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# Safer Dyfed-Powys 2014-15

## Police & Crime Commissioner for Dyfed-Powys



COMISIYNYDD  
HEDDLU A THROSEDDU  
DYFED-POWYS  
POLICE AND CRIME  
COMMISSIONER

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## Commissioner's foreword

I am at the end of my third year as Police and Crime Commissioner. I have listened hard to what people in Carmarthenshire, Powys, Ceredigion and Pembrokeshire have told me over those years.

My work to help our communities has two aims: to lessen the cost of crime, both physical and emotional; and, to lower the cost of policing. This report explains that work.

This has been a year of delivery. I have delivered new mobile technology. That will release 100,000 extra hours of time for frontline duties. I have delivered £3.7m savings, which has allowed me to lighten the load on taxpayers. I have cut the precept by 5% for 2015/16.

I have delivered better justice. Dyfed Powys Police records more crime and use fewer cautions than before. We are tackling anti-social behaviour more robustly. Victims of the most harrowing crimes, like domestic or sexual crimes, get support from specialist services commissioned by me.

I have more to do. We are beginning a £15m investment programme in our buildings, refurbishing stations across our counties and building a new custody facility in Llanelli. Two years of hard work to resolve the disastrous Ammanford PFI project will save in excess of £3million.

Our response times and call handling need to improve. I would like to see fewer, more streamlined ranks and more mobile officers. Our criminal justice system could match anything in a Gogol novel for bizarre bureaucracy. We must improve it. We must demand further reform from central government. We must trust people to get involved in justice and take charge of their own communities.

Recorded incidents have fallen by 4% in comparison to 2013/14. Dyfed Powys is safer than ever before. It has the most dedicated police officers in the world. It has the most resilient, down-to-earth, practical people in the world.

Next year you, the public, will decide who should be your next Police and Crime Commissioner. I have been privileged to serve as the first. I would like to thank everyone, and especially those who volunteer for us, for all their work.

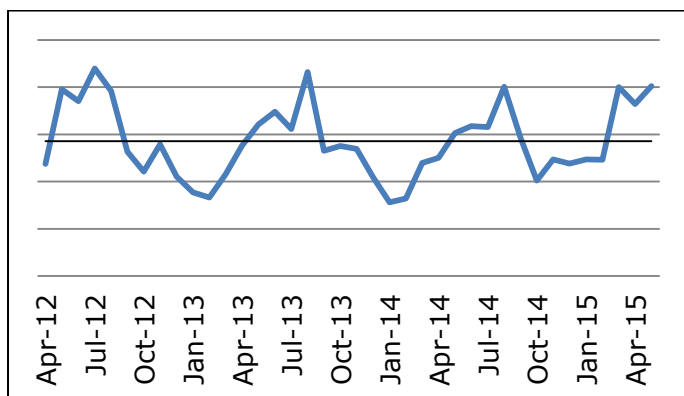


*Christopher Salmon*

**Christopher Salmon**  
Police and Crime Commissioner, Dyfed Powys

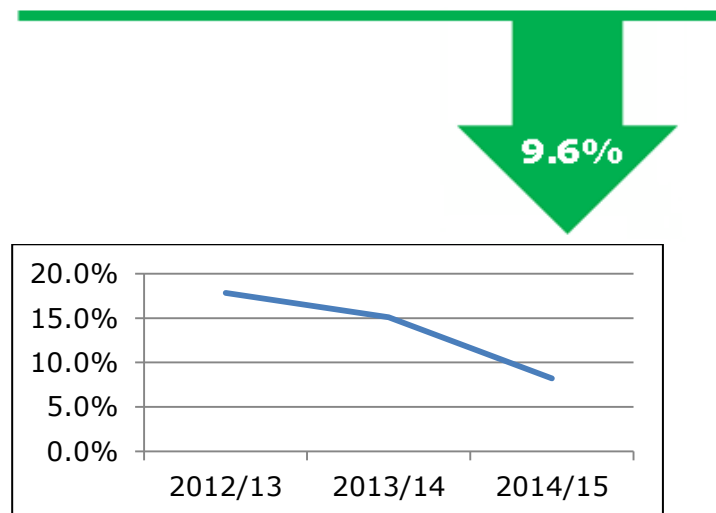
## Key Performance Metrics 2012/13 to 2014/15

### Recorded crime



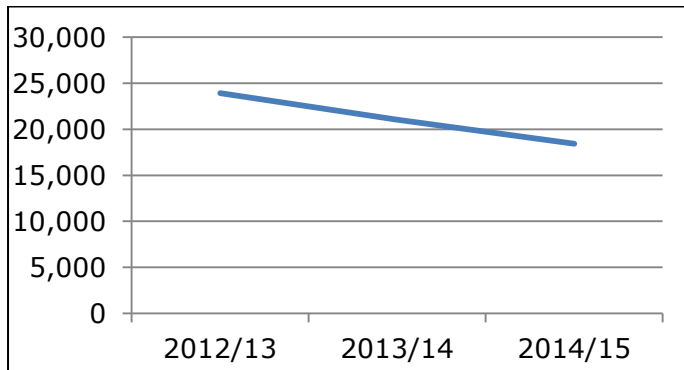
Recorded crime has remained stable across the past three years with total crime for 2014/15 at 19,410.

### Use of cautions



The use of police cautions has fallen 9.6% since 2012/13<sup>1</sup>.

