



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

## **Dyfed Powys**

**Quarter 1 2024/25 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 health check which covers all the areas in the protocol which the Police and Crime Commissioner has legal power and duty over. This equates to 21 areas which are further broken down into 54 areas of action by various business areas within the OPCC, 4 of these are permanently marked as N/A which leaves 50 action areas. These are completed on a quarterly basis to show continuous progress.

Each section is given a RAG rating to highlight any areas of concern.

**Green** - Fully compliant, no additional work necessary

**Amber** - Partially compliant, some additional work necessary

**Red** - Not compliant, duty not currently being met.

The summary of the health check is made available to the Police and Crime Panel in report format, including an Executive Summary of the previous quarter.

## **Executive Summary**

The following report covers the reporting period of Q1 of the financial year 2024/25 (Apr, May, June 2024)

### RAG status comparison

This Quarter has seen the change in performance of a number of actions, 4 actions have changed from Amber to Green and 8 have moved from Green to Amber. The amendments are explained below:

This Quarter has seen an improvement in performance with two actions moving from Amber to Green. The 2 amendments are explained below:

Development of Police and Crime Plan in line with requirements set out in the Police Reform and Social Responsibility Act 2011 – this changes from green to amber as work has commenced on developing a new Police and Crime Plan for the period 2025-2029.

Review the Police and Crime Plan to ensure that it remains fit for purpose – this changes from green to amber as work has commenced on developing a new Police and Crime Plan for the period 2025-2029.

There are formal governance arrangements in place to support effective scrutiny – this has changed from green to amber as there is a review ongoing in relation to OPCC governance arrangements.

Development and annual review of Corporate Governance Framework – this has changed from green to amber and will be completed once the review of governance arrangements has concluded. This features twice in the protocol report - once in relation to the scrutiny, support and challenge of the overall performance of the force and secondly in relation to the PCC must not fetter the operational independence of the police force.

There are formal governance arrangements in place to hold the Chief Constable to account for the performance of officers and staff – this has changed from green to amber due to the review of OPCC governance arrangements.

Prepare and issue an annual report to the Panel on the PCC's delivery against objectives set within the Plan – this has changed from green to amber until the Annual report is considered by the Panel in a meeting held in July 2024.

PCC's national portfolio responsibilities – this has changed from green to amber as all portfolios are subject to a review following the PCC elections.

Ensure the public's views are represented in the PCC's scrutiny work – this moves from amber to green following the appointment of additional volunteers.

Implement and maintain a risk register to identify and mitigate risks to the OPCC and Force – this moves from amber to green as the mechanisms are in place and working to monitor risks across the OPCC and the Force.

Engage residents in contributing to assurance and scrutiny activity – this moves from amber to green following the appointment of additional volunteers.

Development and implementation of a framework for the provision of crime and disorder grants this moves from amber to green as work has been undertaken to implement the framework and an internal audit review gave the arrangements substantial assurance.

**Summary:**

Of the 50 action areas:

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

**17a) Set the strategic direction and objectives of the Force through the Police and Crime Plan which must have regard to the SPR**

Action Required	RAG	Quarter 4 Progress Update
Development of Police and Crime Plan in line with requirements set out in Police Reform and Social Responsibility Act 2011 (Part 1; Chapter 3; 7)	Yellow	<p>Public consultation was formally launched on 8th July 2024 following a delay due to the General Election announcement.</p> <p>Internal consultation with DPP key stakeholders has been undertaken and early drafting is underway.</p> <p>Progress report will be provided to Police and Crime Panel in July.</p>
Development of a Police and Crime Delivery Plan to support the achievement of the objectives as set out in the Police and Crime Plan	Green	<p>The OPCC Business Plan provides detail in relation to how the OPCC will support the delivery of the Police and Crime Plan. This is reported to the Police and Crime Panel on a quarterly basis. The Business Plan for 2024/25 was approved by the Police and Crime Panel on the 15th May 2024 for information.</p> <p>In developing the new Police and Crime Plan, there will be also be the development of a performance framework, against which the Force and commissioned services will be measured.</p>
Review the Police and Crime Plan to ensure it remains fit for purpose	Yellow	<p>PCC has a statutory responsibility to launch a new Police and Crime Plan by 31<sup>st</sup> March 2025. Work is ongoing in relation to this, for example public consultation was formally launched on 8th July 2024.</p> <p>Internal consultation with DPP key stakeholders, including the Chief Officer team has been undertaken and early drafting is underway. Full consideration has been given to the revised Strategic Policing Requirement.</p> <p>Progress report will be provided to Police and Crime Panel in July.</p>

