

**Thames Valley OPCC Strategic Delivery Plan 2017/18** (as at 11.4.2018)

**Business Areas:** This Office of the Police and Crime Commissioner (OPCC) Strategic Delivery Plan update captures the activities and progress of the OPCC in support of delivering the PCC's Police and Crime Plan 2017-2021

**OPCC Business Areas which support delivery of the PCC's Police and Crime Plan 2017-2021**

**Business Area 1: Communications, PR & Engagement**

**OPCC activity & progress update**

Ref.	Actions	Links to Strategic Priority	Due Date	Sponsor	Lead Officer	Current Status	R/A/G
1.1	Develop and implement a calendar of communications activities addressing key Police and Crime Commissioner (PCC) priorities throughout the year.					<b>Actions 1.1 &amp; 1.2 now merged and superseded by a new replacement Action 1.12, below</b>	
1.2	Develop and implement a calendar of engagement events at which to improve public awareness of the role of the PCC, activity to deliver the Police and Crime Plan and Victims First.					<b>Actions 1.1 &amp; 1.2 now merged and superseded by a new replacement Action 1.12, below</b>	
1.3	Continue to develop and promote the 'Victims First Portal' to increase public knowledge of the impact of victimisation and increase access to support.	2	Mar 2018	SM	CH	<ul style="list-style-type: none"> <li>The VF Portal has been redesigned to reflect the new service and will be launching at the beginning of April</li> <li>Working with TVP Corporate Comms to ensure Victims First messaging is present in relevant Force communications</li> <li>Meeting with local authorities to work together to promote Victims First internally and externally</li> <li>There have been nearly 8,000 visits to the website</li> </ul>	(C)
1.4	Develop and communicate 'Safe Locations' Strategy to provide a network of accredited information points and champions to improve communication with and access to support for vulnerable people.	2	Mar 2018	SM	CH	<b>Actions 1.4 &amp; 1.6 now merged and superseded by a new replacement Action 1.13, below</b>	

1.5	Implement fraud awareness initiatives with elderly and other vulnerable groups via roll out of the "Safe Locations" strategy	2	Mar 2018	SM	CH	<ul style="list-style-type: none"> <li>OPCC Comms Support Officer now recruited – Victims First Connect work commencing via partner engagement and outline of strategy.</li> <li>The Connect points will involve a 3 tier systems with the top two tiers including information on fraud awareness at a community level. As Connect point are set up we will be exploring other opportunities to implement fraud awareness initiatives</li> <li><i>(Ongoing - links to Action 1.2, 2018/19 OPCC SDP)</i></li> </ul>	
1.6	Identify and accredit 3rd Party Reporting Centres for Hate Crime under 'Safe Locations' strategy to improve reporting and access to support for victims of Hate Crime.					<b>Actions 1.4. &amp; 1.6 now merged and superseded by a new replacement Action 1.13, below</b>	
1.7	Develop a programme of activities which involve use of the PCC's 'Let's Hate Hate' campaign to help improve Hate Crime awareness and reporting	2	Mar 2018	SM	CH	<ul style="list-style-type: none"> <li>The campaign has been publicised at events (e.g. Force Open Day) and been promoted digitally and offline.</li> <li>Promotion during Hate Crime Awareness week in October. Marketing material has been sent to LPA's, Parish Councils and local community groups to raise awareness.</li> <li>OPCC Comms Support Officer now recruited - Hate Crime awareness and third party reporting is key priority in Victims First Connect</li> </ul>	(C)
1.8	Develop and roll out Domestic Abuse (DA) campaign to increase opportunities for early intervention and prevention.	2	Mar 2018	SM	CH	<ul style="list-style-type: none"> <li>Camden Council's coercive control campaign will be utilised by the OPCC in June 2018.</li> <li>Clare's Law will be developed through an off-shoot of the coercive control campaign and other new materials - going live in April 2018. Working with TVP to ensure messaging is correct. Finalising material over the next few weeks.</li> <li><i>(Ongoing - links to Action 1.3, 2018/19 OPCC SDP)</i></li> </ul>	
1.9	Develop and implement engagement to inform PCC policy development, particularly focussing on Black and Minority Ethnic groups (BME), Young and Elderly people.	2	Mar 2018	SM	CH	<p><b>Action 1.9 now deleted due to being superseded and replaced by other on-going work and/or to avoid duplication of effort elsewhere, e.g.</b></p> <ul style="list-style-type: none"> <li>OPCC development of Victim First Touchpoints (links to Action 1.13)</li> <li>OPCC development of BAMER work (links to Action 3.11)</li> </ul>	

