



Mae'r ddogfen hon ar gael yn Gymraeg yn ogystal â Saesneg.

This document is available in Welsh as well as English.

# Strategic Performance Board

July 2025

## *External Report*

*Core Metric Financial Year  
Overview.*



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## Purpose and Methodology

This report has been composed to support the Strategic Performance Board. The report includes data on areas identified as regular core metrics, as part of the Commissioner's Police and Crime Plan 2025-29.

Data within this report is reflective of period Financial Year 2024/25 (April 2024 – March 2025), comparing where possible with Financial Year 2024/24 (April 2023 – March 2024) unless otherwise stated.

Data has been extracted from various force and National systems and is correct at the time of extraction.

Some data within this report was provided for inclusion by the OPCC.

Cognisance must be given to the introduction of Niche in May 2023, and the impact this transition had on data reporting.

Similarly, it is important to note some additional external impacts on data, when looking at data overtime, these include the change in crime counting rules, changes in force policies, procedures, and legislations.



## Force Contact Centre (FCC)

999

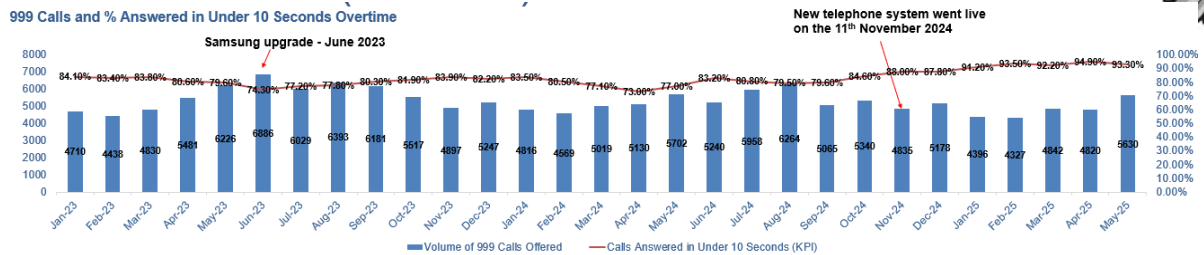


Figure 1: 999 performance overtime.

The above graph illustrates the volume of 999 calls offered overtime and the proportion of those answered within the 10 second KPI. An improvement in achieving this KPI can be seen since implementation of the new telephony system.

In addition to an improvement in the speed of answer, the below graph also illustrates an improvement in the average call wait time.

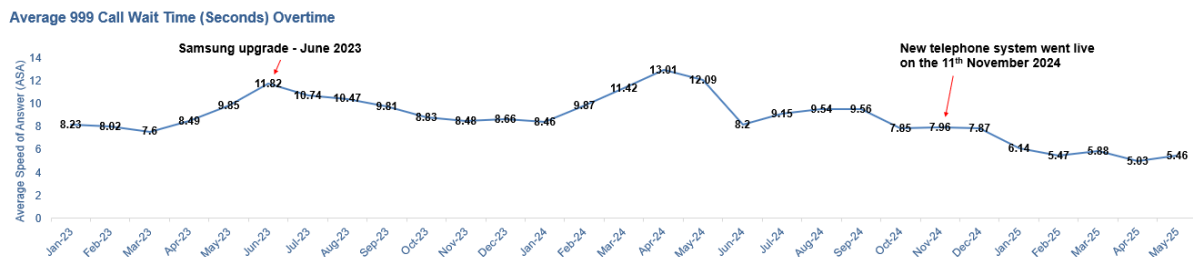


Figure 2: 999 Average call wait time

The data below is reflective of period 2024/25.

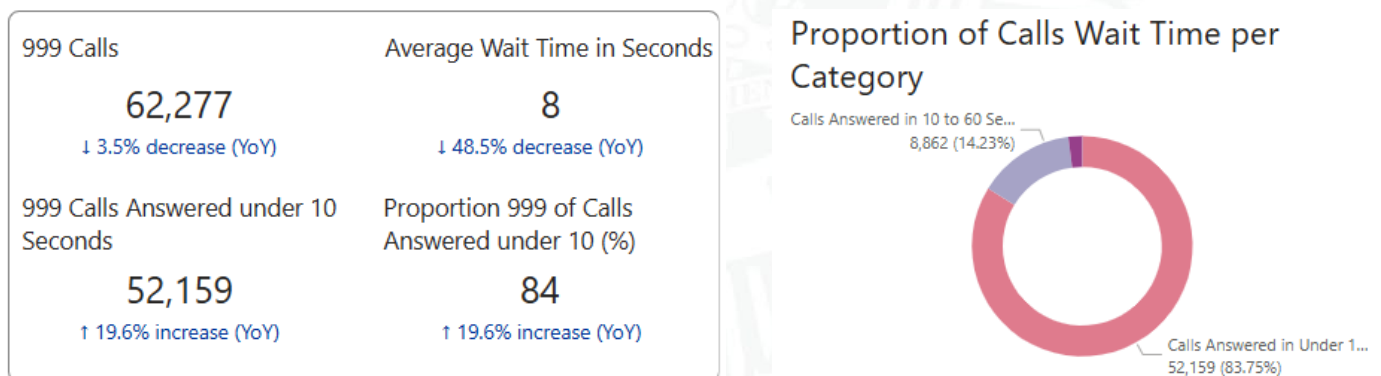


Figure 3: DPC Data 2024/25



101

101 All Options

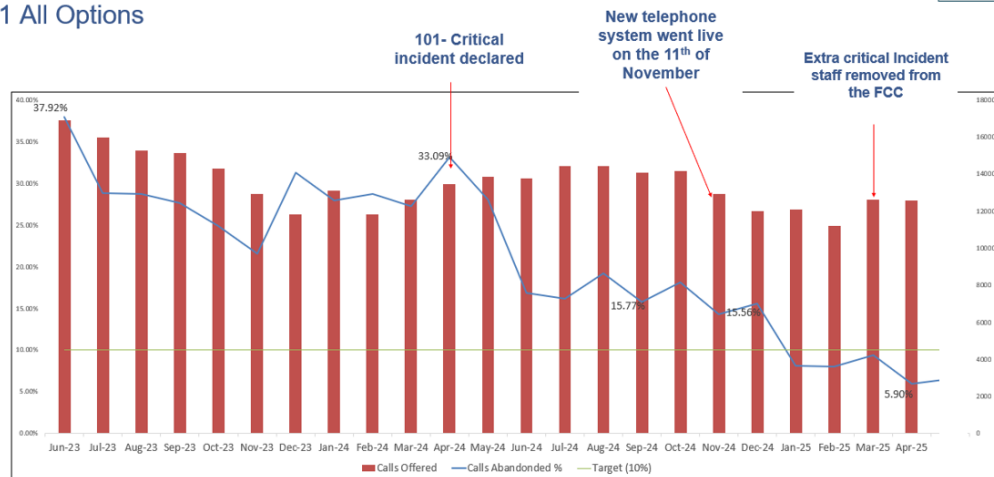


Figure 4: 101 performance overtime.

The National set KPI for 101 is a maximum 10% abandonment rate, the graph illustrates the vast improvements made to our abandonment of 101 – April 2025 5.9% abandonment (April 24 = 33.09%).

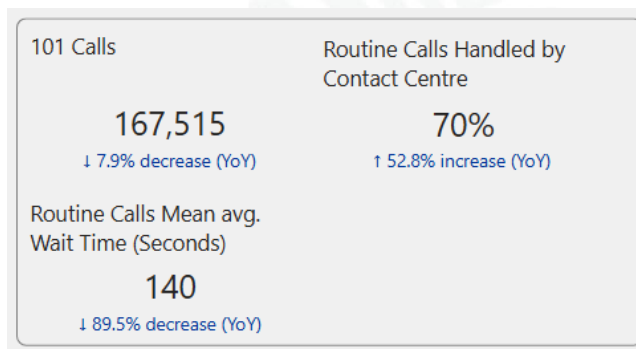


Figure 5: DCP 101 demand.

## Total Demand

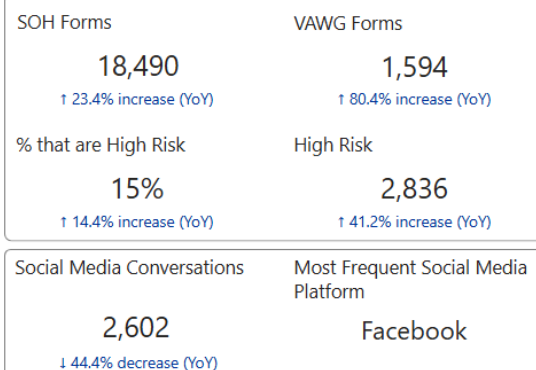


Figure 6: DPC Digital demand 2024/25.

Figure 7 shows an increase in the volume of Digital contact demand, when comparing 2024/25 with previous year. Cognisance must also be given that other digital contact demand is received by the force that is not included in the above and not yet quantifiable, including emails and additional Social Media accounts.





## Recorded Incidents

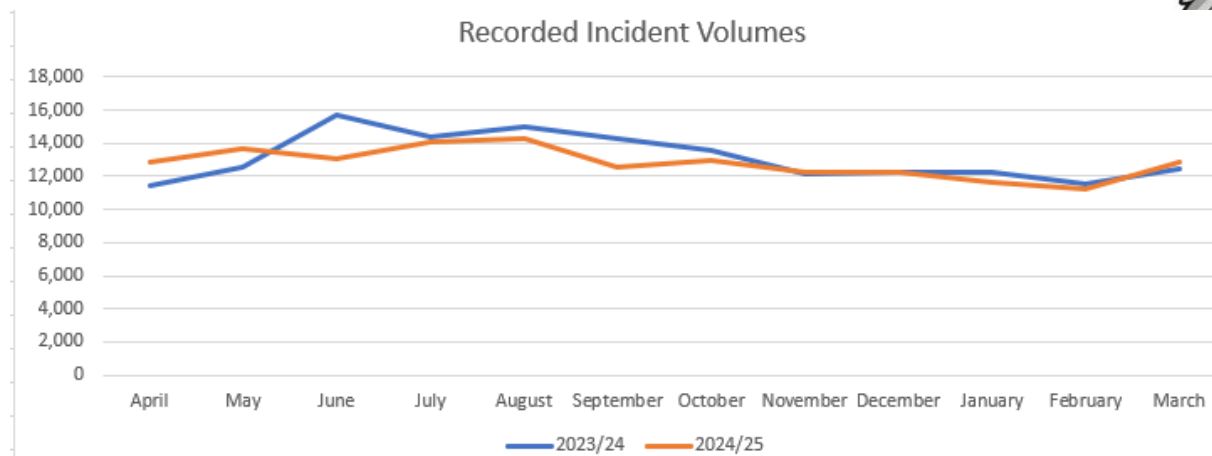


Figure 7: Recorded Incidents overtime.

During 2024/25 a total of 153,613 incidents were recorded. This is a 2.5% decrease, compared to 2023/24 where 157,577 incidents were recorded.

## Response Times

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

### Immediate response (KPI 20-minute response time)

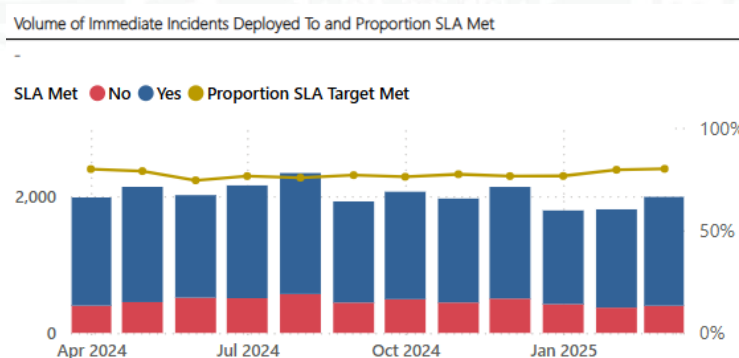


Figure8: Immediate incidents SLA overtime.

