

WEDNESDAY, 28 OCTOBER 2020

**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 BY
**VIRTUAL MEETING AT 2.00 PM, ON WEDNESDAY, 4TH
NOVEMBER, 2020** FOR THE TRANSACTION OF THE BUSINESS
OUTLINED ON THE ATTACHED AGENDA

Wendy Walters

CHIEF EXECUTIVE

PLEASE NOTE: THIS MEETING WILL BE FILMED FOR LIVE OR SUBSEQUENT
BROADCAST. THE IMAGES AND SOUND RECORDING MAY ALSO BE USED FOR
TRAINING PURPOSES.



PLEASE RECYCLE

Democratic Officer:	Jessica Laimann
Telephone (direct line):	01267 224178
E-Mail:	JMLaimann@carmarthenshire.gov.uk
Webcast link:	https://pwnwebinar.webcasts.com/starthere.jsp?ei=1394998&tp_key=ed5ba7c626

NOTE: If you require Welsh to English simultaneous translation during the meeting
please telephone 0330 336 4321 Passcode: 67791020#
(For call charges contact your service provider)

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

DYFED POWYS POLICE & CRIME PANEL 14 MEMBERS
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CARMARTHENSHIRE COUNTY COUNCIL - 3 MEMBERS

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

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 |

A G E N D A

1. APOLOGIES FOR ABSENCE AND PERSONAL MATTERS

2. DECLARATIONS OF INTEREST

3. TO SIGN AS A CORRECT RECORD THE MINUTES OF THE MEETING HELD ON THE 24TH JULY 2020

5 - 8

4. MATTERS ARISING FROM THE MINUTES (IF ANY)

5. QUESTION ON NOTICE TO THE PANEL FROM S.J., POWYS

“Does Mr Llywelyn have any plans to invest money and resources in our smaller Police Stations across the Powys area? For example, Hay, Builth Wells, Crickhowell, Prestigne etc? With the uplift in Officer numbers, surely there is scope to put some more bobbies back into our small stations?”

6. QUESTIONS ON NOTICE FROM PANEL MEMBERS TO THE COMMISSIONER

6.1 QUESTION FROM COUNCILLOR ALUN LLOYD JONES

“Commissioner, do you agree that the safeguarding of vulnerable care leavers is an important issue in which the police have a role. If you do, how do you ensure that Dyfed-Powys Police performs that role appropriately and what has your scrutiny of the force told you about the strengths and weaknesses of its approach. What changes (if any) would you like to see in the approach the force takes?”

6.2 QUESTION FROM PROFESSOR IAN ROFFE

“The impact of Covid has been multi-faceted and could change aspects of operational policing going forward. Police officers and PCOS already carry necessary equipment to protect themselves and undertake their work. Is the Commissioner aware of any studies being undertaken relating to the future equipment requirements resulting from the pandemic, such as in the fields of protective helmets? What is the Commissioners view of the financial and other implications? Also in transport there are potential issues for example, in the need for physical separation between officers and also with arrested citizens? There is also a growth in EV vehicles for transport. What processes are in place for future scoping of the potential support needs for policing in Dyfed Powys?”

7. ANTI-SOCIAL BEHAVIOUR

9 - 20

8. UPDATE ON THE RESPONSE TO THE CORONAVIRUS PANDEMIC

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9. PROGRESS AGAINST THE POLICE AND CRIME PLAN

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10. POLICING PROTOCOL - PERFORMANCE REPORT	57 - 80
11. UPDATE ON DEEP DIVE REPORTS	81 - 118
12. DECISIONS TAKEN BY THE COMMISSIONER	119 - 128

Dyfed Powys Police and Crime Panel

Friday, 24 July 2020

PRESENT: Councillor A. Lloyd-Jones (Chair)

Carmarthenshire County Council Members:

Councillors K. Howell, J. Prosser and E. Schiavone;

Ceredigion County Council Members:

Councillor 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 Members:

Prof. I. Roffe;

Mrs. H.M. Thomas;

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;

The following Officers were in attendance:

M.S. Davies, Democratic Services Officer

R. Edgecombe, Legal Services Manager

Virtual Meeting: 10.00 am - 1.00 pm

1. APPOINTMENT OF CHAIR AND VICE-CHAIR FOR THE PANEL 2020/21

UNANIMOUSLY RESOLVED that

1.1 Councillor Alun Lloyd-Jones be appointed Chair of the Panel for the forthcoming calendar year;

1.2 Professor Ian Roffe be appointed Vice-Chair of the Panel for the forthcoming calendar year.

2. APOLOGIES FOR ABSENCE AND PERSONAL MATTERS

An apology for absence was received from Cllr. Lloyd Edwards (Ceredigion County Council).

The Chair welcomed Cllr. William Powell to the meeting following his recent illness.

3. DECLARATIONS OF INTEREST

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

4. MINUTES - 21ST FEBRUARY 2020

RESOLVED that the minutes of the Dyfed-Powys Police and Crime Panel meeting held on the 21st February 2020 be signed as a correct record.

5. MATTERS ARISING FROM THE MINUTES (IF ANY)

5.1 Minute 6 – Rural and Wildlife Crime

In response to a query the Police Commissioner commented that rural crime figures had decreased during the lockdown period possibly due to the impact on travelling criminals but the figures were now sadly returning to normal levels.

5.2 Minute 7 – Domestic Violence Helpline

In response to a query the Police Commissioner commented that calls to the Domestic Violence Helpline had decreased during the recent lockdown and it was considered that this may have been related to the fact that the night time economy, particularly pubs etc, had been non-existent.

6. DRAFT ANNUAL REPORT OF THE POLICE AND CRIME COMMISSIONER

The Panel considered the draft Annual Report 2019/20 of the Police and Crime Commissioner. In presenting his draft report the Commissioner advised that this year it would be supported with digital elements and video clips. He highlighted initiatives that had contributed to increased public engagement, including youth engagement activities, adding that the report also referred to the impact of Covid 19.

The Panel generally welcomed the report but raised the following:

- It was suggested that the names of the Police and Crime Panel be included where the Panel is referred to on page 32 under the section headed 'Joint Audit Committee' and that the Panel's website be included on page 33 under the section headed 'Police and Crime Panel';
- Reference was made to the length of the report and it was queried as to whether it could be reduced for readability;
- In response to a query the Commissioner explained in more detail Participatory Budgeting which would be led by the Neighbourhood Policing Teams;
- the Commissioner agreed to a suggestion that the Panel be updated on the work of the neighbourhood policing teams at a later date;
- it was queried as to whether information contained in the pie diagrams could also be provided in tabular form to aid readers with visual problems such as colour blindness;
- The Commissioner agreed to look at a suggestion as to whether recordings of any of the virtual meetings etc he had participated in online could be shared.

The Commissioner welcomed the Panel's comments and advised that he had noted the suggestions made.

The Chair asked the Commissioner to pass on to all his staff and police staff the Panel's thanks and appreciation for the work they had undertaken over recent months.

RESOLVED that the draft annual report be received.

7. UPDATE ON RESPONSE TO THE COVID-19 PANDEMIC

The Panel considered a report detailing the Commissioner's response to issues raised as a consequence of the Covid-19 pandemic. It was noted that the recent Uplift Grant from the Home Office had allowed greater flexibility in meeting Covid-related costs and ensured that appropriate measures could be taken swiftly when

required. Significant work had been undertaken by the Estates team to address health and safety issues. Costs were being recorded and reported to the Home Office on a monthly basis. It was considered that there had been a saving of approximately £100k on fuel costs.

RESOLVED that the report be noted.

8. DECISIONS TAKEN BY THE COMMISSIONER

The Panel considered a report on decisions taken by the Commissioner during the period 15th February 2020 - 10th July 2020.

In response to a question the Commissioner advised that the new dog section facility in Pembrey would be located at the former police helicopter site. This would also complement driver training at the Pembrey racetrack. He added, in response to a further query, that every effort was made to procure services in the Force area where possible.

RESOLVED that the report be noted.

9. EXCLUSION OF THE PUBLIC

RESOLVED, pursuant to the Local Government Act 1972, as amended by the Local Government (Access to Information) (Variation) (Wales) Order 2007, that the public be excluded from the meeting during consideration of the following items as the reports contained exempt information as defined in paragraph 12 of Part 4 of Schedule 12A to the Act.

10. DRAFT STATEMENT OF ACCOUNTS 2019/20 NARRATIVE REPORT

Following the application of the public interest test it was RESOLVED, pursuant to the Act referred to in Minute 9 above, to consider this matter in private as the narrative report was in draft form and undergoing audit by Audit Wales.

Following the publication of the Commissioner's draft Annual Statement of Accounts for 2019-2020 the Panel was briefed on the current financial position as detailed in the narrative report which had been circulated to members. The report aimed to provide information on the most significant matters reported within the Group accounts for the services provided by the Police and Crime Commissioner (Commissioner) and Chief Constable of Dyfed-Powys along with providing wider organisational context. The Commissioner advised that the report would be signed off by himself and the Chief Constable following the public inspection period. The Chief Finance Officer commented that, given all the challenges over the past year, it was a positive report with some savings achieved. The report detailed how the underspend had been utilised and highlighted that the reserves totalled £14.6 million.

RESOLVED to note the Report.

CHAIR

DATE

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Dyfed-Powys Police and Crime Panel 04/11/2020

ANTI-SOCIAL BEHAVIOUR

Recommendations / key decisions required:

- 1. To endorse the report**
- 2. To recommend to the Police and Crime Commissioner that he adopt the recommendations contained in the report**

Reasons:

1. The report has been completed at the request of the Panel
2. The report contains recommendations which the author believes the Commissioner should adopt.

Report Author:

Councillor William Denston
Powell

Designations:

Lead Panel Member

Email addresses:

cllr.william.powell@powys.gov.uk

DYFED-POWYS POLICE AND CRIME PANEL
04/11/2020

ANTI-SOCIAL BEHAVIOUR

In its annual report for 2018-2019 the Panel committed to undertaking an enquiry into and producing a report in respect of the approach taken by the Police and Crime Commissioner in respect of anti-social behaviour. Councillor William Denston Powell agreed to take the lead in preparing the report.

Unfortunately, due to the Coronavirus pandemic it was not possible to complete the report within the intended timescale and therefore it was decided that it should be deferred to the 2020-2021 municipal year.

In compiling this report the following steps have been taken;

1. Information has been received from the Police and Crime Commissioner
2. Evidence has been received from victims of anti-social behaviour
3. The wider public have been consulted
4. Examples of good practice elsewhere have been researched.

The report acknowledges the good work being done by the Commissioner and Dyfed-Powys Police, but makes the following recommendations.

- 1) The Commissioner's commitment to the roll out of CCTV for community reassurance and to combat criminality, including incidents of Anti- social Behaviour, is a matter of public record. Without wishing to pre-empt the work of my panel colleagues on the CCTV sub-group I recommend that an assessment be made of the impact of that investment on combatting ASB, to help prioritise deployment of resources in this area in the future;
- 2) Whilst acknowledging the commitment shown by the Commissioner to ensure, via his office's website, social media and communications activities, that members of the public are equipped with information regarding the support services available to them should they become a victim of ASB, I recommend a regular review and audit of this work be undertaken, so as to ensure that such information continues to be effective, accessible and user friendly.
- 3) I recognise the importance of the Commissioner's role as appellant body for victims of ASB but it would be appropriate for that role to be emphasised more in communications work, reminding members of the public of their rights and how to exercise them;
- 4) Whilst recognising the considerable amount of work already being done in relation to the Community Trigger, I recommend that the Commissioner engages pro-actively with the Police and partner agencies in order to improve the effectiveness of the Community Trigger in Dyfed-Powys, in line with the recommendations of the former and current Victims Commissioner

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	PACP013	County Hall Carmarthen

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TACKLING ANTI-SOCIAL BEHAVIOUR IN DYFED-POWYS

Introduction

In its Annual Report for 2019-2020 the Dyfed-Powys Police and Crime Panel made a commitment to publish a report on Anti-Social Behaviour in the Dyfed-Powys force area.

The purpose of this report is to consider:

- What is Anti-Social Behaviour
- What the Police and Crime Plan for Dyfed-Powys says about Anti-Social Behaviour
- The level of Anti-Social Behaviour in Dyfed-Powys
- How the Commissioner seeks to address the issue
- The perception that people living in Dyfed-Powys have of Anti-Social behaviour in their area

It must be stressed that the purpose of this report is not to consider operational decisions of the Chief Constable or the role of local authorities in tackling Anti-Social Behaviour.

What is Anti-Social Behaviour

Anti-Social Behaviour (ASB) is defined as 'behaviour by a person which causes, or is likely to cause, harassment, alarm or distress to persons not of the same household as the person' (Anti-Social Behaviour Act 2003 and Police Reform and Social Responsibility Act 2011).

Obviously therefore the legal definition of Anti-Social Behaviour encompasses a wide range of behaviour from what is described as low level 'non-criminal' conduct to behaviour which potentially amounts to a serious crime.

This vagueness gives rise to considerable cause for concern.

As Baroness Newlove of Warrington, the former Victims' Commissioner for England and Wales stated in a report published in April 2019:

"I find it infuriating and quite frankly disrespectful to hear ASB being referred to as 'low level crime'. That description illustrates very neatly how ASB is often treated as a series of isolated incidents, rather than taking into account the cumulative effect that it has on its victims.

Even the expression "anti-social behaviour" woefully plays down the impact of the crime. For me, anti-social behaviour is a neighbour's son's 21st birthday party getting boisterous in the early hours of the morning. Yes, inconsiderate, but a one-off and life moves on.

What I am talking about is "anti-social abuse". This is sustained and remorseless bullying and harassment. With victims feeling distressed and unsafe in their homes, which should be their place of sanctuary."

What does the Police and Crime Plan for Dyfed-Powys say about Anti-Social Behaviour?

The Police and Crime Plan seeks to address the issue of Anti-Social Behaviour in several ways, including:

- Taking a preventative approach to reducing and deterring crime and ASB
- Commissioning and promoting a range of crime prevention projects
- Investing in an appropriate CCTV infrastructure and providing an effective, co-ordinated, and timely response to ASB
- Promoting collaborative problem-solving approaches to tackling crime, ASB and other preventable demand

How much Anti-Social Behaviour is there in Dyfed-Powys?

In a report presented to the Police and Crime Panel on the 21st February 2020 the Police and Crime Commissioner referred to data provided by Dyfed-Powys Police which demonstrated a 16% reduction in ASB incidents across the force area during the first quarter of 2019/2020 and a 20% reduction in the second quarter. However, this still means 10,365 ASB incidents were reported during the 12 months ending in September 2019

The Commissioner recognised, however, that such data of ASB incidents may not give the full picture. Therefore Dyfed-Powys Police also captures data where ASB issues occur within other crimes or incidents through use of 'qualifiers' in the data. The Commissioner's report went on to show that this data demonstrated *"a reduction of 2,535 in total ASB incidents recorded during 2018 and 2019 calendar years. For the period from May 2018 (when the qualifiers were introduced) until end of December 2019, the total number of incidents closed with an ASB qualifier was 2,366. It is therefore evident that the apparent reduction in ASB incidents may not be totally reflective of activity."*

Nevertheless, based upon the data contained in the 2018 crime survey for England and Wales, Dyfed-Powys compares favourably with the rest of the country.

How the Commissioner seeks to address the issue

It must be stressed at this point that the Police and Crime Commissioner has no direct control over operational policing in Dyfed-Powys. That is the role of the Chief Constable. In the context of tackling Anti-Social Behaviour, the Commissioner has the following main roles:

- Setting priorities through the Police and Crime Plan
- Holding the Chief Constable to account for his delivery of an efficient and effective police force
- Commissioning non-police services
- Working with partner agencies

- Investing to assist the police to perform their role

We have already seen that the Police and Crime Plan seeks to address the issue of Anti-Social Behaviour through setting a number of key objectives.

The Commissioner's main avenue for holding the Chief Constable to account is through the public forum of the Policing Accountability Board. Members of the Police and Crime Panel routinely observe the proceedings of the Board and are satisfied that the Commissioner holds the Chief Constable to account in a robust, but appropriate way. The issue of Anti-Social Behaviour was a focus of the Accountability Board meeting in November 2019 but also forms part of other force performance data routinely scrutinised by the Commissioner. The Commissioner also scrutinises the work of the Chief Constable at private Policing Board meetings. The issue of Anti-Social Behaviour featured in the Policing Board meeting in December 2019, when it focussed on the issue of Neighbourhood Policing Teams.

In recognition of the overlap between crime and ASB, the Commissioner has expanded the role of Goleudy, the commissioned service which provides a first point of contact for victims of crime in Dyfed-Powys, to include supporting victims of ASB. This expanded service has been funded from the Commissioner's core budget as victims of ASB are not eligible for Ministry of Justice grant funding. In his report to the Police and Crime Panel in February 2020 the Commissioner acknowledged that the level of ASB referrals to Goleudy was very low (less than 1% of the total) and that this was cause for concern which has led to additional steps being taken to accurately assess victims needs

Tackling Anti-Social Behaviour is not just an issue for the Police. Other 'blue light' services, local authorities and other national agencies also have a key role. The Commissioner engages fully in the work of the Community Safety Partnerships across the force area and proactively works in partnership with those other agencies. He also scrutinises how well Dyfed-Powys Police itself works in collaboration with partner agencies.

The Commissioner controls a substantial budget made up of grants from the UK and Welsh Governments and the local precept. Whilst most of this budget is inevitably spent upon funding Dyfed-Powys Police, the Commissioner does have scope to utilise some of it in other ways. This can include funding commissioned services such as Goleudy, providing grants to community groups to help tackle ASB or investing in infrastructure or equipment. The Commissioner's most substantial investment has been to install CCTV in several town centres. The Police and Crime Panel is undertaking a separate piece of work in respect of this investment and therefore it is not proposed in this report to examine its effect upon ASB in Dyfed-Powys, although it is widely believed to be having a positive impact.

What is the perception of people living in Dyfed-Powys?

Data from the crime survey for England and Wales shows that the public perception in Dyfed-Powys of having witnessed or been a victim of ASB is reducing and is lower than the national average.

In the preparation of this report, the Police and Crime panel undertook a public survey and members of the public were invited to attend Panel meetings in Aberaeron and Carmarthen to recount their experiences and to answer questions from Panel members.

Although the number of responses to the survey were too low to be of statistical significance, they nevertheless gave a useful indication of how those who responded felt about ASB. Similarly, the three members of the public who appeared before the Police and Crime Panel were able to give highly personal accounts of how ASB affected them and those close to them. This afforded Panel members the opportunity to drill down into examples of ASB experienced by ordinary people and the impact upon their lives.

Whilst the level of returns to our survey was disappointing at 149, the comments and in some cases the cries for help of individual respondents made for compelling reading. This ties in with Baroness Newlove's comments quoted earlier about the cumulative and distressing impact of ASB and the blight that it can have on individual victims and their communities.

From anti-social driving through residential areas to aggressive begging; from the effects of excess in the night-time economy to groups of young people in search of entertainment and the hazards of irresponsible dog owners, the comments are similar:

'I am victim of ongoing harassment and intimidation campaign. The perpetrator is clever and has lied to the police, making false allegations....The situation has damaged my mental health to the extent of suicide crisis team have been involved.'

'Gangs of youths congregate at the back entrance (to the pub) screaming, fighting and those who have cars are sat blasting music and revving their engines for what feels like a lifetime when they are leaving the pub!'

'As someone living in an area where anti-social behaviour is rife, I feel let down badly by the way the local authority has dealt with the problem.'

'We need community policing to stop car idiots...'

These compelling personal testimonies often include references to several agencies and emphasise the importance of multi-agency working and of proactive engagement on the part of the Force and the Commissioner with the Community Safety Partnerships referred to earlier. So, overall, in the light of the above, it is clear that, while the headline statistics on ASB in Dyfed Powys may be favourable, for those who live with its consequences on a daily basis, its effects can be profound and detrimental to health and wellbeing.

Community Trigger

In this context, it is relevant to consider the effectiveness of the 'Community Trigger.' The Anti-Social Behaviour, Crime and Policing Act 2014 introduced specific measures designed to give victims and communities a say in the way that complaints of Anti-Social Behaviour are to be addressed.

This includes the Community Trigger (also known as the ASB Case Review), which gives victims of persistent Anti-Social Behaviour reported to any of the main responsible agencies (such as the local authority, police, housing provider) the right to request a multi-agency case review of their case where a local threshold is met.