									<ul style="list-style-type: none"> <li>TVP developing its own engagement with children &amp; young people (based on outcomes of OPCC survey that informed the new 5 Year Police &amp; Crime Plan)</li> </ul>	
1.10	Develop and communicate, with police and partners, public awareness of Cybercrime.	2	Mar 2018	SM	CH				<ul style="list-style-type: none"> <li>PCC's 10% CSF top-slice being used to support targeted priorities - including cybercrime (links to Action 3.10).</li> <li>PCC will promote cybercrime projects once these are up and running.</li> </ul>	(C)
1.11	Review process for publishing progress against the Police and Crime Plan 2017-2021.		Dec 2017	SM	CH				<ul style="list-style-type: none"> <li>Recent meeting with the Force to identify how the Delivery Plan can be more demonstrably aligned to PCC's 5 Year Plan - Force are progressing this.</li> <li>OPCC developed an online 'infographic' which can be updated to show delivery progress against the Strategic Priorities and Key Aims included in the PCC's 5 Year Police and Crime Plan (and can be downloaded for other reports).</li> <li>Links to Action 5.3 - ongoing 'Review and update of the OPCC Performance Monitoring Framework'</li> </ul>	(C)
1.12	Implement the 2017 Communication Strategy.	2	Mar 2018	PCC/ DPCC	CH				<ul style="list-style-type: none"> <li>OPCC is actively promoting a range of priorities within the Police and Crime Plan (e.g. Hate Crime week)</li> <li>Opportunities for linking PCC and Dep PCC engagement events to organisational funding are being actively explored and utilised e.g. PCC visiting FGM projects</li> </ul>	(C)
1.13	Develop a Victims First marketing strategy.	2	Mar 2018	SM	CH				<ul style="list-style-type: none"> <li>This is currently being finalised and will incorporate plans for the Victims First Connect</li> <li>Current plans to launch Victims First in May/June 2018 which will then mark the start of external marketing activities</li> <li>The roll out of Victims First Connect has started with engagement with Citizens Advice Bureaus, colleges and universities</li> <li>VF Facebook page now has over 2,000 followers</li> <li>(Ongoing - links to Action 1.1, 2018/19 OPCC SDP)</li> </ul>	

## Business Area 2: Partnerships

### OPCC activity & progress update

Ref.	Actions	Links to Strategic Priority	Due Date	Sponsor	Lead Officer	Current Status	R/A/G
2.1	Ensure Thames Valley Police (TVP) develop and implement new automated TVP victim referral pathways into PCC-funded victims' services, to replace Automatic Data Transfer (ADT), by end March 2018.		Mar 2018	PCC	SM	<ul style="list-style-type: none"> <li>A new option has been identified but is subject to Apricot Software information assurance from TVP (<i>links to Action 3.1</i>)</li> <li>OPCC to purchase audit tool to address security concern.</li> <li>TVP ICT have not found resources to implement the solution. An interim solution will be provided via an Excel workbook (cannot be automatically uploaded to Apricot).</li> <li>As yet no date provided by TVP ICT for agreed solution to be implemented.</li> </ul>	
2.2	Review and agree new Community Safety Fund (CSF) formula and implementation plan to begin in April 2018.		Oct 2017	PH	IT/CM	<ul style="list-style-type: none"> <li>The Home Office has deferred further work on the development and implementation of a proposed new Police Grant funding formula until 2018 at the earliest.</li> <li>In these circumstances, the local review of the PCC's CSF formula will also be deferred until the new Police Grant formula has been agreed.</li> </ul>	
2.3	Improve accountability of Local Authorities' Community Safety Fund (CSF) allocations and spending.		Mar 2018	PH	JK	<ul style="list-style-type: none"> <li>All LA 2017/18 Mid-year reviews received and signed off Nov 2017</li> </ul>	
2.4	Develop and implement approaches to improve engagement with Local Authority areas and Local Partnerships (e.g. Health and Wellbeing Boards, Safeguarding Boards, Community Safety Partnerships, Youth Offending Teams).	1 - 2	Mar 2018	PCC/ DPCC	SM	<ul style="list-style-type: none"> <li>Discussion on PCC 'liaison posts' (or alternative - see next bullet point) is on hold.</li> <li>A new OPCC Policy Development Officer in post (from 27 Feb 2018) to focus on partnerships and performance.</li> <li>TV-wide partnership forums to be identified, together with OPCC engagement needs and requirements; frequency of meetings; level of OPCC staff time and resource commitment; benefits and costs of engagement; to inform options</li> <li>Deputy PCC is progressing supporting engagement with partners to represent and develop links with the PCC;</li> </ul>	

