



**Police and Crime
Commissioner for Dyfed-Powys**

The Policing Protocol Order 2011

Quarter 2 2020/21 Summary Performance Report

Introduction

The Police Reform and Social Responsibility Act (PRSRA) 2011 establishes Police and Crime Commissioners within each Force area in England and Wales, giving them responsibility for the totality of policing within their area. It requires them to hold the Chief Constable to account for the operational delivery of policing, including the Strategic Policing Requirement published by the Home Secretary.

Section 70 of the PRSRA requires the Secretary of State to issue a Policing Protocol, which applies to every Chief Constable and Police and Crime Commissioner.

This protocol sets out the roles and responsibilities of all involved in the quadripartite relationship, namely Police and Crime Commissioner, Chief Constable, Police and Crime Panel and Home Secretary.

All parties will abide by the 7 principles set out in the Standards in Public Life, known as the Nolan Principles.

The establishment and maintenance of effective working relationships by these parties is fundamental. It is expected that the principles of goodwill, professionalism, openness and trust will underpin the relationship between them and all parties will do their utmost to make the relationship work.

In order to demonstrate compliance with the Policing Protocol Order 2011 the Office of the Police and Crime Commissioner for Dyfed-Powys developed a healthcheck which covers all the areas in the protocol which the Police and Crime Commissioner has legal power and duty over. This equates to 21 areas which are further broken down into 57 areas of action by various business areas within the OPCC, 4 of these are permanently marked as N/A which leaves 53 action areas. These are completed on a quarterly basis to show continuous progress.

Each section is given a RAG rating to highlight any areas of concern

Green - Fully compliant, no additional work necessary

Amber - Partially compliant, some additional work necessary

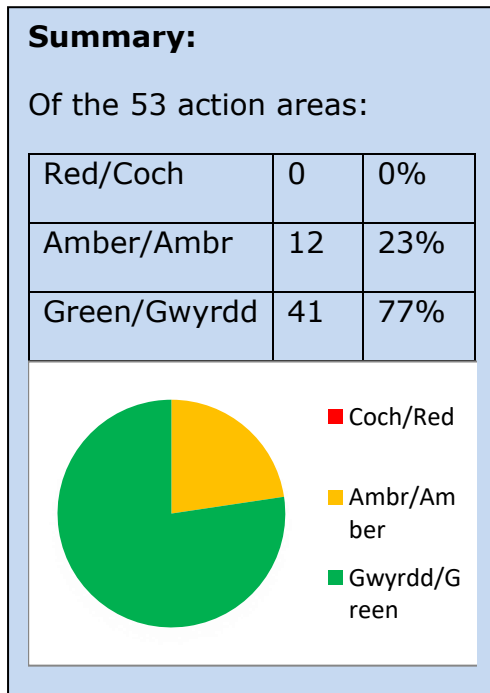
Red - Not compliant, duty not currently being met

The summary of the healthcheck is made available to the Police and Crime Panel in report format, including an Executive Summary of the previous quarter.

Executive Summary

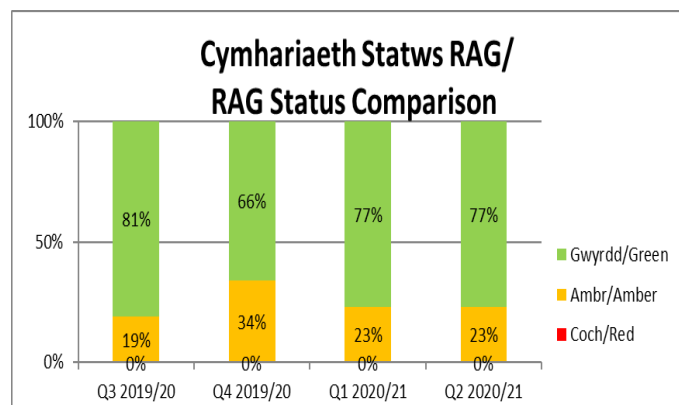
The following report covers the reporting period of Q2 of the financial year 2020/21 (July/Aug/Sept 2020)

RAG status comparison



NONE of the action areas is in a red status.

Whilst the number of green and amber categories has remained the same, the categories that make up this number have changed slightly from the previous quarter with an increase in 17g and 17i and a decrease in 17h and 20a. Business leads continue to closely review the RAG status of their areas.



