



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

The Policing Protocol Order 2011

Quarter 2 2021/22 Summary Performance Report

Introduction

The Police Reform and Social Responsibility Act (PRSRA) 2011 establishes Police and Crime Commissioners within each Force area in England and Wales, giving them responsibility for the totality of policing within their area. It requires them to hold the Chief Constable to account for the operational delivery of policing, including the Strategic Policing Requirement published by the Home Secretary.

Section 70 of the PRSRA requires the Secretary of State to issue a Policing Protocol, which applies to every Chief Constable and Police and Crime Commissioner.

This protocol sets out the roles and responsibilities of all involved in the quadripartite relationship, namely Police and Crime Commissioner, Chief Constable, Police and Crime Panel and Home Secretary.

All parties will abide by the 7 principles set out in the Standards in Public Life, known as the Nolan Principles.

The establishment and maintenance of effective working relationships by these parties is fundamental. It is expected that the principles of goodwill, professionalism, openness and trust will underpin the relationship between them and all parties will do their utmost to make the relationship work.

In order to demonstrate compliance with the Policing Protocol Order 2011 the Office of the Police and Crime Commissioner for Dyfed-Powys developed a healthcheck which covers all the areas in the protocol which the Police and Crime Commissioner has legal power and duty over. This equates to 21 areas which are further broken down into 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 healthcheck is made available to the Police and Crime Panel in report format, including an Executive Summary of the previous quarter.

Executive Summary

The following report covers the reporting period of Q2 of the financial year 2021/22 (July/Aug/Sep 2021)

RAG status comparison

Summary:

Of the 50 action areas:

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| Red/Coch | 1 | 4% |
| Amber/Ambr | 21 | 44% |
| Green/Gwyrdd | 28 | 52% |

The number of areas being scored as Red/Amber/Green has not changed significantly from the last quarter with a decrease of 1 scored as red, a decrease of 1 scored as amber and an increase in green of 2.

This is due to all Business Area Leads recognising that the work of the office and of the Commissioner is ever evolving and it is unrealistic to mark areas as fully compliant when significant work constantly takes place to ensure that all areas of the protocol are being met.

The majority of areas are at least partially compliant with some categories standing out as needing more attention due to the percentage of red/amber within the category:

17a - Set the strategic direction and objectives of the Force through the Police and Crime Plan which must have regard to the SPR - (3/3) 100% amber. This has been classed as Amber at this time as a draft of the new Police and Crime Plan is currently out for consultation with the new Chief Constable, the Chief Officer Team and Senior Officers. However it must be recognised that the current Plan remains in place and provides the necessary strategy direction.

17i - Provide a local link between the police and communities, working to translate the legitimate desires and aspirations of the public into action - (4/5) 80% amber

17n - Monitor all complaints made against officers and staff, whilst having responsibility for complaints against the CC - (1/2) 50% red.

This one section has been marked as red due to not all reviews having been responded to within the 28 day timeframe, however this is due to exceptional circumstances and the increase in volume of reviews received. There are plans in place to rectify this position.

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 2 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) | | A draft of the Police and Crime Plan is currently out for consultation with the new Chief Constable, the Chief Officer Team and Senior Officers. Deadline for feedback will be the 20th October, following which revisions will be made in consultation with the Police and Crime Commissioner and submitted to the Police and Crime Panel for consultation. This version will also be sent to partners and published for public consultation. |
| Development of a Police and Crime Delivery Plan to support the achievement of the objectives as set out in the Police and Crime Plan | | Discussions have commenced in relation to the delivery plan and performance framework to support the implementation of the Plan. |
| Review the Police and Crime Plan to ensure it remains fit for purpose | | A draft of the Police and Crime Plan is currently out for consultation with the new Chief Constable, the Chief Officer Team and Senior Officers. Deadline for feedback will be the 20th October, following which revisions will be made in consultation with the Police and Crime Commissioner and submitted to the Police and Crime Panel for consultation. This version will also be sent to partners and published for public consultation. |

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

| Action Required | RAG | Quarter 2 Progress Update |
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| 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 |
| Development and annual review of Corporate Governance Framework | | The annual review is scheduled for Q4, however any changes identified throughout the year can be made, in consultation with the Corporate Governance Group and Joint Audit Committee. |
| Establish a risk-based, forward looking schedule of activity to support improvements in Force performance | | There has been a slight delay in issuing draft reports due to workload in the Assurance section, however mitigations have been in place to share initial feedback with the Force at an earlier juncture. This has supported good |

