



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

The Policing Protocol Order 2011

Quarter 4 2021/22 Summary Performance Report

Introduction

The Police Reform and Social Responsibility Act (PRSRA) 2011 establishes Police and Crime Commissioners within each Force area in England and Wales, giving them responsibility for the totality of policing within their area. It requires them to hold the Chief Constable to account for the operational delivery of policing, including the Strategic Policing Requirement published by the Home Secretary.

Section 70 of the PRSRA requires the Secretary of State to issue a Policing Protocol, which applies to every Chief Constable and Police and Crime Commissioner.

This protocol sets out the roles and responsibilities of all involved in the quadripartite relationship, namely Police and Crime Commissioner, Chief Constable, Police and Crime Panel and Home Secretary.

All parties will abide by the 7 principles set out in the Standards in Public Life, known as the Nolan Principles.

The establishment and maintenance of effective working relationships by these parties is fundamental. It is expected that the principles of goodwill, professionalism, openness and trust will underpin the relationship between them and all parties will do their utmost to make the relationship work.

In order to demonstrate compliance with the Policing Protocol Order 2011 the Office of the Police and Crime Commissioner for Dyfed-Powys developed a healthcheck which covers all the areas in the protocol which the Police and Crime Commissioner has legal power and duty over. This equates to 21 areas which are further broken down into 54 areas of action by various business areas within the OPCC, 4 of these are permanently marked as N/A which leaves 50 action areas. These are completed on a quarterly basis to show continuous progress.

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

Green - Fully compliant, no additional work necessary

Amber - Partially compliant, some additional work necessary

Red - Not compliant, duty not currently being met

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

Executive Summary

The following report covers the reporting period of Q4 of the financial year 2021/22 (Jan/Feb/Mar 2022)

RAG status comparison

Summary:

Of the 50 action areas:

Red/Coch	2	4%
Amber/Ambr	22	44%
Green/Gwyrdd	26	52%

The number of areas being scored as Red/Amber/Green has changed very little since the previous quarter, with a decrease of 1 in green and an increase of 1 in red. This is due in the main to all business area leads placing more emphasis on the RAG ratings. It would be unrealistic to mark areas as green and therefore fully compliant when significant work constantly takes place to ensure that all areas of the protocol are being met.

These areas form pieces of work which due to their nature are continuous and will never therefore be marked as green, but this does not mean that they are not compliant.

The work of the office and of the Commissioner is ever evolving and the protocol healthcheck and this subsequent report serves as a tool to demonstrate the continuous progress being made.

Some categories stand out as potentially needing more attention due to the percentage of red/amber within the category.

17g - Maintain an efficient and effective police force for the police area – (5/7)
71% amber

17i - Provide a local link between the police and communities, working to translate the legitimate desires and aspirations of the public into action - (4/5)
80% amber, (1/5) 20% red.

One section has been marked as red due to the number of ICV visits not being achieved in this quarter. This will be raised at the panel meeting in May and monitored by OPCC staff. New members have been vetted leading to an increased membership which will assist with this issue.

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, (3/4) 75% amber.

17n - Monitor all complaints made against officers and staff, whilst having responsibility for complaints against the CC – (1/2) 50% red.

This one section has been marked as red due to not all reviews having been responded to within the 28 day timeframe, however this is due to exceptional circumstances and the increase in volume of reviews received. There are plans in place to rectify this position.

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)		The Police and Crime Plan for 2021- 2025 was published in December 2021. An 'easy read' version has been produced as have supporting animated videos to promote the plan and facilitate understanding of the focus of each priority within the plan. These are regularly being promoted through social media.
Development of a Police and Crime Delivery Plan to support the achievement of the objectives as set out in the Police and Crime Plan		Performance framework is being developed by the Force which will inform the Delivery Plan. Work ongoing within the OPCC to capture evidence relating to scrutiny activity and commissioned services.
Review the Police and Crime Plan to ensure it remains fit for purpose		A new Police and Crime Plan has now been published which has been developed following extensive review of key documentation, consultation with the Force and key stakeholders as well as the views of local communities within the Dyfed Powys area. It takes into account national and local concerns thereby ensuring that it is fit for purpose and relevant for this area.

