



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

## **Dyfed Powys**

**Quarter 4 2023/24 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 health check 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 54 areas of action by various business areas within the OPCC, 4 of these are permanently marked as N/A which leaves 50 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 health check 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 Q4 of the financial year 2023/24 (Jan, Feb, Mar 2024)

RAG status comparison

This Quarter has seen an improvement in performance with two actions moving from Amber to Green. The 2 amendments are explained below:

Explore opportunities to reduce environmental impact – this changes from amber to green due to an improved performance that has exceeded the target.

Utilise training and development plans for all OPCC Staff – this changes from Amber to Green as there is a fully costed training plan in being that provides staff with opportunities to undertake training and development in line with their agreed objectives as set out in individual Development Assessment Plans.

**Summary:**

Of the 50 action areas:

	Qtr 1	Qtr 1	Qtr 2	Qtr 2	Qtr3	Qtr 3	Qtr 4	Qtr 4
Red	0	0%	0	0%	0	0%	0	0%
Amber	19	38%	17	34%	17	34%	15	30%
Green	31	62%	33	66%	33	66%	35	70%

**17a) Set the strategic direction and objectives of the Force through the Police and Crime Plan which must have regard to the SPR**

Action Required	RAG	Quarter 4 Progress Update
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)		The Police and Crime Plan for 2021-2025 was published in December 2021, with progress achieved formally reported within the Annual Report. Preparation work has commenced for the development of the Term 4 Police and Crime Plan. The Police and Crime Panel will receive a briefing on this at their meeting in July 2024.
Development of a Police and Crime Delivery Plan to support the achievement of the objectives as set out in the Police and Crime Plan		The OPCC Business Plan provides detail in relation to how the OPCC supports the delivery of the Police and Crime Plan. This is reported to the Police and Crime Panel on a quarterly basis. The Business Plan for 2024/25 has been approved and will be presented to the Police and Crime Panel on the 15th May 2024 for information.
Review the Police and Crime Plan to ensure it remains fit for purpose		Through the business plan and the work plans the Police and Crime Plan is constantly under review to ensure that the items contained within it are deliverable and remain fit for purpose. Work has commenced to develop a new Police and Crime Plan for Term 4, which will include reviewing the former Police and Crime Plan.

**17b) Scrutinise, support and challenge the overall performance of the force including against the priorities agreed within the Plan**

Action Required	RAG	Quarter 4 Progress Update
There are formal governance arrangements in place to support effective scrutiny		Clear governance arrangements are in place with escalation routes available to support the PCC in discharging his statutory responsibilities. These were reviewed as part of the annual review of the Corporate Governance Framework in 2023 to ensure they support the PCC and appropriately take cognisance of the governance arrangements being put in place by the new Chief Constable. Mapping exercise has been undertaken to ensure OPCC attendance at appropriate Force governance meetings to support PCC scrutiny responsibilities. A more detailed governance review will be undertaken at the commencement of Term 4 to ensure that OPCC arrangements meet the requirements of the PCC.
Development and annual review of Corporate Governance Framework		The Corporate Governance Framework has been subject to a light touch review in 2023 but still included some important amendments that were discussed and agreed by both Joint Audit Committee and Policing Board.

		<p>The next review of the Framework will be undertaken following the next Police and Crime Commissioner elections in 2024.</p>
<p>Establish a risk-based, forward-looking schedule of activity to support improvements in Force performance</p>		<p>The OPCC aim to draft the Quality Assurance Panel's (QAP) recommendations and observations within 10 working days from the meeting. The reports are then circulated with those in attendance for comments before it is sent to the Force for their observations.</p> <p>The OPCC liaise with the relevant department within the Fore to obtain response to the recommendations and observations raised by the scrutiny panels. Once approved the finalised report is published onto the OPCC website.</p> <p>4 recommendations were made by the Out of Court Disposal (OCCD) panel for officers to be informed of the panel's findings and to be reminded of the OCCD remit. 16 recommendations were made by the QAP including the Force follow up with any malicious communication they receive and training available for officers handling domestic abuse victims.</p>
<p>Ensure the public's views are represented in the PCC's scrutiny work</p>		<p>Scrutiny continued through OCCD and QAP.</p> <p>OCCD reviewed cases of Burglaries and Thefts 17 cases were looked, 8 Adult and 9 Youth, the panel identified that Dyfed Powys Police officers needed to be reminded of the OCCD policy and when it is appropriate to issue an OCCD. There have been two QAP meetings during this period where they have looked at Digital desk and domestic abuse attrition.</p> <p>The OPCC conducted a complaint dip sample on outside schedule 3, discrimination and arrest and detainee.</p> <p>The OPCC continue with their recruitment drive for their volunteer schemes. Advertising has been published on social media and the Quality of Service Caseworkers have been attending local community groups across Dyfed Powys.</p>
<p>Oversight and implementation of external inspectorate's recommendations</p>		<p>6/6 responses were published in the statutory timescale.</p> <p>1) PEEL 2023-25 - An inspection of Dyfed-Powys Police. Published 17/11/23. PCC response due 12/01/24, submitted 11/01/24.</p>