Agencies, including local authorities, the police, local health teams and registered providers of social housing have a duty to undertake a case review when someone requests one and their case meets a locally defined threshold. Each area chooses a lead agency to manage the process - this is usually the local authority or the police.

How the 'Community Trigger' works

The mechanism for carrying out the case review is set locally. Complaints may either come directly from the victims of Anti-Social Behaviour or from a third party (with the victim's consent), such as a family member, friend or local elected representative (a councillor, MS or MP).

The victim may be an individual, a business or a community group. Each local area sets a threshold, which must be met for the trigger to be used. The threshold must include:

- the frequency of complaints
- effectiveness of the response
- potential harm to the victim or victims making the complaint

The threshold is about the incidents reported, not whether the agency responded. The threshold should be no higher than three complaints, but agencies may choose to set a lower threshold. If the qualifying complaints are submitted, a case review must then be held to determine the adequacy of the agency responses

Back in April 2019, the outgoing Victims' Commissioner Baroness Newlove published the last report of her term in office, focussed on ASB. It included the following recommendations pertinent to the Community Trigger process:

- A statutory requirement for Local Authorities, Police and Crime Commissioners and Police Forces to provide accurate information on the Community Trigger on their websites
- Empower victims of ASB by informing them about their entitlement to activate the Community Trigger when responding to the second complaint within a six-month period (ie - before they meet the threshold of three complaints)
- A statutory requirement for Local Authorities to measure and monitor ASB cases and the use and outcomes of the Community Trigger and report them annually on their website
- A statutory requirement for agencies to respond to recommended actions from the Community Trigger (including providing full reasons when recommendations cannot be actioned) and monitor progress in ASB resolution.
- Community Trigger investigations and panel meetings to be chaired by an appropriately trained independent lead. Community Trigger meetings should not be chaired by the agencies responsible for investigating the original ASB complaints

- Currently, if a victim does not agree with the outcome of a Community Trigger, PCCs can act as arbitrator but many choose not to. An independent local arbitrator for Community Trigger appeals should be appointed within each local authority area to deal with escalated complaints about the Community Trigger
- Victims of ASB must be given the opportunity to attend and tell the Community Trigger panel in person about their experience of ASB and the effect it has had on them.

Both this final report from Baroness Newlove and early indications from the new Victims' Commissioner, Dame Vera Baird QC, highlight the potential role that PCCs could play in coordinating the multi-agency process and acting as final arbitrators of the Community Trigger.

However, the number of Community Triggers in Dyfed Powys is low, with only one in 2018 and one in 2019. An additional two in 2019 were proposed; one victim was provided with the application but chose not to return it and another who returned application did not meet the criteria for a trigger process. Whilst the process has recently been reviewed by Dyfed-Powys Police and partner agencies, at present the agencies involved are reluctant to take on the administration of the process due to lack of resources. This means that CaHRU are responsible for administration of the triggers, which follows the process below:

The Dyfed-Powys Police website currently contains only outline guidance regarding the Trigger and the Commissioner has recommended that this be updated with more comprehensive information. The application process is also published on the Dewis website - <https://www.dewis.wales/the-place-for-wellbeing-in-wales> and an online application is being produced to link with the new Single Online Home Platform for Police Forces. The process will be published on Local Authority websites with guidance for the public.

In preparing this report, I have reviewed how the issue of ASB is dealt with on the Commissioner's website and the websites of other commissioners. Whilst there are many good aspects to how the Commissioner's website addresses ASB, I do feel there are examples of good practice elsewhere which should be considered. In particular I was impressed with the clarity and accessibility of the website for the Police and Crime Commissioner for South Wales - <http://www.southwalescommissioner.org.uk/en/our-work/anti-social-behaviour/>

The current appeal process for Community Triggers will essentially be a desktop review and will not involve hearings or meetings with the victims, which falls well short of the recommendations of Baroness Newlove. The role of the PCC will be to consider due process and ensure that the Dyfed-Powys Anti-Social Behaviour Steering Group has properly and effectively undertaken a review. In considering a community trigger escalation, the PCC can either:

1. Uphold the appeal and refer the case back to the Dyfed-Powys Anti-Social Behaviour Steering Group asking them to consider a particular process, policy or protocol not previously considered or
2. Determine that the Dyfed-Powys Anti-Social Behaviour Steering Group has reviewed the case, considering all relevant policies, process and protocols satisfactorily in line with its Community Trigger procedure.

There is no further escalation of an appeal at this point for the individual, the PCC's decision is final. However, the PCC has endorsed a recommendation for the appointment of a Community Trigger

Officer or Ombudsman by the Home Office, who would then have oversight of the process undertaken by both the Force and the OPCC.

Conclusions

The Panel acknowledges the work undertaken by the Commissioner and his office to address Anti-Social Behaviour issues, which includes.

- allowing frequent opportunities for the public to raise awareness of Anti-Social Behaviour and its effect on individuals and communities
- engaging pro-actively with partners
- appropriately commissioning support services such as Goleudy
- and the innovative deployment of the Proceeds of Crime Funds

Through these steps the Commissioner has demonstrated a commitment to addressing ASB in communities across the Force area.

Despite the current low level of Community Trigger referrals in Dyfed-Powys, I believe that the Commissioner's function as appellant body for the process does allow ASB victims a voice to ensure they are treated appropriately, when they feel that they haven't received the adequate level of service provision .

Recommendations

- 1) The Commissioner's commitment to the roll out of CCTV for community reassurance and to combat criminality, including incidents of Anti-Social Behaviour, is a matter of public record. Without wishing to pre-empt the work of my panel colleagues on the CCTV sub-group, I recommend that an assessment be made of the impact of that investment on combatting ASB, to help prioritise deployment of resources in this area in the future
- 2) Whilst acknowledging the commitment shown by the Commissioner to ensure, via his office's website, social media and communications activities, that members of the public are equipped with information regarding the support services available to them, should they become a victim of ASB, I recommend a regular review and audit of this work be undertaken, so as to ensure that such information continues to be effective, accessible and user friendly
- 3) I recognise the importance of the Commissioner's role as appellant body for victims of ASB but it would be appropriate for that role to be emphasised more in communications work, reminding members of the public of their rights and how to exercise them
- 4) Whilst recognising the considerable amount of work already being done in relation to the Community Trigger, I recommend that the Commissioner engage pro-actively with the Police and partner agencies in order to improve the effectiveness of the Community Trigger in Dyfed-Powys, in line with the recommendations of the former and current Victims' Commissioner.

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Dyfed-Powys Police and Crime Panel 04/11/2020

UPDATE ON THE RESPONSE TO THE CORONAVIRUS PANDEMIC

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 Coronavirus (COVID) pandemic has had a significant operational and financial impact not only upon Dyfed-Powys Police but also other non-police services and functions for which the Commissioner is responsible

Report Author:

R J Edgecombe

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DYFED-POWYS POLICE AND CRIME PANEL
04/11/2020

**UPDATE ON THE RESPONSE TO THE CORONAVIRUS
PANDEMIC**

The Coronavirus (COVID) pandemic has had a significant operational and financial impact not only upon Dyfed-Powys Police but also other non-police services and functions for which the Commissioner is responsible.

The Commissioner has previously provided information to the Panel regarding the impact of the pandemic. The attached report sets out the up to date position.

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	PACP015	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

Update on the Response to the Coronavirus (COVID-19) Pandemic, October 2020

Status as reported on 14 July 2020	Update as at 14 October 2020
Securing Resources <i>Ensuring the Chief Constable has sufficient resources to respond to and recover from the emergency</i>	
<ol style="list-style-type: none"> 1. As detailed in the financial update to Panel Members in June, the Commissioner established an earmarked reserve of £650k at the end of 2019/20 to assist with the partial mitigation of the financial implications whilst the national picture on potential funding becomes clearer. At this stage, it should be noted that the year-end position is still subject to statutory audit by Audit Wales. The costs of Operation Talla are being recorded and reported to the Home Office on a monthly basis, with £798k being incurred during March, April and May. 2. Force staffing levels have remained consistent throughout with abstraction 	<ol style="list-style-type: none"> 1. Force spending continues to be affected by the Covid-19 outbreak with significant additional costs and losses in income being experienced throughout April to September. The prospects of an enhanced lockdown period has necessitated more pessimistic assumptions around income losses. Expenditure in a number of areas such as training, Private Transport and Conferences continue to show some savings and given new working arrangements these seem set to continue for a longer period. 2. The Home Office have confirmed that the Department of Health and Social Care will be meeting all costs of Medical Grade PPE purchased by the Force and a claim for £347k has been submitted. Future supplies of PPE are being sourced via central procurement arrangements at no cost to the Force. 3. In a letter received on the 8th October the Policing Minister set out two new additional grants:

<p>levels maintaining a green status for the period. Policing services are classed as normal, but there are plans in place to deal with any fluctuation. Crime levels and custody throughput are returning to 'normal' i.e. comparable with the same period last year.</p> <p>3. The Estates team have been extremely active throughout the response. They have:</p> <ul style="list-style-type: none"> a. worked with partners to ensure safety of those using joint buildings and provision of alternative sites where services have been affected by COVID-19; b. worked with the custody team to enhance the environment to best aid social distancing and protective screening where deemed necessary; c. supported the recovery team and worked to aid the delivery of appropriate COVID-19 signage across the Force estate as required; and d. continued to be fully involved with planning future estate usage and moves for the coming period. 	<ul style="list-style-type: none"> a. £30m of surge funding for increased COVID-19 enforcement with an expectation of immediate, visible, and nationwide enhancement of police enforcement of COVID-19 restrictions. DPPs allocation is £212k and plans will be submitted by 23rd October. b. Income loss recovery scheme for PCCs for 2020/21 which recognises the lost income on expected sales, fees and charges as a result of the pandemic. This scheme will enable forces to recover 75p in every £1 of lost income once a 5% deductible has been absorbed by PCCs. Work is currently underway to assess eligible losses and resultant financial implications. <p>4. As per the previous update, Force staffing levels have remained consistent throughout with abstraction levels maintaining a green status for the period. Policing services are classed as normal, but there are plans in place to deal with any fluctuation. Crime levels and custody throughput are returning to 'normal' i.e. comparable with the same period last year.</p> <p>5. Estates are working closely with the Force and Welsh Government guidelines to ensure that all of the necessary controls are in place. Non-operational staff continue to primarily work from home, unless their role does not allow, or as agreed with their line management. PPE and necessary material stock levels are being maintained / managed.</p> <ul style="list-style-type: none"> a. The HQ campus is being utilised for future staff intakes for training and the Estates Team have been
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	<p>working hard to modify spaces and carry out an array of moves to accommodate the operational need.</p> <ul style="list-style-type: none"> b. Cleaning provision and deep cleans as required continue to be a priority for the OPCC Estates Team and we continue to audit and validate the standards throughout the pandemic. c. Custody provisions from a screening perspective and any additional controls have been supported further by the team, and additional resources allocated as required. d. The FCC facility is currently undergoing investment to future proof the ability to provide segregation minimising cross contamination between teams thereby increasing resilience. This project delivered by the Estates Team will provide a robust office environment for the FCC operation moving forward, accommodating future planned enhancements to the way the teams will operate. e. The OPCC office at HQ has been consolidated to allow a further office environment to be offered for WAST to allow their operation to achieve improvement social distancing in the office and increase their staffing capability. <p>6. During the Summer period and the then improved position in relation to COVID-19, governance arrangements were relaxed. However in recent weeks, the Force Op Talla Gold meeting has re-commenced on a fortnightly basis. The OPCC Chief of Staff sits onto this group and feeds into the OPCC Executive Team.</p>
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	<p>7. The PCC has passed on the Chair of the Policing in Wales Group to the PCC of South Wales but remains heavily engaged with Welsh Government Officials, with fortnightly meetings scheduled and regular updates provided via the Police Liaison Unit. Regular meetings are also scheduled with UK Government ministers and Police and Crime Commissioners.</p>
<p>Holding to Account <i>Ensuring, on behalf of the public, that the police respond in ways that are necessary, sufficient, proportionate and ethical</i></p>	
<ol style="list-style-type: none"> 1. The Force produces weekly statistical summaries and OPCC has access to live-time crime data and COVID-19 Fixed Penalty Notice data. 2. The PCC has continued to hold virtual Policing Board and Accountability Board meetings and OPCC representatives continue to attend Gold & Silver Op Talla meetings. 3. The PCC's Quality Assurance Panel and Out of Court Disposal Scrutiny Panels are sitting remotely. 4. Custody record reviewing continues, with discussions ongoing on the process of reintroducing custody visits in a staged approach. 5. A further 48 individual items of COVID-19 related correspondence received and 	<ol style="list-style-type: none"> 1. The Force no longer produces the Weekly Crime and Incident Summary, but the OPCC staff have access to live-time crime data, COVID-19 Fixed Penalty Notice data and staff and officer sickness data to monitor trends and performance levels. 2. The PCC continues to maintain oversight of key force performance data through regular updates at Policing Board and Accountability Board meetings. 3. Public involvement in the development of the new Police and Crime priorities is being planned by OPCC staff and the Force recovery lead. 4. Custody record reviewing continues fortnightly, with 121 records reviewed since April. Independent Custody Visiting calls have been introduced from the 17th August, offering the opportunity for detainees to speak directly with ICVs on their treatment whilst in detention. As of 5th of October, a mix of calls and physical visits was introduced, with ICVs attending custody being provided with full PPE.

<p>responded to by the OPCC (22nd May to 14th July).</p> <p>6. The Force has reported to Policing Board on the response and recovery so far, and a member of the OPCC staff is working closely with the Force recovery team on planning for the long term reform, including a new contact and confidence strategy. This work will support and influence the development of the Police and Crime Plan.</p>	<p>This approach will be continuously reviewed as infection levels change. This statutory scheme now has the flexibility and resilience to continue despite any future restrictions.</p> <p>5. There has been a large decrease in the number of COVID-related correspondence received into the OPCC. A further 4 individual items of COVID-19 related correspondence have been received and responded to by the OPCC (15th July to 14th October).</p>
<p>Enhancing Delivery <i>Facilitating effective partnership working among agencies and groups working in community safety and criminal justice</i></p>	
<p>1. Virtual LCJB arrangements continue, with the meeting of 9th July focussing on performance information from partners and recovery planning.</p> <p>2. A recovery cell has been established under the LCJB focussing particularly on victim and witness issues. The first meeting on 3rd July discussed the courts backlog.</p> <p>3. Dyfed-Powys updates are provided to the All Wales Criminal Justice Board and the PCC continues to influence discussions at All Wales and national (England and Wales) levels.</p>	<p>1. The LCJB continues to meet virtually with positive involvement from all partners. Following a series of COVID focussed meetings, the Board have returned to business as usual for the October meeting with a focus on Offender Management (youth prevention and Integrated Offender Management). There were very positive discussions and actions agreed to undertake further scrutiny work in this area.</p> <p>2. The LCJB recovery group has met fortnightly and delivered positive outcomes for Magistrates courts, with DP area being one of the first in Wales to deal with the COVID backlog. The group continues to meet monthly to discuss progress with Crown Courts.</p>

<ol style="list-style-type: none"> 4. The OPCC are representing Wales PCCs on a national board discussing governance of Youth Offending and Prevention Services. 5. The OPCC continues to work closely with Force on the Victim Improvement Project, including informal review and formal scrutiny at Policing Board. 6. Communication channels continue with Community Safety leads to maintain a partnership approach. 7. Work is progressing in the development of a partnership approach to engage with victims through a Victim Engagement Forum. 8. The OPCC is linked into All Wales discussions on support and service provision for female offenders. 9. The Engagement team ensure that the PCC continues to meet with commissioned service providers and partners during his virtual Community Engagement Days. This provides an opportunity for them to bring any matters or concerns to the PCC. 	<ol style="list-style-type: none"> 3. The LCJB continues to escalate issues and highlight local progress to national CJ structures. 4. The OPCC continue to feed into a number of All Wales and national discussions, including female offending and continues to represent Welsh PCCs leading on governance of YOPS work at national level. 5. Following approval of the recommendations from the Victim Improvement Project at Policing Board in September, the OPCC will be working with Force representatives to take forward key actions required. 6. Discussions are ongoing with Community Safety leads, in particular to monitor and address community tensions following the introduction of asylum seekers at the Penally site. 7. The Chief of Staff now chairs an All Wales User Satisfaction Group which is focussing on developing a consistent approach to Victim surveying where appropriate. The focus will initially be on the mandatory Domestic Violence Victim survey and supporting processes. 8. A Terms of Reference for engaging with victims of crime has been approved by the LCJB and will be published online imminently. Engagement with those affected by crime has commenced, with the first engagement activity requesting feedback on the Force's updated Victim Information Pack. Plans are underway for further engagement activities and promotion of the Forum in order to attract additional participation.
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Community Safety and Crime Reduction *Commissioning services, particularly for victims of crime, and providing grants for policing and crime reduction purposes*

1. Dialogue with services and the MoJ continues, now fortnightly as the situation develops.
2. The APCC victims lead group meets fortnightly to discuss key issues and escalate concerns.
3. Over £140,000 has been secured for services providing support to sexual and domestic abuse victims. The OPCC is also awaiting final confirmation of additional £63,000 for rural sexual abuse provision.
4. Ongoing communication with grant recipients to ensure continued delivery of projects into this financial year.
5. Recovery planning is in place with all service providers, including variable levels of increased demand.
6. The PCC has facilitated an open conversation at Commissioning Advisory Board with service providers regarding experiences, lessons learned and challenges during COVID-19.

1. Commissioned services continue to provide fortnightly demand data via the OPCC for the MoJ. The Mid-year return was provided to MoJ in October reporting on all service delivery and what has been achieved via the additional £140,000 funding.
2. The Director of Commissioning continues regular liaison with commissioned service managers. The PCC has also delivered message of thanks to all frontline workers.
3. There has been confirmation received from the MoJ of uplift funding for Independent Sexual Violence Advisors (ISVAs) provision, which equates to £63,000 annually (pro rata for 2020/21) for a 2 year period.
4. Services are reporting challenging levels of demand throughout the local lockdowns. Goleudy in particular are experiencing a significant impact as a result of ongoing court delays. The Director of Commissioning continues to address this with service managers and partners.
5. The previously grant funded projects continue to be supported in ensuring the delivery of their project fits around the current situation.

Local Link

Ensuring residents served by Dyfed-Powys Police have the information they need to understand how their service is performing

1. The PCC's Youth Forum has continued to meet virtually every 3-4 weeks.
2. Virtual Community Engagement Days have taken place for all counties. These have included public meetings where participants have been able to discuss COVID-19 related concerns with both the PCC and the local operational Superintendent.
3. The PCC has held a public consultation on the new Carmarthenshire Policing Hub and Custody Suite. As part of this consultation a virtual public meeting was arranged by the OPCC and attended by community representatives.
4. Public information has been reiterated via OPCC social media platforms that services are still open and accessible.
5. The local provision of information via social media regarding national support helplines and the importance of victims seeking support is ongoing.

1. The Youth Forum last met in September. Several Youth Ambassadors have stood down to concentrate on education studies, so we are recruiting additional members during October, and updating the Youth Forum Handbook. The scheduled October forum meeting during Hate Crime Awareness Week was postponed, and instead a Webinar on Hate Crime was held in partnership with Victim Support and Race Council Cymru to raise awareness of Hate Crime amongst young people. A meeting of the 'Our Youth Our Future' working group is to be held in October to discuss OPCC youth engagement work with partners and youth organisations, and to discuss possible future collaboration work.
2. Community Engagement Days continue to take place, with the October day due to be a hybrid approach; part face-to-face and part undertaken virtually. However, the ongoing developments with COVID and localised lockdowns etc. has prevented the face-to-face element. Virtual Community Engagement Days will continue on a monthly basis.
3. The "Commissioner in Conversation" is a new fortnightly broadcast on Facebook Live with the PCC interviewing various individuals. The first session with the Chief Constable saw around 60 individuals tuning in live, with

6. The July Newsletter has been published and is available on the OPCC website, providing updates on the PCC's work.
7. The PCC has continued to do several interviews in the media linked to the police response to COVID-19.

- 3.5k watching on demand. The next session will see the PCC in discussion with Superintendent Ifan Charles.
4. The PCC continues to raise local concerns with the Home Office regarding use of the Penally site for asylum seekers. OPCC staff are also linking in with Community Safety partners to monitor and address related community tensions in Penally.
5. A volunteer recruitment drive was launched throughout September, with 3 applications received for ICVs and 3 for Joint Audit Committee members. Despite this, ICV numbers remain low due to a number of resignations as a result of the pandemic. The ICV recruitment drive will be extended throughout October.
6. The Commissioner's Newsletter continues to provide an update on the office's work on a bi-monthly basis. This is published on the OPCC website, promoted via social media and circulated to subscribers.