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

Action Required	RAG	Quarter 4 Progress Update
There are formal governance arrangements in place to support effective scrutiny		Whilst there are formal governance arrangements in place, they are currently under review in order to ensure that they are effective as possible.
Development and annual review of Corporate Governance Framework		Once the review of governance arrangements is concluded, the Corporate Governance Framework will be revised.
Establish a risk-based, forward-looking schedule of activity to support improvements in Force performance		<p>A risk-based, forward-looking schedule of activity to support improvements in Force performance is in place and is regularly reviewed to ensure it remains fit for purpose. The OPCC engages a number of panels to support scrutiny activity.</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 Force 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>11 recommendations were made by the Out of Courts Disposal (OCCD) panel including matters such as the need for better communication with the Youth Offending Team, the inaccurate issuing of YRD's for youth drug offences and concerns of individual cases. Feedback is presented within the reports and actions are addressed at the beginning of each meeting.</p> <p>5 recommendations/observations were made by the Quality Assurance Panel (QAP) including concerns of inaccurate information on the stop and search forms, queries regarding a certain case and concerns for conducting stop and searches in public spaces. The comments were assessed and responded to by the special operations Inspector who has passed learning onto his officers.</p> <p>Data for the Custody Independent Scrutiny Panel (CISP) reports on vulnerability and use of force is</p>

	<p>currently in draft. Panel members answer a set list of questions, and the data is then presented to the Head of Custody in the report. Improvements have already been noted in the risk reports following the panels recommendations.</p> <p>Issues raised by Independent Custody Visitors (ICV) are brought to the attention of the custody inspector and are usually resolved in a timely manner. Any ongoing concerns are addressed in the ICV panel meetings or are escalated if necessary.</p>
<p>Ensure the public's views are represented in the PCC's scrutiny work</p>	<p>Scrutiny continued across all security groups. With QAP, CISP, ICV panel and O OCD meetings being held.</p> <p>O OCD reviewed cases of drug possession cases. 18 cases were reviewed, 9 Adult and 9 Youth from across the Dyfed Powys area. The panel identified concerns regarding the issuing of YRD's to youth drug offences which is not in the statutory guidance. Further discussions were held regarding the lack of communication between the Force and the YOT's. The next meeting is set for September 2024 and will focus on assaults and actual bodily harm to general members of the public. A new teams channel has been set up for partners to easily access reports.</p> <p>The QAP met in May to review a selection of stop and search instances. The panel reviewed body worn video footage noting that overall the conduct of the officers was fair and appropriate. The panel however identified inaccuracies and errors within the stop and search logs. The special operations Inspector provided the Force's response to the panels observations noting that officers are still getting used to the new IT system Niche although feedback will be provided to ensure that care is taken when completing these forms. The panels next meeting in July 24 will focus on the use of force. To assist the panel with their scrutiny activity they attended the Force's training sessions on stop and search and the use of force.</p> <p>A ICV panel meeting was held in May. The meeting was well attended by both volunteers and</p>

		<p>representatives of the Force. The panel meeting focused on data from the previous quarter and allowed the ICV's to address any ongoing concerns with the Force. It was agreed that going forward that the panel meetings will focus on the ICV quarterly updates that are published.</p> <p>The CISP met in April to review vulnerability cases and in June to review use of force cases. Ahead of each meeting the panel were provided with training in order to aid their understanding. Adferiad provided training to panel members of the role of appropriate adults in custody.</p> <p>In June the AWS met at the Pembrey kennels for a planning day with scheme managers. Changes will be made to the reporting forms to include additional questions to help aid with the scrutiny.</p> <p>The OPCC conducted a complaint dip sample on individual behaviour, domestic abuse and outside schedule 3 cases.</p> <p>The OPCC continue with their recruitment drive for their volunteer schemes. Advertising has continued on social media and scheme managers have been out in the communities. The OPCC had a joint stand with the Force in the Urdd Eisteddfod and are attending the Royal Welsh Show to promote the scheme.</p>
<p>Oversight and implementation of external inspectorate's recommendations</p>		<p>1/1 response was submitted within the statutory timescale:</p> <p>Vetting and anti-corruption part 2: How effective is the National Crime Agency at dealing with corruption?</p> <p>Published 30/04/2024. PCC response due 25/06/24, submitted 21/06/24.</p>

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

Action Required	RAG	Quarter 4 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		<p>The 2024/25 Business Plan was considered by the Police and Crime Panel in May 2024. The Panel will receive quarterly updates on the progress against actions contained within the plan.</p> <p>In developing the new Police and Crime Plan, there will be also be the development of a performance framework, against which the Force and commissioned services will be measured.</p>
There are formal governance arrangements in place to hold the Chief Constable to account for the performance of officers and staff		Formal governance arrangements are in place to hold the Chief Constable to account for the performance of officers and staff however they are currently under review to ensure arrangements are as effective as possible
Chief Constable's Professional Development Review		Regular discussions are had between the Chief Constable and the Commissioner in relation to his performance, however a formal review of the Chief's Professional Development is scheduled to take place in September 2024.

