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COMISIYNYDD  
HEDDLU A THROEDDU  
DYFED-POWYS  
POLICE AND CRIME  
COMMISSIONER

## Minutes of Meeting

Meeting: Policing  
Performance Board  
Venue: Police Headquarters  
Date: 11<sup>th</sup> November 2013  
Time: 14.00-16:35



<b>Members:</b>	PCC Christopher Salmon (PCC) Mr Tim Burton, Deputy Police and Crime Commissioner (DPCC) Chief Constable Simon Prince (CC) Temporary Deputy Chief Constable Carl Langley (T/DCC) Temporary Assistant Chief Constable Pam Kelly (T/ACC)
<b>Also present:</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)

### ACTION SUMMARY

Action N <sup>o</sup>	Action Summary	Progress:
PB 93	PCC and CC to meet to discuss complaints handling and integrity	In progress – meeting arranged for 28.11.13
PB 94	PCC, DPCC and CC to discuss approach to performance scrutiny	In progress
PB 95	CB to forward Director of Resources clarification response to the CC	Completed
PB 96	Policing Board Action Log to be updated	Completed
PB 97	Rachel Summerbell to liaise with CJJ to develop a custody report briefing for ICVs	Completed
PB 98	Overview of Christmas / rugby international Domestic Abuse campaign to be reported at future Policing Board	In progress
PB 99	CM to respond to Police and Crime Panel regarding the Joint Audit Committee's terms of reference and invitation to the public meetings	Completed

### DECISIONS ARISING FROM MEETING 11/10/13

Decision N <sup>o</sup>	Decision Summary	To be progressed by:
PPB 004	That a joint statement regarding the recruitment of additional Officers, PCSOs and Special Constables be released	CC / PCC
PPB 005	That any documentation relating to Public First would be exempt under section 22a	CM / CB

The PCC made an observation that the process of collecting and distributing the papers for the meeting was unsatisfactory. The CC reported that a clear process had been established with CM for the future.

### **Update on Equalities, including Welsh Language Matters**

The T/DCC presented papers provided by Helen Morgan-Howard. It was confirmed that investment in Welsh courses was being continued, and the courses would be more flexible, with shorter days and on-line content.

It was reported that in order to address the Welsh call abandonment rate, Welsh was now an essential criteria for recruitment into the Call Centre. Welsh 101 calls were automatically transferred to English speaking staff after 60 seconds.

The PCC questioned if any improvement had been made in regards to call handling data since the report. The T/DCC stated that a baseline for call abandonment rate had been achieved, and statistics would be monitored as recruitment is addressed. The T/DCC added that the optimal result would be that all FCC staff would be bilingual, with the CC adding that the change in recruitment criteria would begin to address this.

The group were advised that the new app would be bilingual.

### **Dyfed-Powys Community Engagement and Consultation Strategy**

The PCC commended the planned engagement with offenders. The T/ACC advised that Stop and Search education was part of broader engagement workshops for young offenders, and that more work was required to educate around the Police power to stop and search.

The PCC stated that there was a need to understand communities' negative perceptions around Stop and Search and urged the Force to take note of feedback. The CC acknowledged the impact on community confidence, and advised that the Force was continually monitoring the use of the power, including the proportion of arrests resulting from Stop and Search and the background of people searched.

The PCC commended the work conducted in terms of social networking and engagement.

The PCC questioned the decision regarding the appointment of a web-designer. The T/DCC stated that a business case had been developed prior to the decision being made. The T/ACC explained that the recurring costs of carrying out small systems changes in the future was balanced against the cost of employing an individual, and that it was quicker and cheaper to recruit someone into the Force.

### **Action: Business case behind the recruitment of a web-designer to be provided to the PCC**

The PCC questioned if hosting the partner engagement hub on the Carmarthenshire LSB website was appropriate.

**Action: CC to investigate appropriateness of hosting of partner engagement hub on Carmarthenshire LSB website and report to future meeting**

A discussion ensued around Victim Support. The T/ACC stated that the work carried out had been helpful, and national changes have highlighted the changes required in DPP with regards to how victims are supported. It was suggested that the issue be reviewed at future meetings to establish appropriate performance reporting and scrutiny.

**Action: Victim Support scrutiny and performance reporting processes to be discussed at future meeting**

The PCC queried if there were any reasons why the sample wasn't extended to involve victims of anti-social behaviour. The T/DCC stated that this may be due to a capacity issue; however there was a need to engage vulnerable people who are subjected to anti-social behaviour. It was explained that a risk assessment was conducted, and the anti-social behaviour Coordinator would refer high risk cases to Victim Support or specialist referral points. It was stated that a review of victims services could be a significant piece of work for the new Director of Commissioning.

