



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

The Policing Protocol Order 2011

Quarter 1 2023/24 Summary Performance Report

Introduction

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

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

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

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

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

In order to demonstrate compliance with the Policing Protocol Order 2011 the Office of the Police and Crime Commissioner for Dyfed-Powys developed a 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 Q1 of the financial year 2023/24 (Apr, May, June 2023)

RAG status comparison

This Quarter as seen an increase in 2 actions that are marked Green and a decrease of 2 actions that are marked Amber. The improvements came again within the area of external funding and the introduction of new policies and procedures in relation to external funding which has seen an increase in funding sourced and allocated. The decreases came from the delay in undertaken the training needs analysis of staff due to competing priorities and secondly, a delay in finalising the Commissioner’s annual report.

Further work will be undertaken to fine tune some of the work undertaken in the last quarter with a view to there being an increased number of improved green areas at the time of the next report.

Summary:

Of the 50 action areas:

| | Qtr 4 | Qtr 4 | Qtr 1 | Qtr 1 |
|--------------|-------|-------|-------|-------|
| Red/Coch | 0 | 0% | 0 | 0% |
| Amber/Ambr | 19 | 38% | 17 | 34% |
| Green/Gwyrdd | 31 | 62% | 33 | 66% |

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 3 Progress Update |
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| Development of Police and Crime Plan in line with requirements set out in Police Reform and Social | | The Police and Crime Plan for 2021- 2025 was published in December 2021. Work is continuing to deliver what is |

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| Responsibility Act 2011 (Part 1; Chapter 3; 7) | | contained under each priority within the plan. Progress achieved is reported formally within the Annual Report. |
| Development of a Police and Crime Delivery Plan to support the achievement of the objectives as set out in the Police and Crime Plan | | A new Business plan has been prepared and has been agreed by the Senior Management Team and Executive Team. Progress for delivery will be monitored through internal mechanisms and presented to the Police and Crime Panel for their information. |
| Review the Police and Crime Plan to ensure it remains fit for purpose | | Through the business plan and other work plans the Police and Crime Plan is constantly under review to ensure that the items contained within it are deliverable. Through engagement with the public at several events the Commissioner is able to ensure that the work being undertaken adds value and is in the public's interest. |

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

| Action Required | RAG | Quarter 3 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. These were reviewed as part of the annual review of the Corporate Governance Framework to ensure they support the PCC and appropriately take cognisance of the governance arrangements being put in place by the Chief Constable. A mapping exercise has been undertaken to ensure OPCC attendance at appropriate Force governance meetings to support PCC scrutiny responsibilities. |
| Development and annual review of Corporate Governance Framework | | <p>The Corporate Governance Framework has been subject to a light touch review this year but still has included some important amendments. The main amendments have been in relation to increasing contract values and their level of scrutiny. The amendments were discussed and agreed at both the Joint Audit Committee and Policing Board.</p> <p>The next review of the Framework will be undertaken following the next Police and Crime Commissioner elections, post May 2024.</p> |

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| <p>Establish a risk-based, forward looking schedule of activity to support improvements in Force performance</p> | | <p>There is a schedule of activity in place which is regularly reviewed to ensure that scrutiny focusses on the most pressing areas. During the last quarter activity has included a Deep Dive into the management of stalking and harassment perpetrators, Victims' Code of Practice dip-sampling across the criminal justice system, monitoring of firearms licencing concerns from members of the public and a review of the status of restorative justice delivery in Dyfed Powys.</p> <p>The Out of Courts Disposal Scrutiny Panel reviewed 18 cases of knife crimes dealt with via out of court disposals. Four (3 youth, 1 adult) were deemed to have been dealt with inappropriately and should have been escalated. The Panel raised concerns in regard to the accessibility of purchasing knives, requesting that this be brought to the Chief Constable's attention.</p> <p>Due to OPCC staffing constraints the Quality Assurance Panel meeting scheduled for May was postponed to early July.</p> <p>A new Head of Assurance has been appointed recently who will review the workplan for assurance activity and ensure that it delivers in line with the Business Plan.</p> |
| <p>Ensure the public's views are represented in the PCC's scrutiny work</p> | | <p>This quarter has seen the finalisation of a deep dive scrutiny review into the effectiveness of DPP's management of perpetrators of stalking and harassment. The review was prompted by considerable focus both nationally and locally on policing stalking and harassment, Police and Crime Plan priorities and the Chief Constable's aim to eliminate Domestic Abuse, Stalking and Harassment. It involved feedback from victims/survivors of the crimes as well as detailed reviews of case files, force plans, profiles and data, and consultation with leading figures in VAWDASV and Stalking and Harassment research.</p> <p>This remains Amber as the OPCC recognise that there is a need to improve the diversity of our volunteer schemes. Timescale for achieving this: October 2023.</p> |
| <p>Oversight and implementation of external inspectorates recommendations</p> | | <p>Two out of three responses were submitted within the 56 day deadline. The third was delayed due to a manual error</p> |

