



Police and Crime

Commissioner for Dyfed-Powys

The Policing Protocol Order 2011

Quarter 1 2019/20 Summary Performance Report

Introduction

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

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

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

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

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

In order to demonstrate compliance with the Policing Protocol Order 2011 the Office of the Police and Crime Commissioner for Dyfed-Powys developed a healthcheck which covers all the areas in the protocol which the Police and Crime Commissioner has legal power and duty over. This equates to 21 areas which are further broken down into 57 areas of action by various business areas within the OPCC, 4 of these are permanently marked as N/A which leaves 53 action areas. These are completed on a quarterly basis to show continuous progress.

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

Green - Fully compliant, no additional work necessary

Amber - Partially compliant, some additional work necessary

Red - Not compliant, duty not currently being met

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

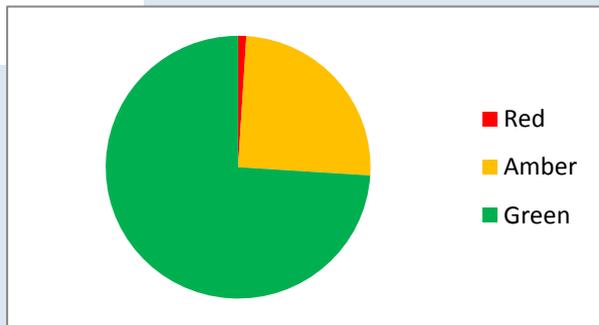
Executive Summary

The following report covers the reporting period of Q1 of the financial year 2019/20 (April/May/June 2019)

Summary

Of the 53 action areas:

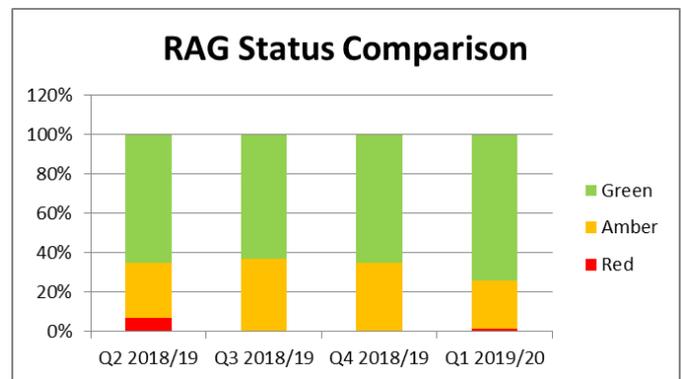
Red	1	1%
Amber	13	25%
Green	39	74%



RAG status comparison

ONE of the action areas is in a red status

There has been a slight change in status this quarter, an increase of 1% in red status, a decrease of 10% in amber status and an increase of 9% in green status



The healthcheck was reviewed recently resulting in there now being only 53 action areas to consider as opposed to the 57 reported on in previous quarters. It was also recommended that all business areas give more careful consideration to the level of compliance they are grading areas as. This was to ensure that all areas accurately reflect the requirements of the Policing Protocol Order.

There is currently one action area marked as red - non compliant - Monitor the performance of all commissioned services, ensuring they are fit for purpose and provide value for money.

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

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

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

17i - Provide a local link between the police and communities, working to translate the legitimate desires and aspirations of the public into action - (3/5) 60% amber