							<ul style="list-style-type: none"> <li>• Setting up meetings with all Local Authority members of the Police &amp; Crime Panel to talk to them individually about their priorities and our partnership working (with links to CSP's)</li> <li>• Meetings with Local Authority Leaders, plus annual council presentations (with PCC)</li> <li>• Requested to be co-opted onto each of the 9 Health &amp; Wellbeing Boards</li> <li>• Development with Safeguarding Boards on hold - subject to progress with H &amp; W Boards and wider capacity issues. (<i>Ongoing - links to Action 2.3, 2018/19 OPCC SDP</i>)</li> <li>• The first Prevent Virtual Learning Group Newsletter sent 21 Sept. Second sent 17 Dec</li> <li>• There are currently 38 subscribers from across the 3 counties. Longer-term aim is for a 'virtual network' (owned by the OPCC) to be set up for all users.</li> <li>• OPCC organised and supported the training of 6 new WRAP ('Workshop to Raise Awareness around PREVENT') facilitators for Oxon CSP (12 Oct)</li> <li>• OPCC organised and supporting training of staff at Reading Borough Council (10 Jan)</li> <li>• TVP are employing a PREVENT Manager – OPCC will liaise with them once in post to discuss knowledge sharing.</li> </ul>	(C)
2.5	Ensure greater oversight across Thames Valley of activities to prevent violent extremism, share lessons learned and promote good practice.	4	Mar 2018	SM	JK		<ul style="list-style-type: none"> <li>• Delivery Groups assigned to relevant Policy Officers.</li> <li>• Task &amp; Finish group set up to develop Domestic Violence (DV) perpetrator programme funded from PCC's CSF 10% top slice (<i>links to Action 3.10</i>). First group goes live in Jan 2018.</li> <li>• PCC chairmanship of LCJB ended in January 2018.</li> </ul>	(C)
2.6	Utilise PCC Chairmanship of TV Local Criminal Justice Board (LCJB), and engage with key Delivery groups, to encourage more joined-up criminal justice system.	1	Mar 2018	PCC	SM			

**Business Area 3: Commissioning and Contract Management**

**OPCC activity & progress update**

Ref.	Actions	Links to Strategic Priority	Due Date	Sponsor	Lead Officer	Current Status	R/A/G
3.1	Plan a co-located 'Victims First/Witness Care Unit Hub' to replace the Victim Support 'Victim Assessment & Referral Centre' (VARC), support counselling coordination and other agreed central support functions, by Apr 2018.	1	Mar 2018	PCC	SM	<ul style="list-style-type: none"> <li>• Hub has key operational functions in place (e.g. premises to operate from, resources, policies and procedures).</li> <li>• Operational manual drafted</li> <li>• Completion of Action is subject to resolving a database security assurance issue (<a href="#">links to Action 2.1</a>).</li> <li>• E-learning package completed and rolled out within TVP.</li> <li>• Necessary changes to website to reflect change in referrals taking place week ending 23<sup>rd</sup> Mar.</li> <li>• Additional Data Quality Officer post agreed and advertised via REED.</li> <li>• Victims First Hub staff in post. Undertook 2 week training from 12 Mar. With exception of niche extract (allowing automatic data upload to Apricot), the Hub is now 'live'.</li> </ul>	(C)
3.2	Implement Thames Valley Specialist Counselling Service Plan, including full use of 'Apricot' Case Referral Management (CRM) system	1	July 2017	SM	EF	<ul style="list-style-type: none"> <li>• Application process remains open for counsellors seeking approved status</li> <li>• Inductions now arranged on a need basis</li> <li>• Contacts/communications record now live</li> <li>• Hate Crime referrals incorporated as part of the Victims First Hub service ('go live' date is 26 March)</li> </ul>	(C)
3.3	Procure replacement for Victim Support's 'Local Support Service' giving universal (non-intensive) support provision across Thames Valley by Apr 2018.	1	Oct 2017	PCC	SM	<ul style="list-style-type: none"> <li>• Tender closed early Dec 2017</li> <li>• Identified preferred provider on 20th Dec.</li> <li>• Contract formally awarded to Thames Valley Partnership on 10th Jan 2018.</li> <li>• Implementation and consultation period prior to TUPE ('Transfer of Undertakings Protection of Employees') handover.</li> <li>• New service went live on 1 Apr 2018 (<a href="#">links to Action 3.5</a>).</li> </ul>	(C)