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| | | engagement from the Force and resulted in many of the observations being accepted and actioned as necessary. |
| Ensure the public's views are represented in the PCC's scrutiny work | | <p>Due to the focus on engaging with the public in order to develop the new Police and Crime Plan, it was deemed unsuitable to seek further views on scrutiny topics during this time.</p> <p>There has been a significant investment of the Policy and Assurance Advisor's time in reviewing progress towards the launch of the End 2 End initiative, as well as drafting the new Plan.</p> <p>Out of Court Disposal and Quality Assurance scrutiny panels continue on a regular programme of activity.</p> |
| Oversight and implementation of external inspectorates recommendations | | <p>Inspection responses must be responded to within 56 days. All 9 of the reports within this quarter have been responded to with just one being submitted 2 days late due to a delay in obtaining approval and sign off from the PCC.</p> <p>The reports responded to this quarter were:</p> <ol style="list-style-type: none"> 1. Accelerated Cause of Concern relating to Crime Data Integrity 2. Super complaint regarding Modern Slavery 3. Policing domestic abuse during the pandemic 4. Police engagement with women and girls interim report 5. Police and CPS response to rape 6. Neurodiversity in the criminal justice system 7. State of Policing 2020 – (2 days late submitting) 8. Shared confidence: sensitive intelligence 9. Review of fraud: time to choose |

17c) Hold the Chief Constable to account for the performance of the Force's officers and staff

| Action Required | RAG | Quarter 2 Progress Update |
|---|-----|--|
| Development of a performance framework and structure that allows a greater understanding of | | In order to demonstrate compliance with the Policing Protocol Order 2011 the OPCC completes and maintains a healthcheck which covers all the areas in the protocol |

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| the Police and Crime Plan outcomes | | <p>which the Police and Crime Commissioner has legal power and duty over.</p> <p>The healthcheck is reviewed on an annual basis to ensure that it remains relevant and provides business leads the opportunity to reflect on previous entries and change reporting as required.</p> |
| There are formal governance arrangements in place to hold the Chief Constable to account for the performance of officers and staff | | Clear governance arrangements in place, including Policing Board and Policing Accountability Board. |
| Chief Constable's Professional Development Review | | Chief Constable priorities will be clearly outlined in his formal offer of appointment, which will form the objectives for the CC's Professional Development Review. Discussions have taken place between the PCC and the new CC in relation to these objectives. |

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

| Action Required | RAG | Quarter 2 Progress Update |
|---|-----|--|
| Inform PCC's decision in respect of the precept | | <p>Detailed review work continued during 2020/21 with information being provided to the PCC to inform his deliberations in relation to the precept. This included a number of discussions with Chief Officers and a seminar which was attended by the PCC, PCP members and JAC members where the CC and DoF articulated the current Force position and anticipated challenges for the years ahead which has now led to the development of the Medium Term Financial Plan for 21/22-25/26, Capital Strategy, Reserves and Treasury Management Strategy. The PCC's proposal for the 2021/22 precept was supported by the P&CP.</p> <p>Work has commenced to inform the 2022/23 precept decision with the DoF presenting a preliminary capital programme and first draft revenue budget for 2022/23 during September. It is anticipated that the budget proposal will be finalised during December.</p> |
| Setting of Medium term financial plan | | Work has commenced to set the Medium Term Financial Plan for 2022/23, which will include consultation with the Police and Crime Panel well in advance of them formally considering the PCC's precept proposal in January 2022. The MTFP is also considered by the Joint Audit Committee |

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| | | in conjunction with the Reserves Strategy, Capital Strategy and Treasury Management Strategy |
| Funding of capital programme to provide force with appropriate assets to deliver effective policing services | | Detailed work has continued to further develop the longer term (10 year) capital programme which forms part of the MTFP, Capital Strategy and Treasury Management Strategy. The MTFP was considered by the Police & Crime Panel and supported by members. 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 2 Progress Update |
|--------------------------------|-----|---|
| Appointment of Chief Constable | | The preferred candidate of the PCC was supported by the Police and Crime Panel on 30th July 2021. Currently awaiting confirmation from Cleveland OPCC in relation to the new Chief Constable's commencement date. |

