



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

# **The Policing Protocol Order 2011**

**Quarter 3 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

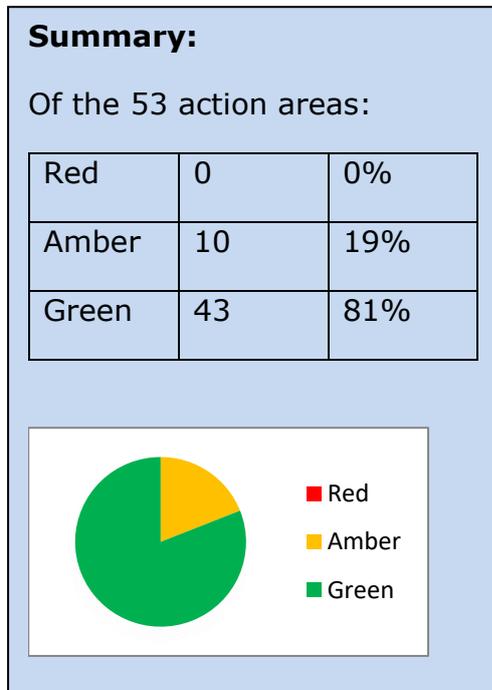
**Red** - Not compliant, duty not currently being met

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

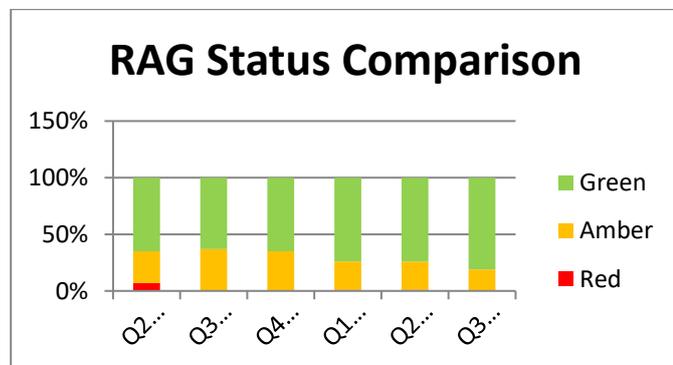
The following report covers the reporting period of Q3 of the financial year 2019/20 (October/November/December 2019)

### RAG status comparison



**NONE** of the action areas is in a red status

There has been a slight improvement in the areas marked as amber and green, amber having decreased from 13 to 10 and green increased from 39 to 43.



There are currently no action areas marked as red - non compliant.

All 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 - (3/7) 43% amber

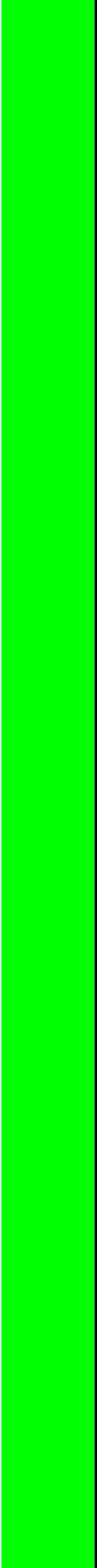
17h - Enter into collaboration agreements with other PCC's, other policing bodies and partners - (2/3) 67% amber

Duty	Number	Action Required	RAG status	Progress Update Q3 (Oct/Nov/Dec 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)		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		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		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		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		To be progressed next quarter.
		Establish a risk-based, forward looking schedule of activity to support improvements in Force performance		The PCC's scrutiny programme continues to develop with more sophisticated forward planning of themes. Themes are also being initiated from a broader source, including becoming more responsive to public feedback and requests from Dyfed-Powys Police. The forward work plan of scrutiny activity takes into account outstanding internal audit and HMICFRS recommendations / AFIs, as well as corporate risks and external developments. Despite a continuously challenging timetable of scrutiny activity and the additional administrative demands presented by the Independent Custody Observer's Pilot, forward planning and timeliness of reporting have continued to improve. The apparent sharp increase in observations issued is a result of changes to reporting templates and improved recording practices within the OPCC.