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Dyfed-Powys Police and Crime Panel 04/11/2020

PROGRESS AGAINST THE POLICE AND CRIME PLAN

Recommendations / key decisions required:

- 1. To scrutinise the progress made against the Police and Crime Plan**
- 2. To make such recommendations to the Commissioner as the Panel considers appropriate**

Reasons:

1. The Commissioner as a legal duty to set the strategic direction and objectives of Dyfed-Powys Police through the Police and Crime Plan and hold the Chief Constable to account for the performance of the force against the priorities within the plan
2. The Panel has a legal duty to scrutinise how the Commissioner performs this function.

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DYFED-POWYS POLICE AND CRIME PANEL
04/11/2020

PROGRESS AGAINST THE POLICE AND CRIME PLAN

The Commissioner as a legal duty to set the strategic direction and objectives of Dyfed-Powys Police through the Police and Crime Plan and hold the Chief Constable to account for the performance of the force against the priorities within the plan.

The priorities set out in the Police and Crime Plan are

- Keeping our communities safe.
- Safeguarding the vulnerable.
- Protecting our communities from serious threats.
- Connecting with communities

Supporting the Police and Crime Plan is a Delivery Plan that sets out how policing will be delivered against the Police and Crime Plan priorities.

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

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Police and Crime Commissioner for Dyfed-Powys

Commissioner's Progress May 2016 – October 2020

November 2020

Foreword

2020 has been an unprecedented year for us all. For me personally, the delay of the Police and Crime Commissioner elections to May 2021 was welcomed, as it provided critical stability for local police governance at an uncertain time. It has however, presented its own challenges. Alongside supporting Dyfed-Powys Police in their response to the Coronavirus pandemic, my office has adapted its operation to ensure I still discharge my statutory functions and critically, remain accessible to the residents I represent.

My staff and I have also taken this time to reflect upon what we have achieved collectively during my time in office, as well as what remains to be delivered in the remaining 6 months.

This report details those reflections and sets out some of my personal highlights and key achievements over the last 4 1/2 years.

Priority 1: Keeping Our Communities Safe

In 2017, I committed to prioritising the prevention of crime and anti-social behaviour as a preferable position to dealing with their harmful effects. I pledged to work collaboratively with police and partners to deliver on this priority. Specifically, I highlighted that this would include:

- Commissioning and promoting a range of crime prevention projects, reinvesting in an appropriate CCTV infrastructure and providing an effective, co-ordinated and timely response to ASB;
- Breaking the cycle of reoffending and address the behaviours of serious and prolific offenders through the delivery of offender management programmes for both adults and young people;
- Reducing the impact and harm caused to communities through substance misuse by commissioning services to support individuals to become less dependent on substances;
- Better understanding rural and wildlife crime, the impact of this on rural communities and how we can work together to protect our natural environment; and
- Focussing on the safety of our roads, targeting reckless drivers and protecting road users.

Over the last 4 years, I have had the opportunity to work with numerous partners in support of the delivery of this priority. Highlights for me include:

Closed Circuit Television (CCTV)

Installation commenced in July 2018, and CCTV systems were live within 15 towns by the end of March 2019. This work continued into 2019/2020, and by 31 March 2020, over 145 cameras had been installed in 23 towns across the Force area. 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 in the Force Communication Centre and our team of CCTV operators are having on policing. With reinvestment of £1.3 million, the installation programme is scheduled to conclude by the end of 2020.

Offender Diversionary Scheme

On 1 November 2019, a new multi-agency initiative was launched aimed at diverting low level offenders away from the Criminal Justice System, and reducing reoffending in the force area. The Offender Diversionary Scheme, which I funded, was the first of its kind to go live in Wales.

Through the Scheme, eligible offenders 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. This Scheme provides them with a comprehensive assessment, and puts in place a programme of support with direct access into agencies such as Dyfed Drug and Alcohol Service and Kaleidoscope.

Pobl Care and Support, who were awarded the contract, work alongside a wide variety of organisations to implement referral pathways into both generic and specialist service interventions.

Since its launch, 618 referrals have been made to the Scheme, of which 91% have engaged. As of the end of September 2020, 266 offenders had successfully completed the 4-month contract period and exited the Scheme.

Three key outcomes are assessed by the offenders with regards to the impact the Scheme has had on their lives:

Enabled to make positive choices	91%
Empowered to make positive changes	85%
Improved safety	91.5%

Rural Crime

Dyfed-Powys is the largest police force area in both England and Wales, with much of its territory falling within rural inland areas and coastal countryside. Crime that

occurs within these areas, and indeed across much of Wales' landmass can be classified as rural crime, which is often complex, multi-faceted and difficult to monitor and investigate. In 2017, after consultation with the public and following research undertaken in partnership with Aberystwyth University, the Dyfed-Powys Rural Crime Strategy was renewed and re-launched. The focus of the Strategy is to protect our rural communities through prevention, intelligence, enforcement and reassurance. Dedicated Rural Crime Teams have been established within each of the four counties across Dyfed-Powys. They have received specialist training and work closely with their local Neighbourhood Policing Teams to provide regular contact with the community.

In order to address rural crime issues and give it a national platform, I arranged an all-Wales Rural Crime Forum in the 2018 Royal Welsh Agricultural Show. Sat alongside me, as Chair, were a panel of experts to discuss matters of rural and wildlife crime with members of the public.

The panel of experts consisted of key stakeholders and commentators, including Chief Constable Mark Collins of Dyfed-Powys Police, Natural Resources Wales, North Wales Police, Farmers Union of Wales, the Wales lead for Wildlife Crime and Rural Affairs, Gwent Police, and the veteran agriculture broadcaster and journalist, Anna Jones. Partnership work between rural forces in Wales is essential in tackling rural crime and the impact it has on the farming community and Dyfed-Powys Rural Crime Teams work closely with the North Wales and Gwent Police Forces. This partnership working has been recognised as national best practice as it provides the platform for shared knowledge that is key to tackling cross-border criminality.

The event was an excellent opportunity to listen to the concerns of the agricultural and rural community, and to gain a true insight into the complexities of rural crime here in Dyfed-Powys and the rest of Wales. The audience used the opportunity to raise pertinent questions, with the main topics including fly tipping, modern slavery and county lines, which sees drug gangs exploiting young and vulnerable people in rural areas. It was also an opportunity for Dyfed-Powys Police to highlight developments since the launch the Rural Crime Strategy. A similar event also took place in 2019, and provided an important platform to engage with the rural community.

In 2019/20, Aberystwyth University undertook a second rural crime study on my behalf. The results of this were shared with attendees at my 4th annual St David's Day Conference which focused on policing in rural areas. I am thrilled that the study found that the farming and wider rural community were seeing inroads into the investigation of criminal events and widening trust in the police, which is credit to the work of the Rural Crime Teams across Wales.

Community Investment

Since 2017 I have provided grants to over 40 community projects across the Dyfed Powys area at a cost of over £171,000. It is important to me to empower individuals and groups within our local communities to have a positive impact on their local area; to help make it a safe place to live. I ran my 'Commissioner's Community Funding' programme, through which, community groups are given the opportunity to apply for funding for community projects which make a difference within their communities, in line with the priorities within my Police and Crime Plan.

Following a successful Participatory Budgeting event which took place in Newtown earlier this year, I have committed £140k to roll out the scheme across the Dyfed-Powys area, the first to undertake this on a force-wide scale. There will be an allocation of £10k per Neighbourhood Policing Team, which will allow them to run their own Participatory Budgeting events. We will also be asking other key organisations to contribute towards this pot of funding, with an aim to expand the available budget to the community.

The process will involve the development of local panels made up of key community members and partners, who will go on to decide the allocation of the funding via a voting process once groups have submitted their funding ideas. The aim is to take a holistic approach to funding and allow the local community to decide on what 'they' want to see funded.

Priority 2: Safeguarding the Vulnerable

Safeguarding vulnerable people is a complex area and requires a multi-agency approach.

At the start of my term in office, I set out my intention to work with partner organisations through the Public Service Boards to safeguard children and young people, families and vulnerable adults, focusing on prevention and early intervention initiatives, including:

- Encouraging the reporting of hate crime and hate incidents and work with organisations that deliver support services for victims of hate crime;
- Commissioning victim support services that offer emotional and practical help to victims of domestic and sexual abuse to help them cope and recover from their experience and to support them to achieve the best possible outcome through the criminal justice system;

- Working 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;
- Ensuring that children are not unnecessarily detained in police custody; and
- Continuing to commission services to support children and young people who have been reported as missing, improving their understanding of the risks of being missing, and the possible motivations of others involved.

The Chief Constable has supported me in achieving these endeavours by prioritising supporting vulnerable people in contact with the police. I am particularly proud of our work in this area, including:

Black History Month and Hate Crime Awareness Week

In October 2018 I was pleased to support Race Council Cymru's celebration of Black History Month – an all-Wales celebration of the contribution made by people of African descent in Wales. I opened the launch event held at Aberystwyth University and was pleased to see staff from Dyfed-Powys Police's Equality and Diversity department giving an input on the Force's commitment to combat hate crime in the Force area and the importance of having a diverse workforce. I have continued to support the celebration of Black History Month every year.

Within the same month in 2018, I hosted a range of activities throughout national Hate Crime Awareness Week, aimed at listening to the voice of young people. The activities included:

- Travelling Ahead film "I have a story" with Theatr Genedlaethol Cymru;
- Drama workshop on Hate Crime with Menter Iaith Sir Gaerfyrddin a Theatr Genedlaethol Cymru;
- Hate Crime & students with disabilities activities in Aberystwyth University;
- Giving Hate the Red Card football match; and
- Crickhowell high school hate language workshop.

Raising awareness of this important subject is critical to changing attitudes and increasing confidence. In October 2020, I hosted our first ever webinar on Hate Crime over Zoom, with support from Victim Support and Race Council Wales. We had a good response to our targeted advertising, with 35 of the 47 people registered actually joining the discussion. The focus was on how to identify hate crime, the intervention and prevention work being undertaken by the police and partner organisations, as well as the support available for victims of hate crime. The participants responded to a before and after poll, which demonstrated the impact of the webinar:

Statement	Before	After
I know what a hate crime is	Yes = 84% Not sure = 16%	Yes = 100%
I have been a victim of and/or a witness of hate crime	Yes = 61% No = 13% Not sure = 26%	Yes = 96% Not sure = 4%
I know how to report a hate crime	Yes = 19% No = 61% Not sure = 19%	Yes = 35% No = 61% Not sure = 4%
I would know where to go and how to get support if I had been a victim of hate crime	Yes = 45% No = 10% Not sure = 45%	Yes = 91% Not sure = 9%

Services for Victims

One of my greatest commitments as Commissioner is the funding of support services for victims of crime. During my time in office, I have invested over £6m in such services, some of which are listed below:

Service	Referrals	Impact	Investment
Victim & witness referral services	99,731	Exit questionnaires revealed that almost 100% of the victims surveyed felt safer and more informed as a result of their contact with Goleudy. Victims also reported feeling more able to cope with the impact of the crime.	£1,454,316
Domestic Violence Support Service	4,227	Supported over 2,000 individuals, with 72% of clients saying that they feel better able to cope with aspects of everyday life upon exiting the Hafan Cymru service. 76% of clients report increased feelings of safety and 77% feel better informed and empowered to act.	£856,000
Sexual Abuse Referral Centres (SARCs)	2,147	New Pathways provides 24-hour access to crisis support for victims of sexual abuse, and on-going support in a safe	£486,019

		environment that offers safeguarding and specialist clinical and forensic care.	
Restorative justice service	15	Wales Community Rehabilitation Company (CRC)'s specially trained facilitators provide advice and guidance to victims of crime on how to deal with the aftermath of an offence. For each case, there is a significant amount of time dedicated to preparing both the victim and offender for the process, and victims receive ongoing support before, during and after the conference to ensure their experience is as safe and positive as possible.	£100,000

* Data up until the end of the 19/20 financial year*

When I took up the role of Commissioner I was determined to establish an annual St David's Day Conference to raise awareness of specific challenges facing policing and share best practice from within the service and beyond. My first event, in 2017, brought together key stakeholders to consider how we could improve our response to gender-based violence, domestic abuse and sexual violence, and ultimately improve the safety of victims. Since then, Dyfed-Powys Police has made significant progress on this, in particular through implementing the Vulnerability Hub. With support from a Welsh Government capital grant, the Hub brought together a number of Dyfed-Powys Police functions and partner agencies to ensure that vulnerability at all levels is managed appropriately by the best resources and in a timely manner.

Safeguarding Vulnerable Offenders and Those at Risk

Missing person cases place a significant demand on police forces. For example, in 2016 one child alone was reported missing on 62 separate occasions, costing over £80,000 in Dyfed-Powys Police resourcing. But we know there are complex underlying causes which can lead to a child or young person going missing. In order to address this, I commission Llamau (at a cost of £79,595 per year) to provide a de-briefing, support and mediation service for young people and their families who have been reported as 'missing' and at risk of sexual exploitation or victimisation. Since the start of my term in office, there have been over 1,000

debriefing sessions, with a subsequent reduction of over 650 individual missing episodes between 2015/16 and 2019/2020.

The demands placed on the police service by mental health problems was described in 2018 by Her Majesty's Inspectorate of Constabulary as a "national crisis". In the same year, my annual St David's Day Conference focused on the issue and how the police and partners were working together to provide the most appropriate care for people experiencing mental ill-health. Through Chief Constable Mark Collins' national leadership of mental health in policing, I am pleased that police custody is now no longer seen as a 'place of safety' for those in crisis. Dyfed-Powys Police and its partners work hard to minimise the number of mentally unwell individuals that arrive in custody suites, and for those that there are simply no other options, the appropriate questions are asked and lessons learned. The work of my Independent Custody Visitors is a vital part of this oversight and learning, and I am extremely proud of the work of my team in developing the scheme to the nationally recognised Gold Standard that it is today.

In September 2019, Dyfed-Powys became one of five Force areas, the only in Wales, to take part in the National 'Independent Custody Observers Pilot'. The 6-month Pilot, run by the Independent Custody Visiting Association (ICVA), aimed to further protect the welfare of those identified as vulnerable within police custody, including young people. During this first phase, my ICVs routinely reviewed the custody records of vulnerable detainees, giving them an opportunity to consider a detainee's entire journey through custody. They closely consider whether vulnerable individuals have been detained according to their needs and in line with Police and Criminal Evidence Act (PACE) Regulations, helping us to build a better understanding of any current and local issues.

The second phase of the Pilot - trialled in the Pembrokeshire area - launched on 24 January 2020, and brought some changes to the ICV visits. With consent from the detainees, ICVs are able to observe some of the custody procedures which they previously did not review, such as the booking in and release procedures. ICVs answer a range of questions on the custody records and their observations, such as whether individuals have been read their rights and entitlements and that an Appropriate Adult has been called if required. These additional checks open up more of the custody process to my ICVs, giving them a better insight into the totality of care extended to vulnerable detainees across Dyfed-Powys custody suites. My office has continued to adapt throughout the Coronavirus pandemic to ensure this vital scheme continues to operate. Working closely with the Force, arrangements have been made for the volunteers to conduct random phone and video calls to custody suites, my office continues to undertake remote record reviewing and most recently, have agreed processes to re-introduce physical visits in a "Covid-safe" way.

Priority 3: Protecting Our Communities from Serious Threats

The area covered by Dyfed-Powys Police may be regarded as the safest in England and Wales, but it is not immune to serious threats. We all have a part to play in tackling serious and organised crime and preventing terrorism. In my Police and Crime Plan, I set out how I would support the Chief Constable to achieve this, including:

- Facilitating improved information sharing and co-ordination between forces and agencies nationally regarding crimes that are not geographically restricted;
- Educating young people on the dangers of using substances, including the potential links to organised crime activity that might lead them to a lifestyle of exploitation;
- Working with partners to educate people on how to protect themselves from cybercrime and where to go if they become a victim, with a particular focus on the most vulnerable; and
- Making best use of combined resources in our approach to emergency planning.

My contribution has included:

Working Together

In addition to working closely with local Community Safety Managers, Youth Service Managers and Public Service Boards, throughout my term in office I have also increasingly worked closely with Welsh Government and Policing in Wales. Collectively we aim to review and improve current joint-working arrangements both across policing and with other public services. As the Chair the Policing in Wales Group throughout 2019/20 I was delighted to lead the continuously improving national working relationships.

In September 2019, the Policing Partnership Board for Wales (a group where the 4 Commissioners and Chief Constables meet with senior Welsh Government officials) focused on how the police service and partners respond and deal with young people who are involved with local policing services. During the last financial year, I updated the Cross-Party Group of Members of the Senedd on work in the Dyfed-Powys area to tackle county lines, provide early intervention and youth preventative work.

In addition to my commitment to improving joint working in Wales, I also represent Welsh Police and Crime Commissioners on an England and Wales platform. In particular, I am a board member of the Police ICT Company, sit on the Home Office's programme board for the National Law Enforcement Database

(the replacement for the Police National Computer), and am the Senior Responsible Officer for the community safety data sharing and analysis work-stream in Wales.

In order to support partners in achieving the shared vision for 'evidence-based and intelligence-led' partnership working to address community safety issues, I agreed in 2018 to assume responsibility for a specific 'data & analysis' work-stream to explore options for change.

The multi-agency data sharing and analysis issues identified through the Welsh Government's Working Together for Safer Communities Review in 2017 have also been highlighted as barriers to other key strategic programmes of work aligned with the Safer Communities Programme including:

- Integrated Offender Management (IOM) arrangements across Wales;
- Wales Reducing Reoffending Pathways Framework programmes and development of joint HMPPS and Welsh Government 'justice delivery' blueprints for women and young people who offend;
- Public Health Wales' violence surveillance reporting at the heart of the establishment of an all Wales Violence Prevention Unit and associated activity to embed the Early Action Together Police & Partners Adverse Childhood Experiences programme approach;
- Partnership understanding and involvement in needs assessments / problem profiles and 'Four 'P' plans to address Serious & Organised Crime, serious violence and county lines type activity.

The working group I established seeks to influence positive progress on each of these aspects. For instance, by working with the Wales Accord for Sharing of Personal Information (WASPI) leads within the NHS Wales Informatics Service, we intend to develop appropriate guidance and highlight effective practice via a proposed Safer Communities network for Wales and online resource.

Supporting Young People

I remain committed to ensuring our children and young people are supported to be involved in decisions that shape their futures. My team has worked hard to establish a Forum of Youth Ambassadors aged 11-18 to represent community youth groups from across our police area. The Forum supports my decision making through sharing their views and ideas as well as helping to spread important messages about policing and crime amongst their peers.

Since 2017 I have worked with the Council for Wales Voluntary Youth Services to invest in detached youth workers for disadvantaged areas in Fishguard and Carmarthen. Working out of local youth clubs, the workers engaged with young

people aged 11-24, providing practical support and activities aimed at diverting them from harmful and criminal behaviours. This work was in addition to the financial support I have provided to Youth Offending and Prevention Teams (£180,000 per year) and numerous community and charity-based initiatives aimed at encouraging young people to take part in local activities. One such initiative, 'Seaside Kicks' is a partnership with Swansea City Football Club which runs across the Glanymor and Tyisha wards in Llanelli. I'm excited that plans are already well underway to extend this great programme into Pembroke in the coming months.

It is important to recognise the devastating impact being a victim of crime has on any individual, but the experience for children can be all the more traumatic. Children and young people need to be supported to cope and recover from their ordeal, not only to return to leading a 'normal' life, but also to prevent them from becoming involved in crime themselves, or indeed from becoming a victim again in the future. It is for this reason I was proud to become a Trustee of the charity Embrace Child Victims of Crime from 2018. My office continues to work with Embrace to support their work and encourage their activity across Wales.

Fraud and Cyber-Crime Awareness

I have part funded the post of Fraud Safeguarding Officer within Dyfed-Powys Police's Criminal Investigation Department since October 2018. Their role is to co-ordinate both Operation Signature and the Banking Protocol. Operation Signature identifies and supports vulnerable victims of fraud and provides preventative and supportive measures to protect victims and safeguard them from further targeting. 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. My annual St David's Day Conference in 2019 focused on fraud and cyber-crime, with the aim of raising awareness of the scale of the threat posed and what can be done to safeguard people against becoming victims.