17f) Remove the Chief Constable

| Action Required | RAG | Quarter 2 Progress Update |
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| 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 2 Progress Update |
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| Ensure the delivery of Value for Money | | <p>Responsibilities and arrangements for striving for Value for Money are embedded throughout the Corporate Governance Framework with both Internal and External Audit seeking assurance that appropriate arrangements are in place to secure economy, efficiency and effectiveness in both the PCCs and CCs use of resources.</p> <p>Audit Wales also undertook a specific VFM review on collaborative arrangements which has made a number of recommendations.</p> |

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| | | <p>The Finance, Efficiency and Futures Group oversee arrangements with the MTFP and the CFO participates in a number of force governance meetings which routinely consider aspects of VFM.</p> <p>The Efficiency and savings plan is considered as part of the MTFP and a focus has been brought to project proposals and business benefits realisation which will seek to assist in the continual drive for VFM.</p> <p>VFM is an intrinsic part to procurement activity at a local, regional and national level and continued engagement with Blue Light Commercial will assist in driving further VFM.</p> |
| <p>Statutory compliance of estates ensuring fit for purpose for operational use</p> | | <p>Statutory Compliance has steadily risen over the last 12 months for the Force and specifically for the last month, this was 97%.</p> <p>We support this by attending to corrective measures. We are implementing an auditable improvement plan to check and test all data in this area.</p> |
| <p>Explore opportunities to reduce environmental impact</p> | | <p>Electric Vehicle Charge Points are now live in HQ with scope for other sites being considered.</p> <p>A bid for Salix Funding was successful with a grant of £879K being awarded.</p> <p>Phase 1 Decarbonisation project management implementation is well underway. Key elements at HQ include:</p> <ul style="list-style-type: none"> LED lighting Photovoltaic array Loft insulation Building Energy Management System upgrades Heating and Hot water Controls upgrade Sub-metering Intelligent radiator valve replacement force wide <p>A Sustainability strategy is being developed as an All Wales Police Force project and a Sustainability Manager has been appointed. Decarbonisation at a national level is being scoped by Blue Light Commercial.</p> <p>A Biodiversity Plan is being developed with both an Energy Group and a Biodiversity Group driving operational requirements and feeding into the Sustainability Group</p> |
| <p>Explore and maximise external funding opportunities</p> | | <p>We continue to work with the Community Safety Partnerships to develop projects under the initial</p> |

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| | | <p>investment. We're also working with our VAWG (Violence Against Women and Girls) partners on both the Safer Streets 3.</p> <p>We have been successful in obtaining funding under the Perpetrator Fund from the Home Office, to develop perpetrator specific initiatives with VAWG Partners.</p> |
| Explore and maximise sponsorship initiative opportunities | | <p>Sponsorship opportunities are continuing to be sought across the Force area although this has slowed due to the current COVID situation. Going forward, this will be a priority area for the External Funding Advisor.</p> <p>We will be working closely with the Forces new Partnership Officer to capitalise on initiatives going forward.</p> |
| Implement and maintain a risk register to identify and mitigate risks to the OPCC and force | | <p>The registers are reported on to the Executive Team regularly to ensure they are sighted on all updates and areas of concern. A report is also submitted to the Joint Audit Committee quarterly.</p> <p>The Compliance and Performance Manager has monthly meetings with the Force Risk and Business Continuity Management Advisor when all shared risks are discussed and communicated to ensure consistency with entries.</p> <p>These meetings have been scheduled to continue with the newly appointed Risk and Assurance Officer following the retirement of the Force Risk and Business Continuity Management Advisor in September.</p> |
| Utilise training and development plans for all OPCC staff | | <p>Training is discussed in DAP (Development & Assessment Profile) reviews and planned accordingly in line with the allocated budget.</p> |

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

| Action Required | RAG | Quarter 2 Progress Update |
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| Explore collaboration opportunities in accordance with the Policing Vision for Wales | | PCC is now chair of Policing in Wales and is focussing on collaboration during his term. A seminar to focus on this area is to be arranged for December, focussing specifically on co-commissioning opportunities. The All Wales Chief Officer lead is a Dyfed Powys officer, who liaises closely with the PCC |
| Explore collaboration opportunities with other partners | | We are in the final stages of implementation of the Safer Streets fund project and have been successful in obtaining |

