

FRIDAY, 23RD JULY, 2021

TO: ALL MEMBERS OF THE DYFED POWYS POLICE AND CRIME PANEL

I HEREBY SUMMON YOU TO ATTEND A MEETING OF THE **DYFED POWYS POLICE AND CRIME PANEL** WHICH WILL BE HELD IN THE **CHAMBER, COUNTY HALL, CARMARTHEN, SA31 1JP AT 10.00 A.M. ON FRIDAY, 30TH JULY, 2021** FOR THE TRANSACTION OF THE BUSINESS OUTLINED ON THE ATTACHED AGENDA

[Note: Due to social distancing regulations, a maximum of 6 persons can be accommodated in the public gallery. Members of the public wishing to attend in person are asked to contact the Democratic Services Officer named below, no later than 10.00 a.m. on Wednesday, 28th July to reserve a seat]

Wendy Walters

CHIEF EXECUTIVE



PLEASE RECYCLE

Democratic Officer:

Emma Bryer

Telephone (direct line):

01267 224029

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Wendy Walters Prif Weithredwr, *Chief Executive*,
Neuadd y Sir, Caerfyrddin. SA31 1JP
County Hall, Carmarthen. SA31 1JP

<p style="text-align: center;">DYFED POWYS POLICE & CRIME PANEL 14 MEMBERS</p>
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CARMARTHENSHIRE COUNTY COUNCIL - 3 MEMBERS

- | | | | |
|----|------------|--------------|---------------|
| 1. | COUNCILLOR | KEN HOWELL | (Plaid Cymru) |
| 2. | COUNCILLOR | JOHN PROSSER | (Labour) |
| 3. | COUNCILLOR | JIM JONES | (Independent) |

CEREDIGION COUNTY COUNCIL - 3 MEMBERS

- | | | | |
|----|------------|------------------|---------------------------|
| 1. | COUNCILLOR | LLOYD EDWARDS | (Welsh Liberal Democrats) |
| 2. | COUNCILLOR | KEITH EVANS | (Independent) |
| 3. | COUNCILLOR | ALUN LLOYD JONES | (Plaid Cymru) |

PEMBROKESHIRE COUNTY COUNCIL - 3 MEMBERS

- | | | | |
|----|------------|----------------|----------------------------|
| 1. | COUNCILLOR | MICHAEL JAMES | (Independent) |
| 2. | COUNCILLOR | STEPHEN JOSEPH | (Independent Unaffiliated) |
| 3. | COUNCILLOR | ROBERT SUMMONS | (Conservative) |

POWYS COUNTY COUNCIL - 3 MEMBERS

- | | | | |
|----|------------|----------------|----------------------------|
| 1. | COUNCILLOR | DAVID O. EVANS | (Independent) |
| 2. | COUNCILLOR | LES GEORGE | (Welsh Conservative Party) |
| 3. | COUNCILLOR | WILLIAM POWELL | (Welsh Liberal Democrats) |

CO-OPTED INDEPENDENT MEMBERS - 2 MEMBERS

- | | |
|----|---------------------------|
| 1. | PROFESSOR IAN ROFFE |
| 2. | MRS HELEN MARGARET THOMAS |

AGENDA

1. **APPOINTMENT OF CHAIR AND VICE CHAIR** 5 - 8
2. **APOLOGIES FOR ABSENCE AND PERSONAL MATTERS**
3. **DECLARATIONS OF INTEREST**
4. **TO SIGN AS A CORRECT RECORD THE MINUTES OF THE MEETING HELD ON THE 19TH FEBRUARY 2021** 9 - 12
5. **MATTERS ARISING FROM THE MINUTES (IF ANY)**
6. **QUESTIONS ON NOTICE FROM PANEL MEMBERS TO THE COMMISSIONER**
 - 6.1 **QUESTION FROM COUNCILLOR KEITH EVANS**

“What steps is the Commissioner taking in his discussions with the Acting Chief Constable regarding the welfare and wellbeing of Officers that have in particular, been involved in front line Policing during the Covid-19 Pandemic?”
 - 6.2 **QUESTION FROM PROFESSOR IAN ROFFE**

"The Covid pandemic has affected all aspects of life, work and policing in Dyfed Powys, what aspects of the Commissioner’s response to Covid does he consider most significant that he would choose to highlight and what plans does the Commissioner have in dealing with Covid in the short to middle term?”
7. **DRAFT ANNUAL REPORT OF THE POLICE AND CRIME COMMISSIONER** 13 - 72
8. **RECORDING OF REPORTED CRIMES** 73 - 90
9. **MENTAL HEALTH AND POLICING** 91 - 104
10. **DECISIONS TAKEN BY THE COMMISSIONER** 105 - 114
11. **POLICING PROTOCOL - PERFORMANCE REPORT** 115 - 136

AT THE CONCLUSION OF AGENDA ITEM NO.11 (BUT NO LATER THAN 12.30 P.M.) THE MEETING WILL STAND ADJOURNED UNTIL 2.00 P.M.

THE MEETING WILL RECONVENE AT 2.00 P.M. FOR CONSIDERATION OF THE REMAINING ITEMS OF BUSINESS ON THE AGENDA.
12. **APPOINTMENT OF CHIEF CONSTABLE** 137 - 156

DYFED-POWYS POLICE AND CRIME PANEL 30TH JULY 2021

APPOINTMENT OF CHAIR AND VICE-CHAIR FOR THE PANEL

Recommendations / key decisions required:

1. To appoint a Panel Chair for the 2021/2022 municipal year
2. To appoint a Panel Vice-Chair for the 2021/2022 municipal year

Reasons:

These appointments are required by the Panel rules

Report Author: Robert Edgecombe	Designation: Legal Services Manager	Tel No. 01267 224018 E Mail Address: rjedgeco@carmarthenshire.gov.uk
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EXECUTIVE SUMMARY
DYFED – POWYS POLICE AND CRIME PANEL
30TH JULY 2021

**APPOINTMENT OF
CHAIR AND VICE-CHAIR FOR THE PANEL**

Panel rules require the appointment of a Panel Chair and Vice-Chair every year at the Panel's Annual General Meeting

DETAILED REPORT ATTACHED ?

NO

IMPLICATIONS

I confirm that other than those implications which have been referred to in detail below, there are no other implications associated with this report:

Signed: *R J Edgecombe (Lead Officer to the Panel)*

Policy, Crime & Disorder and Equalities	Legal	Finance	ICT	Risk Management Issues	Staffing Implications	Physical Assets
NONE	NONE	NONE	NONE	NONE	NONE	NONE

Section 100D Local Government Act, 1972 – Access to Information

List of Background Papers used in the preparation of this report:

THESE ARE DETAILED BELOW

Title of Document	File Ref No.	Locations that the papers are available for public inspection
Host authority file	Pacp-027	County hall carmarthen

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Dyfed Powys Police and Crime Panel

Friday, 19 February 2021

PRESENT: Councillor A. Lloyd-Jones (Chair)

Carmarthenshire County Council Member:

Councillors K. Howell and J. Prosser;

Ceredigion County Council Members:

Councillors L. Edwards and K. Evans;

Pembrokeshire County Council Members:

Councillors M. James, S. Joseph and R. Summons;

Powys County Council Members:

Councillors D. Evans, L. George and W. Powell;

Independent Member:

Prof. I. Roffe;

In attendance from the Office of the Police and Crime Commissioner:

Mr. D. Llywelyn, Police and Crime Commissioner;

Mrs. C. Morgans, Chief of Staff;

Ms. B. Peatling, Chief Finance Officer;

In attendance from Dyfed-Powys Police:

Mr Mark Collins, Chief Constable

Ms Claire Parmenter, Deputy Chief Constable

The following Officers were in attendance:

R. Edgecome, Legal Services Manager

J. Laimann, Assistant Democratic Services Officer

E. Bryer, Democratic Services Officer

S. Rees, Principal Translator

J. Corner, Technical Officer

Virtual Meeting - 10.30 am - 12.30 pm

1. APOLOGIES FOR ABSENCE AND PERSONAL MATTERS

Apologies for absence were received from Councillor Jim Jones (Carmarthenshire County Council) and Helen Thomas (Co-opted Member).

2. DECLARATIONS OF INTEREST

There were no declarations of personal interest made at the meeting.

3. TO SIGN AS A CORRECT RECORD THE MINUTES OF THE MEETING HELD ON THE 5TH FEBRUARY 2021

RESOLVED that the minutes of the Dyfed-Powys Police and Crime Panel meeting held on the 4th November 2020 be signed as a correct record.

4. MATTERS ARISING FROM THE MINUTES (IF ANY)

No matters were raised at the meeting.

5. QUESTIONS ON NOTICE - NONE RECEIVED

The Panel was advised that no questions on notice had been received.

6. APPOINTMENT OF TEMPORARY CHIEF CONSTABLE

The Panel received a report on the appointment of a temporary Chief Constable upon the Chief Constable's retirement in March 2021. The Panel was advised that, due to the proximity of the next Police and Crime Commissioner's elections, the Commissioner had decided not to commence a recruitment exercise at this stage and to appoint Deputy Chief Constable Claire Parmenter as Temporary Chief Constable until a long-term appointment could be made.

On behalf of the Panel, the Chair wished the Chief Constable well in his retirement and thanked him for his invaluable work for the Dyfed-Powys police force, and wished the temporary Chief Constable success during her time in office.

RESOLVED

- 6.1. To note the appointment of Deputy Chief Constable Claire Parmenter as Temporary Chief Constable and welcome her to the role;**
- 6.2. To thank the departing Chief Constable Mark Collins for his work.**

7. SCRUTINY REPORT ON CCTV INVESTMENT BY THE POLICE AND CRIME COMMISSIONER

The Panel considered a scrutiny report on the Commissioner investment into town centre CCTV. It was advised that the Panel had established a task and finish group to examine the Commissioner's investment in CCTV in several towns across the force area to satisfy itself that the investment represented good value for money and had positive benefits for the people of Dyfed-Powys.

In preparing the report, the Panel had considered information from the Commissioner about the operation of the CCTV system, carried out a public consultation, sought the views of key stakeholders and undertaken its own research.

The Panel was advised that, as a result of the investment, 150 cameras had been installed in various locations in 23 towns across the force area. Work was ongoing regarding installations in Aberaeron and Narberth. The overall capital investment was expected to amount to around £1.3 million once all cameras had been installed. The CCTV system was heavily used for crime investigation as well as the safeguarding of missing persons.

The Task and Finish Group had concluded that the investment in town centre CCTV had been very worthwhile, was of operational benefit to Dyfed-Powys Police and had helped to make the public feel safer. It has also identified several recommendations relating to the ongoing funding and monitoring of the system, potential future expansion and Privacy Impact Assessments.

Several comments were made welcoming the benefits of the CCTV investment.

In response to a query on future funding, the Panel was advised that the Midterm Financial Plan included a position for CCTV of ca. £100k annually from 2022/23 onwards.

A query was raised regarding the potential for partnership work with local business / personal CCTV, as well as with farmers' unions. The Panel was advised that partnership working with business and personal CCTV had been successfully piloted and it was envisaged that this could be expanded in the future, with due regard being given to relevant data and privacy legislation. The subject would be taken up in strategic meetings with farmers' unions to discuss how a partnership approach could help tackling rural crime.

RESOLVED that the report be noted.

8. RESPONSE OF THE POLICE AND CRIME COMMISSIONER TO PANEL REPORT ON ANTI-SOCIAL BEHAVIOUR

The Panel received a report on the Commissioner's response to the Panel report on anti-social behaviour. The Panel report, which had been presented at the meeting in November 2020, had acknowledged good work being done and had made several recommendations.

The Panel was advised on the Commissioner's response to the recommendations in relation CCTV investments, information about support services and the appeal process for victims of ASB, and the effectiveness of the Community Trigger.

RESOLVED to note the Commissioner's response to the report.

9. UPDATE ON THE RESPONSE TO THE CORONAVIRUS PANDEMIC

The Panel received an update report on the response to the Coronavirus pandemic in relation to securing resources, holding to account, enhancing delivery, community safety and crime reduction, and the link with local residents.

RESOLVED that the report be noted.

10. POLICING PROTOCOL - PERFORMANCE REPORT

The Panel received a report on the Commissioner's performance against the powers and duties set out in the Policing Protocol.

The Panel was advised that the number of green and amber categories had changed very slightly from the previous quarter with green categories decreasing by two and amber categories increasing by two. This was due to Covid restrictions and slight circumstantial changes and would continue to be monitored.

RESOLVED that the report be noted.

11. DECISIONS TAKEN BY THE COMMISSIONER

The Panel considered a report on decisions taken by the Commissioner during the period 20th October 2020 to 8th February 2021. The Commissioner advised that the decision to appoint the Deputy Chief Constable as Temporary Chief Constable had been made to provide stability and consistency to the force and the substantial appointment would be progressed by the elected Commissioner following the election in May 2021.

In response to a query, the Panel was advised that, following discussions with other Police and Crime Panels, it had been established that no confirmation hearing was necessary for the appointment of a temporary Chief Constable.

In response to a query on the 2021/22 Police Precept leaflets, the Panel was advised that hard copies of the leaflets would be posted to residents in all four constituent counties.

RESOLVED that the report be noted.

12. ANY OTHER ITEMS OF BUSINESS THAT BY REASONS OF SPECIAL CIRCUMSTANCES THE CHAIR DECIDES SHOULD BE CONSIDERED AS A MATTER OF URGENCY PURSUANT TO SECTION 100(4)(B) OF THE LOCAL GOVERNMENT ACT 1972

The Panel was provided with an update on the progress regarding the sending of letters on behalf of the Panel to all MPs in the Dyfed-Powys area, and the Home Secretary, the Secretary of State for Wales, and the Policing Minister. The letters were drawing attention to the situation at Penally refugee camp and requested full repayment of all incurred costs in the Dyfed-Powys area.

CHAIR

DATE

DYFED-POWYS POLICE AND CRIME PANEL 30TH JULY 2021

DRAFT ANNUAL REPORT OF THE POLICE AND CRIME COMMISSIONER

Recommendations / key decisions required:

To note the report and thereafter make such recommendations to the Commissioner as the Panel thinks fit.

Reasons:

The Police Reform and Social responsibility Act 2011 places a statutory duty upon the Panel to consider the Commissioner's annual report and make recommendations.

Report Author:

Robert Edgecombe

Designation:

Legal Services Manager

Tel No.

01267 224018

E Mail Address:

rjedgeco@carmarthenshire.gov.uk

EXECUTIVE SUMMARY

DYFED – POWYS POLICE AND CRIME PANEL 30TH JULY 2021

DRAFT ANNUAL REPORT OF THE POLICE AND CRIME COMMISSIONER

Police Reform and Social Responsibility Act 2011 places a statutory duty upon Police and Crime Commissioners to produce an annual report and upon Police and Crime Panels to consider that report and make recommendations to the Commissioner.

Panel members are therefore requested to consider the attached draft report and make such recommendations regarding it as they consider appropriate.

DETAILED REPORT ATTACHED ?

YES

IMPLICATIONS

I confirm that other than those implications which have been referred to in detail below, there are no other implications associated with this report:

Signed: *R J Edgecombe (Lead Officer to the Panel)*

Policy, Crime & Disorder and Equalities	Legal	Finance	ICT	Risk Management Issues	Staffing Implications	Physical Assets
NONE	NONE	NONE	NONE	NONE	NONE	NONE

Section 100D Local Government Act, 1972 – Access to Information

List of Background Papers used in the preparation of this report:

THESE ARE DETAILED BELOW

Title of Document	File Ref No.	Locations that the papers are available for public inspection
Host Authority File	PACP-026	County Hall, Carmarthen

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DYFED-POWYS
POLICE AND CRIME
COMMISSIONER

**Draft document for consideration by the
Dyfed-Powys Police and Crime Panel**

Annual Report 2020-2021

June 2021

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1. Police and Crime Commissioner's Foreword

Welcome to the 2020–2021 Annual Report, which looks back at my fifth year as Police and Crime Commissioner: An unexpected additional year in my first term as Commissioner.

The outbreak of COVID-19 and the subsequent postponement of the 2020 Police and Crime Commissioner Elections significantly altered the work programme for my Office for the 2020–2021 financial year.

This Annual Report reflects on the work undertaken during the 2020-2021 financial year to meet my [Police and Crime Plan](#) priorities, how my Office changed its day-to-day operations during the pandemic, and how the statutory functions of a Police and Crime Commissioner continued to be discharged.

The most notable successes and moments of the year for me have been:

- The continued provision of service by my Office, to both the public and partners, throughout the pandemic – diolch, thank you team;
- The continued delivery of my commissioned services to help prevent crime, support the vulnerable and tackle community issues;
- Securing essential additional funding for local organisations supporting victims of domestic and sexual violence throughout the pandemic;
- Securing funding from the Home Office's Safer Streets Fund to tackle crime in two of the Force's most deprived areas;
- The success of the new community funding programme - Participatory Budgeting - across the Dyfed-Powys area;
- The closure of the Penally Asylum Accommodation Centre following my successful lobbying of the Home Office;
- Effectively adopting a digital approach to public engagement;
- Digitally hosting my annual St David's Conference, with a focus on victims; and
- Continuing to give young people and victims a voice through the work of my Youth Engagement Forum and the Dyfed-Powys Victim Engagement Forum.

The rescheduled Police and Crime Commissioner Elections took place on 6 May 2021, and I am delighted to have been re-elected by the public. I look forward to continuing in my role as Police and Crime Commissioner, working together to keep the communities of the Dyfed-Powys area safe.

Thank you very much for your continued support – diolch yn fawr iawn.

{Infographic: Signature / something report/document related}

{Photo: PCC Dafydd Llywelyn}

2. Role of a Police and Crime Commissioner

{Infographic – this whole page delivered as infographic – we have a leaflet with this information on which could be edited in line with the Report design}

Here are 12 things to know about the role of a Police and Crime Commissioner (PCC).

The PCC is responsible for:

1. Setting the priorities for Dyfed-Powys Police;
2. Publishing a [Police and Crime Plan](#);
3. Engaging with Communities and representing the public's voice on policing matters;
4. Working closely with community safety and criminal justice partners;
5. Supporting victims and bringing people to justice;
6. Commissioning services to make communities safer and to support the vulnerable;
7. Appointing and, if necessary, dismissing the Chief Constable;
8. Dealing with complaints and disciplinary matters against the Chief Constable;
9. Holding the Chief Constable to account; and
10. Setting the annual Police budget and precept level.

The PCC is not responsible for:

11. Day-to-day deployment and delivery of police services known as 'operational policing'; or
12. Investigating complaints against police officers below the rank of Chief Constable.

{Infographic: Please can the URL be placed alongside the text using an infographic portraying the video...

To watch our video explaining the role and responsibilities of a Police and Crime Commissioner, visit our page on YouTube, here:

<https://www.youtube.com/watch?v=ZrPjq4xCf7k>

3. 2017-2021 Police and Crime Plan Priorities

The PCC's Priorities, and principles underpinning them, are set out within the 2017-2021 Police and Crime Plan.

Priorities

1. Keeping our communities safe;
2. Safeguarding the vulnerable;
3. Protecting our communities from serious threats; and
4. Connecting with communities.

Principles

1. Supporting victims;
2. Engaging with the public;
3. Working together;
4. Providing strong leadership; and
5. Delivering value for money.

This Annual Report demonstrates the progress made by the PCC and his team during 2020-2021 towards delivering these priorities.

{Infographic: Please can the URL be placed alongside the text using an infographic portraying the Police and Crime Plan...}

You can read the Police and Crime Plan here: <http://www.dyfedpowys-pcc.org.uk/en/the-commissioner/the-police-and-crime-plan/>}

2021-2025 Police and Crime Plan

As a key statutory requirement, PCCs must publish a Police and Crime Plan within the first year of a new term.

Early in to the third PCC term, the PCC and his team commenced work to develop the new 2021-2025 Police and Crime Plan.

A comprehensive consultation exercise continues, incorporating a mixture of facilitated sessions targeting lesser-heard groups, direct stakeholder and partner consultation, and general public communication and engagement.

The 2021-2025 Police and Crime Plan will be published towards the end of 2021 / early in 2022.

4. Working to Accomplish the Priorities

Priority 1 - Keeping our Communities Safe

Penally Asylum Accommodation Centre

The Home Office's September 2020 decision to use the Ministry of Defence Camp at Penally, Pembrokeshire to accommodate asylum seekers had a wide-reaching impact on local communities.

The PCC was critical of this decision from the offset, and his concerns proven justified following the initial findings of an Independent Inspection by Her Majesty's Inspectorate of Prisons and the Chief independent inspector of Borders and Immigration, published in early March 2021.

The findings of the review were damning, and the PCC called on the authorities to close the sheltered accommodation. A week after the publication of the report, the Home Office announced the closure of the Penally Centre.

The PCC saw first-hand the difficult circumstances faced by the individuals who lived at the centre following visits during Autumn 2020, and the findings of the report highlight the concerns and fears that the PCC and other local stakeholders had raised with the Home Office on a number of occasions.

The lack of strategic planning around the use of the camp, as well as the lack of community engagement was extremely frustrating for the PCC, the Force and many other partners in the area, including the local authority, and the health service. It led to unnecessary pressure on local resources at a time when we were trying to protect our communities from a global pandemic.

{Quote from PCC alongside this section.

PCC Dafydd Llywelyn said; "I would like to put on record my gratitude to all the local agencies who worked tirelessly to make the most of the difficult situation. I hope that the Home Office has learned another lesson about how important it is to consult local communities and key stakeholders with such decisions. As we look to the future, there is a need to ensure that suitable, healthy and safe accommodation is available for asylum seekers - these are people who have had to escape problems and crisis and dangerous situations in countries around the world."}

The PCC continues his involvement in this matter, pressing for discussions between London Ministers and the Welsh Government and local services, to ensure a long-term solution to the crisis.

{Photos – the site / PCC at Penally}

Integrated Offender Management

Following a refresh of the Home Office and Ministry of Justice's Neighbourhood Crimes Integrated Offender Management (IOM) Strategy, the PCC confirmed funding in partnership with the National Probation Service to support a new strategy for IOM. This will ensure direct support is available to offenders to help reduce reoffending, and therefore reduce victimisation.

In line with the IOM strategy, the focus will be on neighbourhood crime: robbery, burglary, theft, and vehicle theft. Such offences have the highest levels of reoffending of any offence types, and make up a high proportion of reoffending.

IOM aims to support offenders to desist from crime by helping to meet underlying needs such as substance misuse, housing and employment needs, and mental health issues.

The funding will enable two existing perpetrator interventions to be rolled out across the force area. This will include extending an online perpetrator intervention pilot for service provision in rural areas, recognised as a leading area of work across Wales. The pilot was initially launched in Powys, but will be accessible across the Dyfed-Powys area.

{Quote alongside please: Gemma Jones, IOM Co-ordinator for Dyfed-Powys Police said; *"This funding is vital to enable offenders to access bespoke interventions that they would not be ordinarily eligible for. It will cover anything from access to specific counselling services to home starter-packs and cognitive-behavioural interventions that support changes in attitudes, beliefs, and values around their offending behaviour."*}

Aligned to this is the Choices Perpetrator Intervention, delivered by Threshold Domestic Abuse Services, which will also be accessible across the entire force area. The Choices perpetrator programme aims to challenge beliefs, attitudes and behaviour of men over the age of 18 who engage in acts of domestic abuse of any kind. The intervention also enables services to increase the safety of victims and their families experiencing domestic abuse. Those supported through the Choices programme have reported significant improvements in relationships, communication and parenting, along with reductions in violence. Children within the families report feeling safer and the health and well-being of the whole family is increased.

{Infographic: Can the URL be displayed as an infographic please alongside the above... The IOM featured in the Association of Police and Crime Commissioner's publication: PCCs Making a Difference: Reducing Reoffending In Focus. You can read more on page 47 here: <https://apccs.police.uk/campaigns/pccs-making-a-difference/>}

Offender Diversionary Scheme

The Offender Diversionary Scheme, launched in 2019, continued its important work in to 2020-2021. The Scheme allows eligible offenders to get the support and guidance they need to keep out of the criminal justice system. Many of these will have significant underlying needs, such as substance misuse or financial debt and risk of losing tenancies. Offenders are provided with a comprehensive assessment, and a programme of support is developed, with direct access into agencies such as Dyfed Drug and Alcohol Service (DDAS) and Kaleidoscope.

Pobl Care and Support continued to work alongside a wide variety of organisations to implement referral pathways into both generic and specialist service interventions. During 2020-2021, 701 offenders were referred and 77% of referrals engaged with the programme. The predominant needs amongst the cohort were drugs, attitudes, thinking and behaviour, finance benefit and debt, and education, training and employment.

During 2020-2021, 479 offenders successfully completed the 4-month contract period and exited the scheme. Three key outcomes are assessed by offenders as to how the Scheme has impacted their lives:

Felt enabled to make positive choices	91%
Felt empowered to make positive changes	90%
Reported improved safety	89%

{Infographic – can the above table be edited to be in fitting with the report design please}

{Infographic: POBL logo}

Substance Misuse Services

The PCC invested in a further joint commissioning arrangement with Hywel Dda Area Planning Board for the delivery of substance misuse services during 2020-2021. This 2-year investment was agreed with the requirement for ongoing evaluation to inform the future development of prevention services, along with detailed performance and outcome data.

Throughout the year, providers Kaleidoscope and Dyfed Drug and Alcohol Service (DDAS), engaged both with the Office of the Police and Crime Commissioner (OPCC) and Dyfed-Powys Police colleagues, providing regular updates on drug trends posing a threat to communities.

The services receive approximately 3,000 referrals annually, with around 1,000 of these coming from criminal justice sources. 70% of individuals exited the service with a positive closure, such as being drug free or ceasing offending.

The PCC has worked closely with Area Planning Board partners to ensure that the value of the joint investment can be demonstrated, and that future funding proposals are evidence based. It is vital that these services work proactively to target those that are causing disruption in local communities and yet are not actively engaged with services.

Additionally, the OPCC has worked with partners in the Powys area to deliver a refreshed Needs Assessment, and to revise the specification for services required to meet the needs of the population.

The PCC will be reinvesting in this jointly commissioned service together with the Powys Area Planning Board from April 2022.

{Infographics: DDAS and Kaleidoscope CAIS logos}

Restorative Justice

Restorative justice brings together those affected by crime and those that are responsible for the harm, empowering everyone them to have a part in repairing the harm and finding a positive way forward. It can be a vital part of a victim's journey and assist in reducing reoffending.

During 2020-2021, the PCC continued to fund the Wales Community Rehabilitation Company to support victims in preparing for the restorative justice process and to facilitate meetings or communication with the offender. Unfortunately, the service found itself on hold due to COVID-19.

Despite this, the PCC continued to demonstrate his commitment to restorative justice, and fulfil his duty under the Victims' Code of Practice to ensure that victims are able to access restorative justice. For example, in March 2021, the PCC signed a pledge with Why Me?, demonstrating his support of the process.

{Infographic: Displaying the PCC's pledge..}

The PCC pledged to work to ensure that all victims of crime across the Dyfed-Powys area are better informed of restorative justice, to enable them to decide for themselves whether it is a process they want to take part in.}

In November 2020 during Restorative Justice Week, the PCC asked members of the public and victims of crime who sit on the Dyfed-Powys Victim Engagement Forum to provide feedback on the restorative justice process. They were asked to consider the meaning and understanding of the term as well as the point at which a victim ought to be informed of, and offered, restorative justice. Gathering this feedback was an important step to inform the use of restorative justice as it continues to evolve within the Dyfed-Powys area.

Closed Circuit Television (CCTV)

In 2016, the PCC pledged to invest in a modern CCTV infrastructure to improve the safety of towns and communities of Carmarthenshire, Ceredigion, Pembrokeshire and Powys.