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| | | <p>in planning timescales for consulting with the Chief Constable.</p> <ol style="list-style-type: none"> 1. An inspection of how well the police tackle serious youth violence. Due 03/05/23. Submitted 28/04/2023. 2. Values and culture in fire and rescue services - Police Recommendation. Due 25/05/2023. Submitted 25/05/2023. 3. An inspection of how well the police and National Crime Agency tackle the online sexual abuse and exploitation of children. Due 31/05/2023. Submitted 07/06/2023. |
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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 3 Progress Update |
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| Development of a performance framework and structure that allows a greater understanding of the Police and Crime Plan outcomes | | A new OPCC Business plan has been developed and agreed by the Office and is being presented to the Police and Crime Panel for information on 14 th July 2023. The Business Plan along with the Policing Protocol Order 2011 Report will be used to monitor performance against the implementation of the Police and Crime Plan. |
| There are formal governance arrangements in place to hold the Chief Constable to account for the performance of officers and staff | | Clear governance arrangements are in place with escalation routes available to support the PCC in discharging his statutory responsibilities. These were reviewed as part of the annual review of the Corporate Governance Framework to ensure they support the PCC and appropriately take cognisance of the governance arrangements being put in place by the Chief Constable. A mapping exercise has been undertaken to ensure OPCC attendance at appropriate Force governance meetings to support PCC scrutiny responsibilities. A further review of governance will be undertaken as part of preparations for the Annual Governance Statement. |
| Chief Constable's Professional Development Review | | The review of the Chief Constable's performance has been undertaken. Progress in relation to the Chief Constable's priorities for 2023/24 are monitored through regular meetings between the Commissioner and the Chief Constable as well as through formal scrutiny arrangements. |

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

| Action Required | RAG | Quarter 3 Progress Update |
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| Inform PCC's decision in respect of the precept | | Detailed work continued during 2022/2023 which was provided to the PCC to inform his deliberations in relation to the precept for 2023/2024. This has included many discussions with Chief Officers, a seminar with Police and Crime Panel and JAC Members and subsequent meetings with the Police and Crime Panel's Precept Sub Group. The precept proposal for 2023/2024 were scrutinised by the Police and Crime Panel on 27th January 2023, and unanimously supported. Work has now commenced in 2023/24 in relation to the Budget and MTFP for 2024/25 and there are a range of meetings scheduled to give due consideration to the array of financial considerations, including a number of sessions with the Police and Crime Panel Finance sub-group. |
| Setting of Medium term financial plan | | Following extensive scrutiny by both the Police and Crime Panel and Joint Audit Committee, the MTFP for 2023/24 - 2027/28 has now been published. Work has already commenced in relation to the budget for 2024/25 and MTFP. |
| Funding of capital programme to provide force with appropriate assets to deliver effective policing services | | Detailed work continues to further develop the longer term (10 year) capital programme which forms part of the approved MTFP and Capital Strategy which are considered by the Police & Crime Panel. All schemes within the programme have been reviewed to inform the MTFP for 2023/24 and beyond. 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 3 Progress Update |
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| Appointment of Chief Constable | | The Chief Constable was appointed in December 2021. |

17f) Remove the Chief Constable

| Action Required | RAG | Quarter 3 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 3 Progress Update |
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| Ensure the delivery of Value for Money | | Responsibilities and arrangements for striving for Value for Money are embedded throughout the Corporate Governance Framework with both Internal and External Audit seeking assurance that appropriate arrangements are in place to secure economy, efficiency, and effectiveness in both the PCCs and CCs use of resources with the Finance and Strategy Board overseeing arrangements. The CFO participates in a number of force governance meetings which routinely consider aspects of VFM. 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. VFM is an intrinsic part to procurement activity at a local, regional, and national level and continued engagement with BlueLight Commercial will assist in driving further VFM. The CC initiated a Force Review in June 2022 which is reviewing all aspects of service delivery seeking to make cost reductions/ efficiencies / productivity savings and organisational change to help mitigate the impacts of the cost of living crisis. This work continues in earnest as work commences on budget setting for 2024/25 and the next MTFP. |
| Statutory compliance of estates ensuring fit for purpose for operational use | | All TIAA actions have been satisfactorily closed, the HSE team continue to carry out structured periodic assessments of statutory compliance ensuring that high compliance standards result. This is an independent mechanism to the reporting of compliance to the governance OEG/SEG and Health and Safety Board meetings. Changes in the Estates Department through bringing all mechanical and maintenance under direct management since June 2023 ensure that direct ownership of the performance results with all providers carrying out the works directly reporting to DPP Estates staff. Central collation of all planned works for statutory reporting will be monitored closely in this transfer period |