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| | | the second bid for the second round of the fund. We have recently been awarded a £880k bid for Salix funding looking at improving the environmental sustainability of our estates. We have also been successful in obtaining £417k from the Perpetrator Fund working with our VAWG (Violence Against Women and Girls) partners to deliver the project. |
| There are formal governance arrangements in place to scrutinise collaboration agreements | | PCC is now chair of Policing in Wales and is focussing on collaboration during his term. Collaboration is also scrutinised from a Dyfed Powys perspective through Policing Board |

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 2 Progress Update |
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| Working with the Force to develop and implement our joint Strategic Equality Plan; meeting the objectives within | | Policy and Engagement Advisor attended the Force's Embracing Diversity Board (quarterly meeting) where progress against the Strategic Equality Plan Objectives is monitored. |
| 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 | | <ul style="list-style-type: none"> • Our Social Media Strategy has been developed and shared with the Chief of Staff and prepared for presentation to the Executive Team during Q3. • Our Social Media Policy has been circulated to all OPCC staff. • The Victim Engagement Forum and the Youth Engagement Forum Terms of Reference have been published on the website. • An Action Plan for engagement and communication activities has been developed for September through to January. • 14 press releases have been issued, on the launch of the Children's Rights Charter, the extension of Swansea City AFC Foundation's Premier League Kicks Scheme, the publication of the PCC's 2020-2021 Annual Report, Safer Streets Small Grants Scheme, new Chief Constable appointment, UK Government's Beating Crime Plan, the National Rural Crime Network, the publication of the Youth Engagement Forum's video, and recruitment to the Joint Audit Committee. • We continued to inform the public of the work of the PCC through our social media platforms. |

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| | | <ul style="list-style-type: none"> • Our new approach in terms of the PCC's monthly newsletter was implemented through the publication of two new-feel e-Bulletins which was sent electronically to key community representatives and those who had previously signed up to the PCC's Newsletter. • Work progressed on involving victims in shaping and scrutinising victim services through engagement via the Victim Engagement Forum, on DPP's proposed new process in dealing with non-emergency calls (end-to-end) and Victim Personal Statements. • A meeting was held with the Youth Forum and staff from DPP's Learning and Development team to launch the Youth Engagement Forum's video sharing young people's experiences of police contact. • The Carmarthenshire based Road Safety Community Engagement Day was held by the PCC in September, where he welcomed the Project EDWARD vehicle to the force area, and engaged with residents in Dafen, Llanelli - one of 8 areas in Wales trialling the Welsh Government's proposed plan to introduce 20mph speed limits in residential areas. The PCC met with Community Speed Watch volunteers and GoSafe staff. He also participated in Carmarthenshire County Council's Megadrive workshops at Ysgol y Strade, to promote road safety amongst new drivers, before visiting Dyfed-Powys' Roads Policing Unit at Cross Hands. • The PCC met with rural crime officers, local representatives in Cilgerran to discuss a joint approach to tackling ASB issues in the Cardigan area. | | | | | | |
| <p>Respond to community concerns in a timely manner</p> | | <p>None of the statistics for the communication received into the OPCC has caused any concerns in relation to spikes in figures etc. In relation to the misconduct hearing recorded, this record relates to an enquiry regarding Independent Panel Member recruitment; rather than a Misconduct Hearing.</p> <table border="1" data-bbox="673 1682 1394 1890"> <tr> <td>No. of community concerns raised</td> <td>89</td> </tr> <tr> <td>No. currently ongoing/open cases</td> <td>11</td> </tr> <tr> <td>% closed cases resolved within 30 working days</td> <td>100.00%</td> </tr> </table> | No. of community concerns raised | 89 | No. currently ongoing/open cases | 11 | % closed cases resolved within 30 working days | 100.00% |
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| % closed cases resolved within 30 working days | 100.00% | | | | | | | |

