



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

Dyfed Powys

Quarter 3 2024/25 Summary Performance Report

Introduction

The Police Reform and Social Responsibility Act (PRSRA) 2011 established 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 health check 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 54 areas of action by various business areas within the OPCC, 4 of these are permanently marked as N/A which leaves 50 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 health check is made available to the Police and Crime Panel in report format, including an Executive Summary of the previous quarter.

Executive Summary

The following report covers the reporting period of Q3 of the financial year 2024/25 (October, November and December 2024)

RAG status comparison

This Quarter has seen the change in performance of a number of actions, 1 action has changed from Green to Amber and 8 have moved from Amber to Green. The amendments are explained below:

This Quarter has seen a decline in performance with one action moving from Green to Amber. The amendment is explained below

Explore and maximise external funding opportunities – this changes from Green to Amber due to specific risks being identified with some partners not declaring any spend to date in relation to the Safer Streets 5 funding.

This Quarter has seen an improvement in performance with 8 actions moving from Amber to Green. The amendments are explained below:

Development of Police and Crime Plan – this changes from Amber to Green as the Plan has been finalised and agreed with a launch event due in February.

Review the Police and Crime Plan – this changes from Amber to Green as the Plan has been finalised and agreed with a launch event due in February.

There are formal governance arrangements in place to support the PCC in discharging his statutory responsibilities – this changes from Amber to Green as the arrangements have been reviewed and new arrangements have been implemented.

There are formal governance arrangements in place to hold the Chief Constable to account for the performance of officers and staff – this changes from Amber to Green as the arrangements have been reviewed and new arrangements have been implemented.

Explore and maximise sponsorship initiatives – this changes from Amber to Green as work continues to identify relevant opportunities for funding.

Explore Collaboration opportunities in accordance with the Policing Vision for Wales – this changes from Amber to Green as arrangements for the PCC's Police Collaborations governance have been progressed to facilitate consideration of opportunities in accordance with the Policing Vision for Wales.

Explore collaboration opportunities with Partners – this changes from Amber to Green following the introduction of the Funding and Project Forum/Group that holds monthly meetings since September 2024.

There are formal governance arrangements in place to scrutinise collaboration agreements – this changes from Amber to Green due to introduction of the PCC’s Police Collaborations Oversight Board.

Provide effective and accessible services for victims and vulnerable people – this changes from Amber to Green. Ministry of Justice reporting on victim services was submitted in October 2024 and data was received from all service providers demonstrating positive outcomes. The final submission from Goleudy was provided as part of contract closure, and the resultant risk has been removed from the risk register. A new contract commenced with Victim Support in November 2024 and data will be provided for year-end returns.

Summary:

Of the 50 action areas:

	Qtr 1	Qtr 1	Qtr 2	Qtr 2	Qtr 3	Qtr 3
Red	0	0%	0	0%	0	0%
Amber	19	38%	21	42%	13	26%
Green	31	62%	29	58%	37	74%

17a) Set the strategic direction and objectives of the Force through the Police and Crime Plan which must have regard to the SPR

Action Required	RAG	Quarter 3 Progress Update
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 2025-29 was finalised 25/11/24 following a period of extensive consultation, including consideration by the Police and Crime Panel on 25/10/24 . Translation, design and printing is currently underway, with a launch event with partner agencies being planned for February.
Development of a Police and Crime Delivery Plan to support the achievement of the		The OPCC Business Plan provides detail in relation to how the OPCC will support the delivery of the Police and Crime Plan. This is reported to the Police and Crime Panel on a quarterly basis. The Business Plan for 2024/25 was approved by the Police and

objectives as set out in the Police and Crime Plan		Crime Panel on the 15th May 2024 for information. Work will now commence shortly on the OPCC Business / Operational Plan for 2025/26 now that the Police and Crime Plan has been formally approved.
Review the Police and Crime Plan to ensure it remains fit for purpose		Police and Crime Plan 2025-29 was finalised 25/11/24 following a period of extensive consultation, including consideration by the Police and Crime Panel on 25/10/24 . Translation, design and printing is currently underway, with a launch event with partner agencies being planned for February.

17b) Scrutinise, support and challenge the overall performance of the force including against the priorities agreed within the Plan

Action Required	RAG	Quarter 3 Progress Update
There are formal governance arrangements in place to support effective scrutiny		A review of governance arrangements has been undertaken and new arrangements have been implemented in support of enhancing the PCC's statutory responsibilities and ensuring effective scrutiny. The final element of this relates to the deep dive / select committee scrutiny approach which is under development - details of which were considered at the Policing Board meeting in January 2025, with positive feedback received by Chief Officers.
Development and annual review of Corporate Governance Framework		A revised Corporate Governance Framework has been developed and agreed. It has been published internally and due to be published on the external OPCC website imminently (currently awaiting translation).
Establish a risk-based, forward-looking schedule of activity to support improvements in Force performance		<p>The OPCC aim to draft the scrutiny panels' recommendations and observations within 10 working days from the meeting. The reports are then circulated with those in attendance for comments before it is sent to the Force for their observations.</p> <p>The OPCC liaise with the relevant department within the Force to obtain response to the recommendations and observations raised by the scrutiny panels. Once approved the finalised report is translated and published onto the OPCC website.</p>

Ensure the public's views are represented in the PCC's scrutiny work

Scrutiny continued through the Out of Courts Resolution (OOCR) panel and the volunteers on the Quality Assurance Panel (QAP) and the Custody Independent Scrutiny Panel (CISP).