### Data for 2024/25:

Immediate		
Incidents Deployed To	Proportion SLA Met	Average Response Time
24302 SPLY: 24627 (-1.32%)	77.3% SPLY: 79.2% (-2.4%)	15.8 SPLY: 16.6 (+4.36%)



As a force the data shows the average immediate response rate for 2024/25 being 15.8 minutes, which is within the 20-minute SLA. This is also a quicker average response time when comparing with 16.6 minutes for 2023/24.

Figure 10 illustrates the inspector areas' average immediate response time for 2024/25: all bar Cardigan and Lampeter averaging within the 20-minute requirement.

#### Volume of Immediate Incidents Deployed To

01/04/2024 - 31/03/2025

Geography	Incidents	% Target Met	Ave Time
<b>Carmarthenshire</b>	9172	82.0 %	14.8
Ammanford	2495	76.4 %	15.5
Carmarthen	2492	83.0 %	14.1
Llanelli	4185	84.9 %	14.9
<b>Ceredigion</b>	3540	69.2 %	18.0
Aberystwyth	1793	83.3 %	12.8
Cardigan	844	69.3 %	22.2
Lampeter	903	41.1 %	24.3
<b>Pembrokeshire</b>	6075	79.5 %	15.0
Haverfordwest	2136	80.0 %	14.4
Milford Haven	1552	82.4 %	15.2
Pembs South	2387	77.1 %	15.3
<b>Powys</b>	5489	72.1 %	17.1
Brecknockshire	1532	75.3 %	15.3
Montgomeryshire	2796	73.6 %	17.0
Radnorshire	1161	64.3 %	19.9
<b>Total</b>	<b>24276</b>	<b>77.3 %</b>	<b>15.8</b>

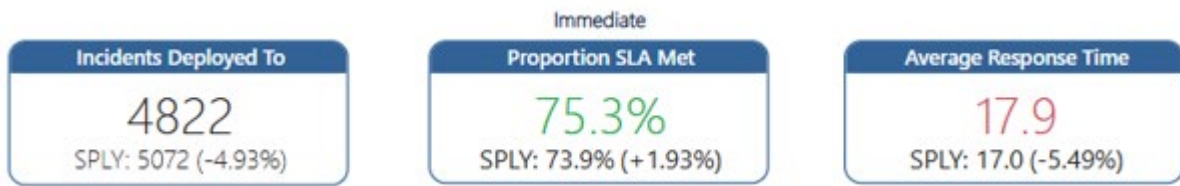
Figure 9: Immediate Response BCU





### Domestic Abuse

Further examining the immediate response time by those calls with a final call type of 'Crime-Domestic Abuse':



Force wide the average immediate response time, during 2024/25, for C-Domestic crimes was within the SLA at 17.9 minutes. This is however a very slight attendance time decrease to 2023/24 which was 17 minutes.

Figure 11 Illustrates that Ceredigion were the only BCU, during 2024/25, to have an average immediate response time over the 20-minute SLA.

Volume of Immediate Incidents Deployed To

01/04/2024 - 31/03/2025

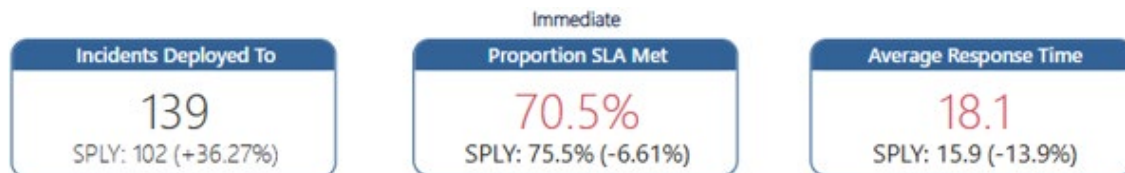
Geography	Incidents	% Target Met	Ave Time
<b>Carmarthenshire</b>	1793	80.4 %	18.1
Ammanford	485	74.8 %	17.0
Carmarthen	359	74.9 %	17.0
Llanelli	949	85.4 %	19.0
<b>Ceredigion</b>	662	61.2 %	23.1
Aberystwyth	270	80.7 %	13.9
Cardigan	192	66.1 %	32.5
Lampeter	200	30.0 %	26.6
<b>Pembrokeshire</b>	1313	78.9 %	15.7
Haverfordwest	443	78.8 %	15.3
Milford Haven	360	83.6 %	16.1
Pembs South	510	75.7 %	15.9
<b>Powys</b>	1049	70.9 %	17.0
Brecknockshire	281	78.6 %	14.5
Montgomeryshire	536	70.0 %	17.7
Radnorshire	232	63.8 %	18.3
<b>Total</b>	<b>4817</b>	<b>75.3 %</b>	<b>17.9</b>

Figure 10: Immediate Response DA BCU



### Sexual

Further examining the immediate response time by those calls with a final call type of 'Crime-Sexual':



As a force the data shows the overall average response time being within the SLA at 18.1 minutes, for 2024/25. An increase in response time is however evident when comparing with 2023/24, where this was 15.9 minutes.

Figure 12 evidences that Ceredigion is the only BCU not within the average minute immediate response SLA.

Volume of Immediate Incidents Deployed To

01/04/2024 - 31/03/2025

Geography	Incidents	% Target Met	Ave Time
<b>Carmarthenshire</b>	38	76.3 %	15.5
Ammanford	9	55.6 %	18.9
Carmarthen	13	84.6 %	13.8
Llanelli	16	81.3 %	14.9
<b>Ceredigion</b>	30	63.3 %	22.2
Aberystwyth	15	80.0 %	19.2
Cardigan	6	50.0 %	20.0
Lampeter	9	44.4 %	28.8
<b>Pembrokeshire</b>	40	72.5 %	16.7
Haverfordwest	18	77.8 %	19.4
Milford Haven	7	57.1 %	16.7
Pembs South	15	73.3 %	13.3
<b>Powys</b>	31	67.7 %	19.1
Brecknockshire	5	100.0 %	7.0
Montgomeryshire	17	52.9 %	23.4
Radnorshire	9	77.8 %	17.8
<b>Total</b>	<b>139</b>	<b>70.5 %</b>	<b>18.1</b>

Figure 11: Immediate Response Sexual - BCU



## Priority response (KPI 60 minute response time)

Volume of Priority Incidents Deployed To and Proportion SLA Met

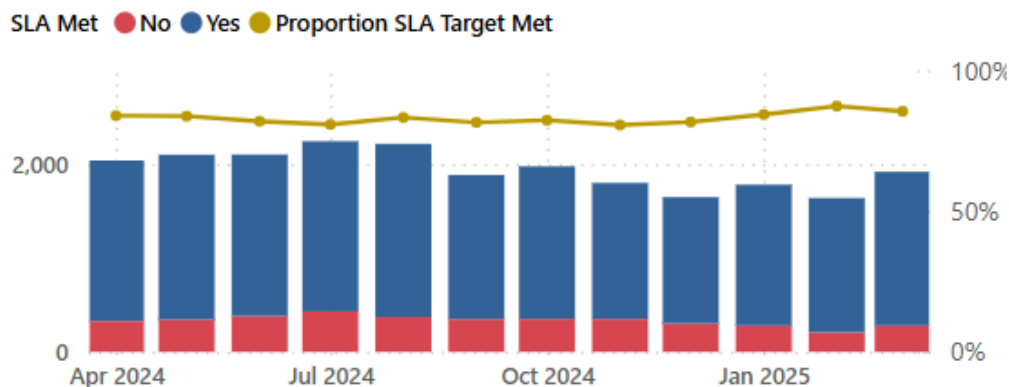
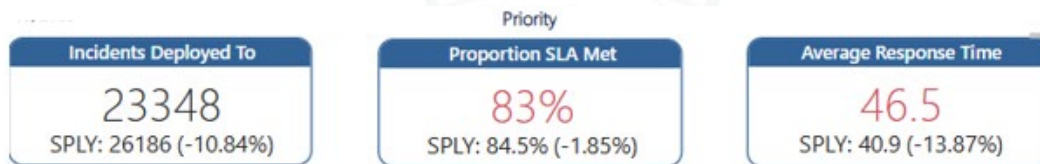


Figure 12: Priority response overtime.

### Data for 2024/25



The average force priority response time during 2024/25 was within the 60 minute SLA at 46.5 minutes. This is however an increase compared to 2023/24 where this was 40.9 minutes.

Reviewing the average time per BCU it can be seen that all, bar Lampeter, were within the 60 minute SLA.

Volume of Priority Incidents Deployed To

01/04/2024 - 31/03/2025

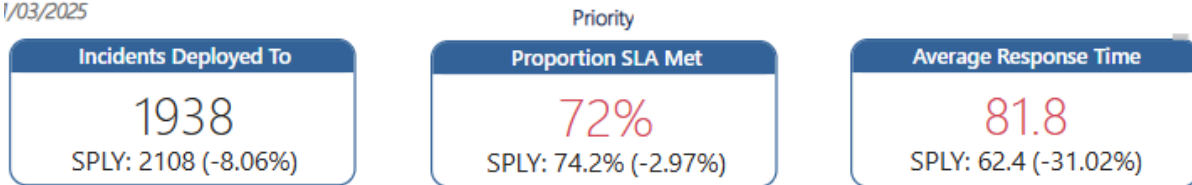
Geography	Incidents	% Target Met	Ave Time
<b>Carmarthenshire</b>	8610	82.3 %	44.3
Ammanford	2021	78.7 %	53.3
Carmarthen	2353	83.3 %	42.3
Llanelli	4236	83.5 %	41.0
<b>Ceredigion</b>	3484	81.7 %	46.3
Aberystwyth	1696	87.5 %	38.9
Cardigan	810	82.3 %	42.0
Lampeter	978	71.3 %	62.6
<b>Pembrokeshire</b>	5818	84.4 %	41.0
Haverfordwest	2087	85.1 %	35.5
Milford Haven	1442	81.4 %	58.9
Pembs South	2289	85.6 %	34.8
<b>Powys</b>	5393	83.2 %	56.3
Brecknockshire	1653	83.5 %	57.7
Montgomeryshire	2546	82.5 %	56.0
Radnorshire	1194	84.3 %	54.8
<b>Total</b>	<b>23305</b>	<b>83.0 %</b>	<b>46.5</b>

Figure 13: Priority Response BCU



## Domestic Abuse

1/03/2025



The average force response rate to priority graded Domestic Abuse incidents was 81.8 minutes, with 72% of the calls being within the 60 minute KPI. This is compared to a 62.4 minutes average response time in 2023/24.

BCU breakdown shows many areas outside of this 60 minute SLA. (Cognisance must be given to the impact of the anomalies in the data i.e due to grade changes and administrative processes).