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| | | <p>Breakdown by category - PERSONAL Concerns</p> | <table border="1"> <tr> <td>% Anti-Social behaviour</td> <td>15.74%</td> </tr> <tr> <td>% Neighbourhood dispute</td> <td>3.37%</td> </tr> <tr> <td>% Hate crime</td> <td>1.12%</td> </tr> <tr> <td>% Noise Pollution</td> <td>1.12%</td> </tr> <tr> <td>% Traffic Concerns/ Speeding/ Fixed Penalties</td> <td>22.47%</td> </tr> <tr> <td>% Firearms Resolution</td> <td>2.25%</td> </tr> </table> | % Anti-Social behaviour | 15.74% | % Neighbourhood dispute | 3.37% | % Hate crime | 1.12% | % Noise Pollution | 1.12% | % Traffic Concerns/ Speeding/ Fixed Penalties | 22.47% | % Firearms Resolution | 2.25% | |
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| % Firearms Resolution | 2.25% | | | | | | | | | | | | | | | |
| <p>Engage residents in contributing to assurance and scrutiny activity</p> | | <p>Breakdown by category - ORGANISATIONAL Concerns</p> | <table border="1"> <tr> <td>% Police officers / staff conduct / Ongoing PSD Matters</td> <td>44.95%</td> </tr> <tr> <td>% CCTV</td> <td>1.12%</td> </tr> <tr> <td>% Misconduct Hearing</td> <td>1.12%</td> </tr> <tr> <td>% Data Management</td> <td>1.12%</td> </tr> </table> | % Police officers / staff conduct / Ongoing PSD Matters | 44.95% | % CCTV | 1.12% | % Misconduct Hearing | 1.12% | % Data Management | 1.12% | | | | | |
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| | | <p>Breakdown by Category - OTHER Concerns</p> | <table border="1"> <tr> <td>% Local / National Concerns</td> <td>3.37%</td> </tr> <tr> <td>% Duplicate complaint</td> <td>2.25%</td> </tr> </table> | % Local / National Concerns | 3.37% | % Duplicate complaint | 2.25% | | | | | | | | | |
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| % Duplicate complaint | 2.25% | | | | | | | | | | | | | | | |

Whilst the volunteer establishment looks relatively healthy at 80% of the workforce currently active, in reality there is work to be done to recruit to both the Independent Custody Visitor (ICV) and Quality Assurance Panel (QAP) schemes, who are currently operating at 76% and 57% capacity respectively.

Conversely, the Animal Welfare Scheme (AWS) continues to be over-subscribed, but is struggling to achieve its visiting target.

The Assurance Support Officer will be working on improving the timeliness of AWS's report submissions and ensuring all visits are completed.

A 6 week student placement is working alongside the Assurance Support Officer on a recruitment campaign aimed at attracting more diverse applicants to the PCC's volunteer schemes. QAP (Quality Assurance Panel) in particular require a boost in Members, with the September Panel meeting having to be cancelled due to being unable to achieve quorum. Although not ideal, the scrutiny activity

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| | | <p>did still go ahead, with Members submitting their views remotely into the OPCC for collation into a report.</p> <p>Work is also ongoing to implement a nationally leading anti-rip suit scrutiny pilot in Dyfed-Powys Police and Commissioner's office. Whilst custody record reviews continue to be conducted by the Assurance Support Officer, concerted effort continues in order to transfer record reviewing back to the ICVs in order to further support this work.</p> <p>Despite the difficulties in recruitment, all schemes continue to make a significant contribution to the PCC's scrutiny activity, with the ICVs actually increasing their 'reach' over the last two quarters, with 5% (n=80) of all detainees being visited, observed or reviewed - this has improved from an average of 4% previously.</p> |
| <p>Provide effective and accessible services for victims and vulnerable people</p> | | <p>The MOJ (Ministry of Justice) data return is not due until November covering the April to October period. Providers are reporting positive outcome data at present.</p> <p>No complaints have been received. The complaints process forms part of the 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.</p> <p>Self-assessment of ability to capture and report data by agency against the new Victim Rights was returned to MOJ in August. We are awaiting a response from MOJ and the data capture template. VCOP (Victims Code of Practice) discussions continue at LCJB (Local Criminal Justice Board) victim and witness meetings but many agencies have had to halt manual data capture during the pandemic. A dip sampling process commenced in Gwent and South Wales, we are awaiting the learning from this to roll it out in Dyfed Powys and North Wales.</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 2 Progress Update |
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| 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 2 Progress Update |
|---|-----|---|
| Publish information in accordance with the Elected Local Bodies Order | | <p>The Elected Local Policing Bodies (Specified Information) (Amendment) Order 2021 came into force on 31st May. This order specifies the information which all PCC's must publish. The additional information is intended to further improve the transparency and public accountability of PCCs.</p> <p>Dyfed-Powys OPCC are fully compliant with the existing order, as evidenced by receiving the CoPaCC (Comparing Police and Crime Commissioners - Police Governance experts) transparency Quality Mark for the last 3 years.</p> <p>The amended order now specifies that the following information must also be published:</p> <ul style="list-style-type: none"> • A statement on the national priorities for policing - this must be published at the same time as the Police and Crime Plan. This will be looked at further when the Police and Crime Plan is ready for publication • A link on the website to the most recent PEEL performance report. This has been actioned. • On complaints handling, IOPC data and a PCC's narrative report are to be published within one month of their publication by the IOPC. This work is being progressed and will be published as soon as practical. <p>A full review of the website is due to be conducted in the next quarter in readiness for submitting an application for next year's transparency checks.</p> <p>Full details of the Statutory Publishing Requirements are available on our website.</p> |

