

Professional Standards Assurance Board

Terms of Reference

1. INTRODUCTION

This document defines the terms of reference for the Professional Standards Assurance Board (PSAB) its membership and the roles and responsibilities of the members.

2. PSAB PURPOSE

The Police Reform and Social Responsibility Act 2011 established Police and Crime Commissioners (PCCs), who have a statutory duty and electoral mandate to hold the police to account on behalf of the public.

In line with the Policing Protocol 2011 the PCC has a legal duty to :-

17n) monitor all complaints made against officers and staff, whilst having responsibility for complaints against the Chief Constable.

The Chief Constable is responsible to the public and accountable to the PCC for:-

21(k) managing all complaints against the force, its officers and staff, except in relation to the Chief Constable, and ensuring that the PCC is kept informed in such a way as to enable the PCC to discharge their statutory obligations in relation to complaints in a regular, meaningful and timely fashion. Serious complaints and conduct matters must be passed to the Independent Police Complaints Commission in line with legislation

The Professional Standards Assurance Board will be the scrutiny forum for all functions carried out by the Force's Professional Standards Department which will enable the PCC to discharge their statutory obligation in accordance with the Policing Protocol 2011.

3. GOVERNANCE

The Membership of the Board shall comprise of:-

- Chief Executive of the Office of the Police and Crime Commissioner (OPCC)
- Deputy Chief Constable
- Head of Professional Standards Department
- Professional Standards Department Senior Manager
- Head of Assurance, OPCC
- Quality of Service Caseworker (OPCC)

The Police and Crime Commissioner may invite officers or staff either from the Office of the Police and Crime Commissioner or the Police Force to provide professional advice to the Board.

4. Frequency of Meetings

The Board shall meet four times a year, once every three months. Additional meetings can be convened if the Commissioner and Deputy Chief Constable are in agreement where there is urgent business to transact.

5. TERMS OF REFERENCE

The Professional Standards Assurance Board will:

1. Monitor and scrutinise the manner in which complaints and misconduct allegations are dealt with by Dyfed Powys Police with a view to satisfying itself that the arrangements and processes in place are appropriate and effective. Scrutiny is informed by an analysis report prepared by the Professional Standards Department specifically for the quarterly meeting.

This includes:

- A Force wide oversight of complaint, misconduct and performance issues
 - Performance in the timeliness of complaints handling
 - Anti-corruption data (to include data on reportable associations)
 - Suspensions/restrictions
 - The number of written communications issued by the Force under regulation 13 of the Police (Complaints and Misconduct) Regulations 2020 where an investigation has not been completed within a “relevant period”
 - Specific cases of interest
 - Matters referred to IOPC year to date
 - Outcomes from any Misconduct meetings/hearings (to include learning which may come from it for the wider organisation).
 - Assurance around the performance of vetting
 - Further information which meets the requirements of The Elected Local Policing Bodies (Specified Information) (Amendment) Order 2021 (**Appendix A**).
2. Monitor and scrutinise that the Force has mechanisms in place to identify issues and to act promptly if problems are identified. The PSAB will ensure that:-
 - mechanisms are in place to identify and act on themes or trends in complaints
 - the Force is measuring complainant satisfaction
 - systems are in place to monitor and improve performance in the timeliness of complaints handling
 - quality assurance mechanisms are in place to monitor and improve the quality of responses to complaints

3. Monitor and scrutinise the progress updates on implementing relevant recommendations made by:-
 - the IOPC and/or HMICFRS in relation to standards related matters, or where recommendations were not accepted, an explanation as to why the appropriate authority or local policing body in relation to complaints handling to include recommendations, organisational and individual learning
 - Consider equality, diversity and human rights matters which are relevant to the business of the Board.
 - Ensure appropriate and relevant scrutiny and oversight is maintained of internal and external policies, procedures and strategies to ensure compliance with statute, regulation, and decisions made by the Board
4. Consider any emerging issues or matters arising from the Dip Sampling of Complaints conducted by the OPCC.

5. SECRETARIAT

OPCC Quality of Service Caseworker shall be responsible for preparing the agenda for the Board and for the maintenance of records relating to the meetings. Meeting agendas shall be distributed five working days in advance of the meeting.

The Head of the Professional Standards Department will be responsible for preparing the analysis report referred to above. This will be prepared ahead of the meeting and shared in the agenda.

7. VERSION CONTROL AND REVIEW DATE

Version:	2023-1
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Approving Board:	Policing Board
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Reviewed by:	
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Next review due:	

Appendix A

Publication in accordance with The Elected Local Policing Bodies (Specified Information) (Amendment) Order 2021 The Police and Crime Commissioner has a duty to publish information in relation to his statutory duty in accordance to complaints handling. The Police and Crime Commissioner will on his website publish the following information:-

- How the force is measuring complainant satisfaction
- Progress updates on implementing relevant recommendations made by the IOPC and/or HMICFRS in relation to complaints handling, or where recommendations were not accepted an explanation as to why
- A summary of any mechanisms put in place to identify and act on themes or trends in complaints
- A summary of systems in place to monitor and improve performance in the timeliness of complaints handling
- The number of written communications issued by the force under regulation 13 of the Police (Complaints and Misconduct) Regulations 2020 where an investigation has not been completed within a “relevant period”
- Quality assurance mechanisms in place to monitor and improve the quality of its responses to complaints
- Details of the administrative arrangements the PCC has put in place to hold the chief constable to account for complaints handling e.g. frequency of meetings and a summary of discussions. This information will be published each year within one month of publication of IOPC data

Review Date: March 2026