## Volume of Priority Incidents Deployed To

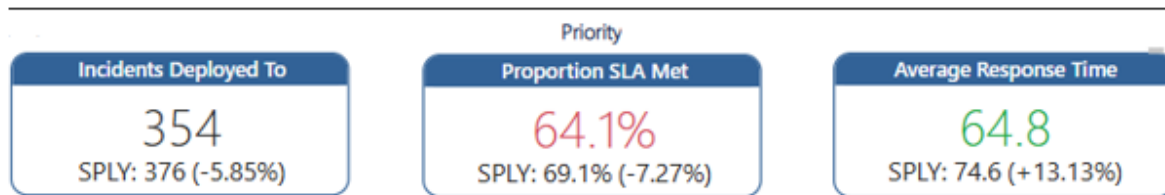
01/04/2024 - 31/03/2025

Geography	Incidents	% Target Met	Ave Time
<b>Carmarthenshire</b>	708	69.5 %	66.0
Ammanford	202	67.8 %	89.0
Carmarthen	154	70.1 %	59.9
Llanelli	352	70.2 %	55.4
<b>Ceredigion</b>	281	73.7 %	55.0
Aberystwyth	103	78.6 %	45.0
Cardigan	80	80.0 %	52.6
Lampeter	98	63.3 %	67.4
<b>Pembrokeshire</b>	513	72.5 %	65.1
Haverfordwest	184	73.4 %	54.7
Milford Haven	142	66.2 %	99.7
Pembs South	187	76.5 %	48.9
<b>Powys</b>	425	75.1 %	146.5
Brecknockshire	105	82.9 %	48.5
Montgomeryshire	224	72.8 %	229.6
Radnorshire	96	71.9 %	59.8
<b>Total</b>	<b>1927</b>	<b>72.1 %</b>	<b>81.9</b>

Figure 14: Domestic Abuse Priority Response by BCU



## Sexual Offences



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

Volume of Priority Incidents Deployed To  
01/04/2024 - 31/03/2025

Geography	Incidents	% Target Met	Ave Time
<b>Carmarthenshire</b>	124	60.5 %	60.7
Ammanford	31	61.3 %	66.3
Carmarthen	31	64.5 %	65.6
Llanelli	62	58.1 %	55.4
<b>Ceredigion</b>	62	69.4 %	49.2
Aberystwyth	31	64.5 %	46.6
Cardigan	12	83.3 %	54.7
Lampeter	19	68.4 %	50.0
<b>Pembrokeshire</b>	85	67.1 %	75.1
Haverfordwest	31	71.0 %	94.0
Milford Haven	19	78.9 %	41.8
Pembs South	35	57.1 %	76.4
<b>Powys</b>	83	62.7 %	72.0
Brecknockshire	29	58.6 %	79.2
Montgomeryshire	39	66.7 %	73.6
Radnorshire	15	60.0 %	54.0
<b>Total</b>	<b>354</b>	<b>64.1 %</b>	<b>64.8</b>

Figure 15 Illustrates those BCU / Inspector areas that did not meet the SLA requirement.

Figure 15: Priority response BCU - Sexual



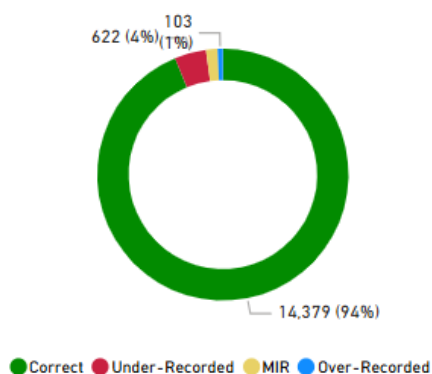


## Crime Data Integrity (CDI)

### Crime Recording

The pie chart illustrates our CDI Crime recording compliance, for those audits conducted June 2024 (when new process commenced) to March 2024.

Audits by Outcome Category 01/06/2024 - 31/03/2025



During this period there were a total of 15,331 crime recording audits conducted.

94% (14,379) Of the audits conducted were compliant.

Specifically looking at the audits conducted on VAP occurrences, the compliance was 94% (4271 audits completed).

89.9% (2157 audits completed) of the audits conducted under the Sexual category were compliant.

The Home Office CDI Judgement Framework deems an audit result of 90%-94.9% as a 'Mostly sound process – but some improvements needed'.

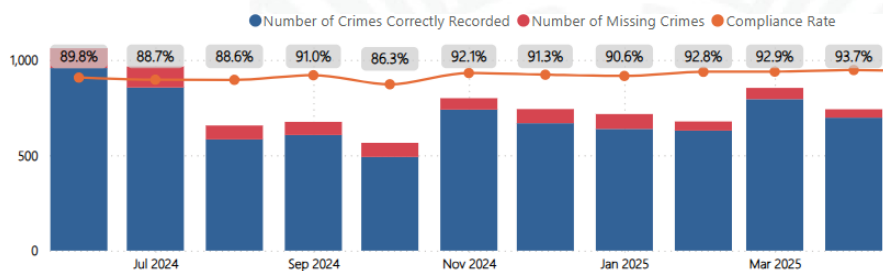


Figure 16: CDI overtime

Correspondingly to the improvements made in crime recording, a vast improvement is also evident in the force's NCRS compliance (timeliness of recording crimes within 24 hours).

### NCRS Compliance (Timeliness)

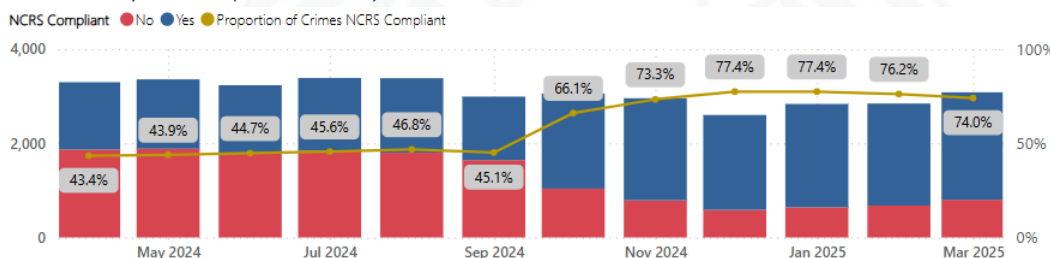


Figure 17: NCRS overtime

The NCRS compliance data has only been captured accurately from January 2024 therefore no SPLY comparison available – significant improvements can be seen since September 2024. Cognisance must be given to the intrinsic link between CDI Crime recording and NCRS timeliness.





## Overall Crime Volume

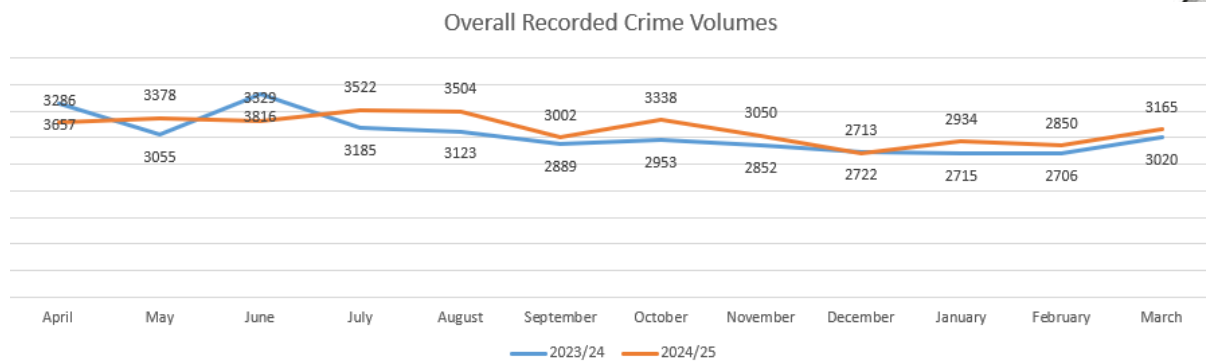


Figure 18: Recorded Crime Volume overtime.

The above graph illustrates the total volume of recorded crime overtime, comparing 2023/24 with 2024/25.

	2023/24	2024/25	Difference
<b>Recorded crimes</b>	<b>36693</b>	<b>38071</b>	<b>1378</b>

An increase of 1378 crimes can be seen. The importance of the change in counting rules, legislation and increased CDI must be considered when looking at crime volumes overtime.

As of date of extraction (20.06.25) there were a total of 5535 investigations ongoing.

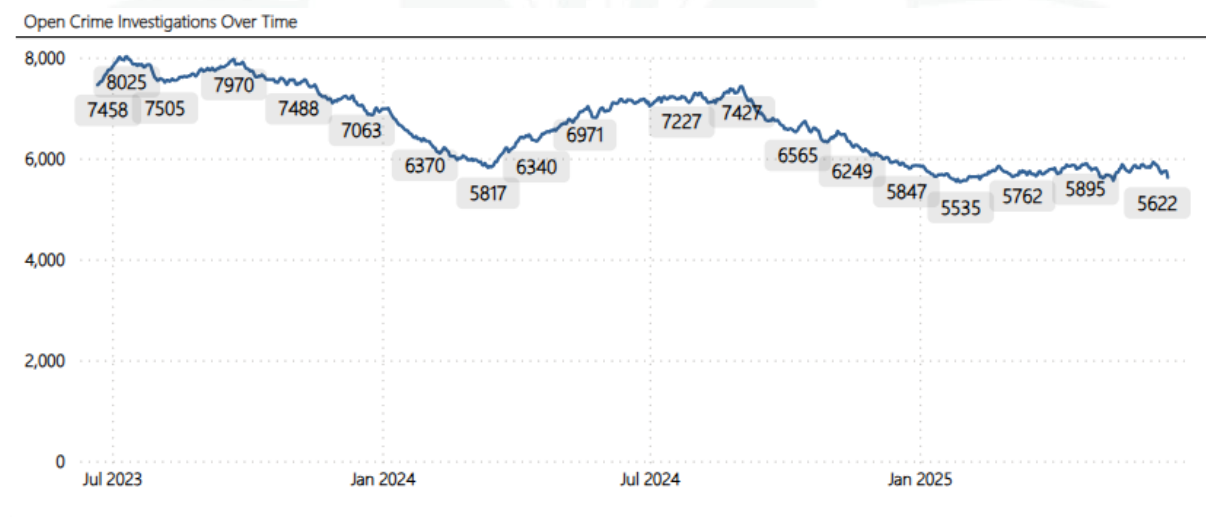
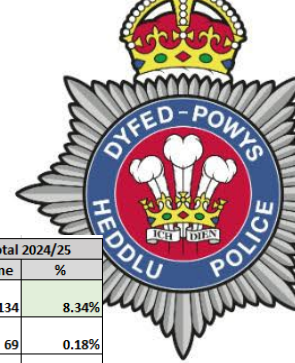


Figure 19: Open overall crime overtime



## Overall Crime Outcomes

Outcome Group	Total 2023/24		Total 2024/25	
	Volume	%	Volume	%
<b>1</b>				
Charge and/or Summons	2340	6.98%	3134	8.34%
<b>2</b>				
Caution - youths	113	0.34%	69	0.18%
<b>3</b>				
Caution - adults	484	1.44%	442	1.18%
<b>4</b>				
TIC (taken into consideration)	0	0.00%	1	0.00%
<b>5</b>				
The offender has died (all offences)	20	0.06%	12	0.03%
<b>6</b>				
Penalty notice for disorder	1	0.00%	0	0.00%
<b>7</b>				
Cannabis warning	0	0.00%	1	0.00%
<b>8</b>				
Community Resolution	1870	5.58%	2456	6.54%
<b>9</b>				
Prosecution not in public interest (CPS) (all offences)	16	0.05%	32	0.09%
<b>10</b>				
Formal action against the offender is not in the public interest (police decision)	223	0.67%	339	0.90%
<b>11</b>				
Prosecution prevented - named suspect identified but is below the age of criminal responsibility	131	0.39%	160	0.43%
<b>12</b>				
Prosecution prevented - named suspect identified but is too ill (physical or mental health) to prosecute	98	0.29%	118	0.31%
<b>13</b>				
Prosecution prevented - named suspect identified but victim or key witness is dead or too ill to give evidence	38	0.11%	36	0.10%
<b>14</b>				
Evidential difficulties victim based - named suspect not identified but the victim declines or is unable to support further police action to identify the offender	1881	5.61%	2353	6.26%
<b>15</b>				
Evidential difficulties - named suspect identified and the victim supports police action, but evidential difficulties prevent further action	7617	22.73%	8650	23.02%
<b>16</b>				
Evidential difficulties victim based - named suspect identified - the victim does not support (or withdraws support from) police action	9190	27.43%	9375	24.95%
<b>17</b>				
Prosecution time limit expired - suspect identified but the time limit for prosecution has expired	304	0.91%	281	0.75%
<b>18</b>				
Investigation complete - no suspect identified. Crime investigated as far as reasonably possible - case closed pending further investigative opportunities becoming available	8296	24.76%	8881	23.64%
<b>20</b>				
Further action, resulting from the crime report, will be undertaken by another body or agency subject to the victim (or person acting on their behalf) being made aware of the action to be taken	502	1.50%	657	1.75%
<b>21</b>				
Further action, resulting from the crime report, which could provide evidence sufficient to support formal action being taken against the suspect is not in the public interest - police decision	275	0.82%	327	0.87%
<b>22</b>				
Diversionary, educational or intervention activity, resulting from the crime report, has been undertaken and it is not in the public interest to take any further action	103	0.31%	249	0.66%

Figure 20: All crime outcomes

The table above illustrates all the outcomes applied during 2023/24 and 2024/25. The data shows an increase from 6.98% to 8.3% in terms of the charge rate (Outcome 1) and an increase from 14.41% to 16.27% Positive Outcome rate (Outcomes 1 – 8 inclusive).