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| | | <p>to ensure that the standards are maintained at a high compliance level.</p> <p>Timescales: There will be a continued requirement to make decisions on Force estate at various junctures over the ensuing year.</p> |
| <p>Explore opportunities to reduce environmental impact</p> | | <p>The Sustainability Group continues to operate under the chair of Director of Finance. This group has the responsibility to review all sustainability impacts the Force and its operations has on our wider environment. Energy Management and Utility Management Groups are in place which track consumption and energy savings initiatives and action plans on an ongoing basis. Utility consumption trends and improvements are tracked at a building utility level. The Estates operation has under its Decarbonisation Plan identified further capital scheme feasibility studies, these cover Potovoltaic, LED lighting, and energy reduction technologies and fabric improvements. Funding for the works are included in the Mid Term Financial Capital plan and will be focussed on the sub divisional headquarter buildings in the coming years. The trend of year of year reduction in utility consumption continues. The new Waste management contract has been mobilised across the force, this is targeted to reduce our waste to landfill significantly and is targeted to provide a reduced carbon footprint and costs savings to the force. DPP continue to input and participate in the All Wales Sustainability and Decarbonisation Group where an overall tracker by Force is used to determine progress and share best practice. The ongoing review of the estate and opportunities to collaborate has identified further opportunities to collocate and reduce our carbon footprint. This structured plan will be mobilised in the coming period.</p> <p>Timescales: Ongoing</p> |
| <p>Explore and maximise external funding opportunities</p> | | <p>SS4 continues into 23/24 with Period 2 grant funding values shared with all partners. 3 projects to be completed from 1st April 2023 to 30th September 2023.</p> <p>Project Boards have been initiated to monitor progress until the end of the funding period.</p> <p>Discussions held with Drug Intervention partners in relation to NIHR Innovation Fund to reduce Illicit Rereational Drugs. Whilst decisions were made not to pursue the funding opportunity, positive relationships built</p> |

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| | | <p>with partners and agreement to share future funding opportunities as they arise.</p> <p>A new funding opportunity has presented itself in late June 2023 relating to drug intervention activity - this will be explored between partners from July 2023 onwards.</p> <p>A funding bid was submitted to Ceredigion and Powys Shared Prosperity Fund in May 2023. The bid focussed on educational activity targeting the 16+ age group in relation to exploitation by high street retailers</p> <p>The results of the funding awards have not yet been released.</p> |
| <p>Explore and maximise sponsorship initiative opportunities</p> | | <p>Ongoing discussions are being held with Swansea University in relation to a funding opportunity to support the health and wellbeing of police officers and staff.</p> <p>The SMART partnership includes consideration of a wellbeing toolkit to support managers and staff with work stress and pressures.</p> <p>Initial partnerships discussions have also been held with Carmarthenshire Voluntary Service to explore funding opportunities from the National Lottery. Whilst the OPCC cannot apply directly, collaboration is permitted with partner organisations.</p> <p>The discussions are at an early stage in identifying ideas to support communities with growth, safety and development.</p> <p>Timescales: Ongoing</p> |
| <p>Implement and maintain a risk register to identify and mitigate risks to the OPCC and force</p> | | <p>Risks are reported to the Joint Audit Committee and OPCC Exec. Team on a quarterly basis.</p> <p>Additional work is being undertaken on the reporting of risk to ensure there is sufficient line of sight on the risks and the mitigations in place</p> <p>The Force has changed the format of their Risk Register and implemented changes on how risks are recorded, updated and scored. Work is continuing on the format of the OPCC Risk Register and this will be finalised in this following quarter. This work has been delayed due to competing priorities but the risks are still being managed.</p> <p>Timescales: Review of risk reporting to be completed by September 2023.</p> |