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		Clear governance arrangements are in place with escalation routes available to support the PCC in discharging his statutory responsibilities. These are being reviewed as part of the annual review of the Corporate Governance Framework to ensure they support the PCC and appropriately take cognisance of the governance arrangements being put in place by the new Chief Constable
Development and annual review of Corporate Governance Framework		Reviewed, updated and published by 31/03/22.
Establish a risk-based, forward looking schedule of activity to support improvements in Force performance		Improvements made as a result of scrutiny appears low due to work needed to follow up on observations from scrutiny activity.

Ensure the public's views are represented in the PCC's scrutiny work		<p>The focus of this quarter has been on developing a new scrutiny programme for the 2022/23 financial year. Part of this development has led to improved scheduling of key matters for scrutiny at Policing Board meetings. Scrutiny Panels have continued to operate, with the Quality Assurance Panel (QAP) undertaking their first in-person session since the outbreak of the pandemic.</p> <p>Themes initiated from public feedback has been downgraded from red as the engagement feeling of safety survey undertaken this quarter will contribute to next quarter's deep dive into Violence Against Women and Girls (VAWG). This is why no proactive public scrutiny research was undertaken this quarter.</p>
Oversight and implementation of external inspectorates recommendations		Just one response was required this quarter, to the report on the joint thematic inspection of the criminal justice journey for individuals with mental health needs and disorders. This was due and submitted on 12/1/22.

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

Action Required	RAG	Quarter 4 Progress Update
Development of a performance framework and structure that allows a greater understanding of the Police and Crime Plan outcomes		<p>In order to demonstrate compliance with the Policing Protocol Order 2011 the OPCC completes and maintains a healthcheck which covers all the areas in the protocol which the Police and Crime Commissioner has legal power and duty over.</p> <p>The healthcheck is reviewed on an annual basis to ensure that it remains relevant and provides business leads the opportunity to reflect on previous entries and change reporting as required.</p>
There are formal governance arrangements in place to hold the Chief Constable to account for the performance of officers and staff		Clear governance arrangements are in place with escalation routes available to support the PCC in discharging his statutory responsibilities. These are being reviewed as part of the annual review of the Corporate Governance Framework to ensure they support the PCC and appropriately take cognisance of the governance arrangements being put in place by the new Chief Constable
Chief Constable's Professional Development Review		The Chief Constable's priorities have been clearly outlined in his formal offer of appointment and will form the

		objectives for the Chief's Professional Development Review.
--	--	---

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		Detailed work has continued during 2021/22 with information being provided to the PCC to inform his deliberations in relation to the precept for 2022/23. This included a number of discussions with Chief Officers and 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 which has now led to the development of the Medium Term Financial Plan for 22/23-26/27, Capital Strategy, Reserves and Treasury Management Strategy. The PCC's proposal for the 2022/23 precept was supported by the P&CP in January 2022.
Setting of Medium term financial plan		Work has commenced to set the Medium Term Financial Plan for 2022/23, which will include consultation with the Police and Crime Panel. The MTFP is also considered by the Joint Audit Committee in conjunction with the Reserves Strategy, Capital Strategy and Treasury Management Strategy
Funding of capital programme to provide force with appropriate assets to deliver effective policing services		Detailed work has continued to further develop the longer term (10 year) capital programme which forms part of the MTFP, Capital Strategy and Treasury Management Strategy. The MTFP was considered by the Police & Crime Panel and supported by members. The MTFP is also considered by the Joint Audit Committee in conjunction with the Reserves Strategy, Capital Strategy and Treasury Management Strategy.

17e) Appoint the Chief Constable

Action Required	RAG	Quarter 4 Progress Update
Appointment of Chief Constable		Chief Constable Dr Richard Lewis commenced in post on 12th 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 VFM. The Efficiency and savings plan is considered as part of the MTFP and a focus has been brought to project proposals and business benefits realisation which will seek to assist in the continual drive for VFM. VFM is an intrinsic part to procurement activity at a local, regional and national level and continued engagement with BlueLight Commercial will assist in driving further VFM.
Statutory compliance of estates ensuring fit for purpose for operational use		<p>Statutory Compliance is currently at 96%. We have been validating the detail of this compliance and have developed a new monitoring tool in conjunction with the Force H&S dept and CBRE.</p> <p>We support this by attending to corrective measures. We are implementing an auditable improvement plan to check and test all data in this area.</p>
Explore opportunities to reduce environmental impact		<p>The Department for Business, Energy and Industrial Strategy (BEIS) has made funding available to enable Salix Finance to assist in carrying out Decarbonisation of buildings, building improvements and energy efficiency works. Dyfed Powys was awarded £879K.</p> <p>All phases of the programme have now been completed; these include: Building Energy Management System upgrades</p>