This pledge continued to deliver for local communities throughout 2020-2021: By the end of March 2021, 151 cameras had been installed across 23 towns. With the installation of cameras in two additional towns, namely Aberaeron and Narberth, planned for summer 2021, the project will then be closed. It is anticipated that at project closure, the CCTV infrastructure will stand at 158 CCTV cameras across 25 towns.

{Infographic – map of the force area detailing the locations of the CCTV cameras}

The CCTV cameras will continue to be a valuable asset in keeping our towns safe, and assisting with the detection of crime. In addition to this, CCTV is also helping to protect vulnerable people across the force area.

{Infographic – case study box to present the following information...}

November 2020 – Headline – POLICE CCTV operators are proving to be crucial in the search for missing people – finding six people safe and well in seven days.

CCTV Operators at the CCTV control centre ensured six people – including teenagers and vulnerable adults – were located swiftly across the force area, with five of the six found within 30 minutes.

The CCTV Co-ordinator said; *"The team has been very successful and over one week some exceptional performance has seen the team successfully identify where six missing people were, allowing officers to return them to their loved ones, carers and families."*

Over one week:

- a 15-year-old girl was located within 10 minutes of being reported;
- a 52-year-old woman in 13 minutes;
- two separate teenagers – aged 14 and 17 – were found in half an hour; and
- Operators successfully spotted a 14-year-old girl walking through a town centre in darkness during the early hours of the morning.}

{Quote from PCC alongside this case study... PCC Dafydd Llywelyn said; *"It's all about making sure our communities are as safe and secure as possible and it is very encouraging to see the positive impact the CCTV infrastructure, its centralised monitoring suite and our team of CCTV operators are having on policing throughout the force."*}

{Infographic: Can this URL be placed alongside the above text, using an infographic? Find out more about how Dyfed-Powys Police uses CCTV cameras here:

[https://www.dyfed-powys.police.uk/foi-ai/af/accessing-information/cctv/how-we-use-close-circuit-television-cctv-cameras/.](https://www.dyfed-powys.police.uk/foi-ai/af/accessing-information/cctv/how-we-use-close-circuit-television-cctv-cameras/)}

Community Speed Cameras

In addition to the static CCTV infrastructure, in March 2021, the PCC provided funding to Dyfed-Powys Police's GO SAFE team to purchase ten speed-measuring devices for Community Speed Watch teams across the force area.

Dyfed-Powys Police have seen an increase in community concerns of speeding across the Force area, and this funding will strengthen opportunities for Community Speed Watch volunteers to support Dyfed-Powys Police in ensuring safer roads within our communities.

{Quote to the side} Sgt Ian Price, of Go Safe Dyfed-Powys Police Road Harm Reduction Unit: *"GO SAFE will continue to provide expert support in training and managing our community speed watch volunteers across the force. We are grateful for the funding support from the Police and Crime Commissioner that will help deliver on policing in our communities to reduce the risk of harm on our roads and encourage others to help deliver safer communities across Dyfed Powys to reduce speed and subsequent harm."*

Community Investment

Safer Streets Fund

The Home Office's Safer Streets Fund aims to deliver crime prevention plans with the outcome of reducing acquisitive crimes through situational prevention.

The PCC was successful in obtaining funding through the Safer Streets Fund to develop a project in the Glanymor and Tyisha wards of Llanelli, with key partners, with elements consisting of:

- Free Community Crime Prevention Kits for households;
- The employment of 2 new Community Wardens;
- Small grant scheme for charities, voluntary organisations and community groups in Llanelli area;
- Additional street cleaning, environmental enhancements and works to improve the area; and
- SelectaDNA kits and Bike safe kits for community members within the wards.

In March 2021, the PCC joined Llanelli Neighbourhood Policing Team and partners in the town for a Day of Action, where a number of Crime Prevention Kits were distributed to residents in the two wards.

{Photo – PCC in Llanelli}

Premier League Kicks to Pembroke Dock

In November 2020, the PCC visited Pembroke Dock to attend the launch of the new Premier League Kicks initiative in the area.

The Premier League Kicks is funded through by the PCC and run in partnership with Swansea City Football Club Community Trust. Over 90 young people from the Pembroke Dock area took part in the first session on Friday evening, with the sessions – which are free to all – continuing on a weekly basis. During the sessions, the young people take part in various practical activities, such as football coaching sessions, as well as informal sessions that address crime issues.

{Quote – PCC Dafydd Llywelyn said; *"It was a privilege to attend the opening night, to see for myself the positive influence an initiative such as the Premier League Kicks has on the youth here, and the wider community."*}

{Photo – Photos from the event}

Investment in Policing

Whilst the PCC invests within the communities of the Dyfed-Powys area, he also strongly supports inward investment in the Force to ensure the highest level of service delivery to members of the community. The PCC has supported and invested funding into the following initiatives:

- Serious Violence and Organised Crime Co-ordinator;
- Financial Investigator role, and Safeguarding Officer and Fraud Triage Officer within the Financial Crime Unit;
- Neighbourhood Policing Team Mediation Training;
- The purchase of two additional Roads Policing Unit vehicles;
- Investment in a specific long wheeled base vehicle to assist the Roads Policing Unit (RPU) with specific operations; and
- The purchase of Drug Testing kits for the RPU vehicles.

{Photo – of the new RPU vehicles}

Priority 2 - Safeguarding the Vulnerable

Support for Victims of Domestic Abuse

During 2020-2021, the PCC continued to work with partners to ensure holistic support for victims of domestic abuse. This included oversight of some key developments within Dyfed-Powys Police aimed at improving the immediate and ongoing response to victims.

The PCC funds a number of service providers who support victims from immediate point of report through to court appearances, ensuring that risk levels are reduced, and safety plans in place for victims and their families.

The Independent Domestic Violence Advisory (IDVA) service continues to support high-risk victims and delivers vital outcomes.

During 2020-2021 the IDVA service received 1,144 new referrals, with 85% of referrals engaging with the service. 31% were repeat referrals and in 70% of referrals, the victim was contacted within 1 working day.

34% of users received face-to-face support, with the remainder being telephone or digital support.

In terms of outcomes, 74% of clients report increased feelings of safety, 90% of clients report improved quality of life, and 98% of clients were satisfied with the overall service received.

{Infographic: Hafan Cymru and Pobl logos}

Support for Victims of Sexual Abuse

Throughout 2020-2021, New Pathways continued to provide 24-hour access to crisis support for victims of sexual abuse, and on-going support in a safe environment offering safeguarding and specialist clinical and forensic care.

The service received 352 referrals during 2020-2021, with 51% of these for historic cases. 21% of referrals were for children aged under 16, and a further 12% were for 16-17 year olds.

80% of service users reported feeling more able to cope, with 90% experiencing a reduction in symptoms of anxiety.

The PCC continues to work closely with partners in policing and health to deliver a joint model of sexual abuse service delivery across Wales. Work was undertaken during 2020-2021 to ensure that premises used to deliver medical examinations for victims are in accordance with newly implemented accreditation standards for forensic and medical services.

The PCC's team are also working with an independent expert who will review existing demand and service delivery models to inform the community based phase of the regional model.

{Infographic: New Pathways logo}

Additional Funds for Victims of Domestic and Sexual Violence

During the year, the PCC secured two pots of essential additional government funding for organisations providing support for victims of domestic and sexual violence, to assist with COVID-19 related costs. This additional funding was provided when some organisations struggled to continue their vital work, and at the very time when the risk for those trapped in abusive or exploitative situations increased.

In June 2020, the PCC's office secured £140,000 of funding for 10 organisations to ensure that the most vulnerable in society got the support they needed during the pandemic.

{Infographic: Displaying the 10 organisations which received this funding:

- Hafan Cymru
- Pobl Care and Support
- New Pathways
- Aberystwyth University (running Dewis Choice service)
- Calan DVS
- Carmarthenshire Domestic Abuse Service
- Montgomeryshire Family Crisis Centre
- Pembrokeshire People's First
- Threshold DAS
- West Wales Domestic Abuse Service}

In July 2020, the PCC secured £118,000 of additional funding from the Ministry of Justice for the recruitment of new Independent Sexual Violence Advisors (ISVAs). An ISVA provides emotional and practical support for victims of rape or sexual assault, and their main role is to provide support around the criminal justice process.

Given the rural nature of the area, it is important that ISVA services are available to individuals unable to travel to centres. The ISVA service is streamlined to New Pathways, and enables the provision of a dedicated resource, ensuring that this flexible delivery is available and sustainable. It will also enable enhanced ISVA support for children and young people.

{Infographic: New Pathways and funding related images}

Goleudy

Throughout 2020-2021, Goleudy continued to support victims and witnesses, and their families. During 2020-2021, over 25,000 victims of crime and anti-social behaviour were referred to Goleudy to assess their need for support. Over 40% of victims who chose not to receive support from Goleudy were already receiving support from another specialist agency, and a further 39% did not feel affected by the crime.

Goleudy referred victims into specialist support services as needed including mental health, domestic abuse, sexual violence and substance misuse services. Exit questionnaires revealed that over 80% of victims reported feeling safer as a result of their contact with Goleudy. Over 85% of victims also reported feeling more able to cope with the impact of the crime and almost 80% felt more equipped to deal with their experience following their support from the service.

{Infographic: Goleudy logo}

A project group of Dyfed-Powys Police officers and the OPCC staff worked during 2020-21 to review and implement a number of recommendations emerging from scrutiny exercises into victim services. This work has delivered some positive improvements in the services that victims receive from Dyfed-Powys Police and support agencies, and the OPCC will continue to lead on this work in 2021-2022 and onwards. The Dyfed-Powys Victim Engagement Forum will prove vital in gathering feedback from victims.

St David's Conference – Focus on Victims

In March 2021, the PCC hosted his fifth annual St David's Conference, with a focus on victims. Due to Covid-19 restrictions, the 2021 St David's Conference was streamed live on Facebook and YouTube, meaning that the Conference was more accessible to all. Indeed, thousands have since viewed the videos of the live Conference broadcasts.

{Infographic – URL and Facebook logo with the text... Each of the five sessions are still available to view on our Facebook page www.facebook.com/DPOPC}

{Quote – PCC Dafydd Llywelyn said; *"It is vital that victims know what information and support is available to them, and my Conference was an opportunity to promote support services, and to hear from professionals working in this area."*}

The PCC was joined by: Victims' Commissioner, Dame Vera Baird who spoke about her work representing all victims of crime; representatives from Dewis Choice, who support older victims of domestic abuse; Temporary Deputy Chief Constable at Dyfed-Powys Police, Emma Ackland; Hugh Simkiss, the Head of Crime at HMCTS Wales; and Anne Campbell of Embrace Child Victims of Crime.

{Photos / infographics: Of the live events and promotional infographics}

Embrace Child Victims of Crime

During 2020-2021, the PCC continued in his role as a Trustee and Board Member with Embrace: The only national charity solely focused on supporting children and young people who have been the victim of serious crime.

In September 2020, the PCC was invited to take part in a series of Embrace webinars, which sought to provide insight into children and families harmed by crime. The PCC ran a webinar, entitled '*Tackling the 24/7 online threat to keep young people safe from the hidden dangers of cyber crime – We can't do this alone, Working with Partners*'. He covered the increased risk of having social media so intertwined in our lives, the alarming statistics connected to these types of crime, and the funding he provides for various projects protecting communities.

In order to raise awareness of the work undertaken by Embrace and the issues faced by the children and families whom the charity helps, the PCC invited Embrace's Chief Executive, Anne Campbell, to join him in a Facebook Live conversation as part of his St David's Conference in March 2021.

{Quote alongside: During the Conference, Anne Campbell said of the Charity; "*We pride ourselves on providing the kind of support that will make a difference to every child and their family who have been harmed by crime. We want to work closely with PCCs and it's important for us to have the PCC on our Board.*"}

{Infographic: Embrace logo}

{Infographic: Canva imagery used for the Conference of PCC and Anne Campbell}

Child Protection - Support and mediation for missing young people

During 2020-2021, Llamau continued to provide an independent service for debriefing, support and mediation of young people who reported as missing and at risk of sexual exploitation or victimisation, and their families.

17% of all young people referred for de-brief by Llamau during 2020-2021 displayed signs of possible child sexual exploitation (CSE). Issues were also identified during debriefs where young people were at significant risk as both victims and perpetrators of crime. Llamau were able to provide the necessary support and mediation in these cases to try to break this cycle.

The impact of the service can also be seen in the reduction in incidents of missing young people being reported. Missing incidents for under 18s in the Dyfed-Powys area reduced by approximately 49% between 2016-2017 and 2020-2021 equating

to a reduction of 798 individual missing episodes. During 2020-2021, 364 missing children and young people were referred to Llamau for the de-briefing service.

Llamau were awarded this contract in April 2020 for an initial period of 2 years, with an additional 3 options to extend each for a period of 12 months.

{Infographic: Llamau logo}

Youth Offending Partnerships

The PCC invested £180,000 into Youth Offending Partnerships (YOPs) during 2020-2021, to enable delivery of early intervention and prevention service for young people aged 8-17 at risk of offending, with the aim of reducing risk and improving their safety and wellbeing. This is achieved through interventions and activities, which are replicated across the four YOPs, as well as those, which are individually designed based on local needs of each community.

During 2020-2021, there were 387 referrals into the YOPs, bringing the total young people receiving interventions as a result of PCC funds over the past 4 years to over 1,200.

There has been an increase in specialist group and one-to-one interventions, alongside a reduction in group-based generic sessions as more targeted approaches to interventions have been developed. As part of the evaluation undertaken in this area, it has been possible to demonstrate that only 2% of the young people who received preventions inputs during 2018-2019 have since gone on to offend. This work will be explored further by Aberystwyth University whom have undertaken a review of the impact and outcomes delivered as a result of the PCC's investment into the work of YOPs. Findings from this will help to evidence the importance of prevention work and priorities for future investment.

Impact of COVID-19 on PCC's commissioned services

Although the majority of the PCC's commissioned services were forced to close at the start of the pandemic, they worked quickly to put remote services in place to enable support to continue to all victims, especially focusing on those who were most at risk/vulnerable.

The OPCC maintained regular contact with all commissioned services and provided support and guidance as needed. All services provided the PCC with regular updates on risk, issues and their concerns throughout lockdown. Services also shared their contingency plans. All quarterly performance reviews continued to take place, albeit remotely. Referral figures were reviewed and analysed to determine what impact COVID-19 was having on the wellbeing of staff, how it

impacted upon service users, and whether any concerns regarding the provision of the service ought to be raised.

The PCC's team linked in closely with service providers to establish key lessons learnt and outcomes reported as a result of the pandemic. A report providing a reflective account of the experience of providing victim and offender services during COVID-19 was shared with commissioned service providers as well as a plethora of partners.

Service providers highlighted a number of themes, and some of the key points for consideration included, but were not limited to, the following:

- Services should continue to offer a blend of face-to-face and digital/remote support assessed on a case-by-case basis, but face-to-face should be offered to the most vulnerable/high risk service users in line with social distancing guidelines and use of appropriate PPE;
- Lessons learnt through new and creative ways of engaging with support users should be embedded into future service planning;
- Services providers, with the support of the OPCC and Dyfed-Powys Police, should continue to publicise, via all available platforms, the service opening times and availability of provision during lockdown;
- Service providers should clearly communicate details of the provision service users could expect during the pandemic; and
- Service providers should regularly communicate with existing services users, providing details around court delays where applicable.

Priority 3 - Protecting our Communities from Serious Threats

COVID-19

The situation created by COVID-19 meant that OPCC could not continue as usual during 2020-2021. In order to respond to the emergency, and to continue to fulfil his statutory responsibilities, the PCC set out his focus areas:

- Ensure the Chief Constable had sufficient resources to respond to and recover from the emergency (**securing resources**);
- Ensure, on behalf of the public, that the police responded in ways that were necessary, sufficient, proportionate and ethical (**holding to account**);
- Facilitating effective partnership working among agencies and groups working in community safety and criminal justice (**enhancing delivery**);
- Commissioning services, particularly for victims of crime, and providing grants for policing and crime reduction purposes (**community safety and crime reduction**); and
- Ensure residents had the information they needed to understand how their service was performing (**local link**).

In response to the pandemic, Dyfed-Powys Police put in place a Gold, Silver and Bronze command structure to provide strategic, operational and tactical leadership, and co-ordination of the Force's response to COVID-19, with OPCC representation at every level, enabling appropriate oversight and input where necessary.

In addition, the PCC received regular briefings from the Chief Constable. These briefings covered the daily demands on Dyfed-Powys Police, staffing abstraction levels and other matters of concern. The briefings also provided an opportunity to input issues from the OPCC, which required consideration, for example, information from the public, partners and PCC commissioned services.

{Possible photo – DPP activities}

The PCC met with the Deputy First Minister and Chief Whip on a weekly basis, and received regular updates from the Head of the Police Liaison Unit at Welsh Government, covering the collaborative response across Wales and the work of the Welsh Government in responding to the crisis. Furthermore, the PCC attended weekly meetings with the UK Government Policing Minister.

Rural Crime

Our communities continued to face serious threats from rural crime and incidents throughout the pandemic. Detailed below are some of the key steps taken during 2020-2021 in order to prioritise these issues.

Dyfed-Powys Police appointed a Police Sergeant (PS) to lead the Force's Rural Crime Team. PS Matthew Langley commenced his new post in March 2020, and joined the PCC during his first couple of weeks in a very important strategic partnership meeting hosted by the PCC. Farmers' Unions, Local Authorities, National Parks, National Resource Wales and the Welsh Government were invited to attend the meeting in order to identify ways of working collaboratively to tackle some of the rural crime challenges faced in the Dyfed-Powys area.

Feedback on key operational activities within the Force area was shared during the meeting, such as the distribution of SelectaDNA kits to farms in Powys funded through by the PCC, and the discussions had will support the development of a new Rural Crime Strategy for the next 4 years.

{Photo – Twitter screenshot – partnership Zoom meeting}

The development of the Future Farms Cymru project was a significant development in 2020-21. Through this project, Dyfed-Powys Police and North Wales Police are working in partnership on a new initiative aiming to increase the uptake of technology on farms, with a view of reducing crime and making it easier to detect.

{Infographic - Can a Future Farms Cymru fact box be placed alongside the above...}

Future Farms Cymru has two strands to the project:

(1) To encourage the uptake of existing technology on farms, including CCTV, padlocks and alarms to deter criminals.

Demonstration farms have been established across North Wales and Dyfed-Powys with support from Farming Connect, whereby companies specialising in security can install their devices free of charge and then showcase their products via the Future Farms Cymru website.

(2) To encourage the uptake of new technology such as LoRaWAN (Long Range Wide Area Network).

This technology is designed to allow low-powered devices and sensors, which could be placed on gates, entrances, and farm buildings for example, to communicate with internet-connected applications over long-range wireless connections.}

The Future Farms Cymru website will go live in late 2021, and will also provide resources such as an e-learning package on farm security, provided by Farming Connect, and links to resources on mental health tailored to the agricultural community.

Quote - PCC Dafydd Llywelyn said; *"It is exciting to see how the Rural Crime teams of both Dyfed-Powys Police Force and North Wales Police are successfully working collaboratively to tackle rural crime through Future Farms Cymru."*}

Cyber-crime and Fraud

During 2020-2021, the PCC continued to part-fund the essential role of Fraud Safeguarding Officer within Dyfed-Powys Police's Criminal Investigation Department, who co-ordinates Operation Signature and the Banking Protocol.

{Infographic – box with this text and the figures / facts...

Operation Signature identifies and supports vulnerable victims of fraud and provides preventative and supportive measures to protect victims and safeguard them from further targeting.

	2018/19	2019/20	2020/21
Total Referrals	406	455	407

2020/2021 Referral Breakdown:

High Risk Victims = 84

Medium Risk Victim = 116

Direct Fraud Safeguarding Officer Engagement = 166

Total Money Stolen = £3,351,699}

{Infographic – box with this text and the figures / facts ... **The Banking Protocol** is a national scheme between the Police and financial sector, which aims to identify bank customers who are in the process of being victimised, and to refer them in to Operation Signature.

Total Referrals = 81 cases

Money Prevented from Loss = £982,431.00}

The greatest demand upon the Fraud Safeguarding Officer's time during 2020-2021, was the level of engagement required with romance fraud victims.

{Infographic – box with this text and the figures / facts...

Criminals engaging in **romance fraud** invest significant amounts of time in socially engineering their victims, knowing that as they gain their trust, their chances of extracting considerable funds from them increases. The emotional, mental and financial impact of this type of fraud upon victims cannot be underestimated and considerable levels of engagement are required from the Safeguarding Officer to even initially convince the victim that they have been criminally targeted.

Reports of romance fraud received by Dyfed-Powys Police = 90

Financial Loss = £1.8million

Money Prevented from Loss due to engagement with the Fraud Safeguarding Officer = £150,000}

{Infographic – case study type box...

An example of the work carried out under Operation Signature

- In January 2021 an elderly victim, whom had recently lost her husband and been diagnosed with cancer, was defrauded of her life savings of £103,000.

- Criminals targeted the victim over a period of time.
- The victim transferred the £103,000 to accounts abroad.
- The victim's bank initially refused to refund the losses, but following engagement from the Fraud Safeguarding Officer, the bank agreed to refund the whole amount, accepting that they failed in their duty of care by allowing the transfers.
- The Fraud Safeguarding Officer supported the victim in implementing protective measures to safeguard her from being targeted again.

In March 2021, the PCC provided an input on Cyber-crime and Fraud to Welsh Government, at the Cross Party Group on Policing Meeting, where he advised attendees of the evidential and concerning increase in fraud and cyber-crime activities during the pandemic.

{Infographic – with these tables...}

Action Fraud Reporting	No. of victims
2017-2018	1913
2018-2019	1591
2019-2020	1946
2020-2021	3896
Total Reported Loss	
2019-2020	£7 million
2020-2021	£14.5 million

Both the PCC and his team continued to share vital information and advice on cyber-crime and fraud via social media platforms and the PCC's website, in order to equip communities with the knowledge and information to assist in protecting them from serious threats.

In December 2020, the PCC issued advice to local County, Town and Community Councillors of potential fraudulent activity, as Dyfed-Powys Police had seen a significant increase in cyber-crime as a result of the pandemic. Councillors' contact details are freely available online, targeted easily by fraudsters. Criminals were taking advantage of the COVID-19 situation to trick the general public, and local Councillors in particular, into handing over money and personal information. The PCC appealed to people to be vigilant, particularly when online.

Priority 4 - Connecting with Communities

Participatory Budgeting

In February 2020, the PCC announced an investment in a new approach to community funding following the 2019-2020 refresh of the Neighbourhood Policing structure across the Dyfed-Powys Police area. Participatory Budgeting is a way of giving communities a greater say in how money is spent in their local area: Communities influence the decisions.

2020-2021 saw successful virtual community Participatory Budgeting events across each of the Force's 14 Neighbourhood Policing areas, where Community groups applying for funding were asked to present a video showcasing their project ideas.

The PCC initially invested £140,000 in this approach; £10,000 for each Neighbourhood Policing area. Several of the Neighbourhood Policing Teams were successful in securing additional funds from local partners and organisations, bringing the total funds available to £213,500, which was shared amongst over 100 community groups.

In January 2021, the PCC and Chief Constable met with all of the Neighbourhood Policing Teams to thank them for working with local partners and community groups to run the successful participatory budgeting events.

{Infographic on Participatory Budgeting from the website}

{Quote – PCC Dafydd Llywelyn said; *"I committed to fund this new approach as it is vital that local residents have a say in how money is spent in their area. They are best placed to work with the police, and other partner agencies, to identify where the money is needed and what would most benefit the local communities."*}

{Infographics / boxes to include the following information on a couple of successful applicants...}

One of the successful applicants in the **Llanelli Participatory Budgeting** event was **CYCA** - a centre providing support services for children, young people, and families across Carmarthenshire and beyond, in the fields of emotional health and well-being, training, play, education, and physical health.

Tracy Pike, CEO at CYCA said; *"CYCA are delighted to receive this funding as we are aware that there are young people in the ward who require counselling support. They will present with anxiety or depression and need specialist services to give them strategies to learn to self soothe. Without this support, it can lead to self-harm, substance or alcohol misuse. Our work is preventative."*

In the **Haverfordwest Participatory Budgeting** event, funding was secured by **Haverfordwest High VC School** to develop a new radio station.

Aurelia Gardner, Wellbeing co-ordinator at the School said; *"The project will give students the opportunity to take a lead role and develop their talents. Students will be given responsibility and ownership for Haverfordwest High Radio and for choreographing productions. Achievements will be rewarded on air to boost pride, sense of community and wellbeing and promote students' own performances."*

Volunteer Schemes

COVID-19 had a big impact on the work of the PCC's volunteers, and across the different schemes, the volunteers' activities were continually reviewed and adapted where necessary.

{Infographics to be used for the different schemes – e.g. Independent Custody Visiting (cells), Animal Welfare Scheme (police dogs and vans)}

Independent Custody Visiting Scheme

It is a statutory requirement for PCCs to have an Independent Custody Visiting Scheme. Independent Custody Visitors (ICVs) provide independent assurance that detained persons are treated appropriately and fairly by Dyfed-Powys Police.

At the start of the pandemic, the ICVs' physical visits to custody suites across the Force area were suspended for a period of time, in order to protect the welfare of the ICVs, staff and detainees within custody suites.

The scheme was under continuous review to ensure the safe reintroduction of welfare checks. In August 2020, ICVs began to telephone custody suites to speak to detainees, and in September 2020, the Scheme introduced a phased return to physical ICV Visits. Throughout the year, practices were adapted, dependant on the localised COVID-19 situation. Some areas saw a longer period of telephone call visits for example, prior to physical visits recommencing.

{Infographic – fact box...

23 ICVs

91 telephone calls to custody suites

14 physical custody suite visits

201 detainees in custody during calls/visits

31 detainees spoken to

5 detainees observed}

The number of detainees accepting a phone call from an ICV is much lower than those willing to see an ICV in person, therefore, the situation considers to be monitored and reviewed in to 2021-22.

{Infographic – can the URL be displayed as an infographic, with the following text please...}

For further information on the ICV scheme, and the issues raised by detainees, visit the PCC's website: <https://www.dyfedpowys-pcc.org.uk/en/the-office/volunteer-schemes/independent-custody-visitors/>}

Animal Welfare Scheme

The PCC's Animal Welfare Visitors check on the welfare of police dogs engaged in police work, and the condition in which the dogs are housed, trained, transported and deployed.

{Infographic – fact box...}

7 Animal Welfare Visitors
13 visits to Dog Handlers
22 dogs seen}

At the start of the pandemic, the visits with Dyfed-Powys Police' Dog Handlers and their police dogs were suspended for a period of time in order to protect the welfare of both the volunteers and the Dog Handlers. Despite this, 13 visits were made during 2020-2021, and encouragingly, no concerns were raised.

{Photo – police dogs}

{Quote from PCC... PCC Dafydd Llywelyn said; *"My volunteers play an important part in helping me deliver my vision set out in the Police and Crime plan. In these unprecedented times, a number of my schemes were unable to carry out their usual duties. However, I am grateful to each individual for their continued engagement with the Office and their commitment over the past year in ensuring that the public remain both safe and confident. It was a pleasure to meet with them during Volunteers' Week."*}

Quality Assurance Panel

The 11 members of the PCC's Quality Assurance Panel scrutinise the quality of Police contact with the public, in a transparent and independent manner. Their scrutiny activity supports improvements within the Force. Find out more about their activities during 2020-2021 under '[Governance and Scrutiny](#)'.

Youth Ambassadors

The PCC continued to engage with his Youth Ambassadors throughout the pandemic, and worked together on some key activities for young people despite not being able to meet face-to-face.