The OOCR panel reviewed cases of Hate Crime/Women and Discrimination. 11 cases in total were looked, 6 Adult and 5 Youth. Recommendations and findings of the panel included ensuring an Inspector authorisation is present on racially aggravated offences, ensuring that there is a justified rationale present when a charge is dropped, and that the OOCR policy is adhered to and captured within any documents, ensuring there is a consistent approach to issuing OOCR across Dyfed Powys. Additionally, the Force recently set up the strategic meeting for the OOCR which will be the governance meeting that the scrutiny panel will feed into (adult cases only).

One QAP meeting took place in November and focused on 'The Voice of the Child' throughout investigations. The panel were asked 6 questions to check against randomly selected cases to ensure the Voice of the Child was considered at each key stage of the investigation, which is vital to ensuring a child centred approach is taken by the organisation.

The CISP met in December to review cases of women and girls in custody. This topic came as a result of the August 2023 Dame Vera Baird report that carried out an independent inquiry into the treatment of women and girls who had been arrested and taken into police custody in Greater Manchester. Within the report, it specifically focused on the appropriate use, or otherwise, of strip searches and intimate searches, including the removal and replacement of clothing and identified unlawful arrests, unnecessary use of force, not assigning female hygiene products to name a few. To provide further scrutiny and reassurance the CISP focused on women and girls in custody and overall found that: of the 11 cases reviewed, 9 were not subjected to a strip search and the one that was reviewed had a rationale and an appropriate adult present, all female

		<p>DP's were asked if they wanted to speak to a female officer, menstrual products were offered to all female DP's. The panel identified the following areas for improvement: within 2 cases they could not ascertain whether a female officer was assigned to a female DP, two records did not show any detail of the observation risk level and 4 instances where there were no evidence that support services were provided.</p>
<p>Oversight and implementation of external inspectorate's recommendations</p>		<p>5/5 response were submitted within the statutory timescale:</p> <ol style="list-style-type: none"> 1. Progress to introduce a national operating model for rape and other serious sexual offences investigations Published 22/08/24. PCC response due 17/10/24, submitted 11/10/24. 2. An inspection into activism and impartiality in policing Published 10/09/24. PCC response due 05/11/24, submitted 11/10/24. 3. Joint inspection of child protection arrangements: Overview report 2019-2024 Published 19/09/24. PCC response due 14/11/24, submitted 12/11/24. 4. The policing response to antisocial behaviour: PEEL spotlight report Published 10/10/24. PCC response due 05/12/24, submitted 02/12/24. 5. Multi-agency responses to serious youth violence: working together to support and protect children Published 20/11/24. PCC response due 15/01/25. Comment returned 19/12/24: Not applicable to Wales, therefore no PCC comment submitted.

17c) Hold the Chief Constable to account for the performance of the Force's officers and staff

Action Required	RAG	Quarter 3 Progress Update
Development of a performance framework and structure that allows a greater understanding of the Police and Crime Plan outcomes		The 2024/2025 Business Plan was considered by the Police and Crime panel in May 2024. Quarterly updates are provided to the Panel. Work on a new Operational Plan for 2025/2026 has commenced in readiness for the new financial year.
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 to hold the Chief Constable to account for the performance of officers and staff however they are currently under review to ensure arrangements are as effective as possible. Following the review of governance arrangements, these are being further enhanced with the establishment of a quarterly Strategic Performance Board -and a deep dive / select committee scrutiny approach.
Chief Constable's Professional Development Review		The PCC and CC met on 7th October 2024 to discuss the CC's performance and his focus for the ensuing year. A report was received by the PCC in December 2024 detailing evidence relating to the Chief Constable's performance in relation to the objectives set upon appointment. A further meeting will take place over the coming weeks where new objectives for the CC which will be aligned to the new Police and Crime Plan priorities.

17d) Decide the budget, allocating assets and funds to the Chief Constable; and set the precept for the Force area

Action Required	RAG	Quarter 4 Progress Update
Inform PCC's decision in respect of the precept		Detailed work has been undertaken throughout 2024/2025 including many discussions with Chief Officers, a finance seminar for the Police and Crime Panel and JAC members and subsequent meetings with the Police and Crime Panel's Precept Sub-Group.
Setting of Medium-term financial plan		Following extensive scrutiny by both the Police and Crime Panel and Joint Audit Committee the MTFP for 2025/2026 - 2029/2030 has been developed and will be presented to the Panel in January for consideration.
Funding of capital programme to provide force with		The Capital programme has been revised to reflect the requirements on the Force and documented

appropriate assets to deliver effective policing services		within the MTFP. Detailed work has continued to further develop the longer term (10 year) capital programme which forms part of the MTFP, Capital Strategy and Treasury Management Strategy. The MTFP will be considered by the Police & Crime Panel in January 2025.
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17e) Appoint the Chief Constable

Action Required	RAG	Quarter 3 Progress Update
Appointment of Chief Constable		The Chief Constable was appointed in December 2021.

