



**Police and Crime**

**Commissioner for Dyfed-Powys**

# **Dyfed Powys Police and Crime Commissioner – Business Plan**

**Quarter 2 2023/24 Summary Performance Report**

**Introduction**

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

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

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

Each action is given a RAG rating to highlight progress:

**Green** - Work complete, no additional work necessary.

**Amber** - Partially complete, some additional work necessary.

**Red** - Not yet started.

**Executive Summary**

The following report covers the reporting period of Q2 of the financial year 2023/24 (July, Aug, Sept 2023)

The actions that are currently marked as a Red are purely on the basis that they have not had work commended on them yet. 2 of them will be commenced from Quarter 3 but a decision has been made that one will be postponed and included within the next Business Plan.

RAG status comparison

**Summary:**

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

	Qtr 2	Qtr 2
Red/Coch	3	6%
Amber/Ambr	35	69%
Green/Gwyrdd	13	25%

**Priority One – Victims are Supported**

Action Required	RAG	Quarter 2 Progress Update
Completion of Victims Needs Assessment (including consideration of Children and Young People (CYP), protected characteristics and families of offenders accused of indecent images of children)	Green	Victim Needs Assessment complete in collaboration with South Wales and Gwent OPCCs. Report received and key findings / exec summary shared with OPCC SMT. Actions required to be discussed at SMT October 2023. Director of Commissioner (DoC) has acted on initial recommendations including variation to specification for new victim referral service.
Recommission Victim Services including consideration of provision for Children and Young People	Yellow	Victim specification finalised and out to market 15.9.23 in collaboration with North Wales OPCC. Children and Young People provision and other bespoke services as recommended by victim needs assessment. Service will enable move towards consistency of service provision for victims across Wales.
Recommission Independent Sexual Violence Advisory services in collaboration with South Wales and Gwent OPCCs	Yellow	Specification published to market on 26.9.23 in collaboration with South Wales and Gwent OPCCs. Budget identified and evaluation questions etc. approved by Independent Sexual Violence Advisor (ISVA) oversight board.
Continue to collaborate with Policing and Health Colleagues as part of the Regionalisation of Sexual Abuse Services across South, Mid and West Wales	Yellow	OPCC sit on the Welsh Sexual Assault Services (WSAS) Board and numerous sub-groups. Dyfed Powys recently approved financial request for Phase 1 of the project, with transfer of services to new acute hubs to be complete October 2023. Risk remains re new Aberystwyth site and Board will focus on the deadline for this to be complete as a top risk. Further financial requests to follow for Phases 2 and 3.
Commencement of new Independent Road Victim Advocacy service provided by BRAKE road traffic charity	Green	Service in place and providing support to a caseload across Dyfed Powys. Pilot has been extended for a further 12 months due to delay in appointment followed by a period of training. This will allow an evidence base of service provision to be collated which will inform future recommendations for service continuation.
Ongoing management of funding to support Youth Offending Teams restorative work with victims	Green	Existing funding agreement in place until March 2025, utilising MOJ victims grant to support restorative work with victims of young offenders across Dyfed Powys.
Training to ensure that the staff within the office receive training on dealing with victims so that they become trauma informed.	Yellow	The OPCC Away Day in June 2023 focussed on Priority One: Victims are Supported which included inputs from individuals who shared their experiences of being victims thereby raising awareness and understanding amongst the

