



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

**Dyfed Powys Police and Crime Commissioner – Business Plan
Quarter 3 2024/25 Summary Performance Report**

Introduction

During late 2023/2024 the Office of the Police and Crime Commissioner developed a Business Plan for 2024/2025 that would assist with the delivery of the actions contained within the 2021/2025 Police and Crime Plan.

The report is set out to mirror the format of the Police and Crime Plan in that it lists actions under each of the three Priority Areas and each of the four Values set out in the Plan.

Each action contains a narrative on the progress made up to the end of Quarter Two.

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

Green - Work complete, no additional work necessary.

Amber - Partially complete, some additional work necessary

Red - Not yet started or not going to be progressed.

Executive Summary

The following report covers the reporting period of Q3 of the financial year 2024/25 (Oct, Nov, Dec 2024)

There have been a number of changes in RAG status during Q3 as highlighted below:

- Independent Sexual Violence Advisory (ISVA) Service – this has moved from amber to green as the contract continues and is being monitored via usual contract routes.
- Debrief Service for Missing Young People – this has moved from amber to green as the contract has been awarded to commence on 1st April 2025 and implementation is underway.
- Serious Violence Duty Funding – this moves from amber to green as the intervention plan has been agreed by the partnership and all on track to be delivered by year end.
- Offender Diversionary Scheme – this has changed from amber to green as the contract has been awarded to Pobl Care and Support from 1st April 2025 and implementation is underway.
- Gender Responsive Psychologically Led Model – this moves from red to amber as some progress has been made with the Force engaging with the OPCC more regularly on the process.
- Workforce Culture – this moves from amber to green as the oversight of the activity is presented to the Force's People, Ethics and Culture Board which is attended by the Head of Assurance and Chief Executive.
- Local Businesses – this has moved from amber to green as this would is now being progressed with the British retail consortium via a roundtable event chaired by the Commissioner.
- Holding to Account – this moves form amber to green as the new arrangements have been implemented and are deemed to be working well.

- Governance and Financial Arrangements of All Wales Activity – this has moved from amber to green as the new arrangements have been finalised and implemented.
- External Funding Arrangements – changes from amber to green as the processes have continued to improve.

RAG status comparison

Summary:

Within the 2024-2025 Business Plan are 35 actions. Recorded below is a summary of the total number of different RAG statuses. This will then be compared in future reports.

	Qtr 1	Qtr 1	Qtr 2	Qtr 2	Qtr 3	Qtr 3
Red	2	6%	3	9%	2	6%
Amber	31	88%	26	74%	17	48%
Green	2	6%	6	17%	16	46%

Priority One – Victims are Supported.

Action Required	RAG	Quarter 3 Progress Update
Continuation and future development of the School liaison programme Support the continuation to the end of the 2023/24 academic year and in collaboration with the Force and partners, develop a proposal for the future of the programme taking into consideration wider prevention activity.		The Commissioner and Chief Constable agreed at a Policing Board in December for the OPCC and DPP to work together to establish a working group to prioritise the expansion and refresh of the programme. The Commissioner clearly articulated his vision for the service and the outcomes he wishes to see. A terms of reference for a review and redevelopment is being drafted.
Sexual Abuse Services Continue to collaborate with Policing and Health Colleagues as part of the Regionalisation of		Welsh Government funding confirmed and project underway to deliver new Aberystwyth hub in June 2025. Acute services now in Cardiff, Swansea and Aberystwyth. Direct award for crisis worker support contract being led by South