\*Outcome data is calculated and illustrated by the date the outcome was applied, regardless of when the crime was recorded.

## MOJ data:

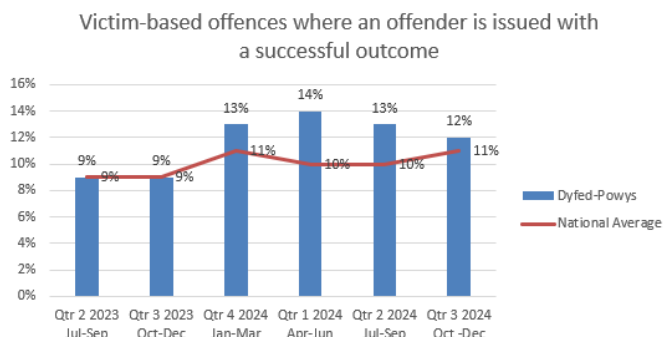


Figure 21: MOJ Successful outcomes

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

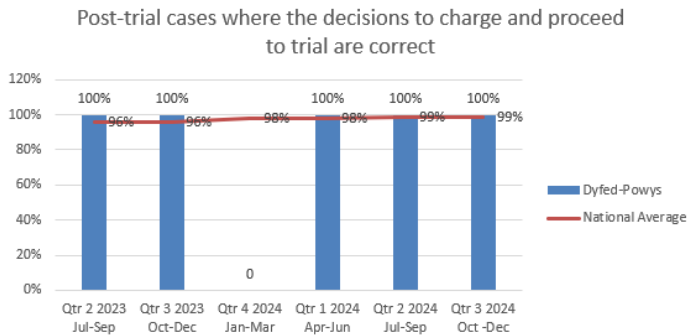


Figure 22: MOJ trial decisions

Dyfed-Powys Police has achieved 100% of their post-trial cases where the decisions to charge and proceed to trial being correct, illustrating a continual standard since Q2 2023 which remains above the national average.

## Domestic Abuse

Recorded Domestic Abuse Incidents:

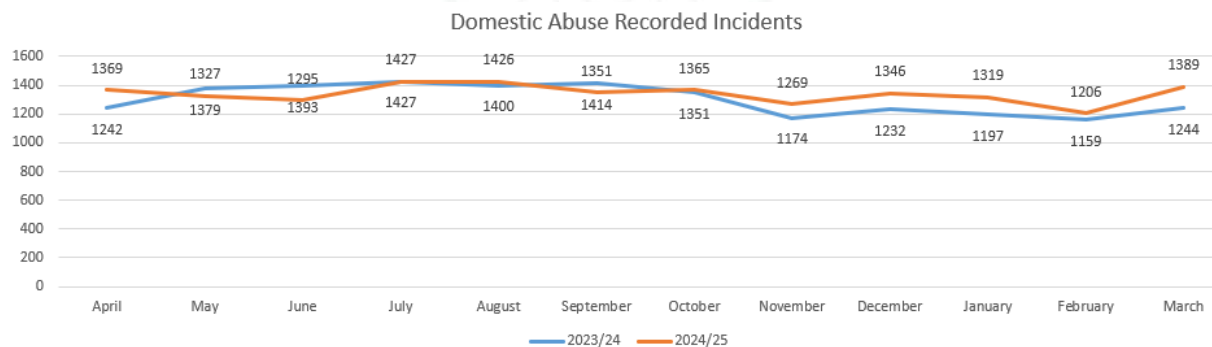


Figure 23: Recorded Domestic Abuse incidents overtime.

The graph above considers the volume of recorded Domestic Abuse Incidents overtime, comparing 2023/24 with 2024/25. During 2023/24 there were a total of 15,612 incidents recorded compared to 16,089 (+477) recorded in 2024/25.

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

## Domestic Abuse Outcomes

Figure 24: Domestic Abuse related Crime Outcomes.

	Domestic Abuse Outcomes			
	Total 2023/24		Total 2024/25	
	Volume	%	Volume	%
<b>1</b> Charge and/or Summons	403	7.32%	784	12.60%
<b>3</b> Caution - adults	175	3.18%	158	2.54%
<b>15</b> Evidential difficulties - named suspect identified and the victim supports police action, but evidential difficulties prevent further action	1537	27.94%	1981	31.83%
<b>16</b> Evidential difficulties victim based - named suspect identified - the victim does not support (or withdraws support from) police action	2767	50.29%	2951	47.42%

A significant increase in the force's charge rate is seen, when comparing financial years 2023/24 with 2024/25.



## Stalking & Harassment

There were a total of 7,158 Stalking & Harassment crimes recorded in 2024/25, this is a decrease on the SPLY where 7,363 crimes were recorded. The Home Office counting rule change in relation to the course of conduct crime recording occurred in June 2023 which must be considered.

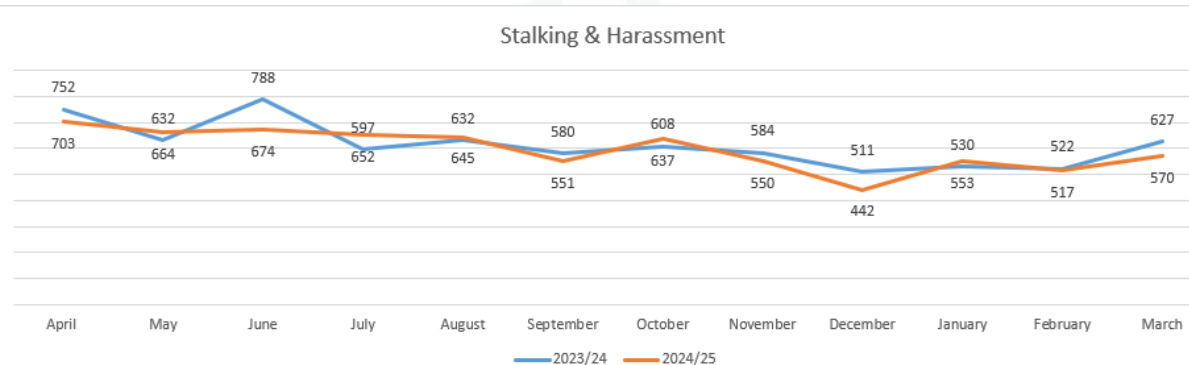


Figure 25: Stalking & Harassment overtime.

	2023/24	2024/25	Difference
<b>Recorded S&amp;H crim</b>	<b>7363</b>	<b>7158</b>	<b>-205</b>

## Stalking & Harassment Outcomes

	Stalking & Harassment Outcomes			
	Total 2023/24		Total 2024/25	
	Volume	%	Volume	%
<b>1</b> Charge and/or Summons	200	2.69%	380	5.32%
<b>3</b> Caution - adults	42	0.57%	30	0.42%
<b>15</b> Evidential difficulties - named suspect identified and the victim supports police action, but evidential difficulties prevent further action	2481	33.41%	2585	36.21%
<b>16</b> Evidential difficulties victim based - named suspect identified - the victim does not support (or withdraws support from) police action	2561	34.49%	2408	33.73%

An increase is seen in our charge rate (Outcome 1) for Stalking & Harassment crimes, when comparing financial years.

Figure 26: Stalking & Harassment crime outcomes.



## Sexual Offences

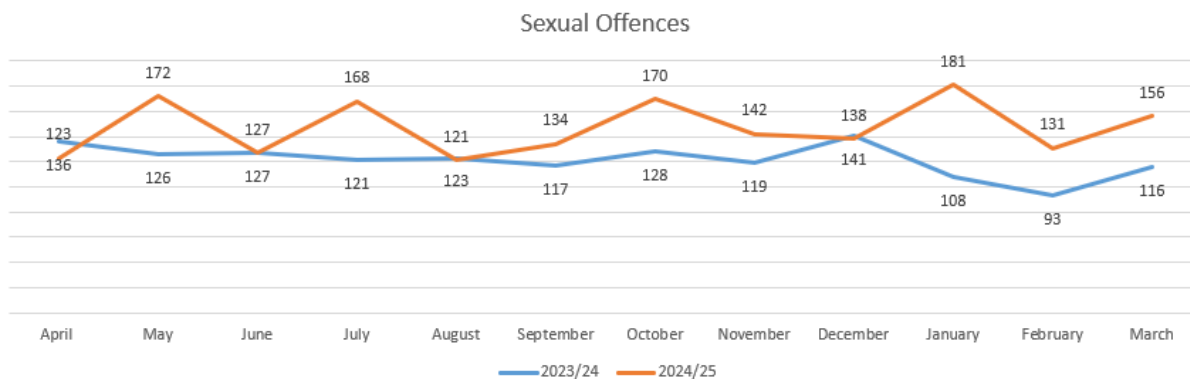


Figure 27: Recorded Sexual Offence crimes overtime.

	2023/24	2024/25	Difference
<b>Recorded Sexual Offences</b>	<b>1455</b>	<b>1763</b>	<b>308</b>

There were a total of 1763 sexual offence crimes recorded 2024/25, this is an increase from the 1455 recorded SPLY.

Our NCRS compliance for the timely recording of Sexual crimes during 2024/25 was 58.1%.

As at date of extraction (20.06.25) there were 822 ongoing sexual offences investigations, 406 of which had been open for over 180 days.