All areas are at least partially compliant with some categories standing out as needing more attention due to the percentage of amber within the category:

17g - Maintain an efficient and effective police force for the police area - (3/7)
43% amber

17i - Provide a local link between the police and communities, working to translate the legitimate desires and aspirations of the public into action - (4/5)
80% amber

Duty	Number	Action Required	RAG status	Progress Update Q2 (Jul/Aug/Sep 2020)
Set the strategic direction and objectives of the Force through the Police and Crime Plan which must have regard to the SPR	17a	Development of Police and Crime Plan in line with requirements set out in Police Reform and Social Responsibility Act 2011 (Part 1; Chapter 3; 7)		Police and Crime Plan was developed and launched w/c 27th March 2017. A decision was made by the PCC in 2018 that the Plan was sufficiently broad that it remained relevant for the duration of the term of the Plan. With the announcement of the postponement of the Police and Crime Commissioners' elections, approval was sought and gained from the Police and Crime Panel to extend the term of the Police and Crime Plan by a further year. 21.07.2020 - The OPCC Executive Team signed off the schedule of work to develop the next Police and Crime Plan. 16.10.2020 - Initial scoping meeting for the development of the next Police and Crime Plan involving OPCC and Force officers.
		Development of a Police and Crime Delivery Plan to support the achievement of the objectives as set out in the Police and Crime Plan		Police and Crime Plan was developed and launched w/c 27th March 2017 and is supported by a Police and Crime Delivery Plan. Policing Board meetings focus on each of the intended outcomes of the Plan to monitor delivery of the priorities. The Plan has been formally extended to 2022 in line with the new date of the Police and Crime Commissioner elections Initial discussions with Chief Officers have indicated that they would be supportive of pulling together a joint team with the OPCC to develop a Police and Crime Delivery Plan to support the delivery of the new Police and Crime Plan in 2022.
		Review the Police and Crime Plan to ensure it remains fit for purpose		Police and Crime Panel have undertaken a review of the Police and Crime Plan; seeking views from Local Authorities on whether the Plan remains fit for purpose and is appropriately encompassing of the nature of the threats to our communities. This was discussed at the Police and Crime Panel meeting on 15th February 2019, where it was concluded that the Plan is sufficiently broad for it to remain fit for purpose. Approval was gained from the Police and Crime Panel in March 2020 to extend the Plan by a further year in line with the new date of the Police and Crime Commissioner elections
Scrutinise, support and challenge the overall performance of the force including against the priorities agreed within the Plan	17b	There are formal governance arrangements in place to support effective scrutiny		Formal scrutiny arrangements are in place and continuing during the COVID-19 crisis. Furthermore, PCC representatives are included in the governance arrangements for COVID-19, ensuring that they are fully sighted on organisational pressures and measures being put in place. Review of Force governance arrangements is in progress with an update provided to Policing Board on 09.09.2020, where it was agreed that the OPCC would be further involved to assist shaping arrangements, particularly from a partnership perspective to further support effective scrutiny.
		Development and annual review of Corporate Governance Framework		CGF has had minor amendment made within last quarter as part of review / update of PB and PAB Terms of References.
		Establish a risk-based, forward looking schedule of activity to support improvements in Force performance		The two scrutiny panels which ran within the period were held virtually and were very effective. Reports were timely and well received, with good engagement from Force leads.