<p>Sexual Abuse Services across South, Mid and West Wales.</p>		<p>Wales as legal entity for ISO accreditation across 3 Forces. Funding discussions ongoing with Policing Collaboration Wales (PCW) and Health regarding Phase 1, counselling and acute site costs. Awaiting Dyfed-Powys specific information.</p>
<p>Independent Sexual Violence Advisory (ISVA) Service Implement and embed the new collaborative Independent Sexual Violence Advisory service with existing community and other commissioned services in the specialist sector.</p>		<p>Service now being monitored via usual contract routes. MoJ funding confirmed for 2025/2026. Awaiting update from provider re additional funding sources that may impact wider service.</p>
<p>Meeting our obligations to the Victims Code of Practice (VCOP) and Witness Charter Work is required to ensure compliance with VCOP via continued scrutiny of criminal justice partners and through Out of Court Disposal (OCD) and Quality Assurance Panels (QAP).</p>		<p>No changes in the last quarter, however the Ministry of Justice (MoJ) Victims Code Compliance Working Group have continued to meet which includes OPCC representation. The MoJ has submitted advice (different types of surveys, scopes, and costs) to Ministers on the cross-system feedback survey. It has to go to the Home Secretary before it goes to Ministers, and the MoJ will feedback at the next Working Group meeting. The survey will be used to consider areas outside of Code compliance.</p> <p>Next step is to do the same on the code compliance metrics side. They have been working through what a realistic set of metrics may look like. They are “not steaming ahead” with the metrics – taking time to reflect on this big ask of Criminal Justice bodies.</p>
<p>Victim Engagement Forum (VEF) Consult and engage with victims to ensure that the voice of those with lived experience influences the development and scrutiny of services for victims, including the development of the new Police and Crime Plan.</p>		<p>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.</p> <p>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</p>

		met with the DCI to discuss their role and the plans for the workplan. This will continue into 2025.
FAQ Sheets on website Develop Frequently Asked Question sheets for public to download on OPCC website. Improve access to information e.g. developing a new website, FAQ's, access to information on Commissioned Services and develop an Internal Communications Strategy.		No FAQs have been developed during Q3. Considerations will be given to an FAQ on victim support during Q4.
Domestic Abuse Attrition Continue to work with Dyfed-Powys Police, criminal justice and support service partners to progress actions from the workshop conducted in 2023/24 to reduce domestic abuse attrition rates.		All ongoing actions being monitored by the Task and Finish group which belonged to other agencies have now been completed. Remaining actions are for DPP, which are being monitored through the Service's new 'Op Rhagorol' Board. This Board monitors all vulnerability related outstanding actions and recommendations. The OPCC and the Chair of the Task and Finish are due to meet in February to discuss the future direction of the group.

Priority Two – Harm is Prevented

Action Required	RAG	Quarter 3 Progress Update
Debrief Service for Missing Young People Re-commission the debrief service for missing young people, including consideration of widening the specification to incorporate further preventative work within schools.		Contract awarded to Llamau, to commence 1 April 2025. Implementation underway. Specification included liaison with Schools programme and wider Early Intervention and Prevention (EIP) agenda.
Serious Violence Duty Funding Ensure Home Office Serious Violence Duty funding is utilised appropriately to support partners in the prevention and tackling of serious violence, including evaluation of impact.		Intervention plan agreed by partnership and projects underway, all on track to be delivered by year end. Anticipating small underspend of budget. No confirmation yet for any future funding in 25/26.

