

**Meeting: Policing Board**

**Venue: Teams Meeting**

**Date: 8th November 2021**

**Time: 9:00 – 11:00**

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| **Members:** | Dafydd Llywelyn, Police and Crime Commissioner (PCC)  Temporary Chief Constable Claire Parmenter, DPP (T/CC)  Temporary Deputy Chief Constable Emma Ackland, DPP (T/DCC)  Temporary Assistant Chief Constable Dave Guiney, DPP (T/ACC DG)  Edwin Harries, Director of Finance, DPP (DoF)  Carys Morgans, Chief of Staff, OPCC (CoS) |
| **Also Present:** | Supt Andrew Edwards - Op Talla Lead, DPP (AE)  Chief Inspector Chris Neve, Staff Officer, DPP (CN)  Emma Northcote, Senior Manager Corporate Communications, DPP (EN)  Teleri Williams - Equality Diversity and Welsh Language Manager, DPP (TW) *[item 1 only]*  Gruffydd Ifan– Policy & Engagement Advisor, OPCC (GI) *[item 1 only]*  Claire Bryant, Policy & Assurance Advisor, OPCC (CB)  Ellen Jones, Student Intern, OPCC (EJ) |
| **Apologies:** | Beverley Peatling, Chief Finance Officer, OPCC (CFO) |

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| **Action No** | **Action summary** | **Progress update** |
| **PB 36 *(7/9/21)*** | **OPCC to support the PCC in raising road infrastructure concerns with Welsh Government and to consider responding to the current consultation relating to the A40 road** | **In progress** |
| **PB 48**  ***(28/9/21)*** | **OPCC Engagement Team to link with EN to support DPP’s recognition week (15-19 November)** | **Discharged** |
| **PB 54** | **CC, in consultation with Counter Terrorism Security Advisors, to review the PCC’s security measures** | **Complete** |
| **PB 55** | **EN to ensure End 2 End communications reinforce messaging around support for officers carrying cases from prior to implementation** | **Complete** |
| **PB 56** | **Premier League Kicks and Participatory Budgeting projects to be put forward as suggestions for lightning talks at the forthcoming APCC/NPCC summit** | **Complete** |
| **PB 57** | **CoF in discussion with the DoF, to write to the Home Office regarding the special grant arrangement received during 2020-2021** | **In progress** |
| **PB 58** | **CN to liaise with End 2 End team to provide presentation at the Police Accountability Board meeting on 16th November** | **Complete** |
| **PB 59** | **OPCC to ensure Police Accountability Board meeting on 16th November is recorded and made publicly available** | **Complete** |
| **PB 60** | **Update on when social media reporting will be promoted to be provided at the next meeting of the Policing Board** | **In progress** |
| **PB 61** | **CB and CN to schedule focus topic briefings for the PCC in advance of meetings of the Policing Board** | **In progress** |

The PCC opened the meeting and welcomed TW to provide an update on the Force’s equality and diversity related work.

1. **Focus – Equalities**

TW provided an overview of the report submitted in advance of the meeting.

EN made observations regarding the report TW had provided. Firstly, DPP were noted as ‘not being institutionally racist’. EN expressed concern that this should not be published or stated anywhere as it can be perceived in the wrong way. The PCC concurred, stating that members from Black Lives Matter groups had expressed that the use of that wording could be a way of diminishing their perspective.

EN also drew attention to the wording ‘change misconceptions’, suggesting this should be changed to ‘presumptions’ as it might be interpreted that DPP was putting its own perspective on this.

EN stated that she had attended an event in the Senedd regarding anti-racism and agreed to share the learning with TW. The T/CC also suggested that TW link with the National Work around Race and Inclusion if not already. TW confirmed that she and an OPCC representative were part of a Justice in Wales Equality Delivery Group. It was agreed that EN should also engage with this group.

**Action: EN to attend the Justice in Wales Equality Delivery Group**

The PCC noted positively the volume of new ethnic minority officers in training. He followed by seeking assurance regarding the monitoring of officer training completion.

