

Annex B Commissioner's COVID-19 Recovery F

Area / Function Affected by COVID-19	Owner	Impact Rating
Monitoring, Scrutiny & Assurance	HJJ	3
Complaints & Standards	JT	2
GDPR/Data Protection	JT	2

Independent Custody Visitors Scheme	JT/HJJ	3
Police Appeal Tribunals/Pension Forfeiture Hearings	JT	3
Public Engagement & Involvement	HJJ	4

Equality & Welsh Language	HJJ	2
Day to day business / VAWG strategy	PH	1
Victims services	PH	1
		2
		2

Funded programmes - Commissioner	Strategic Leads	3
DRIVE	PH	3
Witnesses - court system		3
Reporting and Additional Demand	AN	2

Dyfodol	ALM	2
Mental Health	ALM	2
HR - Recruitment	HEA	2
Business Development - Health and Safety	HEA	3
Business Support - Front of House	HEA	2

Strategic Estates	Peter Curran	2
Communication (Internal & External)	RW	2

Plan

Impact	Planned delivery date prior to COVID-19	Revised delivery date for recovery phase
No obvious financial impact but possible media/audit attention if statutory responsibilities are not undertaken	6 weekly Scrutiny & Accountability Board meetings with ongoing background research for deep dives. Forward scrutiny plan for 2020/21 was due to be launched by May 2020.	There has been no S&A Board meeting since March (as of 1st June). An informal year end review meeting will take place in June with a view to establishing new dates. The forward scrutiny plan is also in development.
No financial impact at all, but minor service disruption and pause of some activities	Ongoing- no end date although there were specific dates in the forward work plan which have had to be moved on	Dip sampling programme will resume in June with revised topics including complaints relating to COVID-19 response
No apparent problems so far, but could cause issues in the future with inadvertent data breaches	Ongoing	Ongoing

<p>No financial impact (in fact some savings from not paying expenses) but possible media/audit attention if stat responsibilities not undertaken</p>	<p>Ongoing</p>	<p>A date will be set once social distancing measures have been revised</p>
<p>2- no financial impact, but some service delay</p>	<p>Ongoing</p>	<p>Dates will be set for hearings when it is safe to do so</p>
<p>No financial impact but a significant impact on service delivery/delivery of objectives</p>	<p>Planned engagement activities set out for the whole of 2020/21</p>	<p>A revised engagement programme is in development as no current face to face engagement is possible</p>

No major impact but some delay/disruption	The Joint Equality Plan was due to be launched in April but has not been and is in the hands of the force. Other work is ongoing throughout the year.	Not known when the plan will launch but other work can continue as usual.
Small loss in delivery, can be rectified once service resumes.	VAWDASV Delivery	currently being delivered but with a delay
Small loss in delivery, can be rectified once service resumes.	1- Creation and Launch of the Joint SWP & PCC Victims Strategy.	September
No financial impact, but some service delay	VCOP Return - Start of May	June
No financial impact, but some service delay	Victims Access to Services	N/A

<p>Moderate impact on operational efficiency and quality with total Service disruption</p>	<p>The access to community services for victims and those who have (or at risk of) come into contact with the CJS is limited due to public isolation and options must be improved and communicated in a way that reaches them effectively</p>	<p>N/A</p>
<p>Moderate impact on operational efficiency and quality with total Service disruption</p>		<p>Late 2020</p>
<p>Moderate impact on operational efficiency and quality with total Service disruption</p>	<p>N/A</p>	<p>N/A</p>
<p>No financial impact, but some service delay</p>	<p>N/A</p>	<p>N/A</p>

<p>Financial impact on the providers who have been required to supply additional equipment for sanitisation. Additional costs of medication (Buvidal) that enables social distancing has been met through APB slippage funding and WG have confirmed they will cover the costs of Buvidal longer term prescribing.</p>	N/A	N/A
<p>2. Developing the new crisis concordat structures has been delayed on the basis that the HB have been focussed on the risk management of COVID. The first meetings were due to be scheduled for April, however these have since been delayed. It is likely that these will be re-instigated in September at the earliest. The development of the mental health strategy has also been delayed due to the strategic lead needing to focus on substance misuse delivery in light of the pandemic.</p>	Apr-20	Sep-20
<p>Some service delay</p>	Apr-20	TBC
<p>No delay</p>	Apr-20	June/July
<p>No delay - business enhancement</p>	Apr-20	June/July

