

HMI Wendy Williams' assessment of Dyfed-Powys Police – Transcript

Hello. I'm Wendy Williams and I'm Her Majesty's Inspector of Constabulary for Dyfed-Powys Police.

I am one of five inspectors, and our role is to inspect police forces on behalf of the public. Each year we produce an annual assessment of how each force is performing.

In its PEEL inspections this year, HMIC found some areas of serious concern in the performance of

Dyfed-Powys Police. In view of these findings, I have been in regular contact with the chief constable and I am reassured by the way that the force has acknowledged and responded to the issues we have raised. However, I do not underestimate how much improvement is needed.

The force is good at preventing crime and anti-social behaviour and has good arrangements in place to tackle serious and organised crime. However, I am concerned that suitably trained investigators are not always available, and in particular at the lack of professional expertise in the investigation of some high-risk domestic abuse cases.

The force has more to do to improve its response to vulnerable people. I am not satisfied that the risks faced by emergency and non-emergency callers are consistently understood by call-handlers. This is hindering progress that the force is making in safeguarding the most vulnerable.

As has been the case in recent years, the force has under-spent against its budget. However, its plans for how savings will be made beyond 2016 are not well developed and need to be improved.

The force's plan to continue to provide effective policing over its very large geographical area with fewer staff needs to be developed as a matter of urgency. I would have liked to have seen more evidence that the force has incorporated the Code of Ethics into its policy and practice as part of developing a more ethical culture. I am pleased that we found evidence that the force is developing systems to provide clear direction and co-ordinate activities that will improve its engagement with the communities that it serves.

In the year ahead, I will be particularly interested to see how the force improves how it deals with vulnerable victims, with particular attention being given to how public calls are handled and how domestic abuse cases are conducted. I would also like to see the force publish clear and realistic plans for achieving savings beyond 2016.