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| Publish information in an accessible and easy to reach format | | Transparency Quality Mark evidences the quality of the information available on the website and the ease of accessibility to everyone. |
| Publish information in accordance with the Welsh Language Standards | | All published information is routinely translated as business as usual prior to anything being published, ensuring that at all times both English and Welsh are treated the same. |
| Proactively promote and raise awareness of Commissioned Services | | <p>The OPCC Website contains accurate information on existing services. This is checked as part of the Transparency Award and regularly updated by the Commissioning team where amendments are required. A link to the website is included within Victim Information Packs. Single page summary documents are included on the commissioned services webpage and have recently been updated to reflect 2020/21 data.</p> <p>The PCC Engagement team attended all Q1 contract review meetings with commissioned services to plan joint work on social media and press articles. Regular social media activity was undertaken for commissioned services, including joint work planned currently with Llamau to provide case studies of best practice. The Director of Commissioning and Engagement Advisor meet regularly to discuss pertinent issues.</p> <p>An article in ASB in Focus during Q2 featured the PCC's Community Trigger appeal process and support for ASB victims via Goleudy.</p> <p>All contracts contain a standard requirement for promotion of services. Service implementation meetings include a focus on communications plans at the commencement of service. The PCC Engagement team linked with commissioned service providers to ensure consistency in messaging and campaigns.</p> |

17I) Comply with all reasonable formal requests from the Panel to attend their meetings

| Action Required | RAG | Quarter 2 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 of Staff and Panel's key officer to ensure members receive relevant and timely information. |

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| Provision of documentation to Police and Crime Panel as per their requests | | <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 of Staff and Panel's key officer to ensure members receive relevant and timely information.</p> <p>A draft MOU (Memorandum of Understanding) has been prepared to further facilitate communications.</p> |
| Regular liaison between OPCC and PCP in support of discharging statutory duties | | <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 of Staff and Panel's key officer to ensure members receive relevant and timely information. MOU (Memorandum of Understanding) to formalise arrangements is in draft for approval.</p> |

17m) Prepare and issue an annual report

| Action Required | RAG | Quarter 2 Progress Update |
|--|-----|--|
| Prepare and issue an annual report to the Panel on the PCC's delivery against the objectives set within the Plan | | The PCC's 2020-2021 annual report was published on to the website - in both Welsh and English, shared with the Police and Crime Panel, with partners and publically via a press release and numerous social media posts. |

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

| Action Required | RAG | Quarter 2 Progress Update |
|---|-----|---|
| Handling of complaints against the Chief Constable | | We received correspondence from three separate individuals, two of those individuals made reference to a complaint against the CC, but it was unclear and further clarification and advice was provided. As a result, only one complaint has been formally recorded. The CC complaint escalated to IOPC relates to a CC complaint recorded in April 2021 (PCC-22042021-1) and the IOPC provided their outcome in July 2021. |
| Ensure systems and processes are in place in readiness for the PCC's increased roles in complaints as outlined in Police and Crime Act 2017 | | The reviews have not been responded to within 28 days over the past few months due to a number of reasons i.e. new member of Support Staff covering maternity leave requires ongoing training and extra time from QoS Manager; high workload volume, reviews regularly submitted out of time require consideration and further communication between PSD, QoS Manager and CoS, AL |

over the Summer period etc. and increase in reviews in comparison to last quarter with 17 having been received this quarter (10 received Apr-Jun).