Responding to Emergencies

2020 has so far been extremely challenging for us all, not least our emergency services. As Commissioner, I have been keener than ever to ensure my activities designed to meet my statutory responsibility (to hold the Chief Constable to account for the delivery of an efficient and effective police service) do not get in the way of that delivery. To that end, in May 2020 I reported to the Police and Crime Panel my intentions for 2020/21:

- Ensure the Chief Constable has sufficient resources to respond to and recover from the emergency (***securing resources***)

- Ensure, on behalf of the public, that the police respond in ways that are necessary, sufficient, proportionate and ethical (**holding to account**)
- Facilitate effective partnership working among agencies and groups working in community safety and criminal justice (**enhancing delivery**)
- Commission services, particularly for victims of crime, and providing grants for policing and crime reduction purposes (**community safety and crime reduction**)
- Ensure residents served by Dyfed-Powys Police have the information they need to understand how their service is performing (**local link**)

The progress my office has made can be seen in the October 2020 Covid-19 response report to the Police and Crime Panel. I am grateful to my team for their continued efforts throughout these unfamiliar times in supporting me to achieve these aims.

Priority 4: Connecting with Communities

Following consultation with the public when I first became Commissioner, I committed to continue active and open discussions with the public, with my engagement team acting as my advocates. I wanted to make sure I did this so that I could understand, listen and respond to local need. This included in particular:

- Improving our understanding of communities so that we can respond appropriately to how specific communities and community groups want to engage;
- Ensuring that all members of our communities, including diverse groups, are provided with an opportunity to engage through a variety of means;
- Delivering a professional response to handling both compliments and complaints that is widely accessible and transparent and that delivers swift resolutions;
- Consolidating and collaborating with Public Service Board members and partners; and
- Acquiring land and building a Carmarthenshire Custody Suite.

Within my first few months in the role, I reviewed and restructured my office, saving over £100,000 in running costs. This saving was partly reinvested in a new community engagement team to play an active role in liaising and working with communities. Some of my personal highlights in connecting with communities over my time in office include:

Community Engagement

I pride myself on being a particularly active Commissioner, visiting an array of locations, individuals and communities throughout the Force area. Supported by my team, I undertake an average of five engagement events per month, including talks at various groups, visits to support groups and projects I have funded, open public meetings and online question and answer sessions. I continue to use these opportunities to raise awareness of my role and most importantly to act as the bridge between the public and police. Many of these activities are held jointly with representatives from Dyfed-Powys Police. Some of the most memorable include:

- 'We're in Your Area' event in Tregaron
- Our response to an illegal rave in the Brechfa Forest
- Business breakfasts
- Travelling Public Accountability Board (PAB)
- Facebook Live Question and Answer sessions with the Chief Constable after PAB meetings

The restrictions as a result of the Coronavirus pandemic has forced organisations to think and work differently. I am extremely pleased with my team's efforts to ensure that I remain accessible throughout this time, especially through new digital means. We have held a number of virtual public meetings through a variety of social media channels, as well as increased our overall social media presence and engagement. One of the most recent developments is the "Commissioner in Conversation" where I interview individuals on Facebook Live. My first session with Chief Constable Mark Collins was an opportunity for an informal discussion on his views on the role, the service and his vision for the future, and has already received 4.1K views. I look forward to the next conversation due to take place on 27th October with Superintendent Ifan Charles through the medium of Welsh.

Extended Workforce

In the true spirit of supporting young people to shape their futures, I was pleased to be the first Police and Crime Commissioner in Wales to employ an apprentice and intern. In total, I have had the pleasure of welcoming 8 student placements and internships into my team. Each of the individuals provided much needed extra support for my community engagement and scrutiny work, as well as supporting them in their future employability through valuable work experience in a busy office. My thanks and best wishes for the future must be extended to them all.

In November 2019, I had the privilege of hosting the first All-Wales Youth Policing Convention, sponsored by AM Elin Jones, our Llywydd at the Senedd in Cardiff. This was the first time for all four Welsh forces to join together to put a Welsh stamp on the work of the cadets and to recognise the impact that they have on

our communities. As per my Police and Crime Plan, I am keen to get young people more involved and have their say about policing and crime in their local communities. The Convention not only provided our young volunteers with the opportunity to share best practice with their peers, but it also enabled the four Welsh forces to learn from these young people on how the police service can best engage with future generations.

My thanks must also be extended to my committed and enthusiastic team of volunteers, without whom I could not achieve my obligations to provide independent oversight of the police's interactions with the public and how police dogs are cared for. An average of 44 volunteers work across three schemes which contribute to a comprehensive supportive programme of scrutiny to hold the Chief Constable to account. In particular, my volunteers are involved in the:

- Thematic deep-dive approach to reviewing topics of public concern;
- Quick-time evaluation of specific projects and their impact on the public;
- Quarterly public Policing Accountability Board focusing on Force performance data;
- Bi-monthly Quality Assurance Panel where the quality of police contact with the public is independently reviewed;
- Quarterly Out of Court Disposal Scrutiny Panel who independently assess, scrutinise and quality control the use of alternative sanctions;
- Commissioning Board which ensures commissioning activity meets the needs of victims and complements and enhances the role of officers; and
- Animal Welfare and Independent Custody Visiting (ICV) schemes where volunteers independently assess the welfare of police dogs and custody detainees.

Transparency and Complaint Handling

A key responsibility of public organisations is their transparency – in terms of the decisions they make, the money they spend and the policies they follow. In March 2020 my office was awarded the nationally recognised Transparency Quality Mark for the second year running. Our application has already been submitted for this year's assessment, which will review whether we continue to provide timely, consistent and clear information to the public.

In addition to dealing with any formal complaints against the Chief Constable (which average at 11 per year), I now also have a greater oversight of complaints against officers. In February this year, the role of Police and Crime Commissioners was enhanced to enable individuals who are unhappy with the outcome of their complaint to submit a request for review to their Commissioner. As can be seen within the report submitted to the Police and Crime Panel in October 2020, so far my office has dealt with 26 such requests, 4 of which were upheld fully, and 2

partially, in favour of the complainant. Nine of the reviews resulted in recommendations or lessons learnt.

Another statutory responsibility of Commissioners is to set the annual police precept and budget. An important part of this process is gathering residents' views on how much they are willing to contribute to their police service through their council tax bill. I place a great importance on this, to ensure that my decision balances the public's expectations with the Force's needs. I am proud that I have maintained the lowest precept rate in Wales and Dyfed-Powys Police continues to seek ways to improve their efficiency without compromising delivery to the public.

Estates Strategy

As custodian of the Police Estate, I rely on my estates team to ensure it remains cost-effective and fit-for-purpose. I am relieved that after many years of hard work, we are finally at the stage of submitting the planning application for the long overdue new Carmarthenshire Custody Suite. This substantial project has been ongoing alongside:

- the development of a new mechanical, electrical and cleaning contract;
- improvements to maintenance efficiency;
- activity to facilitate agile working spaces;
- the sale of redundant properties; and
- a renewed focus on sustainability and reducing our carbon footprint.

My team has worked tirelessly to continue with this work, whilst also supporting Dyfed-Powys Police's response to and recovery from the current pandemic. This has included the vital role of maintaining and managing Personal Protective Equipment stock levels as well as assisting with office moves to enable social distancing and protect key fixed-base workers. The estates team are a true example of our 'behind-the-scenes' key workers, without whom, frontline services would grind to a halt.

Deep Dive into Initial Public Contact

Over the last two years my team has worked extensively to introduce a new 'deep dive review' scrutiny approach. In this time, they have delivered reports on four such reviews, focusing on topics of most concern to, or impact on, our residents. One such report, delivered in October 2019, made a series of recommendations to the Chief Constable about how the organisation manages and supports the public to 'make the right call' when contacting the police. I am confident that these reviews have stimulated important discussions and actions within Dyfed-Powys Police to improve the service experienced by the public. I look forward in particular to seeing the recommendations of the initial public contact being

considered fully throughout the Service's reform as it emerges from the current crisis.

Further information

This year saw the first of my annual reports to feature short YouTube clips summarising the progress my team and I have made throughout 2019/20. These, and all of my previous annual reports which detail the achievements featured in this report, and more, can be found at:

<http://www.dyfedpowys-pcc.org.uk/en/the-commissioner/police-and-crime-commissioners-annual-report/>

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Dyfed-Powys Police and Crime Panel 04/11/2020

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:

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DYFED-POWYS POLICE AND CRIME PANEL

04/11/2020

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 PlanII), 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:**

THESE ARE DETAILED BELOW

Title of Document	File Ref No.	Locations that the papers are available for public inspection
Host Authority File	PACP013	County Hall Carmarthen

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Police and Crime
Commissioner for Dyfed-Powys

The Policing Protocol Order 2011

Quarter 2 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

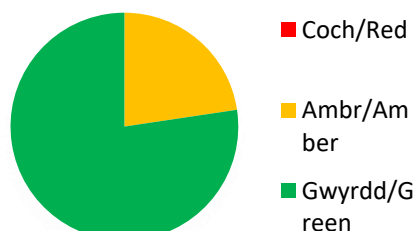
The following report covers the reporting period of Q2 of the financial year 2020/21 (July/Aug/Sept 2020)

RAG status comparison

Summary:

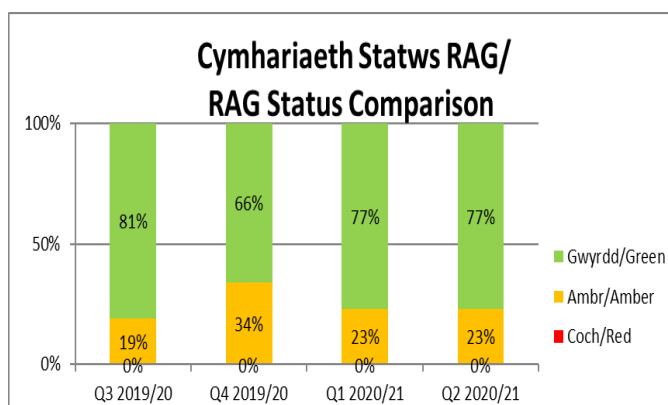
Of the 53 action areas:

Red/Coch	0	0%
Amber/Ambr	12	23%
Green/Gwyrdd	41	77%



NONE of the action areas is in a red status.

Whilst the number of green and amber categories has remained the same, the categories that make up this number have changed slightly from the previous quarter with an increase in 17g and 17i and a decrease in 17h and 20a. 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:

17g - Maintain an efficient and effective police force for the police area - (3/7)
43% 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

Duty	Number	Action Required	RAG status	Progress Update Q2 (Jul/Aug/Sep 2020)
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.
		Development of a Police and Crime Delivery Plan to support the achievement of the objectives as set out in the Police and Crime Plan		Police and Crime Plan was developed and launched w/c 27th March 2017 and is supported by a Police and Crime Delivery Plan. Policing Board meetings focus on each of the intended outcomes of the Plan to monitor delivery of the priorities. The Plan has been formally extended to 2022 in line with the new date of the Police and Crime Commissioner elections Initial discussions with Chief Officers have indicated that they would be supportive of pulling together a joint team with the OPCC to develop a Police and Crime Delivery Plan to support the delivery of the new Police and Crime Plan in 2022.
		Review the Police and Crime Plan to ensure it remains fit for purpose		Police and Crime Panel have undertaken a review of the Police and Crime Plan; seeking views from Local Authorities on whether the Plan remains fit for purpose and is appropriately encompassing of the nature of the threats to our communities. This was discussed at the Police and Crime Panel meeting on 15th February 2019, where it was concluded that the Plan is sufficiently broad for it to remain fit for purpose. Approval was gained from the Police and Crime Panel in March 2020 to extend the Plan by a further year in line with the new date of the Police and Crime Commissioner elections
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 is in progress with an update provided to Policing Board on 09.09.2020, where it was agreed that the OPCC would be further involved to assist shaping arrangements, particularly from a partnership perspective to further support effective scrutiny.
		Development and annual review of Corporate Governance Framework		CGF has had minor amendment made within last quarter as part of review / update of PB and PAB Terms of References.
		Establish a risk-based, forward looking schedule of activity to support improvements in Force performance		The two scrutiny panels which ran within the period were held virtually and were very effective. Reports were timely and well received, with good engagement from Force leads.

		Ensure the public's views are represented in the PCC's scrutiny work		Scrutiny and oversight of performance data and attendance at governance boards has continued throughout the pandemic. This quarter has seen a gradual return to more proactive scrutiny of Force performance through the Commissioner's scrutiny panels. The OPCC is mindful of the additional pressure on the Force at the current time and as such has limited and tailored its oversight accordingly.
		Oversight and implementation of external inspectorates recommendations		4 of the 10 inspection reports responded to within the quarter were late submissions. 1 report was initially (mistakenly) reviewed and not considered to require a response. 3 reports required acknowledgement but did not have any recommendations for DPP which required a statutory response. The PCC has also responded to the HMIC consultation on their revised inspection plans as well as the Home Office's call for evidence regarding the Modern Slavery National Referral Mechanism.
Hold the Chief Constable to account for the performance of the Force's officers and staff	17c	Development of a performance framework and structure that allows a greater understanding of the Police and Crime Plan outcomes		In order to demonstrate compliance with the Policing Protocol Order 2011 the 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.
		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 detail objectives for 2019/20 were issued to the CC in April 2019. Discussions commenced in relation to 2020/21 objectives
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 2019/20 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 led to the development of the Medium Term Financial Plan for 20/21-25/26, Capital Strategy, Reserves and Treasury Management Strategy. The PCC's proposal for the 2020/21 precept was unanimously 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 2020 and unanimously supported by Panel members
		Funding of capital programme to provide force with appropriate assets to deliver effective policing services		Detailed work undertaken during 2019/20 to consider and develop a longer term (10 year) capital programme which formed part of the MTFP, Capital Strategy and Treasury Management Strategy for 2020/21. The MTFP was

				considered by the Police & Crime Panel in February 2020 and unanimously supported by members
Appoint the Chief Constable	17e	Appointment of Chief Constable		Mark Collins appointed as Chief Constable from 18th December 2016 for a 5 year fixed term contract
Remove the Chief Constable	17f	Follow process set out in Part 2 of Schedule 8 to the 2011 Act and regulations made under Section 50 of the Police Act 1996(a)		
Maintain an efficient and effective police force for the police area	17g	Ensure the delivery of Value for Money		Responsibilities and arrangements for striving for Value for Money are embedded throughout the Corporate Governance Framework with both Internal and External Audit seeking assurance that appropriate arrangements are in place to secure economy, efficiency and effectiveness in both the PCCs and CCs use of resources. The WAO also undertook a specific VFM review on collaborative arrangements which has made a number of recommendations. The CFO participates in a number of force governance meetings which routinely consider aspects of VFM.
		Statutory compliance of estates ensuring fit for purpose for operational use		The statutory planned maintenance score has increased by 5% which is a significant rise. The Fire Risk Assessments are currently being conducted and this will increase the compliance in the next period. Fixed Electrical testing is approximately 70% complete and this will further increase our compliance.
		Explore opportunities to reduce environmental impact		The Sustainability Group remains temporarily suspended due to COVID 19. With many staff returning to the offices following Lockdown, July saw our Electricity costs return to normal levels however in the last 2 months of Quarter 2 we are seeing a significant drop in charges due to many staff returning to homeworking to maintain social distancing following Government guidance and the introduction of local lockdowns. As a representation of the savings made on our electricity costs, the bills have reduced by the following amounts in each month this Quarter July 10%, August 5% and September 7%
		Explore and maximise external funding opportunities		We continue to work with the Community Safety Partnerships to develop projects under the initial investment
		Explore and maximise sponsorship initiative opportunities		Sponsorship opportunities are continuing to be sought across the Force area although this has slowed due to the current COVID situation. This will be picked up post September as a priority

		Implement and maintain a risk register to identify and mitigate risks to the OPCC and force		<p>A full review of all entries was undertaken by all risk owners in September.</p> <p>Whilst there were some important risks raised in mid- March to April, the advent of time and the measures put in place have greatly reduced the risks associated with COVID – 19. These risks although still relevant and continuously monitored are not felt to pose any substantial risk to the organisation at this current time.</p> <p>The OPCC Exec team were requested to consider 24 risks for discharge from the register which were approved, these were predominantly estates related risks covering topics like supply of goods with the uncertainty of availability.</p>
		Utilise training and development plans for all OPCC staff		Development objectives for 2020/21 are currently being set for the OPCC team, which will include discussions on training and development opportunities. There is a specific training budget in place to support professional development
Enter into collaboration agreements with other PCCs, other policing bodies and partners	17h	Explore collaboration opportunities in accordance with the Policing Vision for Wales		<p>Collaboration is firmly on the AWPAG 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.</p>
		Explore collaboration opportunities with other partners		The recently submitted bid to the Home Office was approved and an award of £195k was given to develop the Safer Streets Fund project in Llanelli.
		There are formal governance arrangements in place to scrutinise collaboration agreements		<p>PCC Llywelyn assumed chair of the AWPAG 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 to 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.</p>

Provide a local link between the police and communities, working to translate the legitimate desires and aspirations of the public into action	17i	Working with the Force to develop and implement our joint Strategic Equality Plan; meeting the objectives within.		<p>Having undertaken a more digital approach throughout Q2 we are in a better position to update and develop our Strategy. This work will be undertaken during Q3. The Action Plan has been developed, covering Sep'20-Mar'21 - to be published during Q3. The Action Plan will be promoted in discussions with DPP colleagues during Q3 at the Connecting Communities Board. We have also created a calendar of engagement activities for Sep-Dec'20 in support of the Action Plan, which will be reviewed and updated as engagement opportunities arise.</p> <p>Volunteers in a variety of roles are local representatives who assist the PCC in scrutinising DPP, and in influencing decision making. During Q2, we ran a recruitment campaign for these volunteering roles within the OPCC - work continues in to Q3. During Q2 we assisted the APCC with the promotion of their Road Safety Survey - a national public engagement survey, designed to understand public perception on roads safety and enforcement. 71 residents of the Dyfed-Powys area completed the survey.</p> <p>The PCC met with his Youth Ambassadors once during Q2: They discussed numerous opportunities for local young people to be involved in scrutinising police services and in influencing decision making: Developing an action plan for youth engagement for the year; Opportunities to be involved in the OPCC's scrutiny work; Their attendance at the public Policing Accountability Board meetings; Youth representation on the joint Independent Advisory Group; and working with DPP's Learning and Development Team to develop a video linked to police contact with young people. Youth Ambassadors also highlighted that the Forum needs to be more representative with a wider membership. Working in partnership with DPP, a recruitment campaign for Youth Ambassadors will take place during Q3.</p> <p>We utilised Q2 to progress with the work on the Dyfed-Powys Victim Engagement Forum; developing the terms of reference, legal documents, linking in with partners to discuss engagement activity, planning engagement activity and presenting the above progress to the PCC, CC and LCJB partners. The terms of reference will be published in Q3 when engagement activity with victims will commence. Those affected by crime will be given the opportunity to scrutinise local victim services and to influence decision making.</p> <p>During Q2, the PCC began to release his "Highlights of the week..." on social media: An opportunity to raise awareness of his work. These weekly posts have achieved the highest number of impressions on our social media pages. Two editions of the PCC's Newsletter were published. Within the Jul'20 edition the PCC informed readers of his work in the preceding couple of months, including updates/feedback on the new Policing and Custody Hub in Llanelli following public consultation, and information on the Participatory Budgeting process. The Sep'20 edition looks back at Jul-Aug activities; including the publication of the 2019/20 Annual Report, and a new feature where members of the PCC's team tell readers in their own words how their roles changed / the challenges they faced since COVID-19.</p> <p>We have promoted the Annual Report, available in a number of formats, and informed our local communities how they may access the Report to find out more about work undertaken throughout the year. This work continues in to Q3.</p>
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The PCC hosted a virtual public meeting as part of his virtual Community Engagement Day on Friday 10 July, to which he invited the local DPP Superintendent. They were able to inform key community representatives of the work being undertaken by DPP in the local area, with a specific focus on policing during the pandemic. Local community members are given the opportunity to meet the PCC and senior DPP officers.

In Aug'20, the PCC visited Newcastle Emlyn where he met with local Councillors, residents and business owners to discuss the CCTV cameras being installed in the area. He informed the community of his pledge to reinvest in CCTV, providing them with information about the project, and discussing local matters.