		Ensure the public's views are represented in the PCC's scrutiny work		Scrutiny and oversight of performance data and attendance at governance boards has continued throughout the pandemic. This quarter has seen a gradual return to more proactive scrutiny of Force performance through the Commissioner's scrutiny panels. The OPCC is mindful of the additional pressure on the Force at the current time and as such has limited and tailored its oversight accordingly.
		Oversight and implementation of external inspectorates recommendations		4 of the 10 inspection reports responded to within the quarter were late submissions. 1 report was initially (mistakenly) reviewed and not considered to require a response. 3 reports required acknowledgement but did not have any recommendations for DPP which required a statutory response. The PCC has also responded to the HMIC consultation on their revised inspection plans as well as the Home Office's call for evidence regarding the Modern Slavery National Referral Mechanism.
Hold the Chief Constable to account for the performance of the Force's officers and staff	17c	Development of a performance framework and structure that allows a greater understanding of the Police and Crime Plan outcomes		In order to demonstrate compliance with the Policing Protocol Order 2011 the OPCC developed a healthcheck in 2018 which covers all the areas in the protocol which the Police and Crime Commissioner has legal power and duty over. The healthcheck is now reviewed on an annual basis to ensure that it remains relevant and provides business leads the opportunity to reflect on previous entries and change reporting as required.
		There are formal governance arrangements in place to hold the Chief Constable to account for the performance of officers and staff		Formal governance arrangements are in place including Policing Accountability Board which is a public meeting where the PCC holds the CC to account for Force performance. Additionally there are Policing Board meetings every 3 weeks which focus on specific areas linked to the Police and Crime Plan. Standing agenda items include Finance, Strategic HR and Communications. Governance arrangements continue over the COVID-19 crisis, with a strong focus on organisational preparedness and impact of COVID-19.
		Chief Constable's Professional Development Review		Formal letter detail objectives for 2019/20 were issued to the CC in April 2019. Discussions commenced in relation to 2020/21 objectives
Decide the budget, allocating assets and funds to the Chief Constable; and set the precept for the Force area	17d	Inform PCC's decision in respect of the precept		Detailed review work continued during 2019/20 with information being provided to the PCC to inform his deliberations in relation to the precept. This included a number of discussions with Chief Officers and a seminar which was attended by the PCC, PCP members and JAC members where the CC and DoF articulated the current Force position and anticipated challenges for the years ahead which led to the development of the Medium Term Financial Plan for 20/21-25/26, Capital Strategy, Reserves and Treasury Management Strategy. The PCC's proposal for the 2020/21 precept was unanimously supported by the P&CP
		Setting of Medium term financial plan		Medium Term Financial Plan set and considered by the Police & Crime Panel in February 2020 and unanimously supported by Panel members
		Funding of capital programme to provide force with appropriate assets to deliver effective policing services		Detailed work undertaken during 2019/20 to consider and develop a longer term (10 year) capital programme which formed part of the MTFP, Capital Strategy and Treasury Management Strategy for 2020/21. The MTFP was

				considered by the Police & Crime Panel in February 2020 and unanimously supported by members
Appoint the Chief Constable	17e	Appointment of Chief Constable		Mark Collins appointed as Chief Constable from 18th December 2016 for a 5 year fixed term contract
Remove the Chief Constable	17f	Follow process set out in Part 2 of Schedule 8 to the 2011 Act and regulations made under Section 50 of the Police Act 1996(a)		
Maintain an efficient and effective police force for the police area	17g	Ensure the delivery of Value for Money		Responsibilities and arrangements for striving for Value for Money are embedded throughout the Corporate Governance Framework with both Internal and External Audit seeking assurance that appropriate arrangements are in place to secure economy, efficiency and effectiveness in both the PCCs and CCs use of resources. The WAO also undertook a specific VFM review on collaborative arrangements which has made a number of recommendations. The CFO participates in a number of force governance meetings which routinely consider aspects of VFM.
		Statutory compliance of estates ensuring fit for purpose for operational use		The statutory planned maintenance score has increased by 5% which is a significant rise. The Fire Risk Assessments are currently being conducted and this will increase the compliance in the next period. Fixed Electrical testing is approximately 70% complete and this will further increase our compliance.
		Explore opportunities to reduce environmental impact		The Sustainability Group remains temporarily suspended due to COVID 19. With many staff returning to the offices following Lockdown, July saw our Electricity costs return to normal levels however in the last 2 months of Quarter 2 we are seeing a significant drop in charges due to many staff returning to homeworking to maintain social distancing following Government guidance and the introduction of local lockdowns. As a representation of the savings made on our electricity costs, the bills have reduced by the following amounts in each month this Quarter July 10%, August 5% and September 7%
		Explore and maximise external funding opportunities		We continue to work with the Community Safety Partnerships to develop projects under the initial investment
		Explore and maximise sponsorship initiative opportunities		Sponsorship opportunities are continuing to be sought across the Force area although this has slowed due to the current COVID situation. This will be picked up post September as a priority