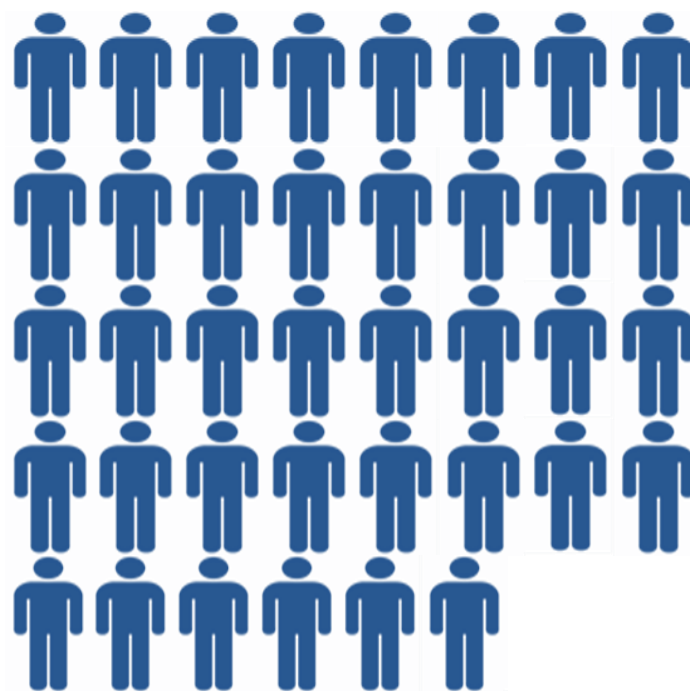
### Anti-Social Behaviour (ASB)



ASB has fallen to 18,430 incidents from 23,910 in 2012/13.

### Police officer numbers

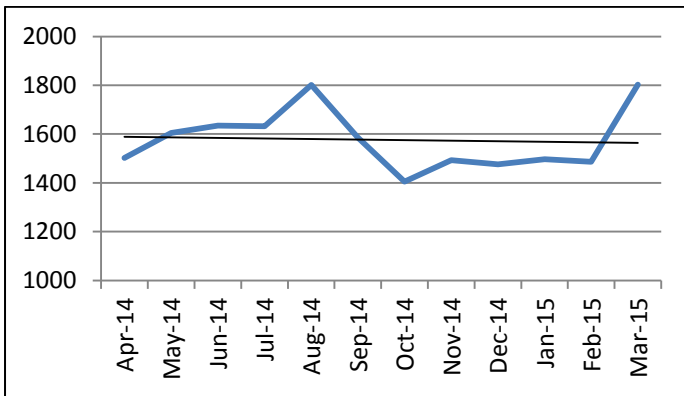
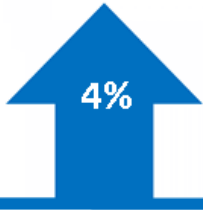
Police Officer numbers have increased from 1133 in 2013 to 1171 in 2015.



<sup>1</sup> This figure is subject to change as 6% of crimes recorded in 2013/14 remain under investigation.

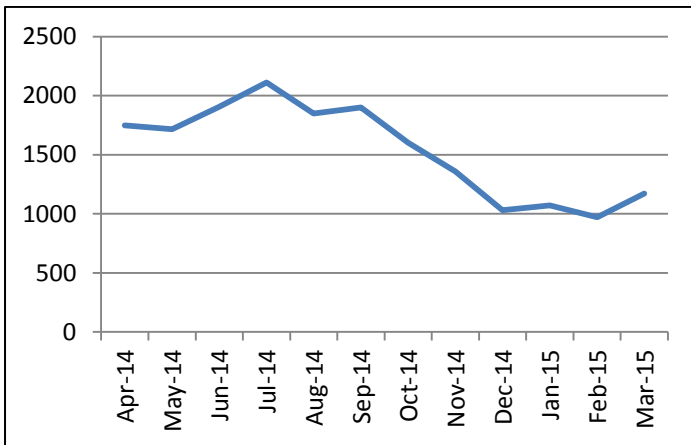
## Key Performance Metrics 2014/15

### Recorded crime



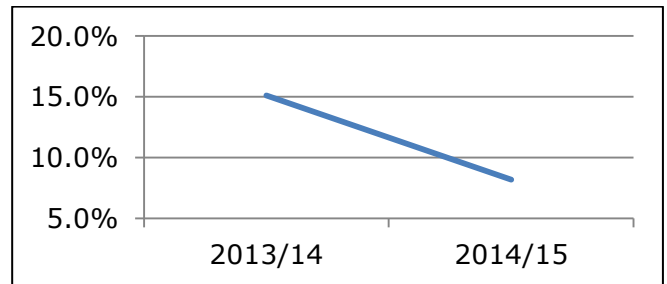
Total recorded crime for 2014/15 was 19,410. This is a rise of 800 crimes from 2013/14.

### Anti-Social Behaviour (ASB)



Reported ASB has fallen to 18,430 incidents from 21,033 in 2013/14.

### Use of cautions



The use of police cautions has fallen 6.9% since 2013/14<sup>2</sup>.

### Police officer numbers

Police Officer numbers have increased from 1163 in 2014 to 1171 in 2015.



### Cost of policing

**£3.78**

This is the cost of policing per person per week in Dyfed-Powys. The cost is the cheapest in Wales.

<sup>2</sup> This figure is subject to change as 6% of crimes recorded in 2013/14 remain under investigation.

## 1

## Preventing and dealing with incidents and crime

Preventing crime is more effective than dealing with its effect. [The Police and Crime Plan](#) outlines my commitment to this priority.