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

Action Required	RAG	Quarter 4 Progress Update
Inform PCC's decision in respect of the precept		The precept for 2024/2025 was considered by the Police and Crime Panel in January 2024 and was unanimously supported. This was the culmination of detailed work that was undertaken throughout 2023/2024 including discussions with the Police and Crime Panel and subsequent meetings with the Police and Crime Panel's Precept Sub-Group. Work will continue during 2024/2025 on the precept for 2025/2026.
Setting of Medium-term financial plan		The MTFP for 2024/25-2028/29 has been published and work will commence in July to progress the MTFP for 2025/26.
Funding of capital programme to provide force with appropriate assets to deliver effective policing services		The Capital programme is an integral part of the MTFP and has been approved for 2024/25. Further consideration to the provision of appropriate assets in future capital programmes will be undertaken during the forthcoming meetings in relation to the MTFP

**17e) Appoint the Chief Constable**

Action Required	RAG	Quarter 4 Progress Update
Appointment of Chief Constable		The Chief Constable was appointed in December 2021.

**17f) Remove the Chief Constable**

Action Required	RAG	Quarter 4 Progress Update
Follow process set out in Part 2 of Schedule 8 to the 2011 Act and regulations made under Section 50 of the Police Act 1996(a)	N/A	N/A

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

Action Required	RAG	Quarter 4 Progress Update
Ensure the delivery of Value for Money		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 Value for Money. The Efficient and savings plan is considered as part of the Mid Term Financial Plan. The Force review that was initiated by the CC in June 2022 is continuing and progress is reported to

		<p>Policing Board and Joint Audit Committee on a regular basis.</p>
<p>Statutory compliance of estates ensuring fit for purpose for operational use</p>		<p>The Estates and Health and Safety team continue to carry out structured joint monthly assessments of statutory compliance ensuring that high compliance standards result. This is an independent mechanism continues to provide the reporting of compliance to the governance Board meetings. Month on month improvement has been evidenced with mitigating actions and corrective plans in place on any remedials identified to closure.</p> <p>Both the Contract Services Coordinator and Helpdesk support roles lead in the daily review and management of this key performance area, which they have brought further structure and assurance through their ownership and drive. These resources provide a robust in-house team, to plan monitor and deliver the Statutory, Planned, and Reactive works moving forwards. The current performance is at 97% at end of June 2024 significantly above the 85% target, with all outstanding items escalated /scheduled for swift completion.</p>
<p>Explore opportunities to reduce environmental impact</p>		<p>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.</p> <p>Carbon/Greenhouse Gas Reporting continues to be a key area of focus, with DPP representatives attending a national working group to identify consistency and national alignment. The detail and focus required to achieve accurate annual data has resulted in a business case being presented in July to provide specialist Sustainability focussed resource, to drive validate and report on live and summarised data for governance review and scrutiny moving forward. This resource under the management of the HSE team is proposed to be funded by carbon/cost savings achieved through the delivery of initiatives across various departments, resulting in a cost natural and lower carbon footprint outcome. Note: Wider</p>

sustainability scope will also form part of this role if approved.

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 previous years which is positively recognised. This can be aligned to numerous small changes and local schemes which continue to be applied and delivered across the estate.

The Sub Divisional Photovoltaic project is in progress and hoped to be completed in the coming months, complexities in supply chain has caused delay. LED lighting Sub Divisional scheme at Haverfordwest has been completed and the Newtown scheme has been approved along with Electrical infrastructure upgrades which will be combined to provide greater off grid demand resilience and greater sub metering capabilities to pinpoint any peak consumption areas moving forwards.

Surveys have been completed by building to provide an evidence based further fabric first and technology based improvements plan, the output is currently being finalised for priority schemes in FY 24/25. The project to provide a significant Photovoltaic solar farm at HQ is at a review stage where design, tender and planning fees are being scrutinised, and the District Network Operator fees and programme are expected in mid-July 24, this will be concluded during the month of August for governance review aligned with a detail cost proposal and programme to implement. The scheme continues to be budgeted for delivery in the 2024/25 financial year.

The Waste management contract continues to provide improvements in the management of waste with zero waste to landfill, new internal and external bins are being monitored an improvement signage is now in place to maximise its efficiency. Cultural changes are being monitored along with contamination levels across the streams.