Duty	Number	Action Required	RAG status	Progress Update Q1 (Apr/May/June 2019)
Set the strategic direction and objectives of the Force through the Police and Crime Plan which must have regard to the SPR	17a	Development of Police and Crime Plan in line with requirements set out in Police Reform and Social Responsibility Act 2011 (Part 1; Chapter 3; 7)	Green	Police and Crime Plan was developed and launched w/c 27th March 2017. A decision was made by the PCC in 2018 that the Plan was sufficiently broad that it remained relevant for the duration of the term of the Plan. Work has commenced to scope the next Police and Crime Plan which will need to be published by 31st March 2021 following the next elections for Police and Crime Commissioners
		Development of a Police and Crime Delivery Plan to support the achievement of the objectives as set out in the Police and Crime Plan	Green	Police and Crime Plan was developed and launched w/c 27th March 2017 and is supported by a Police and Crime Delivery Plan. Policing Board meetings focus on each of the intended outcomes of the Plan to monitor delivery of the priorities.
		Review the Police and Crime Plan to ensure it remains fit for purpose	Green	Police and Crime Panel have undertaken a review of the Police and Crime Plan; seeking views from Local Authorities on whether the Plan remains fit for purpose and is appropriately encompassing of the nature of the threats to our communities. This was discussed at the Police and Crime Panel meeting on 15th February 2019, where it was concluded that the Plan is sufficiently broad for it to remain fit for purpose.
Scrutinise, support and challenge the overall performance of the force including against the priorities agreed within the Plan	17b	There are formal governance arrangements in place to support effective scrutiny	Green	A formal review of OPCC governance arrangements has been undertaken in conjunction with the Force's review of their governance arrangements. Some amendments have been made to structures to ensure efficient flow of information in support of effective scrutiny. The new structure has been implemented as of 1st June 2019.
		Development and annual review of Corporate Governance Framework	Green	Thorough review conducted and revised Framework published 1/4/19. Ongoing actions to update some linked documents.
		Establish a risk-based, forward looking schedule of activity to support improvements in Force performance	Orange	Following introduction of the OPCC's scrutiny framework, forward planning and the variety of scrutiny methods has improved. This has in turn increased our capacity to review additional topics, however this increased activity, coupled with the preparations for the new custody pilot and periods of annual leave, has resulted in our report turnarounds being slower than we would like. Delays in receiving responses from the Force to our reports have now been rectified and agreement has been reached on how to avoid future repeat delays. Feedback from Panels have been in the main positively received and it is expected that the results of further improvements will be seen in the coming quarters.
		Ensure the public's views are represented in the PCC's scrutiny work	Green	This has been an extremely busy period with a number of scrutiny activities, including the OECD Scrutiny Panel meeting, two QA Panel meetings and the OPCC's first "snapshot" review (of BAME Stop Searches) which was prompted by ongoing suggestions that BAME individuals were more likely to be searched than other ethnicities. The quick-time review conducted by OPCC staff found no evidence of inappropriate targeting of BAME individuals as all had sufficient grounds to justify the search, which on the whole were documented very well.

		Oversight and implementation of external inspectorates recommendations		Both inspection reports were responded to within statutory timescale.
Hold the Chief Constable to account for the performance of the Force's officers and staff	17c	Development of a performance framework and structure that allows a greater understanding of the Police and Crime Plan outcomes		In order to demonstrate compliance with the Policing Protocol Order 2011 the Office of the Police and Crime Commissioner for Dyfed-Powys developed a healthcheck which covers all the areas in the protocol which the Police and Crime Commissioner has legal power and duty over. The Policing protocol healthcheck has been in place since October 2018. The summary of the healthcheck is made available to the Police and Crime Panel in report format, including an Executive Summary of the previous quarter. The healthcheck is completed by all business areas on a quarterly basis to show continuous improvement.
		There are formal governance arrangements in place to hold the Chief Constable to account for the performance of officers and staff		Formal governance arrangements are in place including Policing Accountability Board which is a public meeting where the PCC holds the CC to account for Force performance. Additionally there are Policing Board meetings every 3 weeks which focus on specific areas linked to the Police and Crime Plan. Standing agenda items include Finance and Strategic HR.
		Chief Constable's Professional Development Review		Formal letter detail objectives for 2019/20 were issued to the CC in April 2019.
Decide the budget, allocating assets and funds to the Chief Constable; and set the precept for the Force area	17d	Inform PCC's decision in respect of the precept		Detailed information was provided to the PCC during 2018/19 to inform his decision in relation to the precept. This included a seminar which was attended by the PCC, PCP members and JAC members where the CC and DoF articulated the current Force position and anticipated challenges for the years ahead.
		Setting of Medium term financial plan		Medium Term Financial Plan set and considered by the Police & Crime Panel in January 2019
		Funding of capital programme to provide force with appropriate assets to deliver effective policing services		Capital programme for 2019/20 set and considered by the Police & Crime Panel as part of the MTFP in January 2019
Appoint the Chief Constable	17e	Appointment of Chief Constable		Mark Collins appointed as Chief Constable from 18th December 2016 for a 5 year fixed term contract
Remove the Chief Constable	17f	Follow process set out in Part 2 of Schedule 8 to the 2011 Act and regulations made under Section 50 of the Police Act 1996(a)		