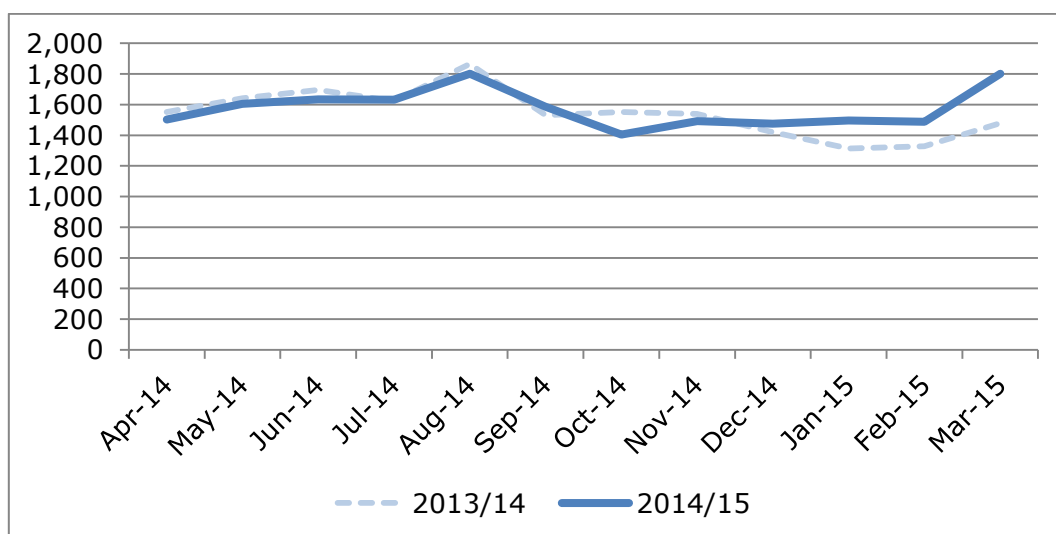
### What I have done:

The public of Dyfed Powys have consistently told me that they want to see visible community policing. I have therefore prioritised front line policing. The number of police officers in Dyfed Powys has increased to an establishment of 1,171. Rural areas have been prioritised with an emphasis on recruiting local people for local policing.

The number of PCSO's in Dyfed Powys has been maintained at 145 (full-time equivalent). PCSO's continue to play a vital role within communities across Dyfed Powys.

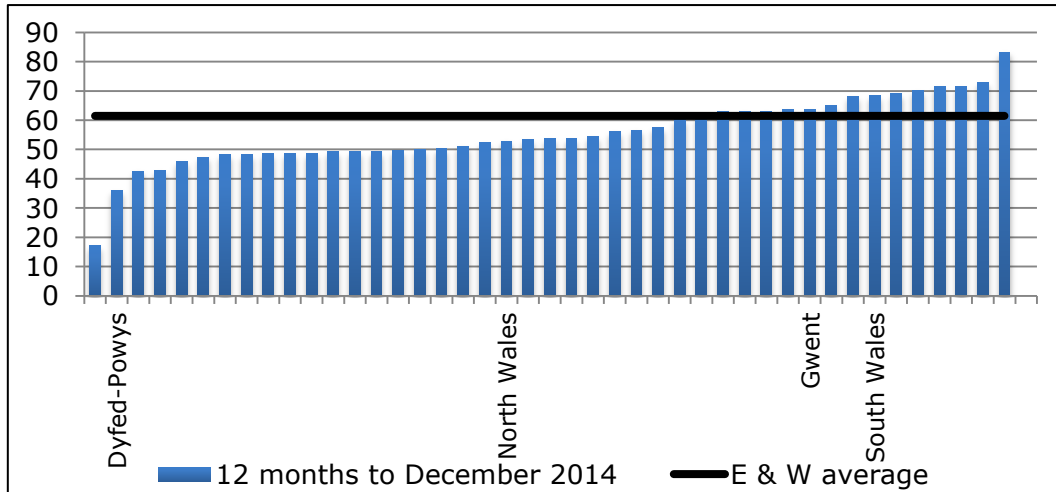
Her Majesty's Inspectorate of Constabulary (HMIC) inspection in November 2014 in respect of Crime Data Integrity raised concerns about how crime was being recorded in Dyfed Powys. A sample of 109 incidents showed that 73 crimes should have been recorded. Only 50 crimes had actually been recorded.

I have made it clear to the Chief Constable that crime must be recorded accurately and transparently. As a result of the new approach to accurate recording of crime, combined with new Home Office guidance, recorded crime has risen by 800 in 2014/15, with a significant increase in the final quarter of the year:



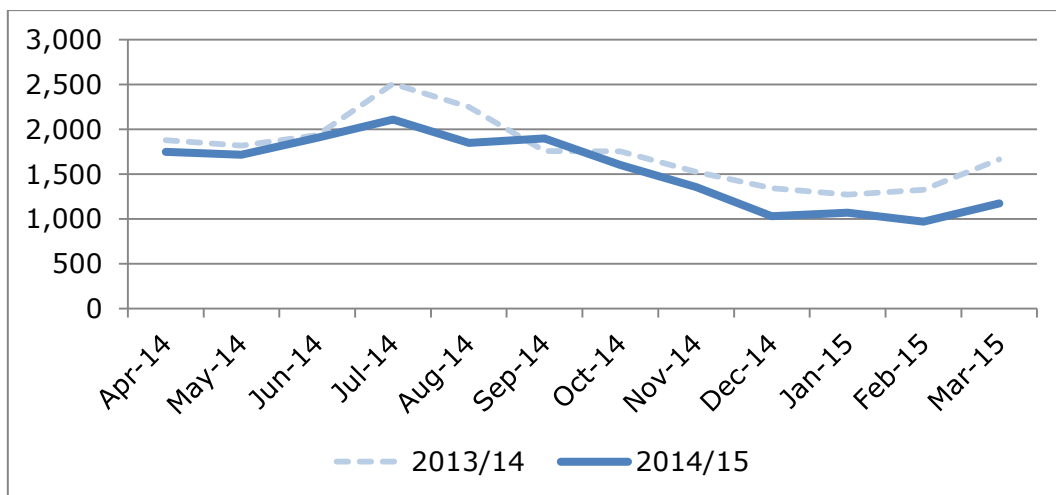
Recorded crime, 2014/15

I am now more confident that when a crime takes place, it is recorded accurately. Despite this rise, Dyfed Powys has the second lowest number of recorded crimes in England and Wales per 1,000 population (as of December 2014):



