

July 2022

THIS DOCUMENT IS ALSO AVAILABLE IN WELSH



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

# **The Policing Protocol Order 2011**

**Quarter 1 2022/23 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 Q1 of the financial year 2022/23 (Apr/May/June 2022)

### RAG status comparison

#### **Summary:**

Of the 50 action areas:

Red/Coch	0	0%
Amber/Ambr	25	50%
Green/Gwyrdd	25	50%

The number of areas being scored as Red/Amber/Green has changed very little since the previous quarter, however 2 of the areas previously marked as red have now moved to amber, this is a result of the concentrated effort being placed on the complaint reviews and a focus being placed on increasing the number of members for the volunteer scheme and training them. There was also an increase in the proportion of detainees covered by ICV activity through this quarter.

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 amber within the category.

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

17h - Enter into collaboration agreements with other PCCs, other policing bodies and partners – (3/3) 100% amber.

17i - Provide a local link between the police and communities, working to translate the legitimate desires and aspirations of the public into action - (5/5) 100% amber.

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.

20c - Crime and disorder reduction grants (3/3) 100% amber.

### 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 1 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)	Green	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	Yellow	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	Green	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 1 Progress Update
There are formal governance arrangements in place to support effective scrutiny	Green	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	Green	Updated last quarter.
Establish a risk-based, forward looking schedule of activity to support improvements in Force performance	Yellow	It is positive to note the quality of the QA and OOCDC Panels' observations.  It is also worthy of note one particular output of the OOCDC Panel where a Magistrate on the Panel identified the

		<p>Dyfed-Powys panel as being particularly effective, suggesting that the PCC provide an input at an All-Wales Magistrates' meeting to inform them of the Panel's work.</p> <p>However work is required by the OPCC to improve on the efficiency in reporting and follow-up to ensure improvements are made as a result of these observations.</p> <p>It is envisaged that this will be a focus for the office upon completion of the OPCC restructure.</p>
Ensure the public's views are represented in the PCC's scrutiny work		<p>Routine scrutiny has continued through the QAP and OOOD Panels.</p> <p>There has been a particular focus on improving the scheduling of matters for scrutiny by the PCC at Policing Board meetings.</p> <p>Deep dive activity proposed to start this quarter has been delayed due to the restructure of the OPCC, however the Quality Assurance Panel's review of stalking and harassment cases on 25th May will support the proposed deep dive into the Force's performance relating to such crimes.</p>
Oversight and implementation of external inspectorates recommendations		<p>The OPCC has responded to two reports within the quarter:</p> <p>A joint thematic inspection of the police and Crown Prosecution Service's response to rape - Phase two: Post-charge</p> <p>State of Policing: The Annual Assessment of Policing in England and Wales 2021</p>

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

Action Required	RAG	Quarter 1 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</p>

		opportunity to reflect on previous entries and change reporting as required.
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 1 Progress Update
Inform PCC's decision in respect of the precept		<p>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&amp;CP in January 2022.</p> <p>Work on the 2023/24 MTFP is beginning shortly which take cognisance of the draft year end position for 2022/23 and also the range of financial issues that are currently being faced</p>
Setting of Medium term financial plan		The MTFP for 2022/23 - 2026/27 was published in January 2022. Work will begin shortly on the Medium Term Financial Plan for 2023/24 which will take cognisance of the draft year end position for 2022/23 along with the array of financial issues that are currently being faced. The MTFP is also considered by the Joint Audit Committee and Police and Crime Panel 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. All existing schemes within the programme will be reviewed over the next few months to start to inform the MTFP for 2023/24 and beyond. 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 1 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 1 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 1 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

		<p>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.</p>
<p>Statutory compliance of estates ensuring fit for purpose for operational use</p>		<p>Statutory Compliance is currently at 95%. We have been validating the detail of this compliance and have developed a new monitoring tool in conjunction with the Force H&amp;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> <p>TIAA are conducting an audit on statutory compliance during June, we await the outcome of this and any recommendations.</p>
<p>Explore opportunities to reduce environmental impact</p>		<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:</p> <ul style="list-style-type: none"> <li>Building Energy Management System upgrades</li> <li>Heating and Hot water Controls upgrade</li> <li>Sub-metering</li> <li>LED lighting</li> <li>Photovoltaic array</li> <li>Loft Insulation</li> <li>Air Conditioning</li> </ul> <p>Work will now focus on recording the energy savings of all these elements.</p> <p>Phase 3 of Salix funding has recently been applied for which should further assist with the decarbonisation programme.</p> <p>There is an efficiency drive to monitor consumption using the technology invested through the Salix funding.</p> <p>Funding has also been confirmed for a cut and collect machine to mow the meadow grasses and enhance the biodiversity around the stations. this feeds into our plans for our biodiversity strategy.</p>