Electric vehicles continue to be adopted in a structured approach, clarity on planned infrastructure

	<p>changes in the 2024/35 and 2025/26 financial years are progressing and wider options around industry fuel changes, hybrid model and local shared infrastructure projects are being reviewed. It is acknowledged that the high performance cars and their electricity demand and low dwell time provides a substantial risk to policing aligned with the ceasing of manufacture of ICE vehicles in 2027/28 which is less than 4 years away.</p> <p>We were recently unsuccessful at a Grant funding application via Salix Low Carbon Skills Fund, this was applied with all other Welsh forces as individual applications and sadly DPP and South Wales to date has not been successful.</p> <p>Carbon Literacy Training materials are being finalised in Collaboration with Greater Manchester and West Yorkshire Police to create a national training package which aims to be available shortly.</p> <p>IEMA Environmental Sustainability qualifications are being progressed for key team members through a local college which is funded by Welsh Government and a first wave will attend IEMA Environmental Sustainability Skills for Managers in early July.</p>
<p>Explore and maximise external funding opportunities</p>	<p>Two of the Home Office Safer Streets 5 projects have reports delays in delivery during Quarter 1 as the project organisations (Local Authorities) have been impacted by the General Election. This has affected their resource capacity to deliver due to temporary redeployment to statutory election activity. Reassurances have been provided that plans are underway to ensure projects will be delivered by the end of the funding period.</p> <p>The monthly project board meetings continue to generate beneficial cross project collaboration and positive networking opportunities for all members.</p> <p>Serious Violence Duty Funding during Quarter 1 has had limited activity regarding intervention delivery. A mapping exercise has been undertaken to identify the existing serious violence interventions undertaken by all statutory partners across the</p>

		<p>region to better understand any gaps in provision and utilise the serious violence duty funding to provide support in these areas. It is expected that delivery interventions will be planned, agreed and implemented from Quarter 2.</p> <p>In collaboration with the Police force and other key partners, the OPCC has successfully received Home Office ASB Hotspot funding. This fund is aimed at increasing patrols by police and multi-agency partners to reduce ASB crime in the region. The fund requested is just under £1m to be delivered by 31st March 2025. The grant agreement was issued by the Home Office in June 2024, therefore, there has been limited activity to date but plans are underway to implement swiftly from Quarter 2.</p>
<p>Explore and maximise sponsorship initiative opportunities</p>		<p>OPCC continue to act as members of the Shared Prosperity Fund Board for Ceredigion and Carmarthenshire Councils and contribute to discussions around community funding to improve the region, and engagement is being sought with the other local Shared Prosperity Fund boards.</p> <p>Work continues to seek support from other funding sources to add to our contact directory to share with funding applicants that do not meet the PCC funding conditions. This allows funding applicants to maximise their reach in seeking funding from a wide range of sources.</p> <p>Further work will be undertaken with Procurement in Quarter 2 to identify social value commitments made by contract holders and seek support with delivering meaningful funding to communities within Dyfed Powys.</p>
<p>Implement and maintain a risk register to identify and mitigate risks to the OPCC and force</p>		<p>Risks continue to be reported to the Joint Audit Committee on a quarterly basis and at Senior Management Team on a fortnightly basis.</p> <p>There is continued dialogue with the Force representatives responsible for risk to ensure that the most up to date information is included on the risk registers.</p>

Utilise training and development plans for all OPCC staff		Staff continue to utilise appropriate and relevant training opportunities that have been identified via training plans.
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**17h) Enter into collaboration agreements with other PCCs, other policing bodies and partners**

Action Required	RAG	Quarter 4 Progress Update
Explore collaboration opportunities in accordance with the Policing Vision for Wales		Collaboration opportunities are at the forefront of office thinking and wherever appropriate the PCC will engage with the activities. Collaboration is a significant focus of Policing in Wales.
Explore collaboration opportunities with other partners		<p>Positive activity is underway to create a Funding and Project Forum/Group in collaboration with the Police Force to maximise opportunities to develop ideas and proposals from force colleagues in improving services across the region.</p> <p>This group is currently developing processes and is plans to launch the service from September 2024. This group will comprise of representation from OPCC and the Force and will provide a guidance platform to colleagues who are seeking support with project development and/or funding consideration.</p> <p>The force is currently in the process of recruiting a new Partnership Co-ordinator who will become a standing member of this group and will be able to provide (alongside OPCC colleagues) a voice to external partners at this forum as appropriate.</p>
There are formal governance arrangements in place to scrutinise collaboration agreements		A paper was agreed at the last Policing in Wales meeting to introduce a new governance arrangement to scrutinise collaboration arrangements. This will be implemented over the Autumn 2024.