		Ensure the public's views are represented in the PCC's scrutiny work		A significant development in the PCC's scrutiny is the introduction of the Independent Custody Observer's Pilot. This quarter has seen the pilot begin to gain traction, with 12 of our Independent Custody Visitors volunteering extra time to contribute to the pilot. In addition to their regular unannounced visits to police custody suites, the volunteers attend the OPCC to review custody records of a dip-sample of vulnerable detainees. Monthly reports are produced by the Assurance Support Officer detailing the volunteers' findings, which is provided to the Custody Chief Inspector for review and action. Further processes are being established to launch phase 2 of the pilot in the next quarter, which will see visits to custody extended to review additional aspects of detainees' journeys through custody.
		Oversight and implementation of external inspectorates recommendations		One of the two inspection reports published during the quarter was responded to within the statutory timeframe. The other was delayed by 4 days due to an administrative oversight.
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		Capital programme for 2019/20 set and considered by the Police & Crime Panel as part of the MTFP in January 2019

		effective policing services		
Appoint the Chief Constable	17e	Appointment of Chief Constable		Mark Collins appointed as Chief Constable from 18th December 2016 for a 5 year fixed term contract
Remove the Chief Constable	17f	Follow process set out in Part 2 of Schedule 8 to the 2011 Act and regulations made under Section 50 of the Police Act 1996(a)		N/A
Maintain an efficient and effective police force for the police area	17g	Ensure the delivery of Value for Money		Responsibilities and arrangements for striving for Value for Money are embedded throughout the Corporate Governance Framework with both Internal and External Audit seeking assurance that appropriate arrangements are in place to secure economy, efficiency and effectiveness in both the PCCs and CCs use of resources.
		Statutory compliance of estates ensuring fit for purpose for operational use		Since the advent of the CBRE contract their monthly performance on service level provision has constantly been 90%+ however the building fabric team have taken longer to adjust to the new systems through this mobilisation period and we have seen compliance rise from 60% to 84%.
		Explore opportunities to reduce environmental impact		The Sustainability Group has sought the commitment from departments around the Force and the detail of this is being formulated into an action plan which will be delivered across the next 12 months. Paper consumption has been reviewed and all departments have been requested to reduce their consumption. The LED lighting project has commenced with the selection of the manufacturer and the detail design is now being progressed. Car charging facilities are being planned.
		Explore and maximise external funding opportunities		Horizon Scanning continues to take place on a daily basis. Recent talks have taken place with the Home Office to discuss the Safer Streets Fund and how this can be utilised locally.
		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		OPCC are mindful of entries on Force risk registers and are kept updated by the Force Risk and Business Continuity Management Advisor of any risks which have any potential of affecting the office. OPCC have their own risk register which was renewed in December 2019 and communicated to all OPCC staff. There is still some work to do in ensuring that the register is used correctly and that all staff are mindful of risks and submit entries.

		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		Collaboration is firmly on the AWPG agenda. The WAO are currently undertaking a review of collaboration to determine whether the most are being made of opportunities and whether more can be done. We await the findings and recommendations of this review to determine next steps.
		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 also looking to develop local projects with partners under the Home Office Safer Streets Fund
		There are formal governance arrangements in place to scrutinise collaboration agreements		PCC Llywelyn assumed chair of the AWPG as of July 2019 and has introduced a new structure to support the scrutiny of collaboration arrangements. This new approach ensures a focussed and thematic approach to scrutinising collaborations. There is a Forward Work Programme in place to for the PCC's term as chair to scrutinise a range of collaboration arrangements.