17f) Remove the Chief Constable

Action Required	RAG	Quarter 3 Progress Update
Follow process set out in Part 2 of Schedule 8 to the 2011 Act and regulations made under Section 50 of the Police Act 1996(a)	N/A	N/A

17g) Maintain an efficient and effective police force for the police area

Action Required	RAG	Quarter 3 Progress Update
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 the both the PCC's and CC's use of resources with the Finance and Strategy Board overseeing arrangements. The CFO continues to participate in a number of force governance meetings that routinely consider aspects of Value for Money and progress of arrangements is

		<p>reported to Policing Board and Joint Audit Committee on a regular basis. Business case templates have been standardised to include benefits to support scrutiny and the appropriate boards.</p>
<p>Statutory compliance of estates ensuring fit for purpose for operational use</p>		<p>The Estates and Health and Safety team continue to carry out structured joint monthly assessments of statutory compliance ensuring that high compliance standards result. This is an independent mechanism continues to provide the reporting of compliance to the governance the Strategic Estates Group and Health and Safety Board meetings. Month on month improvement has been evidenced with mitigating actions and corrective plans in place on any remedials identified to closure, no escalation required, and service provision is being managed in a structured and methodical manner.</p>
<p>Explore opportunities to reduce environmental impact</p>		<p>The Sustainability Steering Group continues to operate under the chair of Director of Finance and continues to prioritise key initiatives and strategies to achieve Net Zero by 2050. Numerous members have attended Carbon Literacy Training and Pathway to NetZero recently and the Sustainability and Decarbonisation Officer is reviewing a sustainability training plan for all staff and officers in the force.</p> <p>The new Sustainability and Decarbonisation Officer under the management of the HSE team has commenced within the role, this has provided an immediate opportunity and platform to provide structure/process and set documented approaches linked to our governance and performance expectations as an organisation. For governance, the commitments will be reviewed, monitored and discussed at the Strategic Estates Group.</p> <p>The All-Wales sustainability teams and each Welsh Force have been audited by TIAA during the last period, Dyfed-Powys await the audit report from the January audit undertaken but key themes are as follows:</p> <ul style="list-style-type: none"> - Developing a Dyfed-Powys Police Sustainability Strategy

- Improving data capture
- Communication
- Training
- Accountability of decarbonisation
- Embedded sustainability throughout the force
- Key deliverables outcomes in the last period include:
 - Appoint of Sustainability and Decarbonisation Officer
 - Formalisation of the Sustainability Strategy of the force (working progress).
 - Departmental plans – integration of three pillars (social, economic, and environmental) of sustainability (working progress)
 - Aligning governance and accountability throughout the force (working progress)

Key focus for the next period is:

We will provide structure and clear route maps for each department and a breakdown of actions to decarbonise the force in alignment to our Net Zero commitment for 2050.

Utility consumption trends and improvements continue to be tracked at a building utility level. This can be aligned to numerous small changes and local schemes which continue to be applied and delivered across the estate. The Headquarters Solar Farm Project Feasibility stage has received the input and costs from Western Power, validation that then infrastructure can be accommodated, and agreement has been granted to allow the scheme to be progressed to the next business case stage for possible delivery in the FY 25/26 year.

Electric vehicle charging infrastructure project is being progressed currently with further sites gaining chargers in addition to the vehicle Maintenance Workshops receiving infrastructure which supports in

		<p>facility testing and charging during operating garage hours.</p> <p>The Newtown LED lighting project continues and will ensure that the whole of the network Sub Divisional headquarters will be LED by the end of the financial year.</p> <p>The Building Energy Efficiency priority project for delivery in the next period relates to controls and building management technology, the current specification and tender process will ensure that greater control and data will be available once delivered in the coming 3–4-month period.</p> <p>Waste segregation by Welsh Government requirements has been delivered and continues to be monitored and assessed for further improvements.</p>
<p>Explore and maximise external funding opportunities</p>		<p>Safer Streets 5 project boards meeting discussions and claim updates from partners have provided reassurance that project activity is on track to meet Quarter 3 expectations. Risk raised with Chief Finance Officer regarding 2 partners not declaring any spend to date. Reminders issued to these partners to ensure this is updated during Q3 to ensure actual funds are declared within claim returns, reflecting actual delivery to date.</p> <p>Individual meetings held with each Anti-Social Behaviour (ASB) Hotspot partner proved beneficial during this quarter with all partners engaging with claim process and a better understanding of requirements. All partners confirmed that the majority of equipment purchases and/or training activity will be completed in quarter 4. Patrolling hours have uplifted across all partners conducting this activity during Q3. A backdated hours exercise (encouraged and approved by the Home Office) has ensured that the minimum patrolling hours detailed within the grant conditions has been exceeded 3 months before the grant period end date.</p> <p>Serious Violence Duty interventions to ensure full fund allocation is spent by the year end have been agreed during Q3 and approved by the Home Office.</p>

		<p>Majority of spend will be realised during Q4 with some claim detail declared for Q3. Monthly board meetings initiated with intervention leads and will continue until the funding period end (31st March 2025).</p>
<p>Explore and maximise sponsorship initiative opportunities</p>		<p>OPCC continue to act a member of the Shared Prosperity Fund Board for Ceredigion and Carmarthenshire Councils and contribute to discussions around community funding to improve the region. Regular communication is maintained with Pembrokeshire and Powys.</p> <p>Work continues to seek support from other funding sources to add to our contact directory to share with funding applicants that do not meet the PCC funding conditions. This allows funding applicants to maximise their reach in seeking funding from a wide range of sources.</p> <p>A business directory to capture all medium to large sized businesses in Dyfed Powys has been developed and is being populated by team members. This also includes business and finance consortium groups that are based in the region to support growth and community support. A letter has been drafted to engage with local business regarding sponsorship and collaborative opportunities with the PCC. This will be issued following the launch of the Police and Crime Plan during Q4.</p>
<p>Implement and maintain a risk register to identify and mitigate risks to the OPCC and force</p>		<p>Risks continue to be monitored at Senior Management Team on a fortnightly basis and reported to the Joint Audit Committee on a quarterly basis</p> <p>There is continued dialogue with the Force representatives responsible for risk to ensure that the most up to date information is included on the risk registers.</p>
<p>Utilise training and development plans for all OPCC staff</p>		<p>Staff continue to utilise appropriate and relevant training opportunities that have been identified via training plans. Work has been undertaken internally</p>

in relation to training needs in order to feed into the budget setting requirements for 25/26

