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COMISIYNYDD  
HEDDLU A THROSEDDU  
DYFED-POWYS  
POLICE AND CRIME  
COMMISSIONER

## Minutes of Meeting

**Meeting:** Policing  
Performance Board  
**Venue:** Police Headquarters  
**Date:** 11<sup>th</sup> October 2013  
**Time:** 10.00-12.25



<b><u>Members:</u></b>	PCC Christopher Salmon (PCC) Chief Constable Simon Prince (CC) Mr Tim Burton, Deputy Police and Crime Commissioner (DPCC)
<b><u>Also present:</u></b>	Mrs Carys Morgans, Chief of Staff (CM) Mr Edwin Harries, Temporary Director of Finance (DoF) PS Clark Jones-John, Staff Officer to the Chief Constable (CJJ) Mrs Claire Godden, Policy Advisor (CG) Claire Bryant, Office Manager, OPCC (CB)
<b><u>Apologies:</u></b>	T/DCC Carl Langley T/ACC Pam Kelly

ACTION SUMMARY		
Action N <sup>o</sup>	Action Summary	Progress:
PB 067	PCC to discuss Airwave contracts with other PCCs based in rural areas and to raise the matter with the Welsh Government Minister	DPCC raised with Damian Green at Home Office meeting
PB 68	CC and PCC to submit feedback on College of Policing "Our Strategic Intent" by 17 <sup>th</sup> December 2013	In progress
PB 69	Huw Meredith and DCC to consider OPCC Dip-Sampling report and make relevant improvements to systems	In progress
PB 70	Terms of reference for IT review to be discussed if Home Office IT company review is progressed	EH currently scoping
PB 71	CC to report back on meeting with South Wales CCs regarding collaboration	Further meeting arranged for 21/10/13 & PCC to raise with other Welsh PCCs
PB 72	PCC to follow-up counter-terrorism letter with PCC Alun Michael	In progress

<b>DECISIONS ARISING FROM MEETING 11/10/13</b>		
<b>Decision N°</b>	<b>Decision Summary</b>	<b>To be progressed by:</b>
<b>PPB 001</b>	<b>To review the format of the CC's Quarterly report</b>	CC
<b>PPB 002</b>	<b>That the sickness absence measure be moved from priority 6 - Spending Wisely to priority 5 - Professionalism</b>	CG
<b>PPB 003</b>	<b>OPCC to support Local Criminal Justice Board meetings</b>	PCC

The PCC set the scene for the meeting, explaining that it was the first Policing Performance Board meeting, which would provide an opportunity for a more detailed look at performance. The PCC thanked all who had prepared reports for the meeting and discussed the possibility of recording these public meetings to make available them more accessible in the future. The CC requested consideration for holding an exempt session to discuss confidential matters. This was agreed by the Board.

#### **Matters arising**

The CC provided an overview of the meeting with the other Chief Constables in Wales, outlining there were some different perspectives in terms of collaboration. A further meeting has been scheduled for 21/10/13 to scope fully around business support and operational policing. The CC has also discussed the possibility of collaborating with other force areas. The PCC stated that this would be raised at the All Wales Policing Group scheduled for 16<sup>th</sup> October.

The DPCC raised the issue around Airwave with Damian Green at a recent Home Office meeting, who would reflect DPP's concerns at a relevant meeting. The DPCC also emailed the Police Lead to outline concerns and request that decisions be based on geographic considerations not on a population base. The CC expressed his thanks for the input.

#### **Chief Constable's quarterly report**

The CC presented the report, explaining it was aimed as a working document to be regularly updated. A discussion ensued around the format of the report, including recommendations to make the report more succinct and outcome led, with language and design being more public-friendly. The DPCC suggested the use of a balanced scorecard for presenting the headline information, with the report providing the detail for exploration when needed. It was agreed that further consideration needed to be given to the format of the report.

#### **Decision: To review the format of the CC's Quarterly report**

The CC advised that the accessibility review had not been completed. Findings would be presented at the November Policing Performance Board. The PCC highlighted that publicity around "When we're in, we're open" has been low and there was a need to ensure clear lines of communication between the public and police. It was agreed that this would continue to be progressed by the

Force Communication team, with support from the OPCC Public Affairs Advisor. The DPCC stated that other Forces have shown an interest in the campaign. EH stated the importance of internal communications to ensure all know what is happening. The need for a sustained campaign to embed the message was recognised.

The Board were advised that a code in relation to improved standard of appearance was being developed in consultation with the Police Federation and Unison. A discussion ensued around inspections, the CC confirmed that body armour is inspected, but would be extended to cover dress and equipment.

