



Police and Crime

Commissioner for Dyfed-Powys

The Policing Protocol Order 2011

Quarter 4 2018/19 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 61 areas of action by various business areas within the OPCC, 4 of these are permanently marked as N/A which leaves 57 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.

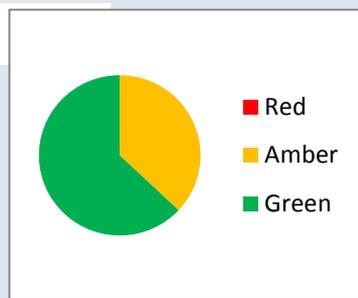
Executive Summary

The following report covers the reporting period of Q4 of the financial year 2018/19 (Jan/Feb/March 2019)

Summary – Q4

Of the 57 action areas:

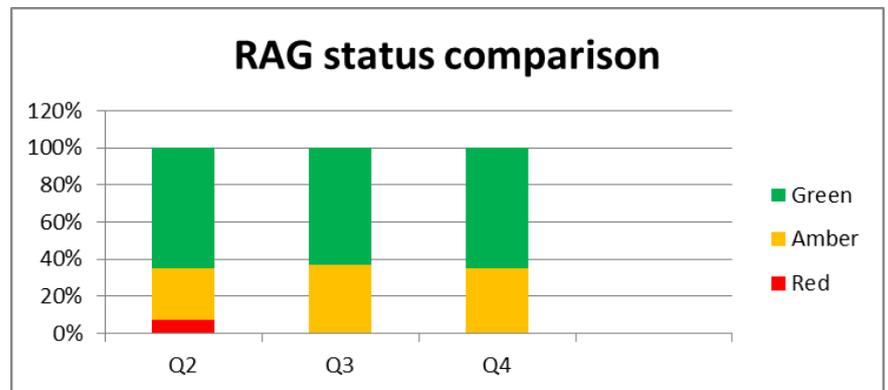
Red	0	0%
Amber	20	35%
Green	37	65%



RAG status comparison

NONE of the action areas are in a red status

There has been very little change in status this quarter, an increase of 1 area to green and a decrease of 1 area from amber



Whilst there are no specific areas of real concern as we are at least partially compliant on all action areas, it may be worth noting that if you look at the percentage of amber areas in a category compared to the total number of areas in a category some stand out:

17g - Maintain an efficient and effective police force for the police area - (5/7)
71% amber - **this remains the same as in the previous quarter**

17h - Enter into collaboration agreements with other PCC's other policing bodies and partners - (2/3) 67% amber

20a - Delivery of community safety and crime reduction - (2/3) 67% amber

20c - Crime and disorder reduction grants - (2/3) 67% amber

Duty	Number	Action Required	RAG status	Progress Update May 2019 (Q4 Jan/Feb/March)
Set the strategic direction and objectives of the Force through the Police and Crime Plan which must have regard to the SPR	17a	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)	Green	Police and Crime Plan was developed and launched w/c 27th March 2017. This is reviewed periodically and will be fully re-visited the next time the Police and Crime Commissioner's position is elected.
		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	Police and Crime Plan was developed and launched w/c 27th March 2017. This is reviewed periodically and will be fully re-visited the next time the Police and Crime Commissioner's position is elected.
		Review the Police and Crime Plan to ensure it remains fit for purpose	Green	Police and Crime Panel have undertaken a review of the Police and Crime Plan; seeking views from Local Authorities on whether the Plan remains fit for purpose and is appropriately encompassing of the nature of the threats to our communities. This was discussed at the Police and Crime Panel meeting on 15th February 2019, where it was concluded that the Plan is sufficiently broad for it to remain fit for purpose.
Scrutinise, support and challenge the overall performance of the force including against the priorities agreed within the Plan	17b	There are formal governance arrangements in place to support effective scrutiny	Green	A formal review of OPCC governance arrangements has been undertaken in conjunction with the Force's review of their governance arrangements. Some amendments have been made to structures to ensure efficient flow of information in support of effective scrutiny. The new structure has been implemented as of 1st June 2019.
		Development and annual review of Corporate Governance Framework	Green	The Corporate Governance Framework (CGF) was reviewed to ensure it is fit for purpose for 2019/20. Minor amendments have been made to reflect recent legislative changes. The revised version of the CGF was communicated to the organisation in April 2019 following PCC and CC approval at Policing Board, along with an FAQ document to aide navigation of the document
		Establish a risk-based, forward looking schedule of activity to support improvements in Force performance	Orange	Significant delays in finalising Quality Assurance Panel reports due to delayed responses from Force. Issues have now been resolved and will be evidenced in next quarter. Force queries regarding Panel's findings were resolved by facilitating a discussion between relevant department (PSD) and Panel Members. This impacted on the timeliness of the report being finalised, but resulted in an improved