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

Action Required	RAG	Quarter 4 Progress Update
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<p>Working with the Force to develop and implement our joint Strategic Equality Plan; meeting the objectives within</p>		<p>Our new joint Strategic Equality Plan is ready for publishing, with plans to make joint public announcement with DPP in August. The document will be publicly available on our website.</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 communities to inform and influence decision making and proactively promoting the work of the PCC and CC</p>		<p>Community Engagement</p> <p>No formal Community Engagement Days for the PCC have taken place during this quarter due to the PCC pre-election period and UK Government Pre-election period.</p> <p>The Office had a joint stall with Dyfed-Powys Police at the national Urdd Eisteddfod, which took place in Meifod, North Powys between 27th of May and 1st of June. The event is one of the largest youth festivals in Europe. During the week, we engaged with young people and asked them to note positive and/or negative comments that were of importance to their local community. These notes were posted on to a map of Dyfed-Powys on one of the stall's walls. All views and feedback from the event will be fed in to the consultation on the new Police and Crime Consultation.</p> <p>In June, staff from the office arranged an engagement event with members of Pembrokeshire People's First – a charity run for and by people with learning disabilities and/or autism. The purpose of the engagement session was to listen and understand their experience of policing and crime in the Dyfed-Powys area. Their feedback will feed into the consultation on the new Police and Crime Plan.</p> <p>Due to the UK Government Pre-election period, plans were put on hold to launch the Police and Crime Plan Consultation until Q2. However, staff have been reaching out to several minority groups in the area, with the aim of arranging focus group engagement sessions with groups during Q2 as part of the Police and Plan Consultation.</p> <p>Youth Engagement Forum</p> <p>During Q1, work has been ongoing to prepare a workshop in Q2 for the Youth Ambassadors with colleagues from University of Wales Trinity Saint</p>



	<p>David. The aim of the workshop will be to prepare the Youth Ambassadors to hold the Chief Constable and PCC to account at an extraordinary Policing Board meeting in September this year where they will raise matters and views that are of importance to young people in the communities of Dyfed-Powys.</p> <p>Victim Engagement Forum</p> <p>During Q1 VEF members were asked for their views and opinions on the Force’s plans to introduce E-bit – which is a tool to support DPP’s approach to crime recording, triage and assessment. Its purpose is to assist in decision-making following the initial investigation stage into minor, non-domestic assaults; and public order offences. The tool has been developed by Cambridge Centre for Evidence Based Policing. VEF members were asked for provide written feedback to the Force on the tool. In addition to this, they had the opportunity to attend a Q&amp;A with representatives from Cambridge Centre for Evidence Based Policing.</p> <p>Monthly bulletin</p> <p>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.</p> <p>New website</p> <p>During Q1 we have launched a new website. The new website aims to provide a more intuitive and informative experience for our community. Key sections have been updated to include comprehensive resources on public safety, crime prevention, and community engagement initiatives.</p>
<p>Respond to community concerns in a timely manner</p>	<p>Some changes have been made to how we capture correspondence received in the OPCC. When correspondence is received they will either be recorded as "community concern" or "PSD matter"</p> <p>Where a correspondence is categorised as a PSD matter, the member of public will usually receive a response to advise of the complaint and complaint</p>

		<p>review process. During this period out of the 98 items of correspondence recorded 18 of those were recorded as a "PSD matter" Having considered the concerns being raised they relate to not receiving an update/response to their complaint or are wanting to make a new complaint about an investigation.</p> <p>Where correspondence has been categorised as a "community concern" this usually involves the OPCC making contact with relevant departments within the Force on behalf of the member of public. These have also been broken down into sub-categories.to identify any trends. During this period it has been identified that the majority of the concerns raised have been in regard to lack of updates/response times from the Force. This will be monitored over the next quarter and feed into other scrutiny activity.</p>
<p>Engage residents in contributing to assurance and scrutiny activity</p>		<p>Two new members joined the Quality Assurance Panel in May. There are 2 Independent Custody visitors and one Animal Welfare scheme visitor awaiting vetting clearance before they can commence in role.</p> <p>26 visits were undertaken during the period that observed 57% of custody detainees at the times of the visits. ICV's in Ceredigion raised concerns regarding the removal of the external phone in custody that meant external partner need to contact 101 to get through to custody. Staffing issues remained a concern for the ICV's</p> <p>33 cases were reviewed by the Custody Independent Scrutiny Panel including a review of anti-harm suit cases.</p>
<p>Provide effective and accessible services for victims and vulnerable people</p>		<p>MOJ reporting not due till mid-year. Awaiting formal reporting mechanisms from MOJ to share with providers.</p> <p>No complaints received by PCC regarding service providers. Complaints process forms part of annual audit cycle for commissioned services.</p>