Delays to major projects, including the new Police Learning Centre at HQ. No significant financial implication forecast	Ongoing	Ongoing
No obvious financial impact but reduction in opportunities to visually highlight the work of the team and work with partners across South Wales to create safe, confident and resilient communities	Ongoing	Ongoing

Statutory or contractual deadline (where relevant)	Progress/Situational Report
N/A	<p>We are moving to the use of our PALG meeting as our current sole method of scrutiny (usually this is one of many options). In June 2020 a dial-in PALG meeting will be used to conduct oversight and scrutiny of the police response to Covid-19 and associated crime and safety concerns e.g. DA responses etc. A scrutiny review has just been completed as this has been an opportune time to reflect on the scrutiny arrangements to date. Changes are therefore being recommended. A scrutiny annual report has also been completed. The WFH period has been helpful in enabling some of this planning work. The forward scrutiny plan is still in development and will require some adjustments yet to be determined (due to covid restrictions). There is a feeling that we have needed to be light touch on the force with regard to scrutiny during the virus crisis but this approach cannot continue long term.</p>
None	<p>The current social distancing measures have had a significant impact on the delivery of our public engagement strategy and practices. These include delaying scheduled community walkabouts, cancelling our summer programme of community events and postponing our 'youth conversation' event.</p>
None	<p>The Data Protection Officer has reinforced to everyone the key principles to be aware of when handling data at home, and everyone has been provided with the opportunity and equipment to work from home securely. Everyone needs to be aware of their responsibilities and be careful, and remember that if they need advice they need only ask. The Data Protection Officer has also starting taking steps to evidence our compliance with the WASPI accord which the WFH period has been helpful in doing</p>

None	<p>The Governance Support Officers moved quickly to suspend visits from the volunteers when the virus emerged. They have put in place a reporting mechanism at the moment with continuous reporting from custody regarding any issues and have been analysing custody records on NICHE to provide reassurance. They are also continuing to update the scheme guidance and working practices remotely. There will inevitably come a time in the next month or so when we will need to review the need for direct contact between visitors and ICVs, as scheme manager oversight is not the same. Telephone call offers may be an option to pursue and this will be looked into if social distancing restrictions have not been changed by mid-summer.</p>
None	<p>One Police Appeal Tribunal has been dealt with completely digitally so the process has not stalled in that regards .However it did not require a hearing but plans are being drawn up in case there are any further cases in the near future which do require a hearing. We have conducted two pension forfeiture hearings via Skype which worked well and are planning another which was stalled awaiting further updates regarding social distancing, but it will also be planned to be conducted via skype too (with the consent of the solicitors involved). We have also organised training for our new LQC's to be taken remotely in bit-sized chunks.</p>
<p>Ongoing deadlines and an ongoing statutory duty to 'obtain the views' of the public</p>	<p>The current social distancing measures have had a significant impact on the delivery of our public engagement strategy and practices. These include delaying scheduled community walkabouts, cancelling our summer programme of community events and postponing our 'youth conversation' event. Current restrictions have encouraged us to think differently about how we engage with and reach out to the public. We have created an 'online feedback form' as an ongoing platform to encourage the public to provide feedback to us and we have used other communication channels such as local radio stations. This has enabled some form of public engagement but will probably not provide us with the rich level of feedback we obtained last year. As the majority of organisations are also trying to engage differently with their audiences, online channels are becoming saturated with information/surveys and similar concepts are being rolled out, which makes it very difficult for us to 'stand out' and encourage participation.</p>

<p>There is a statutory duty to publish equality objectives so we need to have them in place asap.</p>	<p>Most work in this area is continuing as normal. The scheduled Welsh language working group meeting took place via skype. Internal Welsh language queries have continued as normal and responses provided as normal. Equality work is continuing although the launch of the Joint Plan has caused some delay with being able to raise awareness of it across the wider team. Waiting on the force to re-schedule the launch as everything is ready. Without regular contact with the wider team it is difficult to know how often other team members are factoring equality into their work e.g. are they conducting EIAs on their changed ways of working etc? This is something that may require consideration in coming months.</p>
<p>-</p>	<p>Continued time allocation to be able to develop the VAWDASV work plan, monitoring of day to day demand following consistent / persistent requests for information and work from a variety of sources.</p>
<p>-</p>	<p>Continued time allocation to be able to develop in conjunction with the force a strategy.</p>
<p>Statutory</p>	<p>PCC - Victims Code of Compliance Monitoring Submission Delayed finalisation of return with the data that has been gathered so far from CJS partners.</p>
<p>-</p>	<p>The access to services for victims is limited due to public isolation and options must be improved and communicated in a way that reaches them effectively</p>

