



Mae'r ddogfen hon ar gael yn Gymraeg yn ogystal â Saesneg.

This document is available in Welsh as well as English.

Meeting: Police Accountability Board
Venue: Police Headquarters
Date: 13th April 2015
Time: 1:30pm – 15:30

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| Members: | Mr Christopher Salmon, Police and Crime Commissioner (PCC) Chief Constable Simon Prince (CC) Assistant Chief Constable Simon Powell (ACC) – attended for items 1 to 3c Ms Samantha Gainard, Director of Legal and Compliance (SG) Mr Edwin Harries, Director of Finance (DoF) Mr Adrian Williams, Director of Resources (DoR) Mrs Jayne Woods, Chief Finance Officer (CFO) |
| Also Present: | T/Supt. Chris Curtis (CCu) – attended for items 1 to 3a PS Christina Fraser, Staff Officer to the Chief Constable (CF) Dr Helen Morgan-Howard, Chief of Staff, OPCC (HM-H) Mrs Sharon Richards, Performance Manager, OPCC (SR) Mrs Kerrie Phillips, Policy Advisor, OPCC (KP) Mr Dan Allbon, Customer Relations Advisor (DA) Mrs Siân Jenkins, Office Manager, OPCC (SJ) |
| Apologies: | Mr Tim Burton, Deputy Police and Crime Commissioner (DPCC) Deputy Chief Constable, Carl Langley (DCC) |

| ACTION SUMMARY | | |
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| Action N ^o | Action Summary | Progress: |
| PAB 202 | DPCC to feedback to Gwalia concerns raised by CF surrounding the need to strengthen communication between Gwalia and Neighbourhood Development. | Ongoing – matter has been raised |
| PAB 203 | Force to provide feedback on the Alcohol Liaison pilot at the 6 month mark. | In progress |
| PAB 204 | DPCC and PCC to discuss the future of the Commissioner’s fund with the CC. | In progress – to be arranged |
| PAB 205 | ACC and SR to check incidents to crime ratio figures to ensure working off the same figures. | Completed |
| PAB 206 | CF to confirm whether any images of innocent people have been uploaded to the National Recognition database. | Completed – images were provided to database but not used (did not comply with quality requirements). |

Minutes of the Accountability Meeting held on 30th March 2015 and Matters Arising

The minutes of the last Police Accountability Board were agreed as a true account of the meeting with some slight amendments being made to the content.

Force Accountability Report on Priority 4

Supt. Curtis presented an overview of the Force Accountability Report on Priority 4 – Enhancing access to Policing Services.

Victim Satisfaction questionnaires

No update was provided from the Force.

As a result of Victim Support no longer being able to undertake User Satisfaction on the Force's behalf, the OPCC will be outsourcing this work from April. The results of satisfaction levels for each quarter had been recorded in the report.

SR queried how Dyfed-Powys compared to other areas in terms of satisfaction follow-ups to violent crimes as they were particularly low. The ACC said that he was not aware the Force had that data available but it was clear that follow-ups to violent crimes was an area which needed to be improved upon. SR noted that the number of responses was quite low for each quarter and therefore it was quite difficult to make any judgement. It was anticipated that with Track my Crime and other services in place more data would become available for future reports. The PCC suggested that if large sample sizes weren't available for fixed periods then samples could be looked at over a longer period of time which would present data with a little more confidence. The ACC noted that the analysis of the information gathered and understanding of what the issues are will help with moving forward. The CC noted that if there was an area that needed additional analysis like the follow-ups then a larger sample should be looked at and more detailed questions asked. This may need to be commissioned separately rather than trying to extract too much from a small data sample.

Special Constabulary

Supt. Curtis noted that the primary focus for the recruitment of new Special Constables had been in North Powys and Ceredigion and 43 applications had been received for those Force areas. A number of internal processes still needed to be gone through before recruitment would be made. Recruitment within other areas of the Force had taken a

back step at this moment in time. Appendices had been included in the report showing the long term planned establishment figures and the current recruitment and retention plan.

