



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

Dyfed Powys

Quarter 2 2024/25 Summary Performance Report

Introduction

The Police Reform and Social Responsibility Act (PRSRA) 2011 established 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 Q2 of the financial year 2024/25 (July, August and September 2024)

RAG status comparison

This Quarter has seen the change in performance of a number of actions, 1 action has changed from Amber to Green and 3 have moved from Green to Amber. The amendments are explained below:

This Quarter has seen an improvement in performance with one action moving from Amber to Green. The amendment is explained below:

PCC's national portfolio responsibilities – this changes from amber to green as a review was undertaken following the PCC election in May 2024 and portfolio responsibilities have been agreed. Further detail is provided within the report.

In this Quarter three actions have been moved from Green to Amber on the basis that work is being undertaken to inform future decisions and strategies. The amendments are explained below:

Inform PCC's Decision in respect of the precept – this changes from green to amber due to the work ongoing in respect of the 2025/2026 precept.

Setting of the Medium-Term Financial Plan – this changes from green to amber due to the work ongoing developing the next Medium Term Financial plan for 2025/2026 and beyond.

Funding of capital programme to provide the Force with appropriate assets to deliver effective policing services – this changes from green to amber as the programme is currently being revised and will be included within the next Medium Term Financial Plan.

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Summary:

Of the 50 action areas:

	Qtr 4 (23/24)	Qtr 4 (23/24)	Qtr 1	Qtr 1	Qtr 2	Qtr 2
Red	0	0%	0	0%	0	0%
Amber	15	30%	19	38%	21	42%
Green	35	70%	31	62%	29	58%

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)	RAG	<p>Public and partner consultation came to an end on 1st October 2024. Consultation consisted of a series of sessions for local elected members and partner agencies, focus groups with special interest groups, engagement activity through the summer shows and an online survey.</p> <p>The Chief Constable received an initial draft of the priorities on 18/09/24 and has been asked to provide his feedback to the OPCC by 01/10/24.</p> <p>The Police and Crime Panel will receive a copy of the draft Plan and the consultation report at their meeting on 25/10/24.</p>
Development of a Police and Crime Delivery Plan to support the achievement of the objectives as set out in the Police and Crime Plan	RAG	<p>The OPCC Business Plan provides detail in relation to how the OPCC will support 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 was approved by the Police and Crime Panel on the 15th May 2024 for information. Work will commence shortly on the OPCC Business Plan for 2025/26 once the Police and Crime Plan has been formally approved.</p>

<p>Review the Police and Crime Plan to ensure it remains fit for purpose</p>		<p>Public and partner consultation came to an end on 1st October 2024. Consultation consisted of a series of sessions for local elected members and partner agencies, focus groups with special interest groups, engagement activity through the summer shows and an online survey.</p> <p>The Chief Constable received an initial draft of the priorities on 18/09/24 and has been asked to provide his feedback to the OPCC by 01/10/24. The Police and Crime Panel will receive a copy of the draft Plan and the consultation report at their meeting on 25/10/24.</p>
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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
<p>There are formal governance arrangements in place to support effective scrutiny</p>		<p>A review of governance arrangements has been undertaken and new arrangements are being established over the Autumn in support of enhancing the PCC's statutory responsibilities and ensuring effective scrutiny.</p>
<p>Development and annual review of Corporate Governance Framework</p>		<p>Once the review of governance arrangements is concluded, the Corporate Governance Framework will be revised. A draft is due to be considered by the Joint Audit Committee in December 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 Scrutiny Panels' recommendations and observations within 10 working days from the meeting. The reports are then circulated with those in attendance for comments before being sent to the relevant department within the Force for their response to observations and recommendations. Once approved the finalised report is published onto the OPCC website.</p> <p>4 recommendations were made by the Out of Court Resolution (OoCR) Scrutiny Panel in September 2024 during their review activity of cases involving the offence of Assault or Actual Bodily Harm (ABH) which had been dealt with by way of an OoCR. 16 recommendations were made by the Quality Assurance Panel in relation to the Force follow up with any malicious communication they receive and</p>

