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DYFED-POWYS
POLICE AND CRIME
COMMISSIONER

REPORT / SUMMARY DECISION SHEET

PURPOSE: COMMISSIONER DECISION

Timing: Pressing

Title: Establishment of the Quality Assurance Panel

Category of Decision / Business Area Impact: Statutory Requirement

Executive Summary:

The Police and Crime Commissioner is responsible for regular monitoring and scrutiny of the force's adherence to policy and process as regards to complaints and appeals. The previous Commissioner established the Residents' Panel as a way in which to include independent members of the public (volunteers) to assist in the scrutiny of performance, through dip sampling Dyfed-Powys Police's complaints files.

When the current Commissioner came in to office, he reviewed the Volunteer Policy. Previously the Policy stated that a volunteer would *ideally* live, work or study in the Dyfed-Powys area. The Commissioner amended the Policy to read that in order to be eligible to be a volunteer, the applicant *must* live, work or study within the Dyfed-Powys area. A high number of Residents' Panel members resided outside of the Force area. Therefore the Commissioner decided to review the Panel and its role. It was re-established under a new name, with a wider function.

The Quality Assurance Panel now scrutinises the quality of Police contact with the public, in a transparent and independent manner, on behalf of the communities its members belong to, within the Dyfed-Powys area. The function of this Panel has been expanded to include the quality assurance of (1) Dyfed-Powys Police's Professional Standards Department's complaints handling process; (2) the Public Service Bureau's handling of concerns and compliments; and (3) 999 and 101 calls taken by Dyfed-Powys Police's Force Communications Centre's Call Handlers.

Recommendation:

The Commissioner is asked to approve the establishment of the new Quality Assurance Panel, as above.

Police and Crime Commissioner for Dyfed-Powys

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

The above request has my approval / ~~does not have my approval~~ / ~~I note the information contained within the report (delete as appropriate)~~

Signature:

Date:

27/02/2017