<p>Preventative and Treatment Services for individuals with Substance misuse Work with Hywel Dda Area Planning Board to jointly re-commission preventative and treatment services for individuals with substance misuse and their families. This should include evaluation of the outcomes achieved by individuals receiving services, both from a public health and criminal justice perspective.</p>		<p>The Panel were unable to propose an award following the tender exercise. Discussions are ongoing with the existing provider regarding the potential to extend the current service contract whilst the Area Planning Board (APB) review budgets, specification requirements and method of tendering. This consideration includes the potential for the service to be lotted into separate provision for generic and criminal justice referral routes, as well as revised service specification. This work will continue over a number of months.</p>
<p>Youth Offending and Prevention Services Continue to work with Youth Offending and Prevention Services to support victims and intervene earlier with young offenders, including extension of existing grant funding awards.</p>		<p>Youth Offending and Prevention Services (YOPS) managers working on a business case to be submitted February 2025. Current budget to be continued with any uplift dependent on demand and evidence.</p>
<p>Safer Streets To continue to project manage the funding received under Safer Streets 5 and to lobby the Home Office for the continuation of the funding stream</p>		<p>£354,999.96 grant award received in 24/25. Funding is expected to be fully spent by the end of the funding period (31st March 2025). Projects are being delivered by 4 partners focussing on VAWG and ASB crimes. The largest proportion of the budget is being spent on behavioural change, focussing on tackling sexist and misogynistic attitudes . Whilst the Home have tentatively indicated that further funding may be awarded from April 2025, no announcements have yet to be made. Updates are routinely sought on progress in this area.</p>
<p>Review of all OPCC Deep Dives. To conduct a review of all OPCC Deep Dives to inform future scrutiny to support the development of the Police and Crime Plan.</p>		<p>All previous Deep Dives have been recorded on the OPCC's Assurance tracker. Consideration will now be given to the outcomes of the deep dive and areas for further scrutiny will be identified during the next quarter.</p>
<p>Assurance of Commissioned Services To establish a scrutiny process for Commissioned Services through utilising the Quality Assurance Panel (QAP).</p>		<p>The OPCC's Quality Assurance Panel are reviewing cases referred to New Pathways in January 2025 outcome to be reported in next quarter. Activity considering the value on investment is in progress, there have been difficulties finding a Force/OPCC to</p>

<p>To gain an understanding of the social impact of the Commissioner's investment in prevention services.</p>		<p>benchmark against. However, the OPCC's evidenced based policing co-ordinator has identified someone within Welsh Women's Aid who is working on social return on investment and will arrange a meeting for information to be shared.</p>
<p>Youth Ambassadors Scheme Consult and engage with Youth Ambassadors throughout the year, to ensure we provide a platform for young people to influence the future of policing and crime prevention in their local areas and support the development of the Police and Crime Plan.</p>		<p>The Youth Ambassadors attended Police Headquarters on Wednesday 13th November 2024 to shadow the Commissioner 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.</p>

Priority 3 – An Effective Justice System

Action Required	RAG	Quarter 3 Progress Update
<p>Offender Diversionary Scheme Re-commission the Offender Diversionary Scheme, taking into account the increased demand on the service created by out of courts disposal policy changes.</p>		<p>Contract awarded to Pobl Care and Support to commence 1 April 2025. Implementation underway.</p>

<p>Women's Centre</p> <p>Embed the new Women's Centre into local practice and evaluate the whole system approach to female offending in Dyfed-Powys.</p>		<p>Women's centre continues to deliver and reports into the Local Criminal Justice Board (LCJB). Working closely with His Majesty's Prison and Probation Service (HMPPS) and other partners. Longer term Nelson Trust aim to open additional sites across Dyfed-Powys.</p>
<p>Integrated Offender Management (IOM) Housing Pilot</p> <p>Continue the expansion of the Integrated Offender Management (IOM) Housing Pilot to ensure provision of temporary move-on accommodation throughout the Dyfed-Powys area, enabling the rehabilitation and resettlement of offenders.</p>		<p>Ceredigion and Powys still prove to be effective, with minimal voids in between residents. Partnership working to identify and manage tenants is positive. Awaiting updates from Pembrokeshire and Carmarthenshire, where there is a challenge with identifying housing supplier and stock.</p>
<p>Restorative Justice</p> <p>Undertake a thorough review of when and how Restorative Justice is being offered to victims, with a view to understanding the impact of restorative practices on those involved. This will also include supporting the rollout of the Immediate Justice approach.</p>		<p>Some gradual progress is being made in that the Force lead and a supporting Chief Inspector have initiated more comprehensive fact finding and are engaging with the OPCC regularly on progress.</p>
<p>Gender Responsive Psychologically Led Model</p> <p>Work with the Female Blueprint Team to test the Gender Responsive Psychologically Led Model in the Offender Diversion Scheme within Dyfed-Powys including the delivery of trauma informed training.</p>		<p>Fieldwork delayed due to absence of key lead within partner agency. Project timescales have meant that the reporting has progressed without the final findings from Dyfed Powys. However, Dyfed-Powys will continue to work alongside the wider implementation and provide input where applicable.</p>
<p>Internal Communications Strategy</p> <p>Develop an Internal Communications Strategy that will consider how we as an Office communicate and engage with internal staff and Officers in Dyfed-Powys about our work, commissioned services and partnerships for example, that will</p>		<p>Discussions have taken place in relation to internal communications, and it has been agreed that this will require a whole Office approach, with an opportunity to develop a strategy for the Office in conjunction with the launch of the new Police and Crime Plan. It has been agreed that part of the next SMT Away Day in Q4 will focus on developing the strategy. In the meantime, benchmarking activity will take place, to understand how other OPCCs and Public Services</p>