		<p>Implement and maintain a risk register to identify and mitigate risks to the OPCC and force</p>		<p>A full review of all entries was undertaken by all risk owners in September. Whilst there were some important risks raised in mid- March to April, the advent of time and the measures put in place have greatly reduced the risks associated with COVID – 19. These risks although still relevant and continuously monitored are not felt to pose any substantial risk to the organisation at this current time. The OPCC Exec team were requested to consider 24 risks for discharge from the register which were approved, these were predominantly estates related risks covering topics like supply of goods with the uncertainty of availability.</p>
		<p>Utilise training and development plans for all OPCC staff</p>		<p>Development objectives for 2020/21 are currently being set for the OPCC team, which will include discussions on training and development opportunities. There is a specific training budget in place to support professional development</p>
<p>Enter into collaboration agreements with other PCCs, other policing bodies and partners</p>	<p>17h</p>	<p>Explore collaboration opportunities in accordance with the Policing Vision for Wales</p>		<p>Collaboration is firmly on the AWPAG agenda. Audit Wales have undertaken a review of collaboration to determine whether the most are being made of opportunities and whether more can be done. Report has been considered at Policing in Wales in September 2020, which is supported by an action plan which will be monitored.</p>
		<p>Explore collaboration opportunities with other partners</p>		<p>The recently submitted bid to the Home Office was approved and an award of £195k was given to develop the Safer Streets Fund project in Llanelli.</p>
		<p>There are formal governance arrangements in place to scrutinise collaboration agreements</p>		<p>PCC Llywelyn assumed chair of the AWPAG as of July 2019 and introduced a new structure to support the scrutiny of collaboration arrangements. This new approach ensures a focussed and thematic approach to scrutinising collaborations. There is a Forward Work Programme in place to for the PCC's term as chair to scrutinise a range of collaboration arrangements. During handover to South Wales OPCC in July 2020 it was agreed that the current arrangements should remain and be further enhanced.</p>

<p>Provide a local link between the police and communities, working to translate the legitimate desires and aspirations of the public into action</p>	<p>17i</p>	<p>Working with the Force to develop and implement our joint Strategic Equality Plan; meeting the objectives within.</p>	<p>Having undertaken a more digital approach throughout Q2 we are in a better position to update and develop our Strategy. This work will be undertaken during Q3. The Action Plan has been developed, covering Sep'20-Mar'21 - to be published during Q3. The Action Plan will be promoted in discussions with DPP colleagues during Q3 at the Connecting Communities Board. We have also created a calendar of engagement activities for Sep–Dec'20 in support of the Action Plan, which will be reviewed and updated as engagement opportunities arise.</p> <p>Volunteers in a variety of roles are local representatives who assist the PCC in scrutinising DPP, and in influencing decision making. During Q2, we ran a recruitment campaign for these volunteering roles within the OPCC - work continues in to Q3. During Q2 we assisted the APCC with the promotion of their Road Safety Survey - a national public engagement survey, designed to understand public perception on roads safety and enforcement. 71 residents of the Dyfed-Powys area completed the survey.</p> <p>The PCC met with his Youth Ambassadors once during Q2: They discussed numerous opportunities for local young people to be involved in scrutinising police services and in influencing decision making: Developing an action plan for youth engagement for the year; Opportunities to be involved in the OPCC's scrutiny work; Their attendance at the public Policing Accountability Board meetings; Youth representation on the joint Independent Advisory Group; and working with DPP's Learning and Development Team to develop a video linked to police contact with young people. Youth Ambassadors also highlighted that the Forum needs to be more representative with a wider membership. Working in partnership with DPP, a recruitment campaign for Youth Ambassadors will take place during Q3.</p> <p>We utilised Q2 to progress with the work on the Dyfed-Powys Victim Engagement Forum; developing the terms of reference, legal documents, linking in with partners to discuss engagement activity, planning engagement activity and presenting the above progress to the PCC, CC and LCJB partners. The terms of reference will be published in Q3 when engagement activity with victims will commence. Those affected by crime will be given the opportunity to scrutinise local victim services and to influence decision making.</p> <p>During Q2, the PCC began to release his "Highlights of the week..." on social media: An opportunity to raise awareness of his work. These weekly posts have achieved the highest number of impressions on our social media pages. Two editions of the PCC's Newsletter were published. Within the Jul'20 edition the PCC informed readers of his work in the preceding couple of months, including updates/feedback on the new Policing and Custody Hub in Llanelli following public consultation, and information on the Participatory Budgeting process. The Sep'20 edition looks back at Jul-Aug activities; including the publication of the 2019/20 Annual Report, and a new feature where members of the PCC's team tell readers in their own words how their roles changed / the challenges they faced since COVID-19.</p> <p>We have promoted the Annual Report, available in a number of formats, and informed our local communities how they may access the Report to find out more about work undertaken throughout the year. This work continues in to Q3.</p>
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The PCC hosted a virtual public meeting as part of his virtual Community Engagement Day on Friday 10 July, to which he invited the local DPP Superintendent. They were able to inform key community representatives of the work being undertaken by DPP in the local area, with a specific focus on policing during the pandemic. Local community members are given the opportunity to meet the PCC and senior DPP officers.

In Aug'20, the PCC visited Newcastle Emlyn where he met with local Councillors, residents and business owners to discuss the CCTV cameras being installed in the area. He informed the community of his pledge to reinvest in CCTV, providing them with information about the project, and discussing local matters.

