPOPCC



PCC Dafydd Llywelyn said;

"It is vital that victims know what information and support is available to them, and my Conference was an opportunity to promote support services, and to hear from professionals working in this area."



The PCC was joined by: Victims' Commissioner, Dame Vera Baird who spoke about her work representing all victims of crime; representatives from Dewis Choice, who support older victims of domestic abuse; Temporary Deputy Chief Constable at Dyfed-Powys Police, Emma Ackland; Hugh Simkiss, the Head of Crime at HMCTS Wales; and Anne Campbell of Embrace Child Victims of Crime.

Child Protection - Support and mediation for missing young people

During 2020-2021, Llamau continued to provide an independent service for debriefing, support and mediation of young people who reported as missing and at risk of sexual exploitation or victimisation, and their families.

17% of all young people referred for de-brief by Llamau during 2020-2021 displayed signs of possible child sexual exploitation (CSE). Issues were also identified during debriefs where young people were at significant risk as both victims and perpetrators of crime. Llamau were able to provide the necessary support and mediation in these cases to try to break this cycle.

The impact of the service can also be seen in the reduction in incidents of missing young people being reported. Missing incidents for under 18s in the Dyfed-Powys area reduced by approximately 49% between 2016-2017 and 2020-2021 equating to a reduction of 798 individual missing episodes. During 2020-2021, 364 missing children and young people were referred to Llamau for the de-briefing service.

Llamau were awarded this contract in April 2020 for an initial period of 2 years, with an additional 3 options to extend each for a period of 12 months.

Youth Offending Partnerships

The PCC invested £180,000 into Youth Offending Partnerships (YOPs) during 2020-2021, to enable delivery of early intervention and prevention service for young people aged 8-17 at risk of offending, with the aim of reducing risk and improving their safety and wellbeing. This is achieved through interventions and activities, which are replicated across the four YOPs, as well as those, which are individually designed based on local needs of each community.

During 2020-2021, there were 387 referrals into the YOPs, bringing the total young people receiving interventions as a result of PCC funds over the past 4 years to over 1,200.

There has been an increase in specialist group and one-to-one interventions, alongside a reduction in group-based generic sessions as more targeted approaches to interventions have been developed. As part of the evaluation undertaken in this area, it has been possible to demonstrate that only 2% of the young people who received preventions inputs during 2018-2019 have since gone on to offend.

This work will be explored further by Aberystwyth University whom have undertaken a review of the impact and outcomes delivered as a result of the PCC's investment into the work of YOPs. Findings from this will help to evidence the importance of prevention work and priorities for future investment.

364 missing children referred

387 young people referred



Llamau

Imagine a World Without Homelessness



Impact of COVID-19 on commissioned services

Although the majority of the PCC's commissioned services were forced to close at the start of the pandemic, they worked quickly to put remote services in place to enable support to continue to all victims, especially focusing on those who were most at risk/vulnerable.

The OPCC maintained regular contact with all commissioned services and provided support and guidance as needed. All services provided the PCC with regular updates on risk, issues and their concerns throughout lockdown. Services also shared their contingency plans. All quarterly performance reviews continued to take place, albeit remotely. Referral figures were reviewed and analysed to determine what impact COVID-19 was having on the wellbeing of staff, how it impacted upon service users, and whether any concerns regarding the provision of the service ought to be raised.

The PCC's team linked in closely with service providers to establish key lessons learnt and outcomes reported as a result of the pandemic. A report providing a reflective account of the experience of providing victim and offender services during COVID-19 was shared with

commissioned service providers as well as a plethora of partners.

Service providers highlighted a number of themes, and some of the key points for consideration included, but were not limited to, the following:

- Services should continue to offer a blend of face-to-face and digital/remote support assessed on a case-by-case basis, but face-to-face should be offered to the most vulnerable/high risk service users in line with social distancing guidelines and use of appropriate personal protective equipment (PPE);
- Lessons learnt through new and creative ways of engaging with support users should be embedded into future service planning;
- Service providers, with the support of the OPCC and Dyfed-Powys Police, should continue to publicise, via all available platforms, the service opening times and availability of provision during lockdown;
- Service providers should clearly communicate details of the provision service users could expect during the pandemic; and
- Service providers should regularly communicate with existing services users, providing details around court delays where applicable.

Priority 3 Protecting our Communities from Serious Threats

COVID-19

The situation created by COVID-19 meant that the OPCC could not continue as usual during 2020-2021. In order to respond to the emergency, and to continue to fulfil his statutory responsibilities, the PCC set out his focus areas:

- Ensure the Chief Constable had sufficient resources to respond to and recover from the emergency (**securing resources**);
- Ensure, on behalf of the public, that the police responded in ways that were necessary, sufficient, proportionate and ethical (**holding to account**);
- Facilitate effective partnership working among agencies and groups working in community safety and criminal justice (**enhancing delivery**);
- Commission services, particularly for victims of crime, and providing grants for policing and crime reduction purposes (**community safety and crime reduction**); and
- Ensure residents had the information they needed to understand how their service was performing (**local link**).

In response to the pandemic, Dyfed-Powys Police put in place a Gold, Silver and Bronze command structure to provide strategic, operational and tactical leadership, and co-ordination of the Force's response to COVID-19, with OPCC representation at every level, enabling appropriate oversight and input where necessary.

In addition, the PCC received regular briefings from the Chief Constable. These briefings covered the daily demands on Dyfed-Powys Police, staffing abstraction levels and other matters of concern. The briefings also provided an opportunity to input issues from the OPCC, which required consideration, for example, information from the public, partners and PCC commissioned services.



The PCC met with the Deputy First Minister and Chief Whip on a weekly basis, and received regular updates from the Head of the Police Liaison Unit at Welsh Government, covering the collaborative response across Wales and the work of the Welsh Government in responding to the crisis. Furthermore, the PCC attended weekly meetings with the UK Government Policing Minister.

Rural Crime

Our communities continued to face serious threats from rural crime and incidents throughout the pandemic. Detailed below are some of the key steps taken during 2020-2021 in order to prioritise these issues.

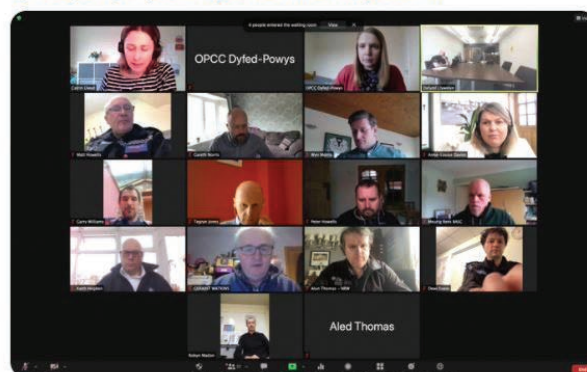
Dyfed-Powys Police appointed a Police Sergeant (PS) to lead the Force's Rural Crime Team. PS Matthew Langley commenced his new post in March 2021, and joined the PCC during his first couple of weeks in a very important strategic partnership meeting hosted by the PCC. Farmers' Unions, Local Authorities, National Parks, National Resource Wales and the Welsh Government were invited to attend the meeting in order to identify ways of working collaboratively to tackle some of the rural crime challenges faced in the Dyfed-Powys area.



This afternoon Commissioner @DafyddLlywelyn chaired a strategic meeting with key stakeholders to identify collaborative opportunities to tackle rural and wildlife crime in the Dyfed-Powys area.

Read more 📄

dyfedpowys-pcc.org.uk/en/news/press-...



Cyfoeth Naturiol Cymru | Natural Resources Wales and 6 others

Feedback on key operational activities within the Force area was shared during the meeting, such as the distribution of SelectaDNA kits to farms in Powys funded through by the PCC, and the discussions had will support the development of a new Rural Crime Strategy for the next 4 years.

The development of the Future Farms Cymru project was a significant development in 2020-21. Through this project, Dyfed-Powys Police and North Wales Police are working in partnership on a new initiative aiming to increase the uptake of technology on farms, with a view of reducing crime and making it easier to detect.

Future Farms Cymru has two strands to the project:

(1) To encourage the uptake of existing technology on farms, including CCTV, padlocks and alarms to deter criminals.

Demonstration farms have been established across North Wales and Dyfed-Powys with support from Farming Connect, whereby companies specialising in security can install their devices free of charge and then showcase their products via the Future Farms Cymru website.

(2) To encourage the uptake of new technology such as LoRaWAN (Long Range Wide Area Network).

This technology is designed to allow low-powered devices and sensors, which could be placed on gates, entrances, and farm buildings for example, to communicate with internet-connected applications over long-range wireless connections.

The Future Farms Cymru website will go live in late 2021, and will also provide resources such as an e-learning package on farm security, provided by Farming Connect, and links to resources on mental health tailored to the agricultural community.

PCC Dafydd Llywelyn said;

“It is exciting to see how the Rural Crime teams of both Dyfed-Powys Police Force and North Wales Police are successfully working collaboratively to tackle rural crime through Future Farms Cymru.”



Cyber-crime and Fraud

During 2020-2021, the PCC continued to part-fund the essential role of Fraud Safeguarding Officer within Dyfed-Powys Police’s Criminal Investigation Department, who co-ordinates Operation Signature and the Banking Protocol.

Operation Signature identifies and supports vulnerable victims of fraud and provides preventative and supportive measures to protect victims and safeguard them from further targeting.