also ensure that the workforce understands the role and responsibility of the Commissioner.		approach their internal communications and engagement activity.
<p>Social Media Monitoring and Performance</p> <p>Establish a social media monitoring and performance tool to ensure that effective monitoring of these channels is undertaken to inform the analysis of the success of various means of engagement with different demographics within the area. (Recommendation from Internal Audit Report on Engagement and Communications).</p>		Monthly reports are set up via Orlo - the platform in which we use to schedule and post.

Value 1 – Working Together

Action Required	RAG	Quarter 3 Progress Update
<p>Police and Crime Plan 2025-2029</p> <p>Following the elections held in May 2024 and the end of the Police and Crime Plan for 2021-2025 a new Police and Crime Plan requires development for the period 2025-2029.</p>		<p>Police and Crime Plan 2025-29 finalised 25/11/24. Translation, design and printing underway. Launch event with partner agencies being planned for February.</p>
<p>Workforce Culture</p> <p>Work with the Force to improve workforce culture including a focus on compliance with the Code of Ethics for Ethical Policing, use of reflective practice and implementation of the Strategic Equality Plan (SEP).</p>		<p>On the 28th of November the Force presented the results from the Investors in People survey which outlines the culture within the workforce. The Force were in the process of analysing the results and will be producing a "You said, we considered" report for the officers/staff to increase transparency of the organisation. Oversight of this activity is presented at the Force's People Ethics and Culture Board which is attended by the Head of Assurance and Chief Executive.</p>

<p>Local Businesses Work with the Force to develop a proposal for consideration in term 4 to work with local businesses to raise awareness and prevent violence and abuse towards shop workers as well as encourage cyber resilience.</p>		<p>This is now being progressed with the British Retail Consortium to establish a Retail Crime Roundtable event Chaired by the Commissioner.</p>
<p>Domestic Homicide Review Oversight Mechanism Pilot Work with the Domestic Abuse Commissioner’s office to pilot the local oversight mechanism in collaboration with Pembrokeshire Community Safety Partnership.</p>		<p>Discontinued involvement in pilot due to capacity issues with Pembrokeshire Community Safety Partnership (CSP).</p>
<p>Evidence-Based Policing Collaboration Enhance partnerships between local academic institutions and key Force departments and the Commissioner’s Office, with the aim of developing a Strategic Research Agenda for the Force.</p>		<p>The Evidence Based Policing (EBP) Research Coordinator is progressing a number of requests from Dyfed-Powys Police for academic review as well as facilitating external requests for access to Dyfed-Powys Police for research purposes. They are also involved in progressing All-Wales activity in relation to achieving the routine depositing of police data into the SAIL databank; improvements in relation to the Data Protection Impact Assessment process; and mapping processes to ensure the longevity of activity. The first research output has been a Masters' study into domestic abuse.</p>
<p>Data Innovation and Sharing Support the delivery of the Wales Data Analysis Innovation and Improvement Network (WDAIIN) workplan. This will also include achieving the routine sharing of police data into the SAIL Databank.</p>		<p>WDAIIN have established a working group to progress actions emerging from the Hackathon event.</p> <p>Police-SAIL activity continues, with detailed discussions ongoing between Police Data Protection Officers and SAIL representatives regarding Data Protection Impact Assessments. The Commissioner is personally overseeing this work.</p>