Maintain an efficient and effective police force for the police area	17g	Ensure the delivery of Value for Money		Responsibilities and arrangements for striving for Value for Money are embedded throughout the Corporate Governance Framework with both Internal and External Audit seeking assurance that appropriate arrangements are in place to secure economy, efficiency and effectiveness in both the PCCs and CCs use of resources.		
		Statutory compliance of estates ensuring fit for purpose for operational use		The statutory compliance has now transitioned from being in-house to the CBRE facilities management provider. This has seen the compliance figures remain at much the same level initially, however the improvements being measured through key performance indicators have set this target to mid to high nineties for the following quarter.		
		Explore opportunities to reduce environmental impact		An Environmental Awareness Group was recently launched to ensure that Dyfed-Powys Police keeps environmental/sustainability matters at the top of their agenda. The Police and Crime Commissioner sees this as a key priority and an Inaugural meeting for the Environmental project is due to take place in September		
		Explore and maximise external funding opportunities		Horizon scanning is undertaken by the External Funding Advisor daily, and future projects are being discussed with the Force. We are working with Carmarthenshire Council to look at match funding for the Llanelli investment into the Glanymor and Tyisha wards.		
		Explore and maximise sponsorship initiative opportunities		Talks have been had between the OPCC and the Fleet Department in regards to potential sponsorship of certain vehicles across the Force. This is being explored.		
		Implement and maintain a risk register to identify and mitigate risks to the OPCC and force		Risk registers are in place and are an agenda item at the Exec Team monthly meetings where they discuss any new/emerging risks and the top 5.		
		Utilise training and development plans for all OPCC staff		DAP objectives and reviews being undertaken for all OPCC staff, which include discussions on training & development needs. Specific training budget in place to support professional development		
		Enter into collaboration agreements with other PCCs, other policing bodies and partners	17h	Explore collaboration opportunities in accordance with the Policing Vision for Wales		PCC Llywelyn assumed chair of the AWPG as of July 2019 and has introduced a new structure to the meetings which will facilitate further discussions in relation to collaboration opportunities. Further work needs to be undertaken to ensure appropriate representation is at the various collaboration boards.
				Explore collaboration opportunities with other partners		We are continuing to work with external partners on developing projects that cover common ground. All 4 Forces continue to work together on the EIYF project and are in talks to consider a future project for the Youth Endowment Fund. We are working with partners in Llanelli to invest funding into the Glanymor and Tyisha wards.

		There are formal governance arrangements in place to scrutinise collaboration agreements		PCC Llywelyn assumed chair of the AWPG as of July 2019 and has introduced a new structure to support the scrutiny of collaboration arrangements. This new approach will ensure a focussed and thematic approach to scrutinising collaborations, which will be implemented at the next AWPG meeting in September 2019
Provide a local link between the police and communities, working to translate the legitimate desires and aspirations of the public into action	17i	Development and implementation of OPCC Engagement Strategy and Action Plan incorporating providing opportunities for local communities to inform and influence decision making and proactively promoting the work of the PCC and CC		<p>Engagement & Communications Strategy finalised and approved by the PCC and CoS. It has been sent to Translation. To be uploaded on to the Website.</p> <p>Action plan / activity programme to be produced during Q2.</p> <p>Youth Forum 15th May 2019. 9 members of the Youth Forum met at DPP HQ in Carmarthen for their 2nd meeting. Representatives from Carmarthenshire, Ceredigion and Pembrokeshire counties attended. Powys representatives couldn't attend, although Skype arrangements were offered as an alternative. As well as having an input from Fearless, the focus of the session was to ask for the forum's views on initial contact with the police - the findings of which will be used to inform the latest Deep Dive on Police Contact and Accessibility.</p> <p>Op Cynefin Newtown East commenced June 2019. Continues in to Q2. Survey dropped through letterboxes by the NPT to over 900 addresses in the Newtown East area. Survey asked for residents' views on local issues and concerns, and their NPT. Closing date July 12th 2019. Results will be available in Q2, and will be shared with the NPT, partners and residents. A multi-agency meeting will then be planned. Partners involved will depend on the local concerns raised; getting the right people in the room for local people to discuss local problems and solutions.</p> <p>Discussed local issues with local officers, various organisations / community groups and residents during the two Community Engagement Days held during Q1. During the CEDs, it is common for a local officer to be present for the PCC's visits, so as NPT can be informed of local issues discussed with the PCC.</p> <p>Consultation took place during May-June on our Strategic Quality Plan objectives for 2020-2024. A joint survey was run in order to seek views from residents about the experiences they, and others have had when trying to access a range of public services, including police services.</p>