17h) Enter into collaboration agreements with other PCCs, other policing bodies and partners

Action Required	RAG	Quarter 3 Progress Update
Explore collaboration opportunities in accordance with the Policing Vision for Wales		Inaugural meeting of the PCC's Police Collaborations Oversight Board took place in January 2025, which provides opportunity for joint scrutiny and oversight of the performance of collaborations affecting police forces in Wales and an opportunity to explore opportunities in accordance with the Policing Vision for Wales. All 4 PCCs will include a 'shared vision' declaration in their individual Police and Crime Plans where they commit to working cohesively to explore opportunities to enhance policing in Wales.
Explore collaboration opportunities with other partners		<p>The Funding and Project Forum/Group in collaboration with the Police Force was launched in September 2024.</p> <p>Monthly meetings are progressing well with cross department leads working together to better understand perspectives and needs to support with developing proposals to meet expected standards. Projects and funding proposals received are being directed swiftly to the appropriate route with advice and guidance provided to progress appropriately.</p> <p>Positive collaboration continues with the new Force Partnership Co-ordinator. Cross department activity has led to a number of potential projects being shared with a procurement contract seeking construction and redevelopment opportunities within Dyfed Powys to support them with meeting social value conditions.</p> <p>Meetings held with West Wales Sport partnership and further regarding potential collaborative funding opportunities linking in with established sport initiatives across the region.</p>

		Promotion of Youth Endowment Fund (YEF) opportunities shared with youth initiatives across the region and meeting held with Swansea Premier League Kicks and Area 43 to explore further.
There are formal governance arrangements in place to scrutinise collaboration agreements		Inaugural meeting of the PCC's Police Collaborations Oversight Board took place in January 2025, which provides opportunity for joint scrutiny and oversight of the performance of collaborations affecting police forces in Wales. It will focus on ensuring collaborations are providing value for money and demonstrable benefits for the people of Wales, working to achieve the Vision for Policing in Wales.

17i) Provide a local link between the police and communities, working to translate the legitimate desires and aspirations of the public into action

Action Required	RAG	Quarter 3 Progress Update
Working with the Force to develop and implement our joint Strategic Equality Plan; meeting the objectives within		Activity has continued in our aim to meet the objectives of the new joint Strategic Equality Plan which was launched in Q2. In particular in relation to strengthen our relationships with communities. All minority groups were thanked for sharing their views with the OPCC as part of the new Police and Crime Plan Consultation. We also invited the groups to participate in our Precept Consultation which ran during December. In addition, we are currently considering various options for measuring public trust and confidence in Policing in the Dyfed-Powys area and will be providing the PCC with an Options Paper to progress with this work in Q4.
Development and implementation of OPCC Engagement and Communication Strategy and action plan, and Social Media Policy and Strategy incorporating providing opportunities for local communities to inform and influence decision making and		<p>Community Engagement Days and Events</p> <p>The PCC has held several Community Engagement Events during Q3. In October, he visited Pembrokeshire where he met with a local Primary School, St Marks School and met with the Headteacher as well as the School Governor to discuss certain issues they had been dealing with. As it was Rural Crime Action Week, he also met with the local Rural Crime Team to discuss investigations they had recently worked on. In November he invited the Youth Ambassadors to accompany him on a</p>

proactively promoting the work of the PCC and CC

Community Engagement Day in Carmarthenshire, where he visited Dafen Custody, Neighbourhood Policing and Prevention Officers in Cross Hands to discuss local issues with county councillors as well as a meeting with the Chief Constable.

December saw the first Public meeting and Community Surgery taking place, in Lampeter, Ceredigion, which was held during and after a Community Engagement Day in Ceredigion. The Commissioner firstly visited Depot, Area 43 in Cardigan to view the recent developments in the premises since receiving funding recently from the OPCC. He later met with local town councillors in Aberaeron whereby he discussed local concerns as well as improvements in the town since the installation of new CCTVs. It was also an opportunity to discuss Op Ivydene, an operation where Neighbourhood Police Team officers are actively trying to tackle Anti-Social Behaviour in the town of Aberaeron. The Commissioner was invited to attend Ysgol Bro Pedr, by visiting a Criminology class where he was involved in a Q+A session with the pupils. During the Community Engagement Day, members of staff from the OPCC held a Community Surgery in Lampeter University, where members of the public were invited to attend to ask questions, learn more about the work of the office and raise any local concerns and issues.

A Public Meeting was held in Victoria Hall in the evening, where residents, businesses, and organisations in Lampeter were invited to attend to meet with the PCC and Senior Police Officers in Ceredigion. It was an opportunity for the public to raise local concerns and ask operational questions, whilst also seek updates on recent incidents in the area. The meeting was chaired by Councillor Ann Bowen Morgan, with Superintendent Steve Davies joining the PCC on the panel, as well as Chief Inspector Christina Fraser and Neighbourhood Policing Inspector Matthew Howells in attendance.