**Crimes per 1,000 population**

Anti-social behaviour (ASB) rates are the 15th highest across England and Wales. In response to this I have commissioned a new anti-social behaviour service. Reported levels of ASB have fallen by 12% in comparison to 2013/14:



**Reported anti-social behaviour 2014/15**

**My priorities for 2015/16**

**I will continue to focus upon front line policing and ensure that officers spend more time on the beat keeping our communities safe.**

**I will review how rural policing services are being delivered and supported.**



## 2 Protecting vulnerable people

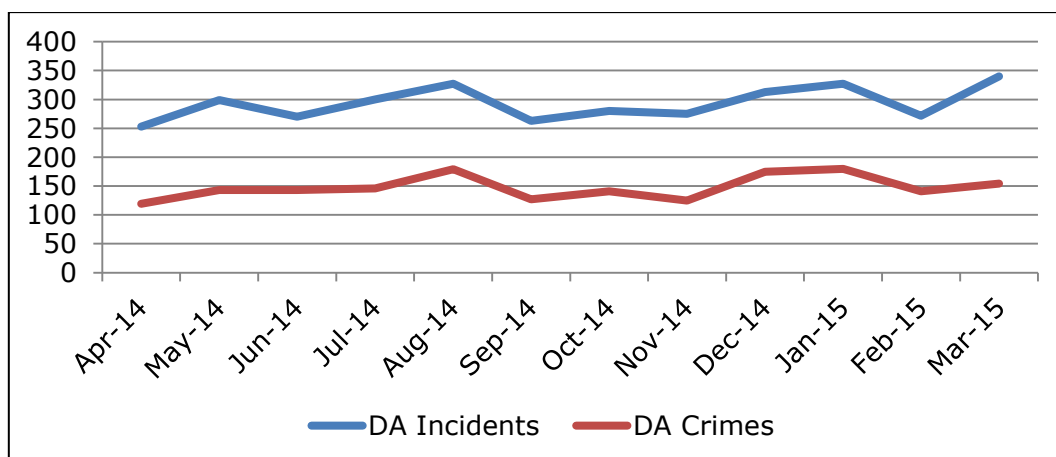
We all have a responsibility to safeguard vulnerable people in our community. [The Police and Crime Plan](#) outlines my commitment to this priority.

### What I have done:

Ministry of Justice funding for support to victims of crime will transfer to me in April 2015. The previous support service was based in Cardiff and offered telephone based support to victims of certain crime types. I have commissioned Victim Support to provide a local service which will be based alongside the Witness Care Unit in Carmarthen. I have broadened the scope of the service to include all victims of crime, including those of fraud. This means that victims who would previously not have qualified for support will now have access to help and guidance. The service will operate from Monday to Saturday.

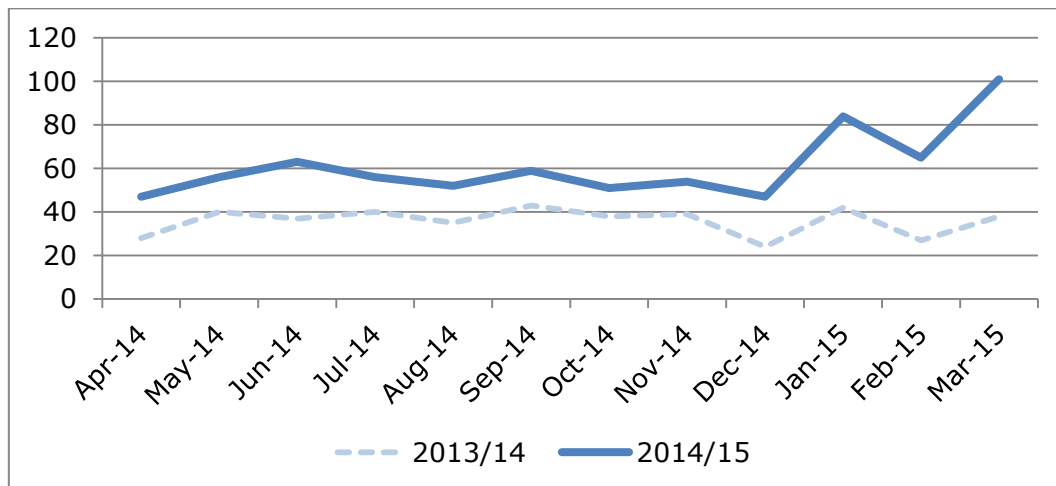
I funded, via a Home Office grant, a triage unit focused upon providing specialist support to people suffering mental distress. I have made it clear that a custody cell is the wrong place for anyone suffering from mental illness. There has been a significant reduction in the number of Section 136 (mental health) detentions since the unit was established. I will continue to work with our partners to ensure that people suffering from mental health issues are assessed as patients and not as criminals.

There has been a rise in recorded crime in respect of both domestic violence/abuse and in sexual offences. This increase is partly due to reporting of historic cases and partly due to increased confidence in how the police will respond.



Domestic abuse recorded incidents and crime 2014/15

To assist the police in responding to the increase in incidents of domestic abuse and violence I commissioned a domestic violence support service. The service also seeks to reduce risk and increase the safety of those experiencing domestic abuse. I will review the outcomes of the service in September 2015.



