



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

## **Dyfed Powys**

**Quarter 3 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 Q3 of the financial year 2023/24 (Oct, Nov, Dec 2023)

### RAG status comparison

This Quarter has seen the total number of actions for each RAG status remain the same in total. However, there have been amendments with 4 actions in total and are explained below:

Handling of Information in accordance with Data Protection Legislation – This changes from amber to green as all Freedom of Information requests were answered in time.

Statutory compliance of estates ensuring fit for purpose for operational use – this is because of the significant work that has been undertaken and the plans that are in place to deliver further improvements.

Explore and maximise sponsorship initiative opportunities – changes from green to amber as work has been undertaken but additional work is still required.

Development and implementation of a framework for the provision of crime and disorder grants – this moves from green to amber as work has been paused and will recommence in Quarter 4

### Summary:

Of the 50 action areas:

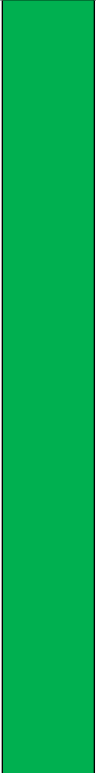
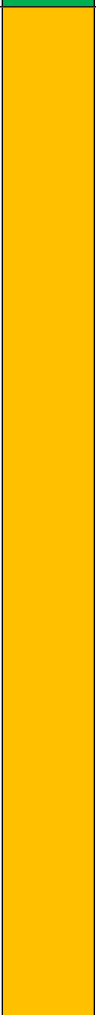
	Qtr 1	Qtr 1	Qtr 2	Qtr 2	Qtr3	Qtr 3
Red	0	0%	0	0%	0	0%
Amber	19	38%	17	34%	17	30%
Green	31	62%	33	66%	33	70%

**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
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)		The Police and Crime Plan for 2021-2025 was published in December 2021. Work is continuing to deliver what is 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		The New Business plan has been prepared and 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 the 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 there is added value in the work that is being undertaken.

**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
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 new Chief Constable. 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		The Corporate Governance Framework has been subject to a light touch review this year but still included some important amendments that were discussed and agreed by both Joint Audit Committee and Policing Board.  The next review of the Framework will be undertaken following the next Police and Crime Commissioner elections in 2024.

<p>Establish a risk-based, forward looking schedule of activity to support improvements in Force performance</p>		<p>The OPCC aim to draft the panels recommendations and observations within 10 working days from the meeting. The reports are then circulated with those in attendance for comments before it is sent to the Force for their observations.</p> <p>The OPCC liaise with the relevant department within the Fore to obtain response to the recommendations and observations raised by the scrutiny panels. Once approved the finalised report is published onto the OPCC website.</p> <p>1 recommendation was made by the Out of Court Disposals (OOC) panel for officers to be reminded of their Youth Offending Team contacts. 9 recommendations were made by the Quality Assurance Panel (QAP) including the application of handcuffs, the use of tasers, officer safety training and use of force on minors.</p> <p>QAP members noted the 30 second delay with the audio buffering with the body worn videos. This has since been addressed with the Force and ratified.</p>
<p>Ensure the public's views are represented in the PCC's scrutiny work</p>		<p>Scrutiny continued through OOC and QAP.</p> <p>OOC reviewed cases of hate crime, women and disproportionality, 17 cases were looked at, 8 Adult and 9 Youth, no recommendations were made to the Force . There have been three QAP meetings during this period where they have looked at Use of Force and the Force Command Centre Digital Desk. The Panel have also undertaken scrutiny of Domestic Abuse Attrition cases to consider why Domestic Abuse victims were abandoning investigations pre, during and post investigations.</p> <p>The OPCC conducted a complaint dip sample on hate crime, complaint handled outside of schedule 3 of the Police Reform Act 2002, cases recorded as other action and complaints investigated under schedule 3 of the Police Reform Act 2002.</p> <p>The OPCC continue with their recruitment drive for their volunteer schemes. Advertising has been published on social media and the Quality of Service Caseworkers have been attending local community groups across Dyfed Powys. A meeting was also held with the Independent Advisory Group (IAG) to discuss reasonable adjustments for people with disabilities, learning difficulties or any individual who requires support.</p>