		<p>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 the Out of Courts Resolutions (OOCR) panel and the volunteers on the Quality Assurance Panel (QAP) and the Custody Independent Scrutiny Panel (CISP).</p> <p>The OOCR panel reviewed cases of assault and actual bodily harm. 19 cases in total were looked, 9 Adult and 9 Youth. Recommendations and findings of the panel included reminders to be sent to officers regarding the perimeter around evidence lead prosecutions and officers were reminded of the importance of noting a clear rational for the issuing of an OOCR. The next meeting in December will focus on hate crime, women and disproportionality.</p> <p>Two QAP meetings were held during this quarter. The panel looked at Use of Force cases in July and Stalking and Harassment cases in August. Key findings for the panel meeting in July highlighted the importance for officers to accurately record and note their rational for the use of force used. The August meeting found that some officers responding to stalking and harassment cases lacked eye contact with the victims possibly disturbing the communication.</p> <p>The CISP met in August to review cases of children in custody. This topic came as a result of the Childrens Commissioners 2024 report on strip searching of children. The report noted Dyfed Powys Police as having the highest rates of strip searching of children in custody in England and Wales. Dyfed Powys Police have since confirmed that the data provided to the Childrens Commissioner was incorrect. To provide further scrutiny and reassurance the CISP focused on children in custody and overall found that: Of the four strip searches that occurred, all four provided a good rationale for conducting this. The average time lapsed from arrival to detention authorised was 14 minutes.</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
<p>Development of a performance framework and structure that allows a greater understanding of the Police and Crime Plan outcomes</p>		<p>The 2024/25 Business Plan was considered by the Police and Crime Panel in May 2024. The Panel continue to receive quarterly updates on the progress against actions contained within the plan.</p> <p>Work has continued on the development of a performance framework, against which the Force and commissioned services will be measured.</p>

There are formal governance arrangements in place to hold the Chief Constable to account for the performance of officers and staff		A review of governance arrangements has been undertaken and new arrangements are being established over the Autumn in support of enhancing the PCC's statutory responsibilities and ensuring effective scrutiny.
Chief Constable's Professional Development Review		The PCC and CC met on 7th October 2024 to discuss the CC's performance and his focus for the ensuing year. A report will be received by the PCC by the end October which will further detail evidence relating to the Chief Constable's performance in relation to the objectives set upon appointment. New objectives for the CC will be set once this report has been considered by the PCC, which will be based on key elements within the new Police and Crime Plan.

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		Work continues on the budget requirement for 2025/2026. Initial meetings between the Commissioner, CEO and CFO have commenced and meetings with the Commissioner, Chief Constable, Director of Finance, CFO and Police and Crime Panel's Precept Sub-group have been diarised. The budget requirement will be presented at the finance seminar at the end of November.
Setting of Medium-term financial plan		Work has progressed on the MTFP for 2025/2026, the budget requirement will be presented to the Police and Crime panel at the finance seminar at the end of November
Funding of capital programme to provide force with appropriate assets to deliver effective policing services		The Capital programme is being revised to reflect the requirements of the Force and will be included within the MTFP.

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		<p>Value for Money is embedded in all procurement documentation and all procurement staff are fully au fait with the need to demonstrate VFM through tenders and contracts. The Joint Corporate Governance Framework, Financial Regulations and Contract Standing Orders explicitly detail responsibilities and requirements for securing value for money.</p> <p>The Chief Constable chairs the bi- monthly Performance Board which allows for performance to be measured and monitored demonstrating value for money of policing services. The Deputy Chief Constable chairs the Change and Transformation Board ensuring strategic line and sight and value for money considerations for change and investments including benefits realisation. There is OPCC attendance at each of the above governance boards.</p> <p>The All-Wales Productivity and Efficiency Group shares new initiatives and monitors progress on delivering savings plans. This group offers a forum</p>