Youth Engagement Forum Summary

The Youth Ambassadors attended Police Headquarters on Wednesday 13th November 2024 to shadow the PCC on a Community Engagement Day. This was for World Children's Day. During the day they visited Dafen Custody along with Independent Custody Visitors to learn more about the day-to-day workings in an operational custody environment.

They also met with PC 1045 Alex Jones who gave a showing of a Roads Policing vehicle and drone demonstration. During the afternoon of the Community Engagement Day, the PCC met with Chief Constable Dr Richard Lewis, where the Youth Ambassadors also had the opportunity to be involved in this meeting and ask both the PCC and CC any policing related questions. Lastly, they met with Chief Inspector Shaun Bowen who proposed having the Youth Ambassadors be involved in a Youth Scrutiny Panel, whereby they will get the chance to review incidents such as Stop and Search and Use of Force and provide feedback and share their thoughts and views on how each case was handled by Dyfed Powys Police.

This is now being considered for Q4 in 2025 where a pilot of a Scrutiny Panel will take place.

Victim Engagement Forum

The Victim Engagement Forum were requested by DCI Llyr Williams to provide feedback on a Victim Engagement Survey, developed by Dyfed-Powys Police for victims of rape and other serious sexual offences (RASSO). This survey was created to provide an opportunity for victims to voice their views on the service received following reporting the matter to the police. DPP want to ensure victims have 'procedural justice' and this engagement survey allows them to monitor officer engagement with victim to ensure it meets expectations. This survey was circulated to our Victim Engagement Forum members to share their views and thoughts on this, prior to it going live. This was a chance for members

to ask relevant questions to the Force and suggest necessary changes to be made.

A request was also made to have Victim Engagement Forum members' involvement in the Police Race Action Plan (PRAP). DCI Wayne Bevan asked for members who are interested in supporting him in ensuring Black people are not under-protected and are properly supported as victims of crime and as vulnerable groups. Two members of the Victim Engagement Forum expressed their interest and met with the DCI to discuss their role and the plans for the workplan. This will continue into 2025.

Police and Crime Plan

The new Police and Crime Plan has been designed and is nearing completion. The English and Welsh versions are currently at the final proof stage, while the accessible Easy Read version is already available. We are also in the process of creating four short social media videos to highlight the Plan's priorities and provide an overview in an engaging, digestible format. These will complement the Plan and help communicate its key messages effectively. Printing is set to begin imminently, with everything on track for the official launch on February 13th, 2025.

2025/2026 Police Precept

Between 6 December 2024 and 6 January 2025, we conducted a comprehensive promotional campaign to raise awareness about the Dyfed-Powys, police precept consultation. The campaign secured 707 responses in total, with the following key components:

1. Wales Online 'In Your Area' (IYA) Campaign

A two-week paid advertisement campaign with Wales Online included a half-page article aimed at encouraging Dyfed-Powys residents to participate.

2. Meta Advertising

£50 was allocated to Meta ads (Facebook and Instagram), running from 6 December 2024 to 6

January 2025. These ads were targeted to ensure broad reach across the Dyfed-Powys area and successfully directed users to the survey.

3. Press Releases and News Articles

Press releases were sent to local media outlets to ensure widespread coverage. These articles explained the consultation process and emphasised the importance of public feedback.

4. Direct Communications via Email

Targeted emails were sent to community groups, local stakeholders, and partner organisations. This direct communication encouraged wider dissemination of information within the region.

Monthly bulletins & Social Media Activity

In this period, we published 4 monthly e-bulletins summarising the work of the Commissioner and his Office, including a precept focussed issue. We have also continued to publish the PCC's weekly highlights for social media across all platforms.

Campaigns Supported

National Hate Crime Awareness Week

Date: 12–19 October 2024

Summary: The PCC supported this campaign with a social media campaign that shared Victim Support materials and signposted to commissioned services for those affected by hate crimes.

Safer Ageing Week

Date: 11–17 November 2024

Summary: During this week, the PCC stood with Hourglass, calling for action to protect older people from exploitation. A dedicated social media campaign highlighted resources, safety tips, and the importance of supporting older adults in the community.

	<p>Road Safety Week</p> <p>Date: 17–23 November 2024</p> <p>Summary: The PCC supported Road Safety Week by running a social media campaign throughout the week. Posts focused on raising awareness of road safety issues and promoting the services of BRAKE, a charity supporting road crash victims.</p> <p>Anti-Social Behaviour (ASB) Awareness Week</p> <p>Date: 18–25 November 2024</p> <p>Summary: Social media posts throughout the week focused on anti-social behaviour, signposting individuals to commissioned support services and the police ASB case review service. The campaign emphasised community safety.</p> <p>https://www.dyfedpowys-pcc.org.uk/en/news/supporting-asb-awareness-week-2024-making-communities-safer-together/</p> <p>White Ribbon Day</p> <p>Date: 25 November 2024</p> <p>Summary: On White Ribbon Day, the PCC attended events and shared a social media campaign supporting the initiative. Posts encouraged communities, organisations, and schools to join the campaign to end violence against women and girls.</p> <p>https://www.dyfedpowys-pcc.org.uk/en/news/pcc-encourages-organisations-schools-and-communities-to-join-the-campaign-to-end-violence-against-women-and-girls/</p>
<p>Respond to community concerns in a timely manner</p>	<p>During this period there were 82 concerns recorded, 55 recorded under category "community concerns" and 27 recorded under category Professional Standards Department (PSD) complaints.</p> <p>Correspondence under category "PSD complaints" are acknowledged and details are provided on the complaint and complaint review process.</p>