Oversight and implementation of external inspectorates recommendations		<p>3/3 responses were published in the statutory timescale.</p> <p>1.) Homicide Prevention: An Inspection of the Police contribution to the prevention of homicide. Published 11/08/23. PCC response due 06/10/23, submitted 02/10/23.</p> <p>2.) Race and Policing: An inspection of race disparity in police criminal justice decision-making. Published 25/08/23. PCC response due 20/10/23, published 19/10/23.</p> <p>3.) Race and policing - A review of the police service's leadership and governance arrangements for race-related matters. Published 25/08/23. PCC response due 20/10/23, published 19/10/23.</p>
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### 17c) Hold the Chief Constable to account for the performance of the Force's officers and staff

Action Required	RAG	Quarter 3 Progress Update
Development of a performance framework and structure that allows a greater understanding of the Police and Crime Plan outcomes		<p>The new OPCC Business plan was agreed by the Office and signed off formally by the Police and Crime Panel on 14th July. The Business Plan and the Policing Protocol Order 2011 reports will be used to monitor performance against the implementation of the Police and Crime Plan.</p> <p>Work on the 2024/2025 Business Plan will be completed in time for the new financial year and will be cognisant of the requirement to commence the work on a new Police and Crime Plan.</p>
There are formal governance arrangements in place to hold the Chief Constable to account for the performance of officers and staff		<p>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 new Chief Constable. Mapping exercise has been undertaken to ensure OPCC attendance at appropriate Force governance meetings to support PCC scrutiny responsibilities.</p>
Chief Constable's Professional Development Review		<p>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</p>

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
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 included a numerous 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 was unanimously supported. Comprehensive work has continued during 2023/24 in relation to the 2024/25 budget and precept proposal and there have been further meetings with the Police & Crime Panel Precept Sub Group, and a further seminar in November 2023. The precept proposal for 2024/25 will be considered by the Police and Crime Panel in January 2024.
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. Comprehensive work has been progressing in relation to the budget and precept 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 continue to be reviewed to inform the MTFP for 2024/2025 and beyond. The Commissioner also held scrutiny and challenge sessions to review the Estates, IT & Fleet capital programme and associated strategies. 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
Appointment of Chief Constable		The Chief Constable was appointed in December 2021.

**17f) Remove the Chief Constable**

Action Required	RAG	Quarter 3 Progress Update
Follow process set out in Part 2 of Schedule 8 to the 2011 Act and regulations made under Section 50 of the Police Act 1996(a)	N/A	N/A

**17g) Maintain an efficient and effective police force for the police area**

Action Required	RAG	Quarter 3 Progress Update
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, to review 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. The budget for 2023/24 included a cost reduction/ savings plan of £6.2m which is forecasted to be achieved. This work continues in earnest as work continues on budget setting for 2024/25 and the next MTFP and the Force Review will formally enter a second phase.
Statutory compliance of estates ensuring fit for purpose for operational use		The Sustainability Group continues to operate under the chair of Director of Finance, this continues to provide strategic alignment with Welsh Forces and clear direction by each function with tactical improvement plans in place by each key function. Carbon/Greenhouse Gas Reporting is a key area of focus, with DPP representatives attending a national working group to identify best practice and commonality and local measurement detail by Scope level being assessed in