**Performance Report on Priority 4: Enhancing Access to Policing Services**

***Mobile Data***

The T/DCC presented the paper, stating that the Force had committed to a service provider which would provide electronic forms ready for direct criming, which would help Public First efficiency. The toughbooks would be replaced to allow mobile accessibility. A test of different platforms would be conducted to assess each one's suitability. The PCC highlighted that the business case did not set out a clear budget and stated that papers presented to the board must include costs and savings projections. The DPCC stated that the logic presented in the paper was robust, and it was confirmed that the Force was working to a £1.1m budget. Queries were raised as regards to the suitability of the company. EH confirmed that they were on a framework agreement, covering just software and that there would be no costs for the first two years. A separate hardware agreement would be sought. The T/DCC confirmed that work on the detailed budget for the project was about to commence, and trials of the software would be underway in 6 months.

**Action: Detailed budget to be included in mobile data business case and provided to PCC for consideration**

The T/DCC left the meeting.

***Accessibility***

The T/ACC provided an overview on the accessibility review update, suggesting that an action plan be drafted in order to present progress more appropriately. Mobile data was discussed, and how the improvements in mobile technology would provide Officers with more time to be accessible to the public. Consultation regarding rural policing had been conducted through Citizen's Panels, with the Force exploring what the public want. Current community engagement activities were being reviewed, including Cuppa with a Copper and PACT meetings. The "When we're in, we're open" publicity via the local media and posters had been positively received by the public. It was

expected that there would be a demonstrable increase in awareness of the scheme during the next 2 weeks. It was reported that some communities really like the mobile stations. EH and Martin Marks were exploring the possibility of purpose-built interactive mobile police stations. There had also been some well received press releases from local Officers. Virtual PACT meetings had been piloted in Trinity College, with a PCSO linking with students during Fresher's week via Skype. It was reported that the pilot had gone well, proving a good opportunity to gather intelligence. This would be extended to Lampeter, Coleg Sir Gar and Aberystwyth.

A discussion ensued regarding specific work with the hard of hearing. It was identified that there were difficulties with engaging with the hard of hearing despite Pegasus, however improvements were being made. The group were advised that the Force was also linking with Talking Newspaper for blind.

It was identified that pop-up tents would be appropriate for community engagement. The T/ACC confirmed the plan to purchase two each for Ceredigion and Powys, and one each for Pembrokeshire and Carmarthenshire.

The Force control room had been granted access to the main Force twitter account, enabling them to inform the public of road closures etc. early. Plans to connect a cohort of neighbourhood policing staff to twitter was also confirmed, enabling improved communication regarding local issues. It was agreed that education regarding appropriate use of twitter was required.

A discussion ensued regarding the improvement of Public Contact Points (PCPs), and how to improve the visual presentation of them to invite the public to use them. The benefits of enabling face-to-face discussion with FCC staff was discussed, as well as lower-cost options such as signage to advertise the PCP. The T/ACC suggested future developments of making the home screen of the PCP functional, e.g. enabling the public to log a crime or register lost property. The PCC queried if other Forces provide on-line crime reporting facilities. The T/ACC confirmed West Yorkshire had an on-line lost property booking system, however on-line transactional functions were not as widespread as would be expected. The PCC identified that whilst he was supportive of technological advances, there was a need to proceed with caution.

The PCC queried how many downloads / uses of the Force app there had been. The T/ACC confirmed that statistics would be sought and sent to CM.

**Action: T/ACC to report statistics on app usage to CM**

The group discussed the recruitment of additional Officers, PCSOs and Special Constables, with an agreement that a joint statement be issued to the public regarding the increase in frontline Officers.

**Decision: That a joint statement regarding the recruitment of additional Officers, PCSOs and Special Constables be released**

### ***Neighbourhood Policing***

The T/ACC explained that the current neighbourhood structure was ten years old, and despite an increase in numbers and changes to the work, no review had been conducted. It had been identified that there was a need to involve all agencies, and presented a proposal to move towards neighbourhood management. The concept would involve PCs leading a team of PCSOs and liaising with other agencies operating in their area. The T/ACC confirmed that by piloting in Ceredigion through the LSB, DPP would be one of the first Forces in Wales to trial this approach. The T/ACC explained that Ceredigion had been chosen for a 3 month pilot due to the staffing and geographical challenges in the area, during which time the other counties would be prepared for the approach. A discussion ensued regarding the work with Probation, where Probation would inform neighbourhood teams of those newly released from prison, to enable the neighbourhood teams to visit them in the first few days following release to engage with them early. It was confirmed that these checks would only be carried out on those to whom some form of sanctions still applied and that a risk assessment would be undertaken to ensure unnecessary visits were not conducted. The PCC welcomed this approach, stating that his recent meetings with Prison Governors highlighted concerns with re-settlement following release.