<p>Explore and maximise external funding opportunities</p>		<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>Phase 3 of Salix funding has been discussed with the Estates team and recently applied for.</p>
<p>Explore and maximise sponsorship initiative opportunities</p>		<p>Sponsorship opportunities will be a concentration of work in coming months, working with the Force to explore collaborative opportunities to sponsor</p>
<p>Implement and maintain a risk register to identify and mitigate risks to the OPCC and force</p>		<p>Monthly meetings are held 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, this will be progressed when the new OPCC structure has been embedded.</p>
<p>Utilise training and development plans for all OPCC staff</p>		<p>Training is discussed in DAP (Development &amp; 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 1 Progress Update
Explore collaboration opportunities in accordance with the Policing Vision for Wales		As Chair of Policing in Wales, the PCC has had a clear focus on collaboration. In February 2022 a baseline audit of the All Wales Collaboration programme was commissioned to help share the future direction of collaboration activity amongst the 4 Welsh Police Forces. Initial findings were presented at the Policing in Wales meeting on 23.06.2022
Explore collaboration opportunities with other partners		Collaboration continues to be explored with partners, having recently submitted an SSF4 bid with external partners West Wales Domestic Abuse Services and Carmarthenshire County Council. Collaborative opportunities are discussed at several forums such as the ASB Steering group, SVOC Board, External Funding Group where we identify opportunities to work together.
There are formal governance arrangements in place to scrutinise collaboration agreements		Collaboration is also scrutinised from a Dyfed Powys perspective through Policing Board. On an All Wales level, the baseline audit of the All Wales collaboration programme which was commissioned in February 2022, presented initial findings at the Policing in Wales meeting on 23.06.2022. This included recommendations in relation to governance which are now being explored further

**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 1 Progress Update
Working with the Force to develop and implement our joint Strategic Equality Plan; meeting the objectives within		A report was developed outlining the progress made against the Joint Strategic Equality Plan for 2021-22, and was signed off at a meeting of the Force's Embracing Diversity Board in April 2022.
Development and implementation of OPCC Engagement and Communication Strategy and action plan, and Social Media Policy and Strategy incorporating providing opportunities for local		Various strategies and policies covering this area of work need to be reviewed. The decision has been made to await the establishment of the new Engagement and Communications team prior to undertaking this work. Similarly, with the supporting Action Plan.

communities to inform and influence decision making and proactively promoting the work of the PCC and CC

- Members of the Victim Engagement Forum (VEF) were contacted several times between April and June 2022, to:
  1. Provide feedback on the Force-wide IDVA service, firstly through an online survey (also shared with commissioned services), and secondly through online focus groups. The feedback shared was reviewed by the Director of Commissioning and will be considered in the development of the specification for the re-tendering of the IDVA service.
  2. Take part in an online Workshop hosted by Dyfed-Powys Police, to discuss how the force can improve its services to victims of domestic abuse, rape and serious sexual offences. 12 VEF members requested involvement in the workshop set to take place on 5 July.
  3. Consider responding to a national Home Office consultation. VEF members were advised of the Home Office's consultation on their updated draft statutory guidance for controlling or coercive behaviour. Information was provided as to how they could directly submit their feedback to the Home Office. Alternatively, VEF members were advised that they could share their feedback with the OPCC which would then be incorporated in to the PCC's consultation response.
  4. Take part in activities around the Knife Angel. They were also invited to attend the Opening Ceremony.
  5. Join DPP's Assistant Chief Constable in an online forum to discuss the content of the force's draft Delivery Plan – a successful meeting.
  6. Consider becoming a member of the Commissioner's Commissioning Advisory Board.
- VEF members will also be provided with information on the Victims' Commissioner's newly launched Victims' Survey, once the Welsh survey is received.
- During the Knife Angel's time in Aberystwyth, the PCC launched a new consultation on public confidence in the police, that will provide the PCC with an indication of the public perception of policing in our area and of the progress made towards the outcomes set under the 2021-25 Police and Crime Plan priorities.
- During the Knife Angel's time in Aberystwyth, through partners' workshops, activities and an anti-violence

fayre – visitors were advised of the services partners provided, many of whom are funded by the Commissioner. The Engagement Programme, which provides details of each workshop and engagement activity, is available on our website: <https://www.dyfedpowys-pcc.org.uk/en/your-neighbourhood/events/knife-angel-aberystwyth-in-june-2022/>.