3.4	Agree and negotiate any contract extensions for existing PCC funded specialist victims' services which are scheduled to be re-tendered in 2018.	1	Sep 2017	SM	WW	<ul style="list-style-type: none"> <li>SAFE! (young victims service) contract extension discussions progressing - contract extension letter sent.</li> <li>Independent Sexual Violence Advisory (ISVA) service contract extension signed and returned</li> <li>Restorative Justice (RJ) contract agreed in principle</li> <li>Victim Support Local Support Service (LSS) will be replaced with Emotional Support and Advocacy (ESA) Service (<i>links to 3.3</i>).</li> <li>A joint streamline model with 2 new Restorative Justice contracts has been proposed (contracts not yet signed)</li> <li>Approval given to a single provider to provide an exploitation and complex needs victim support service as a pilot for 1 year. In negotiation with RAHAB to provide this service across the whole of TV.</li> <li>Service will not be in place for 1 April creating gap in specialist provision for victims of exploitation with very complex needs (<i>links to Action 3.8</i>)</li> </ul>	(C)
3.5	Procure or deliver replacement services to support victims of any services <u>not</u> receiving a contract extension after 2018.	1	Mar 2018	PCC	SM	<ul style="list-style-type: none"> <li>Working with TV Local Authority commissioners for future collaboration with pooled budgets from 2018 (<i>links to Action 3.9</i>).</li> <li>Services to be funded by PCC include Complex Needs (CN) Support, Medium Risk Safety Planning and BAMER outreach:- <ul style="list-style-type: none"> <li>Oxon - awarded to Refuge (expected 1<sup>st</sup> Jun)</li> <li>E Berks – except CN, awarded to Hestia (expected 1<sup>st</sup> Apr); DASH providing CN until June.</li> <li>W Berks – awarded to BWA.</li> <li>Bucks – CN awarded to Refuge (expected June); MKAct providing BAMER and Medium Risk for MK; AWA and WWA providing Medium Risk.</li> <li>MK – arranged directly with providers (no engagement from local authority). MKAct providing BAMER and Medium Risk; SMART providing Complex Needs.</li> </ul> </li> </ul>	(C)
3.6	Agree and manage interim year Domestic Violence funding arrangements and projects.	3	Aug 2017	SM	WW	<ul style="list-style-type: none"> <li>Working with TV Local Authority commissioners for future collaboration with pooled budgets from 2018 (<i>links to Action 3.9</i>).</li> <li>Services to be funded by PCC include Complex Needs (CN) Support, Medium Risk Safety Planning and BAMER outreach:- <ul style="list-style-type: none"> <li>Oxon - awarded to Refuge (expected 1<sup>st</sup> Jun)</li> <li>E Berks – except CN, awarded to Hestia (expected 1<sup>st</sup> Apr); DASH providing CN until June.</li> <li>W Berks – awarded to BWA.</li> <li>Bucks – CN awarded to Refuge (expected June); MKAct providing BAMER and Medium Risk for MK; AWA and WWA providing Medium Risk.</li> <li>MK – arranged directly with providers (no engagement from local authority). MKAct providing BAMER and Medium Risk; SMART providing Complex Needs.</li> </ul> </li> </ul>	(C)

3.7	Agree and manage interim year arrangements for supporting victims of Hate Crime	2	Apr 2017	SM	CH	<ul style="list-style-type: none"> <li>OPCC took over operational management of Helpline (and 3<sup>rd</sup> party reporting), website and App (same phone numbers and addresses maintained).</li> <li>Post advertised to support Victims First service and Safer Locations strategy roll-out, including development of 3<sup>rd</sup> Party Reporting Centres.</li> </ul>	(C)
3.8	Agree and manage interim year arrangements for supporting victims of exploitation and modern slavery through the Independent Trauma Advisor (ITA) service	1	May 2017	SM	SM	<ul style="list-style-type: none"> <li>Approval given to a single provider to provide exploitation and complex needs as a pilot for 1 year. In discussion with RAHAB to provide this service across the whole of TV. (<i>links to Action 3.5</i>).</li> <li>Due to protracted discussion with RAHAB about staff Job Description and Person Specification issues and costs, delay in service start or may lead to need to undertake market engagement and procure an appropriate service.</li> <li>Budget identified - engaging with modern slavery networks and exploring local providers (<i>links to Action 3.9</i>)</li> </ul>	(C)
3.9	Agree a commissioning strategy for future PCC investment in specialist victims' support services (e.g. co-commissioning opportunities, 'satellite hubs', integrated services)	1 - 3	Sep 2017	PCC	SM	<ul style="list-style-type: none"> <li>Interim plans are evolving to continue to provide specialist services alongside existing model.</li> <li>Discussions taking place in various forums about change in longer term to services based on vulnerability or needs (low level versus complex) rather than crime type.</li> <li>Co-commissioning opportunities for DV have been explored with Local Authority and Clinical Commissioning Groups (CCG) DV commissioners at meeting on 22 May 2017. Expressions of interest received from most areas - now being progressed with Oxon, Bucks, Slough and West Berks (<i>links to Action 3.6</i>)</li> <li>Consideration being given to pilot wider ITA services - currently looking at providers (<i>links to Action 3.8</i>).</li> </ul>	(C)
3.10	Agree, procure and manage projects funded by PCC's retained 10% CSF top-slice budget.	1 - 5	Jun 2017	PH	SM	<ul style="list-style-type: none"> <li>Delay in DV perpetrator scheme (£100,000 budget allocation) - now postponed to Jan/Feb 2018 (<i>links to Action 2.6</i>)</li> <li>Female Genital Mutilation (FGM) (up to £100,000 budget allocation) and Cybercrime (up to £100,000 budget allocation) grant funding bid process for 2017/18 now</li> </ul>	(C)





