



Police and Crime

Commissioner for Dyfed-Powys

The Policing Protocol Order 2011

Quarter 2 2019/20 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 57 areas of action by various business areas within the OPCC, 4 of these are permanently marked as N/A which leaves 53 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

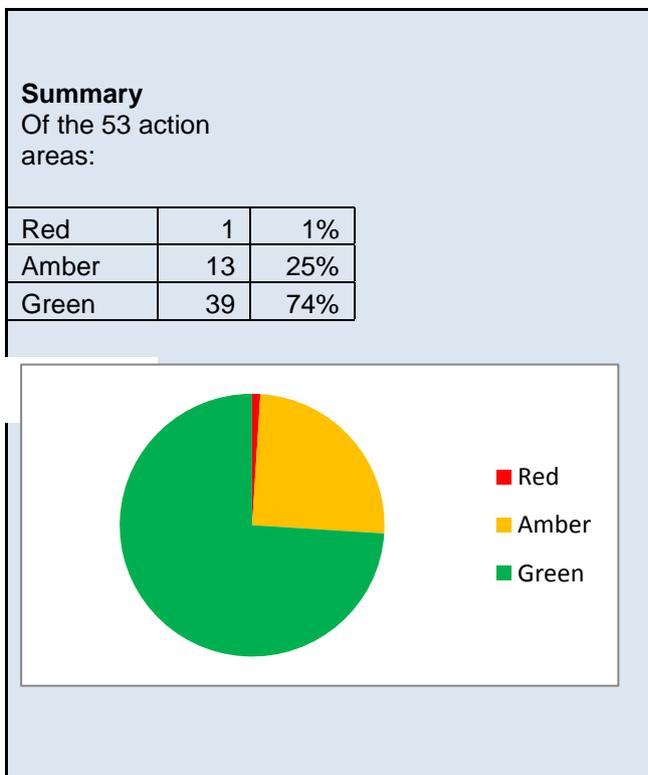
Amber - Partially compliant, some additional work necessary

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

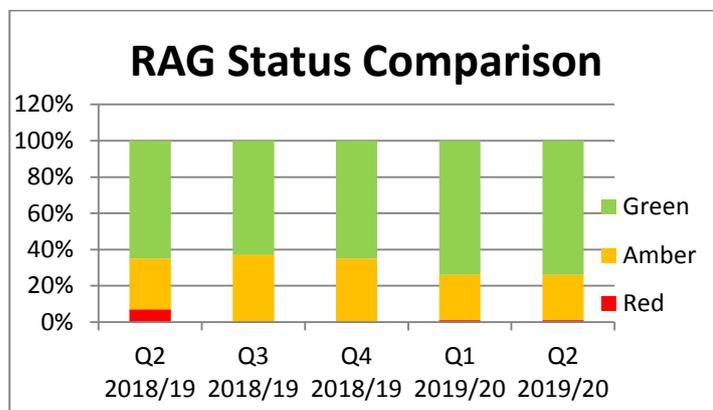
The following report covers the reporting period of Q2 of the financial year 2019/20 (July/August/September 2019)



RAG status comparison

ONE of the action areas is in a red status

There has been NO change in the percentage of areas marked as red amber and green, however a slight change in which areas are marked as these.



The healthcheck was reviewed recently resulting in there now being only 53 action areas to consider for Quarter 1 and Quarter 2 2019/20, as opposed to the 57 reported on in 2018/19.

There is currently one action area marked as red - non compliant - Oversight and implementation of external inspectorates recommendations. This is due however to one response being submitted one day late.