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| <p>Utilise training and development plans for all OPCC staff</p> | | <p>All staff within the OPCC have had their training and development requests discussed and where there have been requests for specific training these have been discussed as a Senior Management Team and where appropriate the training has been arranged. This has resulted in significant upskilling within the office.</p> <p>A Training Needs Analysis has been undertaken by staff and the results will be considered by the Senior Management in due course.</p> <p>Timescales: Training plan for the office to be prepared by September 2023.</p> |
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17h) Enter into collaboration agreements with other PCCs, other policing bodies and partners

| Action Required | RAG | Quarter 3 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. As part of the Policing in Wales group there are currently several projects ongoing as part of an All Wales Policing and Academic Collaboration that is seeing Universities from across Wales working on different projects. The outcomes of the projects are due to be reported during the Summer.</p> <p>Further work has been proposed for this work to be extended during 2023-2024.</p> <p>Timescales: Ongoing</p> |
| <p>Explore collaboration opportunities with other partners</p> | | <p>Funding Manager has contributed to the All Wales Sport Strategy Report that was presented to All Wales Policing Board in June 2023.</p> <p>This includes consideration of the funding support provided to Sport intervention activity across Wales and what is required collectively to capture the need, uptake and evaluation of these interventions.</p> <p>Funding Manager is also a member of the national VRU/PCC Sport, Youth Crime and Serious Violence Prevention Board.</p> <p>Funding Manager meets regularly with SWP OPCC Funding Officer to discuss process and share best practice. SWP is currently focussing on monitoring and evaluation whilst DPP has focussed on application and scoring.</p> |

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| | | <p>The next meeting (scheduled Sept 23) will focus on sharing each others' processes to improve service and develop ideas for future collaboration.</p> <p>Timescales: Ongoing</p> |
| <p>There are formal governance arrangements in place to scrutinise collaboration agreements</p> | | <p>Collaboration is also scrutinised from a Dyfed Powys perspective through Policing Board and at an All Wales level through Policing in Wales. The CEO has commenced discussions with the newly appointed ACC for Regional Collaboration in relation to how governance arrangements may be further strengthened and draft Terms of Reference are being developed.</p> <p>Timescales: Ongoing</p> |

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

| Action Required | RAG | Quarter 3 Progress Update |
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| <p>Working with the Force to develop and implement our joint Strategic Equality Plan; meeting the objectives within</p> | | <p>A regional survey has been launched this quarter by public sector partners to seek views from residents across Carmarthenshire, Ceredigion, Pembrokeshire and Powys about the experiences they, and others may have, when trying to access a range of public services from housing to health.</p> <p>Local authorities in the four regions along with Powys Teaching Health Board, Hywel Dda University Health Board, Dyfed-Powys Police, Mid and West Wales Fire & Rescue Service, Bannau Brycheiniog National Park Authority, Pembrokeshire Coastal National Park Authority and the Dyfed-Powys Police and Crime commissioner, have collaborated to create the survey. Feedback will inform work around equality and how people with protected characteristics are affected or treated when trying to access services provided by the sector. The Survey will close 31 July.</p> <p>Timescales: April 2024</p> |
| <p>Development and implementation of OPCC Engagement and Communication Strategy and action plan, and Social Media Policy and Strategy incorporating providing opportunities for local</p> | | <p>Here for you – Engagement Events</p> <p>At the beginning of April, we continued with the 'Here for you' engagement events which began in March. Four of the six events took place in April in Powys, Ceredigion and Pembrokeshire, with the other two events in Carmarthenshire in March. These events were hosted by the PCC for community representatives in Carmarthenshire, Powys, Ceredigion and Pembrokeshire</p> |

communities to inform and influence decision making and proactively promoting the work of the PCC and CC

with the aim of informing councillors and other representatives of recent developments and changes within Dyfed-Powys Police, and to provide an opportunity for people to share any local concerns or issues with the Force.

During the events, councillors were briefed on the Force's current priorities for tackling crime in our area, the new Neighbourhood Policing Team model, how the Force Communication Centre operates, and the Force's partnership approach to tackling Antisocial behaviour. There was also an opportunity for Councillors to engage with the Dyfed-Powys School Beat Team Officers, Rural Crime Officers and representatives from several of our Commissioned Services such as Goleudy, and New Pathways.

A report was created for Policing Board summarising feedback from the events.