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

| Action Required | RAG | Quarter 2 Progress Update |
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| Development and annual review of Corporate Governance Framework | | The annual review is scheduled for Q4, however any changes identified throughout the year can be made, in consultation with the Corporate Governance Group and Joint Audit Committee. |

19) Access to information, officers and staff

| Action Required | RAG | Quarter 2 Progress Update |
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| Handling of information in accordance with Data Protection legislation | | <p>As a corporation sole, the OPCC are subject to and responsible for FOI requests.</p> <p>10 FOI requests were received in this quarter,</p> <p>Only 3 of these were requests in which the OPCC held the information requested. 7 were forwarded to the force with the requestor's permission as they may or may not have held the information.</p> <p>2 subject access requests were received this quarter, one was fully completed and on time. The other request was not valid as the requestor did not provide identification which is a legal requirement. Despite numerous requests from the OPCC for this the requestor chose not to provide it so the request became void.</p> <p>There were no data breaches reported and no changes to legislation within the quarter.</p> <p>Staff were issued reminders on, phishing attacks, safe social media usage and how to recognise FOIs and SARs.</p> |

20a) Delivery of community safety and crime reduction

| Action Required | RAG | Quarter 2 Progress Update |
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| Development and implementation of a Governance Framework for Commissioning and Partnerships | | <p>The Commissioning framework has not yet been updated for 21/22. The Commissioning strategy is in place for Term 3 which replaces previous documents. These are to be published on the OPCC website.</p> <p>The Q2 meeting was held in September with a focus on the IOM (Integrated Offender Management) strategy refresh and future plans for commissioned services and contracts.</p> <p>The contracts register is in place and reviewed for Term 3, alongside evaluation and audit plan for the future of all commissioned services. Key milestones and decisions required for PCC are outlined for 21/22.</p> <p>LCJB (Local Criminal Justice Board) members undertook a bespoke consultation as part of PCP (Police and Crime Plan) development and will receive an opportunity to comment on the draft during October, followed by a further input at the November meeting. All partnership contacts, including CSP (Community Safety Partnership) managers are to be involved in the consultation phase. DoC (Director of Commissioning) linked the Policy and Assurance Advisor into PSB (Public Service Board) well-being assessment workshops.</p> <p>LCJB priorities and delivery plan are aligned to Criminal Justice in Wales priorities.</p> <p>The tender evaluation process for new services and scoring for grant bids includes the requirement to link to PCP priorities. Service providers have been involved in consultation for development of new PCP. Services to be realigned to priorities once new PCP is developed.</p> |
| Commissioning of services in support of community safety and crime reduction | | <p>The MOJ victims grant is match funded by PCC core funding. The total grant for 21/22 is £996,050 of a total £1.89m commissioning budget. Therefore the PCC provides approximately 47% of funding for services. This is noted in MOJ returns where match funding is reported to Ministers. OPCC has secured uplifts of over £600,000 for 21/22 for provision of VAWDASV (Violence against women domestic abuse and sexual violence) services.</p> <p>The PCC and Director of Commissioning met with YOPS (Youth offending and Prevention Service) managers during Q2 to agree future funding arrangements. A meeting with</p> |