	<p>2) An inspection of the effectiveness of the police and law enforcement bodies' response to group-based child sexual exploitation in England and Wales. Published 08/12/23. PCC response due 02/02/24, submitted 29/01/2024.</p> <p>3) Report on the Criminal Justice Alliance's super-complaint – Section 60 of the Criminal Justice and Public Order Act 1994 and independent community scrutiny of stop and search. Published 14/12/23. PCC response due 02/02/24, submitted 30/01/24.</p> <p>4) Meeting the needs of victims in the criminal justice system. Published 19/12/23. PCC response due 13/02/24, submitted 06/02/24.</p> <p>5) Joint inspection of the multi-agency response to abuse and neglect of children in Powys. Published 01/02/24. PCC response due 28/03/24, submitted 18/03/24.</p> <p>6) The impact of recruitment and retention on the criminal justice system. Published 15/02/24. PCC response due 11/04/24, submitted 21/03/24.</p>
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**17c) Hold the Chief Constable to account for the performance of the Force's officers and staff**

Action Required	RAG	Quarter 4 Progress Update
Development of a performance framework and structure that allows a greater understanding of the Police and Crime Plan outcomes		The 2024/2025 OPCC Business Plan has been approved and is on the agenda for consideration by the Police and Crime Pan on 15th May 2024. The Panel will continue to receive quarterly updates on progress against the actions contained within the Business Plan.
There are formal governance arrangements in place to hold the Chief Constable to account for the performance of officers and staff		Clear governance arrangements are in place with escalation routes available to support the PCC in discharging his statutory responsibilities. These were reviewed as part of the annual review of the Corporate Governance Framework in 2023 to ensure they support the PCC and appropriately take cognisance of the governance arrangements being put in place by the new Chief Constable. Mapping exercise has been undertaken to ensure OPCC attendance at appropriate Force governance meetings to support PCC scrutiny responsibilities. A more detailed governance review will be undertaken at the

		commencement of Term 4 to ensure that OPCC arrangements meet the requirements of the PCC.
Chief Constable's Professional Development Review		The review of the Chief Constable's performance was undertaken in 2023. Progress in relation to the Chief Constable's priorities for 2023/24 are monitored through regular meetings between the Commissioner and the Chief Constable as well as through formal scrutiny arrangements. The Chief Constable's priorities will be an early discussion between the PCC and CC in Term 4.

**17d) Decide the budget, allocating assets and funds to the Chief Constable; and set the precept for the Force area**

Action Required	RAG	Quarter 4 Progress Update
Inform PCC's decision in respect of the precept		Detailed work continued throughout 2023/2024 including many discussions with Chief Officers, a seminar with Police and Crime Panel and Joint Audit Committee Members and subsequent meetings with the Police and Crime Panel's Precept Subgroup. The precept proposal for 2024/2025 was considered by the Police and Crime Panel on 26th January 2024 and was unanimously supported.
Setting of Medium-term financial plan		Following extensive scrutiny by both the Police and Crime Panel and Joint Audit Committee, the Medium Term Financial Plan (MTFP) for 2024/25 - 2028/29 has now been published. Comprehensive work is being progressed in relation to the budget and precept for 2025/26 and MTFP.
Funding of capital programme to provide force with appropriate assets to deliver effective policing services		Detailed work continues to further develop the longer term (10 year) capital programme which forms part of the approved MTFP and Capital Strategy which are considered by the Police & Crime Panel. All schemes within the programme continue to be reviewed. The Commissioner also held scrutiny and challenge sessions to review the Estates, IT & Fleet capital programme and associated strategies. The MTFP is also considered by the Joint Audit Committee in conjunction with the Reserves Strategy, Capital Strategy and Treasury Management Strategy

**17e) Appoint the Chief Constable**

Action Required	RAG	Quarter 4 Progress Update
Appointment of Chief Constable		The Chief Constable was appointed in December 2021.

**17f) Remove the Chief Constable**

Action Required	RAG	Quarter 4 Progress Update
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)	N/A	N/A

**17g) Maintain an efficient and effective police force for the police area**

Action Required	RAG	Quarter 4 Progress Update
Ensure the delivery of Value for Money		Responsibilities and arrangements 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 with the Finance and Strategy Board overseeing arrangements. The CFO participates in a number of force governance meetings which routinely consider aspects of Value for Money. The Efficient and savings plan is considered as part of the Mid-term Financial Plan. The Force review that was initiated by the CC in June 2022 is continuing and progress is reported to Policing Board and Joint Audit Committee on a regular basis.
Statutory compliance of estates ensuring fit for purpose for operational use		The Sustainability Group continues to operate under the chair of Director of Finance and continues to provide strategic alignment with Welsh Forces and clear direction by each function with tactical improvement plans in place.  Carbon/Greenhouse gas reporting is a key area of focus, with DPP representatives attending a national working group to identify best practice and commonality and local measurement detail by Scope level being assessed in detail. Significant focus required on Tier 3 supply chain and indirect areas of spend continues. This is a key area



for focus as it holds the greatest carbon burden. All procurement tender returns are measured 10% on sustainability measures moving forwards on All Wales Policing and DPP procurement projects.

Utility consumption trends and improvements continue to be tracked at a building utility level, clear reduction across the estate is evident this year aligned with the last 5 years of data.

The Sub Divisional Photovoltaic project has obtained approval and is progressing to mobilisation and completion by mid-June 24. LED lighting Sub Divisional scheme at Haverfordwest being approved to be delivered by 2nd week of May 24.

