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DYFED-POWYS
POLICE AND CRIME
COMMISSIONER

REPORT / SUMMARY DECISION SHEET

PURPOSE: COMMISSIONER DECISION

Timing: Urgent / Pressing / Routine
(Specify date required and why, where possible)

Title: Performance Mentoring for the OPCC

Category of Decision / Business Area Impact: Performance

Executive Summary: The Police and Crime Commissioner (PCC) gave direction of wanting to invest in the OPCCs capacity to scrutinise force performance as part of his role to hold the Chief Constable (CC) to account.

As a result a performance mentoring proposal that invited three quotes was drafted and approved by the PCC (attached for information). This approach was congruent with the procurement rules as outlined in Standing Orders. Accordingly, three quotes were received from various organisations and were scored giving dual consideration of price and quality of service. The scoring process indicated that Crest Advisory service was the most suitable provider. Crest Advisory have outlined 2 primary phases for the performance mentoring support. Phase 1 is to establish a baseline for performance improvement; and Phase 2 will offer mentoring to the PCCs office in scrutinising performance measures and pertinent questioning to apply. The cost of this work is £13,150 (excluding VAT, travel and accommodation expenses of the consultant).

Recommendation:

To award a contract to Crest Advisory Service for the provision of the work set out in their proposal.

Police and Crime Commissioner for Dyfed-Powys

I confirm I have considered whether or not I have any personal or prejudicial interest in this matter and take the proposed decision in compliance with the NOLAN Principles for Conduct in Public Life.

The above has my approval.

Signature:

Date:

6/2/2014

Appendix

Performance Management Mentoring Proposal

The Office of the Police and Crime Commissioner within Dyfed-Powys is looking for support, in establishing an effective performance management approach to policing and the wider criminal justice service.

The support required should involve two phases:

Phase 1: Establishing a baseline for performance improvement

The service provider will be required to establish a baseline of current performance management activities within Dyfed-Powys Police. This will be performed through undertaking a series of interviews with members of the Office of the Police and Crime Commissioner (OPCC) and force team, observing current performance management processes and meetings, and considering current performance management products.

The provider will be required to gain an understanding of what the organisation is trying to achieve, and the timescales involved, in order to effectively deliver the Commissioner's Police and Crime Plan.

The provider will also need to understand the Commissioner's preferred performance management model and existing performance management processes.

The level of force buy-in will need to be evaluated in order to determine the level of commitment from the whole organisation to achieve the necessary improvements in performance and performance management.

The current performance management approach will need to be reviewed to understand the current level of data integrity applied within the performance management regime, along with an understanding of how the data is obtained and presented.

The outputs from this phase will:

- Clarify what success looks like
- Understand how the PCC and Chief Constable operate together
- Identify existing cultural barriers to performance improvement within the force and the OPCC
- Make a judgement on the level of data integrity; and
- Provide an outline of areas for improvement

Information collated during this phase will provide the foundations for Phase 2.

Phase 2: Mentoring the PCC's office

This phase should build on the information provided within Phase 1 and will provide a coaching programme for the OPCC and force personnel. The focus will be on supporting the OPCC to understand and interrogate data provided to them and provide guidance of relevant questions to be posed as a result of considering the data.

Any proposals submitted to the OPCC from service providers should clearly outline:

- the expected number of days that need to be committed to delivering this proposal
- the earliest start time that the proposal can be commenced
- the cost of the delivering the proposal

Any expressions of interest should be forwarded by the 29th November 2013 to:

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