Discussions were held in relation to response rates, with the CC referring to the implementation to the tasking not asking approach to deployment. The issue would be monitored by supervisors at a local level and reported to the CC.

The PCC expressed the desire to be kept abreast of developments around Career Specials. The CC stated that this was being led by Superintendent John who was looking to increase the cadre of Special Constables to 200-250 in DPP over the next few years, half of whom would be Career Specials. A discussion ensued around the need for a robust communication plan for this.

**Action: A report on Specials to be provided at November Policing Performance Board**

There was a discussion around the gender imbalance within Roads Policing and Armed Response. The CC confirmed that this had operational implications as well as representative implications. The CC expressed the need to ensure equality of opportunities.

A query was raised in relation to income generated from the seatbelt campaign online course and the speed awareness course. EH confirmed historically this had generated an income which had gone into criminal justice. The CC clarified that any income generated should be included in the Commissioner's Fund.

**Action: EH to provide update on financial plans around speed awareness and seatbelt courses in due course**

The Board were advised that custody was currently being reviewed. It would always be a high cost area for a Force of this size and shape, but there were opportunity for achieving efficiency savings. Options will be considered by the CC and would be presented to the PCC in due course.

The DPCC queried if the funding of Anti-social Behaviour Coordinators through CSPs was the best use of resources. It was agreed that this was an area to review, including CCTV, publicity and Youth Offending Teams.

**Action: DPCC to discuss funding of CSPs with Force and liaise with EH regarding conditions of funding in advance of future funding rounds**

The PCC congratulated the Force on the improvements around file quality, however questioned whether 80% was appropriate. The CC agreed there is a need to aim higher, however it had to be

acknowledged that this doesn't connect with attrition rates. The CC stated that DPP's file quality was now one of the best in the country.

The PCC requested a report on ANPR effectiveness. The CC agreed pending a discussion on the timing of the presentation, in order to manage the workload of certain units.

**Action: Report on ANPR cost and utilisation to be presented to a future Policing Performance Board**

The PCC queried whether the CC was satisfied with the service from Action Fraud and whether business crime was being investigated appropriately. The CC stated that whilst he was satisfied with provision, there were concerns in relation to the equitability of the service provided across England and Wales. CG stated that Action Fraud would be subject of a HMIC inspection.

The PCC stated the need to evaluate the effectiveness of Victim's Support.

**Action: Report on Victim's Support to be presented to future Policing Performance Board**

The DPCC raised that there could be funding available for Forces to work with Universities to conduct research.

**Action: DPCC to explore research funding opportunities with the OPCC External Funding Manager**

The PCC highlighted that internal and external communication was an area for attention. CM stated that a Policing Board at the end of October would focus on engagement, where communications would be discussed. The CC suggested a workshop with the Force and OPCC communication teams to clarify responsibilities and define expectations.

**Action: Workshop to be arranged between Force and OPCC communication teams following the Policing Board which would focus on Engagement.**

The PCC requested clarity on the plan for the Force website. EH confirmed a budget had been allocated toward web development, which was due to be in-sourced due to issues with outsourcing. The PCC queried if this was the most cost effective solution. A discussion developed around the potential links which could be established between the OPCC and Force websites to improve victims' experiences.

**Action: EH to investigate proposed costs for website outsourcing and report to future Policing Board**

**Corporate Performance Update – September 2013**

The CC highlighted two observations, the first on investigating crime, where the CC's report says investigating crime is deteriorating. The CC stated that the Force's focus had to be one of reducing crime rather than chasing investigations to boost detection rates. The rates have reduced due to a policy the CC has introduced, and was expected and a welcome change. The second observation

was on user satisfaction, where the CC highlighted the issue of collating data through paper surveys. CG stated that by moving to a telephone survey through Victim Support, the results gathered would increase from 44 responses per quarter to approximately 120 responses per month.

A discussion ensued in relation to the detail of the performance data presented. It was suggested that it would be beneficial to include comparable data on arrest rate, outcomes and offences brought to justice of domestic violence cases. The CC agreed this would be of use and suggested CG liaise with Corporate Development to discuss how this could be represented.

**Action: CG to liaise with Corporate Development to present comparable domestic abuse arrest, outcome and OBTJ rates**

It was identified that there were 65 incomplete DASH (risk assessment tool) cases in Pembrokeshire. The CC highlighted that effective risk assessments were required and the reduction of reoffending, rather than lots completed and reported that it had been highlighted at the performance event and was subject of territorial performance visits by the ACC. The ACC would provide an update at the next Policing Performance Board.