**Business Area 4: Policy Development**

**OPCC activity & progress update**

Ref.	Actions	Links to Strategic Priority	Due Date	Sponsor	Lead Officer	Current Status	R/A/IG
4.1	Develop skills of staff to inform long-term 'scanning' capability of OPCC regarding current, new and emerging policing and crime issues and trends		Mar 2018	SOG	GE	<ul style="list-style-type: none"> <li>OPCC representation (SM) on TVP Journal Editorial Board - opportunity to shape Masters research on the Force (PCC sponsorship with focus on Futures)</li> <li>OPCC (GE) has developed a Futures/horizon scanning model linked to the PCC's 5 Year Plan - initially for use within OPCC Policy Team.</li> <li><b>(Ongoing - links to Action 4.2, 2018/19 OPCC SDF)</b></li> <li>Projects in place with appropriate reporting from those funded FGM bids.</li> <li>FGM Strategy Group took place on Oct 27th (links to Action 3.10).</li> </ul>	
4.2	Consider and support development of a Thames Valley Female Genital Mutilation (FGM) strategy.	2	Mar 2018	SM	WW	<ul style="list-style-type: none"> <li>Published - now available.</li> </ul>	(C)
4.3	Consider and implement agreed recommendations from OPCC review of the Domestic Abuse pathway.	3	Mar 2018	SM	WW	<ul style="list-style-type: none"> <li>Deputy PCC has engaged with all Thames Valley fire and rescue authority (FRA) representatives and has written to them (late May 2017) setting out proposals for the process by which the OPCC and the FRAs may together consider and take forward the Government's policy objectives regarding police and fire and rescue services collaboration, and governance of fire and rescue services.</li> <li>PCC and Dep PCC met with 3 lead FRA members (early August). Following review of options, and potential opportunities and constraints, joint decision taken that the PCC would <u>not</u> be actively pursuing any F&amp;R service governance changes in the foreseeable future (e.g. until after next PCC elections in 2020 at earliest).</li> </ul>	(C)
4.4	Develop a Business Case for the possible transfer of governance responsibility for the Thames Valley fire and rescue services to the PCC: <ol style="list-style-type: none"> <li>Allocation of project budget</li> <li>Appointment of consultants</li> <li>Preparation of draft business case (working with FRAs to gather information)</li> <li>Consultation on draft business case (with public, LA stakeholders and affected staff unions) and publication of summary of responses</li> <li>Development and submission of final business case to Secretary of State</li> </ol>	5	Mar 2018	Dep PCC	PH		

						<ul style="list-style-type: none"> <li>• Instead, the Dep PCC will join the joint FRS &amp; TVP chief officer Steering Group and participate in the development of collaborative work being undertaken by the 4 services.</li> <li>• <b>Action 4.4 now deleted</b></li> </ul>	
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**Business Area 5: Performance (Police)**

**OPCC activity & progress update**

Ref.	Actions	Due Date	Sponsor	Lead Officer	Current Status	R/A/G
5.1	Coordinate the production and publication of the PCC's 2016-17 Annual Report	May 2017	SM	GE	<ul style="list-style-type: none"> <li>A final version of the report was presented to the Police &amp; Crime Panel on 16 June 2017</li> <li>An online version is published on the PCC's website.</li> </ul>	(C)
5.2	Develop PCC participation in TVP service reviews conducted by the Deputy Chief Constable	Aug 2017	SM	GE	<ul style="list-style-type: none"> <li>Arrangements are in place to cover attendance for initial tranche of TVP's Service Improvement Reviews (SIR) during Qtr. 1/Qtr. 2.</li> <li>OPCC internal tracker in place to monitor SIR updates and capture PCC/ DPCC feedback.</li> </ul>	(C)
5.3	Review and update the OPCC Performance Monitoring Framework	Feb 2017	SM	GE	<ul style="list-style-type: none"> <li>The Performance Monitoring Framework has been refreshed; a high level summary links all key monitoring activities in one single document (links to Actions 1.11 &amp; 5.2)</li> <li>PCC responded to HMICFRS consultation on introduction of new 'Force Management Statements' (18 Dec)</li> <li>HMICFRS launched a further consultation (22 Dec) in which it plans to revise its Force performance monitoring processes (NB This consultation indicates an attempt to make PCC's accountable to HMICFRS and which has a number of wider implications; PCC responded on 29 Jan 2018).</li> <li>Introduction of FMS and new HMI Monitoring Process will require a further revisit of the OPCC Performance Monitoring framework within next 18 months.</li> </ul>	(C)