		<p>detail. Significant focus required on Tier 3 supply chain and indirect areas of spend, this will provide a greater level of visibility and awareness of such a broad topic area and high Carbon volume.</p> <p>Utility consumption trends and improvements continue to be tracked at a building utility level, clear reduction across the estate is evident this year aligned with the last 4 years of data. Continued focus on driving initiatives as detail below have all contributed to this positive picture.</p> <p>The Sub Divisional Photovoltaic project has obtained approval to proceed in this period, and will be delivered in Q1 2024, LED lighting Sub Divisional scheme has been presented with only Haverfordwest being approved to be delivered in Q1 2024, others due to payback will be scheduled over the coming years. The loft Insulation fabric improvements project has been completed across the identified sites.</p> <p>Surveys have commenced by building to provide an evidence based further fabric first and technology based improvements across our estate in FY 24/25, the output planned for Q1 2024 will provide decarbonisation plan by site providing a strategic investment and carbon reduction plan for governance scrutiny and awareness. The project to provide a significant Photovoltaic solar farm at HQ is progressing well with the initial Feasibility being approved to progress to the next stage, a pre planning application has been supported by the local authority and Ecology surveys are progressing and the District Network Operator is being consulted with, the scheme plans to create a significant volume of the HQ requirement ensuring greater energy resiliency against outages and energy price fluctuations. The scheme is budgeted to be delivered in the FY24/25 year.</p> <p>The Waste management contract has provided immediate improvements in the management of waste with zero waste to landfill, confidential, sharps, feminine hygiene, dry mixed recycling aligned with further segregated office and food waste provide an auditable volume of waste by stream for recycling or when required waste to energy. The team are currently preparing for removing all desk based bins and the Welsh Government segregation requirement by March 2024. Single use plastics within the catering function has been omitted some time ago therefore providing assurance of compliance.</p> <p>All Wales Sustainability and Decarbonisation meeting continue to be supported by DPP with Electric Vehicle charging project infrastructure being progressed and opportunities for collaboration on resources and approach being reviewed on a case by case basis.</p>
<p>Explore opportunities to reduce environmental impact</p>		<p>The HSE team continue to carry out structured monthly 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</p>

		<p>meetings. Changes in the Estates Department through bringing all mechanical and maintenance under direct management since June 2023, has had recruitment challenges during the Force review period, but a Contract Services Coordinator role is now in post and Helpdesk support role person appointed with a start date in February 24. These resources will complete the structure to provide a robust in house team, to plan monitor and deliver the Statutory, Planned, and Reactive works moving forwards. The current performance is at 90% at end of January 2024, with all outstanding items escalated/scheduled for swift completion. Central collation of all planned works for statutory reporting continues to be monitored closely, ensuring that compliance standards are maintained at a high level. This is a drop of 6% since the last period, but the festive period scheduling on a key service contract, aligned with the volume of work required is the root cause. This has been focussed on and a structured plan to remediate within two weeks is in place.</p>
<p>Explore and maximise external funding opportunities</p>		<p>Home Office Safer Streets 5 grant contract was issued and accepted in October 2023.</p> <p>Project boards have been initiated and meet monthly. 2023/24 activity is making good progress with positive updates being presented in the board meetings.</p> <p>Unfortunately, during December 2023, the Home Office announced a 30% reduction for the 24/25 allocation of funding. We are currently working with delivery partners to establish if the projects are deliverable with reduced funding. We are also negotiating with the Home Office to reduce the funding cuts as much as possible.</p> <p>Serious Violence Duty Funding is progressing well. The Strategic Needs Assessment was shared with partners in October 2023 and a Workshop facilitated by Crest Advisory Service was scheduled for December for the partnership board to develop the strategy and begin mapping out intervention for the end of 23/24 and 24/25. Unfortunately, due to illness, the workshop was rearranged for early January – a further update will be provided in the next quarter.</p> <p>We have been successful in receiving grant funding from the Welsh Government to support the VAWDASV national strategy. The funding will support the refurbishment of one Police Station rooms in each Local Policing Area to be more welcoming and homely to female victims/ witness of crime. The funds will also support the purchase of target</p>

		<p>hardening equipment. This project is ongoing and expected to be completed by the end of the financial year.</p> <p>The funding bid submitted for Drugs Strategy – Out of Court Disposal was accepted by the Home Office. This was a 2-year agreement with up to £500k funding awarded in 23/24 and 24/25. However, within 4 weeks of grant contract offer, we received notification that the funding allocation for 24/25 has been cut completely. As the grant was offered late November 2023, it was originally envisioned that the 23/24 grant would focus on preparatory activity to deliver interventions in 24/25.</p> <p>As a result of the funding cuts, work is underway to establish if any activity can be delivered in this financial year.</p>
<p>Explore and maximise sponsorship initiative opportunities</p>		<p>Engagement work is underway with SCFC Kicks project regarding future, alternative funding opportunities. A funding directory has been shared with the project leads and an offer to collaborate with them on future funding opportunities that are presented to PCC's where conditions and fund eligibility criteria apply.</p> <p>Funding opportunities shared with partners during this quarter include Powys Small Grant – Sustainable Food partnership.</p> <p>OPCC continue to act as a member of the Shared Prosperity Fund Board for Ceredigion and Carmarthenshire Councils and contribute to discussions around community funding to improve the region.</p>
<p>Implement and maintain a risk register to identify and mitigate risks to the OPCC and force</p>		<p>Risks continue to be reported to the Joint Audit Committee on a quarterly basis and considered by the Senior Management Team on a fortnightly basis.</p> <p>The risk reporting template has been reviewed and revised but following consideration at a Joint Audit Committee some additional work is required to ensure sufficient information is provided in a timely manner.</p>
<p>Utilise training and development plans for all OPCC staff</p>		<p>Staff continue to utilise appropriate and relevant training opportunities that have been identified via training plans and forms part of a fully costed training plan.</p>