	2018/19	2019/20	2020/21
Total Referrals	406	455	407

2020/2021 Referral Breakdown:

High Risk Victims = 84

Medium Risk Victim = 116

Direct Fraud Safeguarding Officer Engagement = 166

Total Money Stolen = £3,351,699

An example of the work carried out under Operation Signature

- In January 2021 an elderly victim, whom had recently lost her husband and been diagnosed with cancer, was defrauded of her life savings of £103,000.
- Criminals targeted the victim over a period of time.
- The victim transferred the £103,000 to accounts abroad.
- The victim’s bank initially refused to refund the losses, but following engagement from the Fraud Safeguarding Officer, the bank agreed to refund the whole amount, accepting that they failed in their duty of care by allowing the transfers.
- The Fraud Safeguarding Officer supported the victim in implementing protective measures to safeguard her from being targeted again.

The Banking Protocol is a national scheme between the Police and financial sector, which aims to identify bank customers who are in the process of being victimised, and to refer them in to Operation Signature.

Total Referrals = 81 cases

Money Prevented from Loss = £982,431.00

Romance Fraud

The greatest demand upon the Fraud Safeguarding Officer's time during 2020-2021, was the level of engagement required with romance fraud victims.

Criminals engaging in **romance fraud** invest significant amounts of time in socially engineering their victims, knowing that as they gain their trust, their chances of extracting considerable funds from them increases. The emotional, mental and financial impact of this type of fraud upon victims cannot be underestimated and considerable levels of engagement are required from the Safeguarding Officer to even initially convince the victim that they have been criminally targeted.

Reports of romance fraud received by Dyfed-Powys Police = 90

Financial Loss = £1.8million

Money Prevented from Loss due to engagement with the Fraud Safeguarding Officer = £150,000

In March 2021, the PCC provided an input on Cyber-crime and Fraud to Welsh Government, at the Cross Party Group on Policing Meeting, where he advised attendees of the evidential and concerning increase in fraud and cyber-crime activities during the pandemic.

Action Fraud Reporting	No. of victims
2017-2018	1913
2018-2019	1591
2019-2020	1946
2020-2021	3896
Total Reported Loss	
2019-2020	£7 million
2020-2021	£14.5 million

Both the PCC and his team continued to share vital information and advice on cyber-crime and fraud via social media platforms and the PCC's website, in order to equip communities with the knowledge and information to assist in protecting them from serious threats.

In December 2020, the PCC issued advice to local County, Town and Community Councillors of potential fraudulent activity, as Dyfed-Powys Police had seen a significant increase in cyber-crime as a result of the pandemic. Councillors' contact details are freely available online, targeted easily by fraudsters. Criminals were taking advantage of the COVID-19 situation to trick the general public, and local Councillors in particular, into handing over money and personal information. The PCC appealed to people to be vigilant, particularly when online.

Just Hang Up!

Criminals pretending to be from Microsoft, Norton and BT are trying to scam Dyfed-Powys residents.

If you receive a call saying your computer is infected or has serious errors, or your anti-virus needs updating, just hang up the phone. No genuine employee from Microsoft, Norton Anti-Virus or BT should ever phone you to tell you this.

These callers are criminals who will try gain your trust by making you think your computer has a problem. If you allow them access to your computer, you are at risk of having money taken from your bank account and your computer locked.

- Don't engage in conversation with them.
- Put the phone down.
- Block the number they called from.
- Tell your friends and neighbours about this scam.

Heddlu Police
DYFED-POWYS

Priority 4 Connecting with Communities

Participatory Budgeting

In February 2020, the PCC announced an investment in a new approach to community funding following the 2019-2020 refresh of the Neighbourhood Policing structure across the Dyfed-Powys Police area. Participatory Budgeting is a way of giving communities a greater say in how money is spent in their local area: Communities influence the decisions.

2020-2021 saw successful virtual community Participatory Budgeting events across each of the Force's 14 Neighbourhood Policing areas, where Community groups applying for funding were asked to present a video showcasing their project ideas.

The PCC initially invested £140,000 in this approach; £10,000 for each Neighbourhood Policing area. Several of the Neighbourhood Policing Teams were successful in securing additional funds from local partners and organisations, bringing the total funds available to £213,500, which was shared amongst over 100 community groups.

In January 2021, the PCC and Chief Constable met with all of the Neighbourhood Policing Teams to thank them for working with local partners and community groups to run the successful participatory budgeting events.



One of the successful applicants in the **Llanelli Participatory Budgeting** event was **CYCA** - a centre providing support services for children, young people, and families across Carmarthenshire and beyond, in the fields of emotional health and well-being, training, play, education, and physical health.

Tracy Pike, CEO at CYCA said; *“CYCA are delighted to receive this funding as we are aware that there are young people in the ward who require counselling support. They will present with anxiety or depression and need specialist services to give them strategies to learn to self soothe. Without this support, it can lead to self-harm, substance or alcohol misuse. Our work is preventative.”*

In the **Haverfordwest Participatory Budgeting** event, funding was secured by **Haverfordwest High VC School** to develop a new radio station.

Aurelia Gardner, Wellbeing co-ordinator at the School said; *“The project will give students the opportunity to take a lead role and develop their talents. Students will be given responsibility and ownership for Haverfordwest High Radio and for choreographing productions. Achievements will be rewarded on air to boost pride, sense of community and wellbeing and promote students’ own performances.”*



PCC Dafydd Llywelyn said;

“I committed to fund this new approach as it is vital that local residents have a say in how money is spent in their area. They are best placed to work with the police, and other partner agencies, to identify where the money is needed and what would most benefit the local communities.”

Volunteer Schemes

COVID-19 had a big impact on the work of the PCC's volunteers, and across the different schemes, the volunteers' activities were continually reviewed and adapted where necessary.



Independent Custody Visiting Scheme

It is a statutory requirement for PCCs to have an Independent Custody Visiting Scheme. Independent Custody Visitors (ICVs) provide independent assurance that detained persons are treated appropriately and fairly by Dyfed-Powys Police.

At the start of the pandemic, the ICVs' physical visits to custody suites across the Force area were suspended for a period of time, in order to protect the welfare of the ICVs, staff and detainees within custody suites.

The scheme was under continuous review to ensure the safe reintroduction of welfare checks. In August 2020, ICVs began to telephone custody suites to speak to detainees, and in September 2020, the Scheme introduced a phased return to physical ICV Visits. Throughout the year, practices were adapted, dependant on the localised COVID-19 situation. Some areas saw a longer period of telephone call visits for example, prior to physical visits recommencing.

23 ICVs

91 telephone calls to custody suites

14 physical custody suite visits

201 detainees in custody during calls/visits

31 detainees spoken to

5 detainees observed

The number of detainees accepting a phone call from an ICV is much lower than those willing to see an ICV in person, therefore, the situation continues to be monitored and reviewed in to 2021-22.

For further information on the ICV scheme, and the issues raised by detainees, visit the PCC's website:

<https://www.dyfedpowys-pcc.org.uk/en/the-office/volunteer-schemes/independent-custody-visitors/>





Animal Welfare Scheme

The PCC's Animal Welfare Visitors check on the welfare of police dogs engaged in police work, and the condition in which the dogs are housed, trained, transported and deployed.

7 Animal Welfare Visitors

13 visits to Dog Handlers

22 dogs seen



At the start of the pandemic, the visits with Dyfed-Powys Police' Dog Handlers and their police dogs were suspended for a period of time in order to protect the welfare of both the volunteers and the Dog Handlers. Despite this, 13 visits were made during 2020-2021, and encouragingly, no concerns were raised.



PCC Dafydd Llywelyn said;

"My volunteers play an important part in helping me deliver my vision set out in the Police and Crime plan. In these unprecedented times, a number of my schemes were unable to carry out their usual duties. However, I am grateful to each individual for their continued engagement with the Office and their commitment over the past year in ensuring that the public remain both safe and confident. It was a pleasure to meet with them during Volunteers' Week."



Quality Assurance Panel

The 11 members of the PCC's Quality Assurance Panel scrutinise the quality of Police contact with the public, in a transparent and independent manner. Their scrutiny activity supports improvements within the Force. Find out more about their activities during 2020-2021 under '[Governance and Scrutiny](#)'.

Youth Ambassadors

The PCC continued to engage with his Youth Ambassadors throughout the pandemic, and worked together on some key activities for young people despite not being able to meet face-to-face.

Policing Accountability Board

The PCC invited the Youth Ambassadors to attend a youth-focused Policing Accountability Board meeting - a regular public meeting where the PCC holds the Chief Constable to account. They were able to raise queries and issues directly with the Chief Constable and senior Dyfed-Powys Police officers.

New Ambassadors

In October 2020, several new Youth Ambassadors were welcomed on to the Youth Forum, and the PCC is keen to further increase the number of Youth Ambassadors into 2021-2022. The PCC's team work to ensure that the Youth Forum is representative of the diverse young communities it represents.

Children's Rights Charter

In line with the work of the Youth Forum, the PCC is keen to promote children's rights. Moving in to 2021-2022, the PCC's team continues to work closely with colleagues from Dyfed-Powys Police, in partnership with Hywel Dda University Health Board and the Mid and West Fire Service, to develop a joint Children's Rights Charter. Planning progresses in the development of a regional charter, and collaborative engagement with young people is set to take place during 2021-2022.