		<p>Heating and Hot water Controls upgrade</p> <p>Sub-metering</p> <p>LED lighting</p> <p>Photovoltaic array</p> <p>Loft Insulation</p> <p>Air Conditioning</p> <p>Work will now focus on recording the energy savings of all these elements.</p>
Explore and maximise external funding opportunities		<p>We continue to work with the Community Safety Partnerships to develop projects under the initial investment. We're also working with our Violence Against Women and Girls (VAWG) partners on both the Safer Streets 3 and have been successful in obtaining funding under the Perpetrator Fund from the Home Office to develop a perpetrator specific initiative with VAWG Partners. We will be working with partners to develop an SSF4 (Safer Streets Fund) bid.</p> <p>Economic and Social Research Council funding has been identified and will be discussed in upcoming forums</p>
Explore and maximise sponsorship initiative opportunities		<p>Sponsorship opportunities are continuing to be sought across the Force area although this has slowed due to the current COVID situation. Going forward, this will be a priority area for the External Funding Advisor.</p> <p>We will be working closely with the Forces new Partnership Officer to capitalise on initiatives going forward.</p>
Implement and maintain a risk register to identify and mitigate risks to the OPCC and force		<p>The Compliance and Performance Manager has monthly meetings with the Force Risk and Assurance Officer when all shared risks are discussed and communicated to ensure consistency with entries.</p> <p>Risks are reported on to the Joint Audit Committee and the OPCC Exec. Team on a quarterly basis.</p> <p>During the past few months the Force have made some changes to the format of their reporting and to ensure consistency the OPCC have adopted the same reporting format.</p> <p>The Force are currently undertaking a review of their corporate risk register and implementing changes in terms of how risks are recorded, updated, scored etc.</p> <p>The OPCC Exec. Team will review the changes the Force are making and consider adopting a similar approach if it is deemed appropriate, however due to the current</p>

		resource review and restructure of the OPCC it is deemed that now is not the appropriate time to make the changes. The Estates department will be transferred to the Force for Ownership and Governance as from 1st April 2022, this will also have an impact on the OPCC register with many risks currently being directly Estates related.
Utilise training and development plans for all OPCC staff		<p>Training is discussed in DAP (Development & Assessment Profile) reviews and planned accordingly in line with the allocated budget.</p> <p>This will be reviewed further following the resource review activity.</p>

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		PCC is now chair of Policing in Wales and is focussing on collaboration during his term. The All Wales Chief Officer lead is a Dyfed Powys officer, who liaises closely with the PCC.
Explore collaboration opportunities with other partners		<p>We have been successful in obtaining the second and third bid for the Safer Streets fund.</p> <p>We have recently been awarded a £880k bid for Salix funding looking at improving the environmental sustainability of our estates. We have also been successful in obtaining £417k from the Perpetrator Fund working with our VAWG (Violence Against Women and Girls) partners to deliver the project.</p>
There are formal governance arrangements in place to scrutinise collaboration agreements		<p>PCC is now chair of Policing in Wales and is focussing on collaboration during his term. Collaboration is also scrutinised from a Dyfed Powys perspective through Policing Board.</p> <p>The 4 PCCs recently agreed for the OPCCs to work collectively in relation to the scrutiny of the Violence Against Women and Girls agenda.</p>

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

Action Required	RAG	Quarter 4 Progress Update
Working with the Force to develop and implement our joint Strategic Equality Plan; meeting the objectives within		OPCC colleagues provided updates on specific progress made against the Joint Strategic Equality Plan. A draft of the progress report was developed during Q4 and will be signed off at a meeting of the Force's Embracing Diversity Board in April 2022 (Q1).
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>Discussions have been had around the various policies and strategies in place, and it has been identified that the Social Media Strategy will need to be further updated following the OPCC restructure in June 2022, and an Action Plan developed in support. Similarly with the Engagement and Communications Strategy and its Action Plan. The Terms of References for the Victim and Youth Forums will need to be reviewed following the OPCC restructure.</p> <ul style="list-style-type: none"> • A proposed Action Plan has been developed for the future work of the Youth Engagement Forum, from April 2022 to May 2024. This will need to be agreed following the OPCC restructure. • The Terms of Reference for the Victim Engagement Forum have been amended to reflect a change in engagement approach but require consideration by partners prior to its publication. • The brand guidelines for the new OPCC logo were published and shared with both staff and partners. • Results of the precept consultation were shared with the PCC and Director of Finance to ensure feedback was taken into account in the PCC's decision-making and incorporated in to the Medium Term Financial Plan. • Analysis was undertaken on the results of the Do you feel safe in your local area? Survey - 530 responses were received, and the main headlines shared with OPCC colleagues for consideration in Deep-Dive planning. Further analysis work needs to be undertaken prior to its wider distribution. • Victim Engagement Forum members were contacted a number of times during Q4. They were asked to provide feedback on Goleudy's opening hours, and what they classed as an acceptable timeframe between an initial call to the Force Contact Centre and a return call by a member