**Recorded sexual offences 2014/15**

In response to increased reporting of sexual offences and lack of specialist support services I funded two rural rape support centres in Newtown and Aberystwyth providing local assistance to victims of rape or sexual assault. I have also continued funding the Sexual Assault and Rape Centre (SARC) in Carmarthen which provides specialist examination and support to victims of rape and sexual assault.

HMIC conducted a review of child protection policies and procedures within Dyfed Powys Police in February 2015. The force has subsequently reviewed its child protection policies and increased the number of officers in the Protecting Vulnerable People (PVP) team. One issue that has been identified is the current lack of specialist support to children who are reported missing and who may be at risk.

I remain concerned about the lack of specialist services for vulnerable people across Dyfed Powys. There is a shortage of mental health beds across the force area, and there is no secure accommodation for adolescents. I have continued to talk with our partners in the Health Boards and Local Authorities to ensure a collaborative approach to supporting vulnerable people within our communities.

### **My priorities for 2015/16**

**I will fund a service providing debriefing and mediation for children and young people reported as missing.**

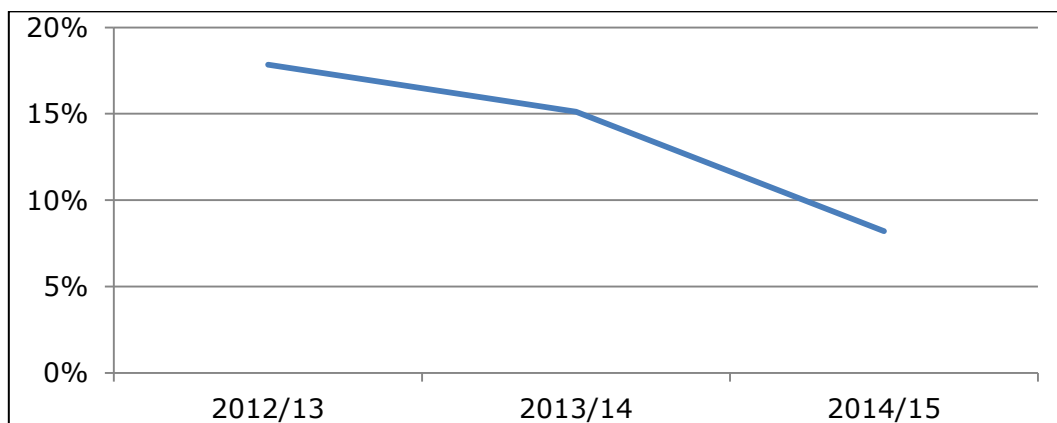
**I will review the level of service provided to victims of crime and ensure appropriate support is available to all victims.**

### 3 Bringing people to justice

Key to preventing crime is ensuring those who create it face justice. [The Police and Crime Plan](#) outlines my commitment to this priority.

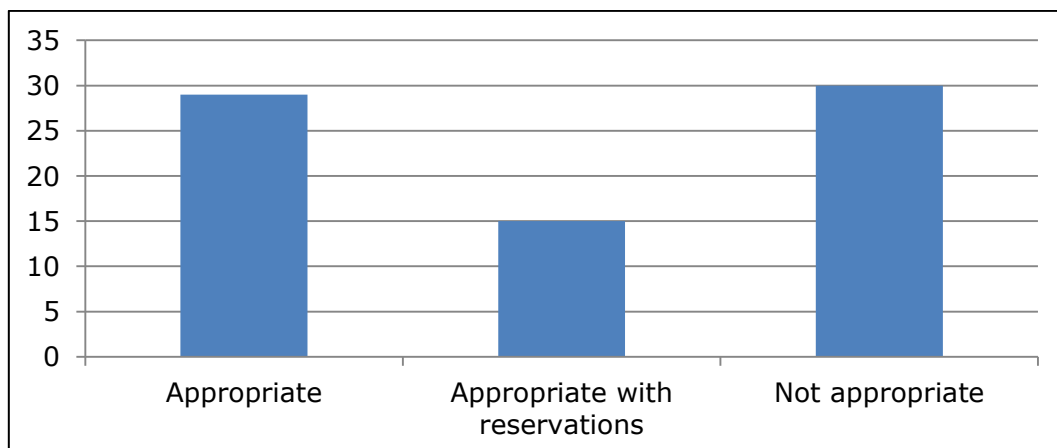
#### What I have done:

The level of police cautions was historically significantly higher in Dyfed Powys than other forces in England and Wales. I instructed the Chief Constable to review how cautions were being deployed. The use of cautions has fallen by 6.9% over the last twelve months:



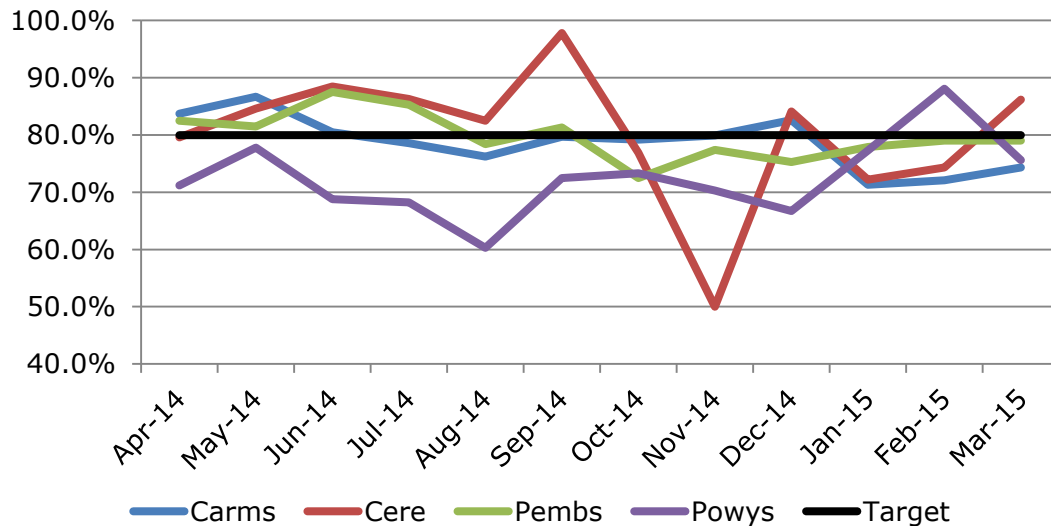
**Use of cautions as a disposal outcome 2012/13 – 2014/15**