When news broke in Sep'20 that a military base in Penally was due to be used to house asylum seekers, the PCC wrote an open letter to the Home Secretary. We promoted this public letter on our website, via social media and through the press; transparency as to the views of the PCC and steps he had taken.

In Sep'20, the PCC also attended a virtual meeting with Burry Port Town Council where local concerns and local policing matters were discussed. These meetings increase public confidence in the police as the local community get the opportunity to seek answers from senior officials. They were reassured as to local issues and policing resource distribution.

We have also used Q2 to plan and prepare for a new feature - Commissioner in Conversation – which will commence during Q3, and will see the PCC interviewing the Chief Constable and other key individuals, to inform our local communities of the work they undertake. The public will have the opportunity during these sessions to have their say and ask questions.

		<p>Development and implementation of OPCC Single Equality Plan incorporating providing opportunities for local communities to inform and influence decision making</p>		<p>The PCC and Youth Ambassadors identified that the Youth Forum needs to widen its membership in order to become more representative of our local communities. Recruitment will take place in Q3.</p> <p>The PCC met with Access Wales to better understand a new initiative soon to be launched in the Force area linked to disability awareness, and how he and DPP can work with them. Work continues in to Q3 as our Engagement Officer maintains close contact with Access Wales.</p> <p>The PCC met with Ameer Rana-Davies who informed the PCC of his work across schools around racism and hate crime awareness; to discuss how we could work with him specifically during Hate Crime Awareness Week in Q3.</p> <p>The PCC also met with Uzo Iwobi of Race Council Cymru, which has resulted in further discussions around arranging for representation from the Race Council Cymru Young People's Hub in Carmarthenshire on the Youth Forum.</p> <p>The OPCC has worked with the Force's Equality Diversity and Welsh Language Manager to develop an Action Plan to monitor progress against the Objectives set out within our joint Strategic Equality Plan.</p> <p>We have continued with our digital approach to public engagement. We have highlighted on the Risk Register how engaging / communicating in digital formats will mean that some local communities will not have as much of an opportunity to engage with the PCC in the present environment. We continue to promote digital engagement opportunities through the press in the hope that it will reach the wider community, ensuring we promote the fact that residents can use their telephones to join online discussions. The PCC has more recently held a small number of face-to-face meetings, as well as visiting Newcastle Emlyn in person whilst CCTV cameras were being installed. This ensured that the local Councillors and residents/business owners had the chance to speak to the PCC in person.</p> <p>The PCC also officially opened the CYCA Centre of Excellence in Llanelli, where his presence in person was appreciated by all. In to Q3, we will continue to adapt and develop our engagement approach depending on local restrictions and changes with the pandemic, considering alternative opportunities.</p> <p>We continue to include information on our website/social media as to how the public/community representatives can contact the PCC and his team during this time. We always look to find alternative communication formats to ensure that the wider audience can access information about the work of the PCC. One of the main publications during Q2 was the PCC's 2019/20 Annual Report, which was produced in a number of different formats to ensure its accessibility: In English and Welsh; as a PDF to download directly from our website; paper copies are available for distribution on request and at events; and video productions of the various sections of the Report have been developed and posted on our YouTube account, accessible for viewing by the public.</p> <p>The PCC's Newsletter is available in Welsh and in English, both electronically and in paper.</p> <p>All press releases from the PCC are sent to all media contacts who in turn publish our news electronically and in traditional newspaper format. We also publish our press releases on our website and direct our social media followers to articles online via our posts.</p>
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		Respond to community concerns in a timely manner		No comments
		Engage residents in contributing to assurance and scrutiny activity		<p>This quarter has been particularly busy in terms of volunteer scheme management. The number of active Independent Custody Visitors (ICVs) is of concern, however mitigating actions have been taken. A full recruitment drive has run throughout September, encouraging applications to our Joint Audit Committee, Quality Assurance Panel, ICVs and Youth Engagement Forum. This has seen some applications received for Custody Visitors, therefore it is anticipated that numbers will rise through the next quarter.</p> <p>During early October a phased return to physical custody visits was implemented. The scheme now offers a blended approach of independent calls conducted by volunteers, "traditional" visits and regular dip-sampling of custody records. This ensures the Commissioner continues to discharge his statutory function thoroughly and that the scheme will continue whatever future restrictions are imposed as a result of Covid-19.</p> <p>Animal Welfare Visits have recommenced and the Quality Assurance Panel has undertaken one scrutiny exercise using an online platform.</p>
		Provide effective and accessible services for victims and vulnerable people		<p>MOJ data return currently being collated with input from all services. Majority of services demonstrating improved outcomes for service users against MOJ domains. Force Victim Implementation Project has investigated the apparent issues with deterioration for quality of life reported by Goleudy service users - this was an error in how the data was being interpreted and displayed and has now been rectified. Future performance reports contain a revised method of demonstrating progress on this measure.</p> <p>No complaints received. Complaints processes for all commissioned services reviewed at Q1 monitoring meetings and will form part of annual audit cycle in future.</p> <p>No tenders evaluated during this quarter but core questions remain in template.</p> <p>No data captured yet for mid-year return. No feedback has been received from MoJ following year-end 2019/20 return and no response to a number of queries raised with the guidance. No timescales or guidance issued yet from MoJ for 2020/21 process. Partner agencies have not been able to prioritise data capture due to Covid impact (e.g. courts not sitting therefore no data available regarding use of Victim Personal Statements etc.). Partners also querying the purpose and intent of MoJ regarding data captured. For ongoing discussion at local and national level.</p>
Hold Chief Constable to account for the exercise of the functions of the office of Chief Constable and those under his	17j	As detailed in 17c		

