



Police and Crime

Commissioner for Dyfed-Powys

Dyfed Powys Police and Crime Commissioner – Business Plan

Quarter 4 2023/24 Summary Performance Report

Introduction

During late 2022/2023 the Office of the Police and Crime Commissioner developed a Business Plan for 2023/2024 that would assist with the delivery of the actions contained within the 2021/2025 Police and Crime Plan.

The report is set out to mirror the format of the Police and Crime Plan in that it lists actions under each of the three Priority Areas and each of the four Values set out in the Plan.

Each action contains a narrative on the progress made up to the end of Quarter Three

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

Green - Work complete, no additional work necessary.

Amber - Partially complete, some additional work necessary

Red - Not yet started.

Executive Summary

The following report covers the reporting period of Q4 of the financial year 2023/24 (Jan, Feb Mar 2024)

There has been changes in the status of some of the actions contained within the business plan progress report and these are highlighted below:

Introduce Victim's Champions Representatives from the Victim Engagement Forum who are victims of Force's priority crimes. These will have regular meetings with PCC and the Force lead to act as critical friend and advisor – this moves from amber to red as the work has been delayed to Term 4.

Evaluate whole system approach to female offending in Dyfed-Powys and explore options for development of a Women's Centre – this moves from amber to green following planning approval from Carmarthenshire County Council.

Restorative Justice, consider value for money, success factors and stories, regional YOT's will collaborate to re-establish a regional restorative approaches group aimed at supporting regional approaches and offering opportunities – this move from amber to red as the work is deferred to the 2024/2025 Business Plan.

RAG status comparison

Summary:

Within the 2023-2024 Business Plan are 51 actions. Recorded below is a summary of the total number of different RAG statuses. This will then be compared in future reports.

	Qtr 2	Qtr 2	Qtr 3	Qtr 3	Qtr 4	Qtr 4
Red	3	6%	2	4%	4	8%
Amber	35	69%	29	57%	26	51%
Green	13	25%	20	39%	21	41%

Priority One – Victims are Supported.

Action Required	RAG	Quarter 4 Progress Update
Completion of Victims Needs Assessment (including consideration of Children and Young People (CYP), protected characteristics and families of offenders accused of indecent images of children)		This action was completed in Quarter two and reported in the previous update report.
Recommission Victim Services including consideration of provision for Children and Young People		Dyfed Powys Police are in negotiation with the preferred provider regarding final financial position and pension liabilities. This process is reaching conclusion and we anticipate being in a position to award by early May. At present we anticipate a start date for the new service of 1st July 2024. The existing service has been extended as appropriate.
Recommission Independent Sexual Violence Advisory services in collaboration with South Wales and Gwent OPCCs		Some complications regarding TUPE process have resulted in an extension to the go live date, which is now anticipated to be 1st July 2024. Existing services have been extended as appropriate. Weekly implementation meetings ongoing with new service provider.
Continue to collaborate with Policing and Health Colleagues as part of the Regionalisation of		Implications of phase 1 financial agreement modelled by OPCC and Force finance colleagues. Required uplift factored into 24/25 budgets. Awaiting Phase 2 and 3 financial models from Wales Sexual Assault Services