Surveys have commenced by building to provide an evidence based further fabric first and technology-based improvements across our estate in 2024/25. The output is currently being reviewed which will provide a prioritised carbon reduction plan for governance scrutiny and awareness. The project to provide a significant Photovoltaic solar farm at HQ is progressing well with the Ecology surveys completed with no major risks. The District Network Operator fees and involvement is taking longer to obtain that anticipated, a pre planning application has been submitted and approval in principle has been provided. The scheme plans to create a significant volume of the HQ requirement ensuring greater energy resiliency against outages and energy price fluctuations. The scheme is budgeted to be delivered in 24/25. We are also working with WAST to collaboratively apply for Welsh Government Grant funding for the project to a maximum value of £250k.

The Waste management contract continues to provide immediate improvements in the management of waste with zero waste to landfill. New external bins at all locations aligned to the new Welsh Government legislation are in place and desk bins are being removed with new waste colour coded segregation points in key locations at each building are being mobilised.

Electric vehicles continue to be adopted in a structured approach with a further three sites gaining further electric vehicles charging stations in the last period.

All Wales Sustainability and Decarbonisation meeting continue to be supported by DPP with Electric Vehicle charging project infrastructure being progressed and opportunities for collaboration on resources and approach being reviewed on a case by case basis.

Grant funding via Salix Low Carbon Skills Fund round 5 has been sought, to deliver detailed decarbonisation plans for all key buildings across the Force. We await the outcome.

		<p>Carbon Literacy Training materials are being worked on in Collaboration with Greater Manchester and West Yorkshire Police to create a national training package which aims to be available in Q2 2024.</p> <p>IEMA Environmental Sustainability qualifications are being progressed for key team members through a local college which is funded by Welsh Government.</p>
<p>Explore opportunities to reduce environmental impact</p>		<p>The Health and Safety team continue to carry out structured monthly assessments of statutory compliance ensuring that high compliance standards result. This is an independent mechanism to the reporting of compliance to the governance Board meetings. Both the Contract Services Coordinator and Helpdesk support roles are now in post. These resources provide a robust in house team, to plan monitor and deliver the Statutory, Planned, and Reactive works moving forwards. The current performance is at 93% at end of March 2024 up 3% and significantly above the 85% target, with all outstanding items escalated/scheduled for swift completion. Central collation of all planned works for statutory reporting continues to be monitored closely, ensuring that compliance standards are maintained at a high level. It is expected to see continued improvement and lower volume of planning/work scheduling failures moving forward in the next period with dedicated resources focussing on the quality and compliance of the service.</p>
<p>Explore and maximise external funding opportunities</p>		<p>Home Office Safer Streets 5 projects are progressing well with two projects completed to expected deadlines. This includes the installation of CCTV cameras in Aberystwyth and a dedicated gender- specific space (newly built modular pod) in Carmarthen.</p> <p>Despite the 24/25 Home Office funding reductions, all partners are keen to continue delivering their activities during 2024/25 albeit at reduced capacity.</p> <p>The project board meetings are generating beneficial cross project collaboration and positive networking opportunities for all members.</p> <p>Serious Violence Duty Funding is progressing well. The workshop, held in January, to develop the Strategic Needs Assessment into a tactical delivery plan proved very successful with all partners working together to define the key priorities in the region and develop intervention activities to deliver the duty. During this quarter, Serious Violence Duty funding has been provided to support</p>

		<p>INTACT teams; Domestic Abuse Services; investigation teams and the school policing programme.</p> <p>The funding bid submitted for Drugs Strategy – Out of Court Disposal was accepted by the Home Office. This was a 2-year agreement with up to £500k funding awarded in 23/24 and 24/25. However, within 4 weeks of grant contract offer, we received notification that the funding allocation for 24/25 has been cut completely. Despite the reduction in funding, the project board has managed to successfully procure an online evidence based digital treatment recovery programme and IT equipment to support users in accessing this service. This service will support the police and the diversionary schemes in providing a range of treatment options for service users.</p> <p>In collaboration with the Police force and other key partners, the OPCC has applied for Home Office Anti-Social Behaviour (ASB) Hotspot funding. This fund is aimed at increasing patrols by police and multi-agency partners to reduce ASB crime in the region. The fund requested is just under £1m – we hope to receive an update on the application by the end of April 2024.</p>
<p>Explore and maximise sponsorship initiative opportunities</p>		<p>OPCC continue to act a member of the Shared Prosperity Fund Board for Ceredigion and Carmarthenshire Councils and contribute to discussions around community funding to improve the region. It is intended to seek representation on the Powys and Pembrokeshire boards in 2024/25.</p> <p>Work has started in engaging with local businesses who provide funding/ donations to community activities.</p> <p>This entails seeking collaboration with philanthropic bodies to either co-fund activity and/or including these organisations in our contact directory to share with funding applicants that do not meet the PCC funding conditions. This allows funding applicants to maximise their reach in seeking funding from a wide range of sources.</p>
<p>Implement and maintain a risk register to identify and mitigate risks to the OPCC and force</p>		<p>Risks continue to be reported to the Joint Audit Committee on a quarterly basis and at Senior Management Team on a fortnightly basis.</p> <p>The revised risk reporting template has been welcomed by the Joint Audit Committee due to its more understandable format that highlights how risks have changed over time</p>

		and the listing of risks in priority order by the most significant.
Utilise training and development plans for all OPCC staff		Staff continue to utilise appropriate and relevant training opportunities that have been identified via training plans and forms part of a fully costed training plan. This is regularly reviewed through the Development Assessment Process.

