

**Meeting: Police Accountability Board**

**Venue: Skype Virtual Meeting**

**Date: 10th of June 2021**

**Time: 10:00 – 13:00**

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| **Members:** | Mr Dafydd Llywelyn, Police and Crime Commissioner (PCC)T/ Chief Constable Claire Parmenter (T/CC)T/ Deputy Chief Constable Emma Ackland (T/DCC)T/ Assistant Chief Constable Dave Guiney (T/ACC)Mr Edwin Harries, Director of Finance (DoF)Mrs Carys Morgans, Chief of Staff, OPCC (CoS) |
| **Also Present:** | Chief Superintendent Craig Templeton, DPP (CT)Superintendent Andy Edwards, DPP (AE)Chief Inspector Chris Neve (CN)Mair Harries, Executive Support Officer, OPCC (MH)  |
| **Observers** | *Members of the Dyfed-Powys Police and Crime Panel:*Cllr Keith Evans (KE), CeredigionCllr Rob Summons (BS), PembrokeshireCllr William Powell (WP), PowysProfessor Ian Roffe (IR), Ceredigion |
| **Apologies:** | Mrs Beverley Peatling, Chief Finance Officer (CFO)Emma Northcote, Senior Manager Corporate Communications (EN) |

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| ACTION SUMMARY FROM MEETING ON 16/02/2021 |
| Action No | Action Summary | To be progressed by: |
| **PAB 147** | **Force to provide the PCC with a Fraud Force Performance Pack 6 months into the next financial year.** | **Complete** |
| **PAB 148** | **BJ to provide an update on the Force’s engagement with children who are home schooled.** | **Complete** |
| **PAB 149** | **The Force to provide additional information explaining the charged/summonsed data to explain why the Dyfed-Powys outcome rate is higher than the national average.** | **Complete** |

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| Decision No | Action Summary |
| **PAB T3 1** | **The Commissioner, in consultation with the T/CC, agreed to award to contract for Mobile Data Software to Airwave Solutions Ltd for a four year period for £353,200.** |

**1 - Apologies and Introductions**

The meeting commenced with apologies and introductions, including a welcome to the new temporary Chief Officer team following Chief Constable Mark Collins’ retirement. The PCC stated that his office have been working on a public consultation to get the public’s view on what they would like from their new Chief Constable to inform the interview and appointment process planned for July 2021.

The PCC also stated that his office were working on consultation, internally and externally, with key stakeholders for his Police and Crime Plan 2021-25. The CoS stated that the OPCC have been consulting with groups which are under-represented in the community to seek their views on the Police and Crime Plan, as well as community leaders and councils. A public consultation on the OPCC website will follow shortly after.

**2 – Review of the minutes of the previous meeting**

The minutes of the previous meeting were agreed to be a true and accurate reflection of the discussion held.

**3 – Covid-19 Update**

AE attended the meeting to present an update on the Force’s response to Covid-19 and its planned recovery. AE stated that he came into the role of overseeing the Force’s response to Covid-19 (Operation Talla) in early March 2021and provided an overview of the last 14 months. AE stated that between February and March 2020 Dyfed-Powys Police proactively purchased a high volume of Personal Protective Equipment (PPE) ahead of the first lockdown in March 2020. This provided officers with greater protection against the virus. Dyfed-Powys Police were also able to assist other forces by sharing purchased PPE at the beginning of the first lockdown period.

Moving on to the latter part of 2020 AE stated that the Force responded well to the easing of the first lockdown in September 2020. He also stated that the third lockdown in December 2020 had a big impact on the Force in terms of demand on officers and staff from the public. In December 2020 AE stated that in December 2020 the transmission rates of Covid-19 in the Dyfed-Powys force area had increased greatly, and impacted on staff and officer sickness rates. . The Force continued to deliver outstanding service to the public during this time, and continued to emphasise track, trace and protect to its staff to reduce the number of infections among officers and staff.

Moving on to partnerships AE stated that the Force had worked with a number of external partners to safeguard the community. These included vaccination centres, care homes and the health department. The Strategic Coordination Group for Covid-19 for Wales stood up for 14 months before recently changing to a Recovery Group.

AE recognised key achievements for the Force since March 2020. These included vaccinating over 1300 officers, staff and volunteers; maintaining the trust and confidence of the public; establishing a blueprint of business continuity for the future; establishing a dedicated Recovery, Change and Transformation strategy.

AE stated that the Force would be focusing on Covid-19 recovery over the next few months. A Recovery, Change and Transformation Strategy has been created to support the Police and Crime Plan and the Chief Constable’s Strategic Key messages. The document will also link in to the Force Management Statement and link in to recommendations made to the Force by Her Majesty’s Inspectorate of Constabulary Fire and Rescue Service. The Force will focus on 5 strategic pillars: Uniform Policing and Specalist Operations (lead - Chief Superintendent Jon Cummins); Digital Policing and Emerging Technology (lead - Head of IS&T); People and Culture (lead – Head of HR); Business Delivery and Efficiency (T/Chief Superintendent Craig Templeton); and Crime and Vulnerability (T/DCS Ifan Charles). These pillars will be linked together and act as a central repository with several programmes of work under each pillar.