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

Action Required	RAG	Quarter 3 Progress Update
Explore collaboration opportunities in accordance with the Policing Vision for Wales		<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 several projects that were part of the All Wales Policing and Academic Collaboration that has seen Universities from across Wales working on different projects. The outcomes from three have been received and have been considered by Policing in Wales and show encouraging signs of tangible work that has been undertaken and used to shape Policing in the future.</p> <p>Further work has been undertaken during the Quarter and interim reports are expected from the projects in Quarter 4</p>
Explore collaboration opportunities with other partners		<p>Collaboration is ongoing with the following business streams within force:</p> <p>SVOC Teams</p> <p>Central Prevention Hub</p> <p>Welsh Language Unit</p> <p>External Funding Board has been re-established with force Chief Officer Group to inform and develop project funding proposals and maximise external funding opportunities.</p> <p>Terms of Reference, attendees and meeting expectations agreed.</p> <p>Collaboration with CSP board as and when required. Funding opportunities are shared and updates provided on existing projects as appropriate (i.e. Safer Streets 5 and SV Duty)</p>
There are formal governance arrangements in place to scrutinise collaboration agreements		<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.</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
Working with the Force to develop and implement our joint Strategic Equality Plan; meeting the objectives within		<p>During Q3, we worked closely with DPP EDI Manager to consider the new SEP. We have started to draft the new plan, and have proposed the following new Objectives, that will go to Force Embracing Diversity Group for sign off and to OPCC Executive Team for final sign off in Q4 ahead of publishing.</p> <p>Objective 1: Increase workforce and volunteer groups diversity to be fully representative of the communities that we serve. Focusing on recruitment, retention and progression.</p> <p>Objective 2: Addressing and eliminate racial disparities within DPP and OPCC by implementing policies and practices that promote racial equality.</p> <p>Objective 3: Strengthen our relationships with our communities through proactive community policing and engagement activities.</p> <p>Objective 4: Promote a culture that is inclusive and supportive including those with protected characteristics or which stands up to racist, misogynistic or homophobic behaviour.</p> <p>During Q3, we held an Away day for all OPCC staff focusing on Equality and Diversity, and Anti Racism in particular. We have identified several SMART Objectives for the Office to take forward, all of which will fit into the work of progressing with the new SEP.</p>
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		<p>Youth Engagement Forum</p> <p>We extended our recruitment campaign for the Youth Forum in to Q3 from Q2, due to the low numbers of applications received to join the forum. The new closing date will be in January (Q4), and an induction event has been organised at Police Headquarters on 31 March for all Youth Ambassadors.</p> <p>Victim Engagement Forum</p>

proactively promoting the work of the PCC and CC

During Q3, members of the Victim Engagement Forum were invited to be interviewed by HMICFRS inspectors as part of their activism and impartiality in policing inspection. One forum member chose to be interviewed.

Members were also asked to share their views and experiences with Dyfed-Powys Police for the force's winter campaign, which focused on alcohol-related violence and domestic abuse. Six VEF members To help shape their campaign the Force wanted to find out how domestic abuse or alcohol-related violence has affected victims.

#### Community Engagement Days

In October, Community Engagement Days for the PCC were organised in North Powys and Ceredigion. Whilst in Ceredigion, the PCC met with representatives from Aberaeron Town Council to discuss local concerns regarding ASB issues, as well as the new CCTV cameras for the town that is planned for installation in 2024. The PCC also met with representatives from Aberaeron High School's Student Council to discuss matters in relation to strip searches and stop and search. The PCC also went out on foot patrol with PCSOs to meet and engage with locals in the town.