The PCC asked if there were any implications from the research done by Avon and Somerset Special Constabulary which had examined retention of Specials within Avon and Somerset. Supt. Curtis said that there were no significant implications to Dyfed-Powys other than it had been a fact finding and benchmarking process. The PCC added that the report identified some progress but it didn't report on what the current profile was, what the planned profile is, where the gap is and whether the recruitment drive was succeeding.

Supt. Curtis confirmed that with current recruitment, the number of Special Constables would be just over 100; recruitment is currently underway and is set to continue, with a target of 200. The PCC noted that it would have been useful to have that information included in the report. The CC noted that this information would be included in a follow-up report.

Rural Policing Strategy

Supt. Curtis noted that the Rural Policing Strategy and the underpinning action plan had been endorsed and had been formally launched on 17 March. There was work in progress with regards to some of the Neighbourhood Policing Teams (NPT) becoming rural champions in order to start take ownership of that within their respective localities.

SR queried whether there were any key milestones in the Action Plan that the Force wanted to concentrate on. Supt. Curtis said that the plan was still a work in progress and that the main priorities and timescales would be identified for each locality after discussion with the rural neighbourhood policing teams.

Action: Supt. Curtis and Local Neighbourhood Policing Teams to identify key priorities are for each locality and timescales.

Mobile Police Stations

Supt. Curtis summarised the progress of the four Mobile Police Stations (MPS) and delivery of the first one was planned for the end of April. Final designs for the graphics will be presented to Chief Officers, Senior Management and the Office for the Police and Crime Commissioner within the next two weeks for sign off. The remaining three MPS

will be completed and available for local handover towards the end of May. There will be dedicated PCSOs at each MPS which will have a dedicated timetable that will be published online for public information. Once the Mobile Police Stations have been deployed their usage will be monitored.

The PCC noted it was encouraging that the mobile police stations would be deployed in May after the two years it had taken to progress. The PCC asked for the overall cost of the mobile police stations – the total figure was not to hand but it was confirmed that the full budget allocation had been utilised. The PCC asked for a breakdown of all the costs, to include overall costs per vehicle, component costs within in the vehicles, any ongoing costs of running them and the implications of those ongoing costs.

Action: Force to provide a breakdown of costs of mobile police stations, including ongoing running costs.

The PCC asked how the Mobile Police Stations would be deployed. Discussion ensued on how locations for the vehicles would be determined. The CC confirmed that the vehicles would be scheduled to places where there hasn't previously been a permanent police attendance on a regular basis and that the rural neighbourhood policing teams would be involved in identifying the locations – the deployment of the vehicles would be an expansion of the service rather than a replacement to services being withdrawn. The location of the first vehicle was not known at present. SR queried whether there was a plan to evaluate or review the mobile police stations. The CC confirmed that the Force would look at a three month interim review for their own consideration and that a six month review would include whether the service was having an impact on the public and evaluating it against the cost of the project. The six month review would take place in November.

Action: Force to provide six month review of the mobile police stations identifying how they are deployed and any improvements needed.

CISCO update

Supt. Curtis updated the Board that IS&T met with CISCO on 23 March and have now had the opportunity to enter into a detailed dialogue with them regarding the call handling software upgrade package which will hopefully be in place by the end of the year. A further update will be given at the May PAB meeting.

The PCC was encouraged that a meeting had taken place but queried the time it had taken for this progress to happen and whether the upgrade would include updates to all software packages. The PCC also asked whether the date for the software upgrade could be brought forward. Discussion ensued on the issues that had been encountered during this process, the cost involved and the concern regarding the loss of information which could have allowed better performance had the upgrade been installed at an earlier date. Supt. Curtis noted that IS&T are waiting for an update in relation to the management of the system technology and that CISCO are awaiting a release date for that software. The update will include further clarity on what CISCO can provide and the Force will need to see it in operation before they make a further commitment. The PCC reiterated that the call handling issue has been on the agenda for a long time and the reason for the delay could not all be blamed on the provider. The internal processes were not getting the necessary response from the provider and that part should be assessed.

