



Police and Crime

Commissioner for Dyfed-Powys

The Policing Protocol Order 2011

Quarter 3 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

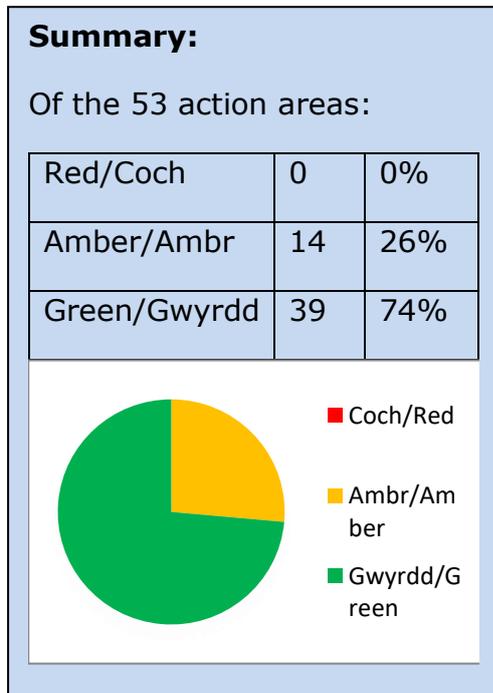
Red - Not compliant, duty not currently being met

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

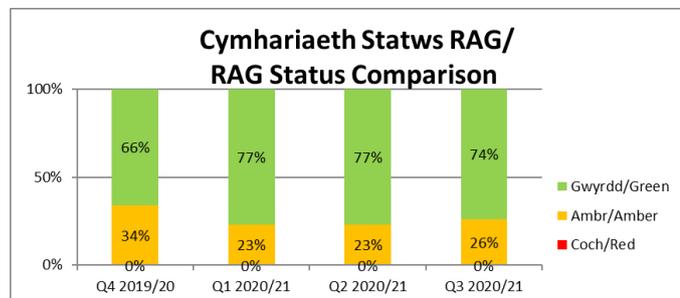
The following report covers the reporting period of Q3 of the financial year 2020/21 (Oct/Nov/Dec 2020)

RAG status comparison



NONE of the action areas is in a red status.

The number of green and amber categories has changed very slightly from the previous quarter with green decreasing by 2 and amber increasing by 2. 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:

17h - Enter into collaboration agreements with other PCCs, other policing bodies and partners - (2/3) 67% 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

20a - Delivery of community safety and crime reduction - (1/2) 50% amber

Duty	Number	Action Required	RAG status	Progress Update Q3 (Oct/Nov/Dec 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. Broad policing priority questions were included in the precept questionnaire in December 2020, prior to a more informed consultative approach which is currently under development.
		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 09.10.2020, 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. This work is ongoing and it is hoped that Force Governance arrangements will be finalised imminently. To ensure appropriate OPCC representation, a scoping exercise is being undertaken to provide clarity over attendance and the role of the OPCC at each group e.g. contributor, scrutiny
		Development and annual review of Corporate Governance Framework		CGF is kept under continual review and will be due for formal annual review next quarter.

		Establish a risk-based, forward looking schedule of activity to support improvements in Force performance		<p>Formal virtual scrutiny activity has continued successfully throughout the quarter.</p> <p>The OOC Panel has become more efficient as a result of virtual meetings, with some effective outcomes in driving improvements in recording practices and referrals to the PCC-commissioned diversionary scheme.</p> <p>Despite some technical challenges, the QA Panel undertook a successful review of Stop and Search records over Skype for Business. These recommendations have been fed into the Force Stop and Search improvement Gold Group which OPCC staff are working closely with to address ongoing HMIC recommendations in this area.</p>
		Ensure the public's views are represented in the PCC's scrutiny work		<p>Much of the PCC's scrutiny responsibilities have been discharged this quarter through internally focused assurance and observation through the Force governance structure and desk based monitoring e.g. Penally / Covid FPNs / Force performance and major projects such as the End to End.</p>
		Oversight and implementation of external inspectorates recommendations		<p>None due.</p> <p>12/11/20 AN inspection of the NCA's relationship with ROCUs - due 07/01/21. No recs.</p> <p>Submitted response to APCC MH Lead call for evidence on the impact of Covid on MH demand.</p>
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		<p>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.</p> <p>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</p>
		There are formal governance arrangements in place to hold the Chief Constable to account for the performance of officers and staff		<p>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.</p>
		Chief Constable's Professional Development Review		<p>Formal letter detailing objectives for Temporary Chief Constable Claire Parmenter was issued on 25.01.21, which will be followed by in-depth discussion on 25.02.21 prior to the TCC commencing in role. Primary focus is ensuring that the public are at the heart of everything we do and every decision made.</p>
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		<p>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</p>

