



SWYDDOGOL OFFICIAL
Gweithredol Operational

Mae'r ddogfen hon ar gael yn Gymraeg yn ogystal â Saesneg.

This document is available in Welsh as well as English.



Police and Crime Commissioner's Office

COMPLIANCE REPORT 2024

01/04/2023 – 31/03/2024

Introduction

This paper has been compiled to give a brief overview of compliance within the Office for the Police and Crime Commissioner over the period from April 2023 – March 2024.

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1. Publishing Requirements

The OPCC is required to publish a raft of information at various intervals throughout the year in order to be transparent, provide information to residents and comply with legislation. All OPCC's must adhere to the requirements as set out in the Elected Local Policing Bodies (Specified Information) Order 2021. The Order ensures that PCCs will make available to the public information on:

- Who they are and what they do
- What they spend and how they spend it
- What their priorities are and how they are doing
- How they make decisions
- What policies and procedures govern the operation of the office of the PCC
- Lists & registers

Following the cessation in 2021 of CoPaCC (Comparing Police and Crime Commissioners – Police Governance Experts) in undertaking assessments of how the Offices of Police and Crime Commissioner's (OPCC's) fulfilled their statutory obligations for transparency, the Office remains cognisant of the Home Office's 2013 publications guidelines on publishing information where it is stated by the Home Office:

"The public need independent, consistent and clear information on the performance and activities of their PCC. Transparency is essential to promote confidence in the elected PCC. A consistent minimum amount of evidence will also allow the public to compare the performance of their PCC with PCCs elsewhere."

A new website was developed during 2023/2024 and as part of the development in depth checks were undertaken by the whole office to ensure that any information that was to be transferred to the new website was up to date and reflects the office's work. Regular checks will continue to be undertaken by the Head of Assurance and the Business Manager.

2. Welsh Language

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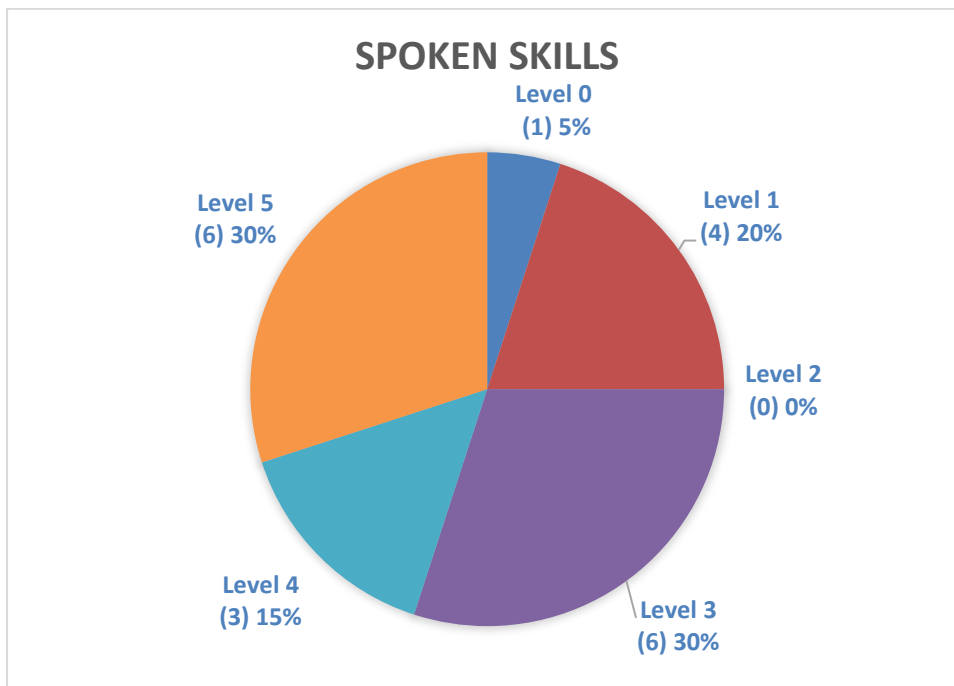
The Welsh Language Standards (No 5) Regulations 2016 came into force on 22nd March 2016. The main duties resulting from the standards require that the Welsh language should be treated no less favourably than the English language and should make it easier for people to use Welsh in their day-to-day life

As of April 2019, the Welsh language entry requirement for all staff and officers is to be able to converse to level 1 standard. Current staff and officers who have no Welsh language ability will be supported to reach level 1 Welsh.