				understanding of issues identified and department's processes. Work ongoing to develop the forward plan for scrutiny activity, which will be ready within Q1 of 2019/20. This will address more of risks identified on Force risk register.
		Ensure the public's views are represented in the PCC's scrutiny work		The office has been able to respond positively to requests from the Force and stakeholders for scrutiny attention on specific themes, however more is still required to be done to ensure the public know they can make representation to the Commissioner to influence future scrutiny themes.
		Oversight and implementation of external inspectorates recommendations		One national and one local HMICFRS reports published (Policing & Mental Health: Picking up the Pieces and DPP's Crime Data Integrity Inspection Report) within quarter and responded to within required timescale.
Hold the Chief Constable to account for the performance of the Force's officers and staff	17c	Development of a performance framework and structure that allows a greater understanding of the Police and Crime Plan outcomes		Policing protocol healthcheck is now in place. This is updated quarterly by staff in the OPCC to represent what activities have been undertaken to meet the objectives of the police and crime plan and align to the Policing Protocol Order 2011.
		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 which include the Policing Accountability Board which is a public meeting where the PCC holds the CC to account for Force performance. Additionally there are fortnightly Policing Board meetings which focus on specific areas linked to the Police and Crime Plan. Standing agenda items include Finance and Strategic HR.
		Chief Constable's Professional Development Review		Formal letter detail objectives for 2019/20 were issued to the CC in April 2019.
Decide the budget, allocating assets and funds to the Chief Constable; and set the precept for the Force area	17d	Inform PCC's decision in respect of the precept		Detailed information was provided to the PCC during 2018/19 to inform his decision in relation to the precept. This included a seminar which was attended by the PCC, PCP members and JAC members where the CC and DoF articulated the current Force position and anticipated challenges for the years ahead.

		Setting of Medium term financial plan		Medium Term Financial Plan set and considered by the Police & Crime Panel in January 2019
		Funding of capital programme to provide force with appropriate assets to deliver effective policing services		Capital programme for 2019/20 set and considered by the Police & Crime Panel as part of the MTFP in January 2019
Appoint the Chief Constable	17e	Appointment of Chief Constable		Mark Collins appointed as Chief Constable from 18th December 2016 for a 5 year fixed term contract
Remove the Chief Constable	17f	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
Maintain an efficient and effective police force for the police area	17g	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.
		Statutory compliance of estates ensuring fit for purpose for operational use		Estates Team continue to have dedicated resources tracking and driving improvement in this area, monthly scores are in the high 70's to 80's over the last three months, and the main area of focus currently relates to Fire Extinguishers which is only overdue due to vetting issues, although presents a minimal risk. The new M&E tender commences in May 2019 and will provide further assurance and visibility on the key areas of focus and risk mitigation.
		Explore opportunities to reduce environmental impact		As the figures provided are annual figures the summary relating to the headings of Solar Panels; Biomass; Carbon Footprint and Waste is unchanged since the update provided at the last quarter. These figures will change for the next financial year and will be reported on when stats are available. An Environmental Awareness Group is due to be formed shortly, this group will communicate on all initiatives on a monthly basis and work closely with the Facilities Management contractors to ensure that the Estates department keeps environmental/sustainability