AE stated that all this work will be pulled together into a dashboard where all of this work sits. The dashboard includes an overview on how this work links into the Police and Crime Plan, HMICFRS, Policing Vision 2025 and other documents.

AE briefly worked on the Smarter Working vision which sits within the People and Culture pillar. The Force is looking to enhance the efficiency and effectiveness of its people through a flexible approach. The Force is looking to learn from the experience of Covid-19 and embrace the use of digital and emerging technology.

The PCC queried whether the Force have the correct resources to support the developments, and whether the Force has costed out the plan ahead for greater digitalisation. The T/CC provided assurances that the DoF was in communication with various Force departments to maintain an overview on costs.

The PCC queried what the Force’s IT department’s capacity was to support the planned increase in digitalisation. The T/CC acknowledged that IT capacity is a challenge for the Force. The T/CC stated that there is a project plan with timescales attached to each piece of work. AE stated that every change programme within the Force will sit under one of the pillars and will appear on the dashboard so that individuals can click on it and review progress and planned date of completion.

The PCC queried when the Force was expecting to migrate onto the Microsoft Teams system. The T/DCC stated that this is scheduled for the coming weeks.

WP and IR thanked AE for the presentation.

 **4 – CDI**

CT attended the meeting to provide an update on Crime Data Integrity (CDI). He stated that Dyfed-Powys Police were one of 3 pilot forces to undergo a new PEEL inspection model. The Force saw this as an opportunity to learn and grow. All 3 pilot forces saw issues relating to recording anti-social behaviour (ASB) reporting, which has been a difficult issue for forces nationally. CT stated that HMICFRS reviewed 597 incidents in Dyfed Powys and found that 67 had not been catalogued properly. He also noted that 37 out of the 67 had resulted in Force contact with the victim, suggesting that 30 cases were not properly responded to. The T/CC stated that the Force should not miss an opportunity to contact any victim of crime.

CT provided an overview of Dyfed-Powys Police’s position in August and September 2020 when HMICFRS took the data sample for inspection. He stated that during this period the Force recorded 13500 overall incidents, which increased from 12000 during the same period in 2019. This increase was thought to be due to lockdown restrictions easing across Wales during this time leading to an increase in anti-social behaviour. It was noted that the volume of crime in Dyfed-Powys Police during August 2020 is one of the highest in the Force’s records. CT also stated that the Force experienced further increase in demand during this period due to Operation Asper which was the Force response to activity around the asylum site in Penally, Pembrokeshire.

CT stated that the Force would ensure that learning was taken from the inspection and provide added focus on domestic abuse victims. CT stated that officers needed to ask themselves whether the investigative loop has been closed, and whether additional ‘hidden crimes’ such as coercive control and stalking need to be reported alongside more obvious incidents of violence and physical abuse. It was noted that a CDI action plan is in place, led by the T/ACC.

CT stated that the Force has established a Gold Group which will be chaired by the T/CC, alongside a Crime Recording Information Group and fortnightly Governance Meetings to addrss matters of concern. CT stated that a dip-sampling audit was carried out internally to replicate the HMICFRS audit resulting in a variance of up to 89% compliance. It was noted that the Force is also displaying improved compliance in relation to behavioural crime.

The PCC queried about the impact of the inflammatory press release which he suggested had risked public safety by damaging public confidence in the Force. The PCC queried whether the Force had received a date for a further inspection by HMICFRS to display their learning, however the T/CC stated that the Force has repeatedly asked for a date and received no answer.

KE stated that the Force must accept that the HMICFRS press release had caused reputational damage to the Force, and move on. The T/CC stated that the Force would endeavour to learn the lessons and move on however she raised concerns that the press release had damaged the morale and sullied the hard work and dedication of staff and officers. The PCC stated that a comms strategy needed to be put in place for future HMICFRS responses, and suggested that the Force use him for dialogue with the public.

**5 – Policing Board Update**

The Board received a report including an overview on focus areas brought to Policing Board over the previous quarter. These include Collaboration; First Point of Contact Update; and Crime Data Integrity Update. As part of the First Point of Contact Update the PCC queried whether the Force had put a plan in place to make improvements to its 101 automated message which has drawn criticism for being too long winded. He was informed that the 101 automated message was tied into developments to the Force’s technical work which is being carried out by Capita Ltd. The Force is eager to have integrated voice recognition as part of its 101 service, however Capita Ltd is finding it difficult to reach a solution to the Force’s requests for an improved 101 service. It was noted that it would not be possible to progress this work until 2022. This matter is on the Force Corporate Risk Register.