When news broke in Sep'20 that a military base in Penally was due to be used to house asylum seekers, the PCC wrote an open letter to the Home Secretary. We promoted this public letter on our website, via social media and through the press; transparency as to the views of the PCC and steps he had taken.

In Sep'20, the PCC also attended a virtual meeting with Burry Port Town Council where local concerns and local policing matters were discussed. These meetings increase public confidence in the police as the local community get the opportunity to seek answers from senior officials. They were reassured as to local issues and policing resource distribution.

We have also used Q2 to plan and prepare for a new feature - Commissioner in Conversation – which will commence during Q3, and will see the PCC interviewing the Chief Constable and other key individuals, to inform our local communities of the work they undertake. The public will have the opportunity during these sessions to have their say and ask questions.

		<p>Development and implementation of OPCC Single Equality Plan incorporating providing opportunities for local communities to inform and influence decision making</p>		<p>The PCC and Youth Ambassadors identified that the Youth Forum needs to widen its membership in order to become more representative of our local communities. Recruitment will take place in Q3.</p> <p>The PCC met with Access Wales to better understand a new initiative soon to be launched in the Force area linked to disability awareness, and how he and DPP can work with them. Work continues in to Q3 as our Engagement Officer maintains close contact with Access Wales.</p> <p>The PCC met with Ameer Rana-Davies who informed the PCC of his work across schools around racism and hate crime awareness; to discuss how we could work with him specifically during Hate Crime Awareness Week in Q3.</p> <p>The PCC also met with Uzo Iwobi of Race Council Cymru, which has resulted in further discussions around arranging for representation from the Race Council Cymru Young People's Hub in Carmarthenshire on the Youth Forum.</p> <p>The OPCC has worked with the Force's Equality Diversity and Welsh Language Manager to develop an Action Plan to monitor progress against the Objectives set out within our joint Strategic Equality Plan.</p> <p>We have continued with our digital approach to public engagement. We have highlighted on the Risk Register how engaging / communicating in digital formats will mean that some local communities will not have as much of an opportunity to engage with the PCC in the present environment. 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. The PCC has more recently held a small number of face-to-face meetings, as well as visiting Newcastle Emlyn in person whilst CCTV cameras were being installed. This ensured that the local Councillors and residents/business owners had the chance to speak to the PCC in person.</p> <p>The PCC also officially opened the CYCA Centre of Excellence in Llanelli, where his presence in person was appreciated by all. In to Q3, we will continue to adapt and develop our engagement approach depending on local restrictions and changes with the pandemic, considering alternative opportunities.</p> <p>We continue to include information on our website/social media as to how the public/community representatives can contact the PCC and his team during this time. We always look to find alternative communication formats to ensure that the wider audience can access information about the work of the PCC. One of the main publications during Q2 was the PCC's 2019/20 Annual Report, which was produced in a number of different formats to ensure its accessibility: In English and Welsh; as a PDF to download directly from our website; paper copies are available for distribution on request and at events; and video productions of the various sections of the Report have been developed and posted on our YouTube account, accessible for viewing by the public.</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>
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		Respond to community concerns in a timely manner		No comments
		Engage residents in contributing to assurance and scrutiny activity		<p>This quarter has been particularly busy in terms of volunteer scheme management. The number of active Independent Custody Visitors (ICVs) is of concern, however mitigating actions have been taken. A full recruitment drive has run throughout September, encouraging applications to our Joint Audit Committee, Quality Assurance Panel, ICVs and Youth Engagement Forum. This has seen some applications received for Custody Visitors, therefore it is anticipated that numbers will rise through the next quarter.</p> <p>During early October a phased return to physical custody visits was implemented. The scheme now offers a blended approach of independent calls conducted by volunteers, "traditional" visits and regular dip-sampling of custody records. This ensures the Commissioner continues to discharge his statutory function thoroughly and that the scheme will continue whatever future restrictions are imposed as a result of Covid-19.</p> <p>Animal Welfare Visits have recommenced and the Quality Assurance Panel has undertaken one scrutiny exercise using an online platform.</p>
		Provide effective and accessible services for victims and vulnerable people		<p>MOJ data return currently being collated with input from all services. Majority of services demonstrating improved outcomes for service users against MOJ domains. Force Victim Implementation Project has investigated the apparent issues with deterioration for quality of life reported by Goleudy service users - this was an error in how the data was being interpreted and displayed and has now been rectified. Future performance reports contain a revised method of demonstrating progress on this measure.</p> <p>No complaints received. Complaints processes for all commissioned services reviewed at Q1 monitoring meetings and will form part of annual audit cycle in future.</p> <p>No tenders evaluated during this quarter but core questions remain in template.</p> <p>No data captured yet for mid-year return. No feedback has been received from MoJ following year-end 2019/20 return and no response to a number of queries raised with the guidance. No timescales or guidance issued yet from MoJ for 2020/21 process. Partner agencies have not been able to prioritise data capture due to Covid impact (e.g. courts not sitting therefore no data available regarding use of Victim Personal Statements etc.). Partners also querying the purpose and intent of MoJ regarding data captured. For ongoing discussion at local and national level.</p>
Hold Chief Constable to account for the exercise of the functions of the office of Chief Constable and those under his	17j	As detailed in 17c		

direction and control				
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.</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		<p>All published information is routinely translated as business as usual prior to anything being published, ensuring that at all times both English and Welsh are treated the same.</p> <p>The Welsh language commissioner recently published his annual report which covered the period prior to COVID. Also published was a guide to holding bilingual video meetings, this does not offer any easy solutions and refers to different technologies that could be used, all of which have a cost implication.</p> <p>However they are looking to develop something within Microsoft teams, but this is by no means imminent.</p> <p>Compliance and Performance Manager is monitoring this to ensure OPCC is informed of any developments which will assist us.</p> <p>The office are currently utilising ZOOM which allows us to offer translation during virtual meetings.</p>
		Proactively promote and raise awareness of Commissioned Services		<p>Website contains accurate information on existing services, reviewed as part of Transparency Award preparation. Single page summary articles produced and currently being translated for each commissioned service. Link to website included in Victim Information Pack.</p> <p>Social media, website and press articles shared during Q2, reinforcing messages relating to Covid 19 pandemic. Positive news stories focussed on progress made in Magistrates courts backlogs.</p> <p>No articles in national publications Q2 (target achieved in Q1).</p> <p>All contracts contain standard requirement for promotion of services. Service implementation meetings include a focus on communications plans and Corporate Comms are invited. Commissioning team have linked providers to PCC Engagement team to ensure maximised opportunities. Some</p>

				providers featured within PCC annual report video. This will feature within the annual audit plans for commissioned services.
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 2 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.
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		As above, the 2019 / 2020 Annual Report has been published, shared with the public and key stakeholders, and promoted on our website and social media platforms.
Monitor all complaints made against officers and staff, whilst having responsibility for complaints against the CC	17n	Handling of complaints against the Chief Constable		Two complaints against the CC have been received during this quarter - both are currently ongoing. One complaint is awaiting clarification from the complainant and has therefore not been recorded in-line with Schedule 3 at this time.
		Maintain oversight of complaint cases as per requested by individual members of the public		No new oversight cases received by the OPCC during this quarter. The PCC committed to writing to the CC on behalf of Mr Jeremy re: Firearms department dissatisfaction, with a view to facilitating a meeting between the Force and Mr Jeremy (not oversight).
		Scrutiny of Force complaint handling		Both the OPCC Quality of Service Manager and the Force PSD staff attended Policing Board on 18th September 2020. The actions arising from that meeting are: 1. The CoS to review the number of complaints being incorrectly directed to the OPCC over the next few months to assess whether the public are having difficulty finding the correct contact details for the PSD. 2. The ACC to ensure that the PCC's concerns regarding first point of contact with the Force via the 101 number are passed to the new Gold Group being formed to address triaging calls from the public. 3. The PCC and DCC to discuss the outcome of a hearing on the 16th of September outside of the Policing Board. 4. The new PSD Framework and lessons learned to be discussed at the January Policing

				Board. 5. The CoS, NH and the Force to discuss the Sancus Service prior to the contract being considered in February 2021.
		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		Although 9 resulted in an upheld outcome, 4 of those included lessons learnt/recommendations. Two of those recommendations (identical) will be discussed with the IOPC at the next quarterly meeting with the Force and one recommendation will be taken forward by the OPCC Compliance and Performance Manager with the Information Management and Compliance Department in the Force, with a view to a new policy/guidance document being created.
PCC must not fetter the operational independence of the police force	18	Development and annual review of Corporate Governance Framework		CGF has had minor amendment made within last quarter as part of review / update of PB and PAB Terms of References.
Access to information, officers and staff	19	Corporate Governance Framework details information sharing arrangements		The Corporate Governance Framework was updated last quarter.
		Handling of information in accordance with Data Protection legislation		<p>5 potential data breaches were reported this quarter, remedial action was taken immediately and words of advice issued. Whilst all breaches of this nature are taken extremely seriously the consequences in all these cases were limited with no harm to the data subject and therefore not reportable to the ICO.</p> <p>As a corporation sole, the OPCC are subject to and responsible for FOI requests. 9 FOI requests were received in this quarter, None of these were requests in which the OPCC held the information requested and were forwarded to the force with the requestor's permission as they may or may not have held the information.</p> <p>Training and awareness remains very high on the agenda for the OPCC when considering data protection, all staff were requested to complete on-line learning modules and received several e-mails from Compliance and Performance Manager in relation to scam e-mails.</p>

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.</p> <p>The Board met in Q2 and received an overview of the Missing Young People Debrief Service provided by Llamau. Following discussions with the Board, the DoC has raised some issues for Procurement to address regarding ongoing scrutiny of provider compliance with due diligence checks.</p> <p>Contracts register in place and regularly updated. Register reviewed at start of year to analyse impact of PCC election postponement. All contracts have options to extend and plans in place to safeguard across Term changes.</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. The impact of service provision against delivery of the Plan is included in the report to Panel demonstrating progress against the Plan.</p> <p>LCJB priorities for 2019/20 have been carried forward. October meeting focussed on Offender Management, both youth prevention and Integrated Offender Management. January's meeting will focus on performance data from all partners. LCJB members will be key consultation members in 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 £140k of specific Covid funding for VAWDASV services within the area and a further £55k for provision of ISVAs over a 2 year basis.</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. Meeting scheduled for October to discuss ongoing impact of Covid and outcomes achieved via PCC funded projects. 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>DoC has prepared Information Sharing Protocol to allow Goluedy to share data regarding victims who have received an outcome at court with the CRC for victims to make an informed offer of RJ as per the PCC's requirements. This is currently awaiting approval from the Information Department in Force. RJ is an area that requires further focus and discussion at an All Wales level.</p> <p>CSP priority areas taken into account when PCP was first developed. DoC involved in preparation meetings for new Plan</p>

				and will ensure link to CSP managers. PSB priorities and workplans have been shared with Policy officer to inform development of new PCP.
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		A new funding decision process has been developed, capturing all the phases that are processed when delivering the provision of crime and disorder grants. The new process will be circulated to the Force for internal requests.
		Provision of crime and disorder reduction grants within 2019/20		£60k invested across the Community Safety Partnerships to develop community safety projects. £140k is being invested across the 14 NPT areas with a £10k allocation towards community projects through a Participatory Budgeting process, run by the NPT's and local partners
		Evaluation of crime and disorder reduction grants to determine social return on investment		A new funding decision process has been developed, capturing all the phases that are processed when delivering the provision of crime and disorder grants. The new process will be circulated to the Force for internal requests.
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>Q1 reviews all took place. Q2 reviews scheduled for mid to late October. Ongoing discussions with providers during Covid pandemic in addition to regular contract meetings.</p> <p>Q1 reports all received in timely manner prior to contract review meetings. Q2 reports currently being received in readiness for forthcoming meetings.</p> <p>Forward schedule of visits significantly impacted by Covid 19 restrictions. Providers have had regular contact with both PCC and DoC during pandemic. Commissioning support officer currently developing audit schedule for annual checks on each provider. In addition to the regular performance and financial reporting this will involve review of complaints procedures, accessibility, staff support/team meetings, mystery shopper exercises (e.g. Welsh Language), compliance checks etc.</p> <p>The Board met in Q2 and received an overview of the Missing Young People Debrief Service provided by Llamau. Following discussions with the Board, the DoC has raised some issues for Procurement to address regarding ongoing scrutiny of provider compliance with due diligence checks.</p>

		PCC's contribution to the All Wales Criminal Justice agenda		<p>DP LCJB continue to highlight positive progress and escalate areas of concern/risk to the AWCJB and national CJ networks.</p> <p>LCJB recovery sub group established in July and fortnightly meetings have produced significant progress against Magistrates court backlogs. Group now meeting monthly to review Crown Court progress. LCJB full meeting early October focussing on Offender Management. Extraordinary meeting scheduled to discuss implications of Sentencing White Paper.</p>
		PCC's national portfolio responsibilities		<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)

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1.0 Request for Reviews – OPCC Role

Police and Crime Commissioners (PCCs) act as the voice of the public on policing and crime matters. They are responsible for setting the strategic direction for policing within their respective force areas. As of 1st February 2020, they are involved in the implementation of new complaints and conduct legislation arising from police integrity reforms 2019. A key element of the reforms is to carry out independent reviews of police complaints, where the Commissioner has been assessed as the relevant review body and the complainant formally requests a review in respect of the Force's handling of their complaint. This forms part of the Commissioners' priorities i.e. keeping our communities safe, safeguarding the vulnerable and connecting with communities.

2.0 Request for Reviews – Statistics (01/02/20 – 20/10/20)

Total Request for Reviews Received:	26
Total Request for Reviews Valid:	23*
Total responded to within 28 days:	19**

* 2 Reviews were re-directed to the IOPC and following consultation with the complainant, 1 Review was a request for a Victims Right to Review.

**2 Reviews encountered delays due to the volume of correspondence & 2 Reviews are currently ongoing.

Complaint Types

Decisions:	1
Disclosure of Information:	1
General level of service:	2
Handling of or damage to property/premises:	3
Lack of fairness and impartiality:	1
Police action following contact:	10
Searches of premises and seizure of property:	1
Unprofessional attitude and disrespect:	2

Recorded Outcomes

Not Upheld:	15
Partially Upheld:	2
Upheld:	4

Total Reviews resulting in Recommendations/Lessons Learnt: 9

The average response time for the Force Professional Standards Department (PSD) when replying to recommendations/lessons learnt is currently 16.12 days. The OPCC have been content with the responses received to the recommendations/lessons learnt to-date.

3.0 Request for Reviews – Sancus Role

Full details outlining the background and procurement process relating to Sancus can be located on the OPCC website: <http://www.dyfedpowys-pcc.org.uk/media/9385/c-users-65038-desktop-dll174-sancus-solutions-decision-log-002.pdf>.

Sancus have considered a total of 21 reviews (to-date) for the OPCC since 1st February 2020. Of those, the OPCC have queried 5 responses from Sancus, 4 of which resulted in an agreement between the OPCC and Sancus and 1 resulted in the OPCC going against the recommendations made by Sancus. On average, Sancus have a turnaround of 9.67 days.

Dyfed-Powys Police and Crime Panel 04/11/2020

UPDATE ON DEEP DIVE REPORTS

Recommendations / key decisions required:

- 1. To scrutinise the outcomes arising from the reports and subsequent actions taken by the Commissioner**
- 2. To make such recommendations to the Commissioner as the Panel considers appropriate**

Reasons:

The Commissioner utilises 'deep dive' enquiries into key performance areas as a means of scrutinising and supporting the overall performance of Dyfed-Powys Police.

Report Author:

R J Edgecombe

Designations:

Lead Officer to the Panel

Email addresses:

rjedgeco@carmarthenshire.gov.uk

DYFED-POWYS POLICE AND CRIME PANEL
04/11/2020

UPDATE ON DEEP DIVE REPORTS

The Commissioner utilises 'deep dive' enquiries into key performance areas as a means of scrutinising and supporting the overall performance of Dyfed-Powys Police.

In September 2019 the Commissioner published a 'deep dive' report into the issue of initial public contact with Dyfed-Powys Police which concluded that the force could not maintain the status quo in relation to how it managed public contact, but recognised that a high percentage of residents were not ready to rely solely on digital forms of contact.

In December 2019 the Commissioner published a further 'deep dive' report into the issue of victim withdrawal and the utilisation of outcomes 14* and 16* by Dyfed-Powys Police for domestic and sexual crimes, which was prompted by concern at the high percentage of cases where these outcomes were recorded. The report resulted in 10 recommendations to the Chief Constable.

**Outcome 14 victim declines/is unable to support action,*

**Outcome 16 victim does not (or has withdrawn) support*

The attached report sets out the progress that has been made in responding to the findings and recommendations contained in both these deep dive reports

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	PACP015	County Hall Carmarthen

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PURPOSE: Report to the Police and Crime Panel

Title: Progress report following the Deep Dive Scrutiny Review of Dyfed-Powys Police's Initial Public Contact

Executive Summary:

Dyfed Powys Police have seen an increase in non-urgent calls for service, and subsequently call waiting times have increased and although the force is working hard to offer other opportunities through new on line services there is a challenge in being able to flex and meet public expectations and be responsive and flexible enough to be accessible to all.

The report was provided to the Chief Constable in September 2019, who subsequently formally responded, accepting each of the recommendations.

This paper reviews the progress made by Dyfed-Powys Police against the recommendations of the report since 2019

Headline achievements:

- #MakeTheRightCall is now a well-established campaign within Dyfed-Powys. Its purpose is to educate the public on the most appropriate service and methods of communication available. This campaign played a key part to manage demand during the COVID pandemic and will now be modified to compliment the launch of Single Online Home, by highlighting the new and improved methods of digital contact available.
- During a recent review of the Neighbourhood Policing Team (NPT) structure consideration was given to available resources, including the use of the mobile police stations. The introduction of the NPT toolkit has equipped the local policing teams with the skills to effectively assess the needs of its community and undertake engagement in the appropriate way at the appropriate time. The mobile police station fleet features as a part of this toolkit.
- Policies include Equality Impact Assessments (EIAs) at the point in which any new policy is created. To embed processes training will be provided and EIAs will be reviewed by Legal Services to provide assurance that their use in appropriate and 'business as usual'.

Recommendation:

That the Police and Crime Panel note the contents of the report.

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:

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

Progress report following the Deep Dive Scrutiny Report of Dyfed-Powys Police's Initial Public Contact

1. Purpose of Report

There is a national increasing trend of people contacting the police as a first resort due to a lack of clarity of how and why the public should make contact. This, coupled with a lack of availability, capability or response by other, more suitable agencies, poses enormous pressures and significant challenges for Dyfed-Powys Police (DPP) in managing initial public contact. More so, it poses a challenge in meeting public expectation of a prompt police service, contributing to a detrimental impact on the public's confidence in the police.

This lack of clarity amongst the public of how and why they should make contact with the police has contributed to the increase in demand on the Force Communications Centre. This has led to increased waiting times on the 101 non-emergency number, and has been identified by the public as the main barrier to making contact with the police.

There is a strong national directive on digitalised police contact in the near future through the introduction of Single Online Home. With Dyfed-Powys' ageing population and a high percentage of rural communities not currently digitally connected, any strategy going forward needs to give due consideration to the specific needs of our ageing and rural communities. There is a need for a holistic view across the organisation, alongside a strong Contact Strategy, which explains how we will embrace change in digital contact in the future, ensuring it is fit for purpose for the communities of Dyfed-Powys. A commitment for a clear vision needs to be set out internally, before communicating clearly with the public.

2. Outcome

The review, found that:

- DPP cannot maintain the status quo in relation to public contact management. Whilst the next year is set to bring new changes to the culture of initial public contact with the emergence of Single Online Home as a digital front counter, Dyfed-Powys cannot disregard the high percentage of its residents who are not ready to depend solely on digital contact.
- Whilst 87% of survey responses were received online, the number of respondents' eager to be able to report a crime via social media in the future are lower than expected. Those who responded to a series of surveys expressed their preference of face to face and phone contact over any other form. The strong appetite for a more personal contact approach needs to be fully explored and adequately catered for.
- The mounting pressures of increasing calls to the Force Communication Centre (FCC) need to be addressed urgently, and unnecessary calls moved to more appropriate agencies or individuals within DPP where suitable.