- Youth Engagement forum - In June, the PCC launched a campaign to recruit additional Youth Ambassadors. As part of the recruitment campaign, we are holding a consultation with young people throughout Dyfed-Powys to gather young people's perceptions of policing within our communities.
- We continued to inform public of the PCC's work and key messages through social media posts and 11 press releases.
- The PCC's e-Bulletin was published and circulated at the end of each month, detailing activities throughout Q1.
- The PCC hosted an event at the new DPP Custody and Policing Hub in Dafen on 24 June 2022, where attendees were briefed on the development and given the opportunity to put questions to the PCC and project leads.
- Via our social media channels, we promoted the APCC's Police Contact Survey, where respondents' views will help shape the future of reporting crime
- During the Knife Angel's time in Aberystwyth, communities were invited to numerous workshops run by partners to discuss local services and share their views.
- The PCC visited Neyland Town Council to discuss CCTV matters.
- The PCC hosted a Community Engagement Day in Aberystwyth in April, where he met with Choices and Aberystwyth University, the Citizens Advice Witness Service, DDAS, representatives from the Integrated Offender Management pilot – as well as a service user, and Aberystwyth Neighbourhood Policing Team.

Respond to community concerns in a timely manner

None of the statistics for the communication received into the OPCC has caused any concerns in relation to spikes in figures etc.

Considerations are still being made on recording repeat/returning customers. There are currently 2 ongoing misconduct hearings.

No. of community concerns raised	99
No. currently ongoing/open cases	8
% closed cases resolved within 30 working days	100%

Breakdown by category - PERSONAL Concerns	% Anti-Social behaviour	17.17%
	% Neighbourhood Disputes	2.02%
	% Family Disputes	1.01%
	% Traffic Concerns/ Speeding/ Fixed Penalties	16.16%
	Livestock/Cattle Worrying	1.01%
	% Domestic Abuse	2.02%
	% Concerns for Safety/Welfare	6.06%
	% Firearms Resolution	1.01%
	% Fraud	2.02%

Breakdown by category - ORGANISATIONAL Concerns	% Police officers / staff conduct / Ongoing PSD Matters	32.32%
	% Organisational Dissatisfaction	2.02%
	% Arrest Dissatisfaction	1.01%
	% CCTV	2.02%
	% Response Times	3.03%
	% Employment/Vetting	1.01%

		<table border="1"> <tr> <td data-bbox="671 280 815 544" rowspan="4">Breakdown by Category - OTHER Concerns</td> <td data-bbox="815 280 1283 336">% Confidential – no details provided</td> <td data-bbox="1283 280 1394 336">1.01%</td> </tr> <tr> <td data-bbox="815 336 1283 392">% National/Local Concerns</td> <td data-bbox="1283 336 1394 392">3.03%</td> </tr> <tr> <td data-bbox="815 392 1283 448">% Duplicate complaint</td> <td data-bbox="1283 392 1394 448">4.04%</td> </tr> <tr> <td data-bbox="815 448 1283 544">% Non- Policing Related</td> <td data-bbox="1283 448 1394 544">2.02%</td> </tr> </table>	Breakdown by Category - OTHER Concerns	% Confidential – no details provided	1.01%	% National/Local Concerns	3.03%	% Duplicate complaint	4.04%	% Non- Policing Related	2.02%
Breakdown by Category - OTHER Concerns	% Confidential – no details provided	1.01%									
	% National/Local Concerns	3.03%									
	% Duplicate complaint	4.04%									
	% Non- Policing Related	2.02%									
Engage residents in contributing to assurance and scrutiny activity		<p>A focus for the volunteer schemes this quarter has been on increasing the number of visits and training new members.</p> <p>The Quality Assurance Panel resumed in-person meetings this quarter, starting with a visit to the Force Communication Centre to review a selection of calls and learn about the developments to call handling processes.</p> <p>It is positive to note an increase in the proportion of detainees covered by ICV activity through this quarter.</p> <p>Work is ongoing with the Force to address a number of issues identified by Independent Custody Visitors.</p>									
Provide effective and accessible services for victims and vulnerable people		<p>The Ministry of Justice (MOJ) data return was submitted for year end 21/22 in May. 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, latest update is that this will be shared in Autumn 2022. Additional dip sampling process model will commence in July 2022, with the first cases for review to be shared with the Crown Prosecution Service.</p>									