		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		Reference decision log DLL 196. With Chief Constable Mark Collins indicating his intention to retire, it has been necessary to consider the future leadership of Dyfed-Powys Police. With the close proximity of the Police and Crime Commissioner elections in May 2021, advice has been sought from the Association of Police and Crime Commissioners (APCC) and an experienced Independent Member for Chief Officer Appointments – a role which is laid out in Home Office Circular 20/2012 and updated in Home Office Circular 13/2018. Both the APCC and Independent Member are in agreement that the importance of the relationship between the Police and Crime Commissioner and the Chief Constable is such that the critical decision of a substantive Chief Constable appointment should be for the elected Commissioner to progress after the May election. To provide stability and consistency within the organisation, it is proposed that Deputy Chief Constable Claire Parmenter assumes the role of Temporary Chief Constable for up to 12 months.
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		During this reporting period our statutory compliance continues to increase and as the fixed electrical testing nears its conclusion, then the figure continues to climb. The Fire Risk Assessment work is being planned by the Health and Safety Department and a programme of inspections has been hampered by COVID restrictions, however the resultant reports are imminent and the performance level will increase dramatically. Most notably has been the steady increase of the Fabric performance on works orders, these are the performance figures for the direct labour element and has steadily risen over recent months.

		Explore opportunities to reduce environmental impact		<p>The Sustainability Group has now been reinstated and is in the process of planning a 5 year Environmental Strategy.</p> <p>Electricity costs have significantly reduced in Quarter 3. Covid 19 has been at an increased level and as such, 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 the national lockdown. Our monthly costs for Electricity have decreased by nearly 15% in November and December.</p>
		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.
		Implement and maintain a risk register to identify and mitigate risks to the OPCC and force		<p>The OPCC Risk register is reviewed regularly and reported on to the Executive team on a monthly basis to ensure that they are sighted on all updates and areas of concern.</p> <p>The Compliance and Performance Manager is in regular contact with the Force Risk and Business Continuity Management Advisor and a protocol is now being written to ensure the sharing of risks between the Force and the OPCC is a more formal arrangement.</p>
		Utilise training and development plans for all OPCC staff		There is a specific training budget in place to support professional development which is identified through the Development and Assessment Profile. However, due to COVID restrictions and an increase of free online development opportunities during 2020/21, there has been some underspend in this during the course of the year. Any outstanding development opportunities will be honoured during 2021/22 where applicable.
Enter into collaboration agreements with other PCCs, other policing bodies and partners	17h	Explore collaboration opportunities in accordance with the Policing Vision for Wales		Collaboration is firmly on the AWPG 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.
		Explore collaboration opportunities with other partners		We are in the final stages of implementation of the Safer Streets fund project and will be looking to submit a second bid for the second round of the fund. We have recently been awarded a £880k bid for Salix funding looking at improving the environmental sustainability of our estates, and a further bid for circa £2m has also been submitted to Salix to continue this theme across all DPP buildings. We are awaiting the results.
		There are formal governance arrangements in place to scrutinise collaboration agreements		PCC Llywelyn assumed chair of the AWPG 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>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>We regularly review our approach to engaging and communicating with the public, in line with the principles set out within our Engagement and Communication Strategy and Government guidelines / the local COVID-19 position. We have implemented the approach outlined within our Action Plan. We will not formally publish the document, as it is a working document for OPCC staff, to be reviewed and updated regularly, in support of the already-published Engagement and Communication Strategy.</p> <p>We recruited new Youth Ambassadors for the Youth Forum in October, increasing opportunities for local young people to be involved in scrutinising police services and in influencing decision-making. Our 13 Youth Ambassadors met twice with the PCC during Q3, and were asked for feedback on DPP's new Single Online Home system, and activities such as involving young people in DPP's training packages.