- A strong and ongoing communications plan is needed in order to guide callers to the correct agency from the outset, as well as clearly advising the public of the different methods available to contact the police when that is the necessary avenue.
- There is a need for more clarity and consistency in the use of the community trigger process to deal with antisocial behaviour.
- Whilst there are examples of good practice, DPP doesn't fully understand the needs of all of its diverse communities. There is a need for better understanding so as to ensure the Force is fully accessible.
- There is an appetite within DPP to make more use of the four mobile police stations which would facilitate a local policing presence, but a full review is needed to ensure that any investment provides longevity and value for money, whilst delivering a service in line with the needs and reasonable expectations of the communities of Carmarthenshire, Ceredigion, Pembrokeshire and Powys.
- Any future change to public contact with DPP needs to be strategically planned by DPP, and there needs to be a commitment for a robust, forward-facing contact management strategy. This needs to be implemented in close collaboration with relevant partners and applied consistently by DPP across the force area.

3. Situation

This review contributes to Priority 4 within the Commissioner's (PCC) Police and Crime Plan, Connecting with Communities, and specifically the following areas:

- Improving our understanding of communities so that we can respond appropriately to how specific communities and community groups want to engage;
- Ensuring that the public receive an accessible and responsive [police] service;
- Ensuring that all members of our communities, including diverse groups, are provided with an opportunity to engage [with the police] through a variety of means; and
- Exploring the development of new digital opportunities for the public to access policing services when and how they need and want to.

The review sought to:

1. Assess whether the level of public expectation is reasonable within the context of different types of demand;
2. Provide a snapshot of current initial public contact with the Police across Dyfed-Powys;
3. Determine whether public contact methods provided by Dyfed-Powys Police (DPP) meet public expectation; and
4. Determine whether DPP are providing an accessible police service at the first point of contact.

Through:

- a) Identifying current national trends and developments in relation to public contact with the police;
- b) Identifying how and why the public are currently making contact with DPP, and how they would like to do so; and
- c) Assessing public perception regarding the accessibility of DPP.

In order to inform this review, representatives of the Office of the Police and Crime Commissioner carried out a variety of qualitative and quantitative research methods, including:

- A public consultation on initial contact with the police via an online survey and face-to-face consultation at various summer shows and events;
- Interviews with key DPP departments to understand their views of the topic;
- Focus Groups with representatives from DPP's Independent Advisory Group to discuss accessibility issues at the first point of contact;
- Focus groups with young people through the PCC's Youth Forum and other youth groups;
- Desk research on local and national developments and benchmarking activity in the field of public contact;
- Detailed scrutiny of DPP's performance statistics;
- Data from DPP's Call Logger Exercise.

The review contributed to the following aspects of the Commissioner's Police and Crime Plan:

- Make best use of our frontline resources to proactively tackle and deal with crime and incidents. (Priority 1: Keeping our communities safe).
- Advocate a reasonable and proportionate response by frontline officers when dealing with people experiencing mental ill health. (Priority 2: Safeguarding the vulnerable).

4. Consequences

Although national developments are rapidly moving towards digital police contact and digital reporting, the public in Dyfed-Powys strongly value phone and face to face contact. Bearing this in mind, along with the area's ageing and rural population, the public need to be consulted and included in the planning of future public contact methods, so as to avoid a lack of engagement, and subsequent trust in the police.

More people are contacting the police, on a national and local level, as a first resort, as well as phoning the police for transfer requests and non-police issues, which places immense pressures on the FCC. As over two thirds of 101 calls are made for reasons other than reporting a crime, these calls to the FCC could be better placed elsewhere. Current increased call waiting times contribute to staff pressures, has a detrimental impact on the public's confidence and trust in the police, and will act as a barrier of future contact if nothing changes.

DPP needs to ensure it is appropriately and consistently educating all members of the community on the most appropriate service to contact in emergency and non-emergency situations, how to do so and what to reasonably expect. By not sharing

these messages consistently, it will be difficult for DPP to have more control over its management of public contact, and will have resource and cost implications.

DPP doesn't fully understand the needs of all of its diverse communities and doesn't have appropriate infrastructure in place to assess the impact of new developments or policies on equality. There are a few examples of good practice with regard to accessibility of first contact, but there is a need for a more strategic approach so as to ensure the force is fully accessible.

5. Actions and Review

Recommendation	RAG
1.To develop a holistic vision across the organisation, alongside a strong Contact Strategy, which explains how DPP will embrace change in digital contact in the future, ensuring it is fit for purpose for the communities of Dyfed-Powys. A commitment for a clear vision needs to be set out internally, before communicating clearly with the public;	Amber
2.With the imminence of Single Online Home, it must be ensured that Dyfed-Powys Police's systems are ready and people are appropriately skilled for the change, giving cognisance to any anticipated increase in demand ensuring a resource model to meet any change in demand;	Amber
3.That DPP works with Welsh Government, public service partners and other Welsh forces to further develop the #maketherightcall campaign. This will educate all members of the community on the most appropriate service to contact in emergency and non-emergency situations and what to reasonably expect;	Green
4. That a review of the volume, time and nature of front counter encounters in all stations be conducted in order to assess actual demand for the service. This review should be used to inform public communications advising of station opening times. These communications should be linked to the #maketherightcall campaign.	Amber
5.That the concept of working within Community Hubs is fully explored as means of proactively engaging with the public face to face;	Amber
6. That a thorough needs assessment, deployment model, engagement strategy which is NPT-led, and robust evaluation be developed to facilitate the best use of the current Mobile Police Station fleet	Green
7. That 101-2 callers, who usually phone for transfer requests, are provided with direct dial numbers for officers/departments. A message also to be included on 101 to explain why calls may take longer (brief and simple explanation of THRIVES), to educate and manage public expectation;	Amber
18. Work is needed to raise user satisfaction around being kept informed, in particular in setting out reasonable expectations at the initial point of contact.	Amber
9.To fully engage with young people, via the Commissioner's Youth Forum and other youth engagement methods, to understand their perceived barriers to police contact, and improve relationships with young people;	Amber

10. That a full Accessibility Audit is undertaken across the force area, focusing on stations and the website;	Amber
11. That Equality Impact Assessments (EIA) are undertaken every time a new policy, procedure or system is established, or when procuring new services. This needs to become second nature, and a part of the fabric of DPP;	Green
12. To assess whether DPP can be part of a wider community-based accessibility awareness scheme. Ensuring this is a success would require close collaboration with the health sector, to raise awareness of the scheme with potential users, as well as secure suitable training for front of house and management staff;	Amber
13. That the Pegasus scheme is driven by DPP, and is thoroughly and consistently promoted across Dyfed-Powys to potential service users, in collaboration with Hywel Dda Health Board and the Engagement PCEOs;	Amber
14. To reassess the way in which the Deaf Community access the police, to include reviewing the text messaging service for Deaf people. To pilot InterpreterNow with the Deaf community in Dyfed-Powys in order to improve their access to the service;	Amber

- 1. To develop a holistic vision across the organisation, alongside a strong Contact Strategy, which explains how DPP will embrace change in digital contact in the future, ensuring it is fit for purpose for the communities of Dyfed-Powys. A commitment for a clear vision needs to be set out internally, before communicating clearly with the public;**

Owner – Ch/Supt Cummins - Strategic Local Policing Group
RAG – Amber

It is the Chief Officer's vision for Dyfed-Powys Police that the Force is able:

“To manage all contact in a way that is consistent and appropriately meets the needs of the individual. Delivering a service that is intelligent, personalised, reassuring and effective at the earliest point of contact”.

Work was underway regarding a specific FCC Contact Management Strategy but this has been paused to enable one all-encompassing plan to be developed across the “whole system” including contact with the FCC, contact at police receptions, and contact through Neighbourhood Policing Teams. The Force is also cognisant of the following interdependencies which will inform the work:

- The Force is keen to capture the learning from the Covid-19 pandemic and is working on a “Confidence Strategy” linked to recovery and smarter working
- The Force wants to support the development of the new Police and Crime Plan (post May 2021)
- The Force wants to see the benefits of Single Online Home (SOH) and the digital desk being delivered and these are part of a “soft launch” to enable

us to understand the impact of this on the FCC before an appropriate communication plan is created and implemented

- The plan needs to support the Neighbourhood Policing Strategy
- There are opportunities that have been created to engage with wider communities within this review and we need to understand the outcome of these to inform the work

The Force Confidence Strategy, currently under development, will provide the platform from which this plan will be developed. Please see attached.



Confidence
Strategy v.3 power p

- 2. With the imminence of Single Online Home, it must be ensured that Dyfed-Powys Police's systems are ready and people are appropriately skilled for the change, giving cognisance to any anticipated increase in demand ensuring a resource model to meet any change in demand;**

Owner – Marie MacAvoy - ICT strategic group
RAG - Amber

All services and processes included within the scope of the SOH platform have been mapped and the relevant Business Leads and Subject Matter Experts engaged throughout. Communications have been issued to FCC staff in early 2020 in preparation for the upskilling programme.

The timeline attached outlines the agreed timeline for specific elements of the platform go live in five “pushes” with full implementation by 25th November 2020;



Service Pushes Push
0 Push 5.xlsx

All ‘as is’ and ‘to be’ business processes and advice pages associated with SOH services have been process mapped. Engagement with key stakeholders has been constant over recent months with Business Leads and Subject Matter Experts (SMEs) involved in awareness sessions facilitated by the SOH Transition Manager; and in the process mapping, reviewing and approval of the SOH services and advice pages affecting their respective Departments.

A Digital Desk Implementation Group has been formed, chaired by Superintendent Clark Jones-John, to oversee the introduction of the Digital Desk within the FCC.

Engagement with key staff regarding the on-line crime recording processes will commence imminently – both in the context of the ongoing ‘end-to-end’ crime review and the planned migration to Niche RMS in 2021.

Training has been delivered to key personnel (Information Management, Corporate Communications, ICT developers and People Services) in relation to the Case Management System that supports SOH which permits approximately 20% of the overall content to be amended / updated so that it is bespoke to DPP – including News, Campaigns, Careers, FOI and the Force Publication Scheme.

It has been agreed nationally that all Welsh Forces will adopt a ‘soft launch’ approach to SOH rollout. A Force-wide communication / briefing was prepared in readiness for the ‘go-live’ dates. The Project Team has produced briefings and a presentation for staff which will be made available over the coming weeks on a shared workspace on DPPi2, which again will be promoted through internal communications.

A suitable staffing model to support the implementation of SOH is seen as an essential prerequisite to the successful delivery of the project. As part of a wider scoping strategy the FCC has engaged with a number of digitally enabled forces and has modelled for anticipated demand increases. Commensurate with the forecast, the Force has increased FCC capability and resourcing and is fully engaged in the transition to ‘full digital contact’ in line with the latest implementation timescales.

- 3. That DPP works with Welsh Government, public service partners and other Welsh forces to further develop the #maketherightcall campaign. This will educate all members of the community on the most appropriate service to contact in emergency and non-emergency situations and what to reasonably expect;**

**Owner – Ben Coles - Corporate Communications –
RAG - Green**

The #MakeTheRightCall campaign is now a well-established campaign, aiming to highlight the availability of online and email contact methods as an alternative to 101, as well as encouraging correct use of these methods to manage FCC demand. This has been extended and played a key part to manage demand during the COVID pandemic. This campaign will be modified to compliment the launch of SOH and to take in the new and improved methods of digital contact, as part of the overall strategy to manage FCC demand.

- 4. That a review of the volume, time and nature of front counter encounters in all stations be conducted in order to assess actual demand for the service. This review should be used to inform public communications advising of station opening times. These communications should be linked to the #maketherightcall campaign;**

Owner – Ch/Supt Jon Cummins – Strategic Local Policing Group.
RAG - Amber

The arrival of the Covid-19 Pandemic created an issue with the progress of this recommendation. There is a need to progress this review but the Force respectfully suggests that it is not pragmatic to undertake such a review until we understand the “new normal” post the pandemic.

The force’s enhancement of its digital communications footprint before the end of 2020 is expected to have further significant impact of the front desk footfall as seen during the COVID pandemic “lockdown” but at the moment that is an assumption which needs to be tested.

5. That the concept of working within Community Hubs is fully explored as means of proactively engaging with the public face to face;

Owner – CI Mark McSweeney – Neighbourhood Policing Group
RAG - Amber

Through the use of the Neighbourhood Policing Team (NPT) toolkit local teams have identified hubs within their neighborhood areas that are used being used for face to face engagement. This has been evident in the Aberystwyth “Y Hwb” in the Penparcau area. NPT staff regularly attend the local and engage with various groups on a planned and ad hoc basis.

The Llanelli NP team have routinely worked for one day a week in a multi-agency hub (The Hwb) based in the town centre. The team utilise a ‘hot-desk’ system and work alongside partners such as housing, benefits, homeless services etc. This has proved beneficial for the team as a means of proactively engaging with members of the public who very often generate repeat demand for DPP. This ‘drop in’ arrangement in Carmarthenshire has been temporarily ceased due to COVID-19.

Newtown NPT had been involved with a new concept in Powys entitled ‘Early Help Hubs’ born out of the Early Action Together programme. The future vision is to provide accessible space specifically for families with children, providing early intervention support through regular meetings / events (e.g. lunchtime drop-ins, training courses etc.) Early scoping has acknowledged that different agencies have different needs necessitating the need for some partners to be permanently based in the hubs, while others may provide regular surgeries to the public or use the facility via ‘hot-desking’.

Through the Neighbourhood Policing Strategy further scoping of existing hubs in both a formal partnership approach and informal community approach will be a focus under the heading of connecting communities. Unfortunately, this has been suspended due to the restrictions COVID-19 has brought on face to face contact.

- 6. That a thorough needs assessment, deployment model, engagement strategy which is NPT-led, and robust evaluation be developed to facilitate the best use of the current Mobile Police Station fleet**

Owner – Ch/Insp Mark McSweeney – Neighbourhood Policing Group
RAG - Green

The Force has four mobile police stations with 36 authorised drivers. Due to the size of the vehicles each tend to be parked at larger stations which can accommodate storage between deployments (e.g. Aberystwyth, Haverfordwest, Brecon, Carmarthen). This presents challenges to officers from outer stations in relation to accessibility and impacts on the frequency in which the vehicles are used.

The Force has adopted a flexible approach to connecting with communities. The introduction of the NPT toolkit has equipped local policing teams with the skills to effectively assess the needs of its community and undertake engagement in the appropriate way at the appropriate time. The mobile police station fleet features as a part of this toolkit.



Neighbourhood
Policing Directory FIN.

The Force 'Ardal' system is currently being used to record each deployment of a mobile police station. This records when, where and how each of the vehicles have been utilised. This has built in the ability to undertake a robust and detailed evaluation of their use in due course. Future deployment opportunities will be recorded by our team of Police Community Engagement Officers and form part of their 'Community Engagement Plans'.

- 7. That 101-2 callers, who usually phone for transfer requests, are provided with direct dial numbers for officers/departments. A message also to be included on 101 to explain why calls may take longer (brief and simple explanation of THRIVES), to educate and manage public expectation;**

Owner – Mark Hall – Digital Projects and Prioritisation group
RAG - Amber

The Covid-19 Pandemic has provided an opportunity for the Force to understand options to better manage the demand coming in through 101.

A delay with an external provider being able to attend and progress changes to the Force telephony system, due to Covid-19, has delayed some opportunities to triage calls through the use of voice recognition.

The ACC has asked for IT and the FCC to develop an options paper outlining recommendations for change to technology within the FCC which includes telephony. This is due for review by the Chief Officer Group in October. The

options paper includes consideration of advances in technology to future proof the forces delivery in this area.

8. Work is needed to raise user satisfaction around being kept informed, in particular in setting out reasonable expectations at the initial point of contact.

Owner – ACC Ackland – End to End Project Group
RAG - Amber

Currently, it is difficult for call handlers to set clear expectations, as they will be unaware of officer commitments and what investigative steps will need to be taken. This could lead to a disappointed victim who may have been provided with information at the initial stage which could not be achieved by the officer dealing with the crime.

The new End to End Project includes setting of expectations of callers within its terms of reference and changes to how we do this, which will give clarity and accountability will be one of the projects benefits. The Force recognises that it is vital to set expectations at the first point of contact and it is a critical part of the design of the new work flow.

The work that has been undertaken to improve our contact with victims will also feed into this End to End project work to make sure that we can improve in this area. A victim Engagement Forum which is in its infancy and created by the OPCC will be involved in the project to enable the Force to receive honest feedback on the current service provided and how process changes will impact and improve our service to victims.

In the meantime, changes the Force has already made, we hope will improve contact with victims. Police Officers who complete the Victim contract on the Crime Management System receive an automated reminder through a Tasking action that is sent to them every month. This tasking will remind them to contact the victim. This tasking entry can only be disposed of when an endorsement is made and it is submitted as complete. These are viewed by Sergeants.

Superintendents now receive automated emails informing them of any crime that is over 6 months old, which is reviewed by them. This process is replicated for Chief Inspectors at 3 months and Inspectors at 1 month (this aspect is due to start imminently). This helps to provide focus for key areas such as victim updates and ensure that the scrutiny and support provided to response officers and detectives in place.

Automation and technology improvements will allow greater consistency but it all starts with Constable's and Sergeants taking personal responsibility for treating victims how they would wish to be treated and keeping people informed.

- 9. To fully engage with young people, via the Commissioner's Youth Forum and other youth engagement methods, to understand their perceived barriers to police contact, and improve relationships with young people;**

Owner – Teleri Williams – Connecting Communities.

RAG - Amber

Dyfed Powys Police are currently engaged with young people in which feedback regarding engagement is regularly received. Engagement through formal groups such as the junior safeguarding boards or more casually with localised youth groups has led to better understanding of barriers and sought to overcome them on a local level.

Through the Commissioners Youth Forum feedback on the significant digital developments has been received. It is recognised that it is the younger communities that will engage more readily through online platforms where they socialise more comfortably. The SOH programme and digital desk has been introduced to this group for feedback on 13th October and the force are currently considering their views.

- 10. That a full Accessibility Audit is undertaken across the Force area, focusing on stations and the website;**

Owner – Det Ch/Sup Steve Cockwell – Operational Estates Group

RAG - Amber

A full accessibility assessment was conducted in 2015/16 by the estates department. Every location had a full condition survey which included the accessibility of a station based on whether it had a front counter. The recommendations from the assessment have formulated a plan of works for estates and informed significant improvement works.

Dyfed Powys Police is reviewing its estates model requirement following the development of a Smarter Working Policy and evidence obtained during the Force response to the COVID-19 pandemic. It is anticipated that this will significantly change the requirements of the current estates model. Once established a full accessibility review will be undertaken. This action will be owned by the new Operational Estates Group.

- 11. That Equality Impact Assessments (EIA) are undertaken every time a new policy, procedure or system is established, or when procuring new services. This needs to become second nature, and a part of the fabric of DPP;**

Owner – Legal Services

RAG - Green

The Force has undertaken a review of the inclusion of EIA's at the point in which any new policy is created. On each occasion any policy is reviewed by Legal services and EIA will for part of that review.

In order to embed the process, the delivery DPPi2 will include training to individual departments regarding the development and maintenance of their own areas on the intranet. This training includes a list of items that should be included (including EIAs to be added along with any policies).

The training and legal services review will provide the assurance that the use of EIA's will become daily business for the force. The Force will need to update the OPCC to provide the appropriate reassurance once the review is finalised to ensure that subsequent activity will influence culture and that this has indeed become "business as usual."

12.To assess whether DPP can be part of a wider community-based accessibility awareness scheme. Ensuring this is a success would require close collaboration with the health sector, to raise awareness of the scheme with potential users, as well as secure suitable training for front of house and management staff;

Owner – Teleri Williams – Embracing diversity group
RAG – Amber

The Equality and Diversity department has links with organisations such as People First and the Total Communications Officer for Hywel Dda Health Board. Both organisations already have details of the Deaf text messaging service, Herbert protocol and Pegasus Scheme.

Access Wales is a charity who seek to provide better access to services and social activities. They wish to provide training to our staff/officers in respect of the issues someone with a disability/hidden disability face on a daily basis. They want to ensure that staff/officers understand these difficulties. This can be delivered by Access Wales. Train the trainers could also be an option who can then deliver the training to our staff and officers. Once training has been delivered the Force can then display posters which informs individuals that the Force is happy to help and provide additional support to individuals who may need it. The pandemic has placed a barrier to training with Access Wales at this time.

Dyfed Powys have engaged with Hywel Dda Health board to identify other opportunities to engage jointly in any existing community based accessibility scheme. This exercise failed to identify anything at this time and due to Covid-19 pandemic it has been difficult to commence a new piece of work at this time.