Training Video – Young People's Experience of Police Contact

Background: Following the PCC's 2020 Youth Conference, the PCC met with his Youth Ambassadors to discuss the findings of research, undertaken by Hafan Cymru in partnership with Hywel Dda University Health Board, which looked at young people's views of policing, crime and wellbeing in the Dyfed-Powys area. It was decided that the Youth Ambassadors would work alongside the PCC's team to develop a short film for Dyfed-Powys Police's Learning and Development team, portraying young people's experience of police contact.

What the Youth Ambassadors were asked to do: The Youth Ambassadors engaged young people across the area to find individuals willing to take part in the project and share their experiences, and they did an excellent job.

Outcome: The film will officially be handed over to Dyfed-Powys Police by the Youth Ambassadors in the summer of 2021, and will be used as a learning resource for police training programmes within the

Force. It features three local young people sharing their experiences, as well as guidance from individuals from Pembrokeshire People First on how young people with autism or additional learning needs may react differently when approached by a police officer.



Victim Engagement Forum

Through the Victim Engagement Forum (VEF), the OPCC works with Criminal Justice Partners to ensure the voice of victims supports the scrutiny of service provision to victim. During 2020-2021 the PCC's team commenced vital engagement with victims, through the VEF: To involve those affected by crime and anti-social behaviour in meaningful and impactful engagement activities; to give them the opportunity to share views on victims' services throughout the criminal justice system.

A Victim Database sits alongside the VEF, and it is the individuals on the Database who are informed of engagement opportunities. Engagement opportunities during 2020-2021 saw victims completing online surveys and providing feedback on victim-related



documents. Opportunities will further develop into 2021-2022, with victims providing feedback on policing processes, taking part in online discussions, and sharing personal experiences of being a victim.

Below are some of the themes considered by the VEF, activities undertaken, and importantly, the outcome of the engagement activities and ongoing work to deliver outcomes.

THEME: Dyfed-Powys Police's Victim Information Pack (VIP)

Background:

The VIP is given to all individuals who contact Dyfed-Powys Police as a victim of crime. It explains what the police and other agencies will do for victims, and what measures are available to aid recovery from their experience.

What victims were asked to do:

To review the newly updated VIP; to check whether all relevant information was included, and whether it was easy to follow and understand.

Result:

Some very detailed, insightful and invaluable feedback was received. The PCC's team produced a report incorporating a number of recommendations for Dyfed-Powys Police. The main recommendation was for Dyfed-Powys Police to revise the Pack, including victims in the process.

Outcome:

A Working Group was established to progress the revision of the Pack, which involved Dyfed-Powys Police Officers and Goleudy's Victim and Witness Service Manager working alongside (virtually) victims from the VEF and members of the PCC's Quality Assurance Panel. A new version of the Pack is now being utilised by Dyfed-Powys Police, alongside a succinct booklet, also developed by the Working Group.

THEME: Dyfed-Powys Police's work to Improve Victim Services

Background:

In November 2020, a victim-focused Policing Accountability Board meeting was held, where the PCC held the Chief Constable and his team to account for the delivery of victim services.

What victims were asked to do:

The PCC invited VEF members to attend the meeting, where they were able to put questions to the Chief Constable and senior police officers leading on the improvement of victim services within the force area.

Result:

A small number of victims attended and asked questions. Dyfed-Powys Police attendees were tasked with two actions as a result of the questions posed:

- (1) Arrange a meeting specifically for VEF members to meet with Dyfed-Powys Police's leading on victim services; and
- (2) Arrange a one-to-one meeting between one of the victims in attendance and a senior member of Dyfed-Powys Police.

Outcome:

A one-to-one discussion was had, and an online meeting hosted by the Chief Inspector leading on improving victim services. A number of victims attended and invaluable discussions had. Victims spoke highly of their involvement with the VEF, and in particular, the support they had personally received from Goleudy. The meeting also resulted in a case review for one of the attendees.

THEME: Restorative Justice

Background:

The PCC has a duty under the Victims' Code of Practice to ensure victims are able to access Restorative Justice. It was identified internally that victim referral numbers in to the Restorative Justice service, funded by the PCC, were relatively low. Restorative Justice was identified as a key issue on which to seek victims' feedback.

What victims were asked to do:

To complete an online survey on their experiences and views of the process. The survey was also promoted publically via the OPCC's social media channels.

Result:

Following analysis of the survey results, the PCC's team developed a detailed report, along with a number of recommendations. Partners were urged to give further consideration to the stages at which they informed victims of the Restorative Justice process.

Ongoing work:

The recommendations were presented to the Local Criminal Justice Board and its Victim and Witness Sub-Group. Partners have been asked to consider the recommendations and are due to report back to the PCC during the first meetings of 2021-2022.

THEME: Impact of COVID-19 on Victim Support Services

Background:

As previously reported in 'Priority 2 – Safeguarding the Vulnerable' section of this document, the PCC's team linked in closely with service providers to establish key lessons learnt and outcomes reported as a result of the pandemic. In addition to discussions with commissioned services, the PCC's team wished to hear directly from victims who had used, or attempted to use, victim services during the pandemic.

What victims were asked to do:

An online survey was developed to enable victims to provide feedback on their specific experience. The survey link was shared both with VEF members and publically.

Result:

The PCC's team developed a report setting out the survey results and a number of recommendations: To ensure wider publicity of support services' contact details and opening times; to provide victims with a choice as to how they access support i.e. online or face-to-face; and to ensure continued communication with both the victim and relevant partners.

Ongoing work:

The report and recommendations are to be shared with both the service providers listed within the survey and the organisations referred to within victim feedback. Partners will be asked to consider findings relating to their service, and progress against the recommendations will be reported to the PCC in 2021-2022.

Victim Engagement Forum Recruitment

At the end of 2020-2021, there were approximately 70 individuals on the VEF Database. Recruitment continues in to 2021-2022, with individuals affected by crime being advised of the work of the VEF by

the PCC and his team, as well as Goleudy, Dyfed-Powys Police's Neighbourhood Policing Teams and through Dyfed-Powys Police's online Crime Victim Satisfaction Surveys. These surveys were put on hold due to COVID-19, but a new automated electronic system has since been introduced and information has been added advising individuals of the VEF.

Engagement Activity

2020-2021 saw a shift in the format of the PCC's engagement. Unlike previous years where the PCC and his team travelled across the Dyfed-Powys area to meet face-to-face with local communities, the vast majority of engagement activities during 2020-2021 had to be conducted online via virtual platforms such as Skype, Zoom and Facebook Live.

Community Engagement Days

Traditionally, the PCC hosted Community Engagement Days once a month at different locations across the Dyfed-Powys area, meeting with various partners, organisations and commissioned services, and hosting public meetings for residents in order to discuss policing matters. However, lockdown measures meant that all face-to-face public engagement activities had to be cancelled during the pandemic. The PCC's team worked to identify new and alternative ways of engaging with the public, and in May 2020, the PCC hosted his first Virtual Community Engagement Day, for Pembrokeshire residents.

The day included a Public Meeting via Zoom and virtual meetings with a Commissioned Service, Pobl

Group, as well as PLANED. Pobl Group and PLANED work with partners and communities in Pembrokeshire to improve their quality of life. Understandably, many of the questions and issues raised by residents at the Public Meeting focused on policing powers linked to lockdown measures and travelling restrictions in place at that time. It was therefore beneficial that the PCC had invited Dyfed-Powys Police's Superintendent Ross Evans to join him, who was able to explain how his staff and officers across Pembrokeshire had responded to the measures at an operational level.

Similar Virtual Engagement Days were held for Ceredigion, Powys and Carmarthenshire residents in June and July 2020, and having virtually "visited" all four counties, a themed approach was adopted for the next two Virtual Engagement Days.

Themed Community Engagement Days

November 2020

Theme: Mental health



Engagement activities: The

PCC met with the Association of Police and Crime Commissioner Mental Health Lead, Matthew Scott and Dyfed-Powys Police's Mental Health Lead, Superintendent Ross Evans, to discuss the impact of the COVID-19 pandemic on the mental health and well-being of Officers and Staff, as well as the general public. In support of the White Ribbon Campaign, this engagement day also included meetings with organisations providing services to victims of domestic abuse.

January 2021

Theme: Road Safety

Engagement activities:

The PCC launched the All Wales Fatal 5 Campaign during the engagement day: A Campaign which focused on the five strands relating to the most significant collision factors in fatal and serious injury collisions - drink/drug driving; speeding; not wearing a seatbelt; using a mobile phone; careless driving.

As part of the day, alongside GoSafe representatives, the PCC met community representatives from Powys to discuss road safety matters and concerns in specific areas of the county. The PCC also hosted a 'Commissioner in Conversation' session; a live Facebook Broadcast where the PCC was joined by ACC Mark Travis from South Wales Police, the Strategic Lead for Roads Policing in Wales, and Teresa Ciano, GoSafe Partnership Manager.



PCC Dafydd Llywelyn said;

“As an elected member of the public, I represent the public’s voice, and as such, I am keen to ensure that I continue to engage with the communities as often as I can so that their voice is represented - especially during these unprecedented times. It was great that in May 2020 we were able to finally restart some community engagement activities with a series of ‘virtual’ community engagement days.”



Guest speakers from Race Council Cymru, Race Council Cymru’s BAME Youth Forum, Victim Support, and Dyfed-Powys Police joined the PCC. A number of young people attended, whom, together with the partner organisations, were keen to work to tackle hate crime and to raise awareness of the crime.