The T/DCC considered this was very positive as officers were asking and pushing for the training themselves. She confirmed a monitoring document was being developed and an update would be provided in due course.

**Action: Update to be provided at next meeting regarding monitoring of officer training**

The PCC expressed his interest the reverse mentoring programme, querying the expected outcomes.

He also requested how the Hate Crime drama that toured schools had been funded.

**Action: TW to provide external funding details for the Hate Crime Awareness Play to the PCC**

EN expressed concern regarding the Force’s capacity to provide a variety of accessible formats for the breadth of schemes and campaigns running.

The T/DCC responded, stating that officers were aware of this issue, but other forces were trialling the use alternative face to face contact such as the ability to speak to an officer virtually. DPP was closely monitoring this to evaluate whether this could be best practice and adopted by DPP.

The PCC acknowledged the need to internally re-publicise the Welsh language standards requirements, following up with a query regarding funding for translation services. TW assured would be discussed in the Force Management Statement meeting later that week.

TW and GI left the meeting.

1. **Update on actions from previous meetings**

Members of the meeting agreed the minutes from previous meeting on the 18th of October 2021 as a true and accurate record.

**PB 36** Road infrastructure concerns – it was confirmed that the OPCC had contacted Insp Dave Chow in the Police Liaison Unit who was making further enquiries within Welsh Government.

**PB 48** DPP’s recognition week - it was confirmed that the PCC would provide a recording for the event.

**PB 57** Special grant – it was confirmed that the DoF would consult with CFO to progress the matter.

The PCC queried ongoing engagement activity regarding the special grant.

**Action: T/ACC DG to establish ongoing community engagement regarding the special grant**

1. **Chief Constable’s Update**

The T/CC provided an organisational update, noting condolences for the loss of another life and stating an individual had been arrested in connection with the River Cleddau incident.

The T/CC noted positive work undertaken by officers involved in the recent jailing of a male who had attempted to rape a woman and her young child.

The T/CC had attended the call centre on Halloween night and witnessed good ‘THRIVES’ threat harm and risk assessments being conducted and care and professionalism by call handlers.

The PCC queried the impact of officers being absent due to misconduct hearings. T/DCC EA stated that whilst there were some cases ongoing these were not impacting negatively on the Force resourcing.

A discussion ensued regarding the recent COP26 event that occurred in Glasgow. The PCC expressed concern that that Welsh forces and officers that assisted were not entitled to the honorarium that other UK forces were. T/ACC DG stated that some forces had changed their position despite the National Police Chief Council’s advice. T/ACC DG clarified that attending officers were paid an allowance for being away from home on top of their annual salary. The T/CC expressed the importance of sticking to the regulations that they had originally agreed to. The T/ACC would review any payments post deployment.

1. **Police and Crime Commissioner’s Update**

The PCC stated that work was ongoing regarding the future OPCC resourcing requirements. Discussions had been held with professional standards regarding the complaints appeal activity and the demand on the OPCC.

The Commissioner’s new Police and Crime Plan had received positive feedback from the Police and Crime Panel at their meeting on Friday the 5th of November. The Plan was on track for the aim of getting it published by the end of this calendar year. The PCC would like to express his thanks to all involved and especially CB for all their hard work towards the plan.

The PCC stated that he had also chaired the Joint Firearms Unit meeting on the 3rd of November 2021 to progress the new facility.

The PCC and CoS were due to attend a meeting with the Policing Minister and the Sectary of State of Wales later that afternoon, where, as the Chair of the All Wales group he intended to raise the matter of the apprenticeship levy.

The upcoming cross-party group meeting would focus on violence against women and girls, with the PCC presenting alongside the Chair of the Chief Officer group of Wales, CC Pam Kelly.

The PCC expressed his thanks to T/ACC Steve Cockwell who would be attending the National Police Air Service (NPAS) meeting on his behalf.

The PCC also stated that he was looking forward to attending a Race Council Cymru training session on Black history in Wales later that week.

The CoS confirmed that a document had been created for the PCC’s updates and would be provided for the next meeting.