Dyfed Powys are currently exploring the use of the "Sunflower Scheme" which will provide a choice to all persons attending a police station to identify any accessibility challenges through the wearing of a pin whilst at the police station. This approach is still being explored but has been supported by the Ability Staff

Support Network and recommended by the IAG. The scheme is currently used at 1802 locations across the United Kingdom.

13. That the Pegasus scheme is driven by DPP, and is thoroughly and consistently promoted across Dyfed-Powys to potential service users, in collaboration with Hywel Dda Health Board and the Engagement PCEOs;

Owner – Teleri Williams – Embracing Diversity Group
RAG - Amber

The Pegasus scheme currently has 429 registered members registered within the Dyfed Powys area since its creation in 2012. Since its inception the knowledge and use has dwindled with a lack of focus placed on its promotion. Currently it is unclear how many of those registered remain accurate.

Currently there is no means of understanding the number of Pegasus contacts the Force has received since its inception however anecdotal evidence suggests that they are very low indeed.

The purpose and effectiveness of the scheme has been reviewed in light of advancements in technology and the scheduled release of SOH and digital desk as a digital means of communication. It is clear that the scheme has some significant limitations. Significantly it provides only nominal information for the caller. In order to effectively manage the call and understand its purpose a wealth of other information will be required through questioning, thus defeating the original purpose.

It is clear that although relevant at its inception, accessibility for people who struggle to communicate verbally will be enhanced exponentially with the introduction of the Force's planned digital advancement. It is in light of this the Force is considering the relevance and efficiency in maintaining the Pegasus scheme. FCC managers have agreed to undertake that every user will be contacted and bespoke signposting to other means of contact will be identified appropriate to the individual. Chief Officers will need to be assured that individuals have been contacted and their needs accommodated in new ways of working.

14. To reassess the way in which the Deaf Community access the police, to include reviewing the text messaging service for Deaf people. To pilot InterpreterNow with the Deaf community in Dyfed-Powys in order to improve their access to the service;

Owner – Supt Ifan Charles - Emerging Technology
RAG – Amber

As the previous responses have identified the Force has moved forward significantly since this review was undertaken.

The Force has strong links to the deaf community through the IAG and they have been engaged in the review of SOH through its development. This has led to constructive feedback for the national delivery team. It is the Force's strategic vision that where communication is challenging, the digital platform will provide an efficient, effective yet engaging means of communication. It is anticipated that this will replace the text messaging service currently in place.

The digital platform is not the method of choice for all people and face to face contact will still be necessary. An assessment of Force accessibility has led to investment within our neighborhood policing teams where many have now completed BSL training and can communicate to a high standard. This has been shared through a short media campaign that saw officers and PCSOs using BSL in a short video clip.

Recognising the challenges of training all staff to this standard the Force are currently exploring further technological interventions. The Emerging Technology and Transformations Board are currently scoping the use of Sign language translation apps including "Google Translate" and "Deaf hear."

6. Background / Supporting papers

- Original report:
- Chief Constable's response:



PURPOSE: Report to the Police and Crime Panel (October 2020)

Title: Progress report following the Deep Dive Scrutiny Review into Victim Withdrawal within Dyfed- Powys Police

Executive Summary:

In December 2019, the PCC presented to the Chief Constable his recommendations following a deep dive into the levels of victim withdrawal in Dyfed Powys. The report identified some key successes and recognised the Force's commitment to victims, with some good examples of investigations and empathy being shown towards victims. However, it also highlighted some vital gaps in the Force's performance data, application of outcomes, awareness of victim support services and strategic oversight of victim issues. The review recommends a number of areas where improvements could be made to ensure delivery of the best possible service to victims and to ensure that the Force are truly victim centred.

Recommendations included a centralised resource to apply and quality assure crime outcomes, clarity on data and its presentation, auditing of investigatory procedures, ensuring clear support pathways for victims, seeking feedback from victims who withdraw and utilising this to inform service delivery and ensuring clear strategic oversight of victim engagement.

The below report contains detailed responses to each of the recommendations.

Recommendation:

That the Police and Crime Panel note the contents of the report.

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:

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

Progress report following the Deep Dive Scrutiny Review into Victim Withdrawal within Dyfed Powys Police

1. Purpose of Report

In light of the responsibility of the Police and Crime Commissioner (PCC) to act as the voice of victims and to scrutinise the effectiveness of Dyfed-Powys Police (the 'Force'), the apparent rise in utilisation of Outcome 14 and 16 for domestic and sexual crimes and individual cases highlighted to the PCC, the Office of the Police and Crime Commissioner (OPCC) undertook a deep dive scrutiny review into victim withdrawal and the utilisation of Outcomes 14 and 16 in particular within Dyfed-Powys Police. The report was provided to the Chief Constable in December 2019, who endorsed each of the recommendations.

The purpose of this report is to review the progress made by Dyfed-Powys Police against the recommendations of the report in the subsequent 9 months.

2. Outcome

The review, concluding in December 2019, found:

- Victims are a clear priority for the Chief Constable and for Dyfed-Powys Police as a whole with some good examples of officers giving significant time to investigating incidents and empathy being shown towards victims. However, the review recommends a number of areas where improvements could be made to ensure delivery of the best possible service to victims and to ensure that the Force are truly victim centred.
- Issues regarding the clarity of Force policy and the consistency and accuracy of the application of Outcomes bring into question the reliability of the data provided. The report recommended that the scope of the current demand work within the Force should include a review of the application of Outcomes, with consideration given to a centralised resource to apply and quality assure crime Outcomes.
- It is difficult to achieve clarity regarding the performance data surrounding victim withdrawal. The Force should provide clarity on the data produced and its effectiveness and should ensure that the reasons behind performance trends and potential variance from national averages are fully understood and documented. There are further complexities regarding the data sharing arrangements that accompany this information, which makes scrutiny from the OPCC particularly challenging and does not allow for transparency in demonstrating Force performance. This needs to be addressed as a matter of urgency.
- The Force has recognised the impact of lengthy investigations upon victim engagement and has made significant progress in reducing the number of open investigations in excess of 12 months. Further work is required to

maintain investigation standards not just with regards to the length of time taken but also in ensuring all procedural best practice is followed and appropriate evidence secured.

- Victims engage well with specialist support services. Where withdrawals happen, they are predominantly for very personal reasons rather than being linked to any activity or inactivity by the Force. This data should be utilised by the Force to ensure that the best support pathway is in place for victims across their criminal justice journey.
- Lack of awareness of the support services on offer was repeatedly identified during this review. One of the most significant gaps is in relation to mental health, which has been demonstrated to be a significant factor in almost all victims who withdraw from the investigation. The Force needs to ensure that both officers and victim services are signposting victims to the appropriate support to ensure that mental health issues do not impact negatively on the progress of their criminal justice journey.
- Numerous reviews and events have already been undertaken within the Force in an attempt to understand the various issues underpinning victim withdrawal. There are some key trends that emerge over the chronology of the recommendations. These do not translate into informed priorities across departmental work plans at a strategic level: there is no central governance, no system by which the various action owners are held to account and no strategic oversight to inform service improvement.

3. Situation

The review contributed to the Commissioner's Police and Crime Plan by supporting the following priorities:

- Improve public confidence in Dyfed-Powys Police (Priority 1 – Keeping our communities safe)
- Identify those who are at risk of victimisation or repeat victimisation... through better information sharing between agencies (Priority 2 – Safeguarding the Vulnerable)
- Commission victim support services that offer emotional and practical help to victims of domestic and sexual abuse to help them cope and recover from their experience and to support them to achieve the best possible outcome through the criminal justice system (Priority 2 – Safeguarding the Vulnerable)
- Support victims of the most serious crimes to cope with and recover from their experience (Priority 3 – Protecting our communities from serious threats)
- Ensure that the public receive an accessible and responsive service (Priority 4 - Connecting with communities)

The review aimed to identify:

1. Whether the Force's utilisation of Outcomes 14 and 16 for domestic and sexual crimes is in line with national trends and whether the rationale for any performance deviations is understood and accepted

2. Whether the application of the above Outcomes identifies any issues with Force practice or the wider criminal justice journey
3. Whether the Force are utilising all opportunities to ensure timely and effective prosecutions
4. The Force's effectiveness in retaining the engagement of victim support for investigations
5. The extent to which recommendations from reviews commissioned within Force are monitored and governed
6. The extent to which continuous improvement outcomes drive improvement in service delivery

Through:

1. Identifying the current Force policy for utilisation of Outcomes 14 and 16
2. Identifying the trends in performance regarding application of Outcomes, both local and national
3. Undertaking a literature review of existing reports and continuous improvement events and the extent to which recommendations have been actioned
4. Presenting the views of victims and the Force's effectiveness in addressing them
5. Highlighting areas of good practice and any areas where improvements could be made.

4. Choices and Consequences

Performance

It is difficult to achieve clarity regarding the performance data surrounding victim withdrawal. Without confidence in the data, it cannot be used as a reliable source on which to base actions and recommendations. It also leads to wasted resources in attempting to provide an understanding and justification for apparent performance trends or variances from the national picture.

Process, policy and guidance

It is imperative that internal Force policy provides an accurate, consistent guide for officers in line with the guidance provided by the Home Office. If officers are unclear on definitions Outcomes will not be correctly or consistently applied. This not only creates an issue in terms of compliance but also raises significant questions regarding the integrity of the data on which operational decisions and recommendations are based.

Victim contact

It is evident that there are concerning levels of duplication between departments and services with regards to who is supporting and updating victims. This leads to two equally unpalatable scenarios; either a victim who is left with no support and no information or a victim who is bombarded with confusing phone calls from a host of agencies or individuals with no clarity regarding roles and responsibilities.

Support services

The Commissioner has a duty to provide services to ensure that victims are appropriately supported from point of report throughout their criminal justice journey. Victims are more likely to remain engaged with investigations if their needs are met in terms of assisting them to cope and recover from the impact of the crime. It is vital therefore that frontline officers are aware of all available services in order to ensure that the offer of service to victims is timely and accurate. Victims need to feel informed about the services on offer and be able to access them not just at point of report but also at any future time if they so wish. The Force also need to be clear on the support pathway being offered to victims at all stages of their criminal justice journey.

Mental Health

Mental Health features within the top 2 reasons for all victim withdrawals. Whilst training for Sexual Offences Investigative Trained Officers includes an input on both mental health and the role of Independent Sexual Violence Advisors, there is a significant gap for victims with mental health issues that are undiagnosed and fall below any clinical thresholds regarding where they can be signposted for support.

Despite investment by the Police and Crime Commissioner into the provision of a comprehensive victims' directory, this is no longer available on the Goleudy website. This has resulted in a significant gap for either victims or officers to locate appropriate support services that can offer mental health advocacy. Provision of this support would not only help victims to better cope with the impact of a crime but would also increase the likelihood of them remaining engaged with the criminal justice system.

Strategic Oversight

The report identifies a clear gap in strategic oversight of victims' experiences. Whilst many of the recommendations arising from previous reviews and events are fed into action plans at the tactical or operational level, this does not appear to translate easily into strategic planning. Whilst victim issues are discussed both at the Victims and Witness Board and the Strategic Vulnerability Board, these Boards are not structured in a way that enables them to inform the priorities of departments such as Corporate Communications, Learning and Development etc. which are vital to delivering what is required.

5. Actions and Review

The review recommendations were included in the Terms of Reference for a Victim Implementation Project commenced by Dyfed Powys Police in March 2020. This was led by the Superintendent and Chief Inspector with the Victims and Witnesses remit. The project sought to consider the service that Dyfed-Powys Police provides to victims of crime and anti-social behaviour as well as implementing a number of recommendations carried out via previous reviews. The project initiated a number of subgroups that reported into a strategic Gold group with the actions in this deep dive falling under both the Performance Management and Reviews and Operational and Investigatory Approach subgroup headings.

The Force were required to provide a formal update to the Commissioner on the progress made since the publication of the deep dive. The Victim Implementation Project has recently concluded and delivered an update against the intended aims and objectives to the Assistant Chief Constable (the Sponsor for the project) and subsequently to Policing Board. At the meeting of the Policing Board on 18th September 2020 the Force provided the below update.

	Recommendation	Position as of September 2020
1	<i>Consider a centralised resource to apply and quality assure crime Outcomes in order to deliver consistent practice aligned to national policy</i>	<p>The Victims Project Performance and Management Review Action 1 was <i>To better, understand 'Outcomes' including victim withdrawals.</i></p> <p>The deep dive report concluded that Dyfed-Powys Police was consistently above the national average for the application of Outcomes 14 and 16 with Q1 for 2019/20 showing this discrepancy to be around 12.5%.</p> <p>Work has been undertaken by an Inspector with assistance from a Performance Analyst and the Force Crime and Incident Registrar (FCIR). The findings suggest that although the Force does have above average use of Outcome 16 (Named suspect identified) this must be viewed alongside the fact that the Force records around 20% less Outcome 18's (where there is no suspect identified) than the national average. Put simply, this balance indicates that the Force</p>

	<p>are much more successful in identifying a suspect however still face evidential difficulties where the victim does not or withdraws support.</p> <p>At present, Dyfed-Powys is the only Welsh Force that does not have a specialist, centralised team for applying outcomes. In 2019/20 Dyfed-Powys recorded 32,157 crimes. Of these BCU Sergeants were responsible for applying the outcome to 25,505 with only around 6,000 being applied by the specialist Crime Recording Bureau.</p> <p>The current Data Quality Assurance Model document is a 64 page guide from which a simpler guide is produced where officers must record the correct outcome for each of their cases. This is a complicated process for operational officers who are expected to have such a wide aspect of knowledge in a range of numerous areas and we cannot be confident that our recording compliance of Outcomes is wholly accurate.</p> <p>By way of a further example, a report was published in April 2020 with respect to Outcomes finalised under 22 (Diversionary, education or intervention activity). This report concludes that of the 265 crimes examined only 103 were correctly recorded. This gives a compliance rate of 38.87%, which is short of the required 95%.</p> <p>Whilst there may be arguments for more training and awareness for officers, the preferred suggestion is for all of the outcomes to be applied by a specialist central team thus ensuring greater accuracy of the statistics produced.</p> <p>Potential resource requirements have been discussed with the FCIR and the briefing note (15/05/2020) for proposed end-to-end crime recording also seeks to recommend a centralised disposal and outcome format. The establishment of a centralised team to deal with all crime Outcomes will be progressed by the 'end to end' process team.</p>
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2	<p><i>Provide clarity regarding the data produced and how it can be utilised, in particular how it can be shared with the OPCC and wider audiences</i></p>	<p>At present the Crime Management System has a Crime Closure Checklist when applying a crime outcome that is primary suspect-centric.</p> <p><u>Crime Closure Checklist</u></p> <p>Was a suspect arrested as part of this investigation? <input type="radio"/> Yes <input type="radio"/> No</p> <p>If Yes, please enter Custody Record number. <small>Custody and Crime will be automatically linked, if not already</small> <input type="text"/> (e.g.CH-000123-2020)</p> <p>Is the suspect linked to other crimes? <input type="radio"/> Yes <input type="radio"/> No</p> <p>If Yes, are any of those crimes still live? <input type="radio"/> Yes <input type="radio"/> No</p> <p>Has the suspect been RUI'd as part of this investigation? <input type="radio"/> Yes <input type="radio"/> No</p> <p>Was biometric data obtained from the suspect? <input type="radio"/> Yes <input type="radio"/> No</p> <p>Does suspect's biometric data need to be retained? <input type="radio"/> Yes <input type="radio"/> No</p> <p>Has the offender been notified of this outcome? <input type="radio"/> Yes <input type="radio"/> No</p> <p>Has the victim been notified of this outcome? <input type="radio"/> Yes <input type="radio"/> No</p> <p><input type="button" value="Save Outcome"/></p> <p>The Force Crime Registrar provided examples of Outcomes 14 and 16 being applied where victims had seemingly been supportive of the investigation to a point where, without explanation, they would withdraw with no rationale provided by the officer.</p> <p>To rectify this specific additional questions are being added to the outcome finalisations as below:</p> <p><u>Outcome 14</u></p> <p>The below questions has been added as a requirement for officers to answer before the outcome submission is applied: <i>‘What is the reason for the victim declining / being unable to support action?’</i></p> <p>The intention is that this will not only give the reason but may prompt officers to consider if this is the most appropriate outcome to be applied.</p>
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Outcome 16

In order to ascertain exactly why a victim has withdrawn support the following question is to be added to the set:

'What is the reason for victim not supporting or withdrawing support for the investigation?'

A free text box will then be required for officers to complete their response. This will ensure that Supervisors:

- Take in to consideration victim's needs, including their wishes in respect of the investigation and any prosecution, ensuring that a written record of those wishes are captured and uploaded to the crime report. If a written record cannot be obtained or the victim refused to provide one a drop down box explaining this can be added;
- Provide clear, accurate and documented decision making rationale in respect of closing the crime and application of a relevant crime outcome with consideration for a link to the Crime Outcomes Application policy or aide memoir to assist them in their decision making. This will ensure that there is a transparent record of the crime outcome;
- Link to the Solvability Matrix, ensuring that Supervisors consider all reasonable lines of enquiry.

Adopting a centralised resource will ensure a consistent, transparent recording and rationalisation of crime outcomes that will assist in dip sampling of crimes with the information and data available from a centralised and dedicated resource.

A supervisor from within the centralised resource / department will collate data and generate a monthly report outlining compliance with national and force policy that can be shared with the OPCC and wider audiences for discussion during monthly performance management meetings.