**Action: ACC to provide update on DASH compliance at next Policing Performance Board**

The compliance rate of ASBIS was identified as low, however further clarity was requested regarding the impact on the public. The CC identified that there was an issue with some not being completed appropriately combined with new staff and cultural issues. The CC reported that the recording issues were being addressed.

In relation to NCRS data, concern was raised over the recording time for disorder, harassment and violent crimes which were exceeding the 72 hour rule. The CC reported that a fortnightly audit was being conducted to assist in improving performance in this area. The Board were advised that the DCC had formed a Data Quality Assurance Board to establish the systems required and address the cultural issues.

Consideration was given to the sickness data provided in the report and a query was raised in relation to the reasons behind the increase in sickness during September.

**Action: CJJ to investigate individual figures and provide to CC for reporting to future Policing Board**

The DPCC suggested that the sickness absence would represent professionalism more than spending wisely.

**Decision: That the sickness absence measure be moved from priority 6 - Spending Wisely to priority 5 - Professionalism**

### **Offences Brought to Justice performance report October 2013**

The CC presented the report on Offences Brought to Justice, bring members' attention to key findings. The CC stated that the success rate in court should be the primary measure as this had the most impact on public confidence.

Concern was expressed over the closure of Carmarthen CPS. The DPCC suggested that this presented an opportunity to host the LCJB at Police HQ and provide some leadership in order to mitigate the effect of the CPS move. It was suggested that the OPCC provide support to the Board.

### **Decision: OPCC to support Local Criminal Justice Board meetings**

It was identified that the rape attrition rate in DPP was historically above the national average and that it was strange how much higher it was than other sexual offence rates, and has been high for a considerable period. It was highlighted as a concern, and would be investigated at performance events. The CC noted that arrest and charge for rape and serious sexual offences were interchangeable, as a perpetrator may be arrested for one and charged for another. Success would not necessarily result in the reduction of the attrition rates.

It was identified that it would be useful to receive re-offending and youth re-offending data.

### **Action: Re-offending data to be incorporated into OBTJ report**

### **OPCC Quarterly monitoring performance report**

The OPCC Quarterly monitoring performance report, which details performance in accordance with the Commissioner's commitments in the Police and Crime Plan, were considered by the Board. A number of key findings within this report had been addressed previously during the meeting. Feedback was requested from the Force on the report by the end of Monday 14<sup>th</sup> October.

### **Report of the Police and Crime Commissioner – progress on bringing people to justice**

The Board considered and noted the report which detailed progress in accordance with Priority 3 of the Police and Crime Plan.

### **Integrated Offender Management report**

The Board noted the report.

### **Any Other Business**

None

<b>ACTION SUMMARY</b>		
<b>Action N°</b>	<b>Action Summary</b>	<b>To be progressed by:</b>
<b>PPB 01</b>	<b>A report on Specials to be provided at November Policing Performance Board</b>	<b>CJJ</b>
<b>PPB 02</b>	<b>EH to provide update on financial plans around speed awareness &amp; seatbelt courses in due course</b>	<b>EH</b>
<b>PPB 03</b>	<b>DPCC to discuss funding of CSPs with Force and liaise with EH regarding conditions of funding in advance of future funding rounds</b>	<b>DPCC</b>
<b>PPB 04</b>	<b>Report on ANPR cost and utilisation to be presented to future Policing Performance Board</b>	<b>CJJ</b>
<b>PPB 05</b>	<b>DPCC to explore research funding opportunities with OPCC External Funding Manager</b>	<b>DPCC</b>
<b>PPB 06</b>	<b>Workshop to be arranged between Force and OPCC communication teams</b>	<b>CM/CJJ</b>
<b>PPB 07</b>	<b>EH to investigate proposed costs for website outsourcing and report to future Policing Board</b>	<b>EH</b>
<b>PPB 08</b>	<b>CG to liaise with Corporate Development to present comparable domestic abuse arrest, outcome and OBTJ rates</b>	<b>CG</b>
<b>PPB 09</b>	<b>ACC to provide update on DASH compliance at next Policing Performance Board</b>	<b>ACC</b>
<b>PPB 10</b>	<b>CJJ to investigate sickness figures and provide information for reporting to future Policing Board</b>	<b>CJJ</b>
<b>PPB 11</b>	<b>Re-offending data to be incorporated into OBTJ report</b>	<b>CJJ</b>