		<p>Development and implementation of OPCC Single Equality Plan incorporating providing opportunities for local communities to inform and influence decision making</p>		<p>Continue to promote engagement events/consultations and alternative communication formats:</p> <ul style="list-style-type: none"> - Social media - Press releases - Word of mouth - With the help of NPTs and other partners - Individuals can contact the PCC by phone, letter, email, online contact form, on social media, or during one of his engagement events. <p>The Newsletter is available both electronically and paper. It is available bilingually, Welsh only, and English only, and could be provided in large print if requested. We would also consider other versions should a request come in.</p> <p>The Youth Forum met on May 15th 2019, where we asked the young people for their views and opinions on initial contact with the police. The Forum includes members from underrepresented groups, such as gypsy, traveller and roma, and work is underway to ensure this is becoming more representative.</p> <p>We continue to develop our network of Community Ambassadors; whereby representatives from community groups, including those representing individuals with protected characteristics, agree to be our point of contact for an information sharing / consultation. They then share with / ask questions to members of the group they represent.</p> <p>We continue to work with the Independent Advisory Group.</p> <p>No training during Q1, but the PCC's Compliance and Performance Manager ensures all staff are up to date with training, including in equality and diversity issues.</p>
		<p>Respond to community concerns in a timely manner</p>		<p>Of the two records that were not closed within 30 days - one record enquiries were ongoing between DPP and Warwickshire Police and record remained open until Commissioner met with complainant at an engagement event. The second record remained open to allow for GoSafe to visit a site and provide the OPCC with an update to be relayed to the complainant with the outcome of their visit. There are no timeliness concerns relating to either record.</p>
		<p>Engage residents in contributing to assurance and scrutiny activity</p>		<p>Our volunteer base continues to be very healthy, with the team responding effectively when there is a need to recruit additional members.</p> <p>DPOCC have been successful in achieving the Independent Custody Visitors Association (ICVA) Gold Quality Assurance award, due to the hard work of the Assurance Support Officer. The Quality Assurance Panel were finalists in the DPP Awards Volunteer of the Year.</p> <p>DPOCC have also been selected as the only area in Wales (and one of just 7 nationally) to take part in the Independent Custody Observer's Pilot (ICOP) being trialled by ICVA. This pilot is an enhanced form of custody scrutiny, involving ICV's attending an office location to review redacted custody records to assess additional aspects of an individual's detention. A great deal of the Assurance Support Officer's time this quarter has gone into preparing for the pilot which starts on 1st September 2019.</p>
		<p>Provide effective and accessible services for victims and vulnerable people</p>		<p>Two tender processes currently running and both test the providers' responses regarding accessibility of service provision. No complaints currently received. MOJ data will be provided at mid year point.</p>

Hold Chief Constable to account for the exercise of the functions of the office of Chief Constable and those under his direction and control	17j	As detailed in 17c		
Publish information specified by the Secretary of State and information that the PCC considers necessary to enable the people who live in the force area to assess the performance of the PCC and CC	17k	Publish information in accordance with the Elected Local Bodies Order		The OPCC was notified on 14th April that they had been awarded the CoPaCC Transparency Quality Mark 2019.
		Publish information in an accessible and easy to reach format		28 Police and Crime Commissioner's offices were awarded the quality mark this year and formal presentations will be held at the Police Governance Summit in July. Grant Thornton, the leading assurance provider, sponsor CoPaCC's Transparency Quality Mark Analysis and the associated awards. Paul Grady, Head of Police for Grant Thornton, commented: 'For my part, these OPCCs have all demonstrated that they are transparent in what they do, meeting relevant legal requirements. They present key information in an accessible format on their websites. I congratulate them all on their award-winning work, and I look forward to what I trust will be continued excellent work by each and every one of them in this area.'
		Publish information in accordance with the Welsh Language Standards		All published information is routinely translated as business as usual prior to anything being published, ensuring that at all times both English and Welsh are treated the same.
		Proactively promote and raise awareness of Commissioned Services		Some social media and national articles released focussing on victims' services. Further work required with Engagement team to timetable future press activity. Website to be checked and updated.
		Quarterly attendance at Police and Crime Panel meetings		PCC has attended all Police and Crime Panel meetings, along with statutory officers - Chief of Staff and Chief Finance Officer.
Comply with all reasonable formal requests from the Panel to attend their meetings	17l	Provision of documentation to Police and Crime Panel as per their requests		Regular meetings between the Police and Crime Panel and OPCC have ensured that members receive information and documentation in a timely manner in accordance with their requests. The PCC encourages engagement and welcomes PCP representation at other fora such as Policing Accountability Board, Commissioning Board and Joint Audit Committee.
		Regular liaison between OPCC and PCP in support of discharging statutory duties		Regular meetings between the Police and Crime Panel and OPCC have supported the discharging of statutory duties for both parties.
Prepare and issue an annual report	17m	Prepare and issue an annual report to the Panel on the PCC's delivery against the		The PCC's Policy & Assurance Advisor prepared and issued the 2018/19 Annual Report. The Engagement team assisted with some of the content, and in proof reading the report etc. It is also to be promoted within the Commissioner's Newsletter in Q2.