**17h) Enter into collaboration agreements with other PCCs, other policing bodies and partners**

Action Required	RAG	Quarter 4 Progress Update
Explore collaboration opportunities in accordance with the Policing Vision for Wales		<p>Collaboration opportunities are at the forefront of office thinking and wherever appropriate the PCC will engage with the activities. Collaboration is a significant focus of Policing in Wales. Governance arrangements in relation to collaborations are currently being reviewed on an All-Wales basis.</p> <p>Timescales: Ongoing</p>
Explore collaboration opportunities with other partners		<p>Collaboration is ongoing with the following business streams within force:</p> <p>Central Prevention Hub</p> <p>Welsh Language Unit</p> <p>Multi-agency partners (via Safer Streets, Serious Violence and ASB Hotspot funding)</p> <p>Work is underway to consider the scope and benefits of the External Funding Group, this is being carried out with the force to develop processes and good practice to ensure funding opportunities are maximised.</p> <p>Alignment with the corporate governance framework is underpinning this activity to ensure compliance with legislative arrangements.</p>
There are formal governance arrangements in place to scrutinise collaboration agreements		<p>Collaboration is also scrutinised from a Dyfed Powys perspective through Policing Board and at an All Wales level through Policing in Wales. Governance arrangements in relation to collaborations are currently being reviewed on an All Wales basis, which will include a standardised approach to evaluating the benefits of collaborations.</p> <p>Timescales: Ongoing</p>

**17i) Provide a local link between the police and communities, working to translate the legitimate desires and aspirations of the public into action**

Action Required	RAG	Quarter 4 Progress Update
<p>Working with the Force to develop and implement our joint Strategic Equality Plan; meeting the objectives within</p>		<p>During Q4, we have continued to work closely with DPP Equalities Diversity and Inclusion Manager to develop our new joint Strategic Equality Plan (SEP). A draft of the new plan was shared with our Independent Advisory Group, and the Force’s Embracing Diversity Group. Following feedback, a final draft has now been signed off. The new SEP will be published in May 2024 after the PCC Elections.</p> <p>We have also been working with Optimwm Media, to produce a video to support the SEP, for use internally and externally to promote the Plan. The video will be published and shared on social media platforms once the SEP is published.</p> <p>Following the Away day for all OPCC staff focusing on Equality and Diversity, and Anti Racism in particular in Q3, in February we held a follow up session. A full day training &amp; workshop was provided to SMT members by external staff working on the Criminal Justice Board for Wales’ Anti-racism Action Plan. A separate workshop was held with the rest of the staff from the Office.</p>
<p>Development and implementation of OPCC Engagement and Communication Strategy and action plan, and Social Media Policy and Strategy incorporating providing opportunities for local communities to inform and influence decision making and proactively promoting the work of the PCC and CC</p>		<p>Youth Engagement Forum</p> <p>On Wednesday 31st January, we welcomed young people from across the Force area to Police Headquarters in Carmarthen, who have been appointed as new members of the Dyfed-Powys Youth Ambassador scheme, and who will work with the PCC and the Office to ensure that young people’s voices are heard.</p> <p>A total of nine young people (five new members and four current members) are now members of the Youth Ambassador programme, ranging in age from 15 to 24 years old, and were invited to the Police Headquarters on 31st of January, for an induction and training session to support and prepare them in representing young people from Powys, Ceredigion, Carmarthenshire and Pembrokeshire.</p> <p>The training was provided in partnership with experienced Youth Work and Social Education lecturers from University of Wales Trinity Saint David’s Yr Athrofa: Institute of Education and Humanities.</p>

### Victim Engagement Forum

During Q4 members of the Victim Engagement Forum (VEF) were invited to attend Physical Empowerment CIC, a self-defence class for victims of Domestic Abuse in Llanelli which has been funded by the Office. Some of the members of the forum were interested and signed up to the 10 week course.

In February, VEF members were invited by Dyfed Powys Police to take part in an online session to give their views and opinions on which Domestic Abuse Alarm product was the best to buy in to. Two external alarm companies were present, providing inputs on their own products and victims/survivors had the chance to ask questions, express views and provide an evaluation on which product they would prefer to be given.

In March, the Office held an extra-ordinary Commissioning Advisory Board meeting whereby members of the VEF, and service users of commissioned services were invited to share their personal experience and opinion of each service they have received; Goleudy, Threshold etc.

### Community Engagement Days

In January the PCC held a Community Engagement Day in Aberystwyth, Ceredigion where he had the opportunity to meet with students and representatives from Aberystwyth University, as well as visiting New Pathways' Sexual Assault Referral Centre (SARC) in Bow Street to discuss resources and support available at the Centre.

Aberystwyth has a large population of students which represents 40% of the town's population making the town a student-centred town. Whilst visiting the University, the PCC had an opportunity to meet with the Students' Union Staff to discuss issues that are of significant importance to students and young people. PCC Llywelyn also met with the Director of Student Services to discuss the challenges the University face in providing support for their students, and what are the pressing concerns when it comes to ensuring the safety and wellbeing of students.