Community Engagement Days

In June, we arranged a Community Engagement Day for the PCC in Pembrokeshire, where he had an opportunity to meet with several voluntary and third sector organisation and charities to see some of the positive work that is being carried out with young people in Pembrokeshire. The PCC attended The Hive centre in Haverfordwest, which is a youth and community project supporting the young people of the Garth Ward and local area, and who have recently received funding from the OPCC.

The PCC also travelled to meet with staff who provide a successful boxing intervention programme for young people in Pembroke Dock. The PCC also attended a graffiti exhibition launch to celebrate graffiti art boards created by young people from across Pembrokeshire earlier this Spring. The boards highlight improvements the young people would like to see in their local communities. A meeting was arranged with Spt. Craig Templeton to discuss local Policing matters, and with a local councillor to discuss matters in relation to the relocation of the Milford Have station.

Dafen Custody Suite Opening Event

On 26 May 2023, we organised the opening of the new Carmarthenshire Policing Hub and Custody Suite in Dafen, Llanelli. Local community representatives in the Llanelli area were invited to attend the opening where they were given an opportunity to walk around the new modern, sustainable development, which has taken over 18 months to construct.

A commemorative plaque was unveiled during the opening to mark the occasion.

National Urdd Eisteddfod

We attended the Urdd National Eisteddfod in Llandovery, Carmarthenshire for 6 days end of May / beginning of June. We had a designated joint space with Heddlu Dyfed-Powys Police where we were engaging with the public and asking them to complete our general public survey on policing perceptions. We were also aiming to promote our volunteering schemes, as well as our commissioned services, and asking young people for their thoughts, views and ideas, on mental health, substance mis-use, and youth offending for our Y Sgwrs youth consultation.

Monthly bulletin

In this period, we published 2 monthly e-bulletins summarising the work of the Commissioner and his Office and have continued to publish the PCC's weekly highlights for social media.

Youth Forum

During this quarter, the Youth Forum have met several times with us, to discuss the findings from our youth consultation – Y Sgwrs – which focused on three key areas; Mental Health Support for young victims; Substance mis-use prevention activities; Support for young people who are committing low level offences. The consultation was launched last quarter, and closed in May.

Youth Forum members have been working with our Policy Advisor and Engagement Advisor to prepare a report summarising the consultation findings, and which also includes several recommendations.

Forum members have also been working with the Office to prepare for a Youth Conference that will take place in July to discuss the findings with partners.

Victim Engagement Forum

Following the sign off of the Victim Engagement Forum (VEF)'s new Terms of Reference last quarter, we asked VEF members to complete a short survey seeking additional information from them in regards to demographics, and what crime(s) they have been a victim of. A total of 55 responses were received.

During this quarter VEF members were asked to take part in a consultation aimed at Survivors of Domestic Abuse (DA) and Rape and Other Serious Sexual Offences (RASSO)

The aim of the consultation is to understand the barriers to reporting, and to find out how the Force can increase victims' confidence in reporting. In particular we want to know what victims' preferred contact methods are when reporting crimes and receiving follow-up contact, as well as well as victims' views on automatic referrals to relevant specialist support services.

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| | | <p>The survey went live on Thursday 11th May and closed on Monday 12th June. It received 26 responses in total. 6 people also took part in focus groups held in June. A report will be drafted summarising the findings to be presented to Policing Board in the next quarter.</p> <p>Community Remedy Survey</p> <p>The Community Remedy Survey closed on 19th of May, where we consulted with the public on a range of sanctions that can be used to deal with low-level crime and anti-social behaviour outside of the court system in their police force area, with the Police and Crime Commissioner and Chief Constable ensuring the final menu is proportionate.</p> <p>Strategic Equality Plan Survey</p> <p>A regional survey has been launched this quarter by public sector partners to seek views from residents across Carmarthenshire, Ceredigion, Pembrokeshire and Powys about the experiences they, and others may have, when trying to access a range of public services from housing to health.</p> <p>Local authorities in the four regions along with Powys Teaching Health Board, Hywel Dda University Health Board, Dyfed-Powys Police, Mid and West Wales Fire & Rescue Service, Bannau Brycheiniog National Park Authority, Pembrokeshire Coastal National Park Authority and the Dyfed-Powys Police and Crime commissioner, have collaborated to create the survey. Feedback will inform work around equality and how people with protected characteristics are affected or treated when trying to access services provided by the sector. The Survey will close 31 July.</p> |
| <p>Respond to community concerns in a timely manner</p> | | <p>There was an increase in Local concerns reported in this period. 84% related to illegal foxhunting. The OPCC sought assurance from Dyfed Powys Police to respond to the correspondence. 12.5% was concerning Stradey Park Hotel in LLanelli which will be housing asylum seekers. A response has been provided by the OPCC.</p> |
| <p>Engage residents in contributing to assurance and scrutiny activity</p> | | <p>Custody reviewing has continued and ICVs have identified several issues during the period that have been reported to the Force and responses have been received. One area in particular that has been considered and will form part of a more in-depth piece of work during the year is in relation to health care provision.</p> <p>The area remains Amber as the OPCC recognises that there continues to be a need to improve the diversity of our volunteer schemes, which will be undertaken once the</p> |