<p>As part of the Office Away Days that will look separately at each of the priorities contained within the Police and Crime Plan. This will assist staff in undertaking their roles and increase their knowledge base and provide skills in dealing with victims.</p>		<p>Team. An input on being trauma informed will also be delivered as a Lunchtime Learning session before the end of the year.</p>
<p>Meeting our obligations to the Victims Code and Witness Charter Work is required to ensure compliance with VCOP via continued scrutiny through OOCB and QAP.</p>		<p>Meeting arranged with Force leads on 4<sup>th</sup> October to discuss DPP's activity around Victims' Code of Practice (VCOP) compliance. Considerations are being made towards utilising Out of Courts Disposal (OOCB) group and Quality Assurance Panel (QAP) to conduct scrutiny activity.</p>
<p>Effective Complaints Resolution Monitoring all complaints made against Officers and Staff. Scrutinising the performance of the Force's complaints management process. Dip sampling of such cases enables oversight and monitoring. The purpose is not to review the final decision reached in individual cases, but rather to undertake a general review of compliance with procedure, complaint handling techniques and natural justice to ensure public confidence in the police complaints system.</p>		<p>Dip sampling of closed complaint cases completed which looked at Hate Crime, with the next round of dip sampling scheduled for October. The PCC held the Chief to account on the Performance of the Professional Standards Department at Policing Board in September 2023. An update was provided on the HMICFRS recommendations following the inspection of Vetting, Misconduct and Misogyny. The outcome of the Historical Data Wash was provided and an overview of complaints performance was given. Considerations have been made in relation to the establishment of an Assurance Board between OPCC and Professional Standards Department (PSD). Terms of Reference (ToR) have been discussed in Policing Board on 21<sup>st</sup> September and approval of ToR will be made in the next PB.</p>
<p>FCC Scrutiny of calls / handling Efficient and effective responses to the public calls for help. There is a requirement to monitor and review the timeliness, professionalism and handling of both 999 and 101 calls to the force communication centre.</p>		<p>Scrutiny of the Force Command Centre (FCC) is ongoing with monthly meetings held between the Head of Policy and the Head of the FCC. Matters are escalated to the PCC and discussed at Policing Board when necessary. Scrutiny is also undertaken at public Policing Accountability Board meeting, where the Head of the FCC regularly attends to address concerns raised by the public. Specific assurance activity is scheduled e.g. by QAP in January 2024.</p>
<p>Force Operating Model The Project set out to put victims at the heart of everything the Force do, understanding demand, improving processes, and influencing culture to enable Dyfed-</p>		<p>Oversight is ongoing through Head of Service attendance at the Force's governance group that oversees the project. Victim engagement relating to the potential changes has been put on hold by the Force as they're not ready at this point in time. It's one to pend for now until matters are further progressed.</p>

<p>Powys Police to be more efficient and effective. The new approach has been operational for over 12 months. Assurance work to be conducted against the 9 principles of the intended model.</p>		<p>Action: Pend until 2024/25 Business Plan.</p>
<p>Victim Engagement Forum Consult and engage with victims to ensure that the voice of those with lived experiences influences the development and scrutiny of victims' services.</p>		<p>The last consultation that took place with our Victim Engagement Forum (VEF) was the Domestic Abuse, Rape and Sexual offences consultation, with a report shared at Policing Board summarising consultation findings. There are plans being put in place to go out to consult with VEF members of the Force's new Operating Model before the end of the year.</p>
<p>FAQ Sheets on website Develop Frequently Asked Question sheets for public to download on OPCC website.</p>		<p>FAQs have been completed for OPCC Complaints procedures. Further discussions are needed to identify what other FAQ sheets could be developed.</p>
<p>Deep Dive review into the management of Stalking and Harassment offenders.</p>		<p>Complete - report and supporting communications were published on 25/09/23. Report submitted to Police and Crime Panel for consideration on 27/10/23.</p>
<p>Introduce Victims' Champions Representatives from the Victim Engagement Forum who are victims of Force's priority crimes. These will have regular meetings with PCC and the Force lead to act as a critical friend and advisor.</p>		<p>In progress - OPCC is in the process of developing the scope of the role(s) for consideration by the OPCC Executive Team in October.</p>

**Priority Two – Harm is Prevented**

Action Required	RAG	Quarter 2 Progress Update
<p>Ensure appropriate governance of the Home Office Domestic Abuse Perpetrator fund and submit bid for new round of funding</p>		<p>Final claims for end of 22/23 Perpetrator Fund complete and submitted with exit reporting complete. New bid for 2023-2025 funding round submitted but not awarded funding by Home Office. Contingency plans partially in place, with PCC match funding utilised for continuation of essential services. This will need to be considered by the VAWDASV Strategic Board for future sustainability of service provision to offenders and their families.</p>
<p>Ensure Home Office Serious Violence Duty funding is utilised</p>		<p>Labour funding currently utilised for Serious Violence Coordinator in DPP and new partnership post hosted by</p>