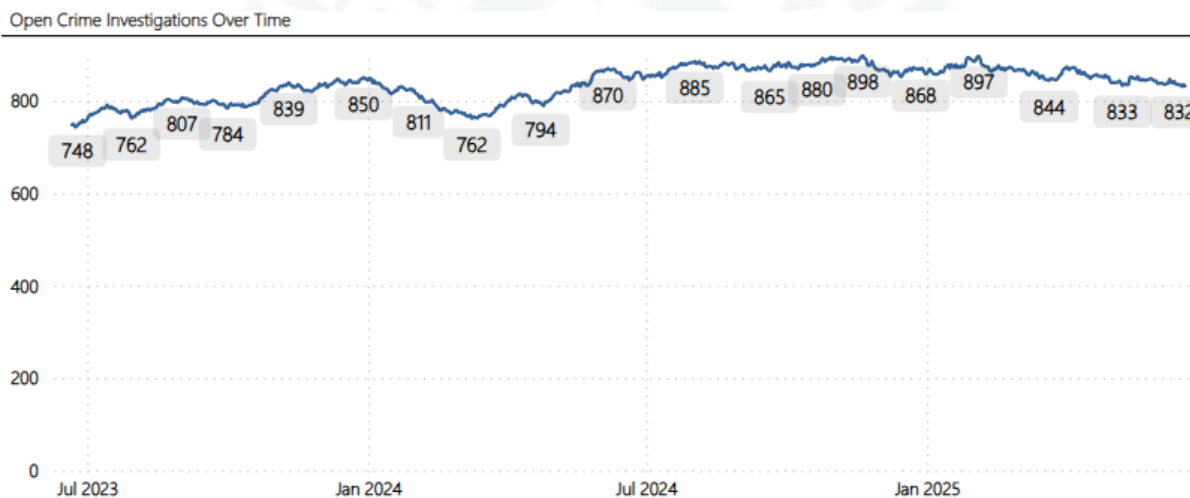


Figure 28: Sexual open investigations overtime





## Sexual Offences Outcomes

	Sexual Offences			
	Total 2023/24		Total 2024/25	
	Volume	%	Volume	%
<b>1</b> Charge and/or Summons	93	6.76%	138	8.18%
<b>14</b> Evidential difficulties victim based - named suspect not identified but the victim declines or is unable to support further police action to identify the offender	113	8.21%	108	6.40%
<b>15</b> Evidential difficulties - named suspect identified and the victim supports police action, but evidential difficulties prevent further action	322	23.40%	449	26.60%
<b>16</b> Evidential difficulties victim based - named suspect identified - the victim does not support (or withdraws support from) police action	466	33.87%	568	33.65%
<b>18</b> Investigation complete - no suspect identified. Crime investigated as far as reasonably possible - case closed pending further investigative opportunities becoming available	111	8.07%	162	9.60%

An increase is seen in the force's charge rate (outcome 1) for Sexual offences, when comparing financial year periods.

Figure 29: Sexual Offence Outcomes

## Drugs

### Possession

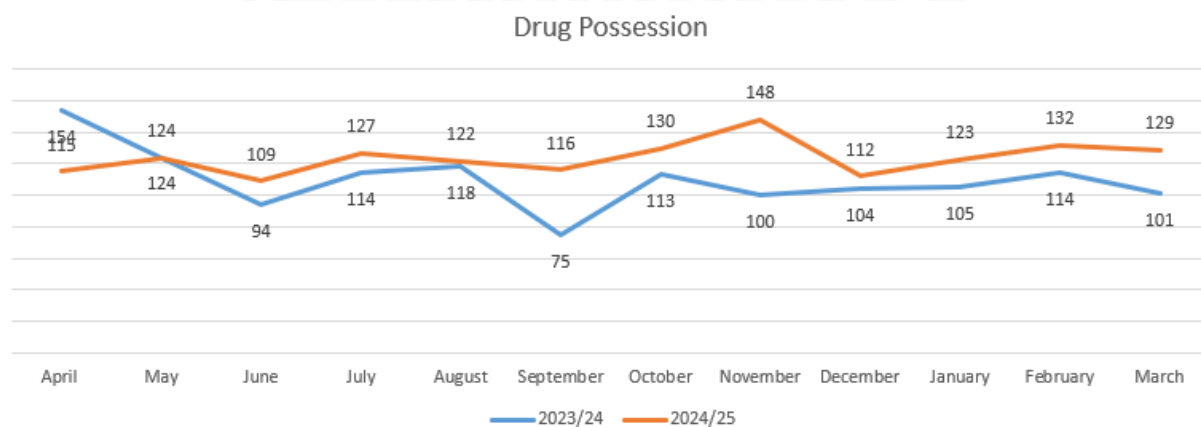


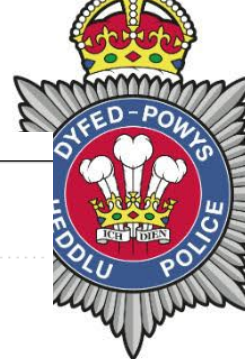
Figure 30: Drug Possession recorded offences overtime.

	2023/24	2024/25	Difference
<b>Recorded Drug Possession</b>	<b>1316</b>	<b>1487</b>	<b>171</b>

There was a total of 1487 Drug Possession crimes recorded 2024/25, this is an increase comparing to the 1316 recorded during SPY.

As at date of extraction (20.06.25) there were 134 ongoing drug possession investigations, 26 of which had been open for over 180 days.





Open Crime Investigations Over Time



Figure 31: Open Drug Possession investigations overtime.

### Possession outcomes

	Drug Possession			
	Total 2023/24		Total 2024/25	
	Volume	%	Volume	%
<b>1</b> <i>Charge and/or Summons</i>	184	13.32%	83	5.46%
<b>3</b> <i>Caution - adults</i>	37	2.68%	10	0.66%
<b>8</b> <i>Community Resolution</i>	803	58.15%	1171	77.09%
<b>15</b> <i>Evidential difficulties - named suspect identified and the victim supports police action, but evidential difficulties prevent further action</i>	103	7.46%	91	5.99%

Figure 32: Drug Possession outcomes.

Examining the charge outcome (Outcome 1) and Community resolution (Outcome 8) overtime, a clear shift can be seen, in line with the update to the force Drug Policy, encouraging the use of community resolutions and referrals to the Drug out of court disposal project.

It is important to note this policy modification when analysing outcome data overtime and/or National data, given that not all forces have adopted this approach and are therefore still pursuing charges.

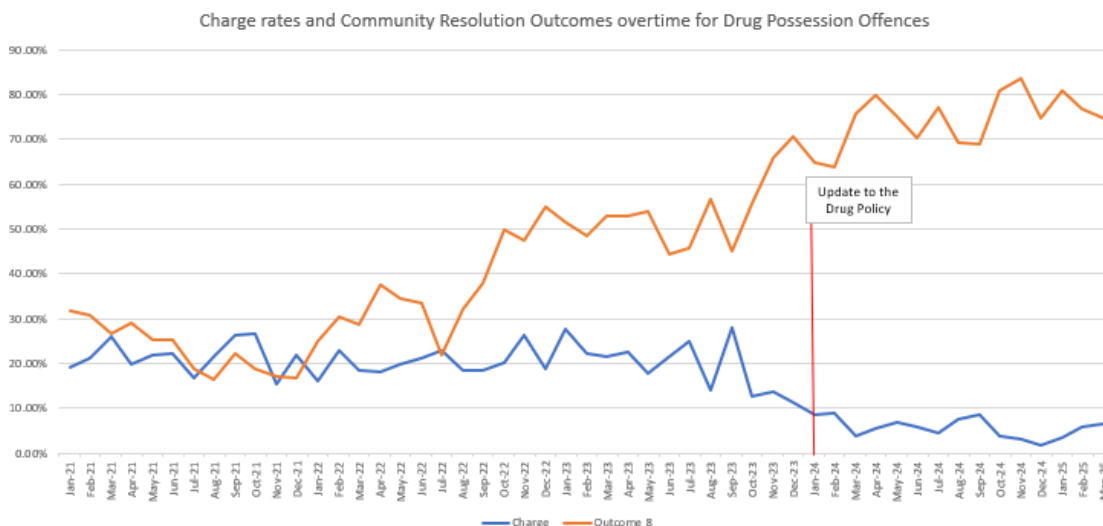


Figure 33: Charge v Outcome 8 overtime relationship overtime.

## Trafficking

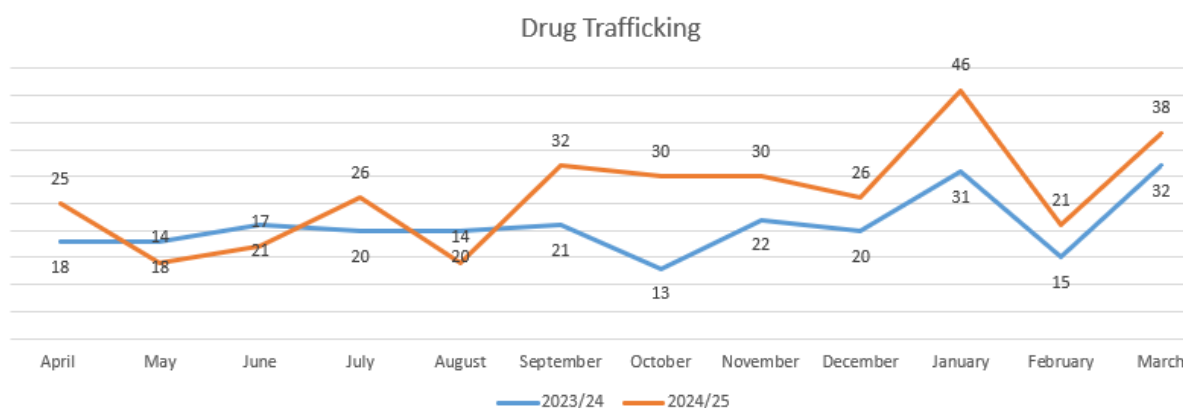


Figure 34: Drug Trafficking offences recorded overtime.

	2023/24	2024/25	Difference
<b>Recorded Drug Trafficking</b>	251	319	68

319 Drug trafficking offences were recorded 2024/25, comparing this to SPLY this is an increase of 68 recorded offences.

As at date of extraction (20.06.25) there were 150 ongoing drug trafficking investigations, 85 of which had been open for over 180 days.



Open Crime Investigations Over Time

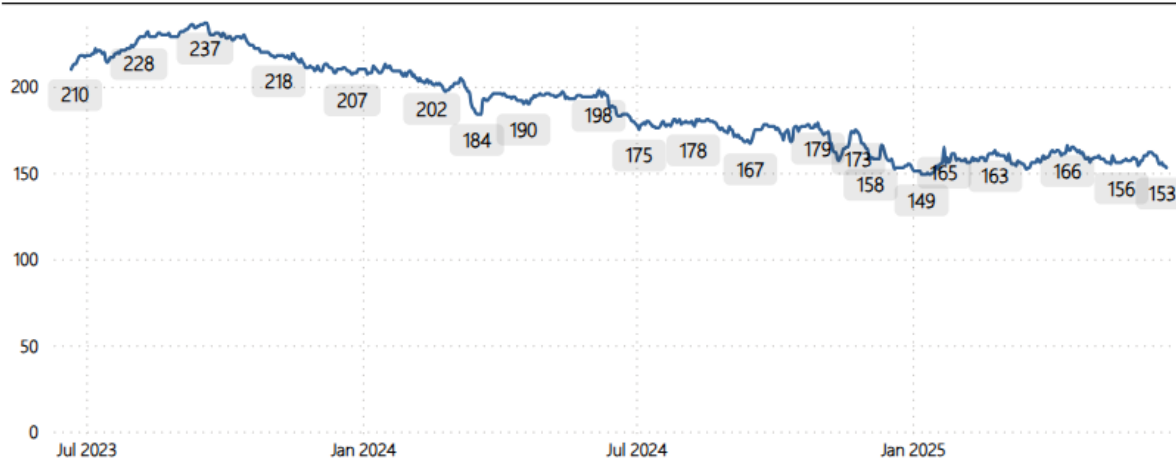


Figure 35: Open Drug Trafficking investigations overtime

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

#### Trafficking outcomes

	Drug Trafficking			
	Total 2023/24		Total 2024/25	
	Volume	%	Volume	%
<b>1</b> Charge and/or Summons	90	31.80%	114	32.02%
<b>8</b> Community Resolution	44	15.55%	45	12.64%
<b>15</b> Evidential difficulties - named suspect identified and the victim supports police action, but evidential difficulties prevent further action	55	19.43%	53	14.89%
<b>18</b> Investigation complete - no suspect identified. Crime investigated as far as reasonably possible - case closed pending further investigative opportunities becoming available	31	10.95%	99	27.81%

Figure 36: Drug Trafficking Outcomes

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



## Shoplifting



Figure 37: Recorded Shoplifting overtime.