Contractual	<p>Continued communication with our commissioned partners and relationship building. Services will require a large amount of support post lockdown to deal with the additional demand, scoping needs to be taken internally to monitor this and if necessary provide support.</p> <p>Where commissioning services have been impacted, services can be given an extension to enable them to review their applications (including KPI's etc) for funding submitted pre-Covid. This is particular relevant for CSPs.</p>
Contractual	<p>Continued monitoring of our contracted and commissioned partners around the delivery of the rollout. Briefings with both policing and stakeholders are to continue in the interim period.</p> <p>Perpetrator programmes – lack of – future scoping and planning and working in a collaborative approach with WG, LA's</p>
N/A	N/A
Statutory	<p>The Ministry of Justice has on numerous occasions during the previous 8 weeks of lockdown requested multiple types of data from our providers. These requests have fallen to the PCC's to co-ordinate. As a result it has severely strained relationships with our commissioned services.</p> <p>There have been in excess of five requests, which have come in a short period and have contained conflicting information for providers around reporting periods and have required a large amount of resources to complete. Additional demand has also come from other agencies IPLU, Home Office Affairs Select Committee, Welsh Government, Victims Commissioner, APCC.</p>

contractual	<p>There were some key changes made to sustain delivery which will be continue, although relaxation where possible in line with WG direction will be undertaken:</p> <ul style="list-style-type: none"> -Dyfodol staff are working remotely where possible. - Arrest Referral service is being completed remotely. - Drug Rehabilitation Requirements are not currently being drug tested- this has been suspended on a national basis. - Court continue to be provided with advice and guidance remotely. - Changes to the prescribing regimes mean that people are provided with take home medication (3 days, one week, two weeks) Dependent on the clinicians risk assessment and with support with safe consumption. - PPE equipment is being borrowed from HMP Parc (30th march) and a delivery of PPE is due with Dyfodol this week
Statutory	<p>Strategic lead will continue to liaise with HB leads in developing the meetings structure to enable them to run in line with HB recovery planning.</p>
n/a	<p>Exec to review the recruitment timetable for vacancies currently on hold. Evaluate 'virtual' recruitment of Policy Officer (V&V)</p>
Statutory	<p>Manage and monitor Covid return to work arrangements put in place to ensure individuals' health and safety and building compliance. Complete 'business as usual' H&S actions put on hold (see Annual H&S Plan).</p>
N/A	<p>Introduce a new phone script for callers based on lessons learnt. Agree and implement recommendations of mail processing reviews carried out during Covid-19.</p>

None	Ensure Commissioner's Estates Board is regularly appraised of progress. Estates Board on 20th May resolved that the Interim Head of Estates keeps PC informed of progress and any significant slippage(s) on major programmes
N/A	Communications over the Covid-19 period have been primarily focused on vulnerability - domestic abuse, child protection, victims (more broadly) but also scrutiny and assurance, as well as messages to the community around Welsh Government restrictions from the Commissioner. In light of the crisis there is limited support available from the centre in terms of video production and ad hoc graphic support but core imagery and messaging is being jointly branded and shared. Work around are now well established in terms of video production and other aspects around drafting of news pieces, statements, or comments remain as normal despite the social distancing. Internal mechanisms to communicate messaging from the Commissioner Team remain open and fully accessible i.e. Bob, #TeamSWP Facebook.