The distinction between PCs and PCSOs was discussed, and it was confirmed that the recommendations from the review were shared with the Federation and Unison, which resulted in the naming of the role "Team Leaders". It was clarified that the Team Leaders would coordinate local activity, which would provide the opportunity to encourage leadership at a local level. The T/ACC confirmed that a report on the pilot would be provided in February / March 2014.

### **Action: T/ACC to report on neighbourhood management pilot by March 2014**

The group discussed the mandatory fitness testing to be introduced. It was envisaged that there could be some difficulties, but the CC confirmed that anyone who failed would be provided support through Occupational Health in order to achieve the standard required for their role.

### ***DASH compliance***

Significant improvements were reported, however there were still areas to improve on.

### **Action: CJJ to circulate DASH paper following meeting**

### **Performance report on the utilisation of Special Constables**

The PCC confirmed that he had met with the Special Constables recently, who expressed desire to be more integrated with neighbourhood teams. It was acknowledged that PCSO recruitment has impacted on Special Constable recruitment. The CC confirmed that the Force's recruitment programme for Special Constables was being developed and would remain open for the foreseeable future. DPP's rank structure had been refreshed along National guidelines. The Force was looking into more flexible training methods to facilitate easier recruitment and induction, with 'Career Specials' being a high priority for recruitment. The T/ACC confirmed that 30 new Special Constables were due to start training in November and would be deployed according to need and preference. A Specials steering group had been established, and the role of a temporary coordinator was being discussed. The PCC expressed a desire to be involved in the publicity of Specials recruitment.

**Action: OPCC to be involved in communications regarding Special Constable recruitment**

**Volunteers**

The CC withdrew the paper from the meeting.

**Dyfed-Powys Police Community Engagement and Consultation Strategy**

The PCC thanked the Force for sharing the document and suggested the need to include listening with regards to consultation. A discussion ensued regarding the specific targeting of hard to reach groups and working with appropriate agencies to target different types of people depending on the type of consultation required.

**Action: PCC logo to be updated on Community Consultation and Engagement Strategy**

**Rural Policing Strategy Update**

A paper had been discussed at COG which would be utilised at the Rural Policing Summit in December to showcase good practice and provide an overview of DPP's intention. The CC provided the PCC with a draft of the document, as well as an overview of the itinerary for the event. The OPCC Public Affairs Advisor and Force Communication Team had developed an invitation list including reporters and facilities for engagement via the web were being explored.

**Any Other Business**

The DPCC requested that any future discussions and minutes regarding Public First would be exempt under section 22a.

**Decision: That any future discussions and minutes regarding Public First would be exempt under section 22a**

<b>ACTION SUMMARY</b>		
<b>Action N<sup>o</sup></b>	<b>Action Summary</b>	<b>To be progressed by:</b>
<b>PPB 13</b>	<b>Business case behind the recruitment of a web-designer to be provided to the PCC</b>	<b>T/DCC</b>
<b>PPB 14</b>	<b>CC to investigate appropriateness of hosting of partner engagement hub on Carmarthenshire LSB website and report to future meeting</b>	<b>CC</b>
<b>PPB 15</b>	<b>Victim Support scrutiny and performance reporting processes to be discussed at future meeting</b>	<b>T/ACC</b>
<b>PPB 16</b>	<b>Detailed budget to be included in mobile data business case and provided to PCC for consideration</b>	<b>EH</b>
<b>PPB 17</b>	<b>T/ACC to report statistics on app usage to CM</b>	<b>T/ACC</b>
<b>PPB 18</b>	<b>T/ACC to report on neighbourhood management pilot by March 2014</b>	<b>T/ACC</b>

<b>PPB 19</b>	<b>CJJ to circulate DASH paper following meeting</b>	<b>CJJ</b>
<b>PPB 20</b>	<b>OPCC to be involved in communications regarding Special Constable recruitment</b>	<b>Andy Pearson</b>
<b>PPB 21</b>	<b>PCC logo to be updated on Community Consultation and Engagement Strategy</b>	<b>T/ACC</b>