		<p>for knowledge sharing and best practice. The ongoing work of the Force Review Team is shared at this forum.</p> <p>Financial management arrangements were further strengthened, and the Strategic Finance & MTFP Board is now fully embedded.</p> <p>Budget holders are supported by a Finance Business Partner who can extract details of expenditure, helps to shape forecasts and assists in steering compliance with procurement practices.</p> <p>Various benchmarking reports are produced for example in relation to Force Management Statement Chapter areas and these are considered operationally through Finance Business Partners.</p>
<p>Statutory compliance of estates ensuring fit for purpose for operational use</p>		<p>The Estates and HSE team continue to carry out structured joint monthly assessments of statutory compliance ensuring that high compliance standards result. This is an independent mechanism continues to provide the reporting of compliance to the relevant governance boards. Month on month improvement has been evidenced with mitigating actions and corrective plans in place on any remedials identified to closure.</p>
<p>Explore opportunities to reduce environmental impact</p>		<p>The Sustainability Group continues to operate under the chair of Director of Finance and continues to prioritise key initiatives and strategies to achieve Net Zero by 2050. Numerous members have attended Net Zero IMEA training recently aligned with planned further courses in the coming period. Carbon Literacy Training is also being scheduled for members of the Group over the coming months.</p> <p>The appointment of the dedicated Stainability resource under the management of the HSE team has been identified, and is currently going through the vetting process, it is proposed to be funded by carbon/cost savings achieved through the delivery of initiatives across various departments, resulting in a cost and carbon savings across all departments across the organisation. The role will provide</p>

		<p>structure and clear route maps for each business area allowing key greenhouse gas emissions to be prioritised for reduction across the organisation's functions and operations.</p> <p>Utility consumption trends and improvements continue to be tracked at a building utility level, clear reduction across the estate is evident in this period aligned which is positively recognised. This can be aligned to numerous small changes and local schemes which continue to be applied and delivered across the estate. The Sub Divisional Photovoltaic project has now been concluded and significant differences in power demand is already evident across the sites.</p> <p>All Wales Charge Project is progressing with an all-inclusive turnkey installation service with BP Pulse, DPP is supporting the initiative to ensure consistency and value for money is evident while driving a timely EV charging infrastructure across policing in Wales.</p>
<p>Explore and maximise external funding opportunities</p>		<p>Safer Streets 5 project boards meeting discussions and claim updates from partners have provided reassurance that project activity is on track to meet Quarter 3 expectations. No risks reported on planned activity and positive feedback is being received from recipients on project delivery.</p> <p>Regular project board meetings being held with ASB Hotspot funding and whilst project leads have indicated that there are some delays to delivery, currently they are confident that objectives will be delivered, and the funding will be fully utilised.</p> <p>Serious Violence Duty funding will realise some spend in Q2 as forecasted. However, risks remain regarding the intervention plan for the remainder of the funding period. An extraordinary board meeting is being held in October to seek approval for project proposals to ensure that funding allocation will be spent by the year end (31 March 2025). Risks have been escalated to Home Office who have provided support and guidance to progress this at the earliest opportunity.</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.</p> <p>Work continues to seek support from other funding sources to add to 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>A business directory to capture all medium to large sized businesses in Dyfed Powys has been developed and is being populated by team members. This also includes business and finance consortium groups that are based in the region to support growth and community support. A letter has been drafted to engage with local business regarding sponsorship and collaborative opportunities with the PCC. This will be issued following the launch of the Police and Crime Plan.</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>There is continued dialogue with the Force representatives responsible for risk to ensure that the most up to date information is included on the risk registers.</p>
<p>Utilise training and development plans for all OPCC staff</p>		<p>Staff continue to utilise appropriate and relevant training opportunities that have been identified via training plans. Work is currently being undertaken internally in relation to training needs in order to feed into the budget setting requirements for 2025/2026.</p>