</p> <p>The Victim Engagement Forum (VEF) Terms of Reference is available on the PCC's website, and engagement activities through this forum commenced during Q3. In Oct/Nov, individuals on our database were asked to review and feedback on DPP's Victim Information Pack (VIP). DPP were presented with a report and 3 recommendations: (1) to revise the VIP; (2) to work alongside victims in its revision; and (3) to consider more accessible formats. Work on this continues in to Q4. Members of our database were asked to take part in a survey on the restorative justice process; the results of which will be presented to the Local Criminal Justice Board in Q4 for consideration. A Victim Engagement Forum web page has been developed and the Forum will be promoted wider during Q4.</p> <p>The PCC launched a public consultation on policing priorities and the 2021/22 precept. During Q4, the results will be considered in detail to assist in the planning of the next Police and Crime Plan, and to assist the PCC in his decision-making around setting the police precept.</p> <p>Public meetings continued to take place, with local concerns / policing issues brought to the PCC's attention. Meetings took place both as part of the PCC's Community Engagement Days and as stand-alone sessions. We ensured a member of the team accompanied the PCC, to the public meetings organised in response to the Penally MOD Camp being used as a temporary accommodation centre for asylum seekers, to ensure that the local community could raise any concerns in relation to policing matters linked to the Camp.</p> <p>We continued to publish the PCC's "Highlights of the week..." on social media to regularly raise awareness of the PCC's work. The November edition of the PCC's Newsletter was published, and included updates on several projects such as the Safer Streets initiative and participatory budgeting; estates updates; and the work of the Victim and Youth Engagement Forums. The PCC hosted a virtual engagement day focusing on mental health services. A write-up of these activities will be included in the January 2021 Newsletter to provide the public with information on all services and discussions.</p> <p>The PCC launched his 'Commissioner in Conversation' Facebook Live broadcasts. These occurred on a fortnightly basis; informal discussions between the PCC and his guest(s), including the Chief Constable, Supt. Ifan Charles, the DCC, Hywel Dda University Health Board Chief Executive Steve Moore, and the ACC. Each conversation provided an insight for the public into various areas of expertise, both police and partnership working. The public had the opportunity to have their say and ask questions.</p> <p>We published and circulated 16 press releases, providing the public with vital information and updates. Several of these were published in local media, and lead to interviews for the PCC on national news programmes including S4C, BBC Radio Cymru</p>
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		<p>Development and implementation of OPCC Single Equality Plan incorporating providing opportunities for local communities to inform and influence decision making</p>		<p>Q3 saw an intake of new Youth Ambassadors to our Youth Forum, who are representative of our communities. Our Engagement Officer accompanied the PCC to a “soft launch” of the Access Wales’ disability awareness initiative, developing this ongoing partnership further. This work will continue into Q4, with the recent involvement of Accessibility Powys.</p> <p>We further developed our link with members of the community who have been affected by crime and/or anti-social behaviour, and we now regularly hear from vulnerable members of our communities through the Victim Engagement Forum.</p> <p>The PCC’s Engagement Advisor continues to attend the Embracing Diversity Board (one meeting held during Q3), where he is updated on the force’s work around ensuring our communities have a voice in policing. The joint Strategic Equality Plan is discussed, and the Advisor provides updates on actions relating to the OPCC.</p> <p>During Hate Crime Awareness Week in October, the PCC was involved a live webinar for young people: An opportunity to discuss and identify the various forms of hate crime that affect people, how they can often escalate to crimes or tension in a community, and how incidents are reported and dealt with by the Police and organisations. We also ran a survey on the awareness of hate crime; the results of which will be fed back to DPP colleagues through the Embracing Diversity Board and Hate Crime Awareness Group.</p> <p>We have continued with our digital approach to public engagement throughout Q2 whilst the pandemic continues. We regularly review and update the OPCC’s Risk Register in terms of how engaging / communicating in digital formats only 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</p>