All other areas are at least partially compliant with some categories standing out as needing more attention due to the percentage of amber within the category:

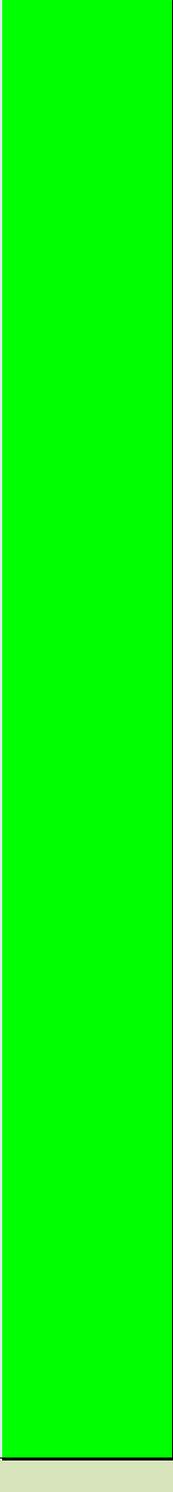
17g - Maintain an efficient and effective police force for the police area - (4/7) 57% amber

20a - Delivery of community safety and crime reduction - (2/2) 100% amber

Duty	Number	Action Required	RAG status	Progress Update Q2 (Jul/Aug/Sep 2019)
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. A decision was made by the PCC in 2018 that the Plan was sufficiently broad that it remained relevant for the duration of the term of the Plan. Work has commenced to scope the next Police and Crime Plan which will need to be published by 31st March 2021 following the next elections for Police and Crime Commissioners
		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 and is supported by a Police and Crime Delivery Plan. Policing Board meetings focus on each of the intended outcomes of the Plan to monitor delivery of the priorities.
		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	Orange	CGF was thoroughly reviewed and updated this financial year however some remaining queries are outstanding.
		Establish a risk-based, forward looking schedule of activity to support improvements in Force performance	Green	Scrutiny schedule is achieving appropriate balance of forward planned follow-up activities and new / reactive workstreams. Reporting / response timescales have improved drastically since last quarter. Review of report templates next quarter should result in improvements in capturing data around findings / observations and improvements.
		Ensure the public's views are represented in the PCC's scrutiny work	Green	Scrutiny activity continues at pace with a number of open workstreams currently live. Limited new / stakeholder suggestions have allowed focus on reviewing recurring themes / following up on previous areas of scrutiny. Public feedback has been instrumental within the initial public contact deep dive.
		Oversight and implementation of external inspectorates recommendations	Red	One national inspection report issued - PCC's response was submitted 1 day late.

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		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. The Policing protocol healthcheck has been in place since October 2018. 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. The healthcheck is completed by all business areas on a quarterly basis to show continuous improvement.
		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 including Policing Accountability Board which is a public meeting where the PCC holds the CC to account for Force performance. Additionally there are Policing Board meetings every 3 weeks 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		Following the transition to CBRE there was a dip in performance due to the mobilisation process and the transition of information, however we have seen this performance climb steadily and the target for the year end is 95% compliance.
		Explore opportunities to reduce environmental impact		The agenda has been continually developed to feed the forthcoming Sustainability Group meeting where we are going to set out the targets for each department within the Force and drive the initiatives such as LED light replacements, electric car charging points and a communication campaign to ensure that the message gets to all the necessary people to drive change. Data collation has also been underway which will provide us with a means to measure consumption and costs of utilities and provide us with a benchmark to compare future savings achieved in these areas.
		Explore and maximise external funding opportunities		Horizon Scanning continues to take place on a daily basis. We are working with Carmarthenshire Council to look at match funding for the Llanelli investment.
		Explore and maximise sponsorship initiative opportunities		Talks have been had between the OPCC and the Fleet Department in regards to potential sponsorship of certain vehicles across the Force. This is being explored.
		Implement and maintain a risk register to identify and mitigate risks to the OPCC and force		Risk Registers are in place and are a standing item on the Exec. Team agenda, however they do need some work to become business as usual.
		Utilise training and development plans for all OPCC staff		DAP objectives and reviews being undertaken for all OPCC staff, which include discussions on training & development needs. Specific training budget in place to support professional development
		Enter into collaboration agreements with other PCCs, other policing bodies and partners	17h	Explore collaboration opportunities in accordance with the Policing Vision for Wales
Explore collaboration opportunities with other partners				We are continuing to work with external partners on developing projects that cover common ground. All 4 Forces continue to work together on the EIYF project and are in talks to consider a future project for the Youth Endowment Fund. We are working with partners in Llanelli to invest funding into the Glanymor and Tyisha wards.
There are formal governance arrangements in place to scrutinise collaboration agreements				PCC Llywelyn assumed chair of the AWPG as of July 2019 and has introduced a new structure to support the scrutiny of collaboration arrangements. This new approach ensures a focussed and thematic approach to scrutinising collaborations. There is a Forward Work Programme in place to for the PCC's term as chair to scrutinise a range of collaboration arrangements.