Enter into collaboration agreements with other PCCs, other policing bodies and partners	17h	Explore collaboration opportunities in accordance with the Policing Vision for Wales		The PCC and his statutory officers have attended 2 All Wales visioning days during the last year, which focused on exploring further collaborative opportunities within the All Wales policing context. Progress is monitored by the All Wales Policing Group on a quarterly basis
		Explore collaboration opportunities with other partners		2 collaboration projects have already been developed with the other 3 Welsh OPCC's and Forces, 1 of which has been successful. Working collaboratively has opened up more opportunities for joint project development in the future which will be explored.
		There are formal governance arrangements in place to scrutinise collaboration agreements		Force governance arrangements include Force Collaboration Group - OPCC representation on this Group is Chief Finance Officer and Director of Estates. Policing Board periodically focuses on collaboration - next due June 2019. Furthermore, the All Wales Policing Board receive quarterly updates on the performance of policing collaborative activity in Wales.
Provide a local link between the police and communities, working to translate the legitimate desires and aspirations of the public into action	17i	Development and implementation of OPCC Engagement Strategy and Action Plan		<p>Our Strategy is still in draft format, although we have now received feedback from the Chief of Staff, so we need to set some time aside to finalise the document and present to the Commissioner.</p> <p>Despite it not being finalised, we are incorporating the approach defined within to our engagement i.e. grassroots level engagement where we are going to people rather than expecting them to come to us. We are making links within various communities / organisations, in order to develop our network of Community Ambassadors. We just need to ensure that we build this contact list.</p> <p>The Action plan is our Comms-Engagement Programme and we do monitor and update it.</p> <p>We continue to monitor the Commissioner's priorities in terms of engagement, and have had a positive meeting with the Commissioner, Chief of Staff and an external, independent person, to enable us to focus on a smaller number of engagement and communications areas per month.</p> <p>The Engagement Officers continue to arrange Community Engagement</p>

				<p>Days. We are also trying to increase the number of ad hoc engagement events we attend either with or on behalf of the Commissioner. E.g. Rural Crime meeting in Whitland and YFC Rally in Carmarthen.</p>
		<p>Development and implementation of OPCC Single Equality Plan</p>		<p>Catrin is working with Angharad Lewis on reviewing the Strategic Equality Plan.</p> <p>We continue to try and reach as many communities as possible through our engagement. We are using social media, our website, flyers within communities, and electronic and paper versions of the Commissioner's Newsletter are being distributed. We also continue to visit different locations. In January, we organised a multi-agency event in Tregaron, off the back of the OpCynefin work. We gave residents and business owners the opportunity to have their say on local matters - needs and concerns. We also gave them the opportunity to speak to the relevant persons i.e. police, council, housing association. We invited people to visit the Memorial Hall but we also visited a number of businesses as well as the family centre.</p> <p>We offer documents in Welsh, English, and bilingually. Where we promote online information/ documents, we also state how paper copies can be requested.</p> <p>We need to cover easy read versions of the Commissioner's Newsletter.</p> <p>We continue to work with the IAG, and the scope of the Youth Forum is developing.</p> <p>Staff within the OPCC have received training re. Epilepsy which will assist us both within the office and externally.</p>