		objectives set within the Plan		
Monitor all complaints made against officers and staff, whilst having responsibility for complaints against the CC	17n	Handling of complaints against the Chief Constable		One complaint against the CC was received during the past quarter - the complainant was not originally clear between a force and a CC complaint and therefore the recording decision fell outside of 10 working days. However, a non-recording decision was made, which was subsequently appealed by the complainant. This appeal was not upheld by the IOPC; however the IOPC did identify that a decision had not been made within 10 working days for future learning.
		Maintain oversight of complaint cases as per requested by individual members of the public		The number of oversight cases has gradually reduced over the past year - with the Commissioner's Office only having oversight now of one large case.
		Scrutiny of Force complaint handling		The Complaints Scrutiny Framework and Dip Sampling Protocol were both approved in Policing Board on 4th July 2019. Both documents have since been translated, ready for publication on the OPCC website.
		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		Discussions currently ongoing between DPP, NWP and Gwent re: appeals role. Consideration also currently being given to Sancus proposal re: appeal assistance.
PCC must not fetter the operational independence of the police force	18	Development and annual review of Corporate Governance Framework		Thorough review conducted and revised Framework published 1/4/19. Ongoing actions to update some linked documents.
Access to information, officers and staff	19	Corporate Governance Framework details information sharing arrangements		Section 3.7 of the CGF sets out both the PCC and CC's responsibilities.
		Handling of information in accordance with Data Protection legislation		There is still some work to do on tidying up our platform in regards to information we hold to ensure we comply with retention and disposal policy. The OPCC has volunteered to be part of an Information Commissioner's Office (ICO) project looking at data protection and freedom of information, this is due to take place over the next couple of quarters. The OPCC is confident that they have all relevant processes and policies in place to ensure that legislation is adhered to.
Delivery of community safety and crime reduction	20a	Development and implementation of a Governance Framework for Commissioning and Partnerships		Commissioning documentation is in place and shared on PCC website. Service provision, themed meetings of LCJB and commissioned budget are all aligned to the priorities within the PCP. The PCP itself aligns to the strategic priorities of the CSPs.

		Commissioning of services in support of community safety and crime reduction		The PCC provides match funding against the MOJ victims' grant to ensure that victims of ASB are able to access the same service provision as victims of crime. This comes from the PCC's own core budget. The PCC continues to support both CSP and YOPS services by providing in total over £280,000 to the partnerships. The PCC commissions restorative justice services for victims and is currently working with the Force to ensure that victims who have received an outcome from court are offered access to restorative justice facilitated by a quality mark approved provider.
Community Safety Partnerships	20b	N/A in Wales		
Crime and disorder reduction grants	20c	Development and implementation of a framework for the provision of crime and disorder grants		The Commissioner's Community Fund framework is already in place and has been implemented. Monitoring of the process is undertaken to ensure that the current process is still fit for purpose.
		Provision of crime and disorder reduction grants within 2019/20		The Commissioner's Community Fund awarded 19 community grants to the total of £127,544 to projects across the 4 counties in Dyfed-Powys.
		Evaluation of crime and disorder reduction grants to determine social return on investment		An evaluation process will be put in place and implemented once the current round of Commissioner's Community funding grants have embedded.
Collaboration agreements	20d	As detailed in 17h		
Wider responsibility for the enhancement of the delivery of criminal justice in their area	20e	Monitor the performance of all commissioned services, ensuring they are fit for purpose and provide value for money		Service review meetings have continued, however site visits have not yet commenced. Progress against this has been delayed due to recruitment of the support officer in mid July 2019. The postholder will be focussing on this area of work once up to speed, therefore this will be compliant by the end of Q3/Q4.
		PCC's contribution to the All Wales Criminal Justice agenda		Update provided and attendance at AWCJB July 2019
		PCC's national portfolio responsibilities		<ul style="list-style-type: none"> • Digital Policing Board and as part of this Commissioner is on the Information and Intelligence Directorate • Workforce Transformational Board • National Police Air Service Board • Police ICT Company Board • All Wales Criminal Justice Board • Policing Board for Wales • All Wales Policing Group, and in 2019/20 will be chair of the group