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

Action Required	RAG	Quarter 4 Progress Update
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<p>Explore collaboration opportunities in accordance with the Policing Vision for Wales</p>		<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. Terms of Reference have been developed to establish an All Wales Collaboration Board. The first meeting is scheduled to take place early in 2025.</p>
<p>Explore collaboration opportunities with other partners</p>		<p>The Funding and Project Forum/Group in collaboration with the Police Force was launched in September 2024.</p> <p>This group includes representation from OPCC and the Force and will provide a guidance platform to colleagues who are seeking support with project development and/or funding consideration.</p> <p>Positive feedback has been received from senior leaders who are fully supportive of this initiative.</p> <p>The first meeting to assess any proposals from colleagues will be held during w/c 14th October with appropriate feedback and guidance provided to support with project and/or funding progression.</p> <p>The force recruited a new Partnership Co-ordinator during September 2024. Regular meetings are being reestablished between this role and the OPCC External Funding Manager to ensure positive collaboration and improved working relationships between the force, OPCC and external partners.</p>
<p>There are formal governance arrangements in place to scrutinise collaboration agreements</p>		<p>A paper was agreed at the last Policing in Wales meeting to introduce a new governance arrangement to scrutinise collaboration arrangements. Terms of Reference have been developed to establish an All Wales Collaboration Board. The first meeting is scheduled to take place early in 2025</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</p>		<p>In August, the new joint Strategic Equality Plan for 2024-2028 was published, aimed at enhancing</p>

<p>joint Strategic Equality Plan; meeting the objectives within</p>		<p>equality and inclusivity within the Dyfed-Powys Police and the Police and Crime Commissioner’s Office.</p> <p>The new plan has four key objectives that overall will aim to address equality and inclusivity challenges, ensuring a fair and effective service for all communities.</p> <p>Increase Workforce Diversity: The plan emphasises diversifying the workforce and volunteer groups to better reflect the communities of Dyfed-Powys. It outlines plans that aim to improve recruitment, retention, and career progression, with clear targets to ensure a representative workforce.</p> <p>Eliminate Racial Disparities: In response to national and local initiatives, the plan also focuses on addressing and eradicating racial disparities within DPP and the OPCC. This involves implementing policies that promote racial equality and adhering to guidelines from the National Police Chiefs’ Council (NPCC) Police Race Action Plan, and the Criminal Justice in Wales (CJIW) Anti-Racist Action Plan.</p> <p>Strengthen Community Relationships: The plan seeks to develop and improve relationships between the police and local communities through proactive community policing and engagement. This includes developing meaningful community engagement strategies, establishing transparent feedback mechanisms, and utilising Engagement Officers effectively.</p> <p>Promote an Inclusive Culture: A major goal is to cultivate a culture of inclusivity and respect within the DPP and the OPCC. This will include mandatory diversity training, promoting internal reporting mechanisms, and addressing any racist, misogynistic, or homophobic behaviour.</p>
<p>Development and implementation of OPCC Engagement and Communication Strategy and action plan, and Social Media Policy and Strategy</p>		<p>Youth Engagement Forum Summary</p> <p>For the first time in Dyfed-Powys, a group of Youth Ambassadors have held both Police and Crime Commissioner and Chief Constable to account, following findings from last year’s Y Sgwrs consultation. The Policing Board session gave young</p>

incorporating providing opportunities for local communities to inform and influence decision making and proactively promoting the work of the PCC and CC

people the opportunity to raise concerns and ask direct questions related to issues highlighted in the report.

The Y Sgwrs report, a comprehensive consultation with young people across the region, revealed key concerns around community safety, mental health support, and the role of policing in their daily lives. In response, the Commissioner invited Youth Ambassadors to engage with him directly to ensure their voices are heard and acted upon.

During the meeting, the Youth Ambassadors raised a variety of questions, drawing on the themes from the report, and addressing topics like community policing, mental health, and youth engagement.

Community Engagement Days and Events

Several Engagement Events were attended by the PCC and OPCC representatives during Q2. The focus at these events was promoting the Police and Crime Consultation, to ensure that as many Dyfed-Powys voices as possible were captured to help shape the future of policing. The first event attended in Q2 was Pembrokeshire Pride’s Festival of Inclusion, where OPCC staff engaged with the LGBTQ community, promoted the volunteer schemes, the complaints reviews and appeals process, the Police and Crime Plan Consultation and any services available through the OPCC.