To further scrutinise the appropriate use of cautions I run an independent Out of Court Disposal Panel. The work of the panel has been a significant factor in the improvement of appropriate caution rates during 2014/15. However there is still further improvement required and the panel will continue to scrutinise and make recommendations throughout 2015/16.



**Out of Court Disposal Panel review of cautions 2014/15**

File quality is a critical factor in trying to secure a successful prosecution. I have raised concerns in respect of variations in file quality across the Force. I now scrutinise, on a monthly basis, file quality and outcome information to ensure consistency and accuracy:



#### Percentage of first hearing "good" files 2014/15

I now chair the Local Criminal Justice Board (LCJB). The objective of the LCJB is to improve work across partner agencies. To enable this I have funded a process mapping exercise across the criminal justice system in Dyfed Powys. The outcomes of this exercise are intended to shape a more effective and timely criminal justice system across our force area.

I have continued to scrutinise crime outcome data. From July 2015 national outcome data will be published to enable me to compare Dyfed Powys outcome rates with those of other forces. I will publish this comparative data on the OPCC website.

### My priorities for 2015/16

**I will focus upon improving the efficiency and effectiveness of the criminal justice system across Dyfed Powys.**

**I will review the use and effectiveness of police led prosecutions, with a view to them expanding.**

## 4

## Enhancing access to policing services

Ensuring access to policing services is vital for community confidence. [The Police and Crime Plan](#) outlines my commitment to this priority.

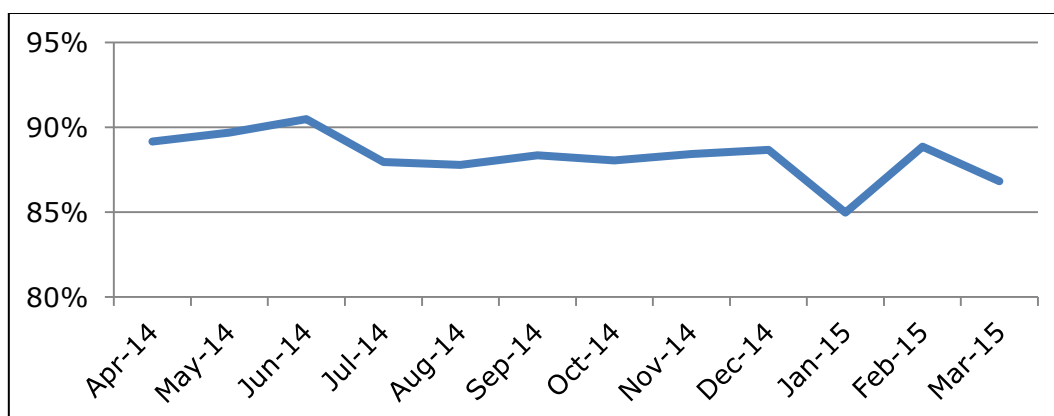
### What I have done:

I carried out a review of my estates, focused upon delivering modern, appropriate and accessible facilities. The review found that many existing police stations are in a poor state of repair, are costly to maintain and are often in the wrong location. For existing stations that are no longer viable I am working in partnership with local authorities and town councils to identify suitable alternative locations. A programme of refurbishment will begin in July 2015.

Policing a force area that comprises 52% of Wales is a challenge. To better understand those challenges I commissioned and published "Rural Connect", the first academic review of rural policing in Dyfed Powys. This independent review looked at the needs of rural communities and the views of rural police officers. Its key findings and recommendations were:

- The value of community based officers, PCSO's and Special Constables;
- Developing and retaining "situated knowledge" within the community;
- The importance of localised decision making.

The first point of contact with the police for many people is via the emergency 999 or the non-emergency 101 number. There is significant public dissatisfaction with both the 999 and 101 numbers. It is clear that some fundamental problems remain that need to be resolved as a matter of urgency. Response times for emergency calls have failed to meet the force target level of 90% in 2014/15:



**Percentage of immediate response calls attended within 20 minutes**

Response times in Pembrokeshire and Carmarthenshire have met or exceeded the target. Response times in Ceredigion and Powys are the concern. I will ensure that the force urgently reviews call handling and response.