{Infographic – the below to be presented as a case study type box}

Training Video – Young People’s Experience of Police Contact

Background: Following the PCC’s 2020 Youth Conference, the PCC met with his Youth Ambassadors to discuss the findings of research, undertaken by Hafan Cymru in partnership with Hywel Dda University Health Board, which looked at young people’s views of policing, crime and wellbeing in the Dyfed-Powys area. It was decided that the Youth Ambassadors would work alongside the PCC’s team to develop a short film for Dyfed-Powys Police’s Learning and Development team, portraying young people’s experience of police contact.

What the Youth Ambassadors were asked to do: The Youth Ambassadors engaged young people across the area to find individuals willing to take part in the project and share their experiences, and they did an excellent job.

Outcome: The film will officially be handed over to Dyfed-Powys Police by the Youth Ambassadors in the summer of 2021, and will be used as a learning resource for police training programmes within the Force. It features three local young people sharing their experiences, as well as guidance from individuals from Pembrokeshire People First on how young people with autism or additional learning needs may react differently when approached by a police officer.

{Infographic – still shot of video}

Policing Accountability Board

The PCC invited the Youth Ambassadors to attend a youth-focused Policing Accountability Board meeting - a regular public meeting where the PCC holds the Chief Constable to account. They were able to raise queries and issues directly with the Chief Constable and senior Dyfed-Powys Police officers.

{Infographic – image of YAs at PAB?}

New Ambassadors

In October 2020, several new Youth Ambassadors were welcomed on to the Youth Forum, and the PCC is keen to further increase the number of Youth Ambassadors into 2021-2022. The PCC’s team work to ensure that the Youth Forum is representative of the diverse young communities it represents.

Children’s Rights Charter

In line with the work of the Youth Forum, the PCC is keen to promote children’s rights. Moving in to 2021-2022, the PCC’s team continues to work closely with colleagues from Dyfed-Powys Police, in partnership with Hywel Dda University Health Board and the Mid and West Fire Service, to develop a joint Children’s Rights Charter. Planning progresses in the development of a regional charter, and collaborative engagement with young people is set to take place during 2021-2022.

Victim Engagement Forum

{Infographic for overarching purpose of the VEF: Supporting the delivery of an outstanding service for victims.}

Through the Victim Engagement Forum (VEF), the OPCC works with Criminal Justice Partners to ensure the voice of victims supports the scrutiny of service provision to victim. During 2020-2021 the PCC's team commenced vital engagement with victims, through the VEF: To involve those affected by crime and anti-social behaviour in meaningful and impactful engagement activities; to give them the opportunity to share views on victims' services throughout the criminal justice system.

A Victim Database sits alongside the VEF, and it is the individuals on the Database who are informed of engagement opportunities. Engagement opportunities during 2020-2021 saw victims completing online surveys and providing feedback on victim-related documents. Opportunities will further develop into 2021-2022, with victims providing feedback on policing processes, taking part in online discussions, and sharing personal experiences of being a victim.

Below are some of the important themes considered by the VEF, activities undertaken, and importantly, the outcome of the engagement activities and ongoing work to deliver outcomes.

{Infographics: The following to be displayed as separate boxes, with case study style infographics}

Theme: Dyfed-Powys Police's Victim Information Pack (VIP)

Background: The VIP is given to all individuals who contact Dyfed-Powys Police as a victim of crime. It explains what the police and other agencies will do for victims, and what measures are available to aid recovery from their experience.

What victims were asked to do: To review the newly updated VIP; to check whether all relevant information was included, and whether it was easy to follow and understand.

Result: Some very detailed, insightful and invaluable feedback was received. The PCC's team produced a report incorporating a number of recommendations for Dyfed-Powys Police. The main recommendation was for Dyfed-Powys Police to revise the Pack, including victims in the process.

Outcome: A Working Group was established to progress the revision of the Pack, which involved Dyfed-Powys Police Officers and Goleudy's Victim and Witness Service Manager working alongside (virtually) victims from the VEF and members of the PCC's Quality Assurance Panel. A new version of the Pack is now being utilised by Dyfed-Powys Police, alongside a succinct booklet, also developed by the Working Group.

Theme: Dyfed-Powys Police's work to Improve Victim Services

Background: In November 2020, a victim-focused Policing Accountability Board meeting was held, where the PCC held the Chief Constable and his team to account for the delivery of victim services.

What victims were asked to do: The PCC invited VEF members to attend the meeting, where they were able to put questions to the Chief Constable and senior police officers leading on the improvement of victim services within the force area.

Result: A small number of victims attended and asked questions. Dyfed-Powys Police attendees were tasked with two actions as a result of the questions posed: (1) Arrange a meeting specifically for VEF members to meet with Dyfed-Powys Police's leading on victim services; and (2) Arrange a one-to-one meeting between one of the victims in attendance and a senior member of Dyfed-Powys Police.

Outcome: A one-to-one discussion was had, and an online meeting hosted by the Chief Inspector leading on improving victim services. A number of victims attended and invaluable discussions had. Victims spoke highly of their involvement with the VEF, and in particular, the support they had personally received from Goleudy. The meeting also resulted in a case review for one of the attendees.

Theme: Restorative Justice

Background: The PCC has a duty under the Victims' Code of Practice to ensure victims are able to access Restorative Justice. It was identified internally that victim referral numbers in to the Restorative Justice service, funded by the PCC, were relatively low. Restorative Justice was identified as a key issue on which to seek victims' feedback.

What victims were asked to do: To complete an online survey on their experiences and views of the process. The survey was also promoted publically via the OPCC's social media channels.

Results: Following analysis of the survey results, the PCC's team developed a detailed report, along with a number of recommendations. Partners were urged to give further consideration to the stages at which they informed victims of the Restorative Justice process.

Ongoing work: The recommendations were presented to the Local Criminal Justice Board and its Victim and Witness Sub-Group. Partners have been asked to consider the recommendations and are due to report back to the PCC during the first meetings of 2021-2022.

Theme: Impact of COVID-19 on Victim Support Services

Background: As previously reported in 'Priority 2 – Safeguarding the Vulnerable' section of this document, the PCC's team linked in closely with service providers to establish key lessons learnt and outcomes reported as a result of the pandemic. In addition to discussions with commissioned services, the PCC's team wished to

hear directly from victims who had used, or attempted to use, victim services during the pandemic.

What victims were asked to do: An online survey was developed to enable victims to provide feedback on their specific experience. The survey link was shared both with VEF members and publically.

Result: The PCC's team developed a report setting out the survey results and a number of recommendations: To ensure wider publicity of support services' contact details and opening times; to provide victims with a choice as to how they access support i.e. online or face-to-face; and to ensure continued communication with both the victim and relevant partners.

Ongoing work: The report and recommendations are to be shared with both the service providers listed within the survey and the organisations referred to within victim feedback. Partners will be asked to consider findings relating to their service, and progress against the recommendations will be reported to the PCC in 2021-2022.

Victim Engagement Forum Recruitment

At the end of 2020-2021, there were approximately 70 individuals on the VEF Database. Recruitment continues in to 2021-2022, with individuals affected by crime being advised of the work of the VEF by the PCC and his team, as well as Goleudy, Dyfed-Powys Police's Neighbourhood Policing Teams and through Dyfed-Powys Police's online Crime Victim Satisfaction Surveys. These surveys were put on hold due to COVID-19, but a new automated electronic system has since been introduced and information has been added advising individuals of the VEF.

Engagement Activity

2020-2021 saw a shift in the format of the PCC's engagement. Unlike previous years where the PCC and his team travelled across the Dyfed-Powys area to meet face-to-face with local communities, the vast majority of engagement activities during 2020-2021 had to be conducted online via virtual platforms such as Skype, Zoom and Facebook Live.

Community Engagement Days

Traditionally, the PCC hosted Community Engagement Days once a month at different locations across the Dyfed-Powys area, meeting with various partners, organisations and commissioned services, and hosting public meetings for residents in order to discuss policing matters. However, lockdown measures meant that all face-to-face public engagement activities had to be cancelled during the pandemic. The PCC's team worked to identify new and alternative ways of engaging with the public, and in May 2020, the PCC hosted his first Virtual Community Engagement Day, for Pembrokeshire residents.

The day included a Public Meeting via Zoom and virtual meetings with a Commissioned Service, Pobl Group, as well as PLANED. Pobl Group and PLANED work with partners and communities in Pembrokeshire to improve their quality of life. Understandably, many of the questions and issues raised by residents at the Public Meeting focused on policing powers linked to lockdown measures and travelling restrictions in place at that time. It was therefore beneficial that the PCC had invited Dyfed-Powys Police's Superintendent Ross Evans to join him, who was able to explain how his staff and officers across Pembrokeshire had responded to the measures at an operational level.

{Quote – PCC Dafydd Llywelyn said; *"As an elected member of the public, I represent the public's voice, and as such, I am keen to ensure that I continue to engage with the communities as often as I can so that their voice is represented - especially during these unprecedented times. It was great that in May we were able to finally restart some community engagement activities with a series of 'virtual' community engagement days."*}

Similar Virtual Engagement Days were held for Ceredigion, Powys and Carmarthenshire residents in June and July 2020, and having virtually "visited" all four counties, a themed approach was adopted for the next two Virtual Engagement Days.

Themed Community Engagement Days

{Infographic – the following two examples to be displayed in separate boxes under this heading}

November 2020

Theme: Mental health

Engagement activities: The PCC met with the Association of Police and Crime Commissioner Mental Health Lead, Matthew Scott and Dyfed-Powys Police's Mental Health Lead, Superintendent Ross Evans, to discuss the impact of the COVID-19 pandemic on the mental health and well-being of Officers and Staff, as well as the general public. In support of the White Ribbon Campaign, this engagement day also included meetings with organisations providing services to victims of domestic abuse.

January 2021

Theme: Road Safety

Engagement activities: The PCC launched the All Wales Fatal 5 Campaign during the engagement day: A Campaign which focused on the five strands relating to the most significant collision factors in fatal and serious injury collisions - drink/drug driving; speeding; not wearing a seatbelt; using a mobile phone; careless driving.

As part of the day, alongside GoSafe representatives, the PCC met community representatives from Powys to discuss road safety matters and concerns in specific

areas of the county. The PCC also hosted a 'Commissioner in Conversation' session; a live Facebook Broadcast where the PCC was joined by ACC Mark Travis from South Wales Police, the Strategic Lead for Roads Policing in Wales, and Teresa Ciano, GoSafe Partnership Manager.

Commissioner in Conversation

The PCC launched his 'Commissioner in Conversation' sessions in October 2020 as an additional way to engage the public, partners and key community representatives. The sessions took the form of informal conversations between the PCC and his guest(s), where they discussed the guest's area of work, sharing important information with the viewers. During the sessions, viewers could post questions adjacent to the live broadcast, which were considered by the PCC and his guest, and the PCC's team behind the scenes.

The PCC held conversations with Chief Officers and senior operational officers from Dyfed-Powys Police, as well as Hywel Dda University Health Board's Chief Executive, representatives from commissioned services and the Force Chaplain service, and subject specialists as part of themed days.

Hate Crime Webinar

In October 2020, as part of Hate Crime Awareness Week, the PCC hosted a Zoom webinar for young people, including his Youth Ambassadors. The webinar focused on identifying the various forms of hate crime and how they can escalate to crimes, how to intervene and report a hate crime, and the work by organisations and campaigners to prevent and raise awareness of hate crime.

The PCC's team carried out a short live survey on Hate Crime at the beginning of the event, which was repeated towards the end of the event, in order to compare how their understanding and awareness of the crime changed as a result of the inputs.

{Infographics – displaying results of the survey}

Guest speakers from Race Council Cymru, Race Council Cymru's BAME Youth Forum, Victim Support, and Dyfed-Powys Police joined the PCC. A number of young people attended, whom, together with the partner organisations, were keen to work to tackle hate crime and to raise awareness of the crime.

Consultation Activity

As with the PCC's engagement work, consultation activity also looked a bit different in 2020-2021. Everything had to be completed online.

During 2020-2021 the PCC did however seek local communities' views and feedback on a number of policing matters, as it was important that the PCC

continued to represent local communities in making decisions linked to local policing services:

- Setting the 2021-2022 Police Precept;
- The development of the new Policing Hub and Custody Suite in Llanelli;
- The Restorative Justice process (see '[Priority 2 – Safeguarding the Vulnerable](#)'); and
- How COVID-19 affected victim services (see '[Priority 2 – Safeguarding the Vulnerable](#)').

{Infographics – two boxes detailing two different consultations...

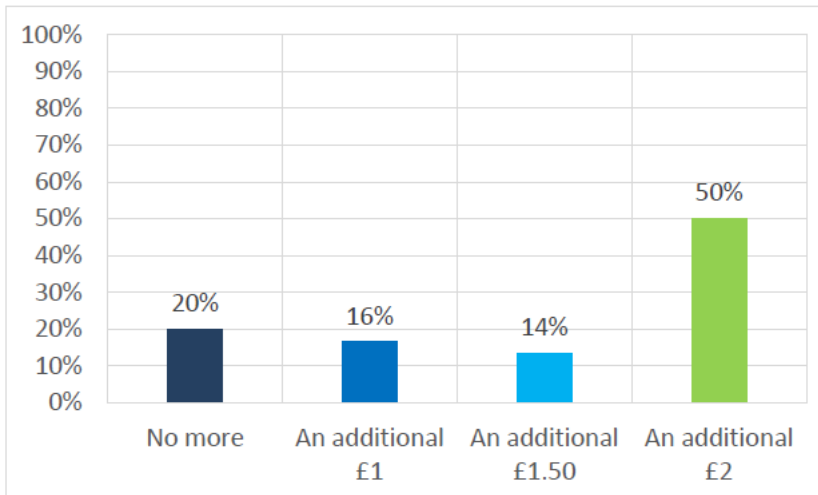
Police Precept Consultation

Aim: To find out how much residents and business ratepayers would be willing to pay per month towards their local policing services, to assist the PCC in his decision-making.

Methodology: An online survey was developed using Survey Monkey, in order to enable residents and business owners to easily share their views. The survey ran for 4 weeks, from Monday 7 December 2020 to Sunday 3 January 2021, and was distributed widely to ensure as many residents and business ratepayers as possible were able to share their views:

- A press release was posted on to the PCC's website and shared with numerous media outlets;
- Regular social media posts were scheduled holding links to the survey;
- The PCC sent letters directly to key community representatives - local Members of Parliament and the Senedd, and County, Town and Community Councillors;
- The PCC sent letters to business owners via Trading Standards and Chambers Wales who were asked to circulate within their business communities;
- Dyfed-Powys Police's Neighbourhood Policing Teams' Engagement Officers were asked to share the survey within their communities;
- The PCC's volunteers and Youth Ambassadors, as well as Police and Crime Panel and Joint Audit Committee members, were asked to complete the survey and share wider within their communities;
- Partner organisations were asked to complete and share the survey - commissioned service providers, Community Safety Partnership Managers, local criminal justice agencies, and local councils and health boards; and
- The PCC sent a message to all subscribers of Dyfed-Powys Police's Community Messaging System, requesting that they too complete and share the survey.
- Paper copies of the survey were made available on request and OPCC staff were available to talk an individual through the survey, completing it on their behalf, over the telephone.

Response: 614 residents and business ratepayers completed the survey. Half of the survey respondents noted that they would be willing to pay an additional £2 per month towards their local policing services.



{... information in this graph to be displayed in-fitting with the report design }

Outcome: The results and comments put forward in relation to why the respondent would or would not wish to pay an additional amount towards their Police Precept, were considered by the PCC when making his proposal in setting the Police Precept level.

Carmarthenshire Policing Hub and Custody Suite Development – Pre-application Consultation

Aim: The consultation provided those who may be interested in the development proposals with an opportunity to view the draft application package, express their views, and raise queries in relation to the proposed new development.

Methodology: Asbri Planning, the planning consultants, co-ordinated the main element of the public consultation, whereby planning consultation documents, proposed building plans and supporting documents were available online and on request. In addition to this, in May 2020, the PCC hosted a public meeting, held via video conferencing, providing residents and community representatives with the opportunity to raise questions around the development.

The PCC invited Chief Inspector Richard Hopkin, Dyfed-Powys Police’s operational lead on the new build, his Director of Estates, Heddwyn Thomas, and representatives from Asbri Planning, to ensure the relevant persons were present to provide the relevant information.

Response: Local community representatives attended the public meeting, raising queries in relation to the plans but also around the impact the new development would have on existing local police stations and police visibility in Llanelli town centre.

Outcome: Discussions were considered by both Dyfed-Powys Police and Asbri Planning in progressing the development.

5. Office of the Police and Crime Commissioner

Agile Working

In 2020, many organisations had to implement alternative ways of working, and the OPCC was not exempt to this. Throughout the year, the majority of OPCC staff members worked from home, working efficiently to support the PCC in discharging his statutory responsibilities, maintaining a high level of service to the public and partners.

Learning from the COVID-19 experience, the OPCC developed a smarter approach to working, which will continue in to 2021-2022: An approach that encourages agile working where staff continue to work remotely, as well as the use of a “hot desk” system within the office. The OPCC itself physically reduced in size during this period, providing 30% of its office space to the Welsh Ambulance Service.

Less staff working at the OPCC in Police Headquarters resulted in a significant reduction in the office’s carbon footprint. The OPCC spent less on electricity, less paper was used for printing, staff members travelled less to and from work, and the majority of meetings took place virtually.

{Infographic – a table portraying a comparison between electricity costs for DPP Headquarters, where the OPCC is based, between 2019-2020 and 2020-2021...

Total HQ costs 2019-2020 £447,657

Total HQ costs 2020-2021 £340,034

A reduction of £107,623}

{Photos: of virtual OPCC meetings – PCC hosting online meeting}

Sustainability Working Group

The OPCC’s Sustainability Working Group increased its activity during 2020-2021, working collaboratively with partner organisations to reduce Dyfed-Powys Police’s overall carbon footprint and impact on the environment. Electric Vehicle Charging Points are active at DPP Headquarters in Carmarthen, with 11 further sites scoped for charging points. Additionally, a Decarbonisation Grant totalling £879k was secured from Salix Finance. This work will progress into 2021-2022, and allow us to further develop Dyfed-Powys Police into an environmental friendly organisation, supporting the action to reduce the impact of climate change. The money will contribute to LED lighting, loft insulation and Energy Management System upgrades to name a few.

{Quote - PCC Dafydd Llywelyn said: "As an organisation, it is important that we continue to identify ways of taking further environmentally friendly steps to reduce our carbon footprint, minimise fuel consumption, and also experience the benefits

of renewable energy. I look forward seeing the energy efficiency upgrades being made within our estates through the Salix Finance funding”.

{Photos: Electric charging points}

Transparency

In February 2021, the OPCC was awarded the Transparency Quality Mark: A sign of high quality standards in relation to transparency of governance structures and information publishing. Each year, CoPaCC, the police governance experts, review Police and Crime Commissioners’ ability to meet their statutory transparency responsibilities. During November 2020 and January 2021, a “mystery shopper” reviewed the OPCC’s website to determine how we fulfil our statutory duties for transparency, as outlined in the Elected Local Policing Bodies (Specified Information) Order 2011. Having been awarded the Transparency Quality Mark for the third year in a row, the OPCC has proven its provision of timely, consistent and clear information; demonstrating a continued commitment to transparency.

{Quote - PCC Dafydd Llywelyn said; *“Being open and transparent is a key element of the Police and Crime Commissioner role and something that both myself and the Office take very seriously.”*}

{Photo: PCC and Award}

{Infographic: Our website to be conveyed through an infographic...?}

Welsh Language Standards

The OPCC continued to work closely with DPP in order to ensure adherence to the Welsh Language Measure of 2011, with a representative from the Office attending DPP’s quarterly “Yr Iaith Ar Waith” meetings in order to understand the Force’s compliance levels.

All OPCC vacancies include the ability to speak Welsh as a desirable attainment, and all staff are offered the opportunity to attend Welsh lessons. Currently 42% of the team are confident speaking through the medium of Welsh, ensuring that if someone wishes to communicate with the OPCC in Welsh, we are more than able to accommodate the request.

{Infographic: Hapus i siarad Cymraeg / Dysgu Cymraeg infographics / logos}

The COVID-19 pandemic, and subsequent Welsh Government regulations, meant numerous public meetings were held via virtual platforms. The OPCC used platforms which enabled simultaneous translation in order to meet the Welsh Language Standard.

6. Governance and Scrutiny

Governance Arrangements

Governance arrangements are designed to ensure appropriate accountability, to encourage better decision-making and to ensure the efficient use of resources, resulting in good outcomes for the public and service users.

During 2020-2021 the PCC continued to discharge his scrutiny role via the Policing Board and the Policing Accountability Board, meetings which allow the PCC and Chief Constable to exercise their respective roles in a transparent manner.

The **Policing Board** is the forum in which the PCC holds the Chief Constable to account for the delivery of policing services across the Dyfed-Powys area. Between April 2020 and March 2021, the Policing Board met on 13 occasions; a forward working programme ensured these meetings were focused and effective. The Policing Board adopts a themed approach, where each meeting focuses on a particular area of business; identified and prioritised based on operational demand, community impact and risk.

{Infographic: Displaying the Policing Board focus between the start of April 2020 and the end of March 2021...

- Public confidence
- Sustainability and efficiency
- Force COVID-19 response
- Engagement with children and young people
- Complaints
- Ethics
- Equalities
- Human Resources
- Collaborative work
- Cybercrime and fraud
- Rural crime}

The Force's response to COVID-19, as well as public engagement and communication throughout the pandemic, were set as standing agenda items during 2020-2021. This meant that the PCC was able to seek reassurance from the Chief Constable, on behalf of the public, as to the Force's arrangements in dealing with the COVID-19 pandemic. The PCC remained fully cited on policing activities linked to COVID-19 throughout the year, such as enforcement and providing public support during lockdown.

The PCC also ensured that key community stakeholders were advised of the Force's arrangements in dealing with the COVID-19 pandemic. Regular briefings were provided to the Police and Crime Panel and the PCC hosted virtual meetings,

alongside the Chief Constable, to update Members of Parliament and Members of the Senedd on the ongoing situation.

{Infographic: Can this URL be placed alongside the above text, using an infographic?

Minutes of the Policing Board are available on the OPCC's website: <https://www.dyfedpowys-pcc.org.uk/en/accountability-and-transparency/policing-board/>}

The **Policing Accountability Board** (PAB) is a public meeting where themes previously addressed at Policing Board are considered, as well as force performance against the priorities outlined in the PCC's Police and Crime Plan.

It was important that this Board continued to sit throughout the pandemic, and that it continued to facilitate public attendance, therefore, meetings were held online, and promoted via our social media platforms.

Members of the Police and Crime Panel attended the virtual meetings, and the OPCC issued invites to key groups, dependent on the focus of the meeting. For example, members of the Dyfed-Powys Victim Engagement Forum were invited to attend a victim-focused PAB meeting, and the PCC's Youth Ambassadors invited to attend a PAB meeting with a youth focus.

In addition to the continuation of Policing Board and PAB, Dyfed-Powys Police has recently undergone a review of its governance structure and re-established their regular rhythm of governance meetings. These provide the PCC's staff with vital insights into all aspects of the force's business, enabling on-the-spot accountability, critical friend analysis and information gathering opportunities in order to keep the PCC informed of key risks and developments.

Further scrutiny activity by the OPCC

The PCC's wider scrutiny work continued to be risk-based and focused on areas of significant public interest / concern, seeking to protect those most vulnerable from crime and ensuring the delivery of appropriate support services to those who become victims of crime.

Formal scrutiny panel meetings were temporarily suspended at the start of the pandemic, with OPCC staff working with members to explore alternative arrangements. The Out of Court Disposal Panel and Quality Assurance Panel resumed relatively quickly, with remote meetings held through a secure online platform.

The PCC's **Quality Assurance Panel** provide a unique insight in to police work, from a layperson's perspective. Scrutiny activities during 2020-2021 included

reviews of stop and search cases, COVID-19 fixed penalty notices, the investigative interviewing processes, and rape investigations.

Through their work, the Quality Assurance Panel continued to support Dyfed-Powys Police's improvements in how they record the use of police powers and during 2020-2021, their feedback instigated improvements to the IT system, and influenced officer training.

{Infographic: Can this text and URL be placed alongside the above text...
Panel reports are available on the website: <https://www.dyfedpowys-pcc.org.uk/en/the-office/volunteer-schemes/quality-assurance-panel/>}

The **Out of Court Disposal Panel**, co-ordinated by the OPCC, brings together representatives from across the criminal justice sector, including Courts, Probation, Youth Offending Teams, and the Crown Prosecution Service. Panel members independently assess, scrutinise and quality control the use of out of court disposals (such as cautions, community resolutions and youth restorative disposals), by Dyfed-Powys Police. They make recommendations, provide feedback on individual cases to officers, communicate findings, promote best practice and identify potential policy development or training needs for consideration by the Force or other agencies involved.

Within their online scrutiny activities during 2020-2021, the Panel reviewed common assault cases, COVID-19 related cases, and possession of controlled drug cases with a focus on BAME and women suspects and assault with injury cases.

Following Panel feedback, a number of cases were reviewed and updated with further information justifying the outcome of the case, and a missed referral to the Diversionary Scheme had since been submitted as a result of the case coming before the Panel.

{Infographic: Can this text and URL be placed alongside the above text...
Panel reports are available on the website: <https://www.dyfedpowys-pcc.org.uk/en/accountability-and-transparency/scrutiny/out-of-court-disposal-panel/>}

The **Independent Custody Visiting Scheme**, previously reported on under 'Priority 4 - Connecting with Communities', also forms part of the PCC's assurance arrangements. During 2020-2021, the Scheme continued to be part of the National Independent Custody Observers Pilot, which involved dip-sampling records of the most vulnerable in custody, including children and individuals with mental health concerns.

The dip-sampling was undertaken alongside existing physical visiting arrangements, and being able to review records has proven to enhance the PCC's scrutiny of the care of the most vulnerable detainees. It was decided that remote

record reviewing was an appropriate and proportionate way of maintaining the PCC's statutory oversight duty throughout the pandemic when visits were postponed. The reviews were undertaken by a member of the PCC's team on a fortnightly basis, where specific points of focus included the provision of Appropriate Adults, solicitors and secure accommodation for young people. Reports were promptly provided to Dyfed-Powys Police's Head of Custody and the PCC's Executive Team, for consideration and action where necessary.

The volume of detainees in custody was monitored closely and regular communication taking place with Custody leadership to ensure the approach remained proportionate to the current risks. Scheme activity was flexed accordingly throughout the alert levels and lockdowns and by the end of the financial year, it was pleasing to note that a hybrid Scheme was operating across the Force area, with ICVs conducting a mixture of unannounced calls and visits, whilst the OPCC continued remote record reviewing on a monthly basis.

Complaints

Within the Police and Crime Plan, the PCC committed to delivering a professional response to complaints (and compliments) that is widely accessible, transparent and provides swift and proportionate responses. Alongside complaints against the Chief Constable, the OPCC also considers dissatisfaction raised by members of the public concerning various issues that they have encountered within our Force area; these are referred to as 'Community Concerns'.

'Community Concerns' are recorded using three main categories: 'Personal Concerns' such as anti-social behaviour, traffic concerns or domestic abuse; 'Organisational Concerns' such as CCTV, financial/budgets or arrest dissatisfaction; and 'Other Concerns' such as local/national concerns or non-policing related concerns.

Complaints Numbers for 2020-2021	
Number of formal Chief Constable complaints	7
Number of Chief Constable complaints recorded	6
Number of appeals against the decision to the Independent Office for Police Conduct	2
Number of appeals upheld in favour of the OPCC decision	2
Total community concerns received	291
% Closed cases resolved within 30 working days	99.75%

{Infographic – table to be displayed in-fitting with the report design}

In addition to the above, the OPCC received 254 COVID-19 related queries and concerns from members of the public and community representatives. These

included concerns linked to breaches of regulations and social distancing, as well as queries on travel restrictions.