		<p>Core questions regarding how services will be made accessible from a number of perspectives including geographical, physical, language, diversity, equality and ability are contained within the procurement template and form part of the scored submission. We also ensure that these questions are incorporated into tender processes run by partners where we are a joint investor. Providers are now required to undertake annual equality monitoring assessments alongside narrative reporting; this will be in addition to the data required by MOJ.</p> <p>MOJ quantitative framework still awaited. Reporting requirements referenced in Victims Bill with discussions ongoing regarding format by which PCCs will be required to capture and monitor compliance of all CJ agencies. All Wales governance structure in place and leading on discussions with MOJ.</p>
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**17j) Hold Chief Constable to account for the exercise of the functions of the office of Chief Constable and those under his direction and control**

Action Required	RAG	Quarter 4 Progress Update
As detailed in 17c	N/A	N/A

**17k) Publish information specified by the Secretary of State and information that the PCC considers necessary to enable the people who live in the force area to assess the performance of the PCC and CC**

Action Required	RAG	Quarter 4 Progress Update

<p>Publish information in accordance with the Elected Local Bodies Order</p>		<p>A new website has been developed and further work is ongoing to ensure that the information contained is up to date and relevant. Staff from the OPCC are monitoring their respective sections and an overarching review will be undertaken in due course to ensure continued compliance with the Specified Information 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. A new website has been launched which should further improve accessibility of information. The regular monitoring of the website ensures that it remains accessible to all.</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. The move to a new website resulted in a review of information to ensure that this was the case.</p>
<p>Proactively promote and raise awareness of Commissioned Services</p>		<p>New website content reviewed and updated where appropriate. Link to the website is included within Victim Information Packs. Individual service performance and overview documents currently in the process of being updated for 23/24 output. Working with Engagement team to produce animated film clip to raise awareness of commissioned services amongst public and internally with Force.</p> <p>PCC Engagement team are linked into the press teams within all commissioned services and have established a working group to jointly to share social media and press articles. Regular social media articles shared regarding commissioned service activity and included in newsletters. Comms plan being developed to promote new pilot service providing supporting for victims of stalking.</p> <p>Commissioning and Engagement teams continue to provide evidence and best practice examples of work within Dyfed Powys to national calls for evidence by APCC and national bodies. Working with Engagement</p>

		<p>team to produce animated clip raising awareness of commissioned services.</p> <p>All contracts contain standard requirement for promotion of services. Service implementation meetings include a focus on communications plans during implementation and at commencement of service in liaison with OPCC and Force comms where appropriate. Commissioned services are required to acknowledge PCC /MOJ funding source in all publicity and materials. Providers are required to undertake equality assessments and provide evidence of awareness raising activity amongst all communities. This will help us to inform any specific areas of focus required for future service plans.</p>
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**17l) Comply with all reasonable formal requests from the Panel to attend their meetings**

Action Required	RAG	Quarter 4 Progress Update
Quarterly attendance at Police and Crime Panel meetings		The Police and Crime Commissioner and relevant officers attend all Police and Crime Panel meetings as required. Regular discussions are maintained between the Chief Executive and Panel's key officer to ensure members received relevant and timely information.
Provision of documentation to Police and Crime Panel as per their requests		The Police and Crime Commissioner and relevant officers attend all Police and Crime Panel meetings as required. Regular discussions are maintained between the Chief Executive and Panel's key officer to ensure members receive relevant and timely information.
Regular liaison between OPCC and PCP in support of discharging statutory duties		The Police and Crime Commissioner and relevant officers attend all Police and Crime Panel meetings as required. Regular discussions are maintained between the Chief Executive and Panel's principal officer to ensure members receive relevant and timely information.

**17m) Prepare and issue an annual report**

Action Required	RAG	Quarter 4 Progress Update
Prepare and issue an annual report to the Panel on the PCC's delivery against the objectives set within the Plan		The draft Annual report has been drafted and is to be considered by the Panel at its meeting to be held in July.

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

Action Required	RAG	Quarter 4 Progress Update
Handling of complaints against the Chief Constable		<p>During this period 3 complaints were received against the Chief Constable. 1 complaint was received via a third party and having consulted with the IOPC advice was provided to the third party should they wish to take matter further.</p> <p>2 complaints were received via crimestoppers, however due to minimal information provided it would not have been appropriate to record the complaint as the indication test had not been met.</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>During this period 18 new complaint reviews were received.</p> <p>1 review was upheld and recommendations were made to PSD.</p> <p>14 reviews were not upheld, 6 of which resulted I oversight being identified which was in relation to the timeliness of the handling of complaint and lack of updates.</p> <p>Additionally, to strengthen transparency the OPCC now produces a quarterly report of complaint reviews which is published on the OPCC website.</p>

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

Action Required	RAG	Quarter 4 Progress Update
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Development and annual review of Corporate Governance Framework		Once the review of governance arrangements is concluded, the Corporate Governance Framework will be revised.
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**19) Access to information, officers and staff**

Action Required	RAG	Quarter 4 Progress Update
Handling of information in accordance with Data Protection legislation		As a corporation sole the OPCC are subject to and responsible for Freedom of Information requests. There were 11 FOI requests received during the period and the OPCC held information for 5 of them. The requests were answered in time. The themes of the requests were Child Sexual Exploitation, Grant Funding to Palestine Solidarity Campaign, Grant Funding to Climate Change Organisations, Domestic Abuse Perpetrator Schemes and Stalking. The requests the OPCC did not hold the information for were in relation to Police Force Call signs and requests for personal information in relation to operational matters.