1. **Standing Items**
2. **Engagement Update**

EN stated that lots of national work was ongoing regarding violence against women and girls. A strategy was being pulled together regarding the Force’s response. EN confirmed she would link with the OPCC engagement team accordingly.

Work was underway to establish a Teams platform to try and aid the cross force working and ensure consistent messaging. EN welcomed the OPCC engagement team to be involved.

EN sought the PCCs support to involve the Welsh Government in all-Wales police communication campaigns.

Efforts were continuing to promote online reporting as part of the End to End project.

EN reminded the group that recognition week started on 15th of November, culminating in the Force Awards on Thursday. Work was ongoing on to create an online ‘jar of awesomeness’ to acknowledge positive work from across the Force.

A representative from the DPP communications team was attending the COP26 summit in Glasgow and would continue to provide updates to the Force.

The PCC thanked EN for the update, also noting the forthcoming remembrance service on the 11th of November 2021 which would be led by Father Liam Bradley, the Force’s Lead Chaplain.

1. **End to End project**

EN provided an update to action PB 60 ‘Update on when social media reporting will be promoted to be provided at the next meeting of the Policing Board’, stating that online reporting was being promoted alongside the End to End project.

She referred to the PCC’s previous concerns regarding attempted reports via social media being signposted back to single online home. EN reassured members that this had been raised in the End to End meeting where it was confirmed that processes needed to be put in place in the Force Communication Centre (FCC) to capture the information accurately. It was understood that reports via social media was accounting for approximately 20% of the incoming demand. It was believed that there was now capacity to start promoting its use.

The PCC questioned how the Force monitors and responds to individuals who have reported a crime and then tagged the Force on social media to then be told to report a crime again.

EN reassured the PCC that every message received through social media was looked at individually by an officer and all information logged. She also stated that the T/CC and herself attended the FCC on Halloween night and witnessed this first-hand. The T/CC emphasised the progress being made in this area, with positive feedback being received.

The T/DCC introduced an update on the End to End project which went live on Sunday the 7th of November at 2pm. It was acknowledged that whilst it was early days, feedback so far had been very positive.

The PCC sought assurance on the FCC capacity as he was aware that call durations were lengthening as part of the new process. The T/DCC explained that dip-sampling would be carried out to assess the impact waiting times, but feedback so far was positive. The T/DCC also assured that contingency arrangements were in place to manage the 101 line capacity.

The PCC thanked the T/DCC for the update. He went on to raise community concerns which had been brought to his attention regarding the police response to two specific incidents. The PCC requested that both incidents, which had occurred at rugby clubs, be reviewed.

**Action: Force to review the police response to two recent specific incidents at rugby clubs**

The PCC moved on to state that Members of the Police and Crime Panel had expressed concerns regarding the level of communication surrounding the project. The PCC stated that he had agreed that it had been regrettable and followed up by enquiring as to what formal mechanisms were in place to assess the success of the project. The T/DCC stated that a transition board had replaced the Gold group to evaluate the project as well as ongoing monitoring arrangements had also been put into place such as dip-sampling across the Investigation Units, Crime and Incident Handling Units and FCC.

The T/DCC confirmed OPCC staff member CB had been invited to attend the Transition Board and suggested the PCC be provided with oversight of the benefits analysis.

**Action: T/DCC to provide the PCC with oversight of the benefits analysis relating to the End to End project**

The CoS informed the group that the OPCC would also look to capture the disbenefits of the project through complaints monitoring, Quality Assurance Panel dip-sampling and Victim Engagement Forum work. The CoS also drew attention to the pre-launch call testing that members of the Commissioner’s Victim Engagement Forum and Quality Assurance Panel had undertaken. The feedback from this had been fed directly into the project team. A discussion ensued regarding the forthcoming focus on the End to End project at the Policing Accountability Board (PAB) meeting.