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

	2023/24	2024/25	Difference
<b>Recorded Shoplifting</b>	<b>2044</b>	<b>2037</b>	<b>-7</b>

An evident decrease can be seen November 24 – February 25. Analysis of this period was conducted however no evident trend could be seen to account for the decrease.

As at date of extraction (20.06.25) there were 243 ongoing shoplifting investigations, 21 of which had been open for over 180 days.

## Shoplifting outcomes

	Shoplifting			
	Total 2023/24		Total 2024/25	
	Volume	%	Volume	%
<b>1</b> <i>Charge and/or Summons</i>	575	29.16%	325	15.69%
<b>8</b> <i>Community Resolution</i>	191	9.69%	185	8.93%
<b>14</b> <i>Evidential difficulties victim based - named suspect not identified but the victim declines or is unable to support further police action to identify the offender</i>	148	7.51%	194	9.36%
<b>15</b> <i>Evidential difficulties - named suspect identified and the victim supports police action, but evidential difficulties prevent further action</i>	169	8.57%	229	11.05%
<b>16</b> <i>Evidential difficulties victim based - named suspect identified - the victim does not support (or withdraws support from) police</i>	111	5.63%	102	4.92%
<b>18</b> <i>Investigation complete - no suspect identified. Crime investigated as far as reasonably possible - case closed pending further investigative opportunities becoming available</i>	924	46.86%	943	45.51%

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

Figure 38: Shoplifting Outcomes



## ASB Volume

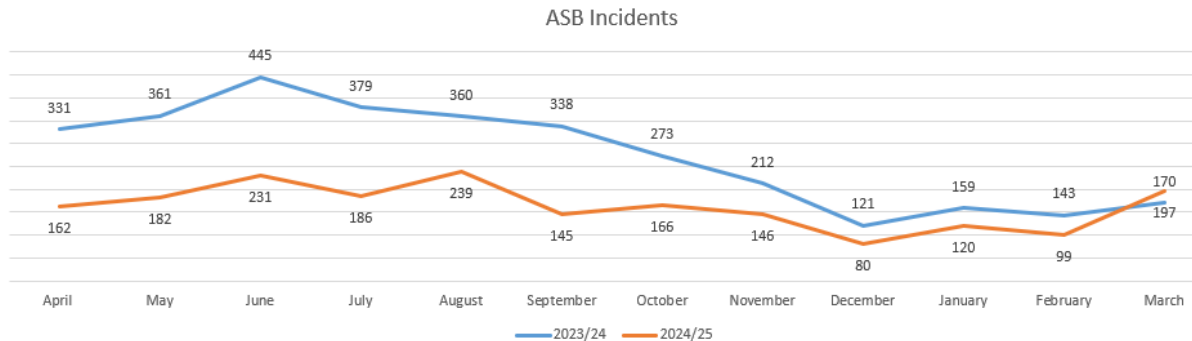


Figure 39: ASB incidents overtime.

The above graph illustrates the volume of ASB recorded incidents (final call-type ASB) overtime. The significant decrease seen post June 2023 was as a result of additional focus and training provided to FCC staff to ensure appropriate identification of crimes.

During 2024/25 there were a total of 1952 recorded ASB incidents, 3292 were recorded in the SPLY.

	2023/24	2024/25	Difference
<b>Recorded ASB incidents</b>	3292	1952	-1340

The below displays these incidents by ASB type.

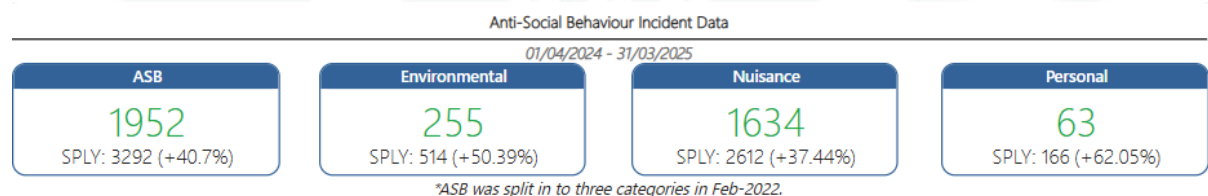


Figure 40: ASB incident type.





## NPPT

## Community Engagement.

The table below illustrates the compliance against the monthly and quarterly community engagement requirements.

	Each month a minimum of one "in person" surgery			Each month a minimum of one "virtual" surgery			Each month a minimum of one "meet the street"			Each quarter hold a "one stop" community event			Each quarter hold a "street briefing"			Each month a minimum of one "problem solving group"		
	Mar-25	Apr-25	May-25	Mar-25	Apr-25	May-25	Mar-25	Apr-25	May-25	Mar-25	Apr-25	May-25	Mar-25	Apr-25	May-25	Mar-25	Apr-25	May-25
Llanelli	Yes	Yes	No data	Yes	Yes	No data	Yes	Yes	No data	Yes	Not Required	No data	Yes	Not Required	No data	Yes	Yes	No data
Llanelli Rural	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Not Required	No	Yes	Yes	Yes	Yes	Yes	No
Carmarthen	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Not Required	Not Required	Yes	Yes	Yes	Yes	Yes	No
Amman	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
South Pembro (Dock & Tenby)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Not Required	Not Required	Yes	Not Required	Not Required	Yes	Yes	Yes
Pembs-Milford	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Not Required	Yes	Yes	Yes	Yes	Yes	Yes
Pembs-Haverfordwest	No data	Yes	Yes	No data	Yes	Yes	No data	Yes	Yes	No data	Yes	Yes	No data	Not Required	Yes	No data	Yes	Yes
North Ceredigion	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Not Required	Yes	Yes	Yes	No	Yes	Yes
South Ceredigion	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Not Required	Not Required	Yes	Not Required	Not Required	Yes	Yes	Yes
South Powys	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Not Required	Yes	Yes	Yes	Yes	Yes	Yes
Mid Powys	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Not Required	Not Required	Yes	Not Required	Yes	Yes	Yes	Yes
North Powys	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Not Required	Not Required	Yes	Not Required	Not Required	Yes	Yes	Yes

Figure 41: Community Engagement

**Meet the Street:** Community Engagement Event where police and partner agencies set up temporarily in a *neighbourhood* to interact with residents. The goal is to build trust, improve communication and address local problems collaboratively. It provides an opportunity to voice concerns, ask questions and receive advice on various issues, all in a more informal and accessible setting.

**Street Briefing:** Involves police and local authorities/counsellors patrolling *particular areas* to enhance safety, address concerns and interact with the community.

**In person Surgery:** An event where police meet residents in public spaces like shops / cafes, to discuss concerns and offer advice.

**One Stop Community Engagement Event (quart):** More than just a particular ward. This event should advertise to the *whole* NPPT area. Similar to Meet the Street but with a wider reach/ more partners.

**Virtual Surgery:** Using online platform virtual surgeries provide a more accessible and convenient way for some to engage with their local police. Focus on Specific problems, such as ASB / Cyber-crime, ability to target specific groups, deaf community / ALN, or other minority groups.

**Problem Solving Group – PSG:** every NPPT must hold a PSG Problem solving group meeting with partners, to discuss their POP plans and how they can jointly resolve the issues attributed to the POP plan.

## NPPT Abstractions

Abstractions			
BCU/Month	March-25	Apr-25	May-25
Carmarthenshire	13 (15 hours)	21 (72 hours)	8 (11 hours)
Ceredigion	19 (54 hours)	5 ( 21 hours)	7(41 hours)
Pembrokeshire	20 (38 hours)	6 (19 hours)	5 (9 hours)
Powys	14 (59 hours)	6 (27 hours)	5 (22 hours)

Figure 42: NPPT abstractions.

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





### Victim Insight Surveys

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

An additional independent report has been attached for the Victim Survey results, given the vast number of questions included within the surveys.



ORS Annual  
overview.docx

The below provides some headlines.

### Domestic Abuse Survey

There was a total of 771 responses received for Domestic Abuse (DA) surveys between April 2023 and March 2025.

- 248 surveys conducted between April 2023 - March 2024.
- 379 surveys conducted between April 2024 - March 2025.

### Initial Contact

- Victim satisfaction has remained stable since March-23 to February-25, with a dip in September 2024 with 55.2% (17) satisfaction rates.
- Dissatisfaction has decreased from 23/24 – 24/25 with victims answering that they were very dissatisfied with the service received 4.8% (12) of the time in 23/24 and 1.7% (6) in 24/25.
- Overall satisfaction has also increased by 3.9% from 23/24 (71.0%) to 24/25 (74.9%).

### Ongoing Contact

- Victim satisfaction has slowly increased over the last financial year.
- November 2024 has the lowest satisfactions rates with 53.6% (15) of victims being satisfied or very satisfied.
- Overall satisfaction has decreased slightly from 23/24 (68.5% - 170) to 24/25 (67.0% - 254) by 1.5%.

**Taking the whole experience into account, how satisfied or dissatisfied are you with the overall service provided by the police in this case?**

- Satisfaction levels decreased from 23/24 (77.0%) to 24/25 (73.9%) by 3.1% regarding how victims felt about the service they received by police.

### Services

- Victim satisfaction for police officers or staff offering information on support services has gradually increased over the last year with a peak in May 2024 with victims stating that 88.2% (30) of the time officers offered information.
- Police officers offered information about support services more in the last financial year (77.8% - 295) than the previous year (71.8% - 178).
- Victims that took up the offer for support with Goleudy were almost a 100% satisfied with the service received.



### Stalking Survey

- 51 surveys conducted between April 2023 – March 2024.
- 109 surveys conducted between April 2024 – March 2025.
- 84.3% (43) of victims were satisfied or very satisfied with the service they received from the first member(s) of staff who they initially reported the incident to in 23/24, which has increased to 87.2% (95) in the last year (24/25).
- Satisfaction has increased from 23/24 (48.1% - 25) to 24/25 (52.2% - 59) by 4.1% with victims feeling more satisfied overall with how well they were kept informed of progress.

### Crime Survey

- The total amount of crime surveys completed between April 2023 and March 2025 was 1,022 across all the BCUs.
  - 566 surveys completed between April 2023 – March 2024.
  - 456 surveys completed between April 2024 – March 2025.

### Initial Contact

**Are you satisfied or dissatisfied with the service you received from the first member(s) of staff who you initially reported your incident to**

- Satisfaction has decreased slightly over the last financial year by 1.4% from 23/24 to 24/25.
- Satisfaction levels for actions taken by police are quite low for victims of Crime. November 2024 had the highest level of victim satisfaction with 72.0% (14), while May 2024 had the lowest levels of victim satisfaction with 50.0% (15) of victims feeling satisfied or very satisfied. Satisfaction has decreased by 5.0% over the last 2 financial years.

**Taking the whole experience into account, how satisfied or dissatisfied are you with the overall service provided by the police in this case?**

- The trend year on year is slightly decreasing in positive responses from victims by 1.1% from 23/24 to 24/25.

### Services

**Did any of the police officers or staff who you had contact with offer you information about support services that were available to you?**

- There has been a slight decline year on year with officers or staff offering information regarding support services with a 1.8% decrease.

**Are you satisfied or dissatisfied with the support you received from the victim support service?**

- Victims overall were very satisfied or satisfied with the services they received from victim support. This has remained consistent over the last financial years from 23/24 to 24/25.