<p>Provide a local link between the police and communities, working to translate the legitimate desires and aspirations of the public into action</p>	<p>17i</p>	<p>Development and implementation of OPCC Engagement Strategy and Action Plan incorporating providing opportunities for local communities to inform and influence decision making and proactively promoting the work of the PCC and CC</p>		<p>We continue to refer to our OPCC Engagement Strategy when considering our engagement work, but further work will be completed on promoting our approach, and ensuring it's in line with the Force's engagement approach during Q4.</p> <p>OpCynefin data was worked on during Q3: Results were shared with all relevant partners to ensure that the responses provided by participants in the Newtown East area were considered in detail by the relevant persons. The PCC and Policy and Engagement Advisor met with colleagues from the local NPT, Go Safe Cymru, and representatives from Powys County Council, where survey results were discussed in detail and possible actions decided upon. The follow up activity is set to take place in January / February 2020, where we will be able to demonstrate that we, and our partners, listened to the OpCynefin findings and took action off the back of them, in the hope that this action will make a difference within the community. For example, speed monitoring outside the local school where respondents identified a speeding area.</p> <p>The PCC and staff discussed local issues with local officers, various organisations / community groups and residents during the 2-day Powys Community Engagement Event across Llandrindod Wells, Builth Wells, Llanwrtyd Wells and Newtown during Q3. For example, the PCC attended an evening public meeting in Llanwrtyd Wells on the first day, where local people were able to inform both the PCC and local NPT officers (whom the OPCC had contacted to attend) of their local concerns and queries.</p> <p>During Q3 the PCC launched his public consultation on the setting of the police precept; the main question being: "How much more would you be willing to pay each month through the police precept? £1 more; £1.50 more or £2 more?" The consultation opened on 5th December and ran through until the start of Q4. Analysis to be provided to the Exec. Team mid-January 2020. The survey results will inform the PCC's decision on the police precept element of the Council Tax.</p> <p>During Q3 we looked to trial a live online conversation with victims re. the process of Restorative Justice. This would have given victims a chance to inform and influence the use of Restorative Justice in Dyfed-Powys. Unfortunately, no victims expressed an interest in joining this online conversation. Work on this area of consultation and engagement will be developed during Q4.</p> <p>During Q3 the OPCC led on a consultation on the objectives to be set within the new joint DPP and OPCC Strategic Equality Plan - to be approved during Q4. A short survey was produced asking participants to comment on the draft objectives. The results are to be considered during Q4.</p> <p>In October, the PCC hosted two evening events to demonstrate the CCTV infrastructure to key local community representatives who were invited to the events: AMs/MPs, Chief Executives from Local Authorities, Town and Community Councils, and OPCC volunteers. A third event is to be hosted for County Councillors in February 2020.</p> <p>During the Powys-based Community Engagement Days, the PCC and his staff visited local educational establishments and community-based groups to inform them of his role and to discuss the services provided. For example, the PCC gave an input to two sets of students at Newtown College on the role of the PCC, compared to the CC, and he also took questions from</p>
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				<p>the students on various police and budget based topics.</p> <p>On 18 November, the PCC and CC held a Facebook Live session following a Policing Accountability Board held in Tenby - an opportunity to discuss PCC / CC priorities, answer questions and provide information. This is the third time the PCC and CC have held such a session and both are keen to repeat in February 2020.</p> <p>The PCC's newsletter, Community Link, was published in December 2019. It featured information on the work of the PCC and the OPCC during the preceding couple of months in Q3. It informed readers of the opportunity to have their say on the police precept. It also included a detailed article providing feedback to readers on a previous piece of consultation work undertaken by the OPCC on public contact with the police. The feedback included the main findings of the review and the recommendations put to the CC.</p> <p>As above, the public have been involved in shaping and scrutinising local services through our public contact Deep Dive work, the results of which they were provided with in Q3; through our consultation on the police precept element of council tax, as well as our OpCynefin and Strategic Equality Plan consultations. We continue to work closely with our local partners to give the public a voice.</p>
		<p>Development and implementation of OPCC Single Equality Plan incorporating providing opportunities for local communities to inform and influence decision making</p>		<p>We very much continue to promote our consultations via a range of methods:</p> <ul style="list-style-type: none"> <li>- Social media</li> <li>- Press releases</li> <li>- Word of mouth</li> <li>- With the help of DPP, NPTs and other partners</li> <li>- Bilingually</li> <li>- in paper and electronic formats</li> </ul> <p>Each of the above was offered with the police precept consultation for example.</p> <p>We also attempted to trial a live online conversation for victims; unfortunately this was unsuccessful but we continue to develop this approach.</p> <p>Individuals can also directly contact the Commissioner by phone, letter, email, online contact form, on social media, or during one of his engagement events.</p> <p>Our work with the Youth Engagement Forum continues.</p> <p>Our consultation work for the Strategic Equality Plan meant that individuals with protected characteristics had their say on the objectives within the draft SEP.</p> <p>When we host engagement events, for example the CCTV</p>

				events in HQ in October, we request information from attendees on whether they have any additional needs, and provide reasonable adjustments for such events where necessary. We also had a Welsh language translator at our CCTV events.
		Respond to community concerns in a timely manner		2 complaint cases were not completed within 30 days - one was due to a lack of data provision from the Pensions Dept and the second was due to illness of the complainant caused a delay with meeting
		Engage residents in contributing to assurance and scrutiny activity		Despite two volunteers retiring from the Quality Assurance Panel during the quarter, volunteer establishment has grown slightly due to continual recruitment to the Independent Custody Visitors (ICV) scheme and a stable core of Animal Welfare Visitors. ICV visits and detainees seen remains relatively stable, indicating that the Pilot has not had a detrimental effect on the core custody visiting regime from a volunteer's perspective.
		Provide effective and accessible services for victims and vulnerable people		Services predominantly demonstrating improvement in outcomes for service users as per MOJ core data return. Some issues experienced regarding decline in Goleudy service users - this is being addressed via the recommendations arising from the independent review. No complaints received for any PCC service provision.
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	17k	Publish information in accordance with the Elected Local Bodies Order		Compliance and Performance Support Officer makes regular checks of the website to ensure that the material the office is publishing is as up to date as possible. The entry for next years transparency award was submitted in October.