of the Crime and Incident Hub. Members were invited to attend the PCC's St David's Conference where opportunities arose to put questions to the PCC and speakers. Feedback from members of the Forum was incorporated in to the OPCC's response to the Victims' Bill Consultation. Social media polls were used to request members of the public also share their views on Goleudy's opening hours.

- We continued to inform public of the PCC's work and key messages through social media posts and 12 press releases.
- The e-Bulletin was published/circulated at the end of each month, detailing activities during Q4.
- Via our social media platforms, we promoted Senedd Wales' Children, Young People and Education Committee's consultation on Peer-on-peer sexual harassment among learners between 11 and 18 years old.
- Victim Engagement Forum members were advised of two national consultations – the Victims' Commissioner's survey on online harm and the Suzy Lamplugh Trust Survey. These were also promoted on our social media platforms.
- Funding opportunities and details of national awareness campaigns were also shared on our social media platforms.
- The Police Precept Notice was published on our website and a link shared via social media to inform communities of the 2022/23 police budget.
- Animated videos were produced to support and promote the new Police and Crime Plan. These videos were shared on our social media platforms.
- The PCC hosted his annual St David's Conference, a hybrid event (both online and in person), with a focus on Anti-Social Behaviour (ASB). Members of the public were invited to attend alongside partners.
- The PCC hosted three Community Engagement Days during Q4 - Kidwelly, Llanelli, and Powys – Talgarth, Brecon and Hay on Wye. He met with several community representatives, including Councillors, business representatives, charities and community projects.
- The PCC was joined by Chief Constable Richard Lewis in his first live 'Commissioner in Conversation' session. It was an opportunity for the public to raise questions and concerns directly to the PCC and Chief Constable. Viewers

		<p>were also provided with an update on the Police and Crime Plan priorities and the activities undertaken by the new Chief Constable during his first 100 days in office, in formulating his priorities.</p> <ul style="list-style-type: none">• We promoted Joint Audit Committee vacancies through a press release and social media posts to further involve community members in scrutinising governance and finances.															
Respond to community concerns in a timely manner		<p>There has been an increase of 27 community concerns received in this current quarter, when compared to the previous quarter (Oct-Dec).</p> <p>None of the statistics for the communication received into the OPCC has caused any concerns in relation to spikes in figures etc.</p> <p>The OPCC have considered how we can report on 'return customers' and have tested changing the date on the Corretracker record if further communication is received from the same individual; however the system did not pick up that record when the report was ran for the quarterly statistics. This is currently still under consideration by the OPCC in relation to how to capture 'return customers' within this report. The Corretracker system has been changed in relation to separately recording Chief Constable complaints and reviews and then community concerns are a new category with the sub-categories identified in this report, in an attempt to achieve more accurate recording on the system.</p> <p>There have been a total of three misconduct hearings recorded (one of which has completed in April 2022).</p> <table><tr><td>No. of community concerns raised</td><td>93</td></tr><tr><td>No. currently ongoing/open cases</td><td>0</td></tr><tr><td>% closed cases resolved within 30 working days</td><td>100%</td></tr></table> <table><tr><td rowspan="4">Breakdown by category - PERSONAL Concerns</td><td>% Anti-Social behaviour</td><td>16.0%</td></tr><tr><td>% Traffic Concerns/ Speeding/ Fixed Penalties</td><td>14.0%</td></tr><tr><td>% Domestic Abuse</td><td>4.3%</td></tr><tr><td>% Concerns for Safety/Welfare</td><td>7.0%</td></tr></table>	No. of community concerns raised	93	No. currently ongoing/open cases	0	% closed cases resolved within 30 working days	100%	Breakdown by category - PERSONAL Concerns	% Anti-Social behaviour	16.0%	% Traffic Concerns/ Speeding/ Fixed Penalties	14.0%	% Domestic Abuse	4.3%	% Concerns for Safety/Welfare	7.0%
No. of community concerns raised	93																
No. currently ongoing/open cases	0																
% closed cases resolved within 30 working days	100%																
Breakdown by category - PERSONAL Concerns	% Anti-Social behaviour	16.0%															
	% Traffic Concerns/ Speeding/ Fixed Penalties	14.0%															
	% Domestic Abuse	4.3%															
	% Concerns for Safety/Welfare	7.0%															