3	<p><i>Continue the work into reducing lengthy investigations which may impact upon victim engagement</i></p>	<p>Significant work has been undertaken to reduce lengthy investigations that may impact upon a Victim's confidence and engagement with the criminal justice system. This ongoing work has resulted in a marked reduction in lengthy investigations, in particular those that are over 12 months old.</p> <p>This has resulted in 'live' investigations:</p> <ul style="list-style-type: none"> • Between 6 – 12 months falling from 348 in September '19 to 289 in May '20 and continuing to fall to 254 in the latest August '20 figures. • Investigations +12 months falling from 229 in Sept '19 to 149 in May '20 and continuing the trend down to 136 as of August '20. <p>Force wide, Senior Management Teams are conducting regular crime reviews, scrutinising those that are over 3 Months, 6 Months and 12 Months respectively. As of the 2nd week of September, Inspectors are now emailed details of crimes over 1 month for their respective areas. In addition, these crimes are being discussed and scrutinised within force and divisional performance management meetings, ensuring that the appropriate level of support and resourcing is applied to them. Senior Management Teams are empowering supervisors, giving them the confidence to make efficient but defensible decision making in respect of crime investigation and progression.</p> <p>There continues to be a need to improve the effective and efficient investigation of crime with a more stringent application of THRIVES being utilised from initial call to the completion of an investigation.</p> <p>In addition to ensuring the introduction of specialist roles at an early stage officers should utilising the support available to them from commissioned services to maintain regular dialogue with the Victim to ensure their continued engagement and avoid disillusionment and withdrawal from the investigative process. This has been conveyed at the Criminal Investigation Department conference with the benefits outlined for both victims and officers themselves.</p>
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		<p>To assist Digital and Cyber Crime Unit and to reduce timescales in respect of electronic examinations there has been a rolling out of divisional examiners or champions in respect of completing electronic examinations. This has reduced potentially lengthy investigations, maintained victim confidence and maximised recovery.</p> <p>The outbreak of Covid has seen the Force utilising the services of divisional Response Enquiry Officers and by adopting the Desktop Investigation Guidance this has ensured the efficient and effective progression of suitable investigations.</p>
4	<i>Routinely audit the adherence to investigatory procedures likely to impact on victim engagement, including Video Recorded Interviews, Body Worn Video and Closed Circuit Television that the PCC has invested in throughout the Force area</i>	<p>To audit the use of Video Recorded Interviews, Body Worn Video (BWV) and Closed Circuit Television (CCTV) is difficult without specifically reviewing each investigation and their respective crime enquiry logs, with no indicator currently in place highlighting the specific use of these functions in a criminal investigation.</p> <p>Crimes are being discussed on a daily basis during divisional and force management meetings, ensuring appropriate allocation and progression. THRIVES is being adopted to determine the most appropriate resource to investigate a crime, ensuring that specialist resources are used to assist in investigations and insulating victims evidentially (i.e. deployment of Level 2 Specialist Interviewers during Video Recorded Interviews).</p> <p>Officers are encouraged to utilise appropriate teams (i.e. Neighbourhood Policing Teams to assist with house to house enquiries and CCTV in lower level offences or a house to house team or CCTV co-ordinator in serious and complex crime investigations.)</p> <p>Body Worn Video use can be audited and has been reported on during county performance events. An audit of Video Recorded Interviews is available via New Pathways who run the Sexual Abuse Referral Centres. A Force interview audit process is being developed.</p>

		<p>With respect to CCTV there is now a specific question set on each crime record to prompt officers to record details of any CCTV evidence. The CCTV Coordinator is currently in the process of producing a performance framework for the CCTV department but has been delayed due to the current Covid restrictions. It is difficult to quantify the value that CCTV provides, as there are incidents that have been downgraded, incidents where we have sent additional or less resources or not attended at all due to CCTV assistance.</p> <p>The graphs at Appendix 1 provide an indication of the effective use that is being made of the system which also allows Gold and Silver commanders to actively monitor incidents around the Force area via the Hikcentral Control Client app.</p> <p>Graphs 1 – 2 show the number of downloads requested in order to support evidential investigations with Graph 3 showing the number of incidents that are monitored by the controllers. Graph 4 is specific to the use of the system in respect of missing persons. The availability of CCTV evidence is often crucial in establishing the movements of those who are missing which then allows for the effective deployment of resources to locate them.</p>
5	<p><i>Ensure that the support pathway for victims is clear, with consent gained at the first point of contact for all future referrals. To include within this:</i></p> <p><i>a. Ensuring that a victims' directory is maintained, with up to date accurate information to signpost victims to agencies providing</i></p>	<p>The Force will utilise the Dewis Cymru website which provides details of all support services available throughout Wales.</p> <p>https://www.dewis.wales/</p> <p>The directory will also be available to access via the new Victim Information Pack.</p> <p>The redesign of Victim Information Packs will ensure that all victims of crime, in all categories, are supplied with up to date, relevant information including comprehensive advice on support</p>

	<p><i>mental health support and advocacy within our communities</i></p> <p><i>b. Improved awareness for victims, offenders and officers of the support services available</i></p>	<p>services. This has been problematic in the past as service providers will often change and Force websites have not been updated accordingly.</p> <p>The packs will also contain comprehensive details of Goleudy support services which will increase awareness for victims as well as provide refresher information for officers.</p> <p>Recent victim feedback suggested that 58% of victims were provided with information about support services. The packs will ensure that a 100% outcome is achieved.</p>
6	<p><i>Proactively seek feedback from those victims who have withdrawn from investigations in order to inform service delivery</i></p>	<p>The new question set on the Crime Management System will mandate officers to obtain an explanation from victims as to why they are withdrawing support for investigations. This will allow supervisors and auditors the opportunity to identify and rectify any possible reasons, which police may be able to influence, and ensure that all is done to maintain the trust and support of victims during the investigation.</p> <p>There will be additional opportunities to obtain feedback from victims via a questionnaire that will be sent at set periods (one month after the commencement of the investigation and when the outcome is applied). This work is currently ongoing and is an action for the Victims and Witness subgroup.</p>
7	<p><i>Review all recommendations and actions arising from existing victim engagement work and provide updates accordingly.</i></p>	<p>The reports listed in the appendix of the deep dive review listed 147 previous recommendations from work streams dating back a number of years. This work was incorporated within other Investigative and Operations group forums but it was difficult to trace a finalised result in all cases.</p> <p>The actions that have been identified from this project have been allocated to the relevant sub groups under the new Criminal Justice and Investigations Strategic group.</p>

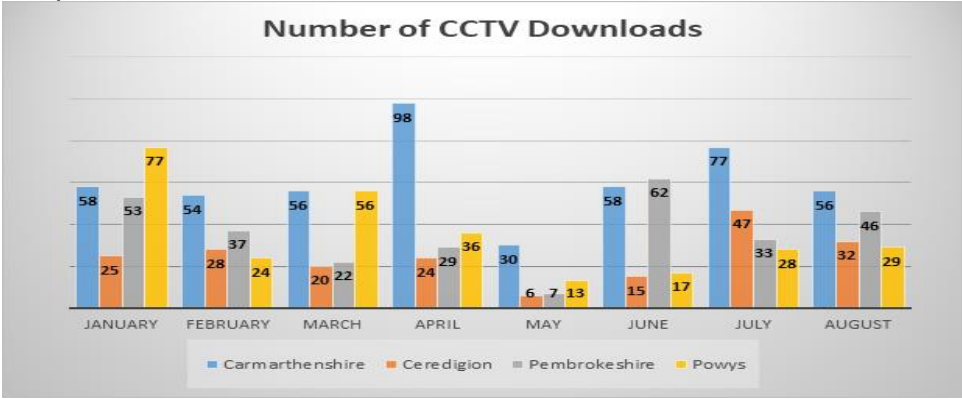
		In addition, actions from the continuous improvement event undertaken as part of the Victim Implementation Project are currently being progressed and implemented.
8	<i>Ensure that Continuous Improvement within the Force is strategically driven to support the control strategy and the Police and Crime Plan. This should include a central repository of information to identify trends and inform service delivery, along with clear guidelines regarding responsibility and accountability for emerging recommendations</i>	<p>Decisions to adopt an event or issue is decided upon by the Business Improvement Senior Management Team and is aligned to the Force Management Statement, Her Majesty's Inspectorate of Constabulary actions, Force Control strategy and Police and Crime Plan.</p> <p>Actions raised at individual events will be monitored through the relevant groups and reported to the respective Board if appropriate.</p>
9	<i>Ensure clear strategic oversight of victim engagement issues, driving forward the cross departmental work required to place victims at the centre of service delivery</i>	The new governance structure below ensures that service to victims and witnesses remains a key priority for the Force.

		<pre> graph TD AWCCJB[All Wales Criminal Justice Board] --> LCLCJB[Local criminal Justice Board - PCC] LCLCJB --> POB[Performance and Outcomes board ACC] LCLCJB --> VEF[Victim Engagement Forum] LCLCJB --> VWG_OPCC[Victim and Witnesses Group - OPCC] POB --> CJISG[Criminal Justice and Investigations strategic Group D/C/Supt] CJISG --> IDS[Investigations D/supt] CJISG --> CJ_A[Victim and Witnesses Group Supt] CJISG --> CJ_CJD[Criminal Justice A/Director CJD] CJ_A -.-> VWG_OPCC </pre> <p>The new Victim Engagement Forum will seek to give victims a clear voice from their perspective and will be able to influence the Force's strategic priorities as well as give feedback and suggestions for any planned initiatives.</p>
10	<p><i>Provide consistent senior representation at local level on Domestic Homicide Review panels and ensure resulting actions are embedded into the appropriate governance and scrutiny structure.</i></p>	<p>Representation on the Domestic Homicide Review (DHR) panels will be directed by the Criminal Investigative Department Senior Leadership Team with mechanisms already in place specific to individual review panels. The appointed officer must be one who has not been involved in the investigation therefore each case has to be considered with this requirement in mind.</p> <p>Once the DHR has been completed it must be signed off by an officer of at least the rank of Superintendent who is satisfied with the content provided by police and is aware of the</p>

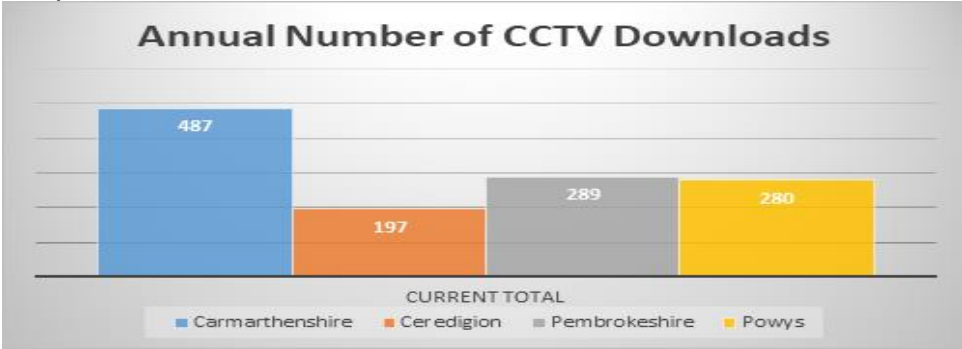
		recommendations. If there are recommendations for the Force then they will be considered by the appropriate portfolio holder for further action.
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6. Appendices

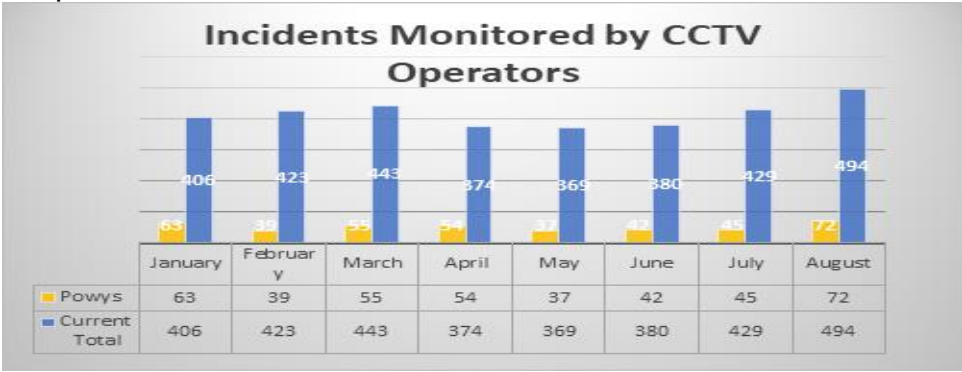
Graph 1



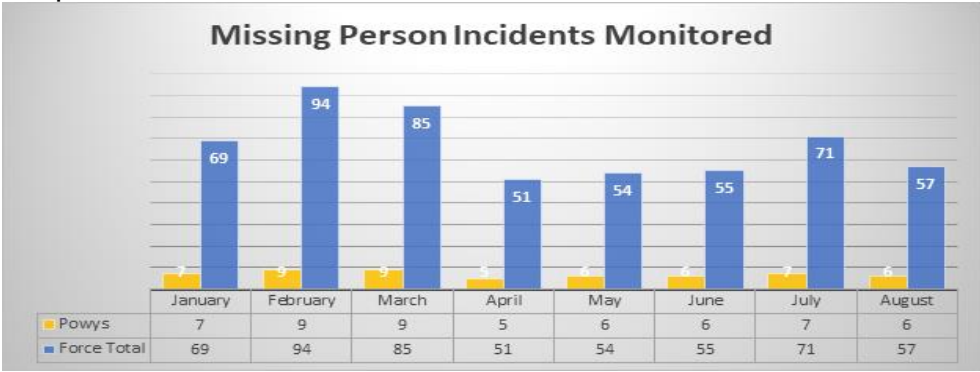
Graph 2



Graph 3



Graph 4



7. Background / Supporting papers

- Original report: <http://www.dyfedpowys-pcc.org.uk/media/9119/victims-deep-dive-fv.pdf>
- Chief Constable's response: <http://www.dyfedpowys-pcc.org.uk/media/9121/chief-response-re-deep-dive-review.pdf>

Dyfed-Powys Police and Crime Panel 04/11/2020

DECISIONS MADE		
Recommendations / key decisions required: <ol style="list-style-type: none"> 1. To scrutinise the decisions made by the Commissioner since the last meeting of the Panel 2. To make such recommendations to the Commissioner as the Panel thinks fit. 		
Reasons: Section 28(6) of the Police Reform and Social Responsibility Act 2011 requires the Panel to perform this task		
Report Author: R J Edgecombe	Designations: Lead Officer to the Panel	Email addresses: rjedgeco@carmarthenshire.gov.uk

DYFED-POWYS POLICE AND CRIME PANEL
04/11/2020

DECISIONS MADE

Section 28(6) of the Police Reform and Social Responsibility Act 2011 requires the Panel to:

1. Scrutinise decisions made by the Commissioner in respect of the performance of his functions, and
2. Make recommendations to him in respect of the performance of those functions

As part of that duty the Panel should review the decisions set out in the attached report and raise such questions in relation to them as the Panel considers 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	PACP015	County Hall Carmarthen

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Decisions made by the Commissioner (including those made at Policing Board) 10th of July to 19th of October 2020

Title & Summary	Date
<p>Stalking Perpetrator Project Contribution</p> <p>The PCC decided to grant funding toward the Stalking Perpetrator Project. The PCC is working with Carmarthenshire Violence Against Women Domestic Abuse and Sexual Violence (VAWDASV) board to support and extend the remit of Welsh Government Revenue Grant award to deliver a pilot addressing perpetration of stalking behaviours across the region.</p> <p>The PCC approved the allocation of £9901 from the Proceeds of Crime Act (POCA) budget to contribute towards the project.</p> <p><i>(Decision made in the previous quarter).</i></p>	19 th of May
<p>Fraud Triage Officer Contribution</p> <p>The PCC approved a proposal to allocate money to fund the role of a Fraud Triage Officer for a 12-month basis. The PCC was approached by Dyfed-Powys Police's CID department to support the creation of a Fraud Triage Officer within the Economic Crime Team for a pilot of 12 months. The aim of the role is to improve the management, signposting and investigation of fraud reported to Dyfed-Powys Police.</p> <p>The PCC approved the allocation of £21,215.50 from the POCA budget to fund the role on a 12-month basis.</p>	10 th of July
<p>Interim vehicles contract</p> <p>The PCC approved a recommendation for the award of an interim vehicles contract until a new contract is awarded in April 2021. Following a cost comparison exercise conducted by the Fleet Manager, the PCC approved a decision to award the following contracts to cover the Force for the interim period until April 2021:</p> <ul style="list-style-type: none"> • Low performance beat vehicles (8) – Peugeot • Pool vehicles (4) – Peugeot • High Performance Traffic Vehicles (10) – BMW • Cell Vans (6) – Ford <p>The total value of the interim contract collectively is £533,317.40.</p>	20 th of July
<p>Grant awarded to YMCA Swansea</p> <p>The PCC decided to award a grant to YMCA Swansea to develop and run a youth club in the area of Seaside, Llanelli which has no youth club facility for the community. Following on from the</p>	22 nd of July

success of the previous grant and the need for the youth club to continue its work, a business case was submitted to the PCC for the continuation of the project.

The PCC awarded a grant of £9500 from the POCA budget towards YMCA Swansea to run the Seaside Youth club project until March 2021.

Grant awarded to Swansea City Football Club (SCFC) Trust 22nd of July

The PCC decided to award Swansea City Football Club Trust a 6 month grant to develop and run football sessions in the area of Seaside, Llanelli. Following the success of the previous grant and the need for the project to continue, a business case was submitted to the PCC for the continuation of the project.

The PCC approved the award of a grant of £9542.30 from the POCA budget toward SCFC Trust to run the Seaside Kicks project until March 2021.

Options for the Brecon estates project

4th of August

The PCC approved a decision to progress with options for the development of the Dyfed-Powys Police estate in Brecon, Powys. The PCC approved a decision for the OPCC Executive Team and Chief Officers to consider two options for the development of the project. Option 1 provides an opportunity to refurbish the current building in Brecon, and Option 2 considers an all-new purpose-built facility to be created.

The PCC approved a decision to proceed with reviews for Option 1 and Option 2 for the project, and for the OPCC Executive Team and Chief Officers to assess cost and suitability of each option.

Printing company for PCC's 2019-20 annual report

12th of August

The PCC approved a decision for the printing of the 2019/2020 Annual Report to be undertaken by the local company Gomer Press Ltd. The PCC is required to produce an Annual Report against his Police and Crime Plan priorities and delivery of statutory functions. The 2019/2020 Annual Report was written by OPCC staff, designed by an external company and published online, and for the first time, it has been produced in a series of videos.

A number of printing companies were contacted to request quotes for the Reports. Three quotes were received and the chosen company provided the cheapest quote for the service required. The cost for printing was £495 for a hundred Welsh copies and a 100 English copies.

Academic Studies Fund20th of
August

The PCC introduced an initiative to support police officer and police staff academic studies of undergraduate and postgraduate level. The objective is to support studies which are relevant to current roles that also benefit the organisation with a strong research element which supports the progression of Dyfed-Powys Police.

The academic opportunity will be part of the Post Entry Training, Apprentice and Higher Education Scheme policy. The policy details the terms and conditions attached to receive funding, which covers up to 50% of the costs. Applications will be assessed by a Panel consisting of the Head of Learning and Development, the Chief of Staff from the PCC's Office and a member of the Human Resources team.

The PCC allocated a fund of £10,000 from the OPCC's Office budget for the provision of the fund which will be reviewed on an annual basis.

Fixed camera scheme contract25th of
August

The PCC supported a recommendation to award the fixed safety camera scheme to Jenoptik Traffic Solutions UK Ltd. In order to comply with Home Office Type Approval (HOTA) it is essential that all fixed safety cameras and the housings supplied are annually maintained and calibrated to ensure effective operation and compliance with Health and Safety requirements.

The PCC approved a decision to award a contract for the work to be undertaken to Jenoptik Traffic Solutions Ltd to the value of £35,391 excluding VAT.

Support for terminally ill members of staff25th of
August

The PCC, in agreement with the Chief Constable, supported Dyfed-Powys Police in signing the Dying to Work Charter. The charter is a national pledge for workplaces to provide adequate support to members of staff who are suffering from terminal illnesses.

Funding contribution to the Swansea City Football Club Kicks project in Pembrokeshire3rd of
September

The PCC approved a proposal to contribute towards the implementation of the Premier League Kicks project in Pembrokeshire. The project will be developed in Pembrokeshire in partnership with the OPCC and the Force, and builds on its success in Seaside, Llanelli and across the Swansea city region.

The project provides children from the local area with a chance to be a part of a community, to increase confidence, life chances and to act as a deterrent from crime and anti-social behaviour through

<p>sport. The project is a partnership approach to crime prevention and makes an investment in the health and wellbeing of young people in the county, which is intended to foster positive police and partner engagement with young people, their families and the wider community.</p> <p>The PCC contributed £4000 from the POCA fund along with £1000 of support from the Force's budget.</p>	
<p>Independent Custody Visits during Coronavirus pandemic</p> <p>The PCC approved a decision for a mixed rota of Independent Custody Visitor (ICV) calls and physical visits to be introduced. As a result of the Coronavirus pandemic and advice issued by the Government, Dyfed-Powys Police postponed all non-essential visits to Police sites from the 18th of March 2020 to safeguard the resilience of policing in Dyfed-Powys.</p> <p>As a result of consistent monitoring of the situation, on the 12th of August ICV telephone calls into custody resumed. ICVs have been making weekly telephone calls to custody since that date to speak directly with willing detainees to check on welfare. In Policing Board on the 18th of September, a further decision was made to re-introduce a phased return to ICV visits with a mixed rota of telephone calls and physical visits.</p> <p>The PCC approved a decision for a mixed rota to be introduced from the 5th of October onwards, which will be continuously reviewed dependent on local Covid-19 levels in each area.</p>	18 th of September
<p>Terms of Reference for Policing Board and Policing Accountability Board</p> <p>The PCC approved amendments to both the Policing Board and Policing Accountability Board terms of reference following review by the OPCC team and Chief Officers. The new terms of reference are published on the OPCC website.</p>	18 th of September
<p>Changes to the Corporate Governance Framework approved</p> <p>The PCC approved the minor amendments and updates to the Corporate Governance Framework which were required to update the document to reflect practice. The framework sets out the principles, structures and processes by which the OPCC and DPP will be governed both jointly and separately. The framework is designed to support the delivery of the PCC's Police and Crime plan.</p>	18 th of September
<p>Race Council Cymru sponsorship</p>	30 th of September

The PCC approved a decision to provide sponsorship to a series of virtual events hosted online by Race Council Cymru to celebrate Black History Month. The sponsorship money supports a virtual launch event on the 1st of October along with further virtual engagement events throughout the month of October.

The PCC approved a decision to sponsor £1000 toward the event.

Funding towards C. Y. C. A Centre of Excellence

1st of
October

The PCC approved a decision to make a financial contribution to C. Y. C. A Centre of Excellence (Connecting Youth, Children and Adults). The centre is based in North Dock, Llanelli, and is an independent charity providing support services to children, young people and families. The Centre was opened by the PCC on the 11th of September 2020.

The Centre will provide a care in Wales registered nursery provision, an outreach crèche facility with after school and holiday club, commissioned and professional training, mentoring and counselling, and social prescription. The Centre promotes positive well-being and empowers individuals to reach their potential and pro-actively encouraging learners to build a strong belief system.

The PCC contributed £1000 toward the project.

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