## Quality Assurance

Internal quality assurance (QA) processes are currently completed for Domestic Abuse, Rape, Stop Search and Use of force. Quality Assurance processes provides the opportunity to qualitatively review and evaluate the effectiveness and legitimacy of cases.

## Rape

The Rape QA commenced in September 2024. Since launched to end of March 2025 a total of 270 Rape occurrences have been quality assured. The below graphs illustrate the Positive response rates. (Proportion of responses answering 'Yes' to the selected question)

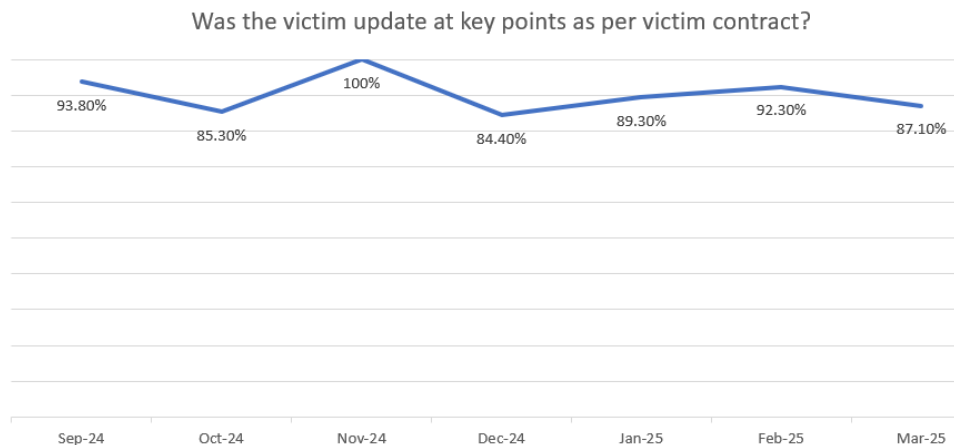


Figure 43: Internal Rape QA Victim Updates

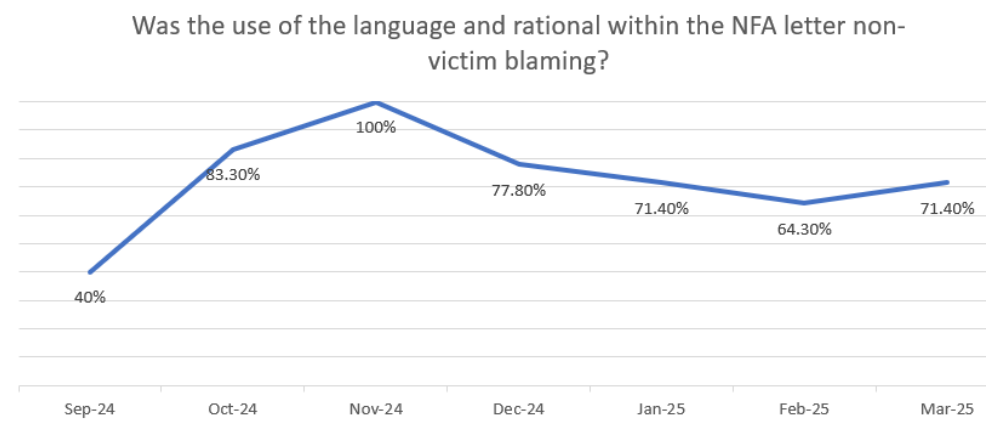


Figure 4: Internal Rape QA Victim blaming language

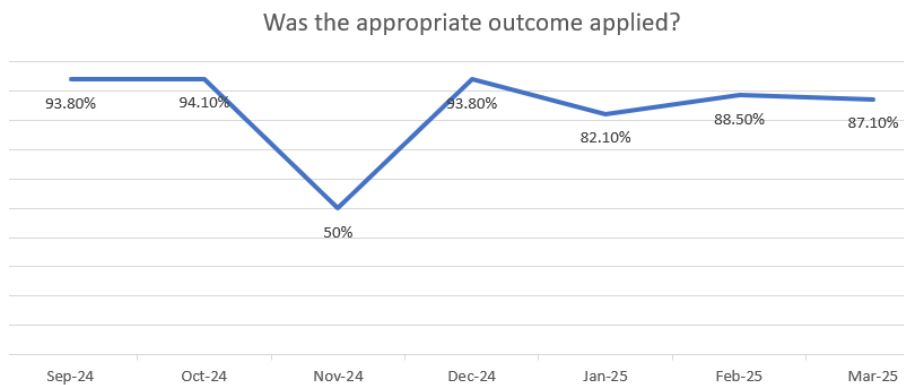


Figure 45: Internal Rape QA appropriate outcome applied.

### Domestic Abuse

The Domestic Abuse QA commenced in January 2024. Since launched to end of March 2025 a total of 1127 Domestic Abuse occurrences have been quality assured. The below graphs illustrate the Positive response rates. (Proportion of responses answering 'Yes' to the selected question)

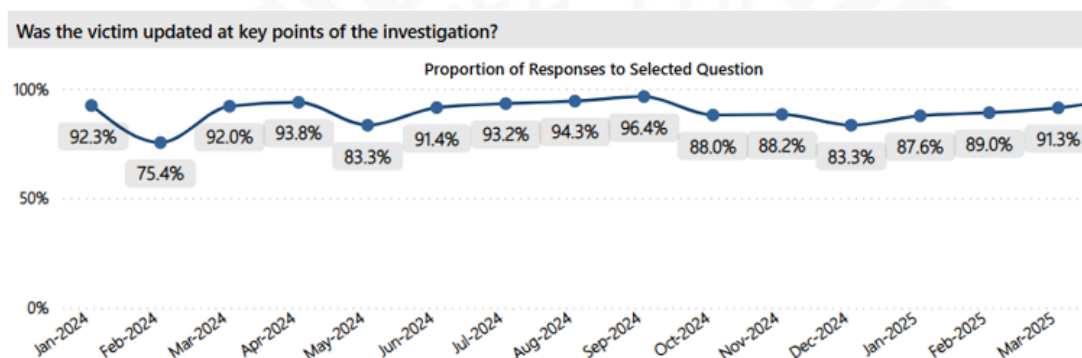


Figure 46: Internal Domestic Abuse QA Victim updates

During Q4 2024/25 5/251 (1.9%) completed audits considered victim blaming language was used. Further analysis however suggests that this was not the case and only 1 considered the use of victim blaming.

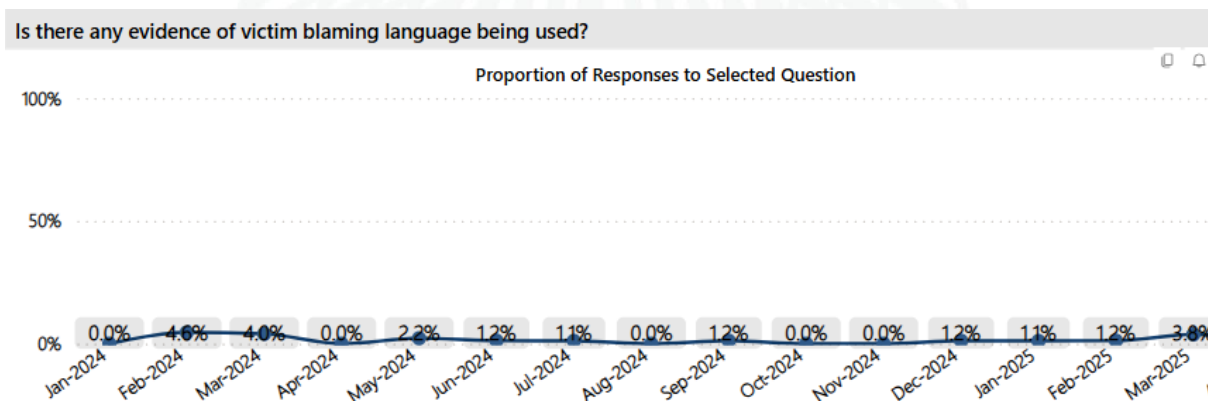
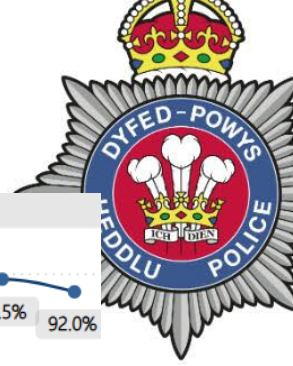


Figure 47: Internal Domestic Abuse QA victim blaming language5



### Was the appropriate outcome applied?

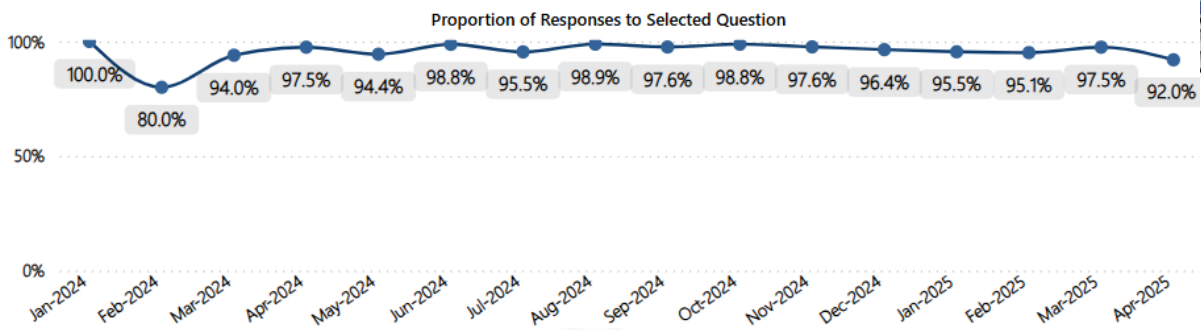


Figure 48: Internal Domestic Abuse QA appropriate outcome applied.6

### Voice of the child.

Improvements can be seen in the volume of occurrences with the voice of the child recorded.

### Was Voice of the Child recorded?

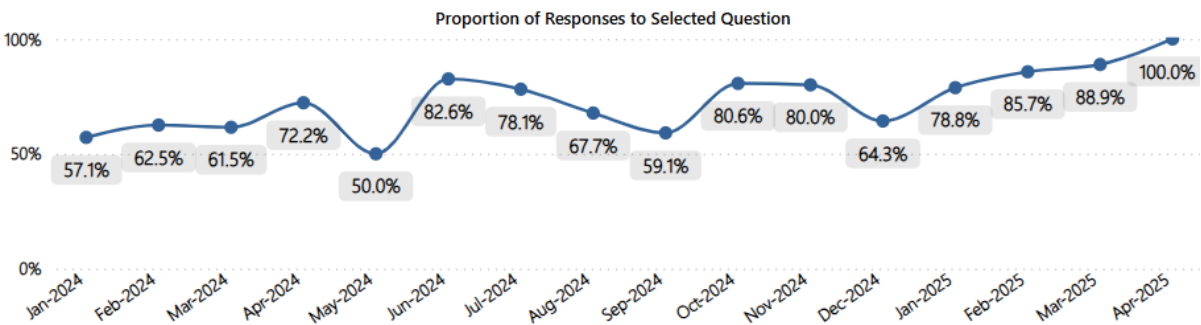


Figure 49: Internal Domestic Abuse QA Voice of child recorded.

In addition to understanding the compliance, in terms of volume, it is important to understand the quality, and this is captured through the use of the AWARE nonmonic.