	Provide opportunities for local communities to inform and influence decision making		<p>Within the last quarter, we have not undertaken any surveys. We were planning to with the previous scope of the First Contact Deep Dive, but as the area we will be looking at has been debated and developed, we have not carried out consultation yet.</p> <p>In January, we did however organise a multi-agency event in Tregaron, off the back of the OpCynefin work, where residents and business owners were given the opportunity to have their say on local matters - needs and concerns. We also gave them the opportunity to speak to the relevant persons i.e. police, council, housing association. Residents from local housing estates were able to sit down with the housing authority and local police officers to discuss the concerns they had - this would have influenced how services were delivered i.e. how the area was policed.</p> <p>Within the Newsletter, we ask readers to get in touch if they have any ideas re. engagement opportunities.</p>
	Respond to community concerns in a timely manner		<p>Increase during this quarter of complaints relating to financial/budgets - this is in-line with the precept announcement and complaints generated querying how the precept was agreed and questioning the role of the Commissioner in those decisions</p>
	Engage residents in contributing to assurance and scrutiny activity		<p>Due to ongoing advertising through volunteer bureaux we have had a steady stream of applications from prospective volunteers. These have been processed efficiently and have had a significant impact on the volunteer establishment. Further slight improvements are anticipated next quarter due to some new recruits currently awaiting confirmation via vetting.</p>
	Provide effective and accessible services for victims and vulnerable people		<p>During February 2019 the Commissioning Team attended a half day event delivered by Welsh Government to discuss the development of their new strategy and future plans and priorities regarding drugs and alcohol in Wales. The event focused on the main achievements of the previous strategy and where and how partners felt that the new strategy (2019-21) could improve upon the work carried out to date. The event brought together both partners and service users to help</p>

				shape the way alcohol and drug matters are addressed in Wales.
Hold Chief Constable to account for the exercise of the functions of the office of Chief Constable and those under his direction and control	17j	As detailed in 17c		
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	17k	Publish information in accordance with the Elected Local Bodies Order		Open and Transparent Quality Mark 2019 has been applied for. This is seen as a mark of excellence and a great achievement should the office be awarded it, due to hear by April.
		Publish information in an accessible and easy to reach format		Transparency Quality Mark evidences the quality of the information available on the website and the ease of accessibility to everyone
		Publish information in accordance with the Welsh Language Standards		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.
		Proactively promote the work of the PCC and CC		No joint public meetings were held during this quarter. The PCC wanted to consider the best way forward with these events, to make them more effective and beneficial to all. It has been decided that we will work with CI McSweeney to develop an approach which will greater involved NPTs, so that the public attending are provided with more in-depth info about policing in their area. After receiving training in March, the engagement team and Exec Support have increased our social media comms, and altered the way we approach it to make it more impactful.

		Proactively promote and raise awareness of Commissioned Services		<p>During March the Commissioning Team attended a Westminster briefing event in London, focused on the services which are delivered to victims of crime, in particular those services where funding is provided via the Ministry of Justice. The day brought together partners from across the different partners to understand best practice of how services are maintained and how they provide support to victims. The day included presentations on the Homicide Service as well as how victim services can engage with victims of major incidents across the UK.</p> <p>Also, the Commissioning Advisory Board sat during March, with the focus for this event being on the service provided by the Youth Offending Services (YOS). These meetings are a means of promoting the hard work being carried out by the services which are commissioned via funding from the Police and Crime Commissioner, as well as acting as a means of scrutinising their impact on service users.</p>
Comply with all reasonable formal requests from the Panel to attend their meetings	17l	Quarterly attendance at Police and Crime Panel meetings		PCC has attended all Police and Crime Panel meetings, along with statutory officers - Chief of Staff and Chief Finance Officer.
		Provision of documentation to Police and Crime Panel as per their requests		Regular meetings between the Police and Crime Panel and OPCC have ensured that members receive information and documentation in a timely manner in accordance with their requests. The PCC encourages engagement and welcomes PCP representation at other fora such as Policing Accountability Board, Commissioning Board and Joint Audit Committee.
		Regular liaison between OPCC and PCP in support of discharging statutory duties		Regular meetings between the Police and Crime Panel and OPCC have supported the discharging of statutory duties for both parties.
Prepare and issue an annual report	17m	Prepare and issue an annual report to the Panel on the PCC's delivery against the objectives set within the Plan		No work has been undertaken on this during the Jan-Mar period. Claire Bryant has since taken this work forward.