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| | | <p>staffing complement of the Assurance part of the office increases following some staffing changes from the office.</p> <p>Timescale for achieving this: October 2023.</p> |
| Provide effective and accessible services for victims and vulnerable people | | <p>MOJ reporting not due until mid-year point. Awaiting grant agreements and formal reporting mechanisms from MOJ to share with providers.</p> <p>No complaints received. Complaints process forms part of annual audit cycle for commissioned services.</p> <p>Core questions regarding how services will be made accessible from a number of perspectives including geographical, physical, language, diversity, equality and ability are contained within the procurement template and form part of the scored submission. We also ensure that these questions are incorporated into tender processes run by partners where we are a joint investor. Having reviewed the APCC equality framework, we will be asking providers as part of quarterly monitoring meetings to undertake and discuss equality monitoring assessments; this will be in addition to the data required by MOJ.</p> <p>Timescales: Ongoing</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 3 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 3 Progress Update |
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| Publish information in accordance with the Elected Local Bodies Order | | All required information is published on the website and monitored on a regular basis to ensure compliance with the Specified Information Order. There are some issues in relation to duplicate information which is currently being addressed. Full details of the Statutory Publishing Requirements are available on our website. |

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| | | <p>Work has continued to develop a site map for the new website and has been agreed by the Senior Management Team and Executive Team. IT are now to be engaged to consider the capacity to design and deliver the new website.</p> <p>In the meantime the website continues to be monitored to ensure that any missing information is updated in line with the Specified Information Order.</p> <p>Timescales: Ongoing review mechanisms to be utilised until the new website is complete to ensure continued compliance with the Elected Local Bodies Order.</p> |
| <p>Publish information in an accessible and easy to reach format</p> | | <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 will remain accessible to all. Work is still ongoing to develop a new look website for the office to further improve accessibility of information, but this has been delayed by staffing issues. Consultation has been undertaken in relation to the website and the responses will inform the development of the new website.</p> <p>Timescales: New website to be in place for next PCC term</p> |
| <p>Publish information in accordance with the Welsh Language Standards</p> | | <p>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.</p> <p>We will shortly commence work on our Welsh Language Annual Report that will highlight the work undertaken in accordance with the Welsh Language Standards.</p> <p>Timescales: Annual Report to be published in September 2023</p> |
| <p>Proactively promote and raise awareness of Commissioned Services</p> | | <p>Some ongoing challenges with our existing website platform where service information is not being accurately displayed. This is being further investigated in order to rectify. Website information is checked as part of the Transparency Award and regularly updated by the Commissioning team where amendments are required. Link to the website is included within Victim Information Packs. Service performance and overview documents will</p> |

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| | <p>be updated as part of transition to new website during summer 2023.</p> <p>PCC Engagement team are linked into the press teams within all commissioned services and work jointly to share social media and press articles. Engagement team linked into new service provision and grant funded activity to ensure awareness and communication. Recent discussions include the need to continually highlight provision of services within appropriate news articles, for example mentioning Goleudy whenever we release an article on crime trends in Dyfed Powys to ensure victims are aware of how to seek support.</p> <p>All contracts contain standard requirement for promotion of services. Service implementation meetings include a focus on communications plans during implementation and at commencement of service. Commissioned services are required to acknowledge PCC /MOJ funding source in all publicity and materials. Following the APCC equality framework, we will be working with providers to ensure they are undertaking equality assessments and raising awareness amongst all communities.</p> <p>Timescales: Ongoing.</p> |
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17I) Comply with all reasonable formal requests from the Panel to attend their meetings

| Action Required | RAG | Quarter 3 Progress Update |
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| 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 receive 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. A draft MOU has been prepared to further facilitate communications. |
| 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. A draft MOU has been prepared to further facilitate communications.