Complaints Reform

Since 1 February 2020, if an individual's complaint was recorded under Schedule 3 of the Police Reform Act 2002 and the individual is unhappy with the outcome of their complaint, they can submit an application for a review to PCC. The review will consider whether the outcome of the complaint is reasonable and proportionate. Importantly, the reforms aim to make the discipline system more proportionate and encourage a much greater emphasis on learning from mistakes.

Review Numbers for 2020-2021	
Total valid reviews received	53
Total Reviews completed	52
Total Upheld	7
Total Partially Upheld	5
Total Not Upheld	40
Total Ongoing	1
Total Lessons Learnt/Recommendations identified by OPCC	17

{Infographic – table to be displayed in-fitting with the report design}

Complaints Scrutiny

Each quarter, the PCC's team reviews complaint data to identify any peaks in complaints or a consistently high volume of complaints in a particular area of policing. Consideration is given to further work that may need to be undertaken to address repetitive concerns. This can include dip-sampling, with referral to the Quality Assurance Panel for independent analysis or top-level data comparison with other similar forces etc. The aim of dip-sampling activity is to scrutinise the performance of the Force's complaints management process. The volume of police complaint cases considered by Dyfed-Powys Police's Professional Standards Department dictates that it would be impractical for the PCC to oversee every complaint case, therefore dip-sampling enables the Commissioner to fulfil his oversight and monitoring responsibility under legislation.

A dip-sampling exercise was undertaken by the OPCC in March 2021 regarding 'No Further Action' cases. The purpose of dip-sampling is not to review the final decision reached in individual cases, but rather to undertake a general review of compliance with procedure, complaint handling techniques and natural justice to ensure public confidence in the police complaints system. Following the review of 5 cases, the OPCC put forward a recommendation that a summary of the complaint is provided within the acknowledgement email/letter, to ensure that both the Professional Standards Department and the complainant have a clear audit trail of the understanding/summary of the recorded complaint.

{Infographic: Can this text and URL be displayed as infographic...}

Find out more about the dip sampling process, as well as the conclusions, recommendations of the review of 'No Further Action' cases, and the response submitted by the Professional Standards Department on the PCC's website: <https://www.dyfedpowys-pcc.org.uk/en/accountability-and-transparency/scrutiny/dip-sampling/>

Scrutiny by the Police and Crime Panel

The Dyfed-Powys Police and Crime Panel scrutinises and supports the work of the PCC. Throughout 2020-2021, the Panel continued to hold the PCC to account for the performance of his statutory functions and delivery against his Police and Crime Plan priorities. The Panel is made of up of members nominated by the four councils in the force area, and at least two independent members.

Four formal Panel meetings were held during the year, as well as one informal briefing from the PCC. Due to the pandemic, these meetings were held virtually, though they remained open to the public and press through webcasts.

{Infographic: Displaying the focus of the Police and Crime Panel meetings between the start of April 2020 and the end of March 2021...}

July 2020 – Police response to the pandemic, the 2019-202 Annual Report, and 2019-2020 accounts

November 2020 – Anti-social behaviour, police response to the pandemic, and the PCC's performance against the Policing Protocol

February 2021 – Setting of the 2021-2022 Police Precept and issues relating to the use of the Penally Camp for asylum seekers

February 2021 – CCTV investment, PCC's performance against the Policing Protocol, and the appointment of a temporary Chief Constable}

The PCC welcomes scrutiny by, and challenges from, the Panel and is grateful to them for their contributions.

{Infographic: Can this URL be placed alongside... Find out more about the work of the Police and Crime Panel in their Annual Report, available on their website: www.dppoliceandcrimepanel.wales}

{Infographic: PCPanel logo}

{Photos: Photos of PCC and the Panel}

HMICFRS

Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) independently assesses Dyfed-Powys Police, and the PCC considers and responds to the assessments.

{Infographic to depict the following text:

Between April 2020 and March 2021, the PCC responded to 9 separate HMICFRS inspections reports, all of which can be found on the PCC's website: <https://www.dyfedpowys-pcc.org.uk/en/accountability-and-transparency/force-performance/hmic/>

April 2020

- Integrated Offender Management

July 2020

- State of Policing: The Annual Assessment of Policing in England and Wales 2019
- A call for help: Police contact management through call handling and control rooms in 2018/19
- The Hard Yards: Police-to-police collaboration

August 2020

- An inspection of Roads Policing in England and Wales

January 2021

- Pre charge bail and released under investigation
- Police Super Complaint - police data sharing for immigration purposes

February 2021

- Disproportionate use of police powers: A spotlight on stop and search and the use of force

March 2021

- An Inspection of the effectiveness of the Regional Organised Crime Units}

Strategic Policing Requirement

The PCC has a mandate to have had regard to the Strategic Policing Requirement (SPR), ensuring that it is duly considered within decision-making. The current Police and Crime Plan takes cognisance of the requirements set out by the Home Secretary, and the OPCC maintained oversight of the Force's capability to meet the SPR through regular attendance at the Force's Strategic Threats Group.

7. Working Together

Welsh Government

{Infographic: Welsh Government logo}

Throughout 2020-2021, the PCC continued to work closely with the Welsh Government and all Welsh PCCs and police forces: A relationship that was undoubtedly vital during the pandemic.

As part of this ongoing relationship, the PCC sits on the **Policing Partnership Board for Wales**, where policing-specific matters are considered by all Welsh PCCs and Chief Constables, alongside senior Welsh Government officials.

The Welsh Government application of restrictions to prevent or slow the spread of COVID-19 had very real implications for the police service in Wales and the PCC ensured that the interests of Dyfed-Powys Police officers and staff, as well as local communities, were fully represented at the four meetings of the Policing Partnership Board for Wales.

The response to the pandemic was clearly a very important item on the agenda of these virtually-held meetings, with the PCC ensuring that the police response followed the principles known as the 4E's, namely, engage, explain, encourage and enforce. The PCC also lobbied for the provision of vaccines to officers who had no option other than to continue to carry out their duties, bringing them into direct contact with the public and potentially exposing them to the virus.

The PCC highlighted issues such as joint enforcement teams involving agencies working together, including the response to the asylum seekers located at Penally, at these meetings. The group also considered how as a "one public service" the forces and partners in Wales are going to deal with the broader challenges as we move out of the pandemic.

Other important issues discussed at these meetings, included, but were by no means limited to: Vulnerability and protecting victims; Violence against Women and Girls and Sexual Violence (VAWDASV); Serious and Organised Crime and the Violence Support Unit; Diversity, Equality and Community Cohesion; Community Safety; Criminal Justice and the backlog of cases; and the Police Schools Programme.

The **Cross-party Group on Policing** provides an opportunity for members of Senedd Cymru – Welsh Parliament, to engage with PCCs and Chief Constables. During 2020-2021, meetings of the Group were held virtually due to social distancing restrictions, and the following areas were highlighted to the Group:

- The Challenges of Policing in Wales during the Pandemic;
- Domestic Violence and Abuse;

- Changing nature of drugs supply;
- Cyber Crime and Fraud;
- Race and Inclusion in Welsh Policing;
- The Impact of the Pandemic on the Police Workforce;
- The Critical Role of Local Partnerships;
- Criminal Justice in Wales – working with the Probation, prison and court services; and
- Early intervention work to prevent crime and the cycle of re-offending.

Consideration is ongoing as to how best to develop the Group so that as many members of the Senedd as possible take the opportunity to engage with PCCs and Chief Constables.

The PCC continued to link in closely with the **Police Liaison Unit** (PLU) during 2020-2021. The PLU works for and reports to the four Police and Crime Commissioners and the four Chief Constables in Wales, providing a strategic link. From the very start of the pandemic, the PLU were vital in co-ordinating engagement between Policing in Wales and Welsh Government Ministers / senior officials.

Single Unified Safeguarding Repository

During 2020-2021 the PCC took on the role of Senior Responsible Officer for the development of a Single Unified Safeguarding Repository, working alongside partner agencies including Welsh Government and Cardiff University. The overarching purpose of the Wales Safeguarding Repository is to create a process and system, which captures all public sector safeguarding reviews undertaken in Wales. Once information has been collected and collated this will enable data to be drawn upon and used by practitioners. This will facilitate and encourage interdisciplinary approaches to research and future preventative interventions.

The PCC and partners were successful in securing a grant of £175,000 from Welsh Government to enable the development and launch of the repository.

Policing in Wales

Through the Policing in Wales group, all Welsh PCCs and Chief Constables meet on a quarterly basis to discuss policing requirements for Wales and issues affecting residents across the country. The Group considers how they can work together to prevent crime and protect victims of crime at a local level, whilst meeting national policing requirements.

Between April 2020 and March 2021, the group met virtually on 4 occasions. In June 2020, the PCC hosted his final meeting as Chair of Policing in Wales, and during his time as Chair, the PCC was at the forefront of the group's response to

COVID-19, requesting and attending meetings with Welsh Government on behalf of the other Commissioners to discuss the police response to the lockdown.

{Quote from PCC... PCC Dafydd Llywelyn said; *"Fulfilling this leadership role on behalf of Policing in Wales was enjoyable although challenging during the current period of crisis. I am proud of the contribution made by Policing in Wales during the COVID-19 response. I also feel I have managed to enhance relationships not only between the four Police Forces of Wales but also with key stakeholders and partners. It is important to understand the unique dynamics of having devolved and non-devolved institutions in Wales and this key leadership forum for Policing in Wales provides a firm foundation for better collaborations and developing a distinct Welsh Policing identity."*}

{Infographic: Four Welsh OPCC and Police Force logos}

A commitment to continuing collaboration work on an all-Wales basis is evident from the above, and in July 2020, in their Spotlight Report on police-to-police collaboration, HMICFRS acknowledged a strong sense of 'purpose' and 'desire' to improve policing in Wales through the collaboration between the four Forces and PCCs in Wales.

{Infographic: Can this URL be placed alongside the above please: You can access the [HMICFRS PEEL Spotlight Report here: https://www.justiceinspectors.gov.uk/hmicfrs/wp-content/uploads/peel-spotlight-report-the-hard-yards-police-to-police-collaboration.pdf](https://www.justiceinspectors.gov.uk/hmicfrs/wp-content/uploads/peel-spotlight-report-the-hard-yards-police-to-police-collaboration.pdf)}

Joint Audit Committee

The Joint Audit Committee (JAC) provides independent assurance to the PCC and Chief Constable on the effectiveness of governance arrangements; risk management and control frameworks, including financial reporting; annual governance processes; and internal and external audit findings. Their work helps to ensure efficient and effective arrangements are in place, and their judgements may be informed by the scrutiny undertaken by the Police and Crime Panel.

2020-2021 saw some changes to the membership of the JAC. Mr Alasdair Kenwright's term of office came to an end in December 2020 after 21 years of contribution to policing in the Dyfed-Powys area. Diolch, thank you.

A new member, Ms Lynne Hamilton, was appointed to the Panel in January 2021. Current members are Malcolm MacDonald (Chair), Martin Evans, Andre Morgan, Kate Curran and Lynne Hamilton.

{Infographic: Can this URL be placed alongside the above please:

For further information, please see the Committee's Annual Report here: <https://www.dyfedpowys-pcc.org.uk/en/accountability-and-transparency/joint-audit-committee/>

Internal Audit

There is an agreed audit plan in place with our internal auditors, TIAA, who target resources at areas of risk and concern identified by the Chief Constable and PCC. The Internal Audit Plan is scrutinised by the Joint Audit Committee before it is agreed, and audit findings are considered by the Committee.

Internal Audits conducted during 2020-2021 included; Review of Counter Fraud, Vetting Of Contractors, Human Resources Management, Payroll, Pensions, Fixed Assets, Risk Management Mitigating Controls, Estates Management – Governance, and Community Engagement – Governance.

{Infographic: Can this URL be placed alongside the above please:
Further detail of internal audit activity is available on the Joint Audit Committee page on our website: <https://www.dyfedpowys-pcc.org.uk/en/accountability-and-transparency/joint-audit-committee/>}

{Infographic: TIAA logo}

External Audit

Audit Wales are the appointed external auditors to the PCC and Chief Constable. Each year, they comment on the financial aspects of corporate governance, including the legality of financial transactions, financial standing systems, systems of internal financial control and the standards of financial conduct, fraud and corruption. Audit Wales also has a statutory duty to assess arrangements for securing economy, efficiency and effectiveness in the use of resources, and undertook a Value for Money review of Collaboration arrangements.

Local Criminal Justice Board

The Dyfed-Powys Criminal Justice Board brings together senior representatives of criminal justice agencies operating in the Dyfed-Powys area, to improve the delivery of justice and the service provided to victims and witnesses. The Board meets quarterly, chaired by the PCC.

During 2020-2021, the impact of COVID-19 on the criminal justice system was the prime focus for the Board. Not only did lockdown and social distance restrictions change the picture of crime and disorder, but it also changed the way in which victims were being supported. Ensuring the return to normal levels of

service in Courts is vital for victims, who are ultimately the end-users of our Criminal Justice System.

The PCC worked with partners at an All-Wales level to develop emergency joint-working arrangements, as well as in leading the local response via the Dyfed-Powys Criminal Justice Board. This allowed key partners to come together to discuss the risks and issues and to focus on enabling the best delivery of justice in such unprecedented times.

As part of this work, the PCC established a Dyfed-Powys Victim and Witness Recovery Cell and the first meeting was held in early July 2020 to discuss the predominant risks in the area. This partnership recovery work delivered hugely positive steps forward, with local Magistrates courts being some of the first in Wales to resume normal levels of service having put contingency plans such as extra courts in place to ensure the full backlog of cases have been heard. This was a significant achievement and one which was delivered collaboratively, to ensure that normal business resumed as quickly and safely as possible to secure the best possible service and outcomes for victims.

{Possible infographic on this with some key achievements of the group}

Public Service Boards

As a statutory invitee to each of the four Public Service Boards across the Dyfed-Powys area, the PCC works with partners to ensure positive, sustainable outcomes for communities. During 2020-2021 the PCC has joined public services across the Force area in evaluating the property and estates used for service delivery, and assessing the potential for joint use of these premises to provide more one stop shop options for the public, and to improve cost effectiveness and efficiency.

The PCC's team also engaged partners with regards to how public services collaboratively consult with community representatives, in particular young people, to ensure that communication is focussed and allows the voices of key stakeholders and service users to be heard and acted upon.

Linked to the above partnership discussions around collaborative consultation and engagement, 2020-2021 saw a joint investment in an engagement post within the PCC's team. The PCC and Hywel Dda University Health Board jointly fund the role of Policy and Engagement Advisor within the OPCC. The Advisor has in closely with Hywel Dda engagement colleagues in identifying collaborative engagement opportunities, and continues to do so into 2021-2022. During 2020-2021 for example, collaborative engagement was undertaken to seek young people's views of policing, crime and wellbeing in the Dyfed-Powys area. Read more about this piece of work under '[Priority 4 - Connecting with Communities](#)'.

Community Safety Partnerships

During 2020-2021, the PCC continued to work closely with Community Safety Partnership (CSP) Managers, supporting the four CSP's to develop projects which met their own local community safety objectives in addition to the PCC's [Police and Crime Plan](#) priorities. With this funding the CSP's developed projects such as Workshop to Raise Awareness of Prevent (WRAP) training for partners, no cold calling zones, and a rural crime initiative to reduce farm thefts.

8. Estates

During 2020-2021, the PCC's dedicated Estates team not only continued their work to ensure a cost-effective and fit-for-purpose policing estate, but they efficiently provided an effective maintenance service to Dyfed-Powys Police to ensure the Force could continue to function during the pandemic, which specifically sought to ensure that the police estate is COVID compliant.

They had to make sure that police buildings remained operational and that our environments were safe and hygienic, whilst operating in a different way to ensure social distancing measures were observed.

Some of the key areas worked on as a result of COVID-19 were:

- 1) Statutory servicing and testing of systems and equipment;
- 2) Ensuring enhanced cleaning standards to combat the COVID-19 virus;
- 3) Keeping stock control of cleaning products including hand sanitiser gel;
- 4) Conducting deep cleans of environments where required;
- 5) Monitoring fuel supplies on a weekly basis;
- 6) Continuing with Catering Function at HQ, with social distancing observed;
- 7) Facilitating organisational distancing for departments, with moves and changes, to ensure resilience in business areas;
- 8) Continuing with the Courier Service, transporting essential exhibits between stations and Forensic examiners; and
- 9) Collecting and delivering essential Personal Protective Equipment (PPE) for frontline officers and staff.

{Quote alongside the above bullet points please - Andrew Rees, Senior Facilities Manager said; *"The entire team performed so well to support these activities in exceptional circumstances and they continue to show their resilience and support for each other to achieve a common goal of serving our communities together."*}

Referring back to point 7) above - facilitating organisational distancing - one of the bigger reconfigurations which took place was that of the Force Command Centre (FCC); where 999 and 101 calls are taken. The FCC was the first department to implement positive change as a result of COVID-19. There are many separate mission-critical functions based within the FCC, and steps had to be taken to ensure social distancing and the welfare of the staff performing these critical functions. The Estates team relocated a number of teams, and all non-critical staff were relocated away from the FCC in order to protect the separate functions. This reconfiguration work allowed Dyfed-Powys Police to continue to provide an effective policing service; to continue to respond to 999 calls and non-emergency contact.

{Infographic – FCC new layout}

In addition to the above, other Estates projects have been progressing during 2020-2021, such as the Llanelli Policing Hub and Custody Suite development, this has culminated in the recommendation to purchase land from Welsh Government in Dafen and a full planning submission progressed. Aligned with this, ongoing investigations into future accommodation options for Brecon policing have progressed. Both of these projects will take significant resources and focus during 2021-2022.

9. Spending Money Wisely

2020-2021 Budget

In February 2020, the PCC set a net revenue budget of £112.909 million to deliver policing services for the communities of the Dyfed-Powys area during 2020-2021.

{Infographic depicting to £112.909 for 2020-2021 policing services}

This budget assumed a planned use of reserves of £0.703 million to fund day-to-day services, as well as cashable savings of £1.260 million to be delivered across a number of initiatives including; workforce structures, collaborative arrangements, ICT developments, income generation and significant reductions in non-pay spending delivered through procurement and other cost reduction initiatives.

To meet the array of local, regional and national burdens, the budget included the Government's assumed precept flexibility of an additional £12 per Band D property. This once again, saw Dyfed-Powys with the lowest precept in Wales.

The scale of financial challenges are well understood within Dyfed-Powys Police, and the PCC's Chief Finance Officer works closely with the Force's Director of Finance to critically review and develop financial management arrangements.

It is acknowledged that the impact of the COVID-19 pandemic on public finances and deficits will exacerbate these pressures further in coming years. 2020-2021 was a year like no other with the national emergency arising from the COVID-19 pandemic. The policing response was unprecedented as it adapted quickly to enforcing the changing UK and Wales legislation, whilst maintaining service delivery and protecting its workforce.

The Association of Police and Crime Commissioners (APCC) and National Police Chief Council (NPCC) networks worked closely with the Home Office on the financial implications of the COVID-19 pandemic, with detailed reporting on a monthly basis. Consequently, the Policing Minister and Home Office confirmed additional specific grants during the year to meet the costs of medical grade Personal Protective Equipment, two tranches of funding to support enforcement activities, and an Income Loss Recovery Scheme to recognise lost income as a consequence of the pandemic.

An additional and unforeseen operational demand came from the policing requirements following the Home Office's decision to accommodate asylum seekers at the Ministry of Defence Camp in Penally. Due to the extent of anticipated costs, the PCC submitted a special grant application to the Policing Minister in October 2020. Although the bid was successful, the Minister confirmed that the 1% threshold would not be waived, meaning that the £1.129m would

be borne locally, with only the costs over the threshold being met by a special grant. This significant financial pressure was reflected within our financial planning, as well as the Mid Term Financial Plan. However, following the decision to close Penally in March 2021, we were advised that despite the above original notification, the Minister had decided to meet the cost in full.

{Infographic alongside above text... Mid Term Financial Plan available on the PCC's website: <https://www.dyfedpowys-pcc.org.uk/en/the-office/finance/precept-and-medium-term-financial-plan/>}

After much representation over the past years, through the Policing in Wales group, the Welsh Government announced in March 2021 that additional grant funding was to be made available to address the recurring shortfalls in funding for Police Community Support Officers (PCSOs).

The following table – a Variation Statement – sets out the final out-turn position for 2020-2021, alongside the original budget and a revised budget. This reflects the additional budgets and reserve movements approved during the year. The changes to the budget referred to below were reported on at the monthly Policing Board meetings and quarterly public Police Accountability Boards held throughout the year.

Variation Statement	Original Budget	Revised Budget	Actual	Variance (Positive for Saving)
Budget Holder	£'000	£'000	£'000	£'000
Police and Crime Commissioner				
Office and Commissioning Costs	2,098	2,098	1,935	163
Estates Costs	4,099	4,099	3,833	266
Total Commissioner Revenue Budget Costs	6,197	6,197	5,768	429
Chief Constable				
Total - Force	107,415	106,815	102,630	4,185
Net Spending After Transfer from Revenue to Reserves	112,909	112,909	112,909	0

{Infographic – can the above table be displayed in a format matching the rest of the report please?}

{Large infographic alongside the above table detailing overall **OPCC** budget... The total budget for the OPCC, which included office, estates and commissioning of services by the PCC for 2020-2021 was £6,196,000.}

The final out-turn position highlighted within the Variation Statement above reflects a positive variance on the PCC's portfolio of budgets of £429k, with £266k of this relating to the Estates department. Within these figures are savings realised as a result of staff turnover, prudent financial management, and a number of consequential savings arising as a direct result from the impact of changed ways of working put in place due to the COVID-19 pandemic. Significant savings resulted from lower utility costs across the estate, additional income realised from site sharing arrangements, lower spends on planned and reactive maintenance, but there were additional pressures from cleaning requirements.

The overall final position for the 2020-2021 financial year facilitated the creation of a number of new reserves to support Police and Crime Plan priorities, Transformation IT Projects, as well as supplementing Capital Reserves, which in turn, will reduce future borrowing requirements for critical IT infrastructure. At the end of 2020-2021, reserves totalled £17.009 million, which included a general reserve of £4.032m to meet costs of aforementioned unforeseen events.

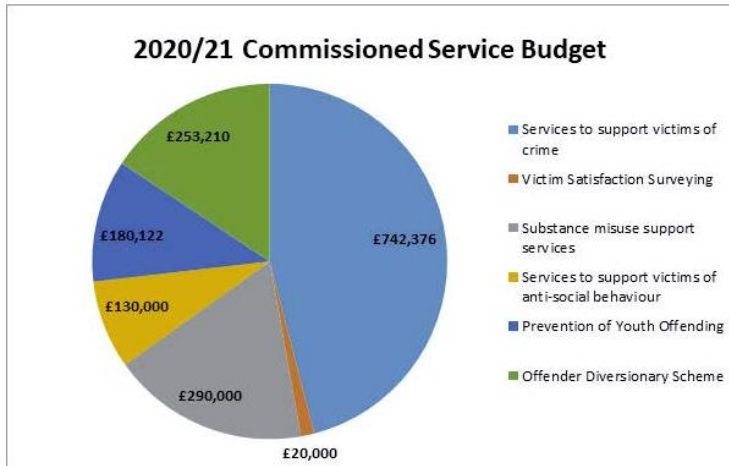
The Force exercised considerable financial restraint and prudence over the year despite some considerable operational and financial challenges as well as the plethora of uncertainties during 2020-2021. The scale and complexity of issues that arose during the year, made the accurate assessment of the final out-turn challenging, but the year-end position was very positive, placing Dyfed-Powys Police in a stronger position to deal with future financial challenges.

{Infographic linked to the URL please..}

For further information on the 202-2021 financial position, please see the Group Statement of Accounts for 2020-21 published on our website: [https://www.dyfedpowys-pcc.org.uk/en/the-office/finance/statutory-accounts/.](https://www.dyfedpowys-pcc.org.uk/en/the-office/finance/statutory-accounts/)}

Commissioning Budget

The commissioning budget for 2020-2021 was £1,615,708, which includes staff costs in addition to costs incurred for direct service provision. £660,812 of the overall budget was funded through the Victims' Grant from the Ministry of Justice. The following image shows the detail of this allocation:



{Infographics:
 Commissioning Budget
 infographic – would it be
 possible to create a new
 infographic in line with the
 report design please}

The PCC's Commissioning Advisory Board support commissioning activity by acting as advisors in relation to the awarding of grant funding or the tendering for services. The Board focus on scrutinising activity and holding service providers to account. They had a number of input from service providers during 2020-2021, discussing the impact of the COVID-19 pandemic, both in terms of their ability to provide services and service users' experiences.

Financial Outlook

In terms of the Medium-Term Financial Outlook, Dyfed-Powys Police has faced significant financial challenges since 2010 due to reductions in funding from central government along with cost pressures and continual changes in the demand for policing services.

In September 2019, the Government declared that it had "*turned the page on austerity*", with the Chancellor outlining a commitment to tackling crime and keeping people safe with plans for 20,000 additional police officers.

In July 2020, the Chancellor launched the much-awaited Comprehensive Spending Review, but amid economic uncertainty caused by the COVID-19 pandemic, October 2020 saw the announcement that only a one-year provisional settlement would be set out in late November 2020. The Chancellor stated that "*in the current environment it is essential that we provide certainty... with a total focus on tackling COVID and delivering our Plan for Jobs*".

The Chancellor set out the CSR2020 on the 25 November 2020, which included:

- A public sector (excluding NHS) pay freeze, but with lower income protection for those earning under £24,000; and
- A continued commitment by the to the Police Uplift Programme target, with a further 6,000 to be recruited in 2021-2022.

Clearly the impact of the continued lack of longer term clarity and uncertainties around both core and specific grant funding make both short and medium term planning very difficult, and both the national APCC and NPCC along with their respective working groups continue to work closely with the Home Office to make representations wherever possible.

In outlining the settlements, both the Home Secretary and Policing Minister recognised the productive engagement they had had with the police service, which allowed for a clearer picture of the changing nature of demands and the capabilities needed to respond robustly to the challenges. They also paid tribute to police forces and police staff around the country for their bravery, dedication and hard work, and outlined a determination to give the service the resources it needed to crack down on crime, deal robustly with the criminals exploiting the vulnerable and to improve outcomes for the victims of crime.

The Home Secretary and Policing Minister set out the provisional police grant on 17 December 2020, recognising the police's outstanding bravery, commitment to public service, and speed and flexibility in which police officers and staff had responded to the unprecedented challenges brought about by the COVID-19 pandemic. They also recognised the significant progress in delivering the first year of the Police Uplift Programme with 5,824 additional officers already recruited by the end of September 2020, with an expectation for continued momentum.

The 2021-2022 settlement provides a total of up to £15.8 billion for policing, with funding to PCCs increasing by up to an additional £703m, including the assumption regarding local flexibility to increase council tax precept.

The 2021-2022 grant settlement for Dyfed-Powys Police is £59.529m; £2.921m (5.2%) higher than 2020-2021. The 2021-2022 settlement includes within its baseline, the additional funding to support the first tranche of the Uplift Programme, along with a further specific ring-fenced grant of £700k to support the recruitment of additional officers as part of the second tranche which will be paid subject to recruitment performance. For Dyfed-Powys Police, this equates to a further 42 officers, with 2 being ring-fenced to support the priorities and work of the Regional Organised Crime Unit (ROCU).

The police grant settlement also announced precept flexibility for PCCs in England of £15 per band D property, and the headline figures published in the Governments press release have assumed that all PCCs in England and Wales will take full advantage of this flexibility.

In outlining their expectations for outcomes and efficiency, the Government has reflected £120 million of savings to be delivered through a combination of improved procurement practices, including the delivery of £20 million through BlueLight Commercial, as well as savings in areas such as estates, agile working and shared/enabling services. The establishment of a new Efficiency in Policing

Board is expected to improve the efficiencies evidence base and identify further future opportunities for gains.

