



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

This document is available in Welsh as well as English.

Comisiynydd Heddlu a Throseddu Dyfed-Powys,  
Blwch Post 99, Llangynnwr, Caerfyrddin, SA31 2PF

Dyfed-Powys Police and Crime Commissioner,  
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Rt Hon Priti Patel MP  
Home Secretary  
2 Marsham Street  
London  
SW1P 4DF

12<sup>th</sup> September 2019

Dear Home Secretary

**RE: The poor relation – The police and CPS response to crimes against older people**

I write with regard to the above mentioned report, which is welcomed by myself and Chief Constable Mark Collins.

I am confident that Dyfed-Powys Police as a Force recognises the complex needs of older victims of crime, and can assure you that following the recommendations from within the report, Dyfed-Powys Police understands the current demands facing the Force well.

In order to improve the Force's response to all vulnerable adults within our communities, Dyfed-Powys Police has invested heavily in the implementation of a 'Vulnerability Desk' within the Force Communication Centre which became operational on the 1<sup>st</sup> April 2019.

The 'Vulnerability Desk' comprises of seven specially trained Police Officers on a 24 hour shift pattern, who deal specifically with all Domestic Abuse calls for service received by the Force. The 'Desk' has particular focus on calls involving vulnerable adults and older people, using the CPS definition of older people being 60 years of age and over. The Desk officers relay key intelligence and information to response officers on route to the scene of an incident in 'real-time' and also identify risks relating to children, vulnerable adults and any substantial threats such as firearms.

The Desk ensures that a full risk assessment is completed for every incident and that appropriate victim referrals are made at the earliest opportunity to provide both support and guidance to victims, both young and older. The Force are progressing plans to expand the remit of the Vulnerability Desk beyond domestic abuse to incorporate a wider variety of crimes involving vulnerable victims. My office are observing these developments with interest.

The Force's demand team are working in conjunction with the Criminal Investigation Department and Protecting Vulnerable Persons Unit to ensure that the quantitative demand analysis is met with a qualitative operational and investigative response to ensure

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DYFED-POWYS  
POLICE AND CRIME  
COMMISSIONER

the Force continues to improve the service for all vulnerable adults within the Dyfed and Powys communities.

I continue to fund the Chief Constable's 'Goleudy' Victim and Witnesses Service to provide practical support and guidance for a whole range of victims within our communities.

Given the increasing local, regional and national threats relating to fraudsters targeting older persons within communities, Dyfed-Powys Police, in conjunction with Goleudy, have introduced 'Operation Signature' to identify and support vulnerable victims of fraud.

Dyfed-Powys Police Force currently benefits from a well embedded Multi Agency Referral Form (MARF) process which is used to ensure an appropriate package of support services is provided to victims with multi-faceted needs.

A full review of the MARF referral process has been commissioned within the 'Protecting Vulnerable People' department to include scrutiny surrounding the quantity and quality of referrals and subsequent safeguarding and support plans relating to older persons within our communities. The results of this work will inform future training plans and strategy requirements set out within the report.

It is without doubt that more can be done to support older people within Dyfed-Powys and we are collectively continuing to assess and evaluate our current service delivery. I am confident that Dyfed-Powys Police's continued focus in this area will drive the required improvements. My office will continue to work with the Force to ensure that we are delivering against the recommendations and continue to develop in this area to ensure that the needs of the older people are met.

A copy of this response is available on my [website](#).

Yours sincerely

**Dafydd Llywelyn**  
**Police & Crime Commissioner**

Cc: HMI Wendy Williams  
Chief Constable Mark Collins

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