<p>Provide a local link between the police and communities, working to translate the legitimate desires and aspirations of the public into action</p>	<p>17i</p>	<p>Development and implementation of OPCC Engagement Strategy and Action Plan incorporating providing opportunities for local communities to inform and influence decision making and proactively promoting the work of the PCC and CC</p>		<p>The Engagement and Communications Strategy has been published on the PCC's website. <a 811="" 888="" 911="" 941"="" data-label="Page-Footer" href="http://www.dyfedpowys-pcc.org.uk/en/the-office/strategies-and-policies/The Policy & Engagement Advisors met to plan for the months ahead. We considered our priorities and the PCC's priorities. Created a chart for the office and update this regularly with priorities. Important and urgent tasks taking priority. During Q2 consultation was undertaken with the public on:- Police contact with the public, where a survey consultation was undertaken alongside face to face engagement at summer shows / PCC engagement events, and meetings / focus groups with PCC/DPP volunteers who represent various communities within the force area. 836 survey responses were received: A very high number in comparison to previous public consultation held by the OPCC. The public's feedback has been used to develop and support the findings and recommendations of the Deep Dive work. - Rural crime - we worked in partnership with Aberystwyth University to capture progress made in addressing key issues on farm and rural crime, and to revisit the main issues raised by respondents in 2017. We launched this survey at the Royal Welsh Show, and engaged the public on this topic throughout the summer. Results will be worked on by the university and shared with the PCC. - Public opinion on local policing services through OpCynefin Newtown East. Consultation closed at the end of July, with 195 completed surveys received (20% response rate). These results will be worked on during Q3. The PCC and his Engagement Officer discussed local issues with local officers, various organisations / community groups and residents during the Community Engagement Day held in Crymych, Pembs during Q2. During the CED, it is common for a local officer to be present for the PCC's visits, so as the NPT can be informed of local issues discussed with the PCC. It is also a good way for the PCC to share information on his role and priorities. The next edition of the PCC's newsletter, Community Link, to be published at the start of Q3, will feature information on the work of the PCC / CC and the OPCC during Q2. Following a multi-agency day hosted by the PCC and held in the town of Tregaron in January 2019 - where residents had the opportunity to share their local concerns with us and our partner agencies - OPCC staff returned to the area during Q2, at Tregaron Show, to share with the public the actions taken by our partners since the PCC's event. One example being: Following residents' concerns regarding speeding in the town, GoSafe Wales confirmed that they would be carrying out speed checks to assess the situation and suggest improvements. We also shared information residents gave us with partner agencies the Tregaron Family Centre has used the information gathered to apply for a community Lottery grant. On August 6th, the PCC and CC held a Facebook Live session following a Policing Accountability Board held at Trinity St David's University in Lampeter - an opportunity to discuss PCC / CC role, responsibilities and priorities, answer questions and provide information. This is the second time the PCC and CC have held such a session and both are keen to repeat.</p> </td> </tr> </table> </div> <div data-bbox="> <p>7</p> </p>
---	------------	--	--	---