<p>Sexual Abuse Services across South, Mid and West Wales</p>		<p>programme team. Risk remains delivery of new Health based Aberystwyth site and transfer of existing acute services.</p>
<p>Commencement of new Independent Road Victim Advocacy service provided by BRAKE road traffic charity</p>		<p>Pilot has been extended to end March 2025 to allow for full evaluation, taking account of training and implementation phase with full referral process only in place in Q4 of 23/24. Longer term, potential multi-year proposal will be required in Term 4.</p>
<p>Ongoing management of funding to support Youth Offending Teams restorative work with victims</p>		<p>This action was completed in Quarter two and reported in the previous update report.</p>
<p>Training to ensure that the staff within the office receive training on dealing with victims so that they become trauma informed. As part of the Office Away Days that will look separately at each of the priorities contained within the Police and Crime Plan, this will assist staff in undertaking their roles and increase their knowledge base and provide skills in dealing with victims.</p>		<p>This action was completed in Quarter three</p>
<p>Meeting our obligations to the Victims Code of Practice (VCOP) and Witness Charter Work is required to ensure compliance with VCOP via continued scrutiny through Out of Court Disposal (OOC) and Quality Assurance Panel (QAP).</p>		<p>Discussions are ongoing at an all-Wales level re. VCOP compliance activity and OPCC staff continue to attend the quarterly All-Wales VCOP/DA meeting (which feeds into the Criminal Justice Board for Wales Victim and Witness Taskforce) to keep abreast of this situation. DPP continue in the development of an internal app to monitor officers' victim updates which will assist in VCOP compliance monitoring in due course. Updates are provided at the Victim and Witness Sub-Group of the LCJB, which is co-ordinated and attended by OPCC staff.</p>
<p>Effective Complaints Resolution Monitoring all complaints made against Officers and Staff. Scrutinising the performance of the Force's complaints management process. Dip sampling of such cases enables oversight and monitoring. The purpose is not to review the final decision reached in individual cases, but rather to</p>		<p>The Assurance Team completed 3 rounds of dip sampling of closed complaint cases during this period. Consideration was given to closed complaint cases which have been handled outside of schedule 3. Other areas of scrutiny included where the factor of the complaint related to the arrest and detention. Consideration was also given to complaints which concerned allegations of discrimination. The inaugural Professional Standards Department (PSD) Assurance Board took place in March, which was attended by the Head of PSD who provided assurance around the handling of complaints, conduct matters and vetting.</p>

<p>undertake a general review of compliance with procedure, complaint handling techniques and natural justice to ensure public confidence in the police complaints system.</p>		<p>Additionally, we discussed the last quarter dip sampling report and the OPCC provided a quarterly report on complaint reviews, which identified themes to improve complaints handling.</p>
<p>Force Communication Centre (FCC) Scrutiny of calls / handling Efficient and effective responses to the public calls for help. There is a requirement to monitor and review the timeliness, professionalism and handling of both 999 and 101 calls to the force communication centre.</p>		<p>Dip sampling on FCC digital desk complete. Assurance Team have scheduled scrutiny of FCC calls in the QAP forward plan.</p>
<p>Force Operating Model The Project set out to put victims at the heart of everything the Force do, understanding demand, improving processes, and influencing culture to enable Dyfed-Powys Police to be more efficient and effective. The new approach has been operational for over 12 months. Assurance work to be conducted against the 9 principles of the intended model.</p>		<p>As previously reported, the Head of Strategy and Policy continues to oversee progress through attendance at Project Board meetings and will identify the appropriate juncture to undertake assurance activity to identify the impact any developments have had on services to victims and communities.</p>
<p>Victim Engagement Forum (VEF) Consult and engage with victims to ensure that the voice of those with lived experiences influences the development and scrutiny of victims' services.</p>		<p>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. VEF members were also invited by Dyfed Powys Police to take part in an online session to give their views and opinions on which Domestic Abuse Alarm product. In March, the Office held an extraordinary 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.</p>
<p>FAQ Sheets on website Develop Frequently Asked Question sheets for public to download on OPCC website.</p>		<p>This will be finalised as part of the work undertaken to develop a new website for the Office which will be launched early in Term 4.</p>

Deep Dive review into the management of Stalking and Harassment offenders.		Report on OPCC's oversight of Force's progress against recommendations to be provided at Police and Crime Panel meeting in May 2024.
Introduce Victims' Champions Representatives from the Victim Engagement Forum who are victims of Force's priority crimes. These will have regular meetings with PCC and the Force lead to act as a critical friend and advisor.		Deferred to Term 4 for consideration.

Priority Two – Harm is Prevented

Action Required	RAG	Quarter 4 Progress Update
Ensure appropriate governance of the Home Office Domestic Abuse Perpetrator fund and submit bid for new round of funding		PCC has agreed that DPP Procurement will lead on future procurement of regional perpetrator programmes, to be funded jointly between partners as per the Strategic Board agreement. Current evaluation of programmes will assist in revising specification prior to recommissioning.
Ensure Home Office Serious Violence Duty funding is utilised appropriately to support partners in delivering against the Duty		Some underspend reported for 23/24 due to lack of claims from some partners for resource costs along with changes to license requirements within Dyfed Powys Police. New SV Duty Coordinator is in post and will take lead on planning non-labour costs for 24/25. Partnerships and External Funding Manager completing year end claims and will work with Coordinator to fulfil 24/25 claim duties.
Continue collaborative work with Area Planning Boards to jointly commission preventative and treatment services for individuals with substance misuse and their families. This should include evaluation of the outcomes achieved by individuals receiving services, both from a public health and criminal justice perspective.		Final delivery report from Buvidal evaluation anticipated end of March. Task and finish group of the Area Planning Board (APB) commissioning colleagues established to plan and implement recommissioning of Tier 2 services.
Recommission Offender Diversionary Scheme service		Contract was extended in Quarter 2 to run to 31 st March 2025 with a view to a new contract agreed and in place from 1 st April 2025.