Following a rigorous process of scrutiny and deliberations over the financial assumptions, risks that continue to threaten the communities and investment priorities, the PCC submitted his precept proposal for 2021-2022 and Medium-Term Financial Plan 2025-2026 to the Dyfed-Powys Police and Crime Panel on 5 February 2021. This process included several seminars and presentations to the PCC, his team, the Joint Audit Committee, Police and Crime Panel Members, and staff from Audit Wales.

The PCC's proposal was supported by the Police and Crime Panel, which raised the average band D property precept by £15.00 to £275.56; a 5.76% increase raising a total precept of £62.307m. This will provide a total of central and local funding of £119.834m, representing a 6.13% increase on funding levels in 2020-2021.

{Infographic depicting the following...

This, once again, ensures that the Dyfed-Powys area has the lowest council tax precept in Wales of £275.56, compared with £287.71 in South Wales, £287.96 in Gwent, and £303.91 in North Wales.}

{Infographic - Dyfed-Powys Police has had the fifth lowest council tax precept increases across England and Wales since 2012-2013.}

Dyfed-Powys Police continue to identify efficiency measures and has a cost reduction plan in place, which aims to capitalise on national, regional and local initiatives including BlueLight Commercial, Police ICT Company and All Wales Collaboration activities. This plan assumes reshaping of the workforce and cost base through efficiency and productivity, but it is recognised that this needs to continue to develop to enable the setting of a balanced, sustainable and funded medium term financial position for both revenue and capital whilst protecting the standard of service for the communities of the Dyfed-Powys area.

{Infographics linked to money, budgeting etc.}

DYFED-POWYS POLICE AND CRIME PANEL 30TH JULY 2021

RECORDING OF REPORTED CRIMES

Recommendations / key decisions required:

To scrutinise the steps taken by the Commissioner to hold the Chief constable to account in respect of the failure of Dyfed Powys police to properly record all reported crimes

Reasons:

A recent report issued by HMICFRS stated that the force had only recorded 87.6% of crimes

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EXECUTIVE SUMMARY
DYFED – POWYS POLICE AND CRIME PANEL
30TH JULY 2021

RECORDING OF REPORTED CRIMES

A report published by the HMICFRS in May 2021 revealed that inspectors had found that Dyfed-Powys police had documented just 87.6% of reported crime.

In respect of violent crime the figure was even lower – 85.4%

In addition, the report highlighted that the same issue had been raised in 2018 and 2014 and that performance had not improved.

The force has therefore been issued with an ‘accelerated cause for concern notice’ as the failures raise concerns about public safety.

The Panel has therefore asked the Commissioner to report to it on the steps he is taking to hold the Chief Constable to account in respect of the performance of the force in this regarding, and to set out what is being done to ensure that these issues are addressed and performance improved

DETAILED REPORT ATTACHED ?

YES

IMPLICATIONS

I confirm that other than those implications which have been referred to in detail below, there are no other implications associated with this report:

Signed: *R J Edgecombe (Lead Officer to the Panel)*

Policy, Crime & Disorder and Equalities	Legal	Finance	ICT	Risk Management Issues	Staffing Implications	Physical Assets
NONE	NONE	NONE	NONE	NONE	NONE	NONE

Section 100D Local Government Act, 1972 – Access to Information

List of Background Papers used in the preparation of this report:

THESE ARE DETAILED BELOW

Title of Document	File Ref No.	Locations that the papers are available for public inspection
Host Authority File	PACP-026	County Hall, Carmarthen

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Report from the Police and Crime Commissioner for Dyfed-Powys to the Dyfed-Powys Police and Crime Panel

Crime Data Integrity, June 2021

Introduction

On 6th May 2021, the Police and Crime Commissioner was notified by Her Majesty's Inspectorate of Constabulary, Fire and Rescue Services (HMICFRS) that they would be publishing a Cause of Concern in relation to Crime Data Integrity (CDI) on 7th May 2021.

This action, known as an Accelerated Cause of Concern, is taken when HMICFRS "discover significant service failures or risks to public safety".

They stated that Dyfed-Powys Police had failed to make expected improvements since its last Crime Data Integrity inspection in 2018:

"Dyfed-Powys Police is too often failing to record reports of violent crime, particularly domestic abuse and anti-social behaviour towards people."

It was recommended that the force should immediately:

- take steps to identify and address gaps in its systems and processes for identifying and recording all reports of crime (giving particular attention to domestic abuse-related violent crime); and
- put in place arrangements to make sure that adequate supervision is applied to crime-recording decisions made by officers and staff.

And within three months the force should:

- provide specific training for all supervisors, officers and staff who work in crime recording roles. This training should include the crime recording requirements for violent crime, including domestic abuse and anti-social behaviour (personal).

As part of the new Victim Service Assessment inspection regime, HMICFRS reviewed 597 crime related incidents recorded between August and October 2020.

The Force reported that out of 160 domestic-related violence against the person incidents audited by HMICFRS, 21 crime records were identified as missing. The majority of these were identified as 'behavioural crimes' such as stalking, harassment or controlling and coercive behaviour. The Force has confirmed that in 16 of these cases, the victim had received support through an associated crime or DASH risk assessment.

HMICFRS found 5 out of a required 16 crimes were recorded within 50 ASB incidents. The Force now audits all of its ASB incidents, recording each missed crime as it is found. The Force reports that the vast majority of ASB incidents do result in the victim receiving a service from DPP.

The T/CC has established a strategic command structure to fully understand all crime recording, incident allocation and supervision issues, and as part of this work is ongoing to establish the consequences for victims of crimes which were not recorded appropriately.

Summary

1. The Police and Crime Commissioner has been repeatedly assured that increases in crime volumes has been in part due to better crime recording practices.
2. Actions relating to Crime Data Integrity have featured within Joint Annual Governance Statements, and the Joint Audit Committee have been assured from 2018 that work was ongoing to achieve the required 90% compliance.
3. Since 2017 the OPCC has made representation to the Force on 24 separate occasions regarding observations of inaccuracies, lack of detail and potential missed crimes identified through its various scrutiny activities.
4. The PCC has raised concerns in 5/7 Policing Accountability Boards between February 2019 and August 2020, as well as at Policing Board in February 2018 highlighting concern that over 75% of forces already inspected at that point had been deemed inadequate or Requiring Improvement. The Commissioner sought the Chief Constable's view on Dyfed-Powys Police's preparation for the inspection.
5. At a Policing Board meeting in October 2018, the PCC raised concern that the CDI risk was viewed too optimistically by the Force.
6. The then Chief Constable (CC) responded to the 2018 report with reassurance and that he was pleased with overall progress.
7. Auditing carried out by the Force team has repeatedly, since the 2018 report, highlighted poor compliance and common themes of crimes within crimes and timeliness of recording, among others.
8. All 3 of the DPP Force Management Statements (FMSs) to date have projected improvements in CDI.
9. Anti-Social Behaviour (ASB) compliance has improved over recent months due to changes to the Force Communication Centre script and concentrated training efforts.
10. Achieving outstanding HMIC recommendations are now considered dependent on the End 2 End (E2E) project.

Background information

“Ineffective crime recording at source” was added to the Force risk register in **February 2015**.

Inspection reports

2014 Found leadership was strong and committed to CDI, but recommended the force conduct a National Crime Recording Standards (NCRS) and Home Office Counting Rules (HOCR) Training Needs Analysis based on the new, post-Public First structure, and immediately introduce a tiered, coordinated training programme.

2018 Cause for concern

“Dyfed-Powys Police is failing to ensure it records all violent crimes (in particular domestic abuse) reported to it. In most cases where the force fails to record domestic abuse crimes, officers and staff do not complete domestic abuse, stalking and harassment (DASH) assessments. There is also limited supervision to correct these recording decisions at the earliest opportunity.”

Recommendation

The force should immediately:

- take steps to identify and address gaps in its systems and processes for identifying and recording all reports of violent crimes (in particular those that are domestic abuse-related);
- ensure officers and staff complete DASH assessments in all domestic abuse cases;
- ensure that adequate supervision is applied to all crime-recording decisions made by officers and staff; and
- ensure that all identified crimes are recorded without delay and in any case within 24 hours.

Areas for improvement

The force should make sure that it:

- records all reports of crime made by a professional third party acting in a professional capacity on behalf of the victim;
- records all counter allegations as crimes or explains why it has not done this;
- develops and operates effective procedures to supervise crime-recording decisions throughout the force;

- takes immediate steps to make sure that it records all reported crimes of rape without delay and that it uses classification N100 correctly; and
- improves how it collects diversity information from crime victims and uses this to inform its compliance with its equality duty.

2020 Accelerated cause for concern

"Dyfed-Powys Police is too often failing to record reports of violent crime, particularly domestic abuse and anti-social behaviour towards people."

Recommendations

The force should immediately:

- take steps to identify and address gaps in its systems and processes for identifying and recording all reports of crime (giving particular attention to domestic abuse-related violent crime); and
- put in place arrangements to make sure that adequate supervision is applied to crime-recording decisions made by officers and staff.

Within three months the force should:

- provide specific training for all supervisors, officers and staff who work in crime recording roles. This training should include the crime recording requirements for violent crime, including domestic abuse and anti-social behaviour (personal).

	2014	2018	2020
Incidents reviewed	109	1,372	597
Crimes required	73		528
Crimes actually recorded	50		461
% compliance	68.5%	87.8%	87.6%
VAP compliance		84.4%	85.4%
Sexual offences compliance		93%	
DA compliance		81.1%	

OPCC Oversight

Joint Audit Committee (JAC)

- **September 2018** – the Committee was encouraged by action taken against the crime recording risk.
- The Chief Constable reported in **November 2018** that the imminent CDI report would detail a considerable improvement in compliance rate. It was recognised that further improvements need to be made and as such the PCC queried whether the risk should be elevated. The CC stated weekly scrutiny was being undertaken to strive for 95% compliance levels.
- JAC were reassured in **March 2019** that work was ongoing to achieve 90% CDI compliance.
- Police National Computer recording delays were highlighted as increased risk in **July 2019**, but reassured that DPP were in similar position to other forces.
- Members queried in **October 2020** why the CDI risk score was increased from 14 to 16. It was reported as being done in January in response to feedback from HMICFRS at the end of 2019.
- Members were informed in **March 2021** that they would see significant progress being made against the CDI risk with the E2E project.
- HMICFRS Areas for Improvement, data quality and data integrity actions have featured within the Joint Annual Governance Statements **since 2017**.

Policing Accountability Board (PAB)

- A report to PAB in **May 2018** stated an Internal Audit Compliance Review of crime recording in 2018 provided “reasonable assurance”, but noted issues with data integrity. In relation to preparation for the inspection, the report stated “there have been significant improvements in addressing CDI issues...” but concluded...“Whilst CDI issues are being addressed, this is against a background of failing to address some of the key issues identified in 2014.
- DPP were graded as ‘not compliant’ for crime data integrity in **February 2019**, with a rating of 88% against the required standard of 90%. The temporary Deputy Chief Constable (T/DCC) stated that DPP consistently score well with crime data integrity for high level crime types, however they score lower with lower level crime and domestic incidents. A potential reason for lower scores was that crimes are lost between coming through to the Force

Communication Centre (FCC) and being tasked to an officer. The T/DCC stated that the situation would be addressed by the Vulnerability Desk.

- The PCC queried in **May 2019** whether the Force should request that HMICFRS come in to review a particular aspect of policing following a period of development within a department such as introducing the Vulnerability Desk. The T/DCC stated that HMICFRS had been invited to review and quality assure developments to Neighbourhood Policing and the Vulnerability Desk in October 2019.
- The PCC queried in **November 2019** whether DPP were improving their Crime Data Integrity practices alongside a plateauing of crime recording levels.
- The DCC raised concerns in **February 2020** that the sample size provided to the HMICFRS CDI audit was small, at 60 out of over a thousand calls.
- The PCC raised concern in **August 2020** that CDI was not improving. The DCC reassured that the Crime Recording Team would support the improvement of crime data integrity levels and review accurate outcome recording.

Policing Board (PB)

- A paper went to PB in **February 2018** setting out a series of questions in relation to CDI, highlighting concern that over 75% of forces already inspected had been deemed inadequate or Requiring Improvement. The PCC sought the CC's view on DPP's preparation for the inspection.
- The PCC raised concern in **October 2018** that CDI risk was viewed too optimistically by DPP.
- In **December 2018**, a briefing to the PCC following the release of the inspection report advised that the PCC:
 - Seek assurance from the Chief Constable that a robust supervision and audit schedule / processes are in place and achievable.
 - Discuss how OPCC's scrutiny activity might verify the effectiveness of such schedule / processes.

The CC responded with:

"I am pleased with the overall progress the Force has made with crime recording..."

The recommendations of the HMICFRS inspection, as detailed below, will be implemented in full and monitored by the Assistant Chief Constable, under the Strategic Crime Recording User Group...

I can provide reassurance that work has commenced on these areas, some of which was in place prior to the publication of the report, specifically the recommendations with particular focus on domestic abuse cases...

As a force, we are committed to improving our performance in this area."

- **In September 2019** an update on the Vulnerability Desk stated that a particular review had been undertaken of how DPP handles so-called 'hidden crime' such as stalking & harassment and coercive control, with increases of 260% and 360% reported.
- The Temporary Assistant Chief Constable (T/ACC) assured the PCC in **March 2021** that subtle governance structural changes would ensure line of sight to monitor CDI of ASB reports.

OPCC Scrutiny

- **Since 2017**, the Quality Assurance and Out of Court Disposal Scrutiny Panels have, on 15 and 7 occasions respectively, made representation to the Force relating to observations of inaccuracies, lack of detail and potential missed crimes within a variety of crime, call, complaint and use of police powers records.
- In **2018**, the Use of Force deep dive raised concerns regarding recording practices.
- In **2019**, the Victim Withdrawal deep dive recommended the Force considered a centralised outcomes quality assurance mechanism and a central repository for the management and accountability of recommendations.

Force governance meetings attended by OPCC

Strategic Crime Recording Users Group (SCRUG)

- In **November 2018** the introduction of NCRS & HOCR 1 hour training input and supervision plan for NCRS failure feedback loop & rectification was confirmed.
- Common themes emerging from crime audits identified were as follows:

Nov 2018	Jan 2020	Jul 2020
Crimes within crimes	Crimes within crimes	Crimes within crimes
N100s		Rape & N100s
	Recording crimes with course of conduct	Recording crimes with course of conduct
	3rd party reports	3rd party reports
Timeliness		Timeliness
Lack of scrutiny by CRB		
Ping-pong between CRB and officers.	Ping-pong between CRB and officers	

- In **March 2019** Crime Audit highlighted the Home Office suggested audit sample size and the gap in what could be achieved with current staffing levels. Chief Officers and the Crime Recording User Group had agreed to continue with severely reduced auditing.
- The Force Crime Registrar (FCR) reported in **July 2019** that timeliness compliance was under 80%.
- It was reported in **January 2020** that the Force wished to introduce telephone recording from summer 2020 and recording at point of contact simultaneously with the new Record Management System launch. NCRS compliance was reported as improving but samples were not statistically significant - only 60 per month audit - 15 per Basic Command Unit.
- **July 2020** audits confirmed no significant improvement in CDI had been made since 2018. All areas apart from Domestic Abuse Stalking and Harassment (DASH) risk assessments were found to be unsound or poor by NCRS judgments. The Group agreed to focus on two quick wins – timeliness & course of conduct. A process was established to record missing crimes identified in audits.
- It was reported in **January 2021** that outstanding HMIC recommendations were dependent on the E2E project. ASB data was showing improvement through focused work.
- The T/ACC stated in **April 2021** that a significant number of crimes outstanding found from audits which needed to be recorded needed to be completed by the next (monthly) meeting.
- HMICFRS feedback was reported as being due to cultural issues, timeliness and accuracy.
- It was confirmed that crime audit were reviewing 100% of rape, N100, STORMS with “rape” and ASB-Personal records, as well as recording any missed crimes as they were found.

HMIC Governance Group

- **November 2018** - Suggested CDI may be introduced into everyone's Development Assessment Profile (DAP) for 2019/20.
- **May 2019** – it was confirmed that NCRS, PROTECT & DASH were the focus on the Force audit plan. DASH compliance and data quality had improved over the previous two months, but the timeliness issue was ongoing.
- **July 2019** – the main concern highlighted was the little time allocated for CDI within frontline training.
- **August 2019** – reported no improvement in recording apart from in domestic abuse and vulnerability.
- **September 2019** – reported that the July audit showed 100% DASH compliance. Timeliness continued to be an issue, with the FCR conducting a piece of work to try to understand why the Force were consistently in high 70s / early 80s % compliance.
- It was reported that a Raising the Standards of Investigations task and finish group was established in **July 2019** to look at supervision, handover and investigation plans.
- NCRS compliance continued to be identified as a high risk to the Force in **October 2019**, with no improvement since the inspection in 2018. Senior managers reported to be considering implementing a central crime recording desk.
- The **2018 FMS** anticipated a change to criming at first point of contact would improve accuracy of crime recording.
- The **2019 FMS** projected an increase in scrutiny and training around CDI and subsequent improvements in crime recording.
- The **2020 FMS** anticipated that recorded crimes would increase year on year as the Force drives to achieve 100% CDI results. The E2E project was also anticipated to improve CDI further.

OPCC action since the Accelerated Cause for Concern

Benchmarking with other OPCCs

Devon & Cornwall

Following an inadequate grading in 2016, regular meetings between the OPCC Chief Executive, Deputy Chief Constable and FCR were held to oversee actions being taken to address gaps in performance. Since receiving a good grading in 2018, the OPCC receives occasional reports on CDI to their PB equivalent.

Cumbria

Their OPCC receive thematic presentations at their PAB equivalent. To inform the presentations, a Terms of Reference is developed, setting out what information the PCC requires to enable him to gain assurance in relation to the area of policing being discussed. These terms incorporate recommendations and areas for improvement made by HMICRS, which would include any CDI related concerns.

The OPCC Team also attend some Force governance meetings to provide insight into how the Force is recording its data.

The following 3 OPCCs have approaches similar to Dyfed-Powys':

Surrey

Have a standing invitation to their SCRUG equivalent, attending occasionally but receiving all agenda, papers and minutes. Also attend Strategic Risk & Learning Group which looks at all risks across the organisation, where any CDI risks would also get escalated to.

Avon & Somerset

Their FCR gives direct 1:1 briefings to the PCC.

Sussex

Mainly oversee through their PAB equivalent.

The following three established specific measures in response to negative HMICFRS inspection reports:

Lincolnshire

The [PCC set up an independent scrutiny panel](#) to oversee remedial activity required after their 2018 inadequate grading. The Panel was closed after they received a good grading a year later.

The 'Independent Crime Recording Confidence Panel' consisted of:

- Independent Chair of Force Ethics Committee (Chair)
- Independent member of P&C Panel (Deputy Chair)
- CEO of OPCC
- Chair of JAC
- Local University Law & CJ Professor

- Representatives from 3rd sector organisations impacted
- Panel Advisor – Accredited FCR from neighbouring force.

It was established to ensure:

"that the public could have confidence that regardless of HMICFRS compliance, the Force was acting in the best interests of the public and importantly ensuring victims of crime were receiving the service they deserved..."

"It was unclear how the crime recording processes by Lincolnshire Police were having an impact on crime statistics and, more importantly, the support given to victims and the perception of the Force with the public."

It sought to balance the HMICFRS quantitative data with qualitative data – looking at what happened, why and what should happen next – *"finding a narrative and giving context to the statistics in the report"*.

It provided insight into the impact on support services:

"Internally, the Force had seen little response from the Public and therefore reasonably assumed that there had been minimal impact on the communities of Lincolnshire. When speaking with 3rd Sector workers, it became clear that this was not the case and in fact the report, the media attention and interviews had not only impacted heavily on vulnerable victims in particular, but it had increased demand and pushed it away from Policing, on to the 3rd Sector organisations."

Gloucestershire

Received an inadequate grading in 2019, following which the PCC issued a formal written holding to account notice to the CC requesting sight of the Force's improvement plan.

They report similar system issues to DPP, in terms of a multitude of systems not "talking to each other" and are in the process of moving towards the Niche Records Management System.

CDI became a standing agenda item on their PB to continue to hold the CC to account on their improvement plan.

They did see their NCRS compliance raise to 95%, but this was from redirecting frontline officers into their crime recording team, which was not sustainable.

The OPCC also contacted their commissioned services to seek feedback on any impact felt from delays in recording crimes.

Greater Manchester

Within 6 days of a HMICFRS report published on 10th December 2020 which deemed their service to victims of crime “a serious cause of concern”, Greater Manchester’s Mayor and Deputy Mayor set out a series of actions:

1. Sought additional HMICFRS support;
2. Increased capacity of their central recording and resolution unit to audit crime screening decisions, prioritising DA & rape;
3. Gold structure & taskforce to focus on delivery of their action plan, which includes OPCC representation;
4. Deputy Mayor reviews progress weekly & Mayor updated regularly, with monthly reviews with the taskforce; and
5. Set up a dedicated ‘safety net service’ - a hotline supported by Victim Support, for victims who wish to make a complaint or report concerns about their treatment. They planned to have a senior officer to review these calls as well as Victim Support staff offering advice and support to the victims.

Recommendations from the OPCC to the PCC

That the PCC considers initiating an independent scrutiny panel similar to that of Lincolnshire specifically to oversee CDI progress and look into the impact on the public

And / or

That the PCC considers establishing some form of ‘safety net service’ for victims who feel they have been affected by their crime not being recorded.

Holding the T/CC to account

At a Policing Board meeting on 20th May 2021, the PCC received a report from the T/CC setting out the Force’s actions since the inspection period.

Within the report, the T/CC recognised that the Force has not always made the appropriate and proactive steps to improve and that a cultural change was required throughout the organisation. As such, an evolving action plan has been developed, focusing on:

- communications;
- learning and development;
- quality assurance and audit;
- governance; and

- process improvements.

Recommendations from the Accelerated Cause of Concern	Corresponding actions within the Force's CDI action plan
take steps to identify and address gaps in its systems and processes for identifying and recording all reports of crime (giving particular attention to domestic abuse-related violent crime);	<ul style="list-style-type: none"> • 100% audit of ASB-Personal, Behavioural Crimes (Disorder, Harassment and Controlling & Coercive Behaviour, N100 and Hate crimes • Recognition of need to 'close the loop' to provide and act on individual and thematic feedback • Amendment to crime recording processes
Provide specific training for all supervisors, officers and staff who work in crime recording roles. This training should include the crime recording requirements for violent crime, including domestic abuse and anti-social behaviour (personal).	<ul style="list-style-type: none"> • FCR inputs to: Crime Recording Bureau, newly promoted Sergeants and Inspectors and the Secondary Risk Assessment Unit • Weekly CDI dial-ins with the FCR • Considering investment in Lincolnshire's 'NCALT' online learning package
Put in place arrangements to make sure that adequate supervision is applied to crime-recording decisions made by officers and staff.	<ul style="list-style-type: none"> • Monthly SCRUG and sub-group meetings • Chief Inspector CDI Tactical lead identified to support the FCR
	<ul style="list-style-type: none"> • Plan to appoint learning and development single point of contact to lead on feedback & learning relating to CDI, to link in with CDI Tactical lead
	<ul style="list-style-type: none"> • Each Basic Command Unit is expected to review their incident list at their Daily Management Meetings and allocate messages approaching 24hr compliance

The OPCC is represented at the fortnightly Gold crime recording, incident allocation and supervision group chaired by the T/CC and the monthly SCRUG, where the T/ACC oversees progress against the CDI action plan. The same representative also attends monthly Gold group meetings of the End 2 End project. The OPCC is currently working with the Force to

determine the most appropriate and proportionate scrutiny in order to provide the PCC with the necessary assurance on the Force's actions to improve.

Appendices



DPP PCC CoC letter



Press release -
embargoed press releDyfed-Powys Police c:

DYFED-POWYS POLICE AND CRIME PANEL 30TH JULY 2021

MENTAL HEALTH AND POLICING

Recommendations / key decisions required:

To consider the report prepared by the panel sub-group and make such recommendations to the Commissioner as the Panel thinks fit.

Reasons:

In its annual report for 2020/2021 the panel resolved to inquire into this issue and make recommendations to the Commissioner

Report Author:

Mrs Helen Thomas

Designation:

Co-opted Panel Member

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EXECUTIVE SUMMARY
DYFED – POWYS POLICE AND CRIME PANEL
30TH JULY 2021

MENTAL HEALTH AND POLICING

In its Annual report for 2020/2021 the Panel resolved to undertake an inquiry into how the commissioner approaches the issue of mental health and policing. The aim of this piece of work was to satisfy the panel whether the approach taken by the Commissioner represents best practice and serves to safeguard the vulnerable in the force area

The panel established a subgroup to conduct this inquiry consisting of:

- Mrs Helen Thomas (co-opted member) – Chair
- Cllr Ken Howell (Carmarthenshire)
- Cllr Lloyd Edwards (Ceredigion)
- Cllr Stephen Joseph (Pembrokeshire)
- Cllr Les George (Powys)

The subgroup’s findings are attached and contain the following recommendations:

- That in his next Police and Crime Plan the Commissioner again places an emphasis on the work the police do in relation to those with mental health problems. However, we would like to see the Plan contain more information about the nature and extent of that involvement and the financial implications that arise as a result. We believe that this would help increase public understanding of how police resources are utilised and inform the wider debate on the proper resourcing of mental health services.
- That the Commissioner continues to build on his existing good work with partner agencies by exploring the possibility of co-option (either for himself or the force) onto relevant regional partnership boards. We believe that this will facilitate collaborative working at a strategic level and hopefully contribute to a more efficient and effective use of police resources.
- That the Commissioner, in conjunction with the police force and partner agencies, explores whether the CONNECT project would offer a template for service delivery which would help reduce the demands on the police in relation to persons with mental health problems.
- That the Commissioner continues to maintain oversight of the force’s response to mental health, with particular emphasis on:
 - a) Appropriate training
 - b) Street triage teams
 - c) The use of police cells and vehicles as places of safety

DETAILED REPORT ATTACHED ?	YES
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IMPLICATIONS

I confirm that other than those implications which have been referred to in detail below, there are no other implications associated with this report:

Signed: *R J Edgecombe (Lead Officer to the Panel)*

Policy, Crime & Disorder and Equalities	Legal	Finance	ICT	Risk Management Issues	Staffing Implications	Physical Assets
NONE	NONE	NONE	NONE	NONE	NONE	NONE

Section 100D Local Government Act, 1972 – Access to Information

List of Background Papers used in the preparation of this report:

THESE ARE DETAILED BELOW

Title of Document	File Ref No.	Locations that the papers are available for public inspection
Host Authority File	PACP-026	County Hall, Carmarthen

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MENTAL HEALTH AND POLICING

INTRODUCTION

In its annual report for 2020-2021 the Dyfed-Powys Police and Crime Panel resolved to undertake an inquiry into how the Police and Crime Commissioner for Dyfed-Powys addresses the issue of Mental Health and Policing. The panel has chosen to investigate this issue as dealing with persons who have mental health issues places a significant burden on operational police officers and is a drain on the financial resources available to the Commissioner. Police engagement with those who have mental health issues is not limited to those who perpetrate crimes or are the victims of such crimes. Often the police are called to 'non-crime' incidents where the focus is on safeguarding an individual who is experiencing a period of mental distress. Indeed the police have statutory powers under the Mental Health Act to remove a person to a place of safety if they consider their safety is at risk due to their suffering from a mental disorder.