During the Community Engagement Day in Powys, the PCC joined Newtown Neighbourhood Policing Team on foot patrol where they visit some hotspots in the area. The PCC also met a local councillor to visit some of the local charities and community groups in the area, including the Community Kitchen, and Credu. The PCC also met with representatives from Welshpool Town Council to address some of the local concerns the Council have raised over recent months in relation to crime and anti-social behaviour. As it was Hate Crime Awareness Week, the PCC also attended a Hate Crime Awareness Week workshop with young people from the Premier League Kicks programme that the PCC has funded in Newtown.

In November, Community Engagement Days were arranged for the PCC in Pembrokeshire and South Powys. During the day, the PCC visited Milford Haven's new Police Station at Cedar Court before going out on foot patrols around Milford Haven with PCSOs from the local Neighbourhood Team, and in Haverfordwest later on in the day.

With it being Road Safety Week week, as part of the Community Engagement Day in Pembrokeshire the PCC

met with Officers from the Roads Policing Unit in Pembrokeshire for a briefing on some of the activity the Unit were currently involved in.

Whilst on the South Powys Community Engagement Day, the PCC travelled to Brecon. During the day the PCC met with the Brecon Town Mayor and town Councillors who had the opportunity to raise local issues and concerns with the Commissioner.

The PCC also met with Kaleidoscope – who are one of the PCCs commissioned services, that provide support services for people with alcohol and drug use. They have treatment centres in Welshpool, Brecon, Newtown and Llandrindod Wells. The PCC also went out on foot patrol with PCSOs from the local Neighbourhood Policing Team, before meeting up with colleagues from Powys People First who help organise self-advocacy groups for people with a learning disability across Powys.

In December, a Community Engagement Day was held for the PCC in Aberystwyth, where he visited West Wales Domestic Abuse Services, who have recently received funding from the Office to strengthen their vital services in Ceredigion that contribute to the safety and well-being of vulnerable community members. The PCC had a meeting with representatives from Dyfed Alcohol and Drug Services, to have discussion around the importance of collaborative efforts in addressing substance abuse issues within our communities.

The PCC also attended an Open Day at Ceredigion Young People Sanctuary, a facility that provides open access mental health and crisis services for young people, before meeting with Aberystwyth Town Councillors to provide an update to the councillors on current developments for installing additional CCTV in the town. The community engagement day concluded with a visit to the PL Kicks sessions taking place at Aberystwyth Town Football Club. Their session coincided with the 10th anniversary of the Rainbow Laces Campaign and featured a workshop for the young people by Football Vs Homophobia, which emphasised the initiative's dedication to inclusivity and diversity within the community.

Headquarters Open Doors Events

In November, County Councillors, Town and Community Councillors as well as Members of Parliament and Members of Senedd were invited by the PCC, to visit Police Headquarters at Llangunnor, Carmarthen to go behind closed doors to learn more about the work of some key specialist units at Dyfed-Powys Police.

A total of four sessions were hosted by the Police and Crime Commissioner over two consecutive days. The events included a range of inputs from specialist units and departments on key areas of policing such as Serious Violence and Organised Crime, Special Operations, and the Vulnerability Hub. The events aimed to provide community representatives with a comprehensive understanding of the vast work being undertaken by the Force to ensure that Dyfed-Powys communities remain safe from harm.

Attendees were also given a drone flight demonstration, and a tour of the Force Control Centre where they got an overview of how 101, 999 calls and the digital desk are being operated, and how the CCTV infrastructure is being implemented to support Officers on the ground.

#### Webinar on Hate Crime

To mark Hate Crime Awareness Week, on 18 October, the PCC hosted a webinar on Online Hate Crime, which delved into the complex challenges that police forces in England and Wales encounter when investigating online hate crime reports.

The panel of expert speakers at the webinar, included representatives from Dyfed-Powys Police, the Wales Hate Support Centre at Victim Support who provide support for victims of Hate Crime across Wales, local Community Cohesion Officers, and the National School Liaison Project Lead, who all provided valuable insights and solutions to address the growing concerns around Hate Crime.