Monitor all complaints made against officers and staff, whilst having responsibility for complaints against the CC	17n	Handling of complaints against the Chief Constable		One complaint was received against the CC during this quarter - the complaint related to the CC not delivering on his three policing priorities. Although the decision has been taken not to record the complaint in accordance with the Police and Reform Act 2002 and the Police (Complaints and Misconduct) Regulations 2012; a decision has been taken to raise a question with the CC about how he trains police officers in relation to his policing priorities at the next Police Accountability Board (PAB) on Tuesday 7th May 2019.
		Maintain oversight of complaint cases as per requested by individual members of the public		Currently maintaining oversight of 5 cases on behalf of individuals
		Scrutiny of Force complaint handling		A 'Joint Protocol' in relation to the Review of Closed Case Complaint Files has been drafted (08.04.19) and will be sent to the DPP PSD for their consideration and agreement, prior to scrutiny work commencing. The PSD department will also be requested to provide copies all procedural documents held concerning the recording and decision making concerning complaints and allegations.
		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		Sancus training has been arranged for Thursday 20th June 2019 at South Wales Police headquarters
PCC must not fetter the operational independence of the police force	18	Development and annual review of Corporate Governance Framework		The Corporate Governance Framework (CGF) was reviewed to ensure it is fit for purpose for 2019/20. Minor amendments have been made to reflect recent legislative changes. The revised version of the CGF was communicated to the organisation in April 2019 following PCC and CC approval at Policing Board, along with an FAQ document to aide navigation of the document
Access to information, officers and staff	19	Corporate Governance Framework details information sharing arrangements		The Corporate Governance Framework (CGF) was reviewed to ensure it is fit for purpose for 2019/20. Minor amendments have been made to reflect recent legislative changes and flow of information between the OPCC and Force

		Handling of information in accordance with Data Protection legislation		All staff are aware of data protection and the legislation we are bound by. There is some work to do on the "information we hold" and tidying up our sharepoint platform to ensure we comply with Retention and disposal policy
Delivery of community safety and crime reduction	20a	Development and implementation of Commissioning Strategy and Action Plan		<p>Following the completion of the needs assessment work, carried out by George Partnerships Ltd, a commissioning strategy and action plan will be devised, ensuring that there is plan for the forthcoming financial year in terms of how each service will be reviewed. This will involve a more hands-on approach to contract monitoring with more regular planned site visits being conducted by the Commissioning and Partnerships Support Officer.</p> <p>The outcomes from the needs assessment will then feed into the action plan for the OPCC, detailing the plans for the services moving forward and what partnership opportunities are available to assist this work.</p>
		Commissioning of services in support of community safety and crime reduction		<p>The Commissioning budget for 2018/19 was finalised with an underspend of £48,000. This underspend accounts for 3% of the total budget and is made up of some slight underspends in individual budget headings due to some small vacancy factors in internally commissioned services, as well as some slight unused surplus funds from the commencement of the financial year.</p> <p>During the final quarter the PCC also agreed to allocate funding towards Eiriol, who will provide mental health advocacy for individuals leaving the prison system. This service will aim to identify the reason why prison leavers commit offences after leaving prison looking to break the cycle of offending. Additionally, it will offer advocacy services to individuals, assisting them with the practicalities of attending appointments with individuals to ensure their voice is heard.</p>