			% Firearms Resolution	2.2%
			% Fraud	3.3%
		Breakdown by category - ORGANISATIONAL Concerns	% Police officers / staff conduct / Ongoing PSD Matters	30.0%
			% Organisational Dissatisfaction	4.3%
			% CCTV	2.2%
			% Response Times	2.2%
			% Employment/Vetting	1.2%
			% Misconduct Hearing	3.3%
			% Data Management	1.2%
		Breakdown by Category - OTHER Concerns	% National/Local Concerns	3.3%
			% Duplicate complaint	4.3%
			% Non- Policing Related	1.2%
		Engage residents in contributing to assurance and scrutiny activity	<p>The overall volunteer profile remains relatively stable, however the Independent Custody Visitor (ICV) scheme continues to experience fluctuations in membership. 7 new ICVs have recently been granted vetting clearance and will be trained in April, which will bring the total to 97% of the ideal ICV establishment.</p> <p>Following last quarter's poor performance, the OPCC instigated a new protocol to manage the Animal Welfare Visitors' progress. They have made a significant effort to increase the volume of visits undertaken, bringing the total to 94% for the 6 month rota. The one outstanding visit to two dogs has been scheduled for April.</p> <p>ICVs have resumed their visits to HQ to undertake custody record reviewing, with a focus on anti-rip suits. Dyfed-Powys are leading a national pilot on this scrutiny.</p> <p>The target number of ICV visits has not been reached this quarter. This will be raised with ICVs in their Panel meetings at the beginning of May to ensure they update the OPCC should any visits not take place. The OPCC is also working to expand the live-time electronic reporting forms trialled in Haverfordwest across the rest of the Force area.</p>	

		<p>This should enable the OPCC to react to issues raised by ICVs, or missed visits, in a much quicker time.</p> <p>Despite a downturn in the volume of visits, the OPCC has noted an increase in the number and quality of observations being made by ICVs during the quarter, thought to be a result of the additional training they have received through reinstating their role in the record reviewing process.</p> <p>However, this increase in identification has not been matched by an increase in resolutions, which is posing a risk to both organisations. OPCC staff are in regular communication with custody and estates leadership in an attempt to resolve.</p>
Provide effective and accessible services for victims and vulnerable people		<p>The Ministry of Justice (MOJ) data return is currently being prepared for the year-end submission. Providers are reporting positive outcome data alongside the challenge of additional demand on services during and post pandemic.</p> <p>No complaints have been received. The complaints process forms part of the 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, for example the current substance misuse tender being run by Powys County Council.</p> <p>Victim Code of Practice (VCOP) discussions continue at Local Criminal Justice Board (LCJB) victim and witness meetings but many agencies have had to halt manual data capture during the pandemic. Awaiting MOJ quantitative framework which they have reported will be implemented from April 2022. Additional dip sampling process model is now complete and due to be commenced in Dyfed Powys from April 2022, currently awaiting Crown Prosecution Service details of cases to be reviewed. Process will be coordinated by the OPCC and completed by all Criminal Justice agencies.</p>

17j) Hold Chief Constable to account for the exercise of the functions of the office of Chief Constable and those under his direction and control