#### Engagement with Underrepresented Groups

During November and December, staff in the team begun work on arranging face to face engagement sessions with underrepresented groups from across the Force the area.

There was a total of 64 participants across six engagement visits conducted by OPCC Staff, across all four local authorities within the Force area.



		<p>Through these engagement sessions, OPCC staff worked with a diverse range of community groups to ensure that there was equitable opportunity to represent and reflect the voices of communities served by the OPCC and Dyfed-Powys Police. The OPCC sought to evaluate these communities' engagement with Dyfed-Powys Police, establishing if they felt safe in their communities, what their contact with the police looked like, whether they had specifically been victims of crime, their interpretation of and willingness to report crime, and what they would like to see Dyfed-Powys Police prioritise.</p> <p>A report will be prepared for the PCC in Q4 summarising key findings from the engagement sessions, and will include specific recommendations for both the OPCC and Force to consider.</p>
<p>Respond to community concerns in a timely manner</p>		<p>There are 4 Miconduct hearings scheduled to take place, not date has been set but an LQC has been appointed.</p> <p>There has been an increase in organisation dissatisfaction however having considered the correspondence recorded, this could have been saved under different categories. No cause for concern.</p> <p>There has also been an increase in the community concerns recorded as concern for safety. Having considered the correspondence this is where within the correspondence the individual has used language that would indicate that there is a phrase or reference to something that can be interpreted as a concern for their safety. The OPCC have forwarded the correspondence on to the Force Communication Centre for a THRIVES assessment to be completed.</p>
<p>Engage residents in contributing to assurance and scrutiny activity</p>		<p>2 QAP members are subject to vetting. 1 Independent Custody Visitor (ICV) subject to induction training. The Animal Welfare Scheme (AWS) remains unchanged.</p> <p>OPCC are undertaking a recruitment drive for all volunteer schemes. The Scheme managers are working along side the OPCC engagement team.</p> <p>A total of 29 visits were carried out during this period. Most frequent concerns raised by the ICV's included health care provisions in custody, staffing issues, and delays into custody. The OPCC are in regular contact with the Temp Chief Inspector Jenna Jones and request and share regular updates with the ICV's.</p>

		<p>The OPCC in partnership with the Force are implementing a new Custody Scrutiny Panel made up of the three volunteer schemes within the OPCC. Focus of the panel will be to scrutinise the custody records on specific topics such as juveniles in custody, anti-rip suit and females in custody. Training will be provided to all interested volunteers ahead of the panel meetings.</p>
<p>Provide effective and accessible services for victims and vulnerable people</p>		<p>MOJ reporting submitted end of October. All service providers submitted required data demonstrating positive outcomes. Ongoing delays and partial completion of data from Goleudy, this is on the risk register and has been raised continually with the Chief Constable.</p> <p>We are aware of complaints received by the Force in relation to Goleudy service, this was due to data breaches resulting from incorrect information on the Niche system. However, no complaints have been received by the PCC. 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 have implemented a requirement for all providers to undertake and present back equality monitoring assessments; this will be in addition to the data required by MOJ. This is due to be reported in Q4.</p> <p>MOJ quantitative framework still awaited. Reporting requirements referenced in Victims Bill with discussions ongoing regarding funding required for additional PCC resources to analyse and report compliance against VCOP. Additional dip sampling process model was introduced but has been halted at an All Wales level whilst under review.</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
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
Publish information in accordance with the Elected Local Bodies Order	Green	All required information is published on the website and monitored on a regular basis to ensure compliance with the Specified Information Order. Work continues to develop a new website and information is currently being transferred across. Ongoing review mechanisms are to be utilised until the new website is complete to ensure continued compliance with the Elected Local Bodies Order.
Publish information in an accessible and easy to reach format	Yellow	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.  The regular monitor of the website ensures that it remains accessible to all. This will continue in the future.
Publish information in accordance with the Welsh Language Standards	Green	All published information is routinely translated as business as usual prior to anything being published, ensuring that at all times both English and Welsh are treated the same.  The Welsh Language Annual Report has been agreed and published on the Website and work has commenced on an OPCC Welsh Language Strategy and this is due to be completed by 1st March 2024.
Proactively promote and raise awareness of Commissioned Services	Yellow	Current website information checked and up to date. Link to the website is included within Victim Information Packs. Individual service performance and overview documents updated for 22/23 output and now available bilingually on website. There continues to be a need to highlight awareness of commissioned services amongst public and officers.  PCC Engagement team are linked in to the press teams within all commissioned services and work jointly to share social media and press articles. Regular social media articles shared regarding commissioned service activity and included in newsletters.