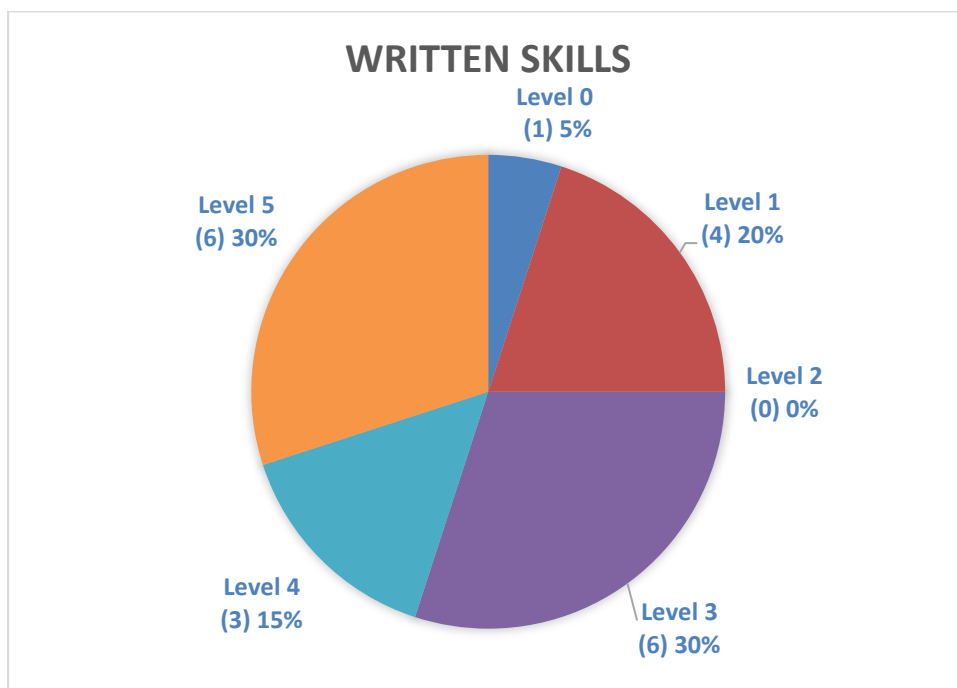
Welsh Language Skills

Level 0	No Knowledge
Level 1	Greeting
Level 2	Basic Information
Level 3	Conversational
Level 4	Formal/Conversational
Level 5	Full and Accurate

Number of OPCC staff who have Welsh language skills at the end of the financial year:



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The Welsh Language Commissioner's Office have continued with their compliance monitoring regime. During late 2023 the Welsh Language Commissioner conducted checks on the OPCC's Welsh language services. The results of the monitoring and compliance were very positive and the OPCC have progressed with the actions to meet the expected service delivery standards.

Following the checks the Welsh Language Commissioner's Officer made 5 main findings that Office need to address:

- **Social Media**

During the checks there appeared to be inconsistency in Welsh and English messages on social media. English messages were often showing twice whilst Welsh messages were displaying once.

The OPCC communications team investigated the relevant posts and removed any discrepant posts. Regular checks are now made to ensure consistency of messages through English and Welsh.

- **Documents**

During checks on the website, it was noted that a document did not display the statement that the document is also available in Welsh.

It was noted that this would be rectified with the introduction of the new OPCC website which would ensure all documents would contain the relevant statement.

- **Forms**

A form that is used for organisations to apply for funding from the Commissioner was noted to have an English reference at the end of the report.

This was rectified immediately following the meeting with the Welsh Language Commissioner's Office where this was highlighted.

- **Awarding Grants Policy**

No information was found in relation to how organisations applying for funding should be embracing the Welsh language.

The forms that are used for organisations to apply for funding now contain a specific section on how the project activity can embrace the Welsh language and requests reasons why the project cannot embrace the Welsh language.

- **Complaints Procedure**

It was noted at the time of the desk top review that the complaints procedure did not contain information on how the OPCC would deal with complaints relating to Welsh language standards.

This information was updated prior to the meeting with the representative from the Welsh Language Commissioner's office.

No Welsh language breaches were recorded by the OPCC in this financial year and no complaints were received relating to the office's compliance with the Welsh language standards.

Training – During 2023/2024 as part of their Development Assessment Profile (DAP), staff were assigned a specific objective in relation to the Welsh language. The DAP process has key milestones through a year. During 2023/2024, objectives were set by 31st July 2023. Interim reviews of progress against the objectives were undertaken in October/November 2023 and a final end of year review undertaken between 1st March 2024 and 31st March 2024.