		Evaluation of commissioned services to determine social return on investment		<p>In March 2019 a needs assessment was finalised and presented to the Police and Crime Commissioner. This report was the culmination of an external review undertaken by George Partnerships Ltd, evaluating the current services commissioned by the Police and Crime Commissioner, as well as reviewing the current landscape in terms of victims and the support they require.</p> <p>This piece of work involved large scale engagement with service leads, strategic partners, police officers and police staff as well as engaging with service users across Dyfed-Powys. This identified how effective the current services are within Dyfed-Powys as well as assessing any potential gaps in service that may exist, which allows the PCC opportunity to commission new services or adapt the current services to meet this demand. In addition, it identified the opportunities for greater partnership working to ensure that services for victims are as effective as possible.</p> <p>The final report will be presented to the Commissioning Advisory Board on 16th May 2019, where it will be scrutinised by the Board members.</p>
Community Safety Partnerships	20b	N/A in Wales		
Crime and disorder reduction grants	20c	Development and implementation of a framework for the provision of crime and disorder grants		<p>The OPCC is in the process of developing a new grants process which will allow for the OPCC to provide crime and disorder grants to the community.</p>
		Provision of crime and disorder reduction grants within 2018/19		<p>The office continues to develop and monitor the 2 external grants this quarter, from the Home Office and Welsh Government. A total of £257,041 was received from the Home Office under the Early Intervention Youth Fund to develop a project working with young people. The project proposes a series of interventions that will focus on key hot spot areas addressing the lack of early intervention and preventative activity when risk factors associated with Serious Violence are evident. The project will work with 3 external third sector organisations to assist in delivering the interventions. A total of £9069 was awarded from Welsh Government to purchase Domestic Violence Vulnerability kits, which will provide victims with equipment for their homes to make</p>

				them feel safe following an incident of domestic violence. The kits consist of safety equipment such as door / window alarms, locks and safety features to ensure they can feel safe and remain in their own home.
		Evaluation of crime and disorder reduction grants to determine social return on investment		An evaluation process will be part of the new grants process to ensure value for money and a return on investment.
Collaboration agreements	20d	As detailed in 17h		
Wider responsibility for the enhancement of the delivery of criminal justice in their area	20e	There are formal governance arrangements in place to support effective scrutiny		<p>The Commissioning Advisory Board remained active during this quarter with the Board meeting in March to review the services provided by the Youth Offending Services (YOS) for Dyfed-Powys. These services are delivered by the four Local Authorities and are aimed at offering prevention interventions to those children and young people at risk of offending.</p> <p>The Board were provided a presentation explaining the work of the YOS for the 2018/19 period and were provided opportunity to scrutinise the working arrangements of the YOS, including how they engage with Police colleagues to target their interventions. The YOS were also questioned regarding possible impact of funding arrangements and how they would approach such changes in terms of continuity of service and provision.</p> <p>These Boards will continue on a quarterly basis, with a service provider presenting at each meeting, allowing a continual scrutiny programme of the services offered by the PCC.</p>

		Monitor the performance of all commissioned services, ensuring they are fit for purpose, provide value for money and a social return on investment		<p>All quarterly contract review meetings took place in March for the services commissioned by the Police and Crime Commissioner. These meetings enable the effective scrutiny of both the contractual and performance related measures to be assessed and for any emerging issues to be reviewed and addressed between the OPCC and service providers.</p> <p>In addition, the Dyfed Area Planning Board, Performance and Finance sub group met to discuss the performance and relationship between the Tier 2 and Tier 3 treatment services for individuals affected by substance and alcohol misuse. These services are delivered by Dyfed Drug and Alcohol Services (DDAS) - Tier 2 and Community and Alcohol Team (CDAT) - Tier 3. The group reviewed the referral pathway between the two services and identified areas for improvement which were fed into the wider Area Planning Board to be resolved. This will provide a greater service to those requiring substance and alcohol support in Dyfed</p>
		PCC's contribution to the All Wales Criminal Justice agenda		As Chair of the Local Criminal Justice Board, the PCC submits a written report to the All Wales Criminal Justice Board on a quarterly basis, and actively contributes to discussions at the forum
		PCC's national portfolio responsibilities		<p>PCC's national portfolios include:</p> <ul style="list-style-type: none"> Board member Policing ICT Company Board member digital policing Board members information and intelligence directorate Learning leaders group NPAS board member