BACKGROUND

Police and Crime Panels were formed in 2012 at the same time as Police and Crime Commissioners. Their role is to scrutinise and support the work of the Commissioners and they consist of a mixture of local councillors and co-opted members. In the case of the Dyfed-Powys Panel it has 12 councillors (3 from each of the unitary authorities in the force area) and 2 co-opted members. We would stress at this point that the role of the panel is to scrutinise the work of the Commissioner, its role is not to scrutinise the work of the police themselves.

To undertake this piece of work the panel formed a sub-group consisting of

Mrs Helen Thomas (co-opted member) – Chair
Cllr Ken Howell (Carmarthenshire)
Cllr Lloyd Edwards (Ceredigion)
Cllr Stephen Joseph (Pembrokeshire)
Cllr Les George (Powys)

OUR OBJECTIVE

Our objective in carrying out this work is to understand what the Police and Crime Plan has said about policing and mental health, how this has been implemented and the impact that it has had. The outcome we hope to achieve is to satisfy ourselves that the approach taken by the Commissioner represents best practice and served to safeguard the vulnerable in the force area. To achieve these aims we have

- Considered information supplied by the Commissioner
- Considered a report issued by Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services.
- Sought the Views of stakeholders
- Considered how other Commissioners have approached the issue
- Looked at other sources of information

THE POSITION IN DYFED POWYS

The Police and Crime Plan for Dyfed-Powys for 2017-2021 contained several priorities. Priority 2 'Safeguarding the Vulnerable' has the following to say about mental health issues

"To support both victims and offenders with mental ill health I will:

- Work with partners to improve our understanding of the demands associated with mental ill health and to develop a more cohesive response to mental ill health related incidents;
- Advocate a reasonable and proportionate response by front-line staff when dealing with people experiencing mental ill health;
- engage and work with people with lived experience of mental ill health to improve our understanding of the issues they face;
- and Support the Chief Constable to ensure that people suffering from mental ill health are treated in a health facility and not detained in custody. "

In his report to the Panel in July 2019 the Commissioner made the following key points

“The Commissioner maintains oversight of the Force’s response to mental health via attendance at the Strategic Mental Health Group and data provided through the Performance and Outcomes Board on a quarterly basis. Forces collate data on detention transport to places of safety and report this to the Home Office within the annual data return. Dyfed-Powys Police also review all mental health assessments which take over 10 hours to be completed.”

“He [the Commissioner] regularly visits mental health groups across the Force area to hear the experiences of people with mental ill health and their views on policing and crime issues. These engagement activities are ongoing, and as well as helping to inform the Commissioner’s understanding of mental health issues on a grassroots level, the Commissioner also occasionally supports the work of mental health support services through financial contributions.”

“The recent needs assessment completed on behalf of the Commissioner identified that access to mental health services is one of the top issues faced by all OPCC commissioned services when referring clients onto specialist services. As this is a core requirement for health to deliver, it is not intended that the Commissioner becomes a default for funding services where gaps exist in statutory services. The Commissioner has however committed to continue to lobby partners and Ministers regarding the poor access and provision of local mental health services for both offenders and victims”

“The Commissioner has awarded a grant of £6,920 to Eiriol Mental Health Advocacy to investigate the reasons leading to re-offending by prison leavers who suffer with mental health issues. Its intention is to break the cycle of re-offending, preventing new crimes by providing bespoke one to one advocacy services. This ensures each individual receives the right tailored support at the right time, prior to and at the point of release. “

In addition

to the above we have noted that

- The former Chief Constable Mr. Mark Collins was the policing lead for mental health across England and Wales
- Dyfed -Powys Police have adopted a triage scheme to help ensure those in mental distress are appropriately dealt with

THE VIEWS OF THE HMIC(F)RS

In its November 2018 report 'Policing and Mental Health – Picking up the Pieces' the HMICFRS looked at how the police approached people with mental health problems and found that they were generally 'supportive, considerate and compassionate'. However, the report expressed concern that the police were often having to pick up the pieces of a broken wider mental health system. Inspectors were concerned that

- There is insufficient early intervention and primary care to prevent the need for a crisis response by the police
- People with mental health problems need expert support whenever they need it, not just during office hours
- The Police should not be responding to mental health problems to the degree they are as they often lack the necessary skills.
- The police alone cannot solve these issues, other statutory mental health services need to stop relying on the 24/7 availability of the police.

More specifically in relation to Dyfed – Powys the report noted that in 2017 just over 4% of calls logged raised mental health concerns.

The report went on to note that in 2017 and 2018 the four Welsh police forces had carried out exercises to try and assess the level of demand being placed on the police in respect of mental health related incidents. Over a single day in October 2017 mental health related calls accounted for 12% (118 out of 965) of all calls received and officers spent an average of three and three-quarter hours dealing with each incident. Approximately 60% of those who had contacted the police were already known to mental health services.

The same exercise was repeated over a 24 hour period in April 2018. Mental health related calls again accounted for just over 12% (112 out of 908) of total call volume and officers spent on average 3 hours dealing with each incident. 50% of the people to which the calls related were already known to mental health services.

It was estimated that the total cost of dealing with the 112 incidents during the April 2018 exercise was £7,161.00 equating to a potential annual cost across all four forces of £2,613,765.00.

One issue that the report highlighted was that of hidden and repeat demand. Hidden demand is difficult to quantify as it may involve an officer spending time with people in crisis in hospital or transporting them to a place of safety. Sometimes it can be as simple as waiting with someone until a hospital bed becomes available. Repeat demand arises where a small group of individuals generate a disproportionately high level of calls. The report cited the experience of the Metropolitan Police Service in 2017 where just 5 individuals called the police over 8000 times at a cost of £70,000 to the service, just to answer the calls.

Whilst the report did make recommendations to police forces on how to improve how they engaged with people who have mental health problems, for this sub-group the key message from the report was that these are issues which the police cannot, and should not, be expected to deal with to the extent they are doing so.

THE VIEWS OF STAKEHOLDERS

With wider public consultations problematic during the pandemic the sub-group resolved instead to seek the views of key stakeholders, specifically the social services departments of the 4 unitary authorities in the force area, Hywel Dda Health Board and a third sector organisation (MIND).

Responses were received from Carmarthenshire and Ceredigion County Councils and MIND. The key points identified were

- There is inadequate support generally for persons with mental health issues due to insufficient funding
- Improved links with the NHS and social services would help build a cohesive system

- A collaborative approach towards preventative services would be beneficial
- At an operational level the police generally work well with mental health professionals and their contribution is valued.

In addition we also made contact with, and received information from, the West Wales Care Partnership.

HOW OTHER COMMISSIONERS HAVE APPROACHED THIS ISSUE

We have looked at the Police and Crime Plans for the three other Welsh police force areas as well as the plans for the three most comparable force areas in England, namely Lincolnshire, Norfolk and Cumbria. As might be expected the various plans differed in approach and content. However, all made at least some reference to this issue, the plans for South Wales and North Wales taking a similar approach to that in Dyfed-Powys. It could be argued that the plans for Gwent and the three English force areas placed slightly less emphasis on this issue, although all the plans we reviewed recognised the importance of close partnership working with other agencies and the need to move away from the use of police cells as places of safety under the Mental Health Act.

OTHER SOURCES OF INFORMATION

In preparing this report we have also considered publications from a variety of other sources including

- National Police Chiefs' Council
- Mental Health Commission of Canada
- Sainsbury Centre for Mental Health
- Welsh Government (in particular the Part 9 Statutory Guidance under the Social services and Well-being (Wales) Act 2014)
- University of Sydney, New South Wales

The key themes we have drawn from these sources are

- The importance of appropriate training for those tasked with engaging with persons who have mental health problems
- The importance of close collaborative working between the police and mental health professionals

- The importance of the timely use of preventative mental health services to reduce crisis demand and repeat demand.
- The efficient and effective use of available resources to ensure that mental health services are available to those that need them when they need them
- The opportunities that the use of technology enabled care may present to boost preventative services and divert demand away from the police.

We have particularly taken note of the Part 9 Statutory Guidance given its direct application in Wales. The guidance relates to the establishment of partnership arrangements under the 2014 Act, in particular Regional Partnership Boards, with the aim of promoting co-operation between local authorities and relevant partners in relation to adults with needs for care and support.

Of relevance to this report are the West Wales Regional Partnership Board (operating under the name 'West Wales Care Partnership') and the Powys Regional Partnership Board. Whilst legislation prescribes the mandatory membership of these boards, provision exists for the co-option of other relevant partners. Paragraph 30 of the guidance specifically refers to the police as a partner who could be considered as appropriate for co-option.

Given that the role of Regional Partnership Boards includes ensuring effective working between partners and the effective and efficient use of resources we believe it would be desirable for either the OPCC or the force itself to seek co-option onto the two boards in the force area to ensure that the role of the police is fully taken account of at a strategic level when the future of mental health services are discussed, and key decisions made.

The Welsh Government's CONNECT project, which utilises technology enabled care to improve the provision of care for older people is currently being implemented in the force area under the leadership of the West Wales Care Partnership. This group considers that the CONNECT model has the potential to provide a template for service delivery which could help reduce the current demands on the police in respect of those with mental health needs, especially hidden and repeat demand. This in our view is another good reason for the Commissioner or the force to seek co-option onto the relevant Regional Partnership Boards.

CONCLUSION

It is apparent that all too often the police are drawn into situations involving engagement with persons who suffer from mental health problems, when that engagement should be carried out by properly qualified mental health professionals. It is not the role of the Police and Crime Panel to scrutinise the work of the Health Service or Local Authorities and we recognise that they too are beset by increasing and conflicting demands and financial pressures. However, it does appear to us that if there is to be any chance of the burdens on the police outlined above being passed to those better qualified to handle them, then it will require even greater co-operation between relevant agencies at a strategic level and a willingness to consider adopting new and innovative ways of working.

Overall, we are satisfied that the Police and Crime Commissioner has given due regard to this issue in his Police and Crime Plan and that his priorities have been implemented by the force. It is difficult to say whether this represents best practice as there is always scope for improvement, but the approach taken in Dyfed-Powys certainly seems on a par to that taken in comparable force areas in England and Wales.

As a group we therefore make the following recommendations

- That in his next Police and Crime Plan the Commissioner again places an emphasis on the work the police do in relation to those with mental health problems. However, we would like to see the Plan contain more information about the nature and extent of that involvement and the financial implications that arise as a result. We believe that this would help increase public understanding of how police resources are utilised and inform the wider debate on the proper resourcing of mental health services.
- That the Commissioner continues to build on his existing good work with partner agencies by exploring the possibility of co-option (either for himself or the force) onto relevant regional partnership boards. We believe that this will facilitate collaborative working at a strategic level and hopefully contribute to a more efficient and effective use of police resources.

- That the Commissioner, in conjunction with the police force and partner agencies, explores whether the CONNECT project would offer a template for service delivery which would help reduce the demands on the police in relation to persons with mental health problems.
- That the Commissioner continues to maintain oversight of the force's response to mental health, with particular emphasis on
 - (a) Appropriate training
 - (b) Street triage teams
 - (c) The use of police cells and vehicles as places of safety

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DYFED-POWYS POLICE AND CRIME PANEL 30TH JULY 2021

DECISIONS TAKEN BY THE COMMISSIONER

Recommendations / key decisions required:

To consider the decisions made by the Commissioner and make such report or recommendations as the Panel thinks fit.

Reasons:

The Panel has a statutory duty to do this

Report Author:

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**EXECUTIVE SUMMARY
DYFED – POWYS POLICE AND CRIME PANEL**

30TH JULY 2021

DECISIONS TAKEN BY THE COMMISSIONER

Section 28(6) of the Police Reform and Social Responsibility Act 2011 requires the Panel to review or scrutinise decisions made and actions taken by the Police and Crime Commissioner in connection with the discharge of his functions and make reports and recommendations to the Commissioner in relation to the discharge of those functions.

Any such reports or recommendations must be published by the Panel.

DETAILED REPORT ATTACHED ?

YES

IMPLICATIONS

I confirm that other than those implications which have been referred to in detail below, there are no other implications associated with this report:

Signed: *R J Edgecombe (Lead Officer to the Panel)*

Policy, Crime & Disorder and Equalities	Legal	Finance	ICT	Risk Management Issues	Staffing Implications	Physical Assets
NONE	NONE	NONE	NONE	NONE	NONE	NONE

Section 100D Local Government Act, 1972 – Access to Information

List of Background Papers used in the preparation of this report:

THESE ARE DETAILED BELOW

Title of Document	File Ref No.	Locations that the papers are available for public inspection
Host Authority File	PACP-026	County Hall, Carmarthen

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Decisions made by the Commissioner (including those made at Policing Board) 9th of February to 22nd of July

Title & Summary	Date
<p>2021/22 Police Precept Council Tax Leaflet Distribution</p> <p>The PCC approved a decision for the Police Precept Council Tax notice to be distributed through the post to residents of all four counties across the Dyfed-Powys area.</p> <p>The PCC initially took the decision to continue with the distribution of hard copies of the leaflet to residents across Ceredigion, Pembrokeshire and Powys but intended to trial a digital approach in Carmarthenshire. The OPCC sought guidance from the Police Area Returning Officer (PARO) as to the content of the Leaflet, and on the 11th of February 2021 the PARO directed the OPCC that a hard copy of the leaflet should be posted to residents across the Dyfed-Powys area.</p>	<p>February 11</p>
<p>Retraction of decision logs</p> <p>The PCC approved a decision to retract two previous decision logs. Due to the impact of Covid-19 and other external factors, some previously made decisions to contribute funding towards projects has meant that the projects were now not able to proceed.</p> <p>Specifically, the decision to support the Eiriol Mental Health Project which has been unable to continue due to a change in personnel and other factors. Also, the decision to contribute towards the Community Safety Partnership’s development of frontline Serious Violence and Organised Crime training for partners. These activities have been unable to proceed in the format originally requested due to Covid-19 implications.</p>	<p>February 12</p>
<p>Funding towards the purchase of 2 Roads Policing Unit (RPU) vehicles</p> <p>The PCC approved a decision to contribute £62,000 from the Driver Retraining Reserves budget to purchase 2 new RPU vehicles. The proposed extra vehicles within the fleet will allow the Force’s RPU to meet the needs of the community more fully and effectively.</p>	<p>February 12</p>
<p>Contribution to Domestic Violence Perpetrator Interventions</p> <p>The PCC approved a decision to contribution £19,850 to domestic violence perpetrator interventions during 2021/22. As a key partner of the Mid and West Wales Regional Violence Against Women, Domestic Abuse and Sexual Violence Board, the PCC agreed to support a number of schemes and pilot interventions for perpetrators of domestic abuse, some of which are best practice examples of delivery in rural areas such as Dyfed-Powys.</p>	<p>February 24</p>

IOM Housing pilot projectFebruary
24

The PCC approved a contribution of £10,000 to pilot the Integrated Offender Management (IOM) housing project. The IOM team have identified a need to secure use of a suitable mid county property as a short term temporary emergency accommodation unit for placement of clients while more suitable long term accommodation solutions are found.

The PCC agreed to contribute towards a pilot arranged with key commitment also provided by the Force, Barcud and the Care society. The funding is made available as a result of underspend in the PCC Commissioning budget.

Corporate Risk Sharing/Management Guidance report

March 9

The PCC, in agreement with the Temporary Chief Constable (T/CC), accepted the Corporate Risk Sharing/Management Guidance report. While the Force and the OPCC will maintain separate risk registers, there will on occasion be areas of risk common to both organisations. The report supports the consistent recording, management and mitigation of such areas of risk.

Real Living Wage Campaign

March 9

The PCC, in agreement with the T/CC, agreed that the Force and the OPCC should become champions of the Real Living Wage Campaign. The campaign was launched in 2001 by Citizens UK to bring local institutions together to discuss issues affecting communities including low pay. The PCC and the T/CC decided to support the campaign following other OPCCs in Wales along with Cardiff City Council supporting the cause.

Section 22A Collaboration Agreement to improve the national response to modern slavery

March 9

The PCC, in agreement with the T/CC, approved the Section 22A Collaboration Agreement, which was an extension to the Modern Slavery Police Transformation Programme (now the Modern Slavery and Organised Immigration Crime Programme). Dyfed-Powys Police originally joined the Programme in 2019, which provides support to police forces in England and Wales to improve their response to Modern Slavery.

Pembrokeshire People First Charity Donation

March 9

The PCC approved a decision to donate £125 to the Pembrokeshire People First charity for their assistance in filming for the Commissioner's Youth Forum video project. The donation was made from the Sale of Found Property Budget.

The Victim's Voice in DPP Training

March 16

The PCC approved a decision for a local video production company, Optimwm, to work with the OPCC, the Force and victims to produce a professional and impactful video on victims' experiences. The OPCC received a quote of £1,290 to produce the video, which will be utilised by the Force alongside their existing training packages.

Fleet Sub Agreement

March 18

The PCC, in agreement with the T/CC, agreed to sign the Fleet Sub Agreement put forward by Blue Light Commercial. The Force and the PCC approved of the national tender due to the cost and complexity burden placed upon manufacturers when competing for numerous disparate police vehicle tenders.

The vehicle specifications have been developed in consultation with operational policing and standardised to ensure that procured vehicles are fit for purpose and capable of meeting the demands of modern policing.

All-Wales Rural Crime Coordinator

March 18

The PCC, in agreement with the Force, supported a plan to create the post of an All-Wales Rural Crime Coordinator. Welsh Government, the Wales Rural and Wildlife Crime Enforcement Group and the Welsh Police Rural Crime Lead identified an opportunity to fund a 12 month pilot of an All-Wales Rural Crime coordinator, starting in April 2021. The role will bring together the knowledge shared across the existing three Welsh Rural Crime Teams with South Wales Police to coordinate the effective policing response to rural and wildlife crime across Wales.

Firearms training facility

March 18

The PCC, in agreement with the T/CC, supported a decision to progress the purchase of land in the South Wales Police area to erect a firearms training facility with associated range buildings, tactical buildings and offices/training rooms. Dyfed-Powys Police will contribute 26.72% of the project cost, with South Wales Police and Gwent Police contributing the remaining funds.

Independent Custody Visits during Coronavirus pandemic

March 23

The PCC approved a decision for the Independent Custody Visitor (ICV) scheme to revert back to a mixed rota of ICV calls and physical visits from the 29th of March 2021. The decision will be reviewed and will be dependent on local Covid-19 levels in each area.

<p>Annual Maintenance for fixed safety camera schemes</p> <p>The PCC, in agreement with the T/CC, approved that a contract valued at £182,67.32 (including VAT) be awarded to Jenoptik Traffic Solutions UK Ltd for the annual maintenance for fixed safety camera schemes.</p>	<p>March 30</p>
<p>Road Safety Support Annual Membership</p> <p>The PCC, in agreement with the T/CC, approved the renewal of GoSafe’s annual subscription to Road Safety Support (RSS), at a value of £56,700 (including VAT). RSS provides expert legal and technical advice for speed camera partnerships, research, training and media support.</p>	<p>March 30</p>
<p>Youth Ambassadors’ Short video on Youth Experiences of Police</p> <p>The PCC approved a decision for a local video production company, Optimwm, to work with the OPCC and young people to produce a professional and impactful video on young people’s experiences. The OPCC received a quote of £1,360 (plus VAT) to produce the video, which will be utilised by the Force alongside their existing training packages.</p>	<p>April 1</p>
<p>Purchase the land in Dafen, Llanelli</p> <p>The PCC, in agreement with the T/CC, approved a decision to purchase land in Dafen, Llanelli, adjacent to Wales Air Ambulance Premises for the use of a planned police station and custody suite.</p> <p>The PCC approved the purchase price of £375,000 subject to approval by the Welsh Government.</p>	<p>April 20</p>

Decisions made following the Term 3 Commissioner election

Title & Summary	Date
<p>Tempo Time Credit Scheme</p> <p>The PCC approved a decision to sign up to the Tempo Time Credits Network to offer their volunteers the opportunity to earn credits for their time volunteering, which can be redeemed on a wide range of participating services and activities.</p> <p>Tempo Time Credits is currently being funded by the Welsh Government for the next 3 years, therefore there is no cost to Organisations that sign up.</p>	<p>May 26</p>

<p>Sale of Knighton former Police Station and House</p> <p>The PCC approved the recommendation to market the property at Knighton for sale, due to it being vacant and surplus to operational requirements.</p>	<p>June 15</p>
<p>Modern Slavery Helpline Contribution</p> <p>The PCC did not support a funding request from Unseen for £10,000 towards the running of the Modern Slavery Helpline.</p> <p>Whilst the helpline is of support to forces, victims and organisations, the limited use by the Dyfed-Powys area does not warrant prioritisation for investment.</p>	<p>June 28</p>
<p>Extension of Offender Diversionary Scheme</p> <p>The PCC previously tendered for a Force wide contract for the delivery of the Offender Diversionary Scheme. Pobl (formerly Gwalia) were successful in securing this contract which commenced in October 2019.</p> <p>The contract runs for an initial period of 2 years with an option of up to 3 annual extension periods each of 12 months' duration. An initial evaluation of the first year of the scheme's delivery showed positive outcomes. Due to the postponement of the PCC elections following the Covid-19 pandemic, Term 3 commenced in May 2021 with only a short time to run on the initial contract.</p> <p>The PCC approved a decision to utilise the first 12 month extension of the Offender Diversionary Scheme contract, taking the end date to the 2nd of October 2022.</p>	<p>July 19</p>
<p>Mobile Data Software</p> <p>The Commissioner, in agreement with the T/CC, approved that a contract valued at £353,200 be awarded to Airwave Solutions Ltd for 'Pronto' e-Notebook Mobile Data Software for a four year period.</p> <p>Mobile data is well embedded into operational policing and allows officers to undertake duties whilst out on patrol replacing the traditional pocket notebook and paper forms. With integration to back office systems there is no re-inputting of information providing a streamlined and efficient process.</p>	<p>June 10</p>
<p>Brecon Estates Project</p> <p>The PCC, in discussion with Chief Officers, agreed that a sufficient review of whether the Force needed to purchase and design an upgraded station in Brecon with a Custody Suite and Vehicle Maintenance Unit (VMU) had not been conducted.</p> <p>Prior to committing to a project design being developed at a cost of £100,000 it was decided that the Director of Estates should</p>	<p>July 13</p>

conduct a process evolution while the Force conducts a data review around the decision.

Insurance Renewal

July 13

The PCC, in agreement with the T/CC, agreed to renew the Force's insurance at an aggregate increase of £69,733.80.

Policy terms have been tightened in some areas with for example pandemic and cyber exclusions, however these were anticipated and new market standards. Material cover basis is maintained on reasonable and favourable terms particularly when compared to wider insurance market experiences.

Designer for the 2020-21 Annual report

July 20

The PCC is required to produce an Annual Report of his activities against his Police and Crime Plan priorities and delivery of statutory functions. The OPCC approached local designer Elgan Griffiths who has previously undertaken design work for the PCC (including the 2019-20 Annual Report and 2021-22 Precept Notice) to request a quote for the 2020-21 Annual Report.

The PCC approved that Elgan Griffiths would design the PCC's 2020-21 Annual Report at a cost of £22.50 per English page and £11.25 per Welsh Page.

Printer for the 2020-21 Annual Report

July 20

The OPCC has approached local printing company Gomer Press who have previously undertaken printing work for the PCC. The PCC approved that Gomer should print 100 copies of the Welsh and 100 copies of the English Annual Report at a cost of £495.

DYFED-POWYS POLICE AND CRIME PANEL 30TH JULY 2021

POLICING PROTOCOL – PERFORMANCE REPORT

Recommendations / key decisions required:

1. To scrutinise the performance of the Commissioner
2. To make such recommendations to the Commissioner as the Panel considers appropriate

Reasons:

The Policing Protocol Order 2011 sets out how the functions of Police and Crime Commissioner and Chief Constable are to be exercised in relation to each other

Report Author:

R J Edgecombe

Designations:

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EXECUTIVE SUMMARY

DYFED-POWYS POLICE AND CRIME PANEL 30TH JULY 2021

POLICING PROTOCOL – PERFORMANCE REPORT

Section 79 of the Police Reform and Social responsibility Act 2011 requires the Secretary of State to issue a Policing Protocol, the purpose of which is to set out how the functions of Police and Crime Commissioner and Chief constable are to be exercised in relation to each other. Paragraph 17 of the Protocol sets out the legal powers and duties of the Commissioner, namely.

- (a) set the strategic direction and objectives of the force through the Police and Crime Plan (—the Plan), which must have regard to the Strategic Policing Requirement set by the Home Secretary;
- (b) scrutinise, support and challenge the overall performance of the force including against the priorities agreed within the Plan;
- (c) hold the Chief Constable to account for the performance of the force's officers and staff;
- (d) decide the budget, allocating assets and funds to the Chief Constable; and set the precept for the force area;
- (e) appoint the Chief Constable (except in London where the appointment is made by the Queen on the recommendation of the Home Secretary);
- (f) remove the Chief Constable subject to following the 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);
- (g) maintain an efficient and effective police force for the police area;
- (h) enter into collaboration agreements with other PCCs, other policing bodies and partners that improve the efficiency or effectiveness of policing for one or more policing bodies or police forces in consultation with the Chief Constable (where this relates to the functions of the police force, then it must be with the agreement of the Chief Constable);
- (i) provide the local link between the police and communities, working to translate the legitimate desires and aspirations of the public into action;
- (j) hold the Chief Constable to account for the exercise of the functions of the office of Chief Constable and the functions of the persons under the direction and control of the Chief Constable;
- (k) 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 Chief Constable;

- (l) comply with all reasonable formal requests from the Panel to attend their meetings;
- (m) prepare and issue an annual report to the Panel on the PCC's delivery against the objectives set within the Plan;
- (n) monitor all complaints made against officers and staff, whilst having responsibility for complaints against the Chief Constable.

The attached report sets out the Commissioner's performance against these powers and duties

DETAILED REPORT ATTACHED?

YES

IMPLICATIONS

I confirm that other than those implications which have been referred to in detail below, there are no other implications associated with this report:

Signed: *R J Edgecombe (Lead Officer to the Panel)*

Policy, Crime & Disorder and Equalities	Legal	Finance	ICT	Risk Management Issues	Staffing Implications	Physical Assets
NONE	NONE	NONE	NONE	NONE	NONE	NONE

Section 100D Local Government Act, 1972 – Access to Information
List of Background Papers used in the preparation of this report:

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

The Policing Protocol Order 2011

Quarter 4 2020/21 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

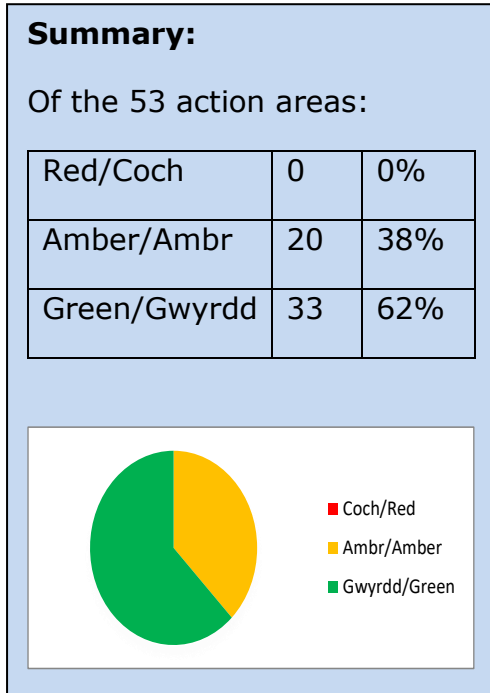
Red - Not compliant, duty not currently being met

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

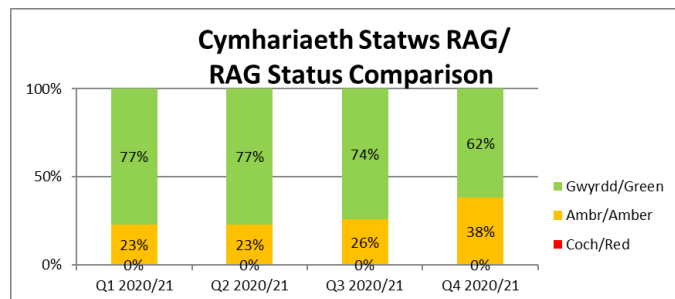
The following report covers the reporting period of Q4 of the financial year 2020/21 (Jan/Feb/Mar 2021)

RAG status comparison



NONE of the action areas is in a red status.