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| | | <p>CSP (Community Safety Partnership) managers is to be arranged to discuss links between criminal justice and community safety arrangements. CSP lead is to be invited to the November LCJB (Local Criminal Justice Board) meeting. The OPCC Exec Team are due to review partnership arrangements for the future.</p> <p>MOJ grant T&Cs are met with compliance recorded and endorsed by CFO (Chief Finance Officer) for grant returns. Grant agreements and contracts with providers ensure that appropriate T&Cs are met. The audit schedule includes checks on compliance.</p> <p>A contract is no longer required since reunification of Probation services as provision of RJ (Restorative Justice) is a statutory function for HMPPS (Her Majesty’s Prison and Probation Service). Therefore RJ facilitation for victims will continue - HMPPS will work with Goleudy to identify and refer victims appropriately.</p> <p>The LCJB victim and witness sub group has requested a refresh of internal RJ training for officers, including a number of RJ champions across the Force. The Force End to End project includes consideration of the RJ offer to victims. RJ will also feature in the new Police and Crime Plan.</p> <p>LCJB (Local Criminal Justice Board) members undertook a bespoke consultation as part of PCP (Police and Crime Plan) development and will receive an opportunity to comment on the draft during October, followed by a further input at the November meeting. All partnership contacts, including CSP (Community Safety Partnership) managers are to be involved in the consultation phase. DoC (Director of Commissioning) linked the Policy and Assurance Advisor into PSB (Public Service Board) well-being assessment workshops.</p> |
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20b) Community Safety Partnerships

| Action Required | RAG | Quarter 2 Progress Update |
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| N/A in Wales | N/A | N/A |

20c) Crime and disorder reduction grants

| Action Required | RAG | Quarter 2 Progress Update |
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| Development and implementation of a framework for the provision of crime and disorder grants | Green | The new funding decision process is now in place and is being implemented successfully. |
| Provision of crime and disorder reduction grants within 2021/2022 | Yellow | We continue to support community initiatives and projects through our grant opportunities and have recently awarded funding to Swansea City Football Club Foundation, to develop their Kicks project across 5 areas in Dyfed Powys, following their successful Seaside Kicks project. |
| Evaluation of crime and disorder reduction grants to determine social return on investment | Green | The new funding decision process is now in place and is being implemented successfully. |

20d) Collaboration agreements

| Action Required | RAG | Quarter 2 Progress Update |
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| 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 2 Progress Update |
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| Monitor the performance of all commissioned services, ensuring they are fit for purpose and provide value for money | Yellow | <p>The Q2 review meetings are scheduled for mid-October. There are ongoing discussions with providers in relation to the impact of Covid, in addition to regular contract meetings.</p> <p>Q1 reports were all received prior to the contract review meetings. The Q2 reports are currently being received in readiness for performance meetings. There are no performance concerns at present.</p> <p>Physical site visits continue to be significantly impacted by Covid 19 restrictions. Providers have had regular contact with DoC during the pandemic. Annual desktop audits of services have commenced. Deep dive audits are scheduled for 2021/22 in line with commissioning cycles and key PCC decisions. The first audit commences in November 2022.</p> |

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| | | <p>The PCC continues to visit provider sites as part of Community Engagement Days where restrictions allow.</p> <p>The Q2 meeting was held in September with a focus on the IOM (Integrated Offender Management) strategy refresh and future plans for commissioned services and contracts.</p> |
| <p>PCC's contribution to the All Wales Criminal Justice agenda</p> | | <p>Dyfed-Powys LCJB (Local Criminal Justice Board) work closely with the CJiW (Criminal Justice in Wales) coordinator to ensure alignment of priorities and reporting into All Wales arrangements. DoC meets regularly with CJ leads for other Welsh OPCCs. Reporting structure has been agreed to ensure Dyfed-Powys highlight positive progress on national and local activity as well as escalate areas of concern/risk where required.</p> <p>LCJB meeting in July included consultation on PCP development and a focus on the new LCJB delivery plan. LCJB recovery sub group continues to meet on a 6 weekly basis to review progress with Crown and Magistrates Courts. The position is still positive in Dyed Powys. The September Board included the trial of a new agenda template to align all reporting against the LCJB Delivery Plan.</p> |
| <p>PCC's national portfolio responsibilities</p> | | <ul style="list-style-type: none"> • Workforce Transformational Board • National Police Air Service Board • Police Digital Services (The Commissioner is looking to remove himself from the Board over the next year (dated 13th July 2021)) • All Wales Criminal Justice Board • Single Unified Safeguarding Review Board with Welsh Government, where he assumes the role of the Single Responsible Officer for Wales. • Policing Board for Wales • Policing in Wales (Commissioner has taken over the chair for this meeting in June 2021) • Safer Communities Programme Board • Strategic Command Course Professional Reference Group • Equality and Diversity and Human Rights Group (APCC) • National Rural Crime Network - on the Executive Board |