**20a) Delivery of community safety and crime reduction**

Action Required	RAG	Quarter 4 Progress Update
Development and implementation of a Governance Framework for Commissioning and Partnerships		<p>Commissioning strategy in place which replaces previous documents. Available on new PCC website. Strategy currently under review for Term 4.</p> <p>Commissioning Advisory Board has been in place for several years and within that time has had membership from Force colleagues, partner agencies and representatives of the Commissioner’s volunteer panels. Commissioned services and funding recipients have presented to the Board and answered questions to scrutinise performance and demonstrate value for money. Over time, all services have presented multiple times and the format of the Board requires refreshing. A number of members have unfortunately given notice to resign as they have competing demands as volunteers. The scrutiny of</p>

commissioned services and recipients of Commissioner's funding has therefore been considered and incorporated within the overall OPCC governance structure. The proposed select committee approach provides an opportunity for commissioned service providers to contribute. This can be two-fold in terms of contributing evidence and challenge as appropriate but also to present the context and performance of their service delivery ensuring that this is woven into Force and partners workstreams.

Contracts register in place and reviewed for Term 4, alongside evaluation and audit plan for future of all commissioned services. Regular meetings between Director of Commissioning & Partnerships and Head of Procurement. There are a number of recommissioning exercises due within 24/25, all on track for open procurement within Q3.

All partnership contacts, including CSP managers have been invited to consultation events in September 2024. They have also received the survey which is being promoted via number of routes.

Tender evaluation process for new services and scoring for grant bids includes requirement to link to PCP priorities. Head of Assurance has forward work plan to review service provision compared to demand on Force, Police and Crime Plan priorities and unit costings. This will commence in September 2024 with a focus on sexual violence services.

LCJB priorities and delivery plan aligned to Criminal Justice in Wales priorities. Agenda and structure has been revised to provide more focus on the local delivery and performance. 2024/24 delivery plan signed off, reflecting local priorities such as Community Payback alongside national work on VCOP, domestic abuse attrition etc. All partnership contacts, including LCJB members, have been invited to consultation events in September 2024. They have also received the survey which is being promoted via a number of routes.



Commissioning of services in support of community safety and crime reduction

Ministry of Justice (MOJ) victims grant is match funded by PCC core funding. Total grant for 24/25 is £1,411,634 of a total £2.74m commissioning budget. Therefore, the PCC provides approximately 49% of funding for services. This is noted in MOJ returns where match funding is reported to Ministers. At present, grant awards are secured until end of March 25. OPCCs are making continual representation to the MOJ to encourage early indication of future allocations to avoid disruption to contracts and frontline service provision.

Quarterly meetings are diarised between YOPS managers, CSP managers and OPCC representatives. Policy officers represent OPCC on all Youth Offending Management Boards and Community Safety Partnerships across the Force area. Youth justice is the main focus at present of Criminal Justice in Wales and the LCJB. CSP representative and Area Planning Board representative are members of LCJB leading on prevention work. Work continues with CSP and YOPS partners to deliver Serious Violence duty, in particular developing interventions under the delivery plan.

Provision of Restorative Justice is a statutory function for HMPPS, who work with victim services to identify and contact victims as appropriate. DPP training requires refreshing and referral routes need to be highlighted. This will be a priority within the implementation of the new victim referral service once the services is live in November. Policy lead for Criminal Justice is meeting with the Force lead to update Force plans, training and champion initiative. Restorative Justice should feature within new Police and Crime Plan.

All partnership contacts, including CSP managers, have been invited to consultation events in September 2024. They have also received the survey which is being promoted via a number of routes.