Q1 I know what a hate crime is

	Beginning of webinar	End of webinar
Yes	84%	100%
No	0%	0%
Not Sure	16%	0%

Q2 I have been a victim of or/and a witness of hate crime

	Beginning of webinar	End of webinar
Yes	61%	96%
No	13%	0%
Not Sure	26%	4%

Q3 I know how to report a hate crime

	Beginning of webinar	End of webinar
Yes	19%	35%
No	61%	61%
Not Sure	19%	4%

Q4 I would know where to go and how to get support if I had been a victim of Hate Crime:

	Beginning of webinar	End of webinar
Yes	45%	91%
No	10%	0%
Not Sure	45%	8%

Commissioner in Conversation

The PCC launched his ‘Commissioner in Conversation’ sessions in October 2020 as an additional way to engage the public, partners and key community representatives. The sessions took the form of informal conversations between the PCC and his guest(s), where they discussed the guest’s area of work, sharing important information with the viewers. During the sessions, viewers could post questions adjacent to the live broadcast, which were considered by the PCC and his guest, and the PCC’s team behind the scenes.

The PCC held conversations with Chief Officers and senior operational officers from Dyfed-Powys Police, as well as Hywel Dda University Health Board’s Chief Executive, representatives from commissioned services and the Force Chaplain service, and subject specialists as part of themed days.

Hate Crime Webinar

In October 2020, as part of Hate Crime Awareness Week, the PCC hosted a Zoom webinar for young people, including his Youth Ambassadors. The webinar focused on identifying the various forms of hate crime and how they can escalate to crimes, how to intervene and report a hate crime, and the work by organisations and campaigners to prevent and raise awareness of hate crime.

The PCC’s team carried out a short live survey on Hate Crime at the beginning of the event, which was repeated towards the end of the event, in order to compare how their understanding and awareness of the crime changed as a result of the inputs.

Consultation Activity

As with the PCC's engagement work, consultation activity also looked a bit different in 2020-2021. Everything had to be completed online.

During 2020-2021 the PCC did however seek local communities' views and feedback on a number of policing matters, as it was important that the PCC continued to represent local communities in making decisions linked to local policing services:

- Setting the 2021-2022 Police Precept;

- The development of the new Policing Hub and Custody Suite in Llanelli;
- The Restorative Justice process (see 'Priority 2 – Safeguarding the Vulnerable'); and
- How COVID-19 affected victim services (see 'Priority 2 – Safeguarding the Vulnerable').

Police Precept Consultation

Aim: To find out how much residents and business ratepayers would be willing to pay per month towards their local policing services, to assist the PCC in his decision-making.

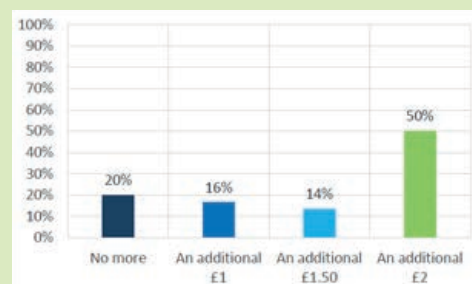
Methodology: An online survey was developed using Survey Monkey, in order to enable residents and business owners to easily share their views. The survey ran for 4 weeks, from Monday 7 December 2020 to Sunday 3 January 2021, and was distributed widely to ensure as many residents and business ratepayers as possible were able to share their views:

- A press release was posted on to the PCC's website and shared with numerous media outlets;
- Regular social media posts were scheduled holding links to the survey;
- The PCC sent letters directly to key community representatives - local Members of Parliament and the Senedd, and County, Town and Community Councillors;
- The PCC sent letters to business owners via Trading Standards and Chambers Wales who were asked to circulate within their business communities;
- Dyfed-Powys Police's Neighbourhood Policing Teams' Engagement Officers were asked to share the survey within their communities;
- The PCC's volunteers and Youth Ambassadors, as well as Police and Crime Panel and Joint Audit Committee members, were asked to complete the survey and share wider within their communities;
- Partner organisations were asked to complete and share the survey - commissioned service

providers, Community Safety Partnership Managers, local criminal justice agencies, and local councils and health boards; and

- The PCC sent a message to all subscribers of Dyfed-Powys Police's Community Messaging System, requesting that they too complete and share the survey.
- Paper copies of the survey were made available on request and OPCC staff were available to talk an individual through the survey, completing it on their behalf, over the telephone.

Response: 614 residents and business ratepayers completed the survey. Half of the survey respondents noted that they would be willing to pay an additional £2 per month towards their local policing services.



Outcome: The results and comments put forward in relation to why the respondent would or would not wish to pay an additional amount towards their Police Precept, were considered by the PCC when making his proposal in setting the Police Precept level.

Carmarthenshire Policing Hub and Custody Suite Development – Pre-application Consultation

Aim: The consultation provided those who may be interested in the development proposals with an opportunity to view the draft application package, express their views, and raise queries in relation to the proposed new development.

Methodology: Asbri Planning, the planning consultants, co-ordinated the main element of the public consultation, whereby planning consultation documents, proposed building plans and supporting documents were available online and on request. In addition to this, in May 2020, the PCC hosted a public meeting, held via video conferencing, providing residents and community representatives with the opportunity to raise questions around the development.

The PCC invited Chief Inspector Richard Hopkin, Dyfed-Powys Police's operational lead on the new build, his Director of Estates, Heddwyn Thomas, and representatives from Asbri Planning, to ensure the relevant persons were present to provide the relevant information.

Response: Local community representatives attended the public meeting, raising queries in relation to the plans but also around the impact the new development would have on existing local police stations and police visibility in Llanelli town centre.

Outcome: Discussions were considered by both Dyfed-Powys Police and Asbri Planning in progressing the development.



5. Office of the Police and Crime Commissioner

Agile Working

In 2020, many organisations had to implement alternative ways of working, and the OPCC was not exempt to this. Throughout the year, the majority of OPCC staff members worked from home, working efficiently to support the PCC in discharging his statutory responsibilities, maintaining a high level of service to the public and partners.

Learning from the COVID-19 experience, the OPCC developed a smarter approach to working, which will continue in to 2021-2022: An approach that encourages agile working where staff continue to work remotely, as well as the use of a “hot desk” system within the office. The OPCC itself physically reduced in size during this period, providing 30% of its office space to the Welsh Ambulance Service.

Less staff working at the OPCC in Police Headquarters resulted in a significant reduction in the office’s carbon footprint. The OPCC spent less on electricity, less paper was used for printing, staff members travelled less to and from work, and the majority of meetings took place virtually.



Total HQ costs 2019-2020 **£447,657**

Total HQ costs 2020-2021 **£340,034**

A reduction of **£107,623**



Sustainability Working Group

The OPCC’s Sustainability Working Group increased its activity during 2020-2021, working collaboratively with partner organisations to reduce Dyfed-Powys Police’s overall carbon footprint and impact on the environment. Electric Vehicle Charging Points are active at DPP Headquarters in Carmarthen, with 11 further sites scoped for charging points. Additionally, a Decarbonisation Grant totalling £879k was secured from Salix Finance. This work will progress into 2021-2022, and allow us to further develop Dyfed-Powys Police into an environmental friendly organisation, supporting the action to reduce the impact of climate change. The money will contribute to LED lighting, loft insulation and Energy Management System upgrades to name a few.

PCC Dafydd Llywelyn said:

“As an organisation, it is important that we continue to identify ways of taking further environmentally friendly steps to reduce our carbon footprint, minimise fuel consumption, and also experience the benefits of renewable energy. I look forward seeing the energy efficiency upgrades being made within our estates through the Salix Finance funding”.





Transparency

In February 2021, the OPCC was awarded the Transparency Quality Mark: A sign of high quality standards in relation to transparency of governance structures and information publishing. Each year, CoPaCC, the police governance experts, review Police and Crime Commissioners' ability to meet their statutory transparency responsibilities. During November 2020 and January 2021, a "mystery shopper" reviewed the OPCC's website to determine how we fulfil our statutory duties for transparency, as outlined in the Elected Local Policing Bodies (Specified Information) Order 2011. Having been awarded the Transparency Quality Mark for the third year in a row, the OPCC has proven its provision of timely, consistent and clear information; demonstrating a continued commitment to transparency.



Welsh Language Standards

The OPCC continued to work closely with DPP in order to ensure adherence to the Welsh Language Measure of 2011, with a representative from the Office attending DPP's quarterly "Yr Iaith Ar Waith" meetings in order to understand the Force's compliance levels.

All OPCC vacancies include the ability to speak Welsh as a desirable attainment, and all staff are offered the opportunity to attend Welsh lessons. Currently 42% of the team are confident speaking through the medium of Welsh, ensuring that if someone wishes to communicate with the OPCC in Welsh, we are more than able to accommodate the request.

The COVID-19 pandemic, and subsequent Welsh Government regulations, meant numerous public meetings were held via virtual platforms. The OPCC used platforms which enabled simultaneous translation in order to meet the Welsh Language Standard.



Hapus i gyfathrebu'n Gymraeg neu'n Saesneg
Happy to communicate in Welsh or in English

PCC Dafydd Llywelyn said:

"Being open and transparent is a key element of the Police and Crime Commissioner role and something that both myself and the Office take very seriously."