At the end of July, the OPCC and PCC had a shared stand at The Royal Welsh Show. It is one of Wales’ flagship events, attracting over 200,000 visitors to the Dyfed-Powys Police Force area from all over the world. As such, Builth Wells’ town centre can become a challenging environment for emergency services during the week.

While at the Show, the PCC met with representatives from NFU Cymru, BASC (British Association for Shooting and Conservation), YFC (The Wales Federation of Young Farmers Clubs), FUW (Farmers' Union of Wales), and BWESG (Builth Wells Event Safety Group), who work as a multi-agency control

centre closely with St John's Ambulance, to ensure the safety and well-being of visitors. Discussions focussed on various initiatives and ideas aimed at promoting collaboration and support for our farming communities.

During July and August, OPCC representatives, including members from our Volunteer Schemes attended both Brecon and Newtown Police Station Open Day's to engage with Dyfed-Powys communities in these areas, promote the work of the Office and the Police and Crime Plan Consultation.

In August the PCC and OPCC staff also attended Pembrokeshire Agricultural Show alongside five of our Youth Ambassadors. This is a two day event, drawing in around 25,000 people on the first day. This was a great opportunity to engage with the public and promote the various opportunities available through the OPCC, in addition to promoting the Police and Crime Plan Consultation.

PCC attended Race Council Cymru's West Wales Black History 365 event in Carmarthen, alongside an OPCC representative in September to celebrate Black excellence in Wales. During the event, attendees had an opportunity to engage with the Commissioner and share their views as part of the Police and Crime Plan Consultation.

Engagement with Community representatives

During September, the PCC held four in-person Consultation engagement sessions in Aberystwyth, Carmarthen, Newtown, and Brecon, and one online session with County, Town, and Community Councillors across the Dyfed-Powys area to ensure their views, and those of the communities they represent, were captured as part of the Police and Crime Plan Consultation.

All 252 Councillors and 312 Town and Community Councillors were invited to participate in any of the sessions that the PCC and OPCC staff were holding, to share their views on the proposed Police and

Crime Plan Priorities. Of 564 invitees, 31 attended the consultation sessions.

Engagement with Under-represented Groups

During Q2 the OPCC also contacted 56 community groups, organisations, or charities to promote the Police and Crime Plan Consultation, with an opportunity to share their views through a focus groups session dedicated specifically for each group. The aim of the focus group sessions was to raise awareness amongst the underrepresented communities of Dyfed-Powys, of the role and responsibilities of the Police and Crime Commissioner, along with identifying key focus areas of importance to Dyfed-Powys communities that should be considered in the 2025-2029 Dyfed-Powys Police and Crime Plan. Of the 56 groups contacted, four were available to meet within the consultation period, consisting of 34 attendees.

In addition to these sessions, OPCC representatives attended Milford Haven Mosque to promote the consultation, and a stand was held at Dunbia Abattoir in Ceredigion.

Consultation on the Police and Crime Plan (Online Questionnaire)

A total of 659 people participated in the Police and Crime Plan online survey, which was available in both English and Welsh. Traditional methods such as distributing 1,000 A5 flyers at events like the Royal Welsh and Pembrokeshire Show complemented the online efforts.

To maximize engagement, the online survey was promoted through email campaigns to key contacts, organic social media posts shared by the OPCC and stakeholders, press releases, and internal bulletins. Paid digital ads also played a crucial role, with Wales Online and Cambrian News running campaigns that generated over 105,000 impressions combined. Additionally, our in-house paid Facebook Meta ads, which included both English and Welsh language ads, generated 47,441 impressions.

