



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: Interpol Hall, Aberystwyth University
 Date: 27th of July 2017
 Time: 10:00 – 13:00



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| Members: | Mr Dafydd Llywelyn, Police and Crime Commissioner (PCC) Chief Constable Mark Collins (CC) Mrs Carys Morgans, Chief of Staff, OPCC (CM) |
| Also Present: | Deputy Chief Constable Darren Davies (DCC) Mr Edwin Harries, Director of Finance (DoF) Mrs Sharon Richards, Governance Manager and Deputy Monitoring Officer, OPCC (SR) Ms Emma Northcote, Corporate Communication (EN) Staff Officer Anthony Evans (AE) Staff Officer Sian Davies (SD) Miss Mair Harries, Executive Support, OPCC (MH) |
| Apologies: | Temporary Deputy Chief Constable Liane James (T/DCC) Mrs Jayne Woods, Chief Finance Officer, OPCC (CFO) Temporary Assistant Chief Constable Pam Kelly (ACC) Mr Adrian Williams, Director of Resources (DoR) |

| ACTION SUMMARY FROM MEETING ON 19/04/2017 | | |
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| Action N ^o | Action Summary | Progress: |
| PAB 046 | OPCC to link in with the Force Information and Intelligence Department regarding development of a monthly performance report. | Complete |
| PAB 047 | Report on NPAS service provision to be provided to PCC in advance of NPAS Board Meetings (Quarterly basis) | Complete |
| PAB 048 | Consideration to be given to recording of PAB. Meetings to be held in each BCU in rotation. | Complete |
| PAB 049 | Develop a Forward Work Programme for PAB alongside Force. | Complete |
| PAB 050 | OPCC to link in with the Force Information and Intelligence Unit to review the performance report to be considered at PAB. | Complete |
| PAB 051 | The Force share learning from recent coercive control incident with partners once the case has been concluded. | Ongoing |
| PAB 052 | That the CoS be a member of the Calon Board. | Complete |

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| PAB 053 | Recruitment assessment centre through the medium of Welsh to be discussed at regional collaboration meeting. | Ongoing |
| PAB 054 | PCC to receive the Force medium term workforce plan. | Complete |
| PAB 055 | Strategic HR report to be provided to the PCC including impact of precept decisions. | Ongoing |
| PAB 056 | KP to attend divisional performance meetings to give an input on the PSB, and to utilise the partnership Chief Inspectors as the main point of contact. | Complete |
| PAB 057 | KP to attend the CC's meeting with BCU Commanders to give and input on the PSB. | Complete |
| PAB 058 | Continuous improvement event on Creditors. | Complete |

| DECISION SUMMARY FROM MEETING ON 27/07/2017 | | |
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| Decision N° | Decision Summary | |
| PAB T2 010 | A decision to support the Wide Area Network business case was made. | |

1 Welcome and apologies

A brief discussion ensued regarding hosting PAB in various public locations in the future. The Board acknowledged the wonderful location at Interpol Hall, Aberystwyth. The Board stated that its thoughts were with the family and friends of a young man missing from the Royal Welsh Show in Builth Wells.

2 Minutes of the Accountability Meeting held on the 19rd of April and Matters Arising

PAB 046: The Commissioner expressed his thanks to the Force for producing a comprehensive monthly Force Performance Report. The DCC confirmed that quarterly BCU Performance meetings were taking place and that the first Performance and Outcomes Board meeting would take place on September 4th – Complete.

PAB 047: The PCC stated that he had not been in a position to attend the last two NPAS Board meetings, although had received all papers. A concern had been raised with the Home Office regarding NPAS capital nationally – Complete.

PAB 048: The CoS stated that she had attended a national Association of Police and Crime Chief Executives meeting where the issue of recording public accountability meetings was raised. It was suggested that recording these meetings may influence public participation and dissuade open and honest conversation. It was therefore agreed not to record public meetings. A discussion ensued regarding ensuring that PAB documents are marked appropriately – Complete.

PAB 051: The