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		Publish information in an accessible and easy to reach format		Transparency Quality Mark evidences the quality of the information available on the website and the ease of accessibility to everyone.
		Publish information in accordance with the Welsh Language Standards		All published information is routinely translated as business as usual prior to anything being published, ensuring that at all times both English and Welsh are treated the same
		Proactively promote and raise awareness of Commissioned Services		Press releases issues on key news stories linked to commissioned services and LCJB. Website and service leaflet being updated with details of Offender Diversionary Scheme. Article prepared for publication in PCC in Focus.
Comply with all reasonable formal requests from the Panel to attend their meetings	17l	Quarterly attendance at Police and Crime Panel meetings		PCC has attended all Police and Crime Panel meetings, along with statutory officers - Chief of Staff and Chief Finance Officer.
		Provision of documentation to Police and Crime Panel as per their requests		Regular meetings between the Police and Crime Panel and OPCC have ensured that members receive information and documentation in a timely manner in accordance with their requests. The PCC encourages engagement and welcomes PCP representation at other fora such as Policing Accountability Board, Commissioning Board and Joint Audit Committee.
		Regular liaison between OPCC and PCP in support of discharging statutory duties		Regular meetings between the Police and Crime Panel and OPCC have supported the discharging of statutory duties for both parties.
Prepare and issue an annual report	17m	Prepare and issue an annual report to the Panel on the PCC's delivery against the objectives set within the Plan		During Q3, all applications received from external companies for a contract to produce a video version of our 2019/20 Annual Report were assessed and scored as per procurement guidelines. We were able to award the contract to a local company who will commence filming with us during Q4.
Monitor all complaints made against officers and staff, whilst having responsibility for complaints against the CC	17n	Handling of complaints against the Chief Constable		In relation to the recording decision within 10 working days - I would advise that the second and third complaints arrived with the OPCC the week before the Festive period - the office was closed during this period and there were complexities in relation to the decision to record, which were discussed with the IOPC & PSD. The rationale for not recording within 10 working days was to information gather and seek appropriate advice and ensure that the decision was correct - Complaint 2 took 16 working days and Complaint 3 took 13 working days to make a decision in relation to recording

		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		A dip sampling exercise took place in November 2019 - PSD provided their comments/feedback and the outcome of that exercise was discussed at Policing Board on 17.12.19.
		Ensure systems and processes are in place in readiness for the PCC's increased roles in complaints as outlined in Police and Crime Act 2017		Legislative are confirmed to be implemented on 1st Feb 2020. A 'Complaints Review Officer' post tender will be taking place W/C 20/01/20. CoS & QoS Caseworker attending an IOPC Statutory Guidance Event on 30.01.20. Work is currently underway in relation to the publication of the review function on the OPCC website.
PCC must not fetter the operational independence of the police force	18	Development and annual review of Corporate Governance Framework		To be progressed next quarter.
Access to information, officers and staff	19	Corporate Governance Framework details information sharing arrangements		To be progressed next quarter.
		Handling of information in accordance with Data Protection legislation		The office recently underwent an audit by the Information Commissioner's Office (ICO) looking at data protection, information security, data sharing and records management. Many areas of good practice were highlighted by the auditor and an improvement plan has been put in place to address the areas for improvement. No major concerns were raised during the audit and the office has 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 Police and Crime Plan which aligns to the strategic priorities of the Community Safety Partnerships. Service providers are invited to present to Commissioning Advisory Board on a regular basis to provide independent scrutiny of funding and activity. Independent review of victim services will aim to address some of the recommendations outstanding from Needs Assessment.

		Commissioning of services in support of community safety and crime reduction		The PCC provides two thirds of the total commissioning budget from core funding, with one third coming from MOJ victims' grant. The PCC continues to support both CSP and YOPS services by providing in total over £280,000 to the partnerships. The PCC continues to ensure that victims have access to quality restorative justice services. The future of RJ provision is being addressed via the independent review of Goleudy and other victim services. The findings and recommendations of this will be presented in early January.
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		Grants have recently been awarded to all 4 Community Safety Partnerships to develop local projects, to the value of £25k each and an investment of £50k has been given out to various partners to develop projects in the most deprived wards of Glanymor and Tyisha in Llanelli
		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, with reminders being issued to ensure timeliness of reporting structure. PCC has personally visited a number of commissioned services. Commissioning support officer is currently planning forward schedule of site visits to audit all commissioned services as well as recipients of PCC grant funding. First MOJ VCOP compliance return has been submitted with data provided by all agencies and against all set questions. A number of queries raised with MOJ for future consideration.
		PCC's contribution to the All Wales Criminal Justice agenda		Update provided from Dyfed Powys LCJB highlighting key areas of success and future plans.

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