**Action: T/DCC to liaise with CB on requirements for the End to End focus at the 16th November PAB meeting**

The PCC also questioned the impact of the current vacancies of police staff investigators. The T/DCC acknowledged the PCC’s concerns, stating that utilisation rates were higher than desired, but assured that work was ongoing to address the matter. This included weekly resource meetings to monitor the situation, identify mitigating actions, succession planning and report to the Chief Officers. The T/DCC also highlighted that she was keen to maintain a portion of officer time being allocated to general patrol, visibility and engagement.

The PCC accepted an invitation from the T/CC to visit the central investigation hub or local investigation units to view the End to End project in action.

1. **Covid-19**

Supt AE joined the meeting to provide the members with a Covid-19 update. He began by stating that transition rates appeared to be declining, with Carmarthenshire at 483.1 per 100,000, Ceredigion at 437.4, Pembrokeshire 604.8 and Powys at 515, however urged caution as the impact of school half term would not yet have been realised.

He moved on to provide an update on force resources, which were currently healthy with officer absences at 5.7%, police staff at 6.6% and FCC staff at 8.62%. 11 officers and staff were self-isolating, 14 isolating due to living with a positive case, and 23 officers and staff taking daily lateral flow tests whilst still in the workplace.

Supt AE also informed the members that they continue to have the fortnightly Recovery Coordination Group (RCG) meetings with partners, however discussions were ongoing regarding future civil contingency governance arrangements. The RCG were also working to understand and develop appropriate winter planning structures to address the demand on services. The PCC acknowledged the issues and reassured that Welsh PCCs were also making representations to Welsh Government to support the matter.

The PCC suggested that the use of HQ beyond Covid-19 should be discussed at a future meeting.

**Action: Use of HQ beyond Covid-19 to be scheduled for discussion at a future meeting of the Policing Board**

1. **Any Other Business**
2. **Firearms licencing**

The PCC raised the matter following public concern regarding the impact of the new guidance on application turnaround times.

The DoF stated that the guidance presented two major changes. Firstly, a medical certificate was required for every licence application. This would slow down applicants as they would need to obtain this from their doctor before submitting, however it would expedite DPP’s processing time as they would no longer need to seek medical information directly from doctors. The second change was to enhanced checks, including reviewing applicants’ social media accounts. This element would be more time consuming and resource intensive and could result in delays for applicants. The DoF stated that a more detailed report would be provided by the Firearms Licencing department, however he assured that DPP were currently meeting the statutory guidance.

The PCC acknowledged this as a difficult area to manage and a significant responsibility for chief officers to ensure complete robustness in the checks being completed.

**Action: Detailed report on firearms licencing processing performance to be provided to the PCC when available**

1. **Correspondence from Her Majesty’s Inspectorate of Constabulary Fire and Rescue Services (HMICFRS)**

The PCC noted a recent letter confirming that HMICFRS had launched a public interactive table to communicate forces’ progress against recommendations. He commented that it was positive to note that DPP’s cause of concern had been marked as complete.

1. **Misconduct relating to VAWG**

The PCC thanked the T/DCC for a copy of a sensitive report relating to the matter in advance of the meeting.

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| **Action No** | **Summary of actions** | **To be progressed by** |
| **PB 62** | **EN to attend the Justice in Wales Equality Delivery Group** | **EN** |
| **PB 63** | **Update to be provided at next meeting regarding monitoring of officer training** | **CN** |
| **PB 64** | **TW to provide external funding details for the Hate Crime Awareness Play to the PCC** | **TW** |
| **PB 65** | **ACC DG to establish ongoing community engagement regarding the special grant** | **T/ACC DG** |
| **PB 66** | **Force to review the police response to two recent specific incidents at rugby clubs** | **CN** |
| **PB 67** | **T/DCC to provide the PCC with oversight of the benefits analysis relating to the End to End project** | **T/DCC** |
| **PB 68** | **T/DCC to liaise with CB on requirements for the End to End focus at the 16th November PAB meeting** | **T/DCC** |
| **PB 69** | **Use of HQ beyond Covid-19 to be scheduled for discussion at a future meeting of the Policing Board** | **CB** |
| **PB 70** | **Detailed report on firearms licencing processing performance to be provided to the PCC when available** | **CN** |