During the period staff were required to provide evidence in the DAP of:

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- How they had promoted and supported the use of Welsh language internally or externally
- How they had improved their Welsh language skills above the minimum level 1 requirement
- How they have adhered to the Welsh language standards

Through the process it allowed staff to identify areas where they could improve their use and understanding of the Welsh language.

Staff within the OPCC are encouraged to undertake any Welsh language courses that are felt to be relevant and appropriate. The staff have access to all the same courses available to Police Officers and Staff and they vary in complexity depending on the level of the requirement.

During 2023/2024 some staff took advantage of the online Welsh courses to improve their skills. Following attendance at these courses two Members of staff have enrolled on a course to take their Welsh language skills to Level 2.

The Office actively seeks out courses that can be delivered through the medium of Welsh and English. There was one opportunity identified in relation to Dignity and Respect training however, due to illness this needed to be cancelled and will be rearranged for the forthcoming year.

The Business Manager attends the quarterly Force Yr Iaith a'r Waith meetings which gives the office the opportunity to understand the current issues the force are facing with regards to the Welsh language.

3. Information Management

Information Management is the process of collecting, storing, managing and maintaining information in all its forms. The OPCC must abide by the legal requirements set out in the Data Protection Act (2018) and the UK General Data Protection Regulations (UK GDPR)

3 potential data protection breaches within the OPCC have been recorded this year:

All potential data protection breaches were emails that were received in the OPCC inbox from external organisations that contained personal data of individuals. The senders were informed of their error and advised to make their DPO aware. All emails were double deleted from our systems

In all circumstances the breaches were immediately recorded, and the appropriate actions taken. The OPCC DPO was informed. None of the above breaches were considered as reportable breaches under the UK GDPR.

4. Records Management

The OPCC is committed to operating in an open and transparent manner. To comply with the Freedom of Information Act the OPCC must ensure that its records meet the standards necessary to deal effectively with FOI requests.

With the roll out of Microsoft 365 across the office and the additional functionality of the Teams package staff are saving more documentation on Teams. Work commenced during the year to review documentation to confirm which were required for retention or disposal. This work has been undertaken by several members of the team by focussing on their specific business areas.

The Business Manager attends the quarterly Force Information Assurance Board (IAB) meetings which gives the office the opportunity to understand the current issues the Force are facing with regards to records management.

5. Freedom of Information

As a corporation sole, the OPCC are subject to and responsible for FOI requests. The FOI Act gives everyone the right to request any recorded information held by a public authority. The right only covers recorded information which includes information held on computers, in emails and in printed or handwritten documents as well as images, video and audio recordings. The OPCC must respond to all such requests within 20 working days.

40 FOI requests were received in the 2023-24 financial year, a decrease of 35 from the previous year.

Only 17 of these were requests in which the OPCC held the information requested, 23 were forwarded to the Force with the requestor's permission as they may or may not have held the information. The requests for which the OPCC held the information included:

- Commissioned Services
- Expenditure of the office

- Staffing issues
- Data protection
- Knife crime
- Translation

Three requests were responded to out of time. Further work has been undertaken to ensure that this is avoided in the future.

The OPCC has visibility of the Force's FOI requests to understand the themes of requests being made. The subject matter of FOI requests submitted to the Force vary and can be influenced by topics of general interest in the press/media and of interest or concern to the public. The Force received 1189 FOI requests during 2023-24, an increase of 114 from the previous year. The Force has during the year made significant progress on responding to issues relation to the timeliness of responses that occurred during 2022/23 and the OPCC continued to monitor the performance during the year.

6. Subject Access

The FOI Act also gives everyone the right to ask an organisation whether or not they are using or storing their personal information. A person can also ask for copies of their personal information, verbally or in writing.

This is called the right of access and is commonly known as making a subject access request or SAR. The OPCC are legislated to respond to any such requests within one month.

Subject Access requests are the sole responsibility of the OPCC to respond.

15 SAR's have been received this financial year however, the OPCC did not hold information on 14 of the subjects. They were all sent details informing them how to make their request to the Force if this is what they wished to do. The requests were all of a similar theme with people asking for details on cautions they had received, records of incidents etc.

1 request for information the OPCC did hold the information, and this was collated and sent to the individual within the legislative timescales.