				<p>community, ensuring we promote the fact that residents can use their telephones to join online discussions.</p> <p>During Q3, when undertaking consultation, such as the precept/priorities survey and victim engagement work, we offered the opportunity to speak to a team member on the phone. This ensured that those without the technology and/or confidence to join discussions online, were still able to offer their opinions and provide feedback.</p> <p>A small number of face-to-face activities were attended during Q3 whilst Government guidelines allowed, allowing the community to engage face-to-face with the PCC. For example, the PCC and Engagement Advisor attended the launch of the Premier League Kicks initiative in Pembroke Dock; an initiative funded by the PCC.</p> <p>We will continue to adapt and develop our engagement approach depending on local restrictions and changes with the pandemic. Throughout the pandemic we continue to include information on our website and social media platforms as to how the public and community representatives can contact the PCC and his team during this time.</p> <p>As a team we always look to find alternative communication formats to ensuring that the wider audience can access information about the work of the PCC. The public can contact us / engage with the PCC by phone, in writing, by email, and now more so through online forums.</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>
		Respond to community concerns in a timely manner		No comments
		Engage residents in contributing to assurance and scrutiny activity		<p>OPCC carry out fortnightly dip-sampling of Custody records in order to maintain an oversight of custody. OPCC also answer now monthly ICVA questionnaires based on Covid-19 issues within custody. Following a decision at Policing Board on Oct 5th a mixed rota of both ICV calls and physical visits were introduced, alternating between calls and physical visits. Calls only rota for Ammanford at the request of the ICV Team of that area. 21st of December Scheme reverts back to ICV calls only due to lockdown restrictions. 16 Active ICVs, with an extra 5 ICVs on our books but not engaged with the scheme due to the pandemic.</p> <p>4 new ICVs and 1 new QAP member currently with vetting. Once these have cleared vetting and 5 inactive ICVs resume following Covid restrictions relaxing, volunteer establishment should return to c.92%.</p>
		Provide effective and accessible services for victims and vulnerable people		<p>MOJ data return submitted for first six month period. All commissioned services showing positive outcomes for service users No complaints received. Complaints processes for all commissioned services will form part of annual audit cycle.</p> <p>No tenders evaluated during this quarter but core questions remain in template.</p> <p>Due to impact of Covid, MOJ have not yet requested data return for 2020/21. Unknown whether this will be required. Some</p>

				partners have continued to capture data during the year but many have ceased data capture due to Covid impact (e.g. courts not sitting therefore no data available regarding use of Victim Personal Statements etc.). Victims Code of Practice due to be relaunched in April 2021 with new guidance from MOJ regarding data collation.
Hold Chief Constable to account for the exercise of the functions of the office of Chief Constable and those under his direction and control	17j	As detailed in 17c		
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		Having applied for the Transparency Quality Mark for the last 2 years and been successful in obtaining the Award, processes have been put in place to ensure that each section is reviewed and updated as required at the given timeframes whether it be monthly, quarterly or at the end of the financial year etc. Specified individuals have responsibility for different sections of the website to ensure they are kept up to date and relevant, with the Compliance and Performance Support Officer having overall responsibility to ensure that the Statutory Publishing requirements are all in order and adhered to. A full audit is carried out on every section in September of each year by the Compliance and Performance Support Officer, prior to the application being submitted to CoPaCC for assessing throughout December, with the Awards being made in the February. Full details of the Statutory Publishing Requirements are available on our website.
		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		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.
		Proactively promote and raise awareness of Commissioned Services		Website contains accurate information on existing services. Single page summary articles produced for each commissioned service and available on website. Link to website included in Victim Information Pack. Social media, website and press articles shared during Q3, reinforcing messages relating to Covid 19 pandemic. Positive news stories focussed on additional funding accessed for VAWDASV services and partnership focus with National Probation Service to fund Integrated Offender Management activity. PCC Engagement team scheduling fortnightly tweets regarding commissioned services. Goleudy to feature within 'Commissioner in conversation' schedule. No articles in national publications Q3, discussions in place to include All Wales Criminal Justice update in APCC in Focus during February.

				All contracts contain standard requirement for promotion of services. Service implementation meetings include a focus on communications plans. PCC Engagement team are in contact with commissioned services to ensure consistency in messaging and campaigns.
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		Reference to the 2019/20 Annual Report continues on social media, directing the public to the video productions on YouTube. During Q3 discussions commenced around the 2020/21 Annual Report. Planning and development will commence during Q4.
Monitor all complaints made against officers and staff, whilst having responsibility for complaints against the CC	17n	Handling of complaints against the Chief Constable		Of the two Chief Constable complaints received, one was not eligible to be a complainant and the other referred to a complaint that would have been dealt with below the rank of CC and was therefore referred to PSD for their consideration - neither were recorded as a Chief Constable complaint with the OPCC, however both received a full response to their communication from the OPCC. Additionally, one Chief Constable complaint received in the previous quarter was responded to in this current quarter. The IOPC notified our office that the complainant had requested a review and the outcome of the Chief Constable review that they undertook in relation to Mr & Mrs Chesters complaint was that the IOPC did not uphold the review and determined that the OPCC had provided a reasonable and proportionate response.
		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 Force in relation to Mr Huish re: historical fraud case and Mr Benbow & Mr Kenyon (NFU) re: penalty notice farming issue. The PCC has now responded to Mr Jeremy re: Firearms department dissatisfaction, picked up in the previous quarter.