Action Required	RAG	Quarter 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
Publish information in accordance with the Elected Local Bodies Order		<p>CoPaCC (Comparing Police and Crime Commissioners - Police Governance experts) have taken the decision NOT to carry out the Transparency Quality Mark audit this year. We have been successful in obtaining this award for the past 3 years and checks by CoPaCC usually start in November, however despite there being no award next year the office ensure that all statutory publishing requirements are met as 'business as usual'. The Compliance and Performance Support Office has undertaken a full review of the website this quarter.</p> <p>In addition the Office has taken the decision to develop a new website as the current one is no longer truly representative of the OPCC following a new brand and logo and lacks visual appeal.</p> <p>Once the new website goes 'live' the Compliance and Performance Manager will conduct an independent audit in replace of the CoPaCC check to ensure that all statutory requirements are being complied with.</p> <p>Full details of the Statutory Publishing Requirements are available on our website.</p>
Publish information in an accessible and easy to reach format		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.
Publish information in accordance with the Welsh Language Standards		The Welsh Language Commissioner's Office have adopted a new compliance monitoring regime where the focus will be much more on identifying where the gaps or weaknesses are and taking action to improve. This regime will take place over a four year period with organisations being checked twice during that time.

		<p>The OPCC was monitored over January, February and March 2022, with this being year one, checks will be carried out again in year three.</p> <p>In the main service areas, i.e. telephone and correspondence the OPCC performed very well.</p> <p>There were 3 main findings:</p> <p>1.The OPCC's complaints procedure doesn't reference complaints relating to the standards and to the categories of standards, which isn't compliant with standards 153 and 159.</p> <p>This was resolved and the complaints procedure on the website now references this.</p> <p>2.Standards 155, 161 and 167 requires the OPCC to produce an annual report for each financial year, which deals with how you complied with the service delivery standards, policy standards and operational standards. In your supplementary standards questionnaire you pointed towards the Dyfed-Powys Police annual report, however the standards require OPCC to produce its own report that's independent of the Dyfed-Powys Police report.</p> <p>In previous years a joint report has been accepted, however going forwards the OPCC will create their own. The Compliance and Performance Manager has scheduled this to be completed. This will need to be published by the end of September.</p> <p>3.Documents on the website didn't have a message on the English version to say that there's a Welsh version also available, as is required under standard 47.</p> <p>The Policy and Engagement Advisor has liaised with IS&T to see if we can put a statement on the banner to indicate that all documents are also available in Welsh. Resources will not allow for us to go through all documents on the website to insert the sentence that a welsh version is available, however we will ensure that this is completed going forwards. Compliance and Performance Manager has sent out a communication to all staff and raised the matter at the weekly meetings.</p>
Proactively promote and raise awareness of Commissioned Services		<p>The OPCC Website contains accurate information on existing services. This is checked as part of the Transparency Award and regularly updated by the Commissioning team where amendments are required. A link to the website is included within Victim Information</p>

		<p>Packs. Single page summary documents are included on the commissioned services webpage although require updating for 21/22 outturn figures.</p> <p>The PCC Engagement team are linked in to the press teams within all commissioned services and work jointly to share social media and press articles. Regular social media activity is undertaken for commissioned services. The Director of Commissioning and the Engagement Advisor meet regularly to discuss pertinent issues. Working with DPP press team to ensure that services such as Goleudy are reinforced throughout all Force media activity.</p> <p>An article in ASB in Focus during Q2 featured the PCC's Community Trigger appeal process and support for ASB victims via Goleudy. 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.</p> <p>All contracts contain a standard requirement for promotion of services. Service implementation meetings include a focus on communications plans at the commencement of service. Recent audit activity with commissioned services has included refreshed requests for an acknowledgement of the PCC /MOJ funding source in all publicity and materials. The PCC Engagement team linked with commissioned service providers to ensure consistency in messaging and campaigns.</p>
--	--	--

17I) 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 of Staff and Panel's key officer to ensure members receive relevant and timely information.
Provision of documentation to Police and Crime Panel as per their requests		The Police and Crime Commissioner and relevant officers attend all Police and Crime Panel meetings as required. Regular discussions are maintained between the Chief of Staff and Panel's key officer to ensure members receive relevant and timely information.

		A draft MOU (Memorandum of Understanding) has been prepared to further facilitate communications.
Regular liaison between OPCC and PCP in support of discharging statutory duties		The Police and Crime Commissioner and relevant officers attend all Police and Crime Panel meetings as required. Regular discussions are maintained between the Chief of Staff and Panel's key officer to ensure members receive relevant and timely information. MOU (Memorandum of Understanding) to formalise arrangements is in draft for approval.

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		An outline of the content of the 2021-22 Annual Report has been drafted in line with the new Police and Crime Plan. This will be populated during Q1.

