

1.0 Request for Reviews – OPCA Role

Police and Crime Commissioners (PCCs) act as the voice of the public on policing and crime matters. They are responsible for setting the strategic direction for policing within their respective force areas. As of 1st February 2020, they are involved in the implementation of new complaints and conduct legislation arising from police integrity reforms 2019. A key element of the reforms is to carry out independent reviews of police complaints, where the Commissioner has been assessed as the relevant review body and the complainant formally requests a review in respect of the Force's handling of their complaint. This forms part of the Commissioners' priorities i.e. keeping our communities safe, safeguarding the vulnerable and connecting with communities.

2.0 Request for Reviews – Statistics (01/02/20 – 20/10/20)

Total Request for Reviews Received:	26
Total Request for Reviews Valid:	23*
Total responded to within 28 days:	19**

* 2 Reviews were re-directed to the IOPC and following consultation with the complainant, 1 Review was a request for a Victims Right to Review.

**2 Reviews encountered delays due to the volume of correspondence & 2 Reviews are currently ongoing.

Complaint Types

Decisions:	1
Disclosure of Information:	1
General level of service:	2
Handling of or damage to property/premises:	3
Lack of fairness and impartiality:	1
Police action following contact:	10
Searches of premises and seizure of property:	1
Unprofessional attitude and disrespect:	2

Recorded Outcomes

Not Upheld:	15
Partially Upheld:	2
Upheld:	4

Total Reviews resulting in Recommendations/Lessons Learnt: 9

The average response time for the Force Professional Standards Department (PSD) when replying to recommendations/lessons learnt is currently 16.12 days. The OPCA have been content with the responses received to the recommendations/lessons learnt to-date.

3.0 Request for Reviews – Sancus Role

Full details outlining the background and procurement process relating to Sancus can be located on the OPCC website: <http://www.dyfedpowys-pcc.org.uk/media/9385/c-users-65038-desktop-dll174-sancus-solutions-decision-log-002.pdf>.

Sancus have considered a total of 21 reviews (to-date) for the OPCC since 1st February 2020. Of those, the OPCC have queried 5 responses from Sancus, 4 of which resulted in an agreement between the OPCC and Sancus and 1 resulted in the OPCC going against the recommendations made by Sancus. On average, Sancus have a turnaround of 9.67 days.