	<p>Before the ads, there were around 200 responses. Post-campaign, this surged to 659, marking a 229.5% increase, demonstrating the effectiveness of targeted digital advertising.</p> <p>Monthly bulletins & Social Media Activity</p> <p>During this period, we have published three monthly e-bulletins that provide updates on the activities of the Commissioner and his office. We have also continued to share the PCC's weekly social media highlights.</p>
<p>Respond to community concerns in a timely manner</p>	<p>Some changes have been made to how we capture correspondence received in the OPCC. When correspondence is received they will either be recorded as "community concern" or "PSD matter"</p> <p>Where a correspondence is categorised as a PSD matter, the member of public will usually receive a response to advise of the complaint and complaint review process. During this period out of the 91 correspondence recorded, 16 were recorded as a "PSD matter". Having considered the concerns being raised they related to wanting to make a new complaint about an investigation.</p> <p>Where correspondence has been categorised as a "community concern" this usually involves the OPCC making contact with relevant departments within the Force on behalf of the member of public. These have also been broken down into sub-categories to identify any trends. During this period it has been identified that there has been an increase in concerns raised relating to ASB. This will be monitored over the next quarter and will feed into other scrutiny activity.</p>
<p>Engage residents in contributing to assurance and scrutiny activity</p>	<p>2 QAP members are awaiting induction training. 1 new Independent Custody Visitor (ICV) and 1 Animal Welfare Visitor have been appointed subject to vetting.</p> <p>The OPCC are undertaking a recruitment drive for all volunteer schemes. The Scheme managers are</p>

		<p>working alongside the OPCC engagement team to ensure the opportunities are widely communicated.</p> <p>A total of 30 visits were carried out by ICVs 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 analysed and reported to the Force. Findings are 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 reporting not due till mid-year. MOJ reporting mechanisms received and shared with providers. Submission due end October.</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. Providers are now required to undertake annual equality monitoring assessments alongside narrative reporting; this will be in addition to the data required by MOJ.</p> <p>MOJ quantitative framework still awaited. Reporting requirements referenced in Victims Bill with discussions ongoing regarding format by which PCCs will be required to capture and monitor compliance of all CJ agencies. All Wales governance structure in place and leading on discussions with MOJ.</p>

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	Green	A new website has been launched and as part of the development of the website, work was undertaken to ensure that all information is up to date in line with the Specified Information Order. The website will be monitored on a regular basis to ensure the information remains up to date and ensuring compliance.
Publish information in an accessible and easy to reach format	Yellow	<p>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.</p> <p>The regular monitoring of the website ensures that it remains accessible to all. There has been no indication as yet that the new Government will commence monitoring of website compliance of all Police and Crime Commissioner websites.</p> <p>The website has been reviewed and the information is up to date. This remains amber as there is work still ongoing to further develop the website including a search facility.</p>
Publish information in accordance with the Welsh Language Standards	Green	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	Yellow	New OPCC website content reviewed and updated where appropriate. Link to the website is included within Victim Information Packs. Individual service performance and overview documents currently in the process of being updated for 23/24 output. Working with Engagement team to produce animated

		<p>film clip to raise awareness of commissioned services amongst public and internally with Force.</p> <p>PCC Engagement team are linked in to the press teams within all commissioned services and have established a working group to jointly share social media and press articles. Regular social media articles shared regarding commissioned service activity and included in newsletters. Comms plan being developed to launch new victim support service commencing 1st November.</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. Working with Engagement team to produce animated clip raising awareness of commissioned services.</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 in liaison with OPCC and Force comms where appropriate. Commissioned services are required to acknowledge PCC /MOJ funding source in all publicity and materials. Providers are required 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
Quarterly attendance at Police and Crime Panel meetings		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 received relevant and timely information.

Provision of documentation to Police and Crime Panel as per their requests		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.
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		The draft annual report was considered by the Panel at its meeting in July. A final report will be provided to the Panel at the October meeting.

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		During this period, 3 Chief Constable complaints were received. One was a complaint regarding the use of the police crest which was a complaint sent to all Forces in England and Wales. The other two complaints were in regard to a delegated authority and did not meet the criteria to be 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		16 new reviews were received during this period, 1 will carry over to the next reporting quarter as it came through the end of this reporting period. A total of 22 complaint reviews were completed during the reporting period. 4 reviews were upheld due to the outcome not being considered reasonable and proportionate.