6. Governance and Scrutiny

Governance Arrangements

Governance arrangements are designed to ensure appropriate accountability, to encourage better decision-making and to ensure the efficient use of resources, resulting in good outcomes for the public and service users.

During 2020-2021 the PCC continued to discharge his scrutiny role via the Policing Board and the Policing Accountability Board, meetings which allow the PCC and Chief Constable to exercise their respective roles in a transparent manner.

The **Policing Board** is the forum in which the PCC holds the Chief Constable to account for the delivery of policing services across the Dyfed-Powys area. Between April 2020 and March 2021, the Policing Board met on 13 occasions; a forward working programme ensured these meetings were focused and effective. The Policing Board adopts a themed approach, where each meeting focuses on a particular area of business; identified and prioritised based on operational demand, community impact and risk.

The Force's response to COVID-19, as well as public engagement and communication throughout the pandemic, were set as standing agenda items during 2020-2021. This meant that the PCC was able to seek reassurance from the Chief Constable, on behalf on the public, as to the Force's arrangements in dealing with the COVID-19 pandemic. The PCC remained fully cited on policing activities linked to COVID-19 throughout the year, such as enforcement and providing public support during lockdown.



The PCC also ensured that key community stakeholders were advised of the Force's arrangements in dealing with the COVID-19 pandemic. Regular briefings were provided to the Police and Crime Panel and the PCC hosted virtual meetings, alongside the Chief Constable, to update Members of Parliament and Members of the Senedd on the ongoing situation.

The **Policing Accountability Board (PAB)** is a public meeting where themes previously addressed at Policing Board are considered, as well as force performance against the priorities outlined in the PCC's Police and Crime Plan.

It was important that this Board continued to sit throughout the pandemic, and that it continued to facilitate public attendance, therefore, meetings were held online, and promoted via our social media platforms.

Members of the Police and Crime Panel attended the virtual meetings, and the OPCC issued invites to key groups, dependent on the focus of the meeting. For example, members of the Dyfed-Powys Victim Engagement Forum were invited to attend a victim-focused PAB meeting, and the PCC's Youth Ambassadors invited to attend a PAB meeting with a youth focus.

Policing Board Themes

-  Public confidence
-  Sustainability and efficiency
-  Force COVID-19 response
-  Engagement with children and young people
-  Complaints
-  Ethics
-  Equalities
-  Human Resources
-  Collaborative work
-  Cybercrime and fraud
-  Rural crime

Minutes of the Policing Board are available on the OPCC's website:

<https://www.dyfedpowys-pcc.org.uk/en/accountability-and-transparency/policing-board/>



In addition to the continuation of Policing Board and PAB, Dyfed-Powys Police has recently undergone a review of its governance structure and re-established their regular rhythm of governance meetings. These provide the PCC's staff with vital insights into all aspects of the force's business, enabling on-the-spot accountability, critical friend analysis and information gathering opportunities in order to keep the PCC informed of key risks and developments.

Further scrutiny activity

The PCC's wider scrutiny work continued to be risk-based and focused on areas of significant public interest / concern, seeking to protect those most vulnerable from crime and ensuring the delivery of appropriate support services to those who become victims of crime.


Formal scrutiny panel meetings were temporarily suspended at the start of the pandemic, with OPCC staff working with members to explore alternative arrangements. The Out of Court Disposal Panel and Quality Assurance Panel resumed relatively quickly, with remote meetings held through a secure online platform.

The PCC's **Quality Assurance Panel** provide a unique insight in to police work, from a layperson's perspective. Scrutiny activities during 2020-2021 included reviews of stop and search cases, COVID-19 fixed penalty notices, the investigative interviewing processes, and rape investigations.

Through their work, the Quality Assurance Panel continued to support Dyfed-Powys Police's improvements in how they record the use of police powers and during 2020-2021, their feedback instigated improvements to the IT system, and influenced officer training.

Panel reports are available on the website:

<https://www.dyfedpowys-pcc.org.uk/en/the-office/volunteer-schemes/quality-assurance-panel/>



The **Out of Court Disposal Panel**, co-ordinated by the OPCC, brings together representatives from across the criminal justice sector, including Courts, Probation, Youth Offending Teams, and the Crown Prosecution Service. Panel members independently assess, scrutinise and quality control the use of out of court disposals (such as cautions,

community resolutions and youth restorative disposals), by Dyfed-Powys Police. They make recommendations, provide feedback on individual cases to officers, communicate findings, promote best practice and identify potential policy development or training needs for consideration by the Force or other agencies involved.

Within their online scrutiny activities during 2020-2021, the Panel reviewed common assault cases, COVID-19 related cases, and possession of controlled drug cases with a focus on BAME and women suspects and assault with injury cases.

Following Panel feedback, a number of cases were reviewed and updated with further information justifying the outcome of the case, and a missed referral to the Diversionary Scheme had since been submitted as a result of the case coming before the Panel.

Panel reports are available on the website:

<https://www.dyfedpowys-pcc.org.uk/en/accountability-and-transparency/scrutiny/out-of-court-disposal-panel/>



The **Independent Custody Visiting Scheme**, previously reported on under 'Priority 4 - Connecting with Communities', also forms part of the PCC's assurance arrangements. During 2020-2021, the Scheme continued to be part of the National Independent Custody Observers Pilot, which involved dip-sampling records of the most vulnerable in custody, including children and individuals with mental health concerns.

The dip-sampling was undertaken alongside existing physical visiting arrangements, and being able to review records has proven to enhance the PCC's scrutiny of the care of the most vulnerable detainees. It was decided that remote record reviewing was an appropriate and proportionate way of maintaining the PCC's statutory oversight duty throughout the pandemic when visits were postponed. The reviews were undertaken by a member of the PCC's team on a fortnightly basis, where specific points of focus included the provision of Appropriate Adults, solicitors and secure accommodation for young people. Reports were promptly provided to Dyfed-Powys Police's Head of Custody and the PCC's Executive Team, for consideration and action where necessary.

The volume of detainees in custody was monitored closely with regular communication taking place with custody leadership to ensure the approach remained proportionate to the current risks. Scheme activity was flexed accordingly throughout the alert levels and lockdowns and by the end of the financial year, it was pleasing to note that a hybrid Scheme was operating across the Force area, with ICVs conducting a mixture of unannounced calls and visits, whilst the OPCC continued remote record reviewing on a monthly basis.

Complaints

Within the Police and Crime Plan, the PCC committed to delivering a professional response to complaints (and compliments) that is widely accessible, transparent and provides swift and proportionate responses. Alongside complaints against the Chief Constable, the OPCC also considers dissatisfaction raised by members of the public concerning various issues that they have encountered within our Force area; these are referred to as 'Community Concerns'.

'Community Concerns' are recorded using 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.

Complaints Numbers for 2020-2021	
Number of formal Chief Constable complaints	7
Number of Chief Constable complaints recorded	6
Number of appeals against the decision to the Independent Office for Police Conduct	2
Number of appeals upheld in favour of the OPCC decision	2
Total community concerns received	291
% Closed cases resolved within 30 working days	99.75%

In addition to the above, the OPCC received 254 COVID-19 related queries and concerns from members of the public and community representatives. These included concerns linked to breaches of regulations and social distancing, as well as queries on travel restrictions.

Complaints Reform

Since 1 February 2020, if an individual's complaint was recorded under Schedule 3 of the Police Reform Act 2002 and the individual is unhappy with the outcome of their complaint, they can submit an application for a review to their PCC. The review will consider whether the outcome of the complaint is reasonable and proportionate. Importantly, the reforms aim to make the discipline system more proportionate and encourage a much greater emphasis on learning from mistakes.

Review Numbers for 2020-2021	
Total valid reviews received	53
Total reviews completed	52
Total Upheld	7
Total Partially Upheld	5
Total Not Upheld	40
Total Ongoing	1
Total Lessons Learnt/ Recommendations identified by OPCC	17

Complaints Scrutiny

Each quarter, the PCC's team reviews complaint data to identify any peaks in complaints or a consistently high volume of complaints in a particular area of policing. Consideration is given to further work that may need to be undertaken to address repetitive concerns. This can include dip-sampling, with referral to the Quality Assurance Panel for independent analysis or top-level data comparison with other similar forces etc. The aim of dip-sampling activity is to scrutinise the performance of the Force's complaints management process. The volume of police complaint cases considered by Dyfed-Powys Police's Professional Standards Department dictates that it would be impractical for the PCC to oversee every complaint case, therefore dip-sampling enables the Commissioner to fulfil his oversight and monitoring responsibility under legislation.

A dip-sampling exercise was undertaken by the OPCC in March 2021 regarding 'No Further Action' cases. The purpose of dip-sampling is not to review the final decision reached in individual cases, but rather to undertake a general review of compliance with procedure, complaint handling techniques and natural justice to ensure public confidence in the police complaints system. Following

the review of 5 cases, the OPCC put forward a recommendation that a summary of the complaint is provided within the acknowledgement email/letter, to ensure that both the Professional Standards Department and the complainant have a clear audit trail of the understanding/summary of the recorded complaint.

Find out more about the dip sampling process, as well as the conclusions, recommendations of the review of 'No Further Action' cases, and the response submitted by the Professional Standards Department on the PCC's website:

<https://www.dyfedpowys-pcc.org.uk/en/accountability-and-transparency/scrutiny/dip-sampling/>



Scrutiny by the Police and Crime Panel

The Dyfed-Powys Police and Crime Panel scrutinises and supports the work of the PCC. Throughout 2020-2021, the Panel continued to hold the PCC to account for the performance of his statutory functions and delivery against his Police and Crime Plan priorities. The Panel is made up of members nominated by the four councils in the force area, and at least two independent members.