<p>Safer Streets</p> <p>To continue to project manage the fund under Safer Streets 4 and consider an application to Safer Streets 5 funding once the application period is open.</p>		<p>Safer Streets 5 expenditure remodelled, and new budget proposals approved by Home Office. End of year claims for Year 1 currently being submitted with some underspend reported within Dyfed Powys Police delivery. MOUs for year 2 currently being signed by delivery partners and HO grant agreement in place with OPCC. Internal task and finish group being established to address concerns regarding DPP internal processes and governance.</p>
<p>Support the work of the Mid and West Wales Real Living Wage Steering Group</p>		<p>A meeting of the steering group was held on 11/1/24 where consideration was given to the forthcoming year's activity and plans towards regional accreditation action planning. The Head of Strategy and Policy was nominated to participate in a working group to progress the regional action plan - this will be established by the Steering Group organisers.</p>
<p>Illegal Drug Use – Follow up on 2019 Deep Dive</p> <p>Reviewing the effectiveness of the Force in addressing the issue of illegal drugs throughout the Dyfed-Powys area. Taking in to account the rise in Organised Crime Groups as well as both the public interest and the national press.</p>		<p>This work will not be undertaken during this PCC term and will be delayed until the next term and included within the next Business Plan</p>
<p>All Wales Protocol – Reducing the Criminalisation of care experienced children and young adults.</p> <p>Check and test training on youth justice and its impact.</p>		<p>Is planned for scrutiny at Policing Board on 11/06/2024. The Force created a workflow in Niche to capture the data to allow for checking and testing. OPCC have been updated from the Youth Justice Lead at the Mid and West Wales Safeguarding Board that Dyfed-Powys Police is ahead of other Forces in trying to capture data. There has been activity to remind officers of the guidance and new workflow. Transferred from Head of Strategy and Policy to Business Manager for progressing via Policing Board.</p>
<p>Healthcare in Custody</p> <p>Custody Suites require Healthcare Provisions 24/7 to provide support. Widely known that this is a considerable issue with detainees having to be transported across the force area to differing custody suites. Consideration of the following questions:</p>		<p>Healthcare in Custody Provision (HCP) continues to be a risk; however, measures have been put in place to reduce the risk with introduction of tele med services being implemented which the Force are finding the data positive. A service delivery plan is in place with the current service provider who are focussing on their recruitment of HCP. Force is in regular contact with service provide to ensure sufficient coverage of HCP's in custody.</p> <p>Independent Custody Visitors continue to monitor any concerns through their visits at each custody and there is a</p>

<p>1. What is the current contract with HCP provider? 2. What are the current levels in custody suites? 3. What is the impact of reduced coverage? How can this be addressed and resolved?</p>		<p>good relationship between Custody staff and the OPCC with regular updates being provided.</p>
<p>Youth Engagement Forum – Consult and engage with Youth Engagement Forum throughout the year, to ensure we provide a platform for young people to influence the future of policing and crime prevention in their local areas. Meetings are held twice per academic term. Recruitment is to be conducted on an annual basis, during summer months.</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. The training was provided in partnership with experienced Youth Work and Social Education lecturers from University of Wales Trinity Saint Davids.</p>
<p>Youth Forum Conference – Work with Youth Forum members to host a Youth Conference for key stakeholders to discuss key findings of the Forum’s 2022-23 Y Sgwrs Consultation.</p>		<p>Completed in Quarter 2.</p>
<p>Develop proposal for drugs intelligence amnesty to support Chief Constable’s priority to tackle the supply of illegal drugs</p>		<p>The proposal has been developed and the work is pended until Term 4.</p>
<p>Collaborative post with University of Wales Trinity Saint David - support and facilitate improved links with academic institutions, bringing research and practice together</p>		<p>Coordinator has been in post for 2 months and has established workplan of activity for the two year project. Current focus is on identifying landscape of existing research and consulting with Force on strategic research needs.</p>
<p>Early Intervention and Prevention Research and Mapping (Local Criminal Justice Board & Serious Violence and Organised Crime) Engagement with the teams across DPP to review</p>		<p>Activity completed in previous quarter.</p>