		The OPCC also captures oversight issues where the service could be improved. The themes identified as oversight concern the timelines of the handling of the complaint and not receiving meaningful 28 days update. This has been raised with PSD at the recent PSD Assurance Board.
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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		Once the review of governance arrangements is concluded, the Corporate Governance Framework will be revised.

19) Access to information, officers and staff

Action Required	RAG	Quarter 4 Progress Update
Handling of information in accordance with Data Protection legislation		As a corporation sole the OPCC are subject to and responsible for Freedom of Information (FOI) requests. There were 12 FOI requests received during the period and the OPCC held the information for 3 of them. The requests were answered in time. The themes of the requests were Sponsorship of Pride events, Police Precept setting and Riots compensation. The requests the OPCC did not hold the information for were in relation to personal data, police dogs, police response times, estates, mobile communications. diversity and force operational matters.

20a) Delivery of community safety and crime reduction

Action Required	RAG	Quarter 4 Progress Update
<p>Development and implementation of a Governance Framework for Commissioning and Partnerships</p>		<p>Commissioning strategy in place which replaces previous documents. Available on new PCC website. Strategy currently under review for Term 4.</p> <p>Commissioning Advisory Board has been in place for several years and within that time has had membership from Force colleagues, partner agencies and representatives of the Commissioner’s volunteer panels. Commissioned services and funding recipients have presented to the Board and answered questions to scrutinise performance and demonstrate value for money. Over time, all services have presented multiple times and the format of the Board requires refreshing. A number of members have unfortunately given notice to resign as they have competing demands as volunteers. The scrutiny of commissioned services and recipients of Commissioner’s funding has therefore been considered and incorporated within the overall OPCC governance structure. The proposed select committee approach provides an opportunity for commissioned service providers to contribute. This can be two-fold in terms of contributing evidence and challenge as appropriate but also to present the context and performance of their service delivery ensuring that this is woven into Force and partners workstreams.</p> <p>Contracts register in place and reviewed for Term 4, alongside evaluation and audit plan for future of all commissioned services. Regular meetings between Director of Commissioning & Partnerships and Head of Procurement. There are a number of recommissioning exercises due within 24/25, all on track for open procurement within Q3.</p> <p>All partnership contacts, including CSP managers have been invited to consultation events in September 2024. They have also received the survey which is being promoted via number of routes.</p> <p>Tender evaluation process for new services and scoring for grant bids includes requirement to link to PCP priorities. Head of Assurance has a forward</p>

	<p>work plan in place to review service provision compared to demand on Force, Police and Crime Plan priorities and unit costings. This will commence in September 2024 with a focus on sexual violence services.</p> <p>LCJB priorities and delivery plan aligned to Criminal Justice in Wales priorities. Agenda and structure has been revised to provide more focus on the local delivery and performance. 2024/24 delivery plan signed off, reflecting local priorities such as Community Payback alongside national work on VCOP, domestic abuse attrition etc. All partnership contacts, including LCJB members, have been invited to consultation events in September 2024. They have also received the survey which is being promoted via a number of routes.</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 24/25 is £1,411,634 of a total £2.74m commissioning budget. Therefore, the PCC provides approximately 49% of funding for services. This is noted in MOJ returns where match funding is reported to Ministers. At present, grant awards are secured until end of March 25. Detailed evidence provided from Dyfed Powys to contribute to spending review information for Ministers. Awaiting funding award announcements.</p> <p>Quarterly meetings are diarised between YOPS managers, CSP managers and OPCC representatives. Policy officers represent OPCC on all Youth Offending Management Boards and Community Safety Partnerships across the Force area. Youth justice is the main focus at present of Criminal Justice in Wales and the LCJB. CSP representative and Area Planning Board representative are members of LCJB leading on prevention work. 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&Cs are met with compliance recorded and endorsed by CFO for grant returns. Grant agreements and contracts with providers ensure that</p>