With it being Neighbourhood Policing Week during this week, the PCC met with officers from Aberystwyth Neighbourhood Policing team to discuss local issues and how they engage with various groups and communities

within Aberystwyth to ensure visibility and effective engagement.

In the afternoon, the Police and Crime Commissioner had the opportunity to visit New Pathways' Sexual Assault Referral Centre in Bow Street. New Pathways have been commissioned by PCC Dafydd Llywelyn to provide specialist support for adults, children and young people in Dyfed-Powys area, who have been affected by rape, sexual assault or abuse. Their Sexual Assault Referral Centre in Ceredigion is based in Bow Streets, where they offer confidential medical and practical support to people who have recently been raped or sexually assaulted.

In February, the PCC held a Community Engagement Day in Pembrokeshire. The day commenced with a productive meeting between the PCC and the Pembrokeshire Youth Offending Team, who were collaborating with School Beat Police Officers at Haverfordwest High School, to deliver an impactful 'Crime Time' session to Year 8 students, aimed at developing awareness and prevention strategies. This was followed by a visit to Pembroke Dock Port, where discussions took place with officers from the Force's Marine unit about the challenges faced in policing the coastal regions of Ceredigion, Pembrokeshire, and Carmarthenshire. The PCC also had an update on combatting organised immigration crime and the work that is being carried out to safeguard our borders.

The PCC also engaged with Pembrokeshire's Superintendent to discuss local challenges, and how the Force are locally taking a proactive policing approach and ensuring effective public engagement. The PCC extended the conversation to the streets of Tenby, where he joined officers on foot patrol, engaging with local businesses, including Tenby Stores, to discuss the impact of retail crime, particularly shoplifting, on the commercial landscape.

The day concluded with a briefing on rural crime with Dyfed-Powys Police's Pembrokeshire Rural Crime Team in Narberth. Discussions centred on collaborative efforts to support and protect our farming community, highlighting the crucial role that the Officers play in safeguarding rural livelihoods.

Also, in February, the PCC went to South Powys to meet with community representatives, businesses and residents as part of a community engagement day.

Visiting Cwmdu and Talgarth, PCC Llywelyn met with Councillors to learn more about road safety concerns on the A479 main trunk road. A petition has been created calling for reduced speed limits in both villages, creation of a weight limit for the full length of the road, vehicle noise regulations, and installation of cycling and walking routes, all of which are matters for the Welsh Government to consider.

The PCC was able to discuss these concerns with local councillors, and also with residents who live on the side of the A479 to understand the impact the road traffic is having on them individually, and their properties. Later on in the day, Mr Llywelyn visited Ysgol Mynydd Du, and the Community Library in Talgarth to meet with staff and volunteers as well as the Schools Road Safety Ambassador.

The PCC also held two half-day Community Engagement Days in Carmarthenshire on Wednesday 28th in Llanelli and Thursday 29th February in Ammanford.

On Wednesday 28th February the PCC visited Llanelli Police station to discuss Police visibility and engagement in the town centre. Whilst in the Station he also had the chance to speak to members of the Neighbourhood Policing Team to listen to their community concerns. He later visited the new Dafen Police Station for discussions in relation the new pilot of the Neighbourhood Policing Teams' engagement with medium-risk Domestic Abuse victims. The final engagement was a visit to Trallwn Community Hall to meet with Physical Empowerment CIC, a self-defence class for female victims of Domestic Abuse, who the PCC provided funding for in 2023. The PCC had a chance to meet with the victim survivors and listened to their experiences, as well as overlook some of the class exercises.

On Thursday 29th February, the PCC attended Ammanford Police Station to meet with the Neighbourhood Policing Team to discuss local challenges and current issues in the locality. The PCC also met with staff from Coaltown Coffee Roasters in Foundry Lane, whereby he discussed ethos in the workplace and how the company provide opportunities for the community to get involved in their projects. The engagement day concluded with a visit to Llandybie Parish Church where the PCC met with HMPPS staff to oversee the work of the Community Payback Scheme.



	<p><b>Annual St David’s Day Conference</b></p> <p>Over 150 people attended Police and Crime Commissioner Dafydd Llywelyn's annual St David's Day Conference on March 1st, with the focus this year being on Recognising Vulnerability within Offenders.</p> <p>Recognising vulnerability in offenders is essential for developing a more nuanced and effective approach to criminal justice according. Identifying and understanding vulnerabilities allows for targeted and effective interventions and will aid in reducing the risks of reoffending and victimisation.</p> <p>The Conference provided an insight into how a range of organisations and support services providers work to understand an offender’s vulnerabilities; how they identify situations where offenders may be at risk of victimisation within the criminal justice system; and how they support in putting appropriate safeguards in place to protect vulnerable individuals from harm.</p> <p>Guest speakers included, Michelle John, of PEGS Support, Rebecca Zerk and Elize Freeman of Aberystwyth University's Centre for Age, Gender and Social Justice; Mike Wilkinson, of New Pathways, Victoria Harris of HMPPS and Gemma Humphreys of The Nelson Trust.</p> <p><b>Engagement with Underrepresented Groups</b></p> <p>During Q4, work continued on the engagement with underrepresented groups with our Student Placement. A report has now been prepared summarising key findings from the engagement sessions and included specific recommendations for both the OPCC and Force to consider. The report has gone to Policing Board for the Force’s response.</p> <p><b>Monthly bulletin</b></p> <p>In this period, we published 3 monthly e-bulletins summarising the work of the Commissioner and his Office and have continued to publish the PCC’s weekly highlights for social media.</p>
<p>Respond to community concerns in a timely manner</p>	<p>Changes have been made to our record management system to improve the analysis of correspondence received from the public which will inform future scrutiny activity. Due to the changes made some of the data in the last quarter have been recorded on the old categories which has had an impact on the accuracy of the data for</p>