<p>interventions and engagement to those entering the Youth Offending Teams.</p>		
<p>Deep Dive review to inform the PCC's ability to lobby for an increase in the age of criminal responsibility. To include consideration of availability of intervention and prevention, children in care protocol and findings from Y Sgwrs Consultation.</p>		<p>Activity completed in previous quarter.</p>

Priority 3 – An Effective Justice System

Action Required	RAG	Quarter 4 Progress Update
<p>Develop and maintain the LCJB Performance Framework to provide a deeper understanding of local criminal justice performance.</p>		<p>Task has now become Business as Usual within LCJB structure.</p>
<p>Evaluate whole system approach to female offending in Dyfed-Powys and explore options for development of a Women's Centre</p>		<p>Women's centre ready for delivery to site and planning approval received from Carmarthenshire County Council. Unit to be in situ by end of April and opening event being planned for early March in Term 4. LCJB delivery plan for 24/25 contains plans with female offending blueprint team to review whole system approach across Dyfed Powys.</p>
<p>IOM (Integrated Offender Management) Housing Pilot roll out across Force area to ensure provision of temporary move-on accommodation, enabling the rehabilitation and resettlement of offenders</p>		<p>Ongoing meetings within Ceredigion to monitor financial progress and evaluate requirement for future funding. Powys due to go live by May 2024. Conversations continue with Pembrokeshire and Carmarthenshire.</p>
<p>Reducing reoffending strategy scrutiny</p> <p>Understand what is an effective reduction in reoffending and what are targeted interventions.</p>		<p>This work will not be undertaken during this PCC term and will be delayed until the next term and included within the next Business Plan.</p>

<p>Consider:</p> <p>What is delivered by HMPPS?</p> <p>Community Based interventions and diversions?</p> <p>Numbers on licence recalls back within custody from DPP?</p> <p>LCJB to be accountable in reducing reoffending</p> <p>Criminogenic needs assessment</p>		
<p>Restorative Justice</p> <p>Consider value for money, success factors and stories.</p> <p>Regional YOT's will collaborate to re-establish a regional restorative approaches group aimed at supporting regional approaches and offering opportunities.</p>		<p>Initial enquiries have been undertaken as per the previous quarter's update. This activity has been reshaped and included in the 24/25 business plan.</p>
<p>Community Remedy Review – Consult with public and update the Community Remedy options menu for dealing with low-level crime and anti-social behaviour outside of the court system in the Dyfed-Powys Police force area.</p>		<p>Activity completed in previous quarter.</p>
<p>Oversight of secure accommodation for Children</p>		<p>Update from Force anticipated at Policing Board meeting in June 2024.</p>
<p>Strategic Equality Plan</p> <p>Work with local public bodies in Carmarthenshire, Ceredigion, Pembrokeshire and Powys to devise a public consultation in readiness for our Strategic Equality Plan review 2024-2028.</p> <p>Ensure that our Strategic Equality Plan reflects relevant objectives</p>		<p>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 Single Equality Plan (SEP) will be published in May 2024 after the PCCs Elections. 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.</p>

within CIIW Anti-Racist Action Plan, NPCC's Police Race Action Plan, Welsh Government's Anti-Racist Wales Action Plan, and APCC's Equality Framework.

Value 1 – Working Together

Action Required	RAG	Quarter 4 Progress Update
Mental Health Lobbying – supporting the introduction of Right Care, Right Person (RCRP) approach in Wales.	Green	Oversight activity has now become Business as Usual for Policy Advisor leading on Mental Health.
Work with local businesses to raise awareness and prevent violence and abuse towards shop workers and encourage cyber resilience.	Yellow	Proposal being drafted in consultation with the new Force lead for delivery in 24/25
Support the Force with adhering to the Anti-Social Behaviour (ASB) Victim Promise, raising awareness in the use of the ASB Case Review and facilitate ASB Case Review Appeals.	Yellow	A review of ASB has been scheduled in to the QAP forward plan and a dip sample of closed complaint cases concerning ASB has been scheduled into the scrutiny workplan.