		<p>appropriate T&Cs are met. Audit schedule includes checks on compliance.</p> <p>Provision of Restorative Justice is a statutory function for HMPPS, who work with victim services to identify and contact victims as appropriate. DPP training requires refreshing and referral routes need to be highlighted. This will be a priority within the implementation of the new victim referral service once the services goes live in November. Force lead identified and is currently reviewing policy and implementation within DPP.</p> <p>All partnership contacts, including CSP managers, have been invited to consultation events in September 2024. They have also received the survey which is being promoted via a number of routes.</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>Following on from the successful audit result at the beginning of the year, further improvement updates have been introduced to better manage the finance process regarding grant funding and donation awards.</p> <p>Following discussions with temporary OPCC CFO and the Evidence Based Co-ordinator further improvements have also been made to the funding scoring template to provide a robust rationale for funding scores that enhances governance adherence.</p> <p>During this quarter, links have been established with other Welsh OPCC funding managers and regular meetings have been arranged to discuss best</p>

		practice, share knowledge and work collaboratively across regions where appropriate to do so.
Provision of crime and disorder reduction grants within 2024/2025		<p>During quarter 2, 3 new funding and/or donation applications have been approved with a requested value of £85,365.35</p> <p>18 funding enquiries have been received during Quarter 2, some are being progressed and we are awaiting funding applications. Those that are not eligible for PCC grant have been informed and advice provided on other grant funding sources to support with their activities.</p>
Evaluation of crime and disorder reduction grants to determine social return on investment		<p>Revised application form provides focus 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 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 & 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>

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>Q1 review meetings all held. 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 and is being addressed both via the allowance of annual growth within budgets for re-commissioned contracts and via evidence-based one-off contributions to those providers in mid contract period.</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 issues. The Force still cannot produce this data and therefore this remains on the risk register. New victim referral service will commence in November 2024. Performance data has been requested from Goleudy as part of the service exit planning.</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.</p> <p>The scrutiny of commissioner’s services and recipients of Commissioner’s funding is incorporated within the overall OPCC governance structure. The proposed select committee provides an opportunity for commissioner service providers to contribute. This can be two-fold in terms of contributing evidence and challenge as appropriate but also present the context and performance of their service delivery ensuring that this is woven into Force and partners workstreams.</p>
<p>PCC's contribution to the All Wales Criminal Justice agenda</p>		<p>Dyfed-Powys Local Criminal Justice Board (LCJB) work closely with Criminal Justice in Wales (CJiW) coordinator to ensure alignment of priorities and reporting into All Wales arrangements. Key highlights</p>

		<p>in recent report include opening of women's centre in Carmarthen, provision of specialist support for stalking victims, plan to implement domestic abuse support at family court for Dyfed Powys and recommissioning of DA Perpetrator support schemes. Top risk highlighted is lack of accommodation for offenders at all risk levels.</p> <p>LCJB meeting held September 2024, focussed on People Who Offend priority including updates on the management of the early release prison cohort, move on housing projects and the new women's centre. The new OPCC governance arrangements will incorporate scrutiny of VCOP compliance for all criminal justice agencies.</p>
<p>PCC's national portfolio responsibilities</p>		<p>The National portfolios have been reviewed and the Commissioner sits on the following Boards:</p> <ul style="list-style-type: none"> • All Wales Criminal Justice Board • Policing in Wales (Chair) • National Police Air Service Board • Safer Communities Programme Board • Single Unified Safeguarding Board with Welsh Government • National Rural Crime Network • Chair of Mid and West Wales Living Wage Steering Group <p>Specific lead areas have been agreed between the 4 Police and Crime Commissioners in Wales. PCC Llywelyn will lead on the following portfolios:</p> <ul style="list-style-type: none"> • Performance, Data and Academic Research • Children and Young People (including Youth Justice) • Communities and Partnerships (including Neighbourhood Policing and PCSO's) • Workforce Issues and Ethical Standards • Operational Oversight (Collaboration Board, Roads Policing, NPAS and JFU Platinum) • Finance, Budgets and Procurement