		Process will be coordinated by the OPCC and completed by all Criminal Justice agencies.
--	--	---

**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 1 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 1 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. We have been successful in obtaining this award for the past 3 years, however despite there being no award this year the office ensure that all statutory publishing requirements are met as 'business as usual'.</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' an independent audit will be conducted 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		<p>All published information is routinely translated as business as usual prior to anything being published, ensuring that at all times both English and Welsh are treated the same.</p> <p>All staff have been reminded both verbally at team meetings and via email that all documents on the OPCC</p>

		<p>website must state on the English version that a Welsh version is available in order to comply with Standard 47.</p> <p>One of the OPCC Student Interns is carrying out a piece of work to ensure that all documents already published on the website have this sentence in order for the standard to be met</p>
<p>Proactively promote and raise awareness of Commissioned Services</p>		<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 Packs. Single page summary documents are included on the commissioned services webpage and currently in the process of being updated with 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. Coverage in media of additional funding opportunities in line with MOJ requirements.</p> <p>Commissioning and Engagement teams continue to provide evidence and best practice examples of work within Dyfed Powys to national calls for evidence by APCC and national bodies.</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> <p>Many service providers have been in attendance at events such as the Knife Angel and plans for Eisteddfod and County Shows.</p>

### 17l) Comply with all reasonable formal requests from the Panel to attend their meetings

Action Required	RAG	Quarter 1 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 1 Progress Update
Prepare and issue an annual report to the Panel on the PCC's delivery against the objectives set within the Plan		The 2021-22 Annual Report has been developed and is to be presented to the Police and Crime Panel on 30 June for discussion at their next meeting in July.

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

Action Required	RAG	Quarter 1 Progress Update
Handling of complaints against the Chief Constable	Green	During the period April 2022 - June 2022 the OPCC received 3 Chief Constable complaints. 2 of the complaints were recorded, one has been completed with no request for an appeal received. One complaint was referred to the IOPC. The remaining complaint received was not recorded as it did not meet the criteria for a recorded complaint.
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	Yellow	The OPCC have been monitoring the delays experienced and as a result an additional resource was allocated to support this area of business in January 2022 and a further resource in June 2022. In addition the OPCC made a concentrated effort to reduce the number of outstanding complaints reviews by allocating 4 members of the OPCC team to focus on complaint reviews during a two week period. The reviews were considered as efficiently as possible, balanced with ensuring quality, time and care was taken in our consideration of the reviews. During the two week focus on complaint reviews, a total of 18 reviews were finalised with a further 2 completed and awaiting Quality Assurance prior to finalisation. A further 3 reviews were being considered.

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

Action Required	RAG	Quarter 1 Progress Update
Development and annual review of Corporate Governance Framework	Green	Updated last quarter.

**19) Access to information, officers and staff**

Action Required	RAG	Quarter 1 Progress Update
Handling of information in accordance with Data Protection legislation	Yellow	As a corporation sole, the OPCC are subject to and responsible for FOI requests.  1 of these was a request in which the OPCC held the information requested, with the other 3 forwarded to the force with the requestor's permission as they may or may not have held the information.

		<p>1 subject access request was received this quarter and there were no data breaches reported.</p> <p>Staff were issued with communications in relation to:          Guidance on spotting phishing e-mails          Pre-election guidance          Stalking awareness week</p>
--	--	---