### Was Voice of the Child recorded following the A.W.A.R.E nonmonic?

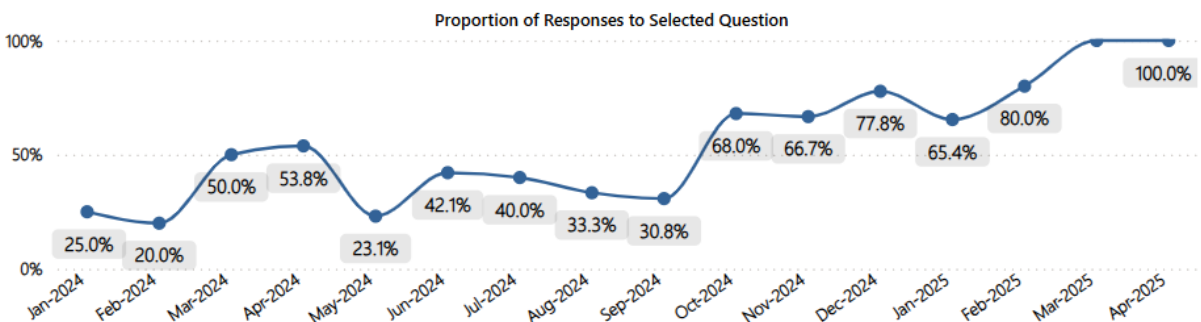


Figure 50: Internal Domestic Abuse QA AWARE nonmonic.





## Central Audit & Assurance

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

On a monthly basis the Central Audit and Assurance Team will audit a statistically reliable sample size of randomly selected crimes focusing on different crime types each month.

A total of 747 crimes have been audited as of 16/05/2025 (31/01/2025-16/05/2025).

### Q50. Victim Witness Contact Management Log

Has a Victim Witness Contact Management (VWCM) Log been added to the Niche occurrence for the victim?

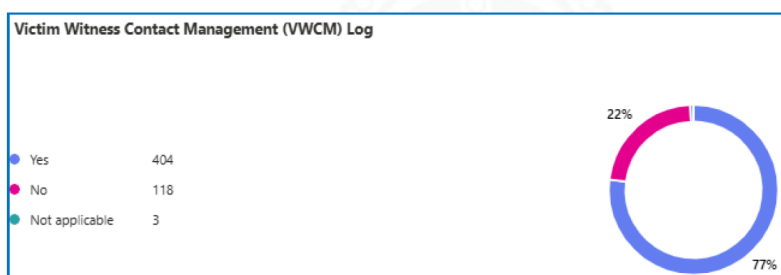


Figure 51: CAA Victim contact management log

This question evaluates adherence to the Victims Code of Practice, and Niche data quality requirements.

The majority of investigations (**404**) had a Victim Witness Contact Management (VWCM) Log added to Niche. This demonstrates a **77.2%** compliance rate.

### Q84. Victim Contact

Has there been an appropriate level of victim contact during the investigation in line with the contact agreement?

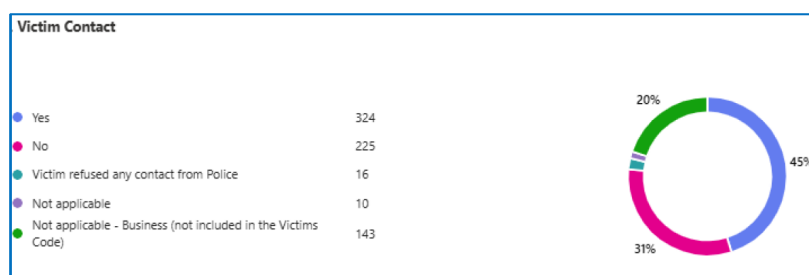


Figure 52: CAA victim contact level.

In 56.6% of investigations, victim contact was maintained in accordance with the agreed terms, reflecting effective communications and support.





### Q85. Victim Contact - Key Stages

Was the victim updated at key stages of the investigation?

Key stages include:

- *Suspect: Suspect Arrested or Interviewed*
- *Disposals: i.e. Charged/Bailed/Bail Refused/RUI/Out of Court Resolution/NFA and any change in bail conditions.*
- *Investigation Decisions: Decision not to investigate or prosecute (i.e. NFA due to triage/evidential/CPS/Public interest)*

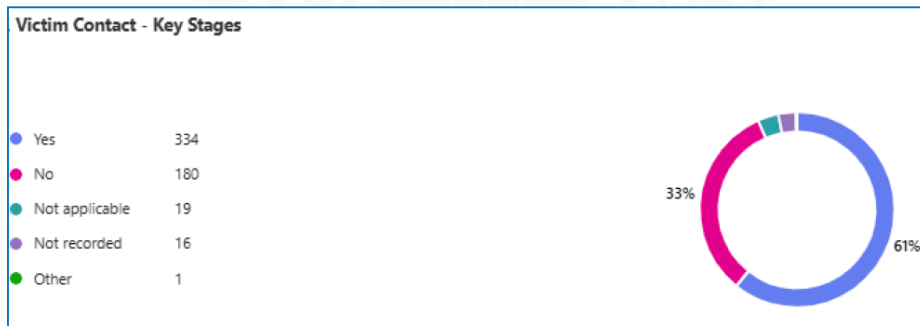


Figure 53: CAA Victim Contact Key Stages<sup>7</sup>

In **61.7%** of investigations, victims received updates at key stages in line with the Victims Code, reflecting strong adherence to communication protocols.

### Q88. Victim Blaming Language

Is there any evidence of victim blaming language being used?

*Victim blaming is any language or action that implies (whether intentionally or unintentionally) that a person is partially or wholly responsible for abuse they have experienced.*

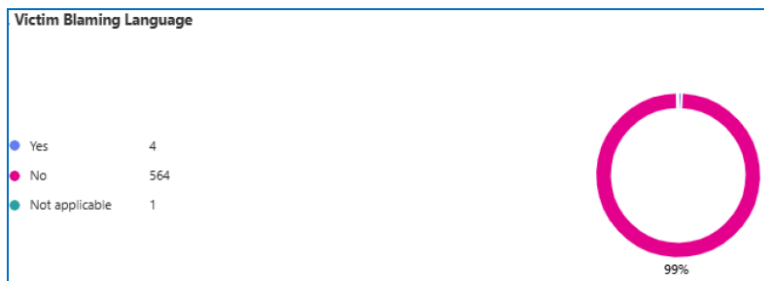


Figure 54: CAA Victim Blaming Language

Specific questions are considered for those occurrences where an Outcome 16 has been applied.



### Q97. Outcome 16 - Auditable Record

Where outcome 16 has been applied is there an auditable record on the Niche occurrence that the victim is not supporting the investigation?

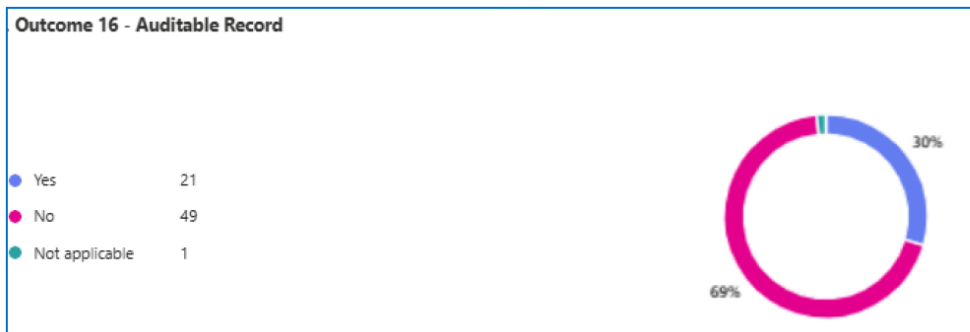


Figure 55: CAA Outcome 16 auditable record

### Q98. Outcome 16 - Victim Attrition

At what stage of the investigation did the victim withdraw their support for the investigation?



Figure 56: CAA Victim Attrition O16



## Victim Support

Victim Services outcome data; data for Q3 and Q4. VS staff very recently trained on outcomes, so we expect to see more data on this in 2025-26.

### Outcomes for Q3:

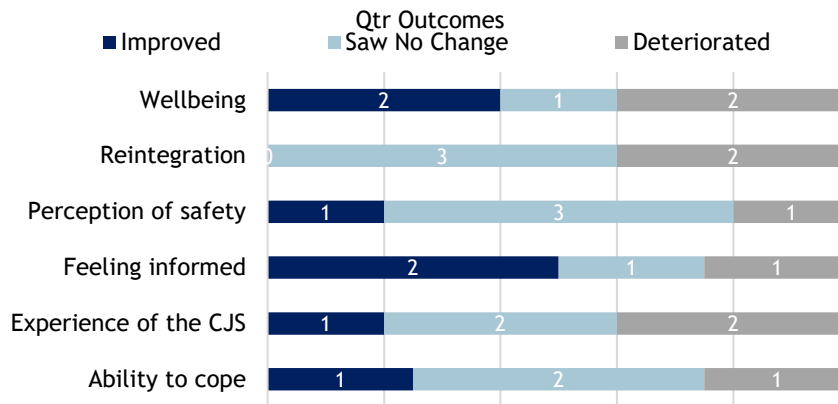


Figure 57: Victim Support Q3 Outcomes

### Outcomes for Q4

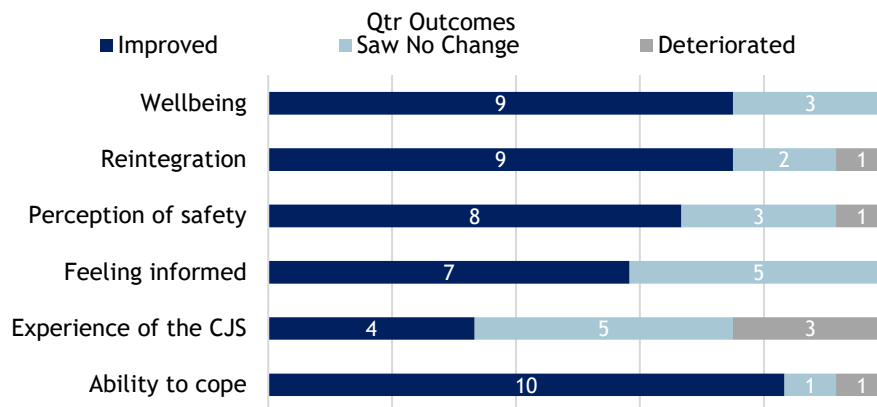


Figure 58: Victim Support Q4 Outcomes



## Independent Domestic Violence Advisory Service (IDVA)

During 2024-25, 2204 referrals were made to the IDVA service. The below table shows repeat referrals to the Independent Domestic Violence Advisory service, along with victims who didn't engage.

Quarter	Repeats (%)	Declines (%)	Could Not Contact (%)	Disengaged After Support (%)
Q1	106 (6.5%)	185 (11.3%)	82 (5%)	15 (0.9%)
Q2	199 (12.1%)	150 (9.1%)	76 (4.6%)	99 (6%)
Q3	213 (13%)	153 (9.3%)	69 (4.2%)	68 (4.1%)
Q4	238 (10.7%)	175 (7.9%)	57 (2.6%)	108 (5%)

Figure 59: IDVA referrals

## IDVA Outcomes 2024-25 Q1-4:

	Q1	Q2	Q3	Q4	Average % Q1-Q4
% clients reporting improved health and wellbeing	64%	74%	69%	68%	69%
% clients feeling increased level of safety	67%	86%	65%	71%	73%
% clients feeling better informed and able to act	70%	91%	73%	69%	76%

Figure 60: IDVA outcomes

## Independent Sexual Violence Advisory Service (ISVA)

### ISVA 'Outcomes'

	Q1	Q2	Q3	Q4	Average % Q1-Q4
More Able to Cope	83%	85%	84%	83%	84%
Reduction in Symptoms of Anxiety	84%	82%	83%	83%	83%
Felt Less Isolated	85%	85%	83%	84%	84%
Felt More Engaged	82%	85%	85%	82%	83%

Figure 618: ISVA Outcomes