Four formal Panel meetings were held during the year, as well as one informal briefing from the PCC. Due to the pandemic, these meetings were held virtually, though they remained open to the public and press through webcasts.



JULY 2020

Police response to the pandemic, the 2019-202 Annual Report, and 2019-2020 accounts

NOVEMBER 2020

Anti-social behaviour, police response to the pandemic, and the PCC's performance against the Policing Protocol

FEBRUARY 2021

Setting of the 2021-2022 Police Precept and issues relating to the use of the Penally Camp for asylum seekers

FEBRUARY 2021

CCTV investment, PCC's performance against the Policing Protocol, and the appointment of a temporary Chief Constable

The PCC welcomes scrutiny by, and challenges from, the Panel and is grateful to them for their contributions.

Find out more about the work of the Police and Crime Panel in their Annual Report, available on their website:

www.dppoliceandcrimepanel.wales



PANEL HEDDLU A
THROSEDDU DYFED POWYS

DYFED POWYS POLICE
AND CRIME PANEL



HMICFRS

Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) independently assesses Dyfed-Powys Police, and the PCC considers and responds to the assessments.

Between April 2020 and March 2021, the PCC responded to 9 separate HMICFRS inspections reports, all of which can be found on the PCC's website:

<https://www.dyfedpowys-pcc.org.uk/en/accountability-and-transparency/force-performance/hmic/>



April 2020

Integrated Offender Management

July 2020

State of Policing: The Annual Assessment of Policing in England and Wales 2019

A call for help: Police contact management through call handling and control rooms in 2018/19

The Hard Yards: Police-to-police collaboration

August 2020

An inspection of Roads Policing in England and Wales

January 2021

Pre charge bail and released under investigation

Police Super Complaint - police data sharing for immigration purposes

February 2021

Disproportionate use of police powers: A spotlight on stop and search and the use of force

March 2021

An inspection of the effectiveness of the Regional Organised Crime Units

Strategic Policing Requirement

The PCC has a mandate to have had regard to the Strategic Policing Requirement (SPR), ensuring that it is duly considered within decision-making. The current Police

and Crime Plan takes cognisance of the requirements set out by the Home Secretary, and the OPCC maintained oversight of the Force's capability to meet the SPR through regular attendance at the Force's Strategic Threats Group.

7. Working Together

Welsh Government

Throughout 2020-2021, the PCC continued to work closely with the Welsh Government and all Welsh PCCs and police forces – a relationship that was undoubtedly vital during the pandemic.

As part of this ongoing relationship, the PCC sits on the **Policing Partnership Board for Wales**, where policing-specific matters are considered by all Welsh PCCs and Chief Constables, alongside senior Welsh Government officials.

The Welsh Government application of restrictions to prevent or slow the spread of COVID-19 had very real implications for the police service in Wales and the PCC ensured that the interests of Dyfed-Powys Police officers and staff, as well as local communities, were fully represented at the four meetings of the Policing Partnership Board for Wales.

The response to the pandemic was clearly a very important item on the agenda of these virtually-held meetings, with the PCC ensuring that the police response followed the principles known as the 4E's, namely, engage, explain, encourage and enforce. The PCC also lobbied for the provision of vaccines to officers who had no option other than to continue to carry out their duties, bringing them into direct contact with the public and potentially exposing them to the virus.

The PCC highlighted issues such as joint enforcement teams involving agencies working together, including the response to the asylum seekers located at Penally, at these meetings. The group also considered how as a “one public service” the forces and partners in Wales are going to deal with the broader challenges as we move out of the pandemic.

Other important issues discussed at these meetings, included, but were by no means limited to: Vulnerability and protecting victims;

Violence against Women and Girls and Sexual Violence (VAWDASV); Serious and Organised Crime and the Violence Support Unit; Diversity, Equality and Community Cohesion; Community Safety; Criminal Justice and the backlog of cases; and the Police Schools Programme.

The **Cross-party Group on Policing** provides an opportunity for members of Senedd Cymru – Welsh Parliament, to engage with PCCs and Chief Constables. During 2020-2021, meetings of the Group were held virtually due to social distancing restrictions, and the following areas were highlighted to the Group:

- The Challenges of Policing in Wales during the Pandemic;
- Domestic Violence and Abuse;
- Changing nature of drugs supply;
- Cyber Crime and Fraud;
- Race and Inclusion in Welsh Policing;
- The Impact of the Pandemic on the Police Workforce;
- The Critical Role of Local Partnerships;
- Criminal Justice in Wales – working with the Probation, Prison and Court Services; and
- Early intervention work to prevent crime and the cycle of re-offending.

Consideration is ongoing as to how best to develop the Group so that as many members of the Senedd as possible take the opportunity to engage with PCCs and Chief Constables.

The PCC continued to link in closely with the **Police Liaison Unit (PLU)** during 2020-2021. The PLU works for and reports to the four Police and Crime Commissioners and the four Chief Constables in Wales, providing a strategic link. From the very start of the pandemic, the PLU were vital in co-ordinating engagement between Policing in Wales and Welsh Government Ministers / senior officials.

Single Unified Safeguarding Repository

During 2020-2021 the PCC took on the role of Senior Responsible Officer for the development of a Single Unified Safeguarding Repository, working alongside partner agencies including Welsh Government and Cardiff University. The overarching purpose of the Wales Safeguarding Repository is to create a process



and system which captures all public sector safeguarding reviews undertaken in Wales. Once information has been collected and collated this will enable data to be drawn upon and used by practitioners. This will facilitate and encourage interdisciplinary approaches to research and future preventative interventions.

The PCC and partners were successful in securing a grant of £175,000 from Welsh Government to enable the development and launch of the repository.

Policing in Wales

Through the Policing in Wales group, all Welsh PCCs and Chief Constables meet on a quarterly basis to discuss policing requirements for Wales and issues affecting residents across the country. The Group considers how they can work together to prevent crime and protect victims of crime at a local level, whilst meeting national policing requirements.

Between April 2020 and March 2021, the group met virtually on 4 occasions. In June 2020, the PCC hosted his final meeting as Chair of Policing in Wales, and during his time as Chair, the PCC was at the forefront of the group's response to COVID-19, requesting and attending meetings with Welsh Government on behalf of the other Commissioners to discuss the police response to the lockdown.

PCC Dafydd Llywelyn said:

"Fulfilling this leadership role on behalf of Policing in Wales was enjoyable although challenging during the current period of crisis. I am proud of the contribution made by Policing in Wales during the COVID-19 response. I also feel I have managed to enhance relationships not only between the four Police Forces of Wales but also with key stakeholders and partners. It is important to understand the unique dynamics of having devolved and non-devolved institutions in Wales and this key leadership forum for Policing in Wales provides a firm foundation for better collaborations and developing a distinct Welsh Policing identity."



A commitment to continuing collaboration work on an all-Wales basis is evident from the above, and in July 2020, in their Spotlight Report on police-to-police collaboration, HMICFRS acknowledged a strong sense of 'purpose' and 'desire' to improve policing in Wales through the collaboration between the four Forces and PCCs in Wales.

You can access the HMICFRS PEEL Spotlight Report here:

<https://www.justiceinspectorates.gov.uk/hmicfrs/wp-content/uploads/peel-spotlight-report-the-hard-yards-police-to-police-collaboration.pdf>



Joint Audit Committee

The Joint Audit Committee (JAC) provides independent assurance to the PCC and Chief Constable on the effectiveness of governance arrangements; risk management and control frameworks, including financial reporting; annual governance processes; and internal and external audit findings. Their work helps to ensure efficient and effective arrangements are in place, and their judgements may be informed by the scrutiny undertaken by the Police and Crime Panel.

2020-2021 saw some changes to the membership of the JAC. Mr Alasdair Kenwright's term of office came to an end in December 2020 after 21 years of contribution to policing in the Dyfed-Powys area. Diolch, thank you.

A new member, Ms Lynne Hamilton, was appointed to the Panel in January 2021. Current members are Malcolm MacDonald (Chair), Martin Evans, Andre Morgan, Kate Curran and Lynne Hamilton.

For further information, please see the Committee's Annual Report here:

<https://www.dyfedpowys-pcc.org.uk/en/accountability-and-transparency/joint-audit-committee/>



Internal Audit

There is 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 PCC. The Internal Audit Plan is scrutinised by the Joint Audit Committee before it is agreed, and audit findings are considered by the Committee.

Internal Audits conducted during 2020-2021 included; Review of Counter Fraud, Vetting Of Contractors, Human Resources Management, Payroll, Pensions, Fixed Assets, Risk Management Mitigating Controls, Estates Management – Governance, and Community Engagement – Governance.



Further detail of internal audit activity is available on the Joint Audit Committee page on our website:

<https://www.dyfedpowys-pcc.org.uk/en/accountability-and-transparency/joint-audit-committee/>



External Audit

Audit Wales are the appointed external auditors to the PCC and 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. Audit Wales also has a statutory duty to assess arrangements for securing economy, efficiency and effectiveness in the use of resources, and undertook a Value for Money review of collaboration arrangements.