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		During the period Jan- Mar 2022, there have been no Chief Constable complaints received by the OPCC. The Chief Constable complaint that the OPCC received during the last quarter (Oct-Dec) has been completed during this current quarter (Jan-Mar).
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		During the period Jan-Mar 2022, a total of 18 reviews were received. During the same period, a total of 9 reviews were completed. As at 28.04.22, there are currently 27 reviews outstanding - 23 of those are currently overdue

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

Action Required	RAG	Quarter 4 Progress Update
Development and annual review of Corporate Governance Framework		Reviewed, updated and published by 31/03/22.

19) Access to information, officers and staff

Action Required	RAG	Quarter 4 Progress Update
Handling of information in accordance with Data Protection legislation		<p>As a corporation sole, the OPCC are subject to and responsible for FOI requests.</p> <p>15 FOI requests were received in this quarter. Only 6 of these were requests in which the OPCC held the information requested. 1 was directed to the OPCC website where the information was already published and 8 were forwarded to the force with the requestor's permission as they may or may not have held the information.</p> <p>No subject access requests were received this quarter and there were no data breaches reported.</p> <p>Staff were issued with 2 communications about phishing / suspicious emails.</p>

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>The Commissioning strategy is in place for Term 3 which replaces previous documents. This is currently being published on website.</p> <p>The Q4 meeting was held in February with presentations on the Dyfed substance misuse service and an update on grant related activity. The Terms of Reference are currently being reviewed for any required amendments and OPCC and the Commissioning Advisory Board (CAB) members are reviewing membership to identify gaps and improvements. The future plan of activity will include more focus on grant activity with recipients presenting to the Board.</p>

		<p>The contracts register is in place and reviewed for Term 3, alongside evaluation and audit plan for the future of all commissioned services. The key milestones and decisions required for PCC are all complete and on track during 21/22.</p> <p>Local Criminal Justice Board (LCJB) members undertook a bespoke consultation as part of Police and Crime Plan (PCP) development and are now contributing to a joint performance framework that will evidence delivery of the Plan across partnership agencies. All partnership contacts, including Community Safety Partnership (CSP) managers are involved in the consultation phase and will contribute to metrics for performance framework.</p> <p>The tender evaluation process for new services and scoring for grant bids includes requirement for link to Police and Crime Plan priorities. Service providers have been involved in consultation for development of new PCP. Key metrics from services will contribute to the performance framework to evidence delivery of the Plan. The performance framework is currently under development.</p> <p>The newly established External Funding Group ensures Force and PCC priorities are considered in any new grant or service activity.</p>
Commissioning of services in support of community safety and crime reduction		<p>The MOJ victims grant is match funded by PCC core funding. The total grant for 21/22 is £996,050 of a total £1.89m commissioning budget. Therefore the PCC provides approximately 47% of funding for services. This is noted in MOJ returns where match funding is reported to Ministers. OPCC has secured uplifts of over £600,000 for 21/22 for provision of VAWDASV (Violence against women domestic abuse and sexual violence) services.</p> <p>The PCC and Director of Commissioning are in regular communication with YOPS (Youth offending and Prevention Service) managers during 21/22 to agree future funding arrangements. Dyfed Powys is the first in Wales to invite CSP representative as a member of LCJB to enable links between community safety and criminal justice agendas. Quarterly meetings are being established for 22/23 with Partnership Chief Inspectors and the Partnership Coordinator also invited.</p> <p>MOJ grant T&Cs are met with compliance recorded and endorsed by CFO (Chief Finance Officer) for grant returns. Grant agreements and contracts with providers ensure</p>

		<p>that appropriate T&Cs are met. The audit schedule includes checks on compliance.</p> <p>A contract is no longer required since reunification of Probation services as provision of RJ (Restorative Justice) is a statutory function for HMPPS (Her Majesty's Prison and Probation Service). Therefore RJ facilitation for victims will continue - HMPPS will work with Goleudy to identify and refer victims appropriately.</p> <p>The LCJB victim and witness sub group has requested a refresh of internal RJ training for officers, including a number of RJ champions across the Force. The Force End to End project includes consideration of the RJ offer to victims. The Director of Commissioning (DoC) and the Engagement Officer met with Why Me? organisation in January to assess progress against key recommendations for PCCs; there was a positive outcome with Dyfed Powys demonstrating some examples of best practice such as inclusion of RJ in Community Remedy options and RJ focus in new Police and Crime Plan.</p> <p>LCJB (Local Criminal Justice Board) members undertook a bespoke consultation as part of PCP (Police and Crime Plan) development and are now contributing to a joint performance framework that will evidence delivery of the Plan across partnership agencies. All partnership contacts, including CSP managers are involved in the consultation phase and will contribute to metrics for performance framework.</p>
--	--	---