direction and control				
Publish information specified by the Secretary of State and information that the PCC considers necessary to enable the people who live in the force area to assess the performance of the PCC and CC	17k	Publish information in accordance with the Elected Local Bodies Order		<p>Every year CoPaCC (Comparing Police and Crime Commissioners - Police Governance experts) assess how the offices of police and crime commissioners (OPCCs) fulfil their statutory obligations for transparency. Those OPCCs judged as reaching a satisfactory standard are awarded the CoPaCC "Open & Transparent Quality Mark" each year. The 2021 application was submitted at the end of September and as such a full in-depth review has been carried out on the OPCC website.</p> <p>Full details of the Statutory Publishing Requirements are available on our website.</p>
		Publish information in an accessible and easy to reach format		Transparency Quality Mark evidences the quality of the information available on the website and the ease of accessibility to everyone.
		Publish information in accordance with the Welsh Language Standards		<p>All published information is routinely translated as business as usual prior to anything being published, ensuring that at all times both English and Welsh are treated the same.</p> <p>The Welsh language commissioner recently published his annual report which covered the period prior to COVID. Also published was a guide to holding bilingual video meetings, this does not offer any easy solutions and refers to different technologies that could be used, all of which have a cost implication.</p> <p>However they are looking to develop something within Microsoft teams, but this is by no means imminent. Compliance and Performance Manager is monitoring this to ensure OPCC is informed of any developments which will assist us.</p> <p>The office are currently utilising ZOOM which allows us to offer translation during virtual meetings.</p>
		Proactively promote and raise awareness of Commissioned Services		<p>Website contains accurate information on existing services, reviewed as part of Transparency Award preparation. Single page summary articles produced and currently being translated for each commissioned service. Link to website included in Victim Information Pack.</p> <p>Social media, website and press articles shared during Q2, reinforcing messages relating to Covid 19 pandemic. Positive news stories focussed on progress made in Magistrates courts backlogs.</p> <p>No articles in national publications Q2 (target achieved in Q1).</p> <p>All contracts contain standard requirement for promotion of services. Service implementation meetings include a focus on communications plans and Corporate Comms are invited. Commissioning team have linked providers to PCC Engagement team to ensure maximised opportunities. Some</p>

