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COMISIYNYDD
HEDDLU A THROSEDDU
DYFED-POWYS
POLICE AND CRIME
COMMISSIONER

SUMMARY DECISION SHEET

Purpose: Commissioner Decision – Ref.DL234

Timing: Routine

Title: Extension of Goleudy contract

Category of Decision / Business Area Impact: Commissioning

Executive Summary:

As outlined in decision log DLI 189, the PCC has extended the previous contract with Dyfed Powys Police to provide a victim referral service. The current extension ends on 31st March 2022.

An action plan is currently in place under the governance of the joint Dyfed Powys Police and LCJB Victim and Witness Board following an independent review into Goleudy victim service, along with the Dyfed Powys Police Victim Implementation Project. Goleudy are also heavily involved in the planning for the implementation of the new End to End project which aims to improve services to victims.

Following a series of discussions, a review of progress against the action plan and an evaluation of performance indicators, it is recommended that the PCC approves a further extension to the contract to bring the end date to 31st March 2023. This should be accompanied by an action plan (attached as Appendix to this log).

During this time, a detailed audit of the service will be undertaken which, along with progress against the action plan, will be used to further inform recommendations for the future of this contract. This will include any relevant considerations for service consistency or alignment across Wales.

Recommendation:

That the PCC extend the current contract with Dyfed Powys Police for provision of a victim referral service to 31st March 2023.

Police and Crime Commissioner for Dyfed-Powys

I confirm I have considered whether or not I have any personal or prejudicial interest in this matter and take the proposed decision in compliance with the Nolan Principles for Conduct in Public Life.

The above request has my approval.

Signature:

Date: 07/10/2021

Appendix 1

Business plan required for Goleudy as a service, to include:

13. Purpose / vision / core aims of Goleudy
14. Team structure and governance
15. Contact points
16. Digital strategy – face to face v telephone/online delivery.
Online/chat functions – are these feasible? What lessons have been learned and adopted from Covid etc.? Working / opening hours.
17. Flexibility to manage demand
18. Continuity plans re turnover of staff etc.
19. Proactive forward planning and proposals in response to trends - business cases etc. (child victims, domestic abuse etc.)
20. Partnership strategy/approach to partnership working and co-location etc – using Goleudy as the central hub of victim coordination
21. Training needs and plan – linked to DAP etc.
22. Volunteer policy
23. Risks and mitigation
24. Comms/marketing plan. To include:
 - d. Forward plan of annual weeks / days of actions where appropriate to promote Goleudy
 - e. Agree strapline to include in all appropriate press releases and other messaging reminding the public of Goleudy and the service available
 - f. Ongoing tweets / activity promoting Goleudy – KPIs as below
 - iii. Promotion of accurate and up to date information for Goleudy to be included on DPP social media and on Single Online Home as appropriate



- iv. Goleudy to achieve 1 press release or social media activity per quarter, including case study example of how a victim can be assisted