The most recent crime survey for England and Wales shows that public confidence in Dyfed Powys Police remains high:

Crime Survey for England and Wales: % of respondents who agree that in Dyfed-Powys:	Baseline: Jan-Dec 2012			Year ending March 14		
	%	E & W Ranking	%	E & W Ranking	%	E & W Ranking
The police understand the issues that affect this community:	76.3%	5 <sup>th</sup>	81.4%	1 <sup>st</sup>	5.1%	↑ 4
The police are dealing with the things that matter to people in this community:	69.7%	2 <sup>nd</sup>	69.4%	3 <sup>rd</sup>	-0.3%	↓ 1
Taking everything into account I have confidence in the police in this area:	79.4%	7 <sup>th</sup>	79.7%	6 <sup>th</sup>	0.3%	↑ 1
Percentage who think their local police do a good or excellent job:	65.0%	10 <sup>th</sup>	67.5%	5 <sup>th</sup>	2.5%	↑ 5

## My priorities for 2015/16

**I will improve and rationalise the force estates, investing where appropriate to improve public access to police stations and police officers.**

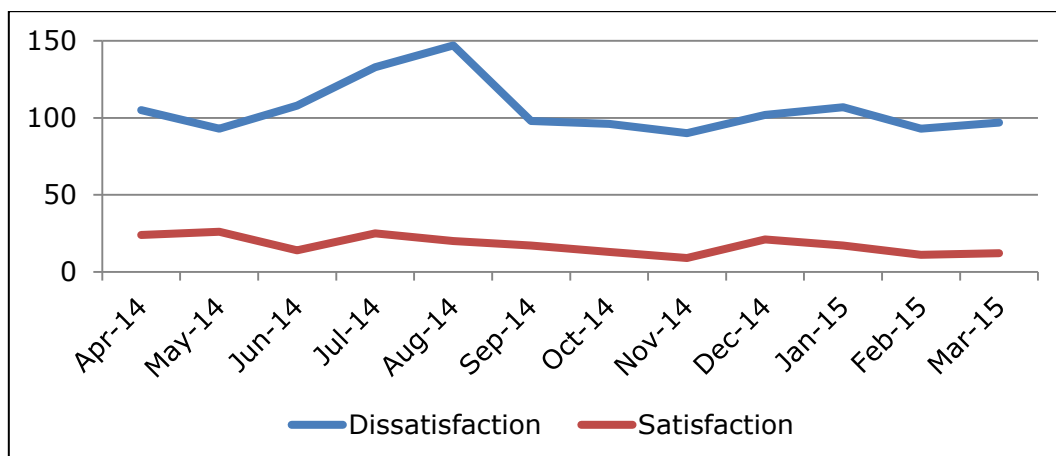
**I will focus upon the ongoing improvement of the emergency 999 and non-emergency 101 service.**

## 5 Ensuring high standards of professionalism

Treating people with dignity and respect, especially at a time when they are vulnerable is critical. [The Police and Crime Plan](#) outlines my commitment to this priority.

### What I have done:

Complaints about the police have historically been handled by the police themselves. Cases were taking too long to resolve and there was significant mistrust from complainants regarding the fairness and transparency of the process. My office received a significant level of concerns about Dyfed Powys Police throughout 2014/15:



OPCC concerns volumes 2014/15

In response I have introduced the Public Service Bureau (PSB), focused upon improving the way that Dyfed Powys Police handles concerns and complaints. All initial complaints will be managed via the Bureau which is staffed jointly by Dyfed Powys Police and my office. This innovative joint approach is aimed at early resolution of complaints and ensuring that only the most serious issues are managed by the Professional Standards Department.

I have also established an independent Residents Panel to review complaints that have been closed. The Residents Panel has independently scrutinised 24% of all closed police complaints to ensure the outcomes were appropriate and to feedback areas for improvement to the force.

My police and crime plan makes it clear that Dyfed Powys police officers, PCSO's and staff must uphold the highest standards of professionalism. The "Dyfed Powys Standard" was introduced in 2014. It aims to ensure that all officers and staff portray

a professional image to the public and communities of Dyfed Powys. It also emphasises the importance of personal and professional integrity.

I conducted 12 “Your Voice” days in 2014/15. These days give the public an opportunity to talk directly with me and to raise complaints or issues that are affecting them or their communities. In addition I have visited and spoken with schools, businesses, festivals and shows, local councils and authorities and third sector organisations. Their voices continue to shape and influence my policing priorities for Dyfed Powys.

<b>Location</b>	<b>Date</b>
Llandovery	April 2014
St Davids	May 2014
Aberaeron	May 2014
Welshpool	June 2014
Milford Haven	Sept 2014
Hay-on-Wye	Oct 2014
Ammanford	Oct 2014
Cardigan, Newcastle Emlyn	Nov 2014
Neyland, Pembroke Dock, Saundersfoot	Jan 2015
Newcastle Emlyn, Llandysul, Lampeter	Feb 2015
Presteigne & Knighton	March 2015
Llanelli	March 2015

**“Your Voice” days, 2014/15**

I have 12 more “Your Voice” days planned for 2015/16, with meetings already confirmed for:

- Aberystwyth,
- Builth Wells/Brecon,
- New Quay/Aberaeron,
- Ammanford/Llandeilo/Llandovery,
- Haverfordwest/Milford Haven
- Newtown.