				providers featured within PCC annual report video. This will feature within the annual audit plans for commissioned services.
Comply with all reasonable formal requests from the Panel to attend their meetings	17l	Quarterly attendance at Police and Crime Panel meetings		PCC has attended all Police and Crime Panel meetings, along with statutory officers - Chief of Staff and Chief Finance Officer. The last 2 scheduled meetings have been virtual meetings
		Provision of documentation to Police and Crime Panel as per their requests		Regular meetings between the Police and Crime Panel and OPCC have ensured that members receive information and documentation in a timely manner in accordance with their requests. The PCC encourages engagement and welcomes PCP representation at other fora such as Policing Accountability Board, Commissioning Board and Joint Audit Committee. The OPCC have more recently also responded positively to the requests for information of the Panel's sub-groups in support of their scrutiny committee
		Regular liaison between OPCC and PCP in support of discharging statutory duties		Regular meetings between the Police and Crime Panel and OPCC have supported the discharging of statutory duties for both parties. Discussions include the annual plan for scrutiny.
Prepare and issue an annual report	17m	Prepare and issue an annual report to the Panel on the PCC's delivery against the objectives set within the Plan		As above, the 2019 / 2020 Annual Report has been published, shared with the public and key stakeholders, and promoted on our website and social media platforms.
Monitor all complaints made against officers and staff, whilst having responsibility for complaints against the CC	17n	Handling of complaints against the Chief Constable		Two complaints against the CC have been received during this quarter - both are currently ongoing. One complaint is awaiting clarification from the complainant and has therefore not been recorded in-line with Schedule 3 at this time.
		Maintain oversight of complaint cases as per requested by individual members of the public		No new oversight cases received by the OPCC during this quarter. The PCC committed to writing to the CC on behalf of Mr Jeremy re: Firearms department dissatisfaction, with a view to facilitating a meeting between the Force and Mr Jeremy (not oversight).
		Scrutiny of Force complaint handling		Both the OPCC Quality of Service Manager and the Force PSD staff attended Policing Board on 18th September 2020. The actions arising from that meeting are: 1. The CoS to review the number of complaints being incorrectly directed to the OPCC over the next few months to assess whether the public are having difficulty finding the correct contact details for the PSD. 2. The ACC to ensure that the PCC's concerns regarding first point of contact with the Force via the 101 number are passed to the new Gold Group being formed to address triaging calls from the public. 3. The PCC and DCC to discuss the outcome of a hearing on the 16th of September outside of the Policing Board. 4. The new PSD Framework and lessons learned to be discussed at the January Policing

				Board. 5. The CoS, NH and the Force to discuss the Sancus Service prior to the contract being considered in February 2021.
		Ensure systems and processes are in place in readiness for the PCC's increased roles in complaints as outlined in Police and Crime Act 2017		Although 9 resulted in an upheld outcome, 4 of those included lessons learnt/recommendations. Two of those recommendations (identical) will be discussed with the IOPC at the next quarterly meeting with the Force and one recommendation will be taken forward by the OPCC Compliance and Performance Manager with the Information Management and Compliance Department in the Force, with a view to a new policy/guidance document being created.
PCC must not fetter the operational independence of the police force	18	Development and annual review of Corporate Governance Framework		CGF has had minor amendment made within last quarter as part of review / update of PB and PAB Terms of References.
Access to information, officers and staff	19	Corporate Governance Framework details information sharing arrangements		The Corporate Governance Framework was updated last quarter.
		Handling of information in accordance with Data Protection legislation		<p>5 potential data breaches were reported this quarter, remedial action was taken immediately and words of advice issued. Whilst all breaches of this nature are taken extremely seriously the consequences in all these cases were limited with no harm to the data subject and therefore not reportable to the ICO.</p> <p>As a corporation sole, the OPCC are subject to and responsible for FOI requests. 9 FOI requests were received in this quarter, None of these were requests in which the OPCC held the information requested and were forwarded to the force with the requestor's permission as they may or may not have held the information.</p> <p>Training and awareness remains very high on the agenda for the OPCC when considering data protection, all staff were requested to complete on-line learning modules and received several e-mails from Compliance and Performance Manager in relation to scam e-mails.</p>

Delivery of community safety and crime reduction	20a	Development and implementation of a Governance Framework for Commissioning and Partnerships		<p>2020/21 Framework published on website.</p> <p>The Board met in Q2 and received an overview of the Missing Young People Debrief Service provided by Llamau. Following discussions with the Board, the DoC has raised some issues for Procurement to address regarding ongoing scrutiny of provider compliance with due diligence checks.</p> <p>Contracts register in place and regularly updated. Register reviewed at start of year to analyse impact of PCC election postponement. All contracts have options to extend and plans in place to safeguard across Term changes.</p> <p>CSP priority areas taken into account when PCP was first developed. DoC involved in preparation meetings for new Plan and will ensure link to CSP managers. PSB priorities and workplans have been shared with Policy officer to inform development of new PCP.</p> <p>All commissioned services provide a link to the priorities of the Police and Crime Plan. This is included within tender process evaluation for new services. The impact of service provision against delivery of the Plan is included in the report to Panel demonstrating progress against the Plan.</p> <p>LCJB priorities for 2019/20 have been carried forward. October meeting focussed on Offender Management, both youth prevention and Integrated Offender Management. January's meeting will focus on performance data from all partners. LCJB members will be key consultation members in development of the new PCP.</p>
		Commissioning of services in support of community safety and crime reduction		<p>MOJ victims grant is match funded by PCC core funding. Total grant for 20/21 is £605,585 of a total £1.56m commissioning budget. Therefore the PCC provides over 60% of the funding for services. This is noted in the MOJ returns. In addition to this, the OPCC has secured £140k of specific Covid funding for VAWDASV services within the area and a further £55k for provision of ISVAs over a 2 year basis.</p> <p>PCC and DoC continue to meet regularly with CSP managers and YOPS managers, in particular during pandemic to review arrangements and monitor community tensions. DoC continues to represent Welsh PCCs in national review of the role of PCCs in the governance and funding of YOPS. Meeting scheduled for October to discuss ongoing impact of Covid and outcomes achieved via PCC funded projects. MOJ grant T&Cs are met. MOJ have acknowledged relaxation of some T&Cs given Covid 19 pandemic, for example delivery of victim services via telephone and virtual methods rather than face to face. Work is ongoing to learn the lessons from this change of approach with some aspects being continued as good practice. Additional T&Cs relating to Covid VAWDASV funding were included in grant agreements with each provider.</p> <p>DoC has prepared Information Sharing Protocol to allow Goluedy to share data regarding victims who have received an outcome at court with the CRC for victims to make an informed offer of RJ as per the PCC's requirements. This is currently awaiting approval from the Information Department in Force. RJ is an area that requires further focus and discussion at an All Wales level.</p> <p>CSP priority areas taken into account when PCP was first developed. DoC involved in preparation meetings for new Plan</p>