		<p>Where correspondence is recorded under "community concern" enquiries are made to the Force on behalf of the public for an operational response to be provided.</p> <p>2 records are open due to ongoing enquiries with the Force.</p> <p>2 Misconduct cases remain open 1 waiting for outcome report to be provided by LQC and the second one is waiting for the hearing to take place.</p> <p>There are no further concerns with the correspondence.</p>
<p>Engage residents in contributing to assurance and scrutiny activity</p>		<p>During this quarter 1 Independent Custody Visitor (ICV) was awaiting their vetting. For the Animal Welfare Scheme (AWS) there were currently 5 new volunteers subject to vetting and 1 new Quality Assurance Panel (QAP) member was also awaiting their vetting.</p> <p>The OPCC are continuing with the recruitment drive for all volunteer schemes. Scheme managers are working alongside the OPCC engagement team to produce social media material and engage with the communities to educate and promote the schemes.</p> <p>A total of 32 ICV visits were carried out during this quarter. Most frequent concerns raised by the ICV's included health care provisions, disability access, repairs, staffing issues and delivery of food stocks.</p>
<p>Provide effective and accessible services for victims and vulnerable people</p>		<p>Ministry of Justice (MoJ) reporting submitted end of October. All service providers submitted required data demonstrating positive outcomes. Final submission provided by Goleudy, removed now from risk register as service ceased October 2024 and new service provided by Victim Support from November 2024. Confident that VS data will be comprehensive.</p> <p>No complaints received by PCC regarding service providers. Complaints process forms part of annual audit cycle for commissioned services.</p> <p>Core questions regarding how services will be made accessible from a number of perspectives including geographical, physical, language, diversity, equality</p>

		<p>and ability are contained within the procurement template and form part of the scored submission. We also ensure that these questions are incorporated into tender processes run by partners where we are a joint investor. Providers are now required to undertake annual equality monitoring assessments alongside narrative reporting; this will be in addition to the data required by MoJ.</p> <p>MoJ quantitative framework still awaited. All Wales governance structure in place and leading on discussions with MoJ. Policy lead for Victims embedded within meetings and leading on discussions with Force re capture of data.</p>
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17j) Hold Chief Constable to account for the exercise of the functions of the office of Chief Constable and those under his direction and control

Action Required	RAG	Quarter 3 Progress Update
As detailed in 17c	N/A	N/A

17k) 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

Action Required	RAG	Quarter 3 Progress Update
Publish information in accordance with the Elected Local Bodies Order		The new website has been launched. Through regular uploading of the relevant information any anomalies identified are rectified. A focussed piece of work is being undertaken to amend parts of the website to allow greater accessibility and functionality.
Publish information in an accessible and easy to reach format		<p>The Transparency Quality Mark obtained in previous years evidences the quality of the information available on the website and the ease of accessibility to everyone.</p> <p>The regular monitoring of the website ensures that it remains accessible to all. This will continue in the future as it is expected with a change of Government</p>

		<p>there will be monitoring of website compliance of all Police and Crime Commissioner websites.</p>
<p>Publish information in accordance with the Welsh Language Standards</p>		<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. Following advice from the Welsh Language Commissioner and the Information Commissioner's Office there is no longer a requirement to translate Freedom of Information requests.</p>
<p>Proactively promote and raise awareness of Commissioned Services</p>		<p>New OPCC website content reviewed and updated where appropriate. Link to the website is included within Victim Information Packs. Individual service performance and overview documents for 23/24 outcomes ready to upload to website. Working with Engagement team to produce animated film clip to raise awareness of commissioned services amongst public and internally with Force.</p> <p>PCC Engagement team are linked in to the press teams within all commissioned services and have established a working group to jointly share social media and press articles. Regular social media articles shared regarding commissioned service activity and included in newsletters.</p> <p>Commissioning and Engagement teams continue to provide evidence and best practice examples of work within Dyfed Powys to national calls for evidence by APCC and national bodies. Working with Engagement team to produce animated clip raising awareness of commissioned services.</p> <p>All contracts contain standard requirement for promotion of services. Service implementation meetings include a focus on communications plans during implementation and at commencement of service in liaison with OPCC and Force comms where appropriate. Commissioned services are required to acknowledge PCC /MoJ funding source in all publicity and materials. Providers are required to undertake equality assessments and provide evidence of awareness raising activity amongst all communities.</p>

This will help us to inform any specific areas of focus required for future service plans.

17l) Comply with all reasonable formal requests from the Panel to attend their meetings

Action Required	RAG	Quarter 3 Progress Update
Quarterly attendance at Police and Crime Panel meetings		The Police and Crime Commissioner and relevant officers attend all Police and Crime Panel meetings as required. Regular discussions are maintained between the Chief Executive and Panel's key officer to ensure members received relevant and timely information.
Provision of documentation to Police and Crime Panel as per their requests		The Police and Crime Commissioner and relevant officers attend all Police and Crime Panel meetings as required. Regular discussions are maintained between the Chief Executive and Panel's key officer to ensure members receive relevant and timely information.
Regular liaison between OPCC and PCP in support of discharging statutory duties		The Police and Crime Commissioner and relevant officers attend all Police and Crime Panel meetings as required. Regular discussions are maintained between the Chief Executive and Panel's principal officer to ensure members receive relevant and timely information.