Since 1st February 2020, if an individual's complaint was recorded under Schedule 3 of the Police Reform Act 2002 and the individual is unhappy with the outcome of their complaint, they can submit an application for a review to the Relevant Review Body, either the IOPC or the Police and Crime Commissioner. The Information Commissioner's Office felt that this would lead to a large increase in Subject Access Requests to OPCCs, however for Dyfed-Powys this has not been the case. 59 requests were received during 2023/2024.

7. Risk

The Business Manager maintains the OPCC Corporate Risk Register and reports on this to both the Senior Management team and the Joint Audit Committee on a regular basis.

To ensure there is oversight of all risks, reports are also produced when necessary to highlight any new areas of risk, those for discharge and those where the risk has escalated or decreased.

During 2023-24 the area of risk was developed to follow the format of the Force to ensure consistency. The Joint Audit Committee welcomed the work undertaken and are able to consider the area of risk in more depth.

Communications are regularly sent to all staff to inform them of any risks that they may need to be aware of particularly in relation to cyber security where risks materialise on a regular basis.

8. Business Continuity

The OPCC Business Continuity Management (BCM) toolkit is in place to ensure staff know what to do should a situation arise where business disruptions occur, and normal working practises cannot take place. The toolkit outlines how the office would respond effectively to recover its activities and services.

The OPCC BCM was due for review during 2023-24 but this was put on hold due to a full review of the process by the Force. The Business Manager will liaise with the Governance and Service Improvement Unit Senior Manager to refine the BCM once the process has been agreed and implemented.

9. Policing Protocol Order 2023 – Healthcheck

Section 70 of the Police Reform and Social Responsibility Act (PRORA) 2011 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.

In order to demonstrate compliance with the Policing Protocol Order 2023 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. Whilst the Office considers alternative ways of capturing this information version 5 was prepared for the 2023 – 24 year.

All business areas within the OPCC contribute to the healthcheck on a quarterly basis by entering management information and summaries of what work they have conducted in order to meet the required specifications.

A report is produced from these summaries which is presented to the Police and Crime Panel and published on the OPCC website.

During the forthcoming year consideration will be given to how the information that is reported could dovetail with progress reporting of the OPCC's Business Plan.

10. Training

All OPCC staff are given the opportunity to attend regular training to ensure they are equipped with the tools and skills to undertake their duties. The appraisal system (DAP) allows line managers to monitor staff training and discuss any requirements.

A fully costed training plan was developed for 2023-24 and staff were able to requests relevant training opportunities for consideration. The plan was

considered by the Senior Management Team and where appropriate the requests for training were agreed.

In addition to this all staff are required to undertake mandatory NCALT (National Centre for Applied Learning Technologies) modules on a variety of topics to ensure they are informed of topics which affect them, e.g. H&S, Data Protection, Lone Working

There are occasions when the Force will request a certain NCALT module be completed by all staff, the Business Manager communicates this to all staff and enters it onto the training matrix. Requests in the last financial year have included Upstander Training, Sexual Harassment, Code of Ethics and Police Race Action Plan.

In June 2023 OPCC staff received refresher training on Equality Impact Assessments and general Equality duties. This was delivered during a lunchtime learning session. Staff were reminded that an Equality Impact Assessment should be carried out on any Policy, Procedure or activity which the OPCC undertakes. This ensures that we are making every effort to eliminate discrimination, promote equality and ensure that everyone is treated fairly. During 2023/2024 there were two Equality Impact Assessments undertaken by the Office, one in relation to the setting of the precept for 2024/2025 and one in relation to the Victims Engagement Forum.

11. HMIC Responses

There have been 15 responses submitted to HMIC in the last year:

- An inspection of how well the police tackle serious youth violence
- An inspection of how well the police and National Crime Agency (NCA) tackle the online sexual abuse and exploitation of children
- State of Policing: The Annual Assessment of Policing in England and Wales 2022
- Police Performance: Getting a grip

- Management of terrorist offenders in the wake of terrorist attacks

- An inspection of how effective police forces are in the deployment of firearms
- Race and policing - A review of the police service's leadership and governance arrangements for race-related matters

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- Race and Policing: An inspection of race disparity in police criminal justice decision-making
- Homicide Prevention: An Inspection of the Police contribution to the prevention of homicide.
- PEEL 2023–25 - An inspection of Dyfed-Powys Police
- Meeting the Needs of Victims in the Criminal Justice System
- Criminal Justice Alliance's Super Complaint - Section 60
- Group Based Child Sexual Exploitation
- The impact of recruitment and selection on the criminal justice system.
- Joint Inspection of the Multi Agency response to abuse and neglect of children in Powys