<p>appropriately to support partners in delivering against the Duty</p>		<p>Carmarthenshire CC. Interventions funding to be decided by strategic working group prior to Q4 23/24.</p>
<p>Continue collaborative work with Area Planning Boards to jointly commission preventative and treatment services for individuals with substance misuse and their families.</p> <p>This should include evaluation of the outcomes achieved by individuals receiving services, both from a public health and criminal justice perspective.</p>		<p>Consultancy company funded by Area Planning Board to undertake evaluation of impact of Buvidal prescribing on reducing offending and harm. To be delivered by end of March 2024. WG also undertaking national evaluation to inform future funding of Buvidal placements.</p> <p>Area Planning Board (APB) need to plan for future recommissioning of Tier 2 services post 2025.</p>
<p>Recommission Offender Diversionary Scheme service</p>		<p>Contract now extended to 31 March 2025 to align with financial year and allow transition into Term 4.</p> <p>Recommissioning to be in place for 1 April 2025.</p>
<p>Safer Streets</p> <p>To continue to project manage the fund under Safer Streets 4 and consider an application to Safer Streets 5 funding once the application period is open.</p>		<p>Safer Streets 4 continues to be managed with final claims due after funding ceases on 30th September 2023. Some funding underspent due to delays with Local Authority planning and Force review of target hardening equipment requirements.</p> <p>Bid for just under £1m submitted to Safer Streets 5 end of August 2023. The application has been successful, and we are awaiting grant agreement with award details.</p>
<p>Support the work of the Mid and West Wales Real Living Wage Steering Group</p>		<p>The PCC chaired a meeting of the Mid &amp; West Wales Living Wage Steering Group on Monday 25th September, where members were provided with an update on progress towards accrediting more Living Wage employers across the region. The group intends on hosting an event during Living Wage Week (6-12th November 2023) to celebrate those who have accredited and encourage those who are yet to commit. The PCC continues to support the work of the group by encouraging local authorities and other large organisations to commit to accreditation.</p>
<p>Illegal Drug Use – Follow up on 2019 Deep Dive</p> <p>Reviewing the effectiveness of the Force in addressing the issue of illegal drugs throughout the Dyfed-Powys area. Taking in to account the rise in Organised Crime</p>		<p>Due to a need to prioritise activity as a result of resource challenges, this work will be delayed until the next term and included within the next Business Plan.</p>

<p>Groups as well as both the public interest and the national press.</p>		
<p>All Wales Protocol – Reducing the Criminalisation of care experienced children and young adults.</p> <p>Check and test training on youth justice and its impact.</p>		<p>PCC has discussed the current situation with Youth Offending Team (YOT) managers raised matters with the Chief Constable at 03/10/23 Policing Board meeting to ascertain the Force's current oversight of the use of the Protocol. The PCC requested that a report be brought to a future Policing Board meeting for assurance. At that point, the OPCC will seek to triangulate information with YOTs' experience.</p>
<p>Healthcare in Custody</p> <p>Custody Suites require Healthcare Provisions 24/7 to provide support. Widely known that this is a considerable issue with detainees having to be transported across the force area to differing custody suites. Consideration of the following questions:</p> <ol style="list-style-type: none"> <li>1. What is the current contract with HCP provider?</li> <li>2. What are the current levels in custody suites?</li> <li>3. What is the impact of reduced coverage? How can this be addressed and resolved?</li> </ol>		<ol style="list-style-type: none"> <li>1. What is the current contract with Healthcare Provision (HCP) provider? Current service provider is CRG, the current contract has been extended until June 2024 whilst Gwent led tri-force regional tender is on-going.</li> <li>2. What are the current levels in custody suites? At present there is embedded 24/7 provision in Llanelli and Haverfordwest with Aberystwyth and Newtown sharing HCP cover with the clinician being able to travel between the two suites if there is a requirement.</li> <li>3. What is the impact of reduced coverage? How can this be addressed and resolved? By way of a simple example an officer arresting a person in Ystradgynlais would ordinarily convey the detainee to Brecon. If the detainee is aggressive and appears under the influence of controlled drugs then Brecon, without HCP cover and no nearby A&amp;E department would not be suitable for such a detainee. Officers would then likely convey to the nearest suite with a HCP present, in this case Llanelli, but there have been infrequent occasions where that suite is unable to accept the detainee and officers have then been re-directed to Aberystwyth. This is a significant distance to be conveying a detainee who may be in need of urgent medical attention (officers have also had to then convey to a hospital) putting both the detainee and officers at unacceptable risk.</li> </ol> <p>A 'Telemeds' system has been put in place whereby a virtual consultation can be made between a HCP and detainee where fitness to detain and interview can be authorised. This system, primarily used in Powys where HCP coverage is not usually readily available, allows the suites to operate without HCP's being present with the aim being :-</p>