		<p>Development and implementation of OPCC Single Equality Plan incorporating providing opportunities for local communities to inform and influence decision making</p>		<p>The PCC / OPCC continues to promote our engagement events, consultations, and information via a variety of methods – in order to provide wider opportunities for engagement with the PCC, and to disperse information to a wider audience:</p> <ul style="list-style-type: none"> - Social media - Press releases - Word of mouth - Working with partners and NPTs <p>Each of the above were undertaken for the Deep Dive consultation, and at the summer shows, communities were invited to complete surveys face to face with OPCC staff assisting them, online or just to provide their views informally. Individuals can also directly contact the Commissioner by phone, letter, email, online contact form, on social media, or during one of his engagement events.</p> <p>Youth Engagement Forum - through an open tender process, we are now working with Hafan Cymru to make our Youth Forum more representative of the communities they serve. Hafan Cymru have been awarded a contract to help grow the PCC's Youth Forum. The project will run from September 2019 to March 2020. The Youth Forum members play a key role in the delivery of Hafan Cymru's work, and have had an input from the outset, with representation from the Forum also part of the tendering interview process.</p> <p>As part of the OPCC's Review of Initial Police Contact (Deep Dive) we have been consulting with hundreds of people across Dyfed-Powys during July-September to get their views on how and why they contact the police, in addition to how accessible the contact is. This has included discussions, interviews and survey consultation, with over 800 people being consulted.</p> <p>No training during Q2, but the PCC's Compliance and Performance Manager ensures all staff are up to date with training, including in equality and diversity issues.</p>
		<p>Respond to community concerns in a timely manner</p>		<p>The OPCC were 100% compliant in our response times to complaints during the past quarter - this may be due to an improvement in the support team following a review in July 2019</p>
		<p>Engage residents in contributing to assurance and scrutiny activity</p>		<p>We continue to have a healthy and active stock of volunteers supporting the Commissioner's assurance duties. September saw the introduction of the Independent Custody Observer's Pilot, where a number of ICVs are involved in visiting the OPCC on a weekly basis to review custody records of vulnerable adults to ensure appropriate support has been provided. The D-P OPCC is the only OPCC in Wales and 1 of just 7 in England and Wales taking part in the pilot, with the ICV's conducting the record reviews in addition to maintaining their existing custody visiting schedules.</p>
		<p>Provide effective and accessible services for victims and vulnerable people</p>		<p>Tender evaluations during Q2 included testing the providers' plans for accessibility of service provision. Both successful providers received positive scores for this aspect. No service complaints received. MOJ data not due until November therefore current status compliant.</p>

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		Compliance and Performance Support Officer makes regular checks of the website to ensure that the material the office is publishing is as up to date as possible. The entry for next years transparency award was announced in late September with a returns deadline of 1st November
		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. Compliance and Performance Manager due to attend a Welsh Language Commissioner workshop in October
		Proactively promote and raise awareness of Commissioned Services		Service provider terms and conditions include a focus on promotion and communications. Currently more work needs to be done with Corporate Comms team to raise awareness of commissioned services. A number of requests are currently with the Comms team to highlight excellent work of Llamau for example via the Missing TV series. Website and PCC publications will be checked during October to ensure up to date information is available.
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		During Q2, a specification document was produced in consideration of a new approach to the 2019/20 Annual Report. We will be continuing discussions on this in to Q3, but hope to be in a position where we can bring a company in to help us develop a digital approach to the Annual Report. E.g. video clips evidencing how the PCC and his staff are delivering against the