20b) Community Safety Partnerships – The ability to bring together at the force level

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 new funding decision process is now in place and is being implemented successfully.</p> <p>Statement of Financial Position - £14,646</p> <p>*Police Volunteer cadet</p>

		<ul style="list-style-type: none"> *Pembrokeshire People First *St Pauls Family Centre *Llwynhendy Forum *Unity Cycle Tour *Brecon Street Pastors *Operation Deepdale DPP *SAMM National charity (Support after Murder and Manslaughter) *Race Communication Grant Scheme contribution <p>POCA (Proceeds of Crime Act) - £75,882.49</p> <ul style="list-style-type: none"> *DPP Financial Investigator *DPP Safeguarding Officer *DPP Fraud Triage Officer *Hate Crime week <p>Driver Retraining - £132,785</p> <p>*Carmarthenshire CSP LoRaWAN project - LoRaWAN is a low-power, wide area networking protocol built on top of the LoRa radion modulation technique. It wirelessly connects devices to the internet and manages communication between end-node devices and network gateways.</p> <ul style="list-style-type: none"> *Safer Streets match funding *DA Regional Perpetrator project contribution *Cilgerran ASB project <p>DIP Reserve £17,141</p> <ul style="list-style-type: none"> *Drug Testing wipes for RPU
Provision of crime and disorder reduction grants within 2021/2022		We continue to support community initiatives and projects through our grant opportunities and have recently awarded funding to Swansea City Football Club Foundation, to develop their Kicks project across 5 areas in Dyfed Powys, following their successful Seaside Kicks project.
Evaluation of crime and disorder reduction grants to determine social return on investment		The new funding decision process is now in place and is being implemented successfully.

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
Monitor the performance of all commissioned services, ensuring they are fit for purpose and provide value for money		<p>The Q4 review meetings are scheduled for April. There are ongoing discussions with providers in relation to the impact of Covid, in addition to regular contract meetings. Meeting structure, minutes and actions audited as part of annual audit checklist.</p> <p>Q3 reports were all received prior to the contract review meetings. The Q4 reports are currently being received in readiness for performance meetings. There are no performance concerns at present. Work has been undertaken with 2 service providers to enhance current data provision and enable improved performance monitoring. No performance concerns at present. Reporting timeliness and positive KPI progress included in annual audit checklist.</p> <p>Physical site visits slowly progressing out of Covid 19 restrictions with PCC having visited a number of sites during Community Engagement Days. Annual desktop audits of services have commenced.</p> <p>Deep dive audits commenced in November in line with commissioning cycles and key PCC decisions. 4 audits have been completed in 21/22. The Commissioning and Engagement teams are planning a joint schedule for future PCC visits to services in line with community engagement activity.</p>
PCC's contribution to the All Wales Criminal Justice agenda		<p>Dyfed-Powys LCJB (Local Criminal Justice Board) work closely with the CJiW (Criminal Justice in Wales) coordinator to ensure alignment of priorities and reporting into All Wales arrangements. DoC meets regularly with CJ leads for other Welsh OPCCs. Reporting structure has been agreed to ensure Dyfed-Powys highlight positive progress on national and local activity as well as escalate areas of concern/risk where required.</p> <p>The LCJB meeting held in January 2022 focused on people who offend as a priority area. The LCJB recovery sub group stood down in Q4 due to continued positive progress and business as usual operating in Crown and Magistrates Courts. The LCJB Delivery Plan for 21/22 is due to be finalised with RAG rated progress in the May LCJB meeting; outstanding actions and priorities will be considered for inclusion in the 22/23 delivery plan.</p>

PCC's national portfolio responsibilities

- Workforce Transformational Board
- National Police Air Service Board
- Police Digital Services
- All Wales Criminal Justice Board
- Single Unified Safeguarding Review Board with Welsh Government, where he assumes the role of the Single Responsible Officer for Wales.
- Policing Board for Wales
- Policing in Wales (Commissioner has taken over the chair for this meeting in June 2021)
- Safer Communities Programme Board
- Strategic Command Course Professional Reference Group
- Equality and Diversity and Human Rights Group (APCC)
- National Rural Crime Network - on the Executive Board