Local Criminal Justice Board

The Dyfed-Powys Criminal Justice Board brings together senior representatives of criminal justice agencies operating in the Dyfed-Powys area, to improve the delivery of justice and the service provided to victims and witnesses. The Board meets quarterly, chaired by the PCC.

During 2020-2021, the impact of COVID-19

on the criminal justice system was the prime focus for the Board. Not only did lockdown and social distance restrictions change the picture of crime and disorder, but it also changed the way in which victims were being supported. Ensuring the return to normal levels of service in courts is vital for victims, who are ultimately the end-users of our Criminal Justice System.

The PCC worked with partners at an All-Wales level to develop emergency joint-working arrangements, as well as leading the local response via the Dyfed-Powys Criminal Justice Board. This allowed key partners to come together to discuss the risks and issues and to focus on enabling the best delivery of justice in such unprecedented times.

As part of this work, the PCC established a Dyfed-Powys Victim and Witness Recovery Cell and the first meeting was held in early July 2020 to discuss the predominant risks in the area. This partnership recovery work delivered hugely positive steps forward, with local Magistrates courts being some of the first in Wales to resume normal levels of service having put contingency plans such as extra courts in place to ensure the full backlog of cases have been heard. This was a significant achievement and one which was delivered collaboratively, to ensure that normal business resumed as quickly and safely as possible to secure the best possible service and outcomes for victims.

Public Service Boards

As a statutory invitee to each of the four Public Service Boards across the Dyfed-Powys area, the PCC works with partners to ensure positive, sustainable outcomes for communities. During 2020-2021 the PCC has joined public services across the Force area in evaluating the property and estates used for service delivery, and assessing the potential for joint use of these premises to provide more one stop shop options for the public, and to improve cost effectiveness and efficiency.

The PCC's team also engaged partners with regards to how public services collaboratively consult with community representatives, in particular young people, to ensure that communication is focussed and allows the voices of key stakeholders and service users to be heard and acted upon.

Linked to the above partnership discussions around collaborative consultation and engagement, 2020-2021 saw a joint investment in an engagement post within the PCC's team. The PCC and Hywel Dda University

Health Board jointly fund the role of Policy and Engagement Advisor within the OPCC. The Advisor has worked closely with Hywel Dda engagement colleagues in identifying collaborative engagement opportunities, and continues to do so into 2021-2022. During 2020-2021 for example, collaborative engagement was undertaken to seek young people's views of policing, crime and wellbeing in the Dyfed-Powys area. Read more about this piece of work under '[Priority 4 - Connecting with Communities](#)'.

Community Safety Partnerships

During 2020-2021, the PCC continued to work closely with Community Safety Partnership (CSP) Managers, supporting the four CSP's to develop projects which met their own local community safety objectives in addition to the PCC's [Police and Crime Plan](#) priorities. With this funding the CSP's developed projects such as Workshop to Raise Awareness of Prevent (WRAP) training for partners, no cold calling zones, and a rural crime initiative to reduce farm thefts.



8. Estates

During 2020-2021, the PCC's dedicated Estates team not only continued their work to ensure a cost-effective and fit-for-purpose policing estate, but they efficiently provided an effective maintenance service to Dyfed-Powys Police to ensure the Force could continue to function during the pandemic, which specifically sought to ensure that the police estate is COVID compliant.

They had to make sure that police buildings remained operational and that our environments were safe and hygienic, whilst operating in a different way to ensure social distancing measures were observed.

Some of the key areas worked on as a result of COVID-19 were:

- 1) Statutory servicing and testing of systems and equipment;
- 2) Ensuring enhanced cleaning standards to combat the COVID-19 virus;
- 3) Keeping stock control of cleaning products including hand sanitiser gel;
- 4) Conducting deep cleans of environments where required;
- 5) Monitoring fuel supplies on a weekly basis;
- 6) Continuing with Catering Function at HQ, with social distancing observed;
- 7) Facilitating organisational distancing for departments, with moves and changes, to ensure resilience in business areas;
- 8) Continuing with the Courier Service, transporting essential exhibits between stations and Forensic Examiners; and
- 9) Collecting and delivering essential Personal Protective Equipment (PPE) for frontline officers and staff.

Andrew Rees, Senior Facilities Manager said;

"The entire team performed so well to support these activities in exceptional circumstances and they continue to show their resilience and support for each other to achieve a common goal of serving our communities together."

Referring back to point 7) above - facilitating organisational distancing - one of the bigger reconfigurations which took place was that of the Force Command Centre (FCC); where 999 and 101 calls are taken. The FCC was the first department to implement positive change as a result of COVID-19. There are many separate mission-critical functions based within the FCC, and steps had to be taken to ensure social distancing and the welfare of the staff performing these critical functions. The Estates team relocated a number of teams, and all non-critical staff were relocated away from the FCC in order to protect the separate functions. This reconfiguration work allowed Dyfed-Powys Police to continue to provide an effective policing service; to continue to respond to 999 calls and non-emergency contact.



In addition to the above, other Estates projects have been progressing during 2020-2021, such as the Llanelli Policing Hub and Custody Suite development, this has culminated in the recommendation to purchase land from Welsh Government in Dafen and a full planning submission progressed. Aligned with this, ongoing investigations into future accommodation options for Brecon policing have progressed. Both of these projects will take significant resources and focus during 2021-2022.

9. Spending Money Wisely

2020-2021 Budget

In February 2020, the PCC set a net revenue budget of £112.909 million to deliver policing services for the communities of the Dyfed-Powys area during 2020-2021.

£112.909 for 2020-2021
policing services

This budget assumed a planned use of reserves of £0.703 million to fund day-to-day services, as well as cashable savings of £1.260 million to be delivered across a number of initiatives including; workforce structures, collaborative arrangements, ICT developments, income generation and significant reductions in non-pay spending delivered through procurement and other cost reduction initiatives.

To meet the array of local, regional and national burdens, the budget included the Government's assumed precept flexibility of an additional £12 per Band D property. This once again, saw Dyfed-Powys with the lowest precept in Wales.

The scale of financial challenges are well understood within Dyfed-Powys Police, and the PCC's Chief Finance Officer works closely with the Force's Director of Finance to critically review and develop financial management arrangements.

It is acknowledged that the impact of the COVID-19 pandemic on public finances and deficits will exacerbate these pressures further in coming years. 2020-2021 was a year like no other with the national emergency arising from the COVID-19 pandemic. The policing response was unprecedented as it adapted quickly to enforcing the changing UK and Wales legislation, whilst maintaining service delivery and protecting its workforce.

The Association of Police and Crime Commissioners (APCC) and National Police Chief Council (NPCC) networks worked closely with the Home Office on the financial implications of the COVID-19 pandemic, with detailed reporting on a monthly basis. Consequently, the Policing Minister and Home Office confirmed additional specific grants

during the year to meet the costs of medical grade Personal Protective Equipment, two tranches of funding to support enforcement activities, and an Income Loss Recovery Scheme to recognise lost income as a consequence of the pandemic.

An additional and unforeseen operational demand came from the policing requirements following the Home Office's decision to accommodate asylum seekers at the Ministry of Defence Camp in Penally. Due to the extent of anticipated costs, the PCC submitted a special grant application to the Policing Minister in October 2020. Although the bid was successful, the Minister confirmed that the 1% threshold would not be waived, meaning that the £1.129m would be borne locally, with only the costs over the threshold being met by a special grant. This significant financial pressure was reflected within our financial planning, as well as the Mid Term Financial Plan. However, following the decision to close Penally in March 2021, we were advised that despite the above original notification, the Minister had decided to meet the cost in full.

Mid Term Financial Plan available on the PCC's website:

<https://www.dyfedpowys-pcc.org.uk/en/the-office/finance/precept-and-medium-term-financial-plan/>

After much representation over the past years, through the Policing in Wales group, the Welsh Government announced in March 2021 that additional grant funding was to be made available to address the recurring shortfalls in funding for Police Community Support Officers (PCSOs).

The following table – a Variation Statement – sets out the final out-turn position for 2020-2021, alongside the original budget and a revised budget. This reflects the additional budgets and reserve movements approved during the year. The changes to the budget referred to below were reported on at the monthly Policing Board meetings and quarterly public Police Accountability Boards held

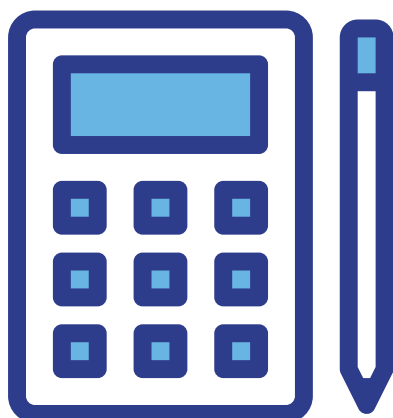
<i>Variation Statement</i>	Original Budget	Revised Budget	Actual	Variance (Positive for Saving)
Budget Holder	£'000	£'000	£'000	£'000
Police and Crime Commissioner				
Office and Commissioning Costs	2,098	2,098	1,935	163
Estates Costs	4,099	4,099	3,833	266
Total Commissioner Revenue Budget Costs	6,197	6,197	5,768	429
Chief Constable				
Total - Force	107,415	106,815	102,630	4,185
Net Spending After Transfer from Revenue to Reserves	112,909	112,909	112,909	0

The total budget for the OPCC, which included office, estates and commissioning of services by the PCC for 2020-2021 was £6,196,000.



throughout the year.