What Other Partners are Doing	Resources Required	Cost implications
Partners will be key in our current oversight, hence the use of PALG. We are looking for varied views and opinions and this will positively assist at present.	None at present - meetings will continue via Skype/Microsoft teams	None
We will hopefully be continuing with our Outreach Project shortly and will be engaging with partners in harder to reach communities to obtain their views (good and bad) of the quality of policing they receive and access to the complaints system	None	None
The ICO has published various guidance documents but has not contacted us directly, although they could do so at any time	None	None

<p>ICVA have been consulted with throughout and have been very supportive of the ad-hoc oversight arrangements, even providing public support for the way in which our team is doing it</p>	<p>None</p>	<p>None</p>
<p>The National Association of Legally Qualified Chairs and home office approved Chairs for PATS have been in contact throughout providing guidance- it seems SWP and our office have been leading the way nationally.</p>	<p>None</p>	<p>None</p>
<p>Communication with partners is continuing for engagement purposes where possible e.g. with PALG members, and this is working well. However as mentioned, we are all competing for 'space' with the public in the virtual world.</p>	<p>In order to re-establish direct engagement mechanisms we need an investment in new technology options e.g. Microsoft Teams for reliable engagement with partners and PALG. We may also need to gain support for use of Facebook Live to trial new options of conducting public Q&As when public walkabouts are not possible and all stall events have been cancelled.</p>	<p>None</p>

Work with partners has not been affected	None	None
N/A	Additional resource required internally to cope with the demand of the Victims work. Team to be up to full strength advertisement for policy officer has been made.	None
	N/A	None
Partners will need to supply any remaining data (HMCTS / CPS have already confirmed that due to the pandemic that they will be supplying no more data)	N/A	None
Partners will need to upscale any existing resource to cope with the increased demand and backlog resulting from the lockdown.	N/A	Potential cost implication to upscale service delivery now - applications made to MoJ and will be again (phase 2)in the wake of any rise in demand following COVID-19.

<p>Relaxation of social distancing's measures, plans written by providers possibility of 10,30 and 50% increases in demand on partners.</p> <p>Providers will also be looking to review lessons learned from lockdown and how this will feed into future delivery (e.g. Future4 use learning from positive engagement with online resources and workshops)</p>	<p>N/A</p>	<p>Potential cost implication to upscale service delivery in the wake of any rise in demand following COVID-19. Possibility of applying for any additional funds that may be made available (e.g. MoJ funding)</p>
<p>Continuation of recruitment into the DRIVE programme by SMT.</p>	<p>N/A</p>	<p>Potential cost implications along with front-loading of money into the service to allow for sufficient set up.</p>
<p>Complete delay in the CJS process, partners and commissioned services have had to cope with increased demand from victims. Witness Care Units have had to deal with approximately 10,000 cases that are ongoing. This causes a backlog within the support system for witnesses.</p>	<p>Additional resource required internally to cope with the demand of the Victims work. Application for additional policy officer has been made.</p>	<p>None</p>
<p>Repair relationships with our commissioned services and provide reassurance that future requests for data and information will be concise, fair and contain realistic timeframes.</p>	<p>N/A</p>	<p>None</p>

<p>The WG indicated their support of Buvidal use to support with social distancing, and as a result the APB have followed in supporting their commissioned providers to access and use Buvidal. Alongside this, the WG have requested that data be provided on the use of Buvidal to track costings.</p>	<p>none at present as the cost of additional B</p>	<p>None at present as the cost of additional Buvidal should be met via WG.</p>
<p>HB leads will be required to support the development of the new structures and implement the meetings.</p>	<p>none at present in regard to the crisis concordat work. In terms of the mental health work, a review of the finances required in line with the strategy development will be undertaken.</p>	<p>None</p>
<p>N/A</p>	<p>N/A</p>	<p>Savings (2 x PO1/2)</p>
<p>We are following WG advice in respect of Covid-19 and are in discussion with Force colleagues via Chief Exec.</p>	<p>Signage to support RTW via SWP Print and PPE/sanitising stations via SWP Estates.</p>	<p>None</p>
<p>Varies</p>	<p>SWP ICT/Telephony team.</p>	<p>None</p>

Contractors are keeping Estates informed with regards to supply chain issues	None at present	None at present, but will be kept under review
We remain in regular contact with partners on key messaging and the crisis has enabled more collaborative messaging and sharing of materials - examples being the WG VAWDASV Comms group, Respect, NSPCC and also responsive campaigns with the Force (i.e. sexting, restriction/enforcement messaging)	None at present - work around are now established and digital channels proving effective	None

Progressing Forum / Closure Confirmation

All usual scrutiny meetings have now reconvened (as of July 2020), including the Scrutiny Board and PALG meetings. All are currently via Skype or Teams and are working well.