				objectives within the Police and Crime Plan.
Monitor all complaints made against officers and staff, whilst having responsibility for complaints against the CC	17n	Handling of complaints against the Chief Constable		Although there was an increase in CC complaints during this quarter, 2 complaints resulted in a non-recording decision and the remaining 4 complaints were not upheld. From a scrutiny perspective, I have not identified any areas of concern in relation to the CC.
		Maintain oversight of complaint cases as per requested by individual members of the public		The number of oversight cases has gradually reduced over the past year - with the Commissioner's Office only having oversight now of one large case.
		Scrutiny of Force complaint handling		It was agreed between the OPCC and PSD that a dip sampling exercise would take place in November 2019 - therefore the result of that exercise will be available during the next quarter.
		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		Legislative changes are expected in Feb 2020. Discussions are currently ongoing across the Welsh forces in relation to the collaboration of the 'Complaints Review Officer' post. Sancus provided inputs re: changes in legislation to CoS, QoS Caseworker, Compliance & Performance Manager & Business Support Officer
PCC must not fetter the operational independence of the police force	18	Development and annual review of Corporate Governance Framework		CGF was thoroughly reviewed and updated this financial year however some remaining queries are outstanding.
Access to information, officers and staff	19	Corporate Governance Framework details information sharing arrangements		Covered within 3.7.7 of the Framework.
		Handling of information in accordance with Data Protection legislation		<p>There is still some work to do on tidying up our platform in regards to information we hold to ensure we comply with retention and disposal policy.</p> <p>The OPCC has volunteered to be part of an Information Commissioner's Office (ICO) project looking at data protection and freedom of information, this is due to take place in November.</p> <p>The OPCC have all relevant processes and policies in place to ensure that legislation is adhered to, but will still welcome any findings/recommendations as a positive thing to ensure we are fully compliant.</p>

Delivery of community safety and crime reduction	20a	Development and implementation of a Governance Framework for Commissioning and Partnerships		Commissioning documentation is in place and shared on PCC website. Service provision, themed meetings of LCJB and commissioned budget are all aligned to the priorities within the Police and Crime Plan which aligns to the strategic priorities of the Community Safety Partnerships. Further progress is still required against some of the recommendations from the Needs Assessment of victims and vulnerable people, predominantly regarding victim pathways and provision.
		Commissioning of services in support of community safety and crime reduction		The PCC provides match funding against the MOJ victims' grant to ensure that victims of ASB are able to access the same service provision as victims of crime. This comes from the PCC's own core budget. The PCC continues to support both CSP and YOPS services by providing in total over £280,000 to the partnerships. The PCC commissions restorative justice services for victims and is currently working with the Force to ensure that victims who have received an outcome from court are offered access to restorative justice facilitated by a quality mark approved provider. This requires some work between Goleudy and the Community Rehabilitation Company regarding Information Sharing Protocols and consent issues. Update from service providers currently awaited.
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		The Commissioner's Community Fund framework is already in place and has been implemented. Monitoring of the process is undertaken to ensure that the current process is still fit for purpose.
		Provision of crime and disorder reduction grants within 2019/20		There have been no more community fund grants issued since the last update. We will be looking at undertaking site visits with the approved grant recipients to ensure that they are delivering their projects.
		Evaluation of crime and disorder reduction grants to determine social return on investment		An evaluation process will be put in place and implemented once the current round of Commissioner's Community funding grants have embedded.
Collaboration agreements	20d	As detailed in 17h		
Wider responsibility for the enhancement of the delivery of criminal justice in their area	20e	Monitor the performance of all commissioned services, ensuring they are fit for purpose and provide value for money		Service review meetings have continued, however site visits have not yet commenced. Progress against this has been delayed due to recruitment of the support officer in mid July 2019 and resultant induction/development phase. Support officer has been heavily involved in Victims Code of Practice compliance and assisting with deep dives into victim work, as well as supporting contract monitoring meetings and criminal justice developments. Site visits are due to commence in Q3 therefore this measure will be compliant by year end.
		PCC's contribution to the All Wales Criminal Justice agenda		Quarter 2 update provided from Dyfed Powys LCJB highlighting key areas of success and future plans. PCC due to attend All Wales Criminal Justice Board meeting in October 2019.

		PCC's national portfolio responsibilities		Digital Policing Board and as part of this Commissioner is on the Information and Intelligence Directorate <ul style="list-style-type: none">• Workforce Transformational Board• National Police Air Service Board• Police ICT Company Board• All Wales Criminal Justice Board• Policing Board for Wales• All Wales Policing Group, and in 2019/20 will be chair of the group