Value 2 – Being Accountable

Action Required	RAG	Quarter 3 Progress Update
<p>Holding to Account A review of the arrangements for</p>		<p>The review has been completed. Policing Board meetings are now well established, and the arrangements are working well. Two Strategic Performance Boards have been held and</p>

<p>the Commissioner to hold the Chief Constable to account on all matters relating to the Force.</p>		<p>the new arrangements are efficient. Work is ongoing to prepare for the first Select Committee meeting where an appropriate topic will be identified and considered.</p>
<p>Support the public to make informed and appropriate choices when accessing our services by:</p> <ul style="list-style-type: none"> • Ensuring we have an easily accessible website that signposts individuals to specialist services as well as our own internal services. • Ensuring that however an individual contacts the office they will wait no longer than 48 hours to receive the information they require. • Ensuring that the Force have sufficient understanding and awareness of commissioned services to bring them to the attention of victims and individuals who would benefit from accessing services. 		<p>On 1st of November in Q3, a new Victim Support Service for Dyfed-Powys commenced. As part of Communications Plan, we collaborated with Dyfed-Powys Police's Corporate Communications department to ensure that staff and officers were made aware of the new service provider, and to ensure that victims were signposted to the new service.</p> <p>We continue to consider ways of further developing our website to ensure that it remains as accessible as possible.</p> <p>Scrutiny and communications relating to commissioned services that was previously undertaken by the Commissioning Advisory Board will now sit as part of the Strategic Performance Board. There are a number of newly contracted services that have individual communications plans and the Engagement team work closely with the media teams across service providers to deliver these. The Engagement team are developing a short film to release to both internal and external audiences to raise awareness of all commissioned services.</p>
<p>Governance and Financial Arrangements of All Wales Activity Work with Chief Executive Officers and Chief Finance Officers in Wales to improve governance and financial arrangements for All Wales activity.</p>		<p>The PCC Collaboration Oversight terms of reference have been finalised and the first meeting was held on the 14th January 2025. The new arrangements provide the Commissioner with an overview of the increased investment being made in collaborative activity across Wales and the wider benefit.</p>

Value 3 – Being Sustainable

Action Required	RAG	Quarter 2 Progress Update
<p>Financial Sustainability and Resilience Monitor the implementation of the recommendations from the Force Review to ensure that they deliver</p>		<p>The Force review is reported regularly to Policing Board and the Chief Finance Officer monitors the recommendations to ensure that they provide evidence that any associated financial savings are resilient and sustainable.</p>

financial savings that are sustainable and resilient.		
External Funding Arrangements Review the external funding arrangements to ensure maximisation of opportunities.		Following the audit of external funding undertaken in April 2024 the process improvement continue and there are robust finance controls and approval systems in place. Any grants that are applied for are assessed by a panel of staff from the Office to ensure fairness and transparency prior to any relevant recommendations being made to the PCC and Exec team on the awarding of any grant.
Sustainability Culture Further develop and embed a culture in terms of sustainability by monitoring the reduction of our carbon footprint and ensuring any agreements with partners is cognisant of the sustainability agenda.		This work has been delayed due to the baseline figure not being available currently. The Force have employed a new sustainability officer who has attended a lunchtime learning session to provide information on how the Office can reduce its Carbon footprint. As part of this from the next financial year monitoring of staff's working practices will be monitored to identify the carbon savings from home working and online attendance at meetings.

Value 4 – Engaging Widely

Action Required	RAG	Quarter 3 Progress Update
Under-represented Groups Strengthen our relationships with our communities through proactive engagement activities with the aim of: <ul style="list-style-type: none"> Increasing the diversity of the workforce and volunteer groups. Understand their feelings, views and experiences, and to provide information. 		Activity has continued in our aim to meet this objective, and 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 considering various options for measuring public trust and confidence in Policing in the Dyfed-Powys area and will be providing the Commissioner with and Options Paper to progress with this work in Q4.