### **My priorities for 2015/16**

**I will evaluate the impact of the Public Service Bureau and publish the results.**

**I will hold the Chief Constable to account for the conduct, professionalism and integrity of all officers and staff.**

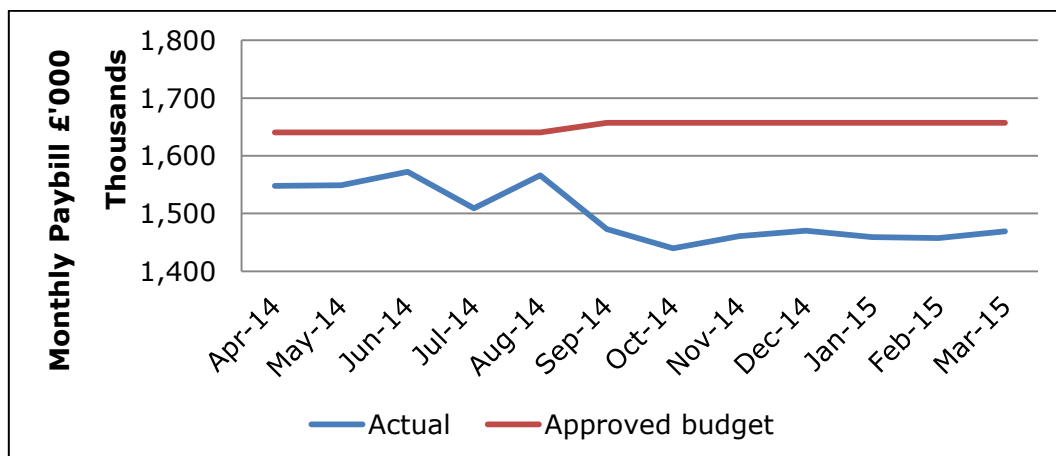


## 6 Spending wisely

We face a great financial challenge, but also an opportunity to ensure that services are delivered efficiently. [The Police and Crime Plan](#) outlines my commitment to this priority.

### What I have done:

The key challenge was to make financial savings whilst not affecting front line police services. The Public First change programme was delivered, saving £3million annually. This was achieved whilst increasing the number of police officers in 2014/15. The focus was upon streamlining civilian support services and has resulted in significantly reduced headcount costs:



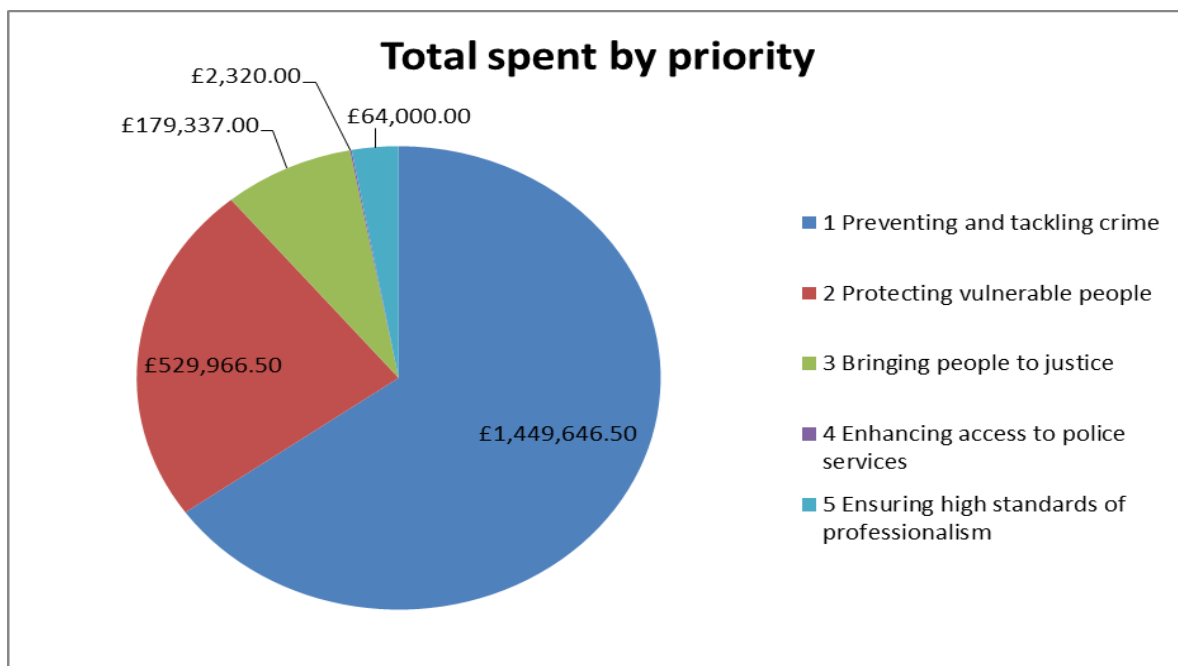
**Police staff costs 2014/15**

A review of processes across the force highlighted significant levels of duplication and waste. To resolve this issue I have invested in mobile technology. This has been implemented across the majority of the force during 2014/15, with all officers due to be issued electronic notebooks by mid-2015. My investment will deliver over 100,000 additional hours on the beat in 2015/16. This is a significant benefit to communities across Dyfed Powys.

HMIC publishes value for money (VfM) profiles annually. The performance of Dyfed-Powys is compared with its Most Similar Group (MSG) of forces. The latest VfM profiles were issued in August 2014 and recorded that Dyfed-Powys, compared to its MSG:

- Spends a larger proportion of money on operational front line activities;
- Spends a greater proportion of its money on front line support functions;
- Spends a much smaller proportion of its money on business support functions.

Since April 2013 I have spent a total of £2,225,270 on commissioning of services to meet the priorities of the Police and Crime Plan. In 2014/15 I committed £1,249,155 to commissioned services. Projects and services have utilised funding from both years and the chart below shows the combined spend for the two years:



**Combined spend on commissioned services, 2013/15**

The most significant spend has been targeted at preventing and tackling crime and protecting vulnerable people; this incorporates services such as the Drugs Intervention Project, the Gwalia Anti-Social Behaviour service, domestic abuse support workers, the Mental Health Triage Unit and many smaller projects including those awarded through the Commissioner's Fund.

I cut the Council Tax precept for 2015/16 by 5%, reducing the amount taxpayers across Dyfed Powys pay for their policing services.

### **My priorities for 2015/16**

**I will continue to focus upon driving out waste and delivering value for money, with a continued priority on front line services.**

**I will review all commissioned services and evaluate the potential for further partnerships that can deliver cost benefit.**