17m) Prepare and issue an annual report

Action Required	RAG	Quarter 3 Progress Update
Prepare and issue an annual report to the Panel on the PCC's delivery against the objectives set within the Plan		An Annual report has been developed and a final version was provided to the panel at the October meeting.

17n) Monitor all complaints made against officers and staff, whilst having responsibility for complaints against the CC

Action Required	RAG	Quarter 4 Progress Update
Handling of complaints against the Chief Constable		During this period, 2 Chief Constable complaints were received. One was a complaint regarding the use of the police crest which was a complaint sent to all Forces in England and Wales. The other two complaints were in regard to a delegated authority and did not meet the criteria to be recorded.
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		14 reviews were completed during this period (1 carried over from the last period). 3 Reviews were not upheld, and recommendations accepted by PSD The OPCC also captures oversight issues where the service could be improved. The themes identified as oversight concern the timelines of the handling of the complaint and not receiving meaningful 28 days update. This has been raised with PSD at the recent PSD Assurance Board.

18) PCC must not fetter the operational independence of the police force

Action Required	RAG	Quarter 4 Progress Update
Development and annual review of Corporate Governance Framework		A revised Corporate Governance Framework has been developed and agreed. It has been published internally and due to be published on the external OPCC website imminently (currently awaiting translation).

19) Access to information, officers and staff

Action Required	RAG	Quarter 4 Progress Update
Handling of information in accordance with Data Protection legislation		As a corporation sole the OPCC are subject to and responsible for Freedom of Information (FOI) requests. There were 10 FOI requests received during the period and the OPCC held the information for 4 of them. All requests were answered in time. The themes of the requests were Funding for victims for non-criminal antisocial behaviour, Staff

		settlement agreements, Police Precept and External funding received and allocated. The requests that the OPCC did not hold the information for were in relation to non-crime hate incidents, contact centre contracts, intimate searches, ICT Software and Personal information.
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20a) Delivery of community safety and crime reduction

Action Required	RAG	Quarter 3 Progress Update
Development and implementation of a Governance Framework for Commissioning and Partnerships		<p>Commissioning strategy in place which replaces previous documents. Available on new PCC website. Strategy currently under review for Term 4.</p> <p>The scrutiny of commissioned services and recipients of Commissioner’s funding is incorporated within the overall OPCC governance structure. The proposed select committee approach provides an opportunity for commissioned service providers to contribute. This can be two-fold in terms of contributing evidence and challenge as appropriate but also to present the context and performance of their service delivery ensuring that this is woven into Force and partners workstreams.</p> <p>First select committee awaited.</p> <p>Contracts register in place and reviewed for Term 4, alongside evaluation and audit plan for future of all commissioned services. Regular meetings between Director of Commissioning & Partnerships and Head of Procurement. 3 procurement exercises concluded with 1 outstanding for 24/25.</p> <p>Commissioned service performance and highlight reporting now incorporated as agenda item in new Strategic Performance Board.</p> <p>Assurance team are working with Commissioning and Partnerships Support officer to review sexual violence services. This includes dip sampling by Quality Assurance Panel and review of impact of service using cost of crime comparison. This will be reported</p>

		<p>in January 2025 and will provide a framework for measuring other services.</p> <p>Value for money evidence submitted via the Association of Police and Crime Commissioners (APCC) for round 2 of the spending review. This includes work on missing young people and sexual violence services, as well as infographics demonstrating outcomes delivered by services.</p> <p>Local Criminal Justice Board (LCJB) priorities and delivery plan aligned to Criminal Justice in Wales priorities. 2024/25 delivery plan signed off, reflecting local priorities such as Community Payback alongside national work on the Victims Code of Practice (VCOP), domestic abuse attrition etc. LCJB members invited to launch event on 13th February with a specific workshop focus on the future delivery plan.</p>
<p>Commissioning of services in support of community safety and crime reduction</p>		<p>MoJ victims grant is match funded by PCC core funding. Total grant for 24/25 is £1,411,634 of a total £2.74m commissioning budget. Therefore, the PCC provides approximately 49% of funding for services. This is noted in MoJ returns where match funding is reported to Ministers. Confirmation received in December 2024 that the ring fenced Violence Against Women, Domestic Abuse and Sexual Violence (VAWDASV) grants will continue at present level for 25/26. Core victims grant reduced by 4.2% resulting in real time reduction of £25,422. PCC will work to ensure this does not affect front line services.</p> <p>Quarterly meetings are diarised between Youth Offending and Prevention Services (YOPS) managers, Community Safety Partnership (CSP) managers and OPCC representatives. Policy officers represent OPCC on all Youth Offending Management Boards and Community Safety Partnerships across the Force area. Youth justice is the main focus at present of Criminal Justice in Wales and the LCJB. CSP representative and Area Planning Board representative are members of LCJB leading on prevention work. Work continues with CSP and YOPS partners to deliver Serious Violence duty, in</p>