## 20b) Community Safety Partnerships

Action Required	RAG	Quarter 4 Progress Update
N/A in Wales	N/A	N/A

### 20c) Crime and disorder reduction grants

Action Required	RAG	Quarter 4 Progress Update
Development and implementation of a framework for the provision of crime and disorder grants		<p>The external funding audit conducted in April 2024 resulted in an overall assessment of substantial assurance. This is an improvement on the assessment result in the previous audit conducted in 2022.</p> <p>This provides reassurance that the process improvement introduced in July 2023 has had a positive impact on delivery.</p> <p>This framework has assisted in the development of the Funding and Project Forum/Group to inform best practice regarding grant funding.</p> <p>Further activity in Quarter 1 has led to process improvements regarding finance controls and approval systems from Chief Finance Officers and Senior Leaders.</p>
Provision of crime and disorder reduction grants within 2023/2024		<p>Since April 2024, 6 new funding and/or donation applications have been approved with a requested value of £45,170.00</p> <p>21 projects are under review and 13 have been paused from 2023/24. A further 9 funding enquiries have been received since the Police &amp; Crime Commissioner's Elections.</p> <p>Decisions were unable to be made from April to May 2024 due to the pre-election period leading up to the Police &amp; Crime Commissioner elections.</p> <p>Some financial decisions have been delayed from June 2024 to early July 2024 due to the restrictions imposed by the UK General Election.</p>

		<p>A review is underway to assess the outstanding enquiries with the Commissioner to determine if the proposals meet the current and/or updated Police &amp; Crime plan priorities. Decisions on whether to progress the outstanding enquiries will be made by early Autumn.</p> <p>All applicants and enquirers have been updated with an interim response and been given access to other funding sources if they are unable to wait until the Autumn.</p>
<p>Evaluation of crime and disorder reduction grants to determine social return on investment</p>		<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 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>

**20d) Collaboration agreements**

Action Required	RAG	Quarter 4 Progress Update
As detailed in 17h	N/A	N/A

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

Action Required	RAG	Quarter 4 Progress Update
<p>Monitor the performance of all commissioned services, ensuring they are fit for purpose and provide value for money</p>		<p>Q4 review meetings all held. Meeting structure, minutes and actions audited as part of annual audit checklist. Only concerns raised regarding performance are with the Goleudy service, which is well documented and included on the risk register. Most services reporting challenges with cost of living increases balanced against lack of inflation applied to PCC contracts. This has been escalated to Chief Finance Officer and is being addressed both via the allowance of annual growth within budgets for re-commissioned contracts and via evidence-based one-off contributions to those providers in mid contract period.</p> <p>Annual audit includes review of timeliness and positive progress against KPIs. Goleudy performance concerns ongoing due to lack of performance reporting information to evidence whether the actions have remedied the issues. The Force still cannot produce this data and therefore this remains on the risk register. New victim referral service will commence in November 2024. Performance data has been requested from Goleudy as part of the service exit planning.</p> <p>PCC continues to visit appropriate services as part of Community Engagement Days. Commissioning team feed into schedule for PCC visits to services and funding recipients in line with community engagement activity. Visits during Q1 reduced due to pre-election period.</p> <p>Commissioning Advisory Board has been in place for several years and within that time has had membership from Force colleagues, partner agencies and representatives of the Commissioner’s volunteer panels. Commissioned services and funding recipients have presented to the Board and answered questions to scrutinise performance and demonstrate value for money. Over time, all services have presented multiple times and the format of the Board</p>

		<p>requires refreshing. A number of members have unfortunately given notice to resign as they have competing demands as volunteers. The scrutiny of commissioned services and recipients of Commissioner’s funding has therefore been considered and incorporated within the overall OPCC governance structure. The proposed select committee approach provides an opportunity for commissioned service providers to contribute. This can be two-fold in terms of contributing evidence and challenge as appropriate but also to present the context and performance of their service delivery ensuring that this is woven into Force and partners workstreams.</p>
<p>PCC's contribution to the All Wales Criminal Justice agenda</p>		<p>Dyfed Powys Local Criminal Justice Board work closely with the Criminal Justice in Wales coordinator to ensure alignment of priorities and reporting into All Wales arrangements. Policy lead for Criminal Justice meets regularly with Criminal Justice leads for other Welsh OPCCs. Reporting structures are 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 Community Safety Partnerships and Area Planning Boards to our Early Intervention and Prevention priority. Key highlights in recent report include positive progress with partnership action to improve domestic abuse attrition rates and increased engagement of sexual violence victims with support services due to early intervention as part of Operation Soteria.</p> <p>LCJB meeting held May 2024, including signing off delivery plan for 24/25 with narrower focus on priority areas and recognition of the overlap with the work of other Boards. Race remains an overarching theme across both priority areas, with additional requirements built into the Board terms of reference for members adherence. May's meeting focussed on Victim and witness priority including presentation on a data dashboard that will be scrutinised via All</p>

		Wales meetings. Next meeting will focus on People Who Offend priority. New governance structure within OPCC will incorporate the scrutiny of VCOP compliance across all criminal justice agencies.
PCC's national portfolio responsibilities		National portfolios are currently under review following the PCC election in May 2024. A meeting is taking place on July 16 <sup>th</sup> 2024 where distribution of lead roles will be discussed. The Dyfed Powys PCC is the Chair of Policing in Wales for 2024/25