		<ul style="list-style-type: none"> <li>▪ To reduce the impact of the issues relating to national HCP recruitment and reserve HCP pool shortages impact on custody suites and service delivery in DPP.</li> <li>▪ Support effective risk management within our suites.</li> <li>▪ Address geographical challenges where a HCP is not on duty at a specific suite.</li> <li>▪ Reduce unnecessary travelling where no HCP is on duty and increase available resources.</li> <li>▪ Reduce demand levels on suites who house detainees from other Local Policing Areas.</li> <li>▪ Reduce overtime expenditure.</li> </ul> <p>From the updates provided by CRG to the Force the system does indicate that, when used, the system does allow for detainees to be assessed as fit for detention without the requirement for a HCP to attend in person preventing unnecessary conveyancing to a suite or A&amp;E Depts thus freeing up available resource.</p>
<p>Youth Engagement Forum – Consult and engage with Youth Engagement Forum throughout the year, to ensure we provide a platform for young people to influence the future of policing and crime prevention in their local areas. Meetings are held twice per academic term. Recruitment is to be conducted on an annual basis, during summer months.</p>		<p>Between October 2022 and July 2023, several meetings took place with the Youth Forum to work in partnership on a Youth Consultation named Y Sgwrs, that asked young people of their views, ideas and experiences of mental health, substance mis-use and restorative approaches. A report was published in July on the consultation. As of September 2023, there are 2 new members joining the Forum. An induction has been scheduled for 25 October, where the Forum will come together to discuss future activity.</p>
<p>Youth Forum Conference – Work with Youth Forum members to host a Youth Conference for key stakeholders to discuss key findings of the Forum’s 2022-23 Y Sgwrs Consultation.</p>		<p>Completed: Conference took place at Stradey Park on 5th of July, where the Youth Sgwrs Consultation report was published. Over a 100 partners attended the Conference to learn more about the work carried out by the Forum and for key discussion on how to address the issues raised in the consultation.</p>
<p>Develop proposal for drugs intelligence amnesty to support Chief Constable’s priority to tackle the supply of illegal drugs</p>		<p>Completed. An outline proposal has been developed setting out the considerations needed prior to initiating any such amnesty. The proposal is recommended for review in Term 4.</p>
<p>Collaborative post with University of Wales Trinity Saint David - support and facilitate improved links with academic institutions,</p>		<p>In progress: Interviews conducted and successful candidate is going through pre-employment checks. Start date likely to</p>



bringing research and practice together		be January 2024 due to vetting and candidate's notice period.
<p>Early Intervention and Prevention Research and Mapping (Local Criminal Justice Board &amp; Serious Violence and Organised Crime)</p> <p>Engagement with the teams across DPP to review interventions and engagement to those entering the Youth Offending Teams.</p>		In progress: This has been brought forward to inform the Local Criminal Justice Board discussions on 30/11/2023.
Deep Dive review to inform the PCC's ability to lobby for an increase in the age of criminal responsibility. To include consideration of availability of intervention and prevention, children in care protocol and findings from Y Sgwrs Consultation.		This has been adapted to no longer be a scrutiny type deep dive, but a review of the considerations for/against the change and the feasibility of it. Paper has been prepared for OPCC Executive Team in October 2023.