		<p>particular developing interventions under the delivery plan.</p> <p>PCC raised concerns from YOPS managers at the latest Strategic Performance Board with the Chief Constable.</p> <p>MoJ grant T&Cs are met with compliance recorded and endorsed by the Chief Finance Officer (CFO) for grant returns. Grant agreements and contracts with providers ensure that appropriate T&Cs are met. Audit schedule includes checks on compliance.</p> <p>Provision of Restorative Justice (RJ) is statutory function for His Majesty’s Prison and Probation Service (HMPPS), who work with victim services to identify and contact victims as appropriate. Force lead identified and is currently reviewing policy and implementation within Dyfed-Powys Police. Recommendations awaited. Victim Support contract monitoring commences January 2025 with a focus on RJ within reporting.</p> <p>All partnership contacts, including CSP managers, were invited to consultation events in September 2024. Partners invited to launch event 13th February with workshops to agree multi-agency projects contributing to all strategies.</p>
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20b) Community Safety Partnerships

Action Required	RAG	Quarter 3 Progress Update
N/A in Wales	N/A	N/A

20c) Crime and disorder reduction grants

Action Required	RAG	Quarter 3 Progress Update
Development and implementation of a		Work has been completed to update the funding application form in line with the new Police and Crime Plan. This will be assessed in early Q4 by

framework for the provision of crime and disorder grants		senior leaders – awaiting approval. Further to consultation with key partners during Q3, scoring process will also be refreshed in Q4.
Provision of crime and disorder reduction grants within 2024/2025		<p>During quarter 3, 3 new funding and/or donation applications have been approved with a requested value of £7,660.00.</p> <p>13 funding enquiries have been received during Quarter 3, some are being progressed and we are awaiting funding applications. Those that are not eligible for PCC grant have been informed and advice provided on other grant funding sources to support with their activities.</p>
Evaluation of crime and disorder reduction grants to determine social return on investment		<p>As part of the review of the funding application from to align with the new Police and Crime Plan, advice was sought from Procurement and Sustainability leads to review and refresh content.</p> <p>One small change was made to ensure applicants understand their social value and sustainability questions and allow them to provide robust responses that can be fully assessed against the scoring process.</p> <p>If funding is awarded, the social value and sustainability information contained within their application form features as an integral element of evaluation and monitoring schedules of the grant contract. This is assessed as per grant timelines and specific to the arrangement with the applicant.</p> <p>Timescales: Ongoing</p>

20d) Collaboration agreements

Action Required	RAG	Quarter 3 Progress Update
As detailed in 17h	N/A	N/A

20e) Wider responsibility for the enhancement of the delivery of criminal justice in their area

Action Required	RAG	Quarter 3 Progress Update
<p>Monitor the performance of all commissioned services, ensuring they are fit for purpose and provide value for money</p>		<p>Q2 review meetings all held. Most services reporting challenges with cost of living increases balanced against lack of inflation applied to PCC contracts. This has been escalated to Chief Finance Officer and is being addressed both via the allowance of annual growth within budgets for re-commissioned contracts and via evidence-based one-off contributions to those providers in mid contract period.</p> <p>Annual audit includes review of timeliness and positive progress against KPIs. Goleudy performance data remained unavailable upon service exit. New service commenced November 2024 and all open clients transferred successfully.</p> <p>PCC continues to visit appropriate services as part of Community Engagement Days. Commissioning team feed into schedule for PCC visits to services and funding recipients in line with community engagement activity.</p> <p>The scrutiny of Commissioned Services and recipients of Commissioners funding is incorporated within the overall OPCC governance structure. The proposed select committee approach provides an opportunity for commissioned service providers to contribute. This can be two-fold in terms of contributing evidence and challenge as appropriate but also to present the context and performance of their service delivery ensuring that this is woven into Force and partners work streams. The first select committee is awaited.</p> <p>Commissioned Service performance and highlight reporting is now incorporated as an agenda item in the new Strategic Performance Board.</p>
<p>PCC's contribution to the All Wales Criminal Justice agenda</p>		<p>DP LCJB work closely with Criminal Justice in Wales (CJiW) coordinator to ensure alignment of priorities and reporting into All Wales arrangements. Key</p>

		<p>highlights in recent report include implementation of Pathfinder in family courts in Dyfed Powys, volume of Rape and Serious Sexual Offences (RASSO) cases being taken to trial and timeliness improving, plan to review LCJB's embedding of anti-racism agenda and recommend future actions.</p> <p>LCJB meeting held November 2024, focussed on Victims priority including updates on the new service being implemented by Victim Support, the Domestic Abuse Attrition partnership action plan and input from a service user regarding Family Court proceedings for domestic abuse. The new OPCC governance arrangements will incorporate scrutiny of VCOP compliance for all criminal justice agencies.</p>
<p>PCC's national portfolio responsibilities</p>		<p>The National portfolios have been reviewed and the Commissioner sits on the following Boards:</p> <ul style="list-style-type: none"> • All Wales Criminal Justice Board • Policing in Wales (Chair) • National Police Air Service Board • Safer Communities Programme Board • Single Unified Safeguarding Board with Welsh Government • National Rural Crime Network • Chair of Mid and West Wales Living Wage Steering Group <p>Specific lead areas have been agreed between the 4 Police and Crime Commissioners in Wales. PCC Llywelyn will lead on the following portfolios:</p> <ul style="list-style-type: none"> • Performance, Data and Academic Research • Children and Young People (including Youth Justice) • Communities and Partnerships (including Neighbourhood Policing and PCSO's) • Workforce Issues and Ethical Standards • Operational Oversight (Collaboration Board, Roads Policing, National Police Air Service and Joint Firearms Unit Platinum Board) • Finance, Budgets and Procurement