**6 – Data Driven Insights Report Quarter 4**

The Board received the Data Driven Insights report from the Force containing crime data for the Force area during the previous quarter. The PCC commenced the discussion by querying why Dyfed-Powys Police had a high number of investigations result in Outcome 16 where the victim either doesn’t support, or withdraws support when a named suspect has been identified. The national rate for this outcome is 22.6% however Dyfed-Powys Police’s outcome rate in March 2021 was 37.3%. The PCC was informed that due to the nature of the Force’s communities cases often result in a named suspect being identified, however this will also impact on the number of victims not wishing to progress with an investigation. It was noted that the Force was currently reviewing this data to ensure that the public are not losing support for police investigations and that cases are taking too long to progress.

The PCC moved on to statistics relating to rape and queried why some of the data indicated that a number of investigations related to crimes more than 6 months old. The PCC was informed that the longer investigation time could be indicative of delays in forensic results. A discussion ensued in relation to the challenges linked to this.

Moving on to total recorded crime, the PCC remarked that violence against the person incidents have increased to 3784 in 2020 from 3142 in 2019. It was also noted that public order offences have increased to 832 from 571 in the same period, and drug offences increased from 447 to 540. The T/CC stated that these increases were due to increased productivity by officers. She stated that officers had more time during the lockdown period to carry out proactive work relating to drug incidents.

The Board agreed that July and August 2021 will be challenging for the Force and that expected additional demand will put pressure on officers, staff and contact centre staff in particular. The PCC remarked that he had received communication from local representatives raising concerns of increased tourism in their area over the summer due to Covid-19 restrictions impacting on holidays abroad. The T/CC stated that despite the extra demand the Force is planning several ‘days of action’ which will see officers working proactively in the community because it provides officers will a morale boost, increases public confidence in the Force and allows the Force opportunities to promote good work via press releases and social media.

The discussion moved on to intel and night-time economy. The PCC was informed that the Force was planning to provide 24/7 intel cover to improve the Force’s proactive operations. The Chief Officers stated that there was a difficulty as officers are moved to provide support for night-time economy work, creating gaps in other investigations and tasks which have to be filled by pulling response officers in several directions.

The discussion moved on to Anti-Social behaviour. It was noted that total recorded incidents of anti-social behaviour increased dramatically following the easing of the first lockdown in June 2020, rising from 597 in April 2020 to 2137 in June 2020. It was noted that numbers had decreased again to a low of 546 in February 2021 however had risen to 700 in March 2021 as lockdown measures started to ease. Chief Officers stated that the Force continued to monitor these levels and that the majority of incidents were low-level anti-social behaviour incidents as pubs and public places opened and allowed increased gathering of people who had been confined to their homes for long periods during lockdown.

The T/ACC stated that Covid-19 meant that reviewing preceding quarters has become irrelevant in recent months because the changing responses to the virus has resulted in vastly different data sets from quarter to quarter. The data regularly depends on whether the country is in lockdown or not, with officers being able to spot trends and patterns in incidents levels depending on which stage of lockdown measures the country is experiencing at the time.

**7 – Finance Report**

The DoF provided a report with the financial out-turn position for the 2020-21 financial year. The draft Statement of Accounts were signed by the Chief Finance Officer / Director of Finance on the 27th May 2021.

The Commissioner’s Reserves are set to increase from £14.575 million as at March 2020 to £17.009 million in March 2021 an increase of £2.436 million. This takes account of all Capital and Revenue reserves and transfers and is approximately £5.312 million better than the position foreseen in January 2021 and included in the Medium-Term Financial Plan.

The DoF stated that 2020/21 was a year like no other, with the financial position being significantly affected by the Pandemic. A significant number of grants and income were received at the end of the financial year that have improved the out-turn position dramatically. In addition, further slippage on capital schemes and revenue savings have also contributed to the positive variance.

**8 – Any other business**

1. **Mobile Data Software Contract**

The Board received a report from the Force’s procurement department regarding investment in a Mobile Data Programme. It was noted that the Force was recommended to award a contract for a four year period to Airwave Solutions Ltd for the provision of a ‘Pronto’ e-Notebook Software under the CCS framework RM3821. The Senior ICT Manager has overall responsibility for the contract.

The original contract cost was for the software solution, implementation and 30 processes. The proposal was for £853,200 minus a one off incentive discount allowed under the contract of £500,000. Therefore total cost for the initial four year period was £353,200.

**Decision: The Commissioner, in consultation with the T/CC, agreed to award to contract for Mobile Data Software to Airwave Solutions Ltd for a four year period for £353,200.**

**Date of next meeting: 09:30 13th of August 2021**