**Business Area 6: Use of OPCC Resources**

**OPCC activity & progress update**

Ref.	Actions	Due Date	Sponsor	Lead Officer	Current Status	R/A/G
6.1	Allocate 2017/18 Police Property Act Fund (PPAF) grant monies through public bidding rounds.	Mar 2018	PH	IT/CH	<ul style="list-style-type: none"> <li>The PPAF application process closed on 21 September</li> <li>A panel meeting undertook an evaluation process of applications - a final list of recommendations was presented to the PCC and CC at the end of Nov 2017</li> </ul>	(C)
6.2	Administer the High Sheriff PPAF for 2017/18	Mar 2018	PH	IT	<ul style="list-style-type: none"> <li>Memorandum of Understanding (MoU) signed and funds transferred to the 3 High Sheriffs during May 2017.</li> <li>Proposals for funding being submitted to PCC/CC Level 2 meeting on a monthly basis</li> <li>Any unused funding will be carried forward to 2018/19</li> </ul>	(C)
6.3	Strategic review of all OPCC draft budgets for 2018/19, including Ministry of Justice (MoJ) grant funding, to ensure the most effective use of resources	Oct 2017	PH	IT	<ul style="list-style-type: none"> <li>Review undertaken and presented to OPCC SMG in August</li> </ul>	(C)
6.4	Draft the PCC's 2018/19 OPCC Strategic Delivery Plan, including review of staff needs, capability and capacity	Mar 2018	PCC	PH	<ul style="list-style-type: none"> <li>Review will take into account current service pressures and commitments and any new Government medium-term policy agenda (including service and spending plans) as &amp; when announced.</li> <li>Draft document being presented to Level 1 meeting on 29 March 2018</li> </ul>	(C)

**Business Area 7: OPCC Financial Management**

**OPCC activity & progress update**

Ref.	Actions	Due Date	Sponsor	Lead Officer	Current Status	R/A/IG
7.1	Close the 2016/17 accounts in accordance with best practice by 14 <sup>th</sup> May 2017	May 2017	IT	JB	<ul style="list-style-type: none"> <li>Accounts closed and Statements sent to EY on 18<sup>th</sup> May</li> </ul>	(C)
7.2	Liaise with external audit and then present the audited accounts to the Joint Independent Audit Committee (JIAC) prior to publication on the PCC's website	Sep 2017	IT	JB	<ul style="list-style-type: none"> <li>Accounts have been formally signed-off at the Special JIAC meeting on 27<sup>th</sup> July (subject to completion of WGA audit)</li> </ul>	(C)
7.3	Complete the 'Whole of Government's Accounts' (WGA) return and submit to HM Treasury	Sep 2017	IT	CHS	<ul style="list-style-type: none"> <li>Problems with locking and formally submitting the DCT for Cycle 1 resolved by DCLG on 31 August. Audit changes actioned on Cycle 2. External Audit completed their review on 28th September and it was submitted to CLG on the same day.</li> </ul>	(C)
7.4	Work with Corporate Finance to prepare and publish the medium term financial plan (MTFP) 2018/19 to 2020/21	Jan 2018	PH	IT	<ul style="list-style-type: none"> <li>Medium term plans were prepared for presentation to PCC at level 1 meeting on 16<sup>th</sup> November</li> <li>Final budget papers being presented to Level 1 meeting on 23.1.2018</li> </ul>	(C)
7.5	Agree 2018/19 revenue budget and issue the council tax precept to billing authorities	Jan 2018	PH	IT	<ul style="list-style-type: none"> <li>Budget finalised at Level 1 meeting on 23.1.2018 and then presented to Police &amp; Crime Panel on 3.2.2018. Precept letters were issued shortly thereafter</li> </ul>	(C)
7.6	Update specific OPCC controlled budget allocations (e.g. OPCC, capital financing) and ensure they are reflected in the updated MTFP	Oct 2017	IT	JB	<ul style="list-style-type: none"> <li>All OPCC related budgets were reviewed, updated as necessary and incorporated in the annual budget and MTFP</li> </ul>	(C)
7.7	Submit all grant returns in accordance with external deadlines	Ongoing	IT	JB	<ul style="list-style-type: none"> <li>All deadlines achieved to date</li> </ul>	(C)
7.8	Complete and submit all statutory returns in accordance with required timescales	Ongoing	IT	JB	<ul style="list-style-type: none"> <li>All deadlines achieved to date</li> </ul>	(C)
7.9	Undertake the VAT partial exemption calculation for 2017/18	Oct 2017	IT	JB	<ul style="list-style-type: none"> <li>The calculation has been completed. Thames Valley Police &amp; PCC VAT group has a partial exemption of 2.27%, so is comfortably below the 5% threshold</li> </ul>	(C)
7.10	Work with external advisors to explore VAT opportunities as appropriate	Ongoing	IT	JB	<ul style="list-style-type: none"> <li>Liaising with internal departments, HMRC &amp; GT regarding finalising the successful claim for overpaid VAT on seized vehicle sales.</li> </ul>	(C)