	<p>Commissioning and Engagement teams continue to provide evidence and best practice examples of work within Dyfed Powys to national calls for evidence by APCC and national bodies. A number of our funded projects and commissioned services won awards at the inaugural Safer Communities Awards which enabled some high profile press activity. The IOM Housing project was also showcased at the national IOM conference in Cardiff.</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 have asked providers to undertake equality assessments and provide evidence of awareness raising activity amongst all communities.</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
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
Prepare and issue an annual report to the Panel on the PCC's delivery against the objectives set within the Plan		The PCC's Annual report has been published which evidenced 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

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

Action Required	RAG	Quarter 3 Progress Update
Handling of complaints against the Chief Constable		During this period no Chief Constable complaints have been received.
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		There has been an increase in complaint reviews during this period.  1 review was upheld during this period which was as a result of the outcome letter not providing sufficient information for the complainant to understand the outcome reached. There were also some oversight issues raised with PSD in relation to timeliness and providing meaningful updates.

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

Action Required	RAG	Quarter 3 Progress Update
Development and annual review of Corporate Governance Framework		The Corporate Governance Framework has been subject to a light touch review this year but still included some important amendments that were discussed and agreed by both Joint Audit Committee and Policing Board.  The next review of the Framework will be undertaken following the next Police and Crime Commissioner elections in 2024.

**19) Access to information, officers and staff**

Action Required	RAG	Quarter 3 Progress Update
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<p>Handling of information in accordance with Data Protection legislation</p>		<p>As a corporation sole the OPCC are subject to and responsible for Freedom of Information Requests</p> <p>There were 4 FOI requests received for the last Quarter and the OPCC held the information. Three requests were answered in time and one is on hold pending additional information from the requestor to ensure the correct information is provided.</p> <p>The themes for the requests were Knife Crime Information Management, Child Independent Domestic Violence Advisors and Translation/Interpreters/Language Services costs.</p> <p>There were no subject access requests for the period.</p>
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**20a) Delivery of community safety and crime reduction**

Action Required	RAG	Quarter 3 Progress Update
<p>Development and implementation of a Governance Framework for Commissioning and Partnerships</p>		<p>Commissioning strategy in place for Term 3 which replaces previous documents. Available on PCC website.</p> <p>Latest Board meeting received presentation from the new providers of the IDVA contract. Members were reassured by the service being provided to high risk victims. Extraordinary meeting to hear views of victim engagement forum members scheduled for March 2024. OPCC team have contacted various national representatives to seek attendance at the Board, including Domestic Abuse Commissioner, Older People's Commissioner and Criminal Justice national colleagues.</p> <p>Contracts register in place and reviewed for Term 3, alongside evaluation and audit plan for future of all commissioned services. Regular meetings between Director of Commissioning &amp; Partnerships and Head of Procurement. Meeting scheduled for January 2024 to review preparation for key decisions required in Term 4.</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>Tender evaluation process for new services and scoring for grant bids includes requirement to link to PCP priorities. Head of Assurance is due to commence work to review</p>

	<p>service provision compared to demand on Force, Police and Crime Plan priorities and unit costings.</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. Agenda and structure has been revised to provide more focus on the local delivery and performance. 2023/24 delivery plan signed off, reflecting local priorities such as Community Payback alongside national work on RASSO and VCOP etc.</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, funding challenges and consistency of approach between adults and young people. Work continues with CSP and YOPS partners to deliver Serious Violence duty, in particular developing interventions under the delivery plan.</p> <p>MOJ grant T&amp;Cs are met with compliance recorded and endorsed by CFO for grant returns. Grant agreements and contracts with providers ensure that appropriate T&amp;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. Meeting held with HMPPS RJ team in December - referral numbers are very low. They advise that DPP training requires refreshing and referral routes need to be highlighted. This will be a focus for Term 4 and also with the implementation of the new victim referral service contract once go live dates are confirmed.</p> <p>All partnership contacts, including CSP managers, involved in consultation phase and contributed to metrics for</p>

performance framework. Head of Policy and Strategy has provided input to all PSB WellBeing plans.