17m) Prepare and issue an annual report

| Action Required | RAG | Quarter 3 Progress Update |
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| Prepare and issue an annual report to the Panel on the PCC's delivery against the objectives set within the Plan | | <p>The PCC's draft Annual report is being presented to the Police and Crime Panel on 14th July 2023 and will be published shortly thereafter and available at the Royal Welsh Show. The Annual Report evidences the work undertaken by the Commissioner, his team and partners during 2022/2023 financial year in delivering against the priorities set out within the 2021/2025 Police and Crime Plan.</p> <p>Timescale: Publication by 24th July 2023</p> |

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

| Action Required | RAG | Quarter 3 Progress Update |
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| Handling of complaints against the Chief Constable | | <p>There was one Chief Constable complaint was received during this period. The complaint was in relation to a delegated authority and was therefore directed through to the Appropriate Authority.</p> <p>Timescales: Ongoing</p> |
| 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 | | <p>There were 4 cases where some learning was identified, however the learning identified would not have affected the outcome of the complaint, therefore the reviews were not upheld. Learning is added to the Oversight tracker and has been discussed with PSD.</p> |

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

| Action Required | RAG | Quarter 3 Progress Update |
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| Development and annual review of Corporate Governance Framework | | <p>This was completed in Quarter 4 of 2022/2023 in what was a light touch review of the Framework. Although there</p> |

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| | | <p>were some changes made in relation to the Delegated Powers aspect and the values for agreement of contracts.</p> <p>A fuller in depth and total review of the framework will be undertaken following the election of the next Police and Crime Commissioner. However, the framework and its component parts will be monitored to ensure there are no compliance issues.</p> |
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19) Access to information, officers and staff

| Action Required | RAG | Quarter 3 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>There were 5 Freedom Of information requests received for the last Quarter and the OPCC held the information to respond to them all. All were responded to within the statutory timeframe. The themes of the requests were re-offending, traffic, domestic abuse and waiting times for victims. All OPCC responses to FOI requests are available to view on our website.</p> <p>No Subject Access Requests were received this quarter.</p> <p>2 potential data breaches were reported this quarter. Neither were from our office and were in relation to external organisations sending an email to the office that included sensitive personal data about other individuals. The sender was advised that they had breached Data Protection Legislation and that they should inform their Data Protection Officer. All emails in question were double deleted and not shared with anyone further.</p> <p>Staff have been reminded of their responsibilities in relation to cyber security and received documentation about password safety on computer devices.</p> |

20a) Delivery of community safety and crime reduction

| Action Required | RAG | Quarter 3 Progress Update |
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| Development and implementation of a Governance | | Commissioning strategy in place for Term 3 which replaces previous documents. Available on PCC website. |

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| <p>Framework for Commissioning and Partnerships</p> | <p>Latest Board meeting received presentation from Kaleidoscope regarding provision of substance misuse treatment within Powys. Low attendance from members, DoC will refresh invitation encouraging members to attend. Next Board scheduled for July with presentation regarding Safer Streets 4, some key lessons to be learned prior to bidding for round 5.</p> <p>Tender evaluation process for new services and scoring for grant bids includes requirement to link to PCP priorities. Head of Assurance was undertaking work to review service provision compared to demand on Force, Police and Crime Plan priorities and unit costings - this was paused whilst the post was vacant and will need to be resumed by the new post holder.</p> <p>LCJB members undertook a bespoke consultation as part of PCP development. LCJB priorities and delivery plan aligned to Criminal Justice in Wales priorities. Recent review by OPCC Head of Assurance recommended that local focus be retained more strongly. Future agenda and structure has been revised accordingly. 2023/24 delivery plan drafted, reflecting local priorities such as Community Payback alongside national work on RASSO and VCOP etc.</p> <p>Timescales: Ongoing</p> |
| <p>Commissioning of services in support of community safety and crime reduction</p> | <p>MOJ victims grant is match funded by PCC core funding. Total grant for 23/24 is £1,432,033 of a total £2.36m commissioning budget. Therefore the PCC provides approximately 39% of funding for services. This is noted in MOJ returns where match funding is reported to Ministers. Within the MOJ grant award is a total of £803,326 for 23/24 for provision of VAWDASV services. At present, grant awards are secured until end of March 25. OPCCs are making continual representation to the MOJ to encourage early indication of future allocations to avoid disruption to contracts and frontline service provision.</p> <p>Quarterly meetings are diarised between YOPS managers, CSP managers and OPCC representatives. Some recent examples of topics discussed include first time entrants and crime trends, availability of secure accommodation for young offenders and young people under the national referral mechanism. Work continues with CSP and YOPS partners to deliver Serious Violence duty, in particular the strategic needs assessment and delivery plan.</p> |