								<p>HMRC have authorised payment for one aspect of the claim (approx. half the money) and we are in the process of negotiating for the remainder of the claim</p> <ul style="list-style-type: none"> <li>• A claim has been submitted for output VAT on income for supplies of information (e.g. to solicitors and insurance companies). HMRC are arguing that this would constitute unjust enrichment. We are awaiting correspondence from HMRC.</li> <li>• Royal Mail claim is ongoing and we are assisting Mischon de Reya as appropriate.</li> <li>• In progress, all deadlines achieved to date</li> </ul>	(C)
7.11	Ensure all treasury management activity is conducted in accordance with agreed treasury management strategy	Ongoing	IT	CHS				<ul style="list-style-type: none"> <li>• Continuing to work closely with key members of the ERP team in KPMG &amp; TVP Corporate Finance.</li> <li>• Due to meet with KPMG &amp; Microsoft to discuss the system's lack of compliance with the CIPFA code on fixed assets.</li> <li>• All current requirements for sprints have been met.</li> <li>• <i>(Ongoing - links to Action 7.12, 2018/19 OPCC SDP)</i></li> </ul>	(C)
7.12	Work closely with TVP Corporate Finance and the Enterprise Resource Planning (ERP) Implementation Team to ensure TVP is ready to go live in 2018.	Ongoing	IT	JB				<ul style="list-style-type: none"> <li>• Account created, now being monitored on a monthly basis.</li> <li>• Currently investigating why the "English percentage" figure is incorrect on HMRC's records (leading to a small reduction in levy available to spend)</li> </ul>	(C)
7.13	Create, maintain and operate the new digital account for the Apprenticeship levy	Ongoing	IT	JB				<ul style="list-style-type: none"> <li>• Met with HMRC on 2nd June 2017.</li> <li>• TVP has been graded as "low risk" in part due to our good level of internal control, processes and knowledge.</li> <li>• HMRC are continuing to assess specific areas, but do not foresee any problems arising.</li> <li>• During Dec 2017, multiple pieces of information and documentation were sent to HMRC for their review and we are awaiting any feedback or comments from them.</li> <li>• <i>(Ongoing - links to Action 7.14, 2018/19 OPCC SDP)</i></li> </ul>	(C)
7.14	Respond appropriately to any recommendations from HMRC's compliance inspection.	Mar 2018	IT	JB					

**Business Area 8: Internal Audit**

**OPCC activity & progress update**

Ref.	Actions	Due Date	Sponsor	Lead Officer	Current Status	R/A/G
8.1	Produce and present the 2016/17 Internal Audit Annual Report to the Joint Independent Audit Committee (JIAC) meeting on 21 <sup>st</sup> June 2017	Jun 2017	IT	NS	<ul style="list-style-type: none"> <li>2016/17 Annual Report was discussed at the Audit Board on the 30 May 2017 and the JIAC on 21 June 2017.</li> </ul>	(C)
8.2	Produce update reports on: (1) progress of 2017/18 Internal Audit Plan delivery and summary of matters arising from completed audits; and (2) progress of delivery of agreed actions in internal audit reports to the JIAC on a quarterly basis	Ongoing	IT	NS	<ul style="list-style-type: none"> <li>2017/18 Internal Audit Plan progress reports have been presented to the JIAC on 12 September 2017, 13 December 2017 and 16 March 2018 meetings.</li> <li>Progress in delivering agreed actions report has been presented to the JIAC on 21 June, 12 September, 13 December 2017 and 16 March 2018 meetings.</li> </ul>	(C)
8.3	Update the Internal Audit team's self-assessment in complying with the Public Sector Internal Audit Standards (PSIAS), and facilitate the completion and reporting of the external PSAIS assessment, due in the autumn 2017.	Dec 2017	IT	NS	<ul style="list-style-type: none"> <li>The team's Public Sector Internal Audit Standards (PSIAS) self-assessment has been updated and the outcome, including any actions to address improvements, was discussed at the Audit Board on 30 May 2017 and the JIAC on 21 June 2017 - completed.</li> <li>Updates on the team's Quality Assurance and Improvement Programme (QAIP) were presented to the JIAC on 12 September and 13 December 2017, with all actions being completed.</li> <li>The team's external PSIAS assessment has been completed, with a very positive outcome. The assessment report has been presented to the November 2017 Internal Audit Oversight Group and 13 December 2017 JIAC.</li> </ul>	(C)
8.4	Publish the approved Joint Annual Internal Audit Plan for 2018/19, following formal consultation with stakeholders.	Mar 2018	IT	NS	<ul style="list-style-type: none"> <li>The 2018/19 Joint Internal Audit Plan has been collated, following consultation with stakeholders.</li> <li>The 2018/19 Joint Internal Audit Plan was presented to the JIAC at the 16 March 2018 meeting.</li> <li>Following endorsement by the JIAC, the 2018/19 Joint Internal Audit Plan will be published on the TVP Knowzone.</li> </ul>	(C)