		Scrutiny of Force complaint handling		Discussions took place at the end of this quarter between Quality of Service Manager and James Lewis (PSD) to consider scrutiny topics for the first half of 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		1 not upheld but lessons learnt identified - currently awaiting PSD to provide feedback from FCC & IS&T in relation to those lessons learnt. 1 upheld and required PSD to provide a full explanation of their decision of NFA to complainant. 1 upheld as PSD did not address the full complaint recorded and did not acknowledge the complaints made against Supervisors.
PCC must not fetter the operational independence of the police force	18	Development and annual review of Corporate Governance Framework		CGF is kept under continual review and will be due for formal annual review next quarter.
Access to information, officers and staff	19	Corporate Governance Framework details information sharing arrangements		CGF is kept under continual review and will be due for formal annual review next quarter.
		Handling of information in accordance with Data Protection legislation		<p>2 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. 13 FOI requests were received in this quarter, Only 7 of these were requests in which the OPCC held the information requested with a further 2 being directed to the OPCC website where the information was already published. 4 were forwarded to the force with the requestor's permission as they may or may not have held the information. No subject access requests were received this quarter.</p> <p>As a result of the UK leaving the European Union on 1st January there are some changes to GDPR legislation required, however, as the UK is committed to maintaining an equivalent data protection regime, a UK version of the GDPR will apply from that date. This UK GDPR will carry across much of the existing EU GDPR legislation, but will apply as an independent law, outside the harmonised regime we have become used to under the GDPR. Any changes required will not affect the operation of the office.</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. Commissioning strategy being prepared for Term 3.</p> <p>The Board met in Q3 and received an overview of the Offender Diversion Scheme which had just reached its first 12 months of operation. Part of the evaluation data was shared with the Board along with a very informative presentation and Q&A session.</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. Some contracts extended in order to ensure consistency and security of service provision during changeover of PCC Term.</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. February meeting will discuss the impact of short sentencing on service provision. Plans are in place for an extraordinary workshop to discuss All Wales priorities and how these align with Local workstreams. 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. During Q3 the OPCC secured a second round of Covid specific funding for VAWDASV services totalling £53,000.</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 held in October to discuss ongoing impact of Covid and outcomes achieved via PCC funded projects.</p> <p>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>Following conversations with Information Sharing team, a Data Protection Impact Assessment will need to be completed to underpin any information sharing. This will be reviewed as part of work to inform the future service provision. The Ministry of</p>

				<p>Justice contract for RJ delivery will cease in June 2021 as National Probation Service enter into the new dynamic purchasing arrangements. All Wales discussions with Probation have identified RJ as a priority for joint commissioning from June 2021 onwards.</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>
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		The new funding decision process is now in place and is being implemented successfully.
		Provision of crime and disorder reduction grants within 2019/20		£140k has been invested across the 14 NPT areas in the Force, contributing towards over 70 projects in the community. All events have been a success with numerous partners contributing financially towards the investments.
		Evaluation of crime and disorder reduction grants to determine social return on investment		The new funding decision process is now in place and is being implemented successfully.
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		<p>Q2 reviews all took place. Q3 reviews scheduled for mid to late January. Ongoing discussions with providers during Covid pandemic in addition to regular contract meetings.</p> <p>Q2 reports all received prior to contract review meetings. Some issues experienced with timeliness due to staff abstractions and resourcing/ demand issues as a result of Covid. Q3 reports currently being received in readiness for performance meetings. No performance concerns at present.</p> <p>Forward schedule of visits significantly impacted by Covid 19 restrictions. Providers have had regular contact with both PCC and DoC during pandemic. Audit plan for commissioned services in place and from April 2021 annual audit cycle will commence. This includes annual desktop audit checklist along with deep dive audits of services due for recommissioning.</p> <p>The Board met in Q3 and received an overview of the Offender</p>

				<p>Diversion Scheme which had just reached its first 12 months of operation. Part of the evaluation data was shared with the Board along with a very informative presentation and Q&A session.</p>
<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. Plans are in place for an extraordinary workshop to discuss All Wales priorities and how these align with Local workstreams. DoC meets regularly with All Wales Criminal Justice Board support officer and other PCC CJ leads.</p> <p>LCJB recovery sub group established in July and fortnightly meetings delivered significant progress against Magistrates court backlogs. Group now meeting monthly to review Crown Court progress. LCJB full meeting early October focussed on Offender Management. February meeting will focus on impact of short sentencing on service provision with input from all members.</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) 		