Value 2 – Being Accountable

Action Required	RAG	Quarter 4 Progress Update
Domestic Abuse & Rape survivor engagement - Listening to those with lived experience to provide DPP and local criminal justice agencies with feedback to improve the service provided to victims.	Green	DPP provided their response on 12/01/24 to the feedback from victim's report prepared by the OPCC. On 15 April 2024 Members of the Victim Engagement Forum and the MWW VAWDASV Partnership's Survivor Advisory Panel will take part in an online workshop to share their views on key issues surrounding domestic abuse attrition. Their feedback will be incorporated into the wider domestic abuse attrition reduction project (which has been included within the 2024/25 Business Plan), and influence recommendations and actions set by the OPCC in

		<p>partnership with criminal justice agencies and support services.</p>
<p>Support the public to make informed and appropriate choices when accessing our services by:</p> <ul style="list-style-type: none"> · Ensuring we have an easily accessible website that signposts individuals to specialist services as well as our own internal services; · Ensuring that however, an individual contacts the office they will wait no longer than 48 hours to receive the information they require; <p>Ensuring that the Police have sufficient understanding and awareness of services commissioned in order to bring them to the attention of victims and individuals who would benefit from accessing services</p>		<p>A new Quality of Service mailbox has been created. Any community concerns/complaints received through the OPCC mailbox will be directed to that mailbox and be picked up by the Quality of Service Caseworkers.</p> <p>A new website is currently under development, but the current website is updated regularly to ensure that the most relevant information is available at all times. This includes information on all commissioned services.</p> <p>The office is contactable via phone, email and website and where an individual does contact the office, they are contacted within the 48-hour period.</p> <p>Commissioned services information is included on website and in PCC newsletters - need to refresh internal comms to ensure officers are aware. Many commissioned services provide input to officer training, including domestic and sexual violence services, victim services and offender diversion scheme.</p> <p>A feedback form for complaint reviews has been created which will be sent to complainants following a completed complaint review. This will enable the OPCC to collate feedback to improve the service.</p>

Value 3 – Being Sustainable

Action Required	RAG	Quarter 4 Progress Update
<p>Fair Funding Settlement Lobbying by making the case for Wales to receive a fair allocation of funding arising from the Comprehensive Spending Review, review of police funding formula or other relevant distribution of resources.</p>		<p>Whilst lobbying continues from an All Wales perspective there is little that influence the OPCC can exert on this area. The issue will remain on both the OPCC and Force risk registers and more specific finance areas will be included within the 2024/2025 Business Plan.</p>
<p>Develop and embed an innovative culture in terms of sustainability by Monitoring the reduction of our Carbon footprint and ensuring our</p>		<p>There is continued attendance at the Sustainability Group meetings where the performance of the Force in this area is monitored. Where issues of best practice are identified these are shared with the OPCC team. More specific sustainability actions have been included within the 2024/2025 Business Plan as this becomes business as usual.</p>

<p>estate, vehicle fleet, supplies services processes and procedures are environmentally responsible by receiving regular information and attendance and relevant meetings.</p>		
<p>Drive efficiency through collaboration and learning</p> <p>We will maximise opportunities with partners to realise efficiency and value across the whole system and continually benchmark with others</p>		<p>All-Wales OPCC Policy Network has been developed, enabling discussions on shared responses to consultations and benchmarking / learning on common policy areas.</p>
<p>Encourage partnership working to respond to the Climate Emergency, both in terms of Sustainability and environmentally friendly policies, and ensuring we have the collective capability and capacity to deal with the impact of Climate Change, such as flooding and severe weather episodes.</p>		<p>Discussions have commenced in relation to establishing an All-Wales resource to assist all Forces as they respond to the climate emergency. Progress will be monitored via the Sustainability Group</p>

Value 4 – Engaging Widely

Action Required	RAG	Quarter 4 Progress Update
<p>Police Apprenticeship Funding Lobbying</p>		<p>Work is ongoing across the Welsh OPCC's to lobby for a fair share of the Police Apprenticeship Funding.</p>
<p>Developing a new Communications and Engagement Strategy</p>		<p>Strategy has now been translated and is published on our website.</p>
<p>Encourage age-appropriate, racially and culturally sensitive services</p>		<p>Equality Impact Assessments are undertaken on any new services implemented.</p>
<p>Work towards the National Equality Standard and sign the race equality pledge.</p>		<p>All commissioned services have signed up to PCC's equality objectives and will provide an annual equality assessment for their services.</p>

		LCJB delivery plan includes actions to deliver against the CJIW anti-racism action plan.
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