### Priority 3 – An Effective Justice System

Action Required	RAG	Quarter 2 Progress Update
Develop and maintain the LCJB Performance Framework to provide a deeper understanding of local criminal justice performance.		LCJB Performance Framework now in place, with data presented at September's Local Criminal Justice Board (LCJB) meeting. Work continues to enhance the data featured however this action is discharges as now business as usual.
Evaluate whole system approach to female offending in Dyfed-Powys and explore options for development of a Women's Centre		Bid for modular unit to house pilot women's centre included in Safer Streets 5 bid. Site visit to potential base occurring end September 2023. Work still required in relation to re-evaluation of whole system approach.
IOM (Integrated Offender Management) Housing Pilot roll out across Force area to ensure provision of temporary move-on accommodation, enabling the rehabilitation and resettlement of offenders		Discussions ongoing in Local Policing Areas to implement housing provision to mirror the best practice in Ceredigion.

<p>Reducing reoffending strategy scrutiny</p> <p>Understand what is an effective reduction in reoffending and what are targeted interventions. Consider:</p> <p>What is delivered by HMPPS?</p> <p>Community Based interventions and diversions?</p> <p>Numbers on licence recalls back within custody from DPP?</p> <p>LCJB to be accountable in reducing reoffending</p> <p>Criminogenic needs assessment</p>		<p>This work is yet to commence but is scheduled to commence from October 2023.</p>
<p>Restorative Justice</p> <p>Consider value for money, success factors and stories.</p> <p>Regional YOT's will collaborate to re-establish a regional restorative approaches group aimed at supporting regional approaches and offering opportunities.</p>		<p>Work commenced in October 2023.</p>
<p>Community Remedy Review – Consult with public and update the Community Remedy options menu for dealing with low-level crime and anti-social behaviour outside of the court system in the Dyfed-Powys Police force area.</p>		<p>Consultation completed and menu confirmed by PCC as detailed in the decision log 12/09/2023. Preparations for publishing and promotion of menu ongoing.</p>
<p>Oversight of secure accommodation for Children</p>		<p>Situation report briefing will be provided by end of October to support custody scrutiny planning.</p>
<p>Strategic Equality Plan</p> <p>Work with local public bodies in Carmarthenshire, Ceredigion, Pembrokeshire and Powys to</p>		<p>Public Consultation launched at beginning of summer 2023. All partners have received the consultation responses. OPCC will be reviewing responses on 05.10.23 with Dyfed Powys Police Equality and Diversity and Welsh Language</p>

<p>devise a public consultation in readiness for our Strategic Equality Plan review 2024-2028.</p> <p>Ensure that our Strategic Equality Plan reflects relevant objectives within CIIW Anti-Racist Action Plan, NPCC's Police Race Action Plan, Welsh Government's Anti-Racist Wales Action Plan, and APCC's Equality Framework.</p>		<p>Manager, with aim of getting first draft of new joint Strategic Equality Plan for Spring 2024.</p>
--	--	---

**Value 1 – Working Together**

Action Required	RAG	Quarter 2 Progress Update
<p>Mental Health Lobbying – supporting the introduction of Right Care, Right Person approach in Wales.</p>		<p>Work ongoing at an All Wales level currently to support a consistent approach to the introduction of Right Care, Right Person approach in Wales.</p> <p>Action: Pend until 2024/25 Business Plan where the focus will be on undertaking assurance activity on effectiveness of implementation.</p>
<p>Work with local businesses to raise awareness and prevent violence and abuse towards shop workers and encourage cyber resilience.</p>		<p>Limited progress made by OPCC to date due to resourcing limitations however work is ongoing with Crimestoppers to scope a campaign and consideration is being given to the possibility of addressing this as part of Precept consultation activities.</p>
<p>Support the Force with adhering to the Anti-Social Behaviour (ASB) Victim Promise, raising awareness in the use of the ASB Case Review and facilitate ASB Case Review Appeals.</p>		<p>Met with Anti Social Behaviour (ASB) co-ordinator to discuss ASB process and to understand how victims are identified, how they are informed of the ASB case review and what support they can have to submit an ASB case review. Issues raised around implications of NICHE system and that further training is required for officers which is currently being considered. Head of Assurance to link in with Engagement to promote ASB Case Review and ASB Case Appeals. Potential to engage Victim Engagement Forum members who have been affected by ASB engagement.</p>

**Value 2 – Being Accountable**

Action Required	RAG	Quarter 2 Progress Update
-----------------	-----	---------------------------