The outreach project has commenced and it is now business as usual. Dip sampling and all associated processes are up and running and we are working as normal.

No data breaches to date, and reminder emails are sent out regularly. Compliance with the WASPI accord is being worked on but this is now business as usual.

In the next month or so it is likely that some visits will resume with the ICVs that have indicated they are happy to do so with PPE. Where visits are not being made, phone calls are now being offered to the volunteers, meaning that the scheme is in a more 'business as usual' place than it was at the beginning of covid.

All PAT's and pension forfeitures are progressing as normal, via technology or in socially distanced settings. Business as usual now in place.

An interim engagement plan has now been developed, with all planned engagement until the end of the financial year. There is now more of a focus on online interaction. Dates are being assigned to all planned meetings/events/outreach and it is hoped that we will still be able to do as much as possible. It will still be of benefit if we could have a Zoom licence for some of the interaction with certain groups as this is more familiar to communities.

The Joint Equality Plan has now been launched and a Joint Race Equality Plan is in development. All work is progressing as normal.

Work is progressing well and the recovery work and planning for a potential second wave is being undertaken alongside planned day to day work. New Policy Officer has been recruited and joined the team on the 3rd August.

Draft Strategy in train. Consultation framework to be established and draft content to be discussed with Commissioner and Chief Officers in September.

Completed and returned on time.

This is being monitored and a service impact review is being completed - first draft due early September. Establishing a witness support network in order to improve pathways; significant funding has been made available for service providers both resource and capital however most is short term.

Service review is underway, Monthly MoJ demand returns help to maintain an overview, providers are implementing recovery plans, and additional funding has been secured and made available from other sources to support delivery post lockdown restrictions being lifted (WG, Trusts etc.)

On track - as planned. Possible HO perpetrator fund being announced shortly - plan in place to apply.

Policy Officer in past and piece of work has been tasked to bring together witness support providers to try and strengthen referral pathways and support for victims. Work in train to re establish remote evidence centres, and identify new ones utilising cloud based platforms. Nightingale court opening in Swansea. Biggest issue is making sure there is enough support for witnesses who have been waiting a long time for court.

The request for data seems to have settled down, although we know MoJ asks are demanding on service providers. Current piece of work being undertaken to try to review and streamline any information requests.

WG provided a letter of confirmation in regard to the covering of costs for Buvidal via the APB. There is a framework in development by providers with Swansea University to consider a piece of research on the use of Buvidal to consider the benefits and outcomes of its use and WG are also undertaking their research which Dyfodol will support and is actively involved in. There is also a full Dyfodol recovery plan that has been completed and we are in the amber stage of recovery. The document can be supplied on request from Angharad Metcalfe.

Concordats meeting have now been instigated in July, August and September 2020. Resources required for the Concordat.

Actions to be passed to Executive Team and BMT. Lessons Learned paper is in draft re V&V Policy Officer post. Currently there are 3 known vacancies in the pipeline, full details are awaited before recruitment can take place. This is expected during August/Sept. 11/8 Recruitment is progressing for a number of posts - Policy Officer/Reseracher(was Public Affairs Officer), Partnership Analyst (unfilled since the departure of C Phillips) and All-Wales IOM Analyst (joint post with HMPPS). We are also assisitng with the Joint CCTV Project Lead and Support posts with SWP.

Actions to be passed to Health and Safety Group and BMT. Laura Armitt has been appointed to support Chief Exec on Covid-related activity. Line Managers are completing a template to log possible barriers and considerations to RTW. Action is being progressed by fortnightly BMT meetings.

Actions to be passed to BMT and Business Admin Team. Prototype has been recorded and is due to be amended slightly before launching before August. Mail collection is following notification of delivery @ HQ Post Room - not more than once a week and collection is on an appointment basis to minimise contact during Covid lockdown. GM mail Review has nearly concluded and improvements have been seen.

Estates Board was held on 20th May. It received progress reports on all major projects and the impact of COVID-19, including the impact on the timeline for disposals of properties. The Estates Board has maintained meetings during the crisis and will continue to meet as per its meeting schedule.

All revised processes and working arrangements around communications are now firmly established and have become business as usual.