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| | | <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 appropriate T&Cs are met. Audit schedule includes checks on compliance.</p> <p>Contract no longer required since reunification of Probation services as provision of RJ is statutory function for HMPPS. Therefore RJ facilitation for victims will continue - HMPPS work with Goleudy to identify and refer victims appropriately. OPCC Policy team have prepared a paper for Policing Board to scrutinise the Force approach to RJ including policies, training, onward referrals and outcomes.</p> <p>All partnership contacts, including CSP managers, involved in consultation phase and contributed to metrics for performance framework. Head of Policy and Strategy has provided input to all PSB WellBeing plans.</p> <p>Timescales: Ongoing</p> |
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20b) Community Safety Partnerships

| Action Required | RAG | Quarter 3 Progress Update |
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| N/A in Wales | N/A | N/A |

20c) Crime and disorder reduction grants

| Action Required | RAG | Quarter 3 Progress Update |
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| Development and implementation of a framework for the provision of crime and disorder grants | | <p>The External Funding has developed a new process map to capture the steps to assess funding applications and confirm decision points. A new scoring panel has also been introduced to ensure fair and balanced assessments.</p> <p>A new application form and scoring model has also been created to streamline the process and align with modern funding standards.</p> <p>The Grant agreement template has been updated with support from Legal Services on content and legislative requirements.</p> <p>Work will continue to develop processes and instructions to complement the changes already made.</p> |

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| Provision of crime and disorder reduction grants within 2022/2023 | | <p>Since the new External Funding Manager commenced in post, 12 new funding requests have been received.</p> <p>Three have been accepted.</p> <p>The others are awaiting application form completion or discussions around project detail and funding values are ongoing.</p> |
| Evaluation of crime and disorder reduction grants to determine social return on investment | | <p>The new application form has been developed to include a renewed focus on social value initiatives and adherence to circular economy principles.</p> <p>This is also reflected in the new scoring model to assess value for money and positive collaboration with local suppliers/ customers as appropriate.</p> <p>Timescales: Ongoing</p> |

20d) Collaboration agreements

| Action Required | RAG | Quarter 3 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 3 Progress Update |
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| Monitor the performance of all commissioned services, ensuring they are fit for purpose and provide value for money | | <p>Q4 review meetings all held and Q1 of new year scheduled for August. Meeting structure, minutes and actions audited as part of annual audit checklist.</p> <p>Annual audit almost complete for 22/23 and includes review of timeliness and positive progress against KPIs. Goleudy performance concerns have been addressed and actions implemented by the Force. OPCC require performance reporting information to ensure that the actions have remedied the issues and that improved performance is being sustained. However, at present the Force cannot produce this data. This remains a risk.</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. Commissioned services have been involved in recent visit</p> |

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| | | <p>by National VAWDASV Advisor and Older People's Commissioner.</p> <p>Latest Board meeting received presentation from Kaleidoscope regarding provision of substance misuse treatment within Powys. Low attendance from members, DoC will refresh invitation encouraging members to attend. Next Board scheduled for July with presentation regarding Safer Streets 4, some key lessons to be learned prior to bidding for round 5.</p> |
| <p>PCC's contribution to the All Wales Criminal Justice agenda</p> | | <p>DP LCJB work closely with CJiW coordinator to ensure alignment of priorities and reporting into All Wales arrangements. Policy lead for CJ meets regularly with CJ leads for other Welsh OPCCs. Reporting structure agreed and meeting dates aligned to ensure DP highlight positive progress on national and local activity as well as escalate areas of concern/risk where required. Some recent examples where DP have shown best practice across Wales are the links between CJ partners and other partnerships including Area Planning Board and Community Safety Partnership, and the support provided by our diversionary scheme for those eligible for out of court disposals.</p> <p>LCJB meeting held May 2023 produced draft local 23/24 delivery plan. Detailed discussions on performance data available to evidence the work of the Board. September meeting will provide updates from sub groups, who have taken responsibility for delivery of elements of the plan.</p> |
| <p>PCC's national portfolio responsibilities</p> | | <p>All Wales Criminal Justice Board Single Unified Safeguarding Review Board with Welsh Government</p> <p>Policing Board for Wales National Police Air Service Board Safer Communities Programme Board for Wales National Rural Crime Network - on the Executive Board VAWDASV National Partnership Board Co-Chair alongside Minister for Social Justice Jane Hutt MS</p> |