The final out-turn position highlighted within the Variation Statement above reflects a positive variance on the PCC's portfolio of budgets of £429k, with £266k of this relating to the Estates department. Within these figures are savings realised as a result of staff turnover, prudent financial management, and a number of consequential savings arising as a direct result from the impact of changed ways of working put in place due to the COVID-19 pandemic. Significant savings resulted from lower utility costs across the estate, additional income realised from site sharing arrangements, lower spends on planned and reactive maintenance, but there were additional pressures from cleaning requirements.



The overall final position for the 2020-2021 financial year facilitated the creation of a number of new reserves to support Police and Crime Plan priorities, Transformation IT Projects, as well as supplementing Capital Reserves, which in turn, will reduce future borrowing requirements for critical IT infrastructure. At the end of 2020-2021, reserves totalled £17.009 million, which included a general reserve of £4.032m to meet costs of aforementioned unforeseen events.

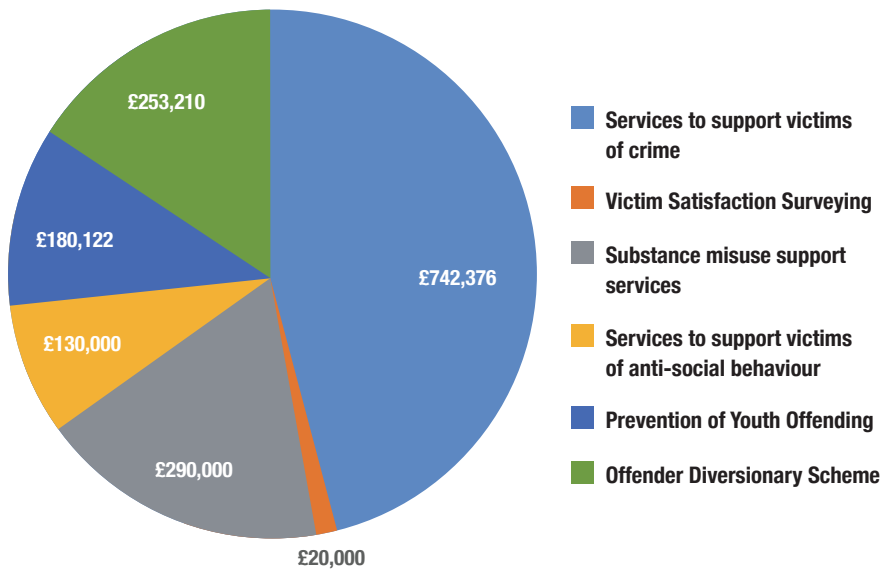
The Force exercised considerable financial restraint and prudence over the year despite some considerable operational and financial challenges as well as the plethora of uncertainties during 2020-2021. The scale and complexity of issues that arose during the year, made the accurate assessment of the final out-turn challenging, but the year-end position was very positive, placing Dyfed-Powys Police in a stronger position to deal with future financial challenges.

For further information on the 2020-2021 financial position, please see the Group Statement of Accounts for 2020-21 published on our website:

<https://www.dyfedpowys-pcc.org.uk/en/the-office/finance/statutory-accounts/>



2020/21 Commissioned Service Budget



Commissioning Budget

The commissioning budget for 2020-2021 was £1,615,708, which included staff costs in addition to costs incurred for direct service provision. £660,812 of the overall budget was funded through the Victims' Grant from the Ministry of Justice. The image on the left shows the detail of this allocation:

The PCC's Commissioning Advisory Board support commissioning activity by acting as advisors in relation to the awarding of grant funding or the tendering for services. The Board focus on scrutinising activity and holding service providers to account. They had a number of inputs from service providers during 2020-2021, discussing the impact of the COVID-19 pandemic, both in terms of their ability to provide services and service users' experiences.

Financial Outlook

In terms of the Medium-Term Financial Outlook, Dyfed-Powys Police 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.

In September 2019, the Government declared that it had *"turned the page on austerity"*, with the Chancellor outlining a commitment to tackling crime and keeping people safe with plans for 20,000 additional police officers.

In July 2020, the Chancellor launched the much-awaited Comprehensive Spending Review (CSR), but amid economic uncertainty caused by the COVID-19 pandemic, October 2020 saw the announcement that only a one-year provisional settlement would be set out in late November 2020. The Chancellor stated that *"in the current environment it is essential that we provide certainty... with a total focus on tackling COVID and delivering our Plan for Jobs"*.

The Chancellor set out the CSR2020 on the 25 November 2020, which included:

- A public sector (excluding NHS) pay freeze, but with lower income protection for those earning under £24,000; and
- A continued commitment by the to the Police Uplift Programme target, with a further 6,000 to be recruited in 2021-2022.

Clearly the impact of the continued lack of longer term clarity and uncertainties around both core and specific grant funding make both short and medium term planning very difficult, and both the national APCC and NPCC along with their respective working groups continue to work closely with the Home Office to make representations wherever possible.

In outlining the settlements, both the Home Secretary and Policing Minister recognised the productive engagement they had had with the police service, which allowed for a clearer picture of the changing nature of demands and the capabilities needed to respond robustly to the challenges. They also paid tribute to police forces and police staff around the country for their bravery, dedication and hard work, and outlined a determination to give the service the resources it needed to crack down on crime, deal robustly with the criminals exploiting the vulnerable and to improve outcomes for the victims of crime.

The Home Secretary and Policing Minister set out the provisional police grant on 17 December 2020, recognising the police's outstanding bravery, commitment to public service, and

speed and flexibility in which police officers and staff had responded to the unprecedented challenges brought about by the COVID-19 pandemic. They also recognised the significant progress in delivering the first year of the Police Uplift Programme with 5,824 additional officers already recruited by the end of September 2020, with an expectation for continued momentum.

The 2021-2022 settlement provides a total of up to £15.8 billion for policing, with funding to PCCs increasing by up to an additional £703m, including the assumption regarding local flexibility to increase council tax precept.

The 2021-2022 grant settlement for Dyfed-Powys Police is £59.529m; £2.921m (5.2%) higher than 2020-2021. The 2021-2022 settlement includes within its baseline, the additional funding to support the first tranche of the Uplift Programme, along with a further specific ring-fenced grant of £700k to support the recruitment of additional officers as part of the second tranche which will be paid subject to recruitment performance. For Dyfed-Powys Police, this equates to a further 42 officers, with 2 being ring-fenced to support the priorities and work of the Regional Organised Crime Unit (ROCU).

The police grant settlement also announced precept flexibility for PCCs of £15 per band D property, and the headline figures published in the Governments press release assumed that all PCCs in England and Wales would take full advantage of this flexibility.

In outlining their expectations for outcomes and efficiency, the Government has reflected £120 million of savings to be delivered through a combination of improved procurement practices, including the delivery of £20 million through BlueLight Commercial, as well as savings in areas such as estates, agile working and shared/enabling services. The establishment of a new Efficiency in Policing Board is expected to improve the efficiencies evidence base and identify further future opportunities for gains.

Following a rigorous process of scrutiny and deliberations over the financial assumptions, risks that continue to threaten the communities and investment priorities, the PCC submitted his precept proposal for 2021-2022 and Medium-Term Financial Plan 2025-2026 to the Dyfed-Powys Police and Crime Panel on 5 February 2021. This process included several seminars and presentations to the PCC, his team, the Joint Audit Committee, Police and Crime Panel Members, and staff from Audit Wales.

The PCC's proposal was supported by the Police and Crime Panel, which raised the average band D property precept by £15.00 to £275.56; a 5.76% increase raising a total precept of £62.307m. This will provide a total of central and local funding of £119.834m, representing a 6.13% increase on funding levels in 2020-2021.

This, once again, ensures that the **DYFED-POWYS AREA HAS THE LOWEST COUNCIL TAX PRECEPT** in Wales of £275.56, compared with £287.71 in South Wales, £287.96 in Gwent, and £303.91 in North Wales.

Dyfed-Powys Police has had the **FIFTH LOWEST COUNCIL TAX PRECEPT INCREASES** across England and Wales since 2012-2013.

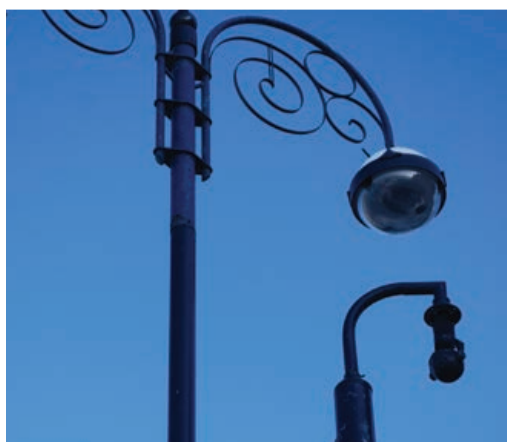
Dyfed-Powys Police continue to identify efficiency measures and has a cost reduction plan in place, which aims to capitalise on national, regional and local initiatives including BlueLight Commercial, Police ICT Company and All Wales Collaboration activities. This plan assumes reshaping of the workforce and cost base through efficiency and productivity, but it is recognised that this needs to continue to develop to enable the setting of a balanced, sustainable and funded medium term financial position for both revenue and capital whilst protecting the standard of service for the communities of the Dyfed-Powys area.








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