Action: Force to provide an update on CISCO at the May PAB

Multi Agency Safeguarding Hub (MASH)

The ACC confirmed that MASH had been handed over to the CYSUR Board on 17 March and that CYSUR now formally own the development of MASH. It was agreed at that Board that CYSUR would fund a consultant on a short term basis to look at the design and how it's going to work. Carmarthenshire County Council have agreed to identify a suitable location in Carmarthen. The timescale for this work was agreed at 6 to 8 weeks and a report and recommendations for moving forward would be presented at the May PAB.

The PCC asked why a consultant was needed as the options for developing the Hub and the purpose of the Board had been discussed in January. The ACC noted that it was probably due to the need to engage with other authorities. (Carmarthenshire is on board; Pembrokeshire and Ceredigion are on board in principle but have not confirmed if they will be contributing). Discussion ensued on the funding around MASH. The ACC noted that the Board was chaired by the Director of Services for Carmarthenshire and that it was a multi-agency run Board and not Police led – the Force representative is Detective Supt. Andy John. The PCC enquired on how the Force will ensure that the delivery of the hub will be in time and if there were any stumbling blocks anticipated on moving forward as planned. The CC confirmed that the Force can influence the Board from a Police perspective and hold them to account for delivery. The issues that may

impact on delivery of the hub were discussed. Costs and resourcing of the hub were also discussed. The PCC requested an update on MASH after the 6-8 period to include the next steps.

Action: Force to provide an update on MASH at the May PAB

In summary, the PCC noted that the Accountability Report could have included much more information than was written as it was clear from the discussions that there was a lot more going on. The PCC requested that more detail be included in future reports. The PCC was reassured to see progress in the recruitment of Specials, rural policing and mobile police stations.

The PCC then asked for an update on Community Alert, particularly the software issues. Supt. Curtis noted that a draft tender has been prepared, subject to Procurement being happy with the content which will be sent out as soon as that is possible. Discussion ensued on the time taken to get to this stage and the procurement process. Supt. Curtis said there had been a contract issue with one of the current providers which has now been resolved. The PCC asked for assurance that the tender would be uploaded in the next couple of weeks. The CC noted that the Force would take advice from Procurement on how long the process would take from then.

OPCC Accountability Report on Priority 4

Complaint Handling – Satisfaction Survey

KP updated the Board in relation to Complaint Handling and Public Consultation. KP noted that there were similarities with some of the results of the Force's Victim Satisfaction questionnaires and the Public Service Bureau's Complaint Handling – Satisfaction Survey. The majority of the individuals are happy with access to information about how to complain but follow-up investigation and communication need to be improved. KP noted that this will be revisited and evaluated six months after the establishment of the Bureau to see how it has fared in terms of public confidence and satisfaction.

Estates Update

The CFO updated the Board that the invitation to tender for the Architects will be going out for tender today.

OPCC Monitoring Performance Report

SR introduced the OPCC performance report to the Board which included figures up to February. SR noted that the report would be presented to the Police and Crime Panel on 24 April and that figures up to March would be included in that report.

SR queried the results of the local crime recording audit carried out during March. SG provided an update on Crime Recording. An Audit had been undertaken of 175 records to include STORM to crime; Crimes with no STORM and PVP records. The compliance rate was up to 85% as against the previous 68%. This Audit was undertaken on February records prior to any remedial action having been taken and it is therefore anticipated that the next audit should show a further increase. A full audit will now be undertaken in June/July. SG was satisfied that a significant improvement had taken place and that the Force was moving in the right direction.

The Force Crime Registrar will now work closely with Superintendent Andy John in respect of PVP records; however no further patterns were identified.

SG discussed the HMIC Action Plan and confirmed that a structured approach was being taken and that all recommendations would be considered in due course. SR asked whether the recommendations were fair to Dyfed-Powys and were there areas that needed prioritising. SG noted that the focus was currently on structure; process / procedures and training/awareness.

The PCC requested that the results of the recent audit are shared with his office.

SR noted that there had been a significant increase in sexual offences during the last quarter and queried if the reasons for this recent increase was known. The CC advised that the increase since December 2014 will, in part, be as a result of the change in NCRS requirement to record a crime within 24 hours. The increase is also due to increased reports across England and Wales. The Force has commissioned a piece of work to explore trends in sexual offending data in more detail.