## 20b) Community Safety Partnerships

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

## 20c) Crime and disorder reduction grants

Action Required	RAG	Quarter 3 Progress Update
Development and implementation of a framework for the provision of crime and disorder grants		The process changes made in Quarter 2 continue to be embedded with good progress being made. Due to other priorities, business improvement activity has paused in Quarter 3 but is expected to be a focus in Quarter 4.
Provision of crime and disorder reduction grants within 2023/2024		<p>Since October 2023, 3 new funding applications have been approved with a requested value of £46,792.00</p> <p>17 projects are under review and 13 have been paused. Applicants have either been advised to revise their applications to meet the priorities of the Police &amp; Crime Plan and/or reconsider the timeframes of the funding request.</p> <p>Most applicants have requested funding for 12 months+, due to the upcoming PCC Elections, it has been recommended that they pause their requests until early 2024.</p>
Evaluation of crime and disorder reduction grants to determine social return on investment		<p>Revised application form provides clarity on value for money and sustainability, ensuring detailed responses are provided for both.</p> <p>This also features in the revised scoring process to ensure circular economy principles are considered and</p>



		<p>Noted within the application and scored appropriately.</p> <p>The amended Grant Agreement allows for tailored approaches to monitoring requirements that meet the expected outcomes of the project and alignment with Police &amp; Crime Plan priorities.</p> <p>Funding recipients are expected to outline how their project is achieving its proposed outcomes and providing positive crime reduction benefits to its communities.</p> <p>Timescales: Ongoing</p>
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**20d) Collaboration agreements**

Action Required	RAG	Quarter 3 Progress Update
As detailed in 17h	N/A	N/A

**20e) Wider responsibility for the enhancement of the delivery of criminal justice in their area**

Action Required	RAG	Quarter 3 Progress Update
Monitor the performance of all commissioned services, ensuring they are fit for purpose and provide value for money		<p>Q2 review meetings all held. Meeting structure, minutes and actions audited as part of annual audit checklist. Procurement have provided new contract management template, being tested on new IDVA service within OPCC. Only concerns raised regarding performance are with the Goleudy service, which is well documented and included on the risk register.</p> <p>Annual audit includes review of timeliness and positive progress against KPIs. Goleudy performance concerns ongoing due to lack of performance reporting information to evidence whether the actions have remedied the issues. The Force still cannot produce this data and therefore this remains on the risk register.</p> <p>PCC continues to visit appropriate services as part of Community Engagement Days. Commissioning team feed into schedule for PCC visits to services and funding recipients in line with community engagement activity.</p>

		<p>Recent visits include SARC services, remote evidence sites and substance misuse services.</p> <p>Latest Board meeting received presentation from the new providers of the IDVA contract. Members were reassured by the service being provided to high risk victims.</p> <p>Extraordinary meeting to hear views of victim engagement forum members scheduled for March 2024. OPCC team have contacted various national representatives to seek attendance at the Board, including Domestic Abuse Commissioner, Older People's Commissioner and Criminal Justice national colleagues.</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. Dyfed Powys provide best practice in linking in the work of the CSPs and Area Planning Boards to our Early Intervention and Prevention priority. This will also integrate with the Serious Violence Duty needs assessment and strategy.</p> <p>LCJB meeting held November 2023 focussing on Early Intervention and Prevention priority, which demonstrated the cross partnership work of the Board. Some funding requests pending for business cases to be provided for Term 4 funding.</p>
<p>PCC's national portfolio responsibilities</p>		<ul style="list-style-type: none"> <li>• All Wales Criminal Justice Board</li> <li>• Single Unified Safeguarding Review Board with Welsh Government</li> <li>• Policing Board for Wales</li> <li>.National Police Air Service Board</li> <li>• Safer Communities Programme Board for Wales</li> <li>• National Rural Crime Network - on the Executive Board</li> <li>.VAWDASV National Partnership Board Co-Chair along side Minister for Social Justice Jane Hutt MS</li> </ul>