## Business Area 9: Corporate Governance

### OPCC activity & progress update

Ref.	Actions	Due Date	Sponsor	Lead Officer	Current Status	R/A/G
9.1	Develop, agree and publish the 2016/17 Annual Governance Statement (AGS)	Jun 2017	PH	LJ	<ul style="list-style-type: none"> <li>AGS completed via Governance Advisory Group in May 2017</li> <li>The 2016/17 AGS will be presented as part of the Statement of Accounts at the Level 1 meeting on 28 July</li> </ul>	(C)
9.2	Oversee implementation of agreed actions contained in the 2016/17 AGS Action Plan	Quarterly	PH	LJ	<ul style="list-style-type: none"> <li>The Governance Advisory Group agreed no action plan was necessary for 2016/17, as no significant governance issues had arisen</li> </ul>	(C)
9.3	Review and update (as and when necessary) the joint 2017/18 TVP/PCC Framework of Corporate Governance in readiness for 2018/19.	Mar 2018	PH	IT	<ul style="list-style-type: none"> <li>No reviews required in 2017/18 to date</li> <li>Regular meetings of corporate governance advisory group in diary. First meeting held on 10 Jan 2018</li> <li>Updated framework was presented to and approved by JIAC on 16 March 2018</li> <li>On level 1 agenda on 29 March 2018 for formal sign-off by PCC and Chief Constable</li> </ul>	(C)
9.4	Review and operate an efficient and effective Independent Custody Visiting Scheme as required under section 51 of the Police Reform Act 2002	Ongoing	LJ	CS	<ul style="list-style-type: none"> <li>The scheme continues to be delivered efficiently and effectively by the (OPCC) Custody Visitor Scheme Administrator</li> <li>Annual report for 2016/17 was presented and noted by the PCC at the Level 1 meeting on 28 July.</li> </ul>	(C)
9.5	Support the OPCC to prepare for, and comply with, additional or changed responsibilities regarding police complaints resulting from the Policing and Crime Act 2017	Jun 2018	PCC	PH	<ul style="list-style-type: none"> <li>Westminster Briefing event on complaints changes attended on 23 May 2017 with members of PSD</li> <li>PCC, CEO and Governance Manager attended APCC roadshow on complaints changes on 10 July 2017</li> <li>CEO and Governance Manager liaising to organise potential working group with PSD</li> <li>PCC and CEO met with Head of PSD early August 2017. Head of PSD and CEO to review options for consideration by the PCC</li> <li>Home Office implementation timetable – facing delays of 6 months; main reforms to police complaints system not likely to be implemented until 2019</li> <li><i>(Ongoing - links to Action 9.5, 2018/19 OPCC SDP)</i></li> </ul>	(C)

9.6	Review and enhance OPCC compliance with transparency requirements under the Freedom of Information Act 2000 and Elected Local Policing Bodies (Specified Information) Order 2011	Jun 2018	PH	LJ	<ul style="list-style-type: none"> <li>● Governance Officer now recruited and in post; this forms part of her job description and PDR</li> <li>● OPCC Publication Scheme has been reviewed, updated and re-published</li> <li>● Review of website undertaken by Governance Officer in June 2017 and amendments/additions made as necessary</li> <li>● TV OPCC received CoPaCC Transparency Award on 9 January 2018</li> <li>● Relevant members of staff are attending internal and external training as appropriate</li> </ul>	(C)
9.7	Review and enhance OPCC compliance with the Data Protection Act 1998 in order to prepare for introduction of the General Data Protection Regulation (GDPR) requirements in May 2018	May 2018	PCC	PH	<ul style="list-style-type: none"> <li>● Will liaise with TVP Joint Information Management Unit to determine OPCC requirements and necessary procedural changes, and to plan for implementation</li> <li>● Preliminary meeting held between OPCC and JIMU on 4 Jan 2018</li> <li>● OPCC Governance Manager post now designated as the OPCC 'Data Protection Officer'</li> <li>● Relevant staff are attending internal and external training as appropriate</li> <li>● <i>(Ongoing - links to Action 9.6, 2018/19 OPCC SDP)</i></li> </ul>	