				and will ensure link to CSP managers. PSB priorities and workplans have been shared with Policy officer to inform development of new PCP.
Community Safety Partnerships	20b	N/A in Wales		
Crime and disorder reduction grants	20c	Development and implementation of a framework for the provision of crime and disorder grants		A new funding decision process has been developed, capturing all the phases that are processed when delivering the provision of crime and disorder grants. The new process will be circulated to the Force for internal requests.
		Provision of crime and disorder reduction grants within 2019/20		£60k invested across the Community Safety Partnerships to develop community safety projects. £140k is being invested across the 14 NPT areas with a £10k allocation towards community projects through a Participatory Budgeting process, run by the NPT's and local partners
		Evaluation of crime and disorder reduction grants to determine social return on investment		A new funding decision process has been developed, capturing all the phases that are processed when delivering the provision of crime and disorder grants. The new process will be circulated to the Force for internal requests.
Collaboration agreements	20d	As detailed in 17h		
Wider responsibility for the enhancement of the delivery of criminal justice in their area	20e	Monitor the performance of all commissioned services, ensuring they are fit for purpose and provide value for money		Q1 reviews all took place. Q2 reviews scheduled for mid to late October. Ongoing discussions with providers during Covid pandemic in addition to regular contract meetings.
				Q1 reports all received in timely manner prior to contract review meetings. Q2 reports currently being received in readiness for forthcoming meetings.
				Forward schedule of visits significantly impacted by Covid 19 restrictions. Providers have had regular contact with both PCC and DoC during pandemic. Commissioning support officer currently developing audit schedule for annual checks on each provider. In addition to the regular performance and financial reporting this will involve review of complaints procedures, accessibility, staff support/team meetings, mystery shopper exercises (e.g. Welsh Language), compliance checks etc.
				The Board met in Q2 and received an overview of the Missing Young People Debrief Service provided by Llamau. Following discussions with the Board, the DoC has raised some issues for Procurement to address regarding ongoing scrutiny of provider compliance with due diligence checks.

		<p>PCC's contribution to the All Wales Criminal Justice agenda</p>		<p>DP LCJB continue to highlight positive progress and escalate areas of concern/risk to the AWCJB and national CJ networks.</p> <p>LCJB recovery sub group established in July and fortnightly meetings have produced significant progress against Magistrates court backlogs. Group now meeting monthly to review Crown Court progress. LCJB full meeting early October focussing on Offender Management. Extraordinary meeting scheduled to discuss implications of Sentencing White Paper.</p>
		<p>PCC's national portfolio responsibilities</p>		<p>Digital Policing Board and as part of this Commissioner is on the Information and Intelligence Directorate</p> <ul style="list-style-type: none"> • Workforce Transformational Board • National Police Air Service Board • Police ICT Company Board • All Wales Criminal Justice Board • The National law enforcement database programme board • Single Unified Safeguarding Review Board with Welsh Government, where he assumes the role of the Single Responsible Officer for Wales. • Policing Board for Wales • Policing in Wales • Safer Communities Programme Board • Strategic Command Course Professional Reference Group • Equality and Diversity and Human Rights Group (APCC)