		<p>this quarter. Training has been scheduled for those who are responsible for inputting information on to the correspondence tracker.</p> <p>From a dip sample of the correspondence recorded under the old category there have been no areas of concern identified.</p>
<p>Engage residents in contributing to assurance and scrutiny activity</p>		<p>2 QAP members are awaiting induction training. 1 Independent Custody Visitor (ICV) and Animal Welfare visitor will also be appointed shortly subject to vetting.</p> <p>OPCC are undertaking a recruitment drive for all volunteer schemes. The Scheme managers are working along side the OPCC engagement team.</p> <p>A total of 30 visits were carried out during this period. Most frequent concerns raised by the ICV's included staffing issues, laundry, religious items, health and safety and health case provisions in custody.</p> <p>The OPCC in partnership with the Force conducted the first Custody Scrutiny Panel (CSP) meeting. The panel focused on juveniles in custody. The feedback from the panel is then analysed and reported to the Force through a report which will be published. The next CSP will focus on appropriate adults and vulnerability.</p>
<p>Provide effective and accessible services for victims and vulnerable people</p>		<p>MOJ end of year return template received and in process of collating responses from providers. Goleudy have been able to provide full data return for year end which is positive. All other providers on course for full completion.</p> <p>No complaints received by PCC regarding service providers. Complaints process forms part of annual audit cycle for commissioned services.</p> <p>Core questions regarding how services will be made accessible from a number of perspectives including geographical, physical, language, diversity, equality and ability are contained within the procurement template and form part of the scored submission. We also ensure that these questions are incorporated into tender processes run by partners where we are a joint investor. Having reviewed the APCC equality framework, we have implemented a requirement for all providers to undertake and present back equality monitoring assessments; this will be in addition to the data required by MOJ. This is due to be reported in Q4.</p>

		MOJ quantitative framework still awaited. Reporting requirements referenced in Victims Bill with discussions ongoing regarding funding required for additional PCC resources to analyse and report compliance against VCOP. Additional dip sampling process model was introduced but has been halted at an All Wales level whilst under review.
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**17j) Hold Chief Constable to account for the exercise of the functions of the office of Chief Constable and those under his direction and control**

Action Required	RAG	Quarter 4 Progress Update
As detailed in 17c	N/A	N/A

**17k) 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**

Action Required	RAG	Quarter 4 Progress Update
Publish information in accordance with the Elected Local Bodies Order		All required information is published on the website and monitored on a regular basis to ensure compliance with the Specified Information Order. Work continues to develop a new website and information is currently being transferred across. Ongoing review mechanisms are to be utilised until the new website is complete to ensure continued compliance with the Elected Local Bodies Order.
Publish information in an accessible and easy to reach format		The Transparency Quality Mark obtained in previous years evidences the quality of the information available on the website and the ease of accessibility to everyone.  The regular monitoring of the website ensures that it remains accessible to all. This will continue in the future.
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.  A new Welsh Language strategy is in the process of being finalised and will be published soon after the PCC elections.

<p>Proactively promote and raise awareness of Commissioned Services</p>		<p>Current website information checked and up to date. Link to the website is included within Victim Information Packs. Individual service performance and overview documents updated for 22/23 output and now available bilingually on website. There continues to be a need to highlight awareness of commissioned services amongst public and officers.</p> <p>PCC Engagement team are linked into the press teams within all commissioned services and work jointly to share social media and press articles. Regular social media articles shared regarding commissioned service activity and included in newsletters. PCC's annual conference provided further opportunity to share details of commissioned services.</p> <p>Commissioning and Engagement teams continue to provide evidence and best practice examples of work within Dyfed Powys to national calls for evidence by APCC and national bodies. Road Safety victim advocate pilot has recently been highlighted to the Department for Transport.</p> <p>All contracts contain standard requirement for promotion of services. Service implementation meetings include a focus on communications plans during implementation and at commencement of service. Commissioned services are required to acknowledge PCC /MOJ funding source in all publicity and materials. Following the APCC equality framework, we have asked providers to undertake equality assessments and provide evidence of awareness raising activity amongst all communities. This will help us to inform any specific areas of focus required for future service plans.</p>
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**17I) Comply with all reasonable formal requests from the Panel to attend their meetings**

Action Required	RAG	Quarter 4 Progress Update
<p>Quarterly attendance at Police and Crime Panel meetings</p>		<p>The Police and Crime Commissioner and relevant officers attend all Police and Crime Panel meetings as required. Regular discussions are maintained between the Chief Executive and Panel's key officer to ensure members receive relevant and timely information.</p>
<p>Provision of documentation to Police and Crime Panel as per their requests</p>		<p>The Police and Crime Commissioner and relevant officers attend all Police and Crime Panel meetings as required. Regular discussions are maintained between the Chief</p>

		Executive and Panel's key officer to ensure members receive relevant and timely information.
Regular liaison between OPCC and PCP in support of discharging statutory duties		The Police and Crime Commissioner and relevant officers attend all Police and Crime Panel meetings as required. Regular discussions are maintained between the Chief Executive and Panel's key officer to ensure members receive relevant and timely information.