The number of green and amber categories has changed very slightly from the previous quarter with green decreasing by 6 and amber increasing by 6. Business leads continue to closely review the RAG status of their areas



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:

17a - Set the strategic direction and objectives of the Force through the Police and Crime Plan which must have regard to the SPR - (3/3) 100% amber. This has been classed as Amber at this time as preparation have begun to develop the new Police and Crime Plan. However it must be recognised that the current Plan remains in place and provides the necessary strategy direction.

17c - Hold the Chief Constable to account for the performance of the Force's officers and staff - (2/3) - 67% amber

17e - Appoint the Chief Constable - (1/1) - 100% amber

17h - Enter into collaboration agreements with other PCCs, 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 - (4/5) 80% amber

17m - Prepare and issue an annual report - (1/1) - 100% amber


Duty	Number	Action Required	RAG status	Progress Update Q4 (Jan/Feb/Mar 2021)
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. With the announcement of the postponement of the Police and Crime Commissioners' elections, approval was sought and gained from the Police and Crime Panel to extend the term of the Police and Crime Plan by a further year. 21.07.2020 - The OPCC Executive Team signed off the schedule of work to develop the next Police and Crime Plan. 16.10.2020 - Initial scoping meeting for the development of the next Police and Crime Plan involving OPCC and Force officers. Broad policing priority questions were included in the precept questionnaire in December 2020. 26.04.21 - An action plan to support the development of the new Police and Crime Plan is in place which includes consultation with key stakeholders and the public in May/June 2021. The draft Plan will be presented to the Police and Crime Panel in November 2021.
		Development of a Police and Crime Delivery Plan to support the achievement of the objectives as set out in the Police and Crime Plan		Discussions have commenced between the OPCC and the Force Chief Officer team in relation to the development of the new Police and Crime Plan, which will include a Delivery Plan to support the achievement of the objectives as set out in the Police and Crime Plan.
		Review the Police and Crime Plan to ensure it remains fit for purpose		Work has commenced with the development of the new Police and Crime Plan. This will be developed by seeking professional advice of key partners, by taking into consideration relevant strategic documentation and through consultation with the public and other key stakeholders.
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		Formal scrutiny arrangements are in place and continuing during the COVID-19 crisis. Furthermore, PCC representatives are included in the governance arrangements for COVID-19, ensuring that they are fully sighted on organisational pressures and measures being put in place. Review of Force governance arrangements has been undertaken to ensure they are fit for purpose. To ensure appropriate OPCC representation, a scoping exercise has been undertaken to provide clarity over attendance and the role of the OPCC at each group e.g. contributor, scrutiny
		Development and annual review of Corporate Governance Framework		Annual review conducted during this quarter and published in advance of new financial year.
		Establish a risk-based, forward looking schedule of activity to support improvements in Force performance		The previous two quarters' scrutiny schedule has been focused on supporting the Force's focused improvement areas. As such, the OPCC has experienced good Force engagement in the process, with efficient responses to Panel observations, resulting in positive action being taken.

		Ensure the public's views are represented in the PCC's scrutiny work		Scrutiny plan continues to operate smoothly, with the OPCC maintaining OOC and QA scrutiny panels on regular basis. Due to other priorities, public feedback has not been proactively sought for scrutiny themes, but indirectly covered through regular horizon scanning. This will be an area for development in the new term of office.
		Oversight and implementation of external inspectorates recommendations		This has been a busy quarter for inspection reports requiring formal response, however the OPCC has worked efficiently with DPP to submit all required responses within the statutory deadline.
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		<p>In order to demonstrate compliance with the Policing Protocol Order 2011 the OPCC developed a healthcheck in 2018 which covers all the areas in the protocol which the Police and Crime Commissioner has legal power and duty over. The healthcheck is now reviewed on an annual basis to ensure that it remains relevant and provides business leads the opportunity to reflect on previous entries and change reporting as required.</p> <p>Version 4 of this healthcheck will be developed over the coming months to record and capture all information for 2021-22</p>
		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, Strategic HR and Communications. Governance arrangements continue over the COVID-19 crisis, with a strong focus on organisational preparedness and impact of COVID-19.
		Chief Constable's Professional Development Review		Formal letter detailing objectives for Temporary Chief Constable Claire Parmenter was issued on 25.01.21, which was followed by in-depth discussion on 25.02.21 prior to the TCC commencing in role. Primary focus is ensuring that the public are at the heart of everything we do and every decision made.
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 review work continued during 2020/21 with information being provided to the PCC to inform his deliberations in relation to the precept. 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 21/22-25/26, Capital Strategy, Reserves and Treasury Management Strategy. The PCC's proposal for the 2021/22 precept was supported by the P&CP
		Setting of Medium term financial plan		Medium Term Financial Plan set and considered by the Police & Crime Panel in February and supported by Panel members. The MTFP is also considered by the Joint Audit Committee in conjunction with the Reserves Strategy, Capital Strategy and Treasury Management Strategy
		Funding of capital programme to provide force with appropriate assets		Detailed work has continued to further develop the longer term (10 year) capital programme which forms part of the MTFP, Capital Strategy and Treasury Management Strategy. The MTFP was considered by the Police & Crime Panel in February

		to deliver effective policing services		2020 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
Appoint the Chief Constable	17e	Appointment of Chief Constable		Reference decision log DLL 196. With Chief Constable Mark Collins indicating his intention to retire, it has been necessary to consider the future leadership of Dyfed-Powys Police. With the close proximity of the Police and Crime Commissioner elections in May 2021, advice has been sought from the Association of Police and Crime Commissioners (APCC) and an experienced Independent Member for Chief Officer Appointments – a role which is laid out in Home Office Circular 20/2012 and updated in Home Office Circular 13/2018. Both the APCC and Independent Member are in agreement that the importance of the relationship between the Police and Crime Commissioner and the Chief Constable is such that the critical decision of a substantive Chief Constable appointment should be for the elected Commissioner to progress after the May election. To provide stability and consistency within the organisation, it was decided that Deputy Chief Constable Claire Parmenter assumes the role of Temporary Chief Constable for up to 12 months.
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	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. Audit Wales also undertook a specific VFM review on collaborative arrangements which has made a number of recommendations. The Finance, Efficiency and Futures Group oversee arrangements with the MTFP and the CFO participates in a number of force governance meetings which routinely consider aspects of VFM. The Efficiency and savings plan is considered as part of the MTFP and a focus has been brought to project proposals and business benefits realisation which will seek to assist in the continual drive for VFM. VFM is an intrinsic part to procurement activity at a local, regional and national level and the creation of BlueLight Commercial will assist in driving further VFM.
		Statutory compliance of estates ensuring fit for purpose for operational use		During this reporting period our statutory compliance continues to increase albeit marginally by 2% on the last quarter. We have launched a new methodology of performing the in-house planned preventative maintenance checks, utilising hand held devices to record the data and while this new method has been introduced, we are getting used to the system and a more accurate method of measuring performance, which explains a slight dip in this performance in statutory corrective work. The Fire Risk Assessment work has now been completed, whilst the quarter average is 93% and the next stage is planning the corrective work which is a significant piece of work.

		<p>Explore opportunities to reduce environmental impact</p>		<p>The Sustainability Working Group is assessing the 17 strands of sustainability and considering what resources are required to support this. This strategic work aligns with the Force Management Statement (FMS) and forms part of a wider review by NPCC and all forces within the UK.</p> <p>The Force has secured £879,000 of SALIX funding to support decarbonisation and reduce fuel consumption. This project work is underway.</p> <p>The utilities management group has been formed to look at targeted areas of improvement and the ToR for this will support the sustainability working group.</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</p>		
<p>Explore and maximise sponsorship initiative opportunities</p>		<p>Sponsorship opportunities are continuing to be sought across the Force area although this has slowed due to the current COVID situation. Going forward, this will be a priority area for the External funding advisor.</p>		
<p>Implement and maintain a risk register to identify and mitigate risks to the OPCC and force</p>		<p>A full review of the OPCC Risk Register was undertaken by the Compliance and Performance Manager in March 2021. With agreement from the OPCC Exec. Team several changes were implemented to ensure that the OPCC has a more robust process in place for the management of risk.</p> <p>Consideration was given to moving to a Corporate Risk Register which was supported. This register will contain risks that need specialist management at a higher level or a multi-departmental approach to management. These are risks that would critically impact on the capability to deliver services focused on the achievement of the Police and Crime Plan Priorities and impact the OPCC as a whole. They are very high level risks deemed impossible or impractical to manage at a business lead level.</p> <p>In order to progress to a Corporate Register there was a need to remove a number of risks as no longer meeting the criteria for such a register.</p> <p>It was decided that some of these risks should be moved to a lower level dynamic register which will sit separately to the corporate risk register.</p> <p>The Dynamic Risk Register will be an office level register that contains all the risks identified by individual business area leads and are the risks at that moment in time that are impacting on the organisation.</p> <p>The introduction of a dynamic register will ensure that we don't discharge risks without the confidence that they will still be reviewed at a certain level, albeit through business area leads on a separate register.</p> <p>There is Executive team oversight of all the risks contained in both registers and the Compliance and Performance Manager reports to the Exec team on this monthly</p>		
<p>Utilise training and development plans for all OPCC staff</p>		<p>There is a specific training budget in place to support professional development which is identified through the Development and Assessment Profile. However, due to COVID restrictions and an increase of free online development opportunities during 2020/21, there has been some underspend</p>		

				in this during the course of the year. Any outstanding development opportunities will be honoured during 2021/22 where applicable.
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. Audit Wales have undertaken a review of collaboration to determine whether the most are being made of opportunities and whether more can be done. Report has been considered at Policing in Wales in September 2020, which is supported by an action plan which will be monitored. T/ACC Cockwell is the All Wales Collaboration lead and is actively seeking to progress opportunities
		Explore collaboration opportunities with other partners		We are in the final stages of implementation of the Safer Streets fund project and have submitted a second bid for the second round of the fund. We have recently been awarded a £880k bid for Salix funding looking at improving the environmental sustainability of our estates. We are also looking to develop a partnership bid for the Youth Endowment Fund.
		There are formal governance arrangements in place to scrutinise collaboration agreements		PCC Llywelyn assumed chair of the AWPG as of July 2019 and 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 for the PCC's term as chair to scrutinise a range of collaboration arrangements. During handover to South Wales OPCC in July 2020 it was agreed that the current arrangements should remain and be further enhanced. PCC Llywelyn has proposed an away day take place upon commencement of term 3 to explore collaboration further. Collaboration focus in Policing Board in March 2021.

<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>Working with the Force to develop and implement our joint Strategic Equality Plan; meeting the objectives within.</p>		<p>Continued to regularly review our approach to engaging and communicating with the public, in line with the principles set out within our Engagement and Communication Strategy and Government guidelines / the local COVID-19 position. In preparation for the internal audit of the OPCC and DPP Engagement work in early March, the Engagement strategy and Action Plan was reviewed and updated. The Action Plan was approved by the Exec. Team. There were no recommendations from the auditors in relation to the strategy. However, the auditors did recommend the need for a Social Media Policy for the Office. This will be developed in Q1 of next term, as well as a Social Media Strategy for consideration of the Exec. Team. The PCC met with the Youth Forum to discuss possible questions that young people may want to ask the Police. The Youth Ambassadors were invited to attend the Police Accountability Board in February to ask their questions and to get feedback from the CC and senior officers. Information was shared with the Youth Forum on the development of the Children's Right Charter.</p> <p>Youth Ambassadors has begun working on a project to develop a short film that shares the views of some young people who have had experiences of police contact. The project has been developed following feedback from the Youth Ambassadors on the research work that was commissioned by the Office to Hafan Cymru in 2020 to gather the views of young people on Policing, Crime and Wellbeing. The Youth Ambassadors held meetings with youth organisations to identify individuals who were happy to share their experiences, and some of which will be included in the video. The video will be included as a resource with DPP Learning and Development, to support Police Officers & Staff's training. The video will be published in Q1 of next term. Two newsletters were published during Q4, in January and March focusing on the PCC's key activities as well as updates from Commissioned Services and partners.</p> <p>A virtual Community Engagement Day was held in January which focused on Road Safety, where the PCC met with community representatives as well as partners to discuss Road Safety concerns. The PCC also launched the Fatal5 campaign during the Engagement day, in partnership with Go Safe.</p> <p>We have continued with our Facebook live 'Commissioner in Conversation' live broadcasts on a weekly basis, with several various guest speakers. All broadcasts are available to view on our Facebook page. They continue to be popular in terms of engagement and number of views, and have helped to increase the number of followers on our Facebook page. In Q1 of next term, we will look to build on their success, and look to broadcast on YouTube and develop them in to podcasts.</p> <p>Following meetings between the PCC and Farming Unions in January to discuss rural crime issues and concerns, we facilitated a Strategic Partnership meeting between organisations in the Dyfed-Powys area and DPP Rural Crime Team to discuss rural and wildlife crime issues in the area, and to identify collaborative opportunities to tackle rural crime. Organisations involved included Local Authorities, National Parks, Natural Resource Wales, and we were also joined by North Wales Police's Rural Crime Team and have continued to work with them on the Future Farms Cymru website that will promote farm security, and technology.</p> <p>We published a digital Rural Crime bulletin, highlighting the work the Force and the PCC are doing to tackle rural crime issues.</p>
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Continue to publish a weekly highlight infographic on Social Media that provides a high level overview of the PCCs weekly activities.

19 Press releases were released during Q4, with several of them leading to local and national media coverage and interviews of the PCC

We continue to promote the work of the PCC and the Office through our social media channels, as well as supporting key national and local campaigns.

An update on engagement projects and next steps was shared with VEF members. An update was also included in the Newsletter in terms of engagement activities and their outcomes, as well as future plans for the VEF.

		<p>Development and implementation of OPCC Single Equality Plan incorporating providing opportunities for local communities to inform and influence decision making</p>		<p>We continue to try and improve our understanding of our diverse communities in order to ensure our services are fit for purpose and all of our communities have a voice in policing.</p> <p>Several meetings were held with our Youth Ambassadors to discuss and develop a short video of Young People's experience of Police contact.</p> <p>Early discussions have begun with DPP School Beat Officer and Equality and Diversity Manager on this year's Hate Crime Awareness week. We have received a proposal from a local drama company to work with us to develop a play to raise awareness of Hate Crime in Schools that will be supported with special workshops. Further discussions will take place during Q1 of next term.</p> <p>Policy and Engagement Advisor attended Race Equality First's - Community Organisation Networking Event for Mid & West Wales to find out about training opportunities for organisations.</p> <p>Member of the team continues to attend the Equality and Diversity Board Meetings. Work has been begun jointly with the Force's Equality Diversity and Welsh Language Manager to publish a Progress report on the OPCC and DPP Strategic Equality Action Plan. The report will be published in Q1 of next term.</p> <p>We have continued with our digital approach to public engagement throughout Q4 whilst the pandemic continued.</p> <p>We continue to promote digital engagement opportunities through the press in the hope that it will reach the wider community, ensuring we promote the fact that residents can use their telephones to join online discussions.</p> <p>The PCC has more recently held a small number of face-to-face meetings, and has undertaken one face-to-face engagement activity in Llanelli, to promote the Safer Streets initiative in the area.</p> <p>We will continue to adapt and develop our engagement approach depending on local restrictions and changes with the pandemic.</p> <p>We continue to include information on our website and social media platforms as to how the public and community representatives can contact the PCC and his team during this time.</p> <p>As above, we continue to include information on our website and social media platforms as to how the public and community representatives can contact the PCC and his team during this time.</p> <p>The PCC's Newsletter is available in Welsh and in English both electronically and in paper.</p> <p>All press releases from the PCC are sent to all media contacts who in turn publish our news electronically and in traditional newspaper format. We also publish our press releases on our website and direct our social media followers to articles online via our posts.</p>
		<p>Respond to community concerns in a timely manner</p>		<p>Further increase in total complaints received during this quarter in comparison to last quarter (75 total).</p>

		Engage residents in contributing to assurance and scrutiny activity		<p>Despite the Pandemic continuing to have an impact on the level of activity of our volunteer cohort, the Assurance Support Officer continues to maintain regular engagement with them.</p> <p>Animal Welfare visits were suspended for a time, but have now resumed, with handlers who have waited the longest to be seen being prioritised for Q1 of 2021/22.</p> <p>ICVs conducted phone calls to suites when unable to visit physically, and whilst detainee take-up was poor, usual environmental checks were still completed by discussing matters with custody staff. This has proven to be as effective as physical visits, as a number of issues have been identified. Custody record reviewing undertaken by the OPCC ensured continued oversight, with the total proportion of detainees' welfare reviewed remaining consistent with previous quarters.</p> <p>QA Panel Member numbers have decreased, but are expected to return to normal during the next quarter, should all applicants be successful.</p> <p>Volunteer recruitment and retention is reviewed continually by the team and recruitment drives are planned when required. The Policy Assurance Advisor continues to have good working relationships with each of the local Volunteer Bureaus to advertise vacancies.</p>
		Provide effective and accessible services for victims and vulnerable people		<p>MOJ data return submitted for year end. All commissioned services showing positive outcomes for service users. No complaints received. Complaints processes for all commissioned services will form part of annual audit cycle.</p> <p>No tenders evaluated during this quarter but core questions remain in template.</p> <p>Due to impact of Covid, MOJ have not yet requested data return for 2020/21. Unknown whether this will be required. Some partners have continued to capture data during the year but many have ceased data capture due to Covid impact (e.g. courts not sitting therefore no data available regarding use of Victim Personal Statements etc.). Victims Code of Practice was relaunched in April 2021, updated guidance for compliance monitoring is awaited from MOJ. Wales in strong position as data framework has been developed as part of wider victims' work and linked in with NPCC, this has been shared with MOJ in the hope that it will avoid duplication.</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		<p>Every year CoPaCC (Comparing Police and Crime Commissioners - Police Governance experts) assess how the offices of police and crime commissioners (OPCCs) fulfil their statutory obligations for transparency. Those OPCCs judged as reaching a satisfactory standard are awarded the CoPaCC "Open & Transparent Quality Mark" each year. The 2021 application was submitted at the end of September and as such a full in-depth review has been carried out on the OPCC website. We have since been awarded the Transparent Quality Mark for 2021, for the third year in a row.</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		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		<p>Website contains accurate information on existing services. Single page summary articles produced for each commissioned service and available on website. Link to website included in Victim Information Pack. Elections webpage includes key information on services.</p> <p>PCC Engagement team scheduling regular social media activity relating to commissioned services. Media activity covering St David's Day conference highlighted work of victim's services. Press releases included focus on RJ via PCC pledge.</p> <p>Article focussing on criminal justice local positive progress and PCC funding for IOM cohort featured in Reducing Reoffending in Focus APCC publication.</p> <p>All contracts contain standard requirement for promotion of services. Service implementation meetings include a focus on communications plans. PCC Engagement team are in contact with commissioned services to ensure consistency in messaging and campaigns.</p>
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. The last 4 scheduled meetings have been virtual meetings
		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. The OPCC have more recently also responded positively to the requests for information of the Panel's sub-groups in support of their scrutiny 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. Discussions include the annual plan for scrutiny. MOU between the OPCC and PCP is currently being reviewed to ensure it remains fit for purpose
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		Annual report will be written in Q1 of next term.

Monitor all complaints made against officers and staff, whilst having responsibility for complaints against the CC	17n	Handling of complaints against the Chief Constable		Of the 1 complaint received, the complainant was contacted for clarification and provided with a deadline date. No clarification has been received by the deadline date; therefore the matter has been closed.
		Maintain oversight of complaint cases as per requested by individual members of the public		1 case reported to PCC. PCC facilitated a meeting between complainant and Force taking place at the end of April 2021.
		Scrutiny of Force complaint handling		Dip Sampling has taken place by OPCC and is currently at the stage of finalising the report document prior to publication on the Force website. The report has been provided to the Force at this stage and PSD have provided their comments/feedback.
		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		Of the reviews resulting in lessons/learnt/recommendations; 1 was not upheld and 3 were partially upheld.
PCC must not fetter the operational independence of the police force	18	Development and annual review of Corporate Governance Framework		Annual review conducted during this quarter and published in advance of new financial year.
Access to information, officers and staff	19	Corporate Governance Framework details information sharing arrangements		Annual review included consideration by Force information management and legal representatives.

		<p>Handling of information in accordance with Data Protection legislation</p>		<p>Following the exit of the United Kingdom (UK) from the European Union (EU), some data protection laws ceased to have effect or be enforceable, such as the General Data Protection Regulation (GDPR)</p> <p>The GDPR became a legal requirement on 25 May 2018, and supported a European wide harmonised legal framework regulating the way in which personal data is collected, used and shared. However, as the UK is committed to maintaining an equivalent data protection regime, a UK version of the GDPR will apply from that date. This UK GDPR will carry across much of the existing EU GDPR legislation, but will apply as an independent law, outside the harmonised regime we have become used to under the GDPR.</p> <p>The Data Protection Act 2018 remains in place, effectively subordinate to the UK GDPR. It is also amended by the EU Exit Regulations.</p> <p>Advice from the Information Commissioner's Office (ICO) was: 'Although the provisions of the 'UK GPDR' have not yet been published, we are advising organisations to amend their privacy policies and relevant documentation to reflect this. Although there is no transition period for making these amendments, we'd recommend that you make the changes as soon as is practically possible. DPA 18 will continue to apply and will sit alongside the UK GDPR.'</p> <p>As a result of these changes the Compliance and Performance Manager carried out a full review of all OPCC documentation, policies etc. to ascertain what amendments needed to be made to ensure we complied with the new legislation. All amended versions have been uploaded to the OPCC website and communicated to all staff.</p> <p>In terms of all our contracts at present we do not need to do anything as there is a section in the contracts which covers us for such a change: '(c) any laws or regulations ratifying, implementing, adopting, supplementing or replacing GDPR; in each case, to the extent in force, and as such are updated, amended or replaced from time to time.'</p> <p>There aren't any actual changes to the legislation itself which would have an impact on the contracts, the one change which is applicable is that it is now UK GDPR and not GDPR which we would need to refer to, but this will be picked up when the contracts are due for renewal.</p> <p>As a corporation sole, the OPCC are subject to and responsible for FOI requests. 17 FOI requests were received in this quarter, 10 of these were requests in which the OPCC did not hold the information requested and were forwarded to the force with the requestor's permission as they may or may not have held the information. A further 2 were directed to the OPCC website where the information is already published and 4 were answered as FOI queries.</p>
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Delivery of community safety and crime reduction	20a	Development and implementation of a Governance Framework for Commissioning and Partnerships		<p>2020/21 Framework published on website. Commissioning strategy prepared in readiness for Term 3.</p> <p>The Board met in Q4 and received an overview of the New Pathways sexual abuse services. The Board received a very informative presentation and Q&A session. The next meeting scheduled for July will focus on the Police and Crime Plan and a refresh of contracted services.</p> <p>Contracts register in place and regularly updated. Register reviewed in preparation for Term 3, with key milestones and decisions required for PCC in period May to December 2021.</p> <p>CSP priority areas taken into account when PCP was first developed. DoC involved in preparation meetings for new Plan and will ensure link to CSP managers. PSB priorities and workplans have been shared with Policy officer to inform development of new PCP.</p> <p>All commissioned services provide a link to the priorities of the Police and Crime Plan. This is included within tender process evaluation for new services. Services will be reviewed and realigned to priorities of the new Police and Crime Plan post-election.</p> <p>A workshop held in January 2021 focussed on the new priorities of the Criminal Justice in Wales Board and it was agreed that all LCJBs in Wales would adopt the 4 key priority areas; victims and witnesses, people who offend, early intervention and prevention and race equality. These align with the existing Police and Crime Plan and will be fed into the development of the new Plan. A delivery plan for achieving the ambitions of the LCJB is now being developed. The July meeting will allow LCJB members to inform the development of the new PCP.</p>
		Commissioning of services in support of community safety and crime reduction		<p>MOJ victims grant is match funded by PCC core funding. Total grant for 20/21 is £605,585 of a total £1.56m commissioning budget. Therefore the PCC provides over 60% of the funding for services. This is noted in the MOJ returns. In addition to this, the OPCC has secured £193k of specific Covid funding for VAWDASV services within the area and a further £55k for provision of ISVAs during 2021/21.</p> <p>PCC and DoC continue to meet regularly with CSP managers and YOPS managers, in particular during pandemic to review arrangements and monitor community tensions. DoC continues to represent Welsh PCCs in national review of the role of PCCs in the governance and funding of YOPS. Meetings will be scheduled for early in Term 3 to facilitate partnership working. Aberystwyth University are preparing analysis of the impact and positive delivery associated with the PCC investment into youth offending programmes. This will be delivered in early May and will assist with an evidence base for future funding.</p> <p>MOJ grant T&Cs are met. MOJ have acknowledged relaxation of some T&Cs given Covid 19 pandemic, for example delivery of victim services via telephone and virtual methods rather than face to face. Work is ongoing to learn the lessons from this change of approach with some aspects being continued as good practice. Additional T&Cs relating to Covid VAWDASV funding were included in grant agreements with each provider.</p> <p>The Ministry of Justice contract for RJ delivery will cease in June 2021 as National Probation Service enter into the new dynamic purchasing arrangements. All Wales discussions with Probation</p>

				<p>have identified RJ as a priority for joint commissioning from June 2021 onwards. DoC is following up conversations with the NPS as a matter of urgency to ensure future provision within Dyfed Powys is stable and consistent.</p> <p>CSP priority areas taken into account when PCP was first developed. DoC involved in preparation meetings for new Plan and will ensure link to CSP managers. PSB priorities and workplans have been shared with Policy officer to inform development of new PCP.</p>
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 new funding decision process is now in place and is being implemented successfully.
		Provision of crime and disorder reduction grants within 2019/20		£140k has been invested across the 14 NPT areas in the Force, contributing towards over 70 projects in the community. All events have been a success with numerous partners contributing financially towards the investments.
		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.
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		<p>Q3 reviews all took place. Q4 reviews scheduled for mid to late April. Ongoing discussions with providers during Covid pandemic in addition to regular contract meetings.</p> <p>Q3 reports all received prior to contract review meetings. Some issues experienced with timeliness due to staff absences and resourcing/ demand issues as a result of Covid. Q4 reports currently being received in readiness for performance meetings. No performance concerns at present.</p> <p>Forward schedule of visits significantly impacted by Covid 19 restrictions. Providers have had regular contact with both PCC and DoC during pandemic. Audit plan for commissioned services in place and from April 2021 annual audit cycle will commence. This includes annual desktop audit checklist along with deep dive audits of services due for recommissioning. 4 deep dive audits scheduled for 2021/22 in line with commissioning cycles and key PCC decisions.</p>
				The Board met in Q4 and received an overview of the New

				<p>Pathways sexual abuse services. The Board received a very informative presentation and Q&A session. The next meeting scheduled for July will focus on the Police and Crime Plan and a refresh of contracted services.</p>
		<p>PCC's contribution to the All Wales Criminal Justice agenda</p>		<p>DP LCJB continue to highlight positive progress and escalate areas of concern/risk to the AWCJB and national CJ networks. LCJB have now adopted the CJIW priorities and a new delivery plan is being developed. This will help to align the workstreams and bring additional resources to the work of the Dyfed Powys LCJB by tapping into national ongoing work. DoC meets regularly with All Wales Criminal Justice Board support officer and other PCC CJ leads. Note: All Wales Criminal Justice Board renamed to Criminal Justice In Wales.</p> <p>LCJB recovery sub group established in July and fortnightly meetings delivered significant progress against Magistrates court backlogs. Group now meeting on six weekly basis to review Crown Court progress and establishment of remote evidence sites for VAWDASV cases. LCJB full meeting in February focussed on the impact of short sentencing on service provision with input from all members. July meeting will allow members to input to the development of the new Police and Crime Plan.</p>
		<p>PCC's national portfolio responsibilities</p>		<p>Digital Policing Board and as part of this Commissioner is on the Information and Intelligence Directorate</p> <ul style="list-style-type: none"> • Workforce Transformational Board • National Police Air Service Board • Police ICT Company Board • All Wales Criminal Justice Board • The National law enforcement database programme board • Single Unified Safeguarding Review Board with Welsh Government, where he assumes the role of the Single Responsible Officer for Wales. • Policing Board for Wales • Policing in Wales • Safer Communities Programme Board • Strategic Command Course Professional Reference Group • Equality and Diversity and Human Rights Group (APCC)

DYFED-POWYS POLICE AND CRIME PANEL 30TH JULY 2021

APPOINTMENT OF CHIEF CONSTABLE

Recommendations / key decisions required:

Review the proposed appointment of a new Chief Constable for Dyfed-Powys Police and thereafter report to the Police and Crime Commissioner in respect of that appointment.