<p>Domestic Abuse &amp; Rape survivor engagement - Listening to those with lived experience to provide DPP and local criminal justice agencies with feedback to improve the service provided to victims.</p>		<p>Engagement has taken place, and a paper summarising the engagement &amp; consultation went to the PCC and Chief Constable's attention at Policing Board. We are awaiting response, so that we can share the feedback with VEF members who took part in the consultation.</p>
<p>Support the public to make informed and appropriate choices when accessing our services by:</p> <ul style="list-style-type: none"> <li>· Ensuring we have an easily accessible website that signposts individuals to specialist services as well as our own internal services;</li> <li>· Ensuring that however, an individual contacts the office they will wait no longer than 48 hours to receive the information they require;</li> <li>· Ensuring that the Police have sufficient understanding and awareness of services commissioned in order to bring them to the attention of victims and individuals who would benefit from accessing services</li> </ul>		<p>A new Quality of Service mailbox has been created. Any community concerns/complaints received through the OPCC mailbox will be directed to that mailbox and be picked up by the Quality of Service Caseworkers.</p> <p>A new website is currently under development but the current website is updated regularly to ensure that the most relevant information is available at all times.</p> <p>The office is contactable via phone, email and website and where an individual does contact the office they are contacted within the 48 hour period.</p>

**Value 3 – Being Sustainable**

Action Required	RAG	Quarter 2 Progress Update
<p>Fair Funding Settlement Lobbying by making the case for Wales to receive a fair allocation of funding arising from the Comprehensive Spending Review, review of police funding formula or other relevant distribution of resources.</p>		<p>Lobbying remains ongoing and due to the nature of the issue this is included on the Corporate Risk Register.</p>
<p>Develop and embed an innovative culture in terms of sustainability by  Monitoring the reduction of our</p>		<p>The Business Manager attends the Sustainability Group Meetings as the OPCC's representative. The meetings provide update on initiatives being undertaken by the Force to reduce the Carbon footprint across all areas.</p>

<p>Carbon footprint and ensuring our estate, vehicle fleet, supplies services processes and procedures are environmentally responsible by receiving regular information and attendance and relevant meetings.</p>		
<p>Drive efficiency through collaboration and learning</p> <p>We will maximise opportunities with partners to realise efficiency and value across the whole system and continually benchmark with others</p>		<p>Considerations are being given towards an All Wales Scrutiny collaboration.</p> <p>All-Wales OPCC Policy Network has been developed, enabling discussions on shared responses to consultations and benchmarking / learning on common policy areas.</p>
<p>Encourage partnership working to respond to the Climate Emergency, both in terms of Sustainability and environmentally friendly policies, and ensuring we have the collective capability and capacity to deal with the impact of Climate Change, such as flooding and severe weather episodes.</p>		<p>Partnership working is key in this area and best practice is shared between all Police Forces in Wales on all issues relating to sustainability and decarbonisation. In other partnership initiatives investigation is ongoing about co-location at different sites with partners such as the Fire and Rescue Service and Local Authorities. There are policies to assist in dealing with the impact of Climate Change, such as flooding and severe weather episodes that sees the Force work with closely with all relevant parties.</p>

**Value 4 – Engaging Widely**

Action Required	RAG	Quarter 2 Progress Update
<p>Police Apprenticeship Funding Lobbying</p>		<p>Work is ongoing across the Welsh OPCC's to lobby for a fair share of the Police Apprenticeship Funding.</p>
<p>Developing a new Communications and Engagement Strategy</p>		<p>Strategy has been developed and signed off by Exec. Team. Strategy has been sent for translation and will be published on OPCC website. Delivery Plan is also in development to support the strategy.</p>
<p>Encourage age-appropriate, racially and culturally sensitive services</p>		<p>The OPCC will always consider services they provide and services that are commissioned to ensure that they are age-appropriate and racially and culturally sensitive. Equality Impact Assessment training has been provided to OPCC staff and a process document is under development to ensure consistency of approach.</p>

---

		Welsh Language Annual report completed and submitted to the Welsh Language Commissioner and published on the OPCC website in October 2023.
Work towards the National Equality Standard and sign the race equality pledge.		Work is ongoing in this area. The Office has undertaken a self-assessment and further work will be undertaken during Quarter Three.