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

Action Required	RAG	Quarter 1 Progress Update
<p>Development and implementation of a Governance Framework for Commissioning and Partnerships</p>		<p>The Commissioning strategy is in place for Term 3 which replaces previous documents. This is currently being published on website.</p> <p>Meeting held in May with presentation on Goleudy victim services and update on grant related activity. Terms of Reference refreshed and new members, along with nominated substitutes for substantive members identified. Next meeting to focus on grant activity, with presentation from Swansea Kicks.</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> <p>LCJB members are contributing to performance framework evidencing delivery of priorities. LCJB priorities and delivery plan aligned to Criminal Justice in Wales priorities and referenced in PCP. LCJB delivery plan for 21/22 now finalised with RAG rated progress; outstanding actions and priorities included in 22/23 delivery plan.</p>
<p>Commissioning of services in support of community safety and crime reduction</p>		<p>The MOJ victims grant is match funded by PCC core funding. The total grant for 22/23 is £1,130,177 of a total £1.94m commissioning budget. Therefore the PCC provides approximately 42% of funding for services. This is noted in MOJ returns where match funding is reported to Ministers. OPCC has secured uplifts of over £521,991 for 22/23 for provision of VAWDASV (Violence against women domestic abuse and sexual violence) services. There are still some additional bids being assessed currently by MOJ.</p> <p>First quarterly meeting took place between YOPS managers and External Funding Manager on behalf of OPCC in June. Agenda included grant agreements and performance metrics for the new funding provided by PCC in 2022/23. Dyfed Powys first in Wales to invite CSP representative as member of LCJB to enable links between community safety and criminal justice agendas. First quarterly meeting held in June between PCC, CSP Managers, Partnership Chief Inspectors and Partnership Coordinator. Forward schedule for both sets of meetings in place.</p> <p>MOJ grant T&amp;Cs are met with compliance recorded and endorsed by CFO (Chief Finance Officer) for grant returns. Grant agreements and contracts with providers ensure that appropriate T&amp;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</p>

		<p>to End project includes consideration of the RJ offer to victims.</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 1 Progress Update
N/A in Wales	N/A	N/A

### 20c) Crime and disorder reduction grants

Action Required	RAG	Quarter 1 Progress Update
Development and implementation of a framework for the provision of crime and disorder grants		<p>Investment so far in 22/23 -</p> <p><b>POCA</b> £67,882 committed for this financial year from POCA.</p> <p>*DPP financial investigator *DPP Safeguarding Officer *DPP Fraud Triage Officer No further investment</p> <p><b>Driver Retraining</b> - £211,880</p> <p>*Safer Streets match funding *DA Regional Perpetrator project contribution *Police ed OK Van *BRAKE IRVA post *PE CIC project</p>
Provision of crime and disorder reduction grants within 2021/2022		3 grants have been scored and approved via the OPCC grants process, details of which can be seen above

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 1 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 1 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 July/August. Meeting structure, minutes and actions audited as part of annual audit checklist.</p> <p>Q1 reports currently being received in readiness for performance meetings. Audit for 21/22 has included review of timeliness and positive progress against KPIs. Some performance concerns with Goleudy currently being addressed with DPP.</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 completed for 21/22 and concerns or gaps addressed with providers during Q4 meetings. Deep dive audits commenced in November in line with commissioning cycles and key PCC decisions. 4 audits complete in 21/22. Commissioning and Engagement teams planning joint schedule for future PCC visits to services in line with community engagement activity.</p> <p>Meeting held in May with presentation on Goleudy victim services and update on grant related activity. Terms of Reference refreshed and new members, along with nominated substitutes for substantive members identified. Next meeting to focus on grant activity, with presentation from Swansea Kicks.</p>
PCC's contribution to the All Wales Criminal Justice agenda		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

		<p>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>Q1 update provided to CJIW from May LCJB meeting, highlighting concerns re purpose and transparency of the All Wales Steering Group.</p> <p>LCJB meeting held May 2022 focussing on closure and RAG rating of priorities and actions within the 21/22 delivery plan. Outstanding actions assessed and carried forward into 22/23 action plan where appropriate. Draft 22/23 action plan agreed, performance metrics being developed.</p>
PCC's national portfolio responsibilities		<ul style="list-style-type: none"> <li>• Workforce Transformational Board</li> <li>• National Police Air Service Board</li> <li>• Police Digital Services</li> <li>• All Wales Criminal Justice Board</li> <li>• Single Unified Safeguarding Review Board with Welsh Government, where he assumes the role of the Single Responsible Officer for Wales.</li> <li>• Policing Board for Wales</li> <li>• Policing in Wales (Commissioner took over the chair for this meeting in June 2021 for a 12 month period, this will be chaired by the PCC for Gwent from July 2022)</li> <li>• Safer Communities Programme Board</li> <li>• Strategic Command Course Professional Reference Group</li> <li>• Equality and Diversity and Human Rights Group (APCC)</li> <li>• National Rural Crime Network - on the Executive Board</li> </ul>