Action: Force to share Terms of Reference for research commissioned to explore trends in sexual offending data in more detail.

Action: SR to discuss the Terms of Reference with Supt. Aled Davies

Discussion ensued on obscene publication offences and the PCC queried who was reporting the offences. It was noted that it was predominantly parents and the school, some by social workers and one school nurse. It was confirmed that that children are not criminalised as a result of these offences. The ACC confirmed that no child had been prosecuted. The PCC requested further information about obscene publication offences.

Action: Force to provide numbers of obscene publication offences reported from parents and/or schools so that these may be analysed for trends.

SR queried whether the Force's Notifiable Association Policy had been breached and if any action had been taken as a result. It was noted that the Force had no means to review any association and could only encourage officers and staff to come forward. To date, no members of staff have breached this policy.

SR queried the reasons for the variances across territorial areas for high risk victims of domestic abuse and noted that the number of incidents per high risk victim is highest in Pembrokeshire. Discussion took place on the small amount of data available to make any comparisons. It was agreed to look at previous years' figures in order to increase the sample size.

Action: SR to increase sample size around domestic abuse data to check for patterns over period of time.

SR queried whether Operation Celtic had concluded and what were the findings. Operation Celtic is a review and assessment of the findings from the Rotherham report to determine how they can be best applied within the Force. The Force reported that Operation Celtic had concluded and 10 areas for improvement had been identified. The PCC requested that the results of the review be shared with his office. The CC confirmed that he would share the report following the Chief Officer Group meeting tomorrow.

Action: Force to share the Operation Celtic recommendations after discussion at COG.

Discussion ensued on the new Victim Right to Review which came into force on 1 April. SR queried what the resource implications for the Force would be. This is difficult to predict at this stage. The PCC will monitor the implementation of this policy over the

coming months to ensure that victims are being offered the right to ask for a review of their case.

KP summarised the number of reports of dissatisfaction and satisfaction that the Public Service Bureau had received since their establishment on 1 February. A number of tweaks and improvements to the processes had been made. 22 cases have been passed to PSD to deal with as a formal complaint. Discussion took place on how the figures compared to what was expected. A review will take place at the six month point to include how the Bureau is dealing with complaints and compliments, how they are received, and how quickly the turnaround is managed. The CC noted that he had hoped to see a reduction in formal complaints but that he saw that things seemed to be moving in the right direction.

The CFO reported that the monthly expenditure on police officers was much lower than previously. The CFO also noted the effect of the Public First programme in relation to the monthly expenditure on police staff. The results for the year will be analysed in more detail once the results for the year are available.

It was noted that a Public Confidence survey was due in July.

Update reports

a. Police and Crime Delivery Plan update

SR presented the Police and Crime Delivery Plan update which was now reported in a different way.

There was no other business.

Actions:

| ACTION SUMMARY | | |
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| Action N° | Action Summary | To be progressed by: |
| PAB 207 | Supt. Curtis and Local Neighbourhood Policing Teams to identify key priorities are for each locality and timescales. | Force |
| PAB 208 | Force to provide a breakdown of costs of mobile police stations, including ongoing running costs. | Force |

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| PAB 209 | Force to provide six month review of the mobile police stations identifying how they are deployed and any improvements needed. | Force |
| PAB 210 | Force to provide an update on CISCO at the May PAB | Force |
| PAB 211 | Force to provide an update on MASH at the May PAB | Force |
| PAB 212 | Force to share Terms of Reference for research commissioned to explore trends in sexual offending data in more detail. | Force |
| PAB 213 | SR to discuss Terms of Reference with Supt. Aled Davies | SR |
| PAB 214 | Force to provide numbers of obscene publication offences reported from parents and/or schools so that these may be analysed for trends. | Force |
| PAB 215 | SR to increase sample size around domestic abuse data to check for patterns over period of time. | SR |
| PAB 216 | Force to share the Operation Celtic recommendations after discussion at COG. | Force |