Reasons:

Paragraph 4 of Schedule 8 to the Police Reform and Social Responsibility Act 2011 requires the Panel to review the proposed appointment of a Chief Constable and thereafter report to the Police and Crime Commissioner as to whether or not the candidate should be appointed.

Report Author: Robert Edgecombe	Designation: Legal Services Manager	Tel No. 01267 224018 E Mail Address: rjedgeco@carmarthenshire.gov.uk
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EXECUTIVE SUMMARY
DYFED – POWYS POLICE AND CRIME PANEL
30TH JULY 2021

APPOINTMENT OF CHIEF CONSTABLE

Notification has been received from the Police and Crime Commissioner that he proposes to appoint a new Chief Constable of Dyfed – Powys Police.

Schedule 8 of the Police Reform and Social Responsibility Act 2011 requires the Panel to review that proposed appointment and report to the Commissioner as to whether or not the candidate should be appointed.

In reviewing the proposed appointment the Panel should consider the following factors;

Whether the candidate has the required level of professional competence
Whether the candidate has the required personal independence to carry out the role

The Panel may ask questions of the candidate in respect of these factors, but should not ask questions relating to;

- The candidate's personal political views
- Decisions made by the previous Chief Constable
- Any operational matters the candidate may have to deal with if appointed
- Matters of local controversy

The Panel may choose to recommend to the Commissioner that the candidate is appointed, or that the candidate is not appointed or the Panel may veto the proposed appointment. In order to exercise such a veto at least two thirds of the total Panel membership must be in favour of doing so.

DETAILED REPORT ATTACHED ?

YES

IMPLICATIONS

I confirm that other than those implications which have been referred to in detail below, there are no other implications associated with this report:

Signed: *R J Edgecombe (Lead Officer to the Panel)*

Policy, Crime & Disorder and Equalities	Legal	Finance	ICT	Risk Management Issues	Staffing Implications	Physical Assets
NONE	NONE	NONE	NONE	NONE	NONE	NONE

Section 100D Local Government Act, 1972 – Access to Information

List of Background Papers used in the preparation of this report:

THESE ARE DETAILED BELOW

Title of Document	File Ref No.	Locations that the papers are available for public inspection
Host authority file	Pacp-027	County Hall, Carmarthen

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PURPOSE: Report to the Police and Crime Panel

Title: Dyfed-Powys Police Chief Constable Appointment Process

Executive Summary:

In accordance with Section 38 of the Police Reform and Social Responsibility Act 2011, a thorough appointment process has been undertaken to appoint a Chief Constable for Dyfed-Powys Police. In support of the confirmation process as detailed in Schedule 8 of the Act, Members are asked to consider the report of the Appointments Panel Independent Member Gill Lewis on the process undertaken, along with my report in relation to my decision to present Mr Richard Lewis, currently Chief Constable of Cleveland Police, as the preferred candidate for the position of Chief Constable for Dyfed-Powys Police. This decision is supported by my Appointments Panel, who in adhering to the principles of merit, fairness and openness, robustly challenged and tested candidates to establish whether they met the necessary requirements to perform the role.

Recommendation:

That Members of the Police and Crime Panel, upon consideration of the information presented to them, confirm Mr Richard Lewis as the Chief Constable of Dyfed-Powys Police.

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.

Signature:

Date: 22nd July 2021

Report of Police and Crime Commissioner to Members of the Police and Crime Panel

Appointment of Chief Constable Dyfed-Powys Police

1. Purpose of Report

The purpose of this report is to notify Members of the Police and Crime Panel of my preferred candidate for the position of Chief Constable for Dyfed-Powys Police. In doing so, I will provide the rationale for the decision made and why I believe Richard Lewis is suitable for the role.

2. Detailed Background

Following consultation with the Force, partners and public, a Candidate Information Pack (Appendix A) was developed which outlines the criteria and context for the Chief Constable appointment. In summary, I set out looking for:

- A credible Chief Officer, with relevant experience including the operational command of police officers at a senior level;
- A commitment to community and customer focus at a senior leadership level;
- Evidence of strong internal and external leadership, in particular effective communication and successful engagement in partnerships in the public, private and voluntary sectors;
- An understanding and appreciation of the particular needs of rural policing; and
- An understanding of the Welsh context, including language and culture.

The opportunity was advertised from the 14th June 2021 to the 6th July 2021 on the following websites:

- Police and Crime Commissioner for Dyfed Powys
- Dyfed Powys Police
- Association of Police and Crime Commissioners
- National Police Chief's Council
- The College of Policing

In addition I wrote to all Chief Officers at Assistant Chief Constable and above in England and Wales via Police and Crime Commissioners and Chief Constables. This open and transparent approach ensured that the vacancy was drawn to the attention of all qualified officers across England and Wales and more widely.

In line with the College of Policing Guidance, I was supported throughout the process by a diverse and experienced Appointments Panel, namely:

Uzo Iwobi, Founder of Race Council Cymru
Tegryn Jones, Chief Executive of Pembrokeshire National Park
Gill Lewis, Independent Member
Andy Marsh, Former Chief Constable of Avon & Somerset
Dr Caroline Turner, Chief Executive of Powys County Council

Carys Morgans, as my Chief of Staff and Monitoring Officer oversaw all elements of the appointments process to ensure that the principles of merit, openness and fairness were adhered to throughout proceedings.

2 applications were received and shortlisted, both of which demonstrated their competence and values as they went through the assessment process. This included 4 elements:

- Internal Stakeholder Panel – Although unmarked, the feedback received fed into the decision making process
- External Stakeholder Panel – Although unmarked, the feedback received fed into the decision making process
- Presentation – To test operational competence and strategic ability.
- Interview – This included a series of questions based on the role profile and Competencies and Values Framework.

It was ensured that each element of the Competency and Values Framework was appropriately covered during the process. Further information on each element of the process is available in the Independent Member's report.

Richard Lewis came through all elements of the process as being the stand-out candidate.

Richard Lewis is currently the Chief Constable of Cleveland Police.

Originally from Carmarthenshire, his career in the police service started in 2000 as a police constable in Dyfed Powys. Richard has worked in a variety of roles in uniform and CID during his 18 years in Dyfed Powys Police. He served in every rank up to (and including) Deputy Chief Constable at Dyfed Powys Police, working in all four counties in the Dyfed Powys area. Richard has also been the Head of the Professional Standards Department and chaired the Wales Counter Corruption Working Group.

In 2010, Richard gained a Fulbright Scholarship, a prestigious educational programme, at Pennsylvania State University where he studied Taser deployments leading to adverse incidents. The work was conducted in policing agencies as diverse as Dallas, Seattle and New York Police Departments. The majority of his time in the United States was spent working with the Emergency Service Unit of NYPD, based in Brooklyn.

Richard is currently the National Police Chiefs' Council (NPCC) lead for Ethics and chairs the National Ethics Committee and has recently completed his PhD with Bath Spa University.

Richard's performance throughout the selection process was credible and confident. Sound operational experience was demonstrated during the presentation to the Appointments Panel where he displayed gravitas and a natural authority. Throughout the process Richard demonstrated clear leadership and an appreciation of the Dyfed-Powys context. He drew upon his experience of dealing with issues and directly related them to matters that need addressing in Dyfed-Powys. Furthermore, Richard evidenced successful engagement with the workforce, the public and partners which resonated with the leadership criteria outlined in the Chief Constable Information pack (Appendix A).

Richard's performance engendered the confidence of every member on the Appointments Panel. His understanding of the Dyfed-Powys context, his commitment and potential to bring inspirational leadership to the organisation assures me that under his leadership, Dyfed-Powys Police will become the outstanding organisation that I am confident that it can be.

Discussions in relation to the specifics of the Terms and Conditions of appointment are currently underway. Details of finalised agreements will be provided to Members of the Police and Crime Panel in due course.

3. Impact Considerations

Implication	Impact Considered (Yes/No)	Impact Identified (paragraph reference)
Legal	Yes	Covering Report
Financial	Yes	Appendix A
Race and Equality	Yes	Main Report
Human Rights	Yes	None
Environmental and Sustainability	Yes	None
Risk Analysis	Yes	Main Report
National Park Implications	Yes	None

4. Appendices

- Appendix A - Candidate Information Pack for the post of Chief Constable – Dyfed-Powys Police.



Chief Constable
Recruitment Informa

5. Background / Supporting papers

- 'Guidance for the Appointment of Chief Officers', College of Policing (2018).

**Assessment and selection for the post of
Chief Constable for Dyfed-Powys Police**

Independent Member's Report

July 2021



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1. Introduction

Home Office Circular 13/2018 outlines that it is for the Police and Crime Commissioner (PCC) to decide how they wish to run their appointment process for a Chief Constable. It is for them to decide at the end of the process which candidate they wish to appoint, subject to confirmation by the Police and Crime Panel. However, they should involve an Independent Member in the assessment, shortlisting and interviewing of candidates.

This is the Independent Member's report relating to the appointment process for the next Chief Constable for Dyfed-Powys Police. The process is the responsibility of Police and Crime Commissioner Dafydd Llywelyn.

The aim of this report is to provide an assessment of the extent to which the appointment process in Dyfed-Powys has been conducted fairly, openly and based on merit. It also details the extent to which the panel fulfilled their responsibility to challenge and test the candidates' suitability against the requirements of the role.

2. Independent Member's role

The role of the Independent Member was laid out in Home Office Circular 20/2012 and updated in Home Office Circular 13/2018. It is described more fully in the Guidance for Chief Officer Appointments produced and maintained by the College of Policing, in consultation with a wide range of current and former stakeholder groups. Those consulted in its preparation have included Her Majesty's Inspectorate of Constabulary, the Association of Police and Crime Commissioners, the National Police Chiefs Council, Senior Police Officers Association, Police Superintendents Association and the Home Office. It was produced under the direction of the Sub-group on Chief Officer Appointments of the Police Advisory Board for England and Wales.

I am an Independent Member from the list originally created by the College of Policing in 2012 and maintained by them until 2018. In order to become a member of this list I was required to undergo a fair, open and merit-based selection process. This process focussed on my suitability as someone skilled in assessment and capable of quality assuring assessment processes. I have undergone an induction to this role from the College of Policing, for whom I have also worked as an External Assessor at senior selection centres.

Further details of my role as Independent Member are set out in the role profile in Appendix A and my background is provided in more detail in Appendix B.

3. Independent Member remit in the Chief Constable appointment process

I was invited by the Chief of Staff of the Office of the Dyfed-Powys Police and Crime Commissioner (OPCC) to become involved in this appointment from the very earliest stages. I was first contacted in November 2020, when the timetable was in its planning stages prior to the upcoming PCC elections. Arrangements were made well in advance, with my appointment finalised in May 2021, and selection exercises arranged for 20 and 21 July 2021.

The application pack with the role requirements and person specification was assembled by the Chief of Staff of the OPCC following a consultation exercise with

the Force, partners and the public of the Dyfed Powys area. It adhered closely to the Guidance for Chief Officer Appointments. It was of good quality in that it made links between what was important for the role locally, and the questions included on the application form. Clear expectations were given to candidates in terms of a word limit to each question. The form was also kept relatively short, to help attract as wide a pool of applicants as possible.

The organisation is to be commended for involving me from the very early stages in the process. Elsewhere in the country, the Independent Member is sometimes only involved in the final selection interviews, but in this instance, the Chief of Staff was open to including me from early on. My independent advice was welcomed and respected. I had telephone and email contact to arrange the practical details and to discuss any queries as they arose. For example, the Chief of Staff of the OPCC discussed with me her plan to consult staff, partners and the public on the role. She also raised with me how best to meet any training requirements of the selection panel, and the use of a policing adviser.

Later in the process we discussed the interview questions, to allow for an appropriate collection of evidence against the selected competency areas. This evidenced an open attitude, with the Chief of Staff being keen to base the selection on merit, using an evidenced based approach.

A relatively small pool of candidates is not uncommon at this level. In an attempt to maximise the size of the pool and to demonstrate openness to all who might apply, all forces in the UK were contacted and the eligible group of officers in each force were alerted to the existence of the vacancy through the advertisement process.

A letter was sent from the PCC to all Chief Officers in England and Wales, and to other PCCs, to draw the opportunity to their attention. The advert was placed on Dyfed Powys Police website, the College of Policing website and the Association of Police and Crime Commissioners website. Details were also sent to the National Chief Police Council, asking them to distribute information amongst their members.

The PCC and his staff actively demonstrated from the outset that in the interests of public accountability, they were committed to adhering to the principles of fairness, openness and merit.

4. Appointments panel

The appointments panel role is set out in the Guidance for Chief Officer Appointments. This outlines that the panel should be convened by the PCC before any stage of the appointment process takes place. There should be no conflicts of interest between panel members and the applicant pool.

The Guidance states that consideration may be given to involving panel members in helping to define the requirements of the role, as well as in shortlisting and selection. It explains that the purpose of the panel is to challenge and test if the candidates meet the necessary requirements to perform the role, and that the PCC should select a panel capable of discharging this responsibility. The PCC should also ensure that panel members are diverse, suitably experienced and competent in selection practices. They must adhere to the principles of merit, fairness and openness. All members should be provided with a copy of this Guidance to ensure they are familiar with its content prior to the appointment process. In addition, it is the PCC's

responsibility to ensure that appropriate briefing/assessor training is undertaken by all panel members. It is suggested that a panel of approximately five members is convened, but this is at the discretion of the PCC.

Dafydd Llywelyn, PCC for Dyfed-Powys, actively followed this advice. It was acknowledged that this was the most important decision he would make as PCC and the Guidance was taken seriously. Within this appointment process the panel had been agreed at the outset as consisting of the following members:

- Dafydd Llywelyn, PCC for Dyfed-Powys
- Professor Uzo Iwobe, Race Council Cymru
- Tegryn Jones, Chief Executive, Pembrokeshire National Park
- Dr Caroline Turner, Chief Executive, Powys County Council
- Andy Marsh, former Chief Constable of Avon & Somerset, Policing Adviser
- Myself, Gill Lewis, Independent Member

The panel included an appropriate range of stakeholders from other sectors. Its composition and role mirrored the importance placed on partnership working in the locality. Also in attendance as Monitoring Officer was Carys Morgans, Chief of Staff and Monitoring Officer, from the OPCC.

An individual with professional policing knowledge is not a compulsory component of an appointment panel but, when a Policing Adviser is assigned, the role is defined in the Guidance for Chief Officer Appointments. It includes providing policing advice on the development and design of the appointment process; advising how each candidate's experience and skills fit policing-specific requirements during shortlisting and selection procedures; playing an active role in assessing performances in exercises and interviews; and supporting the PCC during decision making.

In the Dyfed-Powys appointment process, this role was filled by recently retired Chief Constable Andy Marsh, formerly of Avon and Somerset Police.

All panel members were identified to be part of the panel by the PCC. Their senior operational experience was sufficient to allow them to challenge and test others at executive level. All were given a briefing and access to a copy of the Guidance for Chief Officer Appointments, ensuring they were well informed on their duties in this appointments process.

Five of the proposed panel members were White, one (based on observation) was Black. There were no declared disabilities or other protected characteristics. The population of Wales is approximately 95% white British / white Other. In view of the profile of the population, it was considered that diversity needs were adequately met on this occasion. There was also a good gender mix.

The role of the Chief Executive (as defined in College of Policing guidance) is to support the PCC by ensuring the appointment procedure is properly conducted in line with the requirements set out in legislation, meeting the principles of fairness, openness and selection on merit. In addition, the Chief Executive is required to ensure appropriate monitoring of the procedures.

The Chief Executive team in Dyfed-Powys was represented by Carys Morgans, Chief of Staff and Monitoring Officer. She worked consistently to maintain standards, collaborating openly and helpfully with the Independent Member and other panel members throughout the planning and administration of the appointment process.

5. Stakeholder panels

Two advisory stakeholder panels were used in this process, the day before the formal selection panel. Both were held virtually, in view of Covid 19 guidance. An external panel of some 20 stakeholders was selected from partner agencies, with an emphasis on community involvement. These included representatives from the Youth Forum and Youth Service, victim groups, domestic violence and substance abuse services, custody visitors and offender diversion services. Other groups represented included the National Farmers Union, the Independent Advisory Group, community development agencies, the education sector and an environmental group.

The internal stakeholder group was made up of 19 representatives from staff and officers of a wide range of ranks and geographical areas, including from volunteer Specials. It included the main staff bodies such as Unison, the Police Federation, Chief Superintendents and Superintendents Association, the Ability Network, LGBTQ network and Christian Police Association. Staff involved are to be commended in that they included people who attended whilst on annual leave or on rest days.

It proved difficult to secure attendance on the day of representatives from Black, Asian and Minority Ethnic groups at this advisory stage of the appointment. Whilst this might be something to reflect on in any future process, there is no evidence to suggest it had any adverse impact on the final decision. There was no difficulty in securing a more balanced make-up in terms of ethnic groups on the final selection panel.

Both stakeholder panels used the same discussion points and timings for both candidates, to ensure consistency and hence fairness. The panels were also attended by Carys Morgans, Chief of Staff and Monitoring Officer, and by myself, to monitor their delivery. Feedback was reported to the selection panel on the final day, but only after the panel had themselves assessed the candidates, in order not to adversely affect their scoring or to create bias.

It was agreed in advance that the opinions of the forums would not be scored numerically, as members participating had not been trained in this and were not making measurable judgements linked to the competency areas. They were to be advisory only, to ensure that all final assessments and decisions were merit based. Each panel was asked for their view on whether each candidate was appointable, and to sum up their strengths and weaknesses.

6. Panel briefing / training

The Chief of Staff of the PCC followed College of Policing guidance in offering all members of the selection panel a briefing prior to the interview exercises. This set out the College of Policing guidance, helping to ensure the process would be transparent, objective and based on merit. At a pre-meeting on the final interview day, the optional use of supplementary probing interview questions was discussed, to ensure that all competency areas would be fully tested. This illustrated a willingness to make sure that the selection would be made on a clear evidence base, again demonstrating openness and transparency in the process.

I was able to clarify in advance that consensus decision making by the panel was the preferred approach, but in the event of inability to achieve this, the PCC would be

considered as first among equals on the panel. He would make the final recommendation on the preferred candidate, subject to ratification by the Police and Crime Panel.

The PCC and some panel members had met some of the candidates previously in a professional capacity. In order to ensure fairness of the process, it was noted that that judgements would be based only on the evidence available in front of the panel, not on prior knowledge. This was to ensure impartiality, consistency and fairness.

Briefing of the panel prior to the interview was well planned. This helped the panel equip themselves for their role in being able to challenge and test candidates fairly.

7. Role profile

The selection panel was briefed on the role profile as advertised. This reflected the national guidance, including primary accountabilities, the competencies required and the terms and conditions offered. In discussion with the PCC prior to the selection exercises, it was emphasised that he was looking for a strong, dynamic, inspirational, visionary and courageous leader who would visibly engage with their workforce, partners and local communities. The service needed an individual able to build a diverse workforce and deliver creative policing approaches sensitive to local communities, recognising the cultural and linguistic differences of the area. This definition reflected feedback from around 150 staff, partners and the public who had responded to a survey about what they wanted to see in their next Chief Constable.

This local emphasis was clearly reflected in the design of the process, with a substantial role given to stakeholders on both days of the assessment process.

8. Advert

The application pack had been drawn up by the Office of the PCC in line with the national guidance. The post had been advertised for three weeks ending 6 July via the websites for Dyfed-Powys OPCC, Dyfed-Powys Police, Association of Police and Crime Commissioners and the College of Policing Senior Leadership Hub. In this way all eligible applicants in the UK pool were made aware of the opportunity. Every effort was made to be transparent about the availability of the post and to encourage all potential applicants to consider it. The aim was to attract the strongest possible field of applicants, demonstrating openness.

The published application pack was comprehensive, with links offering more detail. The pack included terms of appointment and met legal requirements. There was a clear intention to be open and transparent with candidates from the earliest stages of the process being published.

The exercise was successful in that it attracted three initial enquiries, resulting in two applications.

9. Assessment design

The application form used was in line with the College of Policing guidance. It required details of the previous three postings held by the applicant; relevant training; and evidence of skills and experience within the last three years related to the role

profile. In being based on evidence of previous achievements, it was an appropriate tool to support merit-based judgements.

The choice of interview questions was based on demonstration of evidence against the national professional competency and values framework for policing. A standard assessment sheet was provided, allowing panel members to rate candidates on a four point scale against each competency or value. This was designed to give transparent evidence of a fair and equal process for all candidates.

The interview questions produced by the OPCC were of good quality in that they were open questions, closely linked to local priorities. They were supplemented by additional probing questions, again demonstrating a keenness to obtain clear evidence of performance, as part of a merit based approach.

In discussing the scoring system to be used, it was agreed that the panel would not rely only on a simple arithmetic addition or percentage weighting of scores, noting there was no clear evidence on which to base any weighting. It was agreed in advance that the panel would compare the whole set of scores for each candidate and seek to come to a consensus decision.

The PCC's approach in establishing agreed standards and expectations in advance with all panel members was to ensure decisions would be based on evidence and merit, avoiding bias.

A familiarisation process prior to the two day assessment was included in the design of the process. It was confirmed that this was to inform candidates about the local context. It was not used to gain additional information about them. This was once again to ensure transparency and fairness.

10. Assessment delivery

It was agreed in advance that the panel would be willing to decide not to appoint at the final selection stage. Standards would not be allowed to fall if the pool of candidates was not of sufficient quality.

Two applications for the post were received, one external and one internal. Evidence from a survey presented to the Home Affairs Select Committee in 2018 found that just over half of chief officers appointed were the only candidate for the job, with a national average of 2.21 candidates per vacancy. This suggests that in Dyfed-Powys, the size of the response was not a cause for concern, with appropriate efforts having been made to make the process as open as possible.

Shortlisting was carried out by the PCC in consultation with panel members, in line with the national guidance. It was agreed to shortlist both the applicants for interview, one male and one female. There was insufficient evidence at this stage to rule any candidate out.

The timetable for the stakeholder panels and final presentation and interview allowed adequate time for each element. One and a half hours were allowed for each candidate at the final stage. The carefully planned timetable helped to ensure that the process would be objective, fair to all candidates who might have applied, and clearly based on merit.

The OPCC undertook to arrange the delivery of the final decision to candidates and to provide feedback to any unsuccessful applicants.

11. Assessment decision making

Each panel member first scored separately at the interview stage. Scores were collated and any differences of opinion were discussed, in order to agree a moderated consensus view. This enabled the candidates to be carefully assessed on merit, with reference to evidence throughout.

The PCC was scrupulous in asking panel members for their opinions and scores before revealing his own. This showed how seriously he considered their feedback, avoiding unduly influencing them, and thereby demonstrating openness.

Consensus was reached throughout, and there was a clear recommendation regarding the preferred candidate, who scored highly in respect of the competency framework. It was noted that the interview panel's recommendation concurred with those of each of the stakeholder panels.

The panel made a unanimous recommendation that Chief Constable Richard Lewis of Cleveland Police was the preferred candidate. The PCC concurred with this in making his own decision to recommend CC Richard Lewis to the Police and Crime Panel Confirmatory Hearing for appointment as the next Chief Constable of Dyfed-Powys.

12. Conclusions

Through the steps outlined above, the PCC fulfilled his responsibility to ensure the selection process was properly put in place in accordance with the responsibilities set out in the national guidance. Well planned use of the competency framework throughout the process allowed clear evidence to be recorded and evaluated in order to make objective decisions. The panel rigorously challenged and tested the candidates against the necessary requirements for the role, giving assurance that the recommended appointment was appropriate. There was also carefully considered discussion between panel members before coming to a unanimous decision.

As the Independent Member I found that the decision-making process was demonstrably open and fair, with good efforts applied to seek the best available field of candidates. It was clearly based on merit, with decisions taken on careful analysis of evidence. Adherence to the highest standards throughout was taken seriously.

Thanks to the scrupulous preparation done by the staff of the PCC, notably by Chief of Staff Carys Morgans, as well as to the professional attention devoted to the process by the panel, I can confirm that the selection of the preferred candidate to be Chief Constable of Dyfed-Powys met the principles of fairness, openness and merit.

Gill Lewis
Independent Member
July 2021

Appendix A: Independent Member role profile

Home Office Circular 13/2018 states that at least one member of the appointment panel should be an Independent Member. It is important that the Independent Member is suitably experienced in selection and assessment practices, so they can determine the extent to which the appointment process is conducted in line with the principles of merit, fairness and openness.

The role as set out in College of Policing Guidance for Appointing Chief Officers requires the independent member to

- be suitably experienced and competent in assessment and selection practices
- undertake appropriate briefing / assessor training
- be aware of and have an understanding of the needs and interests of the recruiting force and local community
- in collaboration with the PCC and other panel members, shortlist and assess applicants against the agreed appointment criteria and consider which candidate most closely meets the appointment criteria
- produce a written report on the appointment process, to be submitted to the PCP at the same time as the name of the preferred appointee, expressly and explicitly addressing the appointment principles of merit, fairness and openness and the extent to which the panel was able to fulfil its purpose (eg to challenge and test that the candidate meets the necessary requirements to perform the role).

Appendix B: Independent Member pen picture - Gill Lewis

I have led or advised on senior Police recruitment at Chief Officer level since 2007, firstly to meet Police Authority requirements, and since 2013 under the revised guidance to meet PCC/Chief Constable needs. I have also worked as an independent assessor for the College of Policing and its predecessor at the national senior police recruitment and promotion centres, including at the Senior Police National Assessment Centre; for Fast Track assessment centres for serving Constables and for external graduates; and for the Direct Entry programme at Inspector and Superintendent level.

I have led and monitored numerous appointments at the equivalent of chief executive level in a range of other public sector arenas beyond policing, including in Probation, the NHS, and in the housing and education sectors.

My earlier career spanned senior management roles in local government, in housing and social care, and in the NHS, where latterly I was Director of Service Improvement for Suffolk Primary Care Trust. I have also held a range of public appointments as a Non-executive Director or Chair in a Police Authority, Probation Trust, NHS Trust, housing association and various charities. This has included at both local and national level, for example, as Chair of the National Housing Ombudsman Board and as Chair of Norfolk and Suffolk Probation Trust. I have had wide ranging leadership experience at Board level of managing major change programmes, collaborative arrangements and challenging savings plans, balancing a commitment to excellent public service with shrinking resources, all in a climate where public confidence and political accountability are key.

For the past nine years I have served as a volunteer with a project to support homeless and vulnerable young people. I also work as a volunteer for my local Citizens Advice service.

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