**17m) Prepare and issue an annual report**

Action Required	RAG	Quarter 4 Progress Update
Prepare and issue an annual report to the Panel on the PCC's delivery against the objectives set within the Plan		Work has commenced on the drafting of the Annual Report for 2023/2024 and this will be presented to the Police and Crime Panel in July.

**17n) Monitor all complaints made against officers and staff, whilst having responsibility for complaints against the CC**

Action Required	RAG	Quarter 4 Progress Update
Handling of complaints against the Chief Constable		Two Chief Constable complaints were received during this period. As per IOPC guidelines, the complaints did not meet the criteria to be formally recorded.
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		There has been an increase in complaint reviews during this period.  1 Review was upheld during this period which was a result of a missed allegation. Oversight issues were also raised with PSD in relation to timeliness and providing meaningful updates, missed allegations from the initial complaint recorded, language used and lack of clarity.

**18) PCC must not fetter the operational independence of the police force**

Action Required	RAG	Quarter 4 Progress Update
Development and annual review of Corporate Governance Framework		The Corporate Governance Framework has been subject to a light touch review this year but still included some important amendments that were discussed and agreed by both Joint Audit Committee and Policing Board.

		The next review of the Framework will be undertaken following the next Police and Crime Commissioner elections in 2024.
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**19) Access to information, officers and staff**

Action Required	RAG	Quarter 4 Progress Update
Handling of information in accordance with Data Protection legislation		<p>As a corporation sole the OPCC are subject to and responsible for Freedom of Information Requests.</p> <p>There were 4 FOI requests received for the last Quarter and the OPCC held the information for thee of them. The requests were answered in time. The themes for the requests were Veganism, Evaluations of perpetrator programmes and Commissioned services for victims under 18.</p> <p>There was one subject access request for the period, and this was answered in time.</p>

**20a) Delivery of community safety and crime reduction**

Action Required	RAG	Quarter 4 Progress Update
Development and implementation of a Governance Framework for Commissioning and Partnerships		<p>Commissioning strategy in place for Term 3 which replaces previous documents. Available on PCC website.</p> <p>Latest Board meeting provided opportunity for service users to share their experiences of commissioned services directly with Board members. The Board heard from 3 service users who had all accessed different commissioned services. The feedback was extremely valuable and service users reported that they welcomed the opportunity. Recommend that this be repeated in future years. The format of CAB will be considered as part of a wider governance review in readiness for Term 4.</p> <p>A contracts register is in place and reviewed for Term 3, alongside evaluation and audit plan for future of all commissioned services. Regular meetings between Director of Commissioning &amp; Partnerships and Head of Procurement. Meeting held in early 2024 to review key decisions required in Term 4.</p>

	<p>All partnership contacts, including CSP managers, involved in consultation phase and contributed to metrics for performance framework. Head of Policy and Strategy has provided input to all PSB Wellbeing plans.</p> <p>Tender evaluation process for new services and scoring for grant bids includes requirement to link to Police and Crime Plan (PCP) priorities. Head of Assurance has forward work plan to review service provision compared to demand on Force, PCP priorities and unit costings. This will commence in September 2024.</p> <p>LCJB members undertook a bespoke consultation as part of PCP development. LCJB priorities and delivery plan aligned to Criminal Justice in Wales priorities. Agenda and structure have been revised to provide more focus on the local delivery and performance. 2023/24 delivery plan signed off, reflecting local priorities such as Community Payback alongside national work on RASSO and VCOP etc.</p>
<p>Commissioning of services in support of community safety and crime reduction</p>	<p>MOJ victims grant is match funded by PCC core funding. Total grant for 23/24 is £1,432,033 of a total £2.36m commissioning budget. Therefore, the PCC provides approximately 39% of funding for services. This is noted in MOJ returns where match funding is reported to Ministers. Within the MOJ grant award is a total of £803,326 for 23/24 for provision of VAWDASV services. At present, grant awards are secured until end of March 25. OPCCs are making continual representation to the MOJ to encourage early indication of future allocations to avoid disruption to contracts and frontline service provision.</p> <p>Quarterly meetings are diarised between YOPS managers, CSP managers and OPCC representatives. Some recent examples of topics discussed include first time entrants, funding challenges and consistency of approach between adults and young people. Work continues with CSP and YOPS partners to deliver Serious Violence duty, in particular developing interventions under the delivery plan.</p> <p>MOJ grant T&amp;Cs are met with compliance recorded and endorsed by CFO for grant returns. Grant agreements and contracts with providers ensure that appropriate T&amp;Cs are met. Audit schedule includes checks on compliance.</p> <p>Provision of Restorative Justice (RJ) is a statutory function for HMPPS, who work with Goleudy to identify and contact victims as appropriate. Meeting held with HMPPS RJ team in December - referral numbers are very low. They advise that DPP training requires refreshing and referral routes</p>

		<p>need to be highlighted. This will be a focus for Term 4 and also with the implementation of the new victim referral service contract once go live dates are confirmed.</p> <p>All partnership contacts, including Community Safety Partnership managers, involved in consultation phase and contributed to metrics for performance framework. Head of Policy and Strategy has provided input to all PSB Wellbeing plans.</p>
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### 20b) Community Safety Partnerships

Action Required	RAG	Quarter 4 Progress Update
N/A in Wales	N/A	N/A

### 20c) Crime and disorder reduction grants

Action Required	RAG	Quarter 4 Progress Update
Development and implementation of a framework for the provision of crime and disorder grants		<p>The process changes made in Quarter 2 continue to be embedded with good progress being made.</p> <p>Further updates were initiated in Quarter 4 in line with lessons learnt throughout the year.</p> <p>The Grant funding processes are being audited in early 2024/25 further information on this will be provided in the next report.</p>
Provision of crime and disorder reduction grants within 2023/2024		<p>Since January 2024, 4 new funding applications have been approved with a requested value of £51,500.00</p> <p>21 projects are under review and 13 have been paused. Applicants have either been advised to revise their applications to meet the priorities of the Police &amp; Crime Plan and/or reconsider the timeframes of the funding request.</p> <p>Many applicants have requested funding for 12 months+ or have enquired during the pre-election period, due to the upcoming PCC Elections, it has been recommended that they pause their requests until early 2024.</p>



<p>Evaluation of crime and disorder reduction grants to determine social return on investment</p>		<p>Revised application form provides clarity on value for money and sustainability, ensuring detailed responses are provided for both.</p> <p>This also features in the revised scoring process to ensure circular economy principles are considered and</p> <p>Noted within the application and scored appropriately.</p> <p>The amended Grant Agreement allows for tailored approaches to monitoring requirements that meet the expected outcomes of the project and alignment with Police &amp; Crime Plan priorities.</p> <p>Funding recipients are expected to outline how their project is achieving its proposed outcomes and providing positive crime reduction benefits to its communities.</p> <p>Timescales: Ongoing</p>
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**20d) Collaboration agreements**

Action Required	RAG	Quarter 4 Progress Update
As detailed in 17h	N/A	N/A

**20e) Wider responsibility for the enhancement of the delivery of criminal justice in their area**

Action Required	RAG	Quarter 4 Progress Update
<p>Monitor the performance of all commissioned services, ensuring they are fit for purpose and provide value for money</p>		<p>Q3 review meetings all held. Meeting structure, minutes and actions audited as part of annual audit checklist. Procurement have provided new contract management template, being tested on new IDVA service within OPCC. Only concerns raised regarding performance are with the Goleudy service, which is well documented and included on the risk register. Most services reporting challenges with cost of living increases balanced against lack of inflation applied to PCC contracts. This has been escalated to Chief Finance Officer.</p> <p>Annual audit includes review of timeliness and positive progress against KPIs. Goleudy performance concerns ongoing due to lack of performance reporting information to evidence whether the actions have remedied the</p>

		<p>issues. The Force still cannot produce this data and therefore this remains on the risk register.</p> <p>PCC continues to visit appropriate services as part of Community Engagement Days. Commissioning team feed into schedule for PCC visits to services and funding recipients in line with community engagement activity. Visits during Q4 reduced due to pre-election period.</p> <p>Latest Board meeting provided opportunity for service users to share their experiences of commissioned services directly with Board members. The Board heard from 3 service users who had all accessed different commissioned services. The feedback was extremely valuable and service users reported that they welcomed the opportunity. Recommend that this be repeated in future years. The format of Commissioning Advisory Board will be considered as part of a wider governance review in readiness for Term 4.</p>
<p>PCC's contribution to the All Wales Criminal Justice agenda</p>		<p>DP Local Criminal Justice Board (LCJB) work closely with CjIW coordinator to ensure alignment of priorities and reporting into All Wales arrangements. Policy lead for Criminal Justice meets regularly with CJ leads for other Welsh OPCCs. Reporting structure agreed and meeting dates aligned to ensure DP highlight positive progress on national and local activity as well as escalate areas of concern/risk where required. Dyfed Powys provide best practice in linking in the work of the Community Safety Partnerships and Area Planning Boards to our Early Intervention and Prevention priority. This will also integrate with the Serious Violence Duty needs assessment and strategy.</p> <p>LCJB meeting held March 2024, including final reporting against 23/24 delivery plan and annual report of achievements of the Board. Draft delivery plan for 24/25 discussed, with narrower focus on priority areas and recognition of the overlap with the work of other Boards. Some funding requests will require business cases to be provided for Term 4 funding.</p>
<p>PCC's national portfolio responsibilities</p>		<ul style="list-style-type: none"> <li>• All Wales Criminal Justice Board</li> <li>• Single Unified Safeguarding Review Board with Welsh Government</li> <li>• Policing Board for Wales</li> <li>• National Police Air Service Board</li> <li>• Safer Communities Programme Board for Wales</li> <li>• National Rural Crime Network - on the Executive Board</li> </ul>

		.VAWDASV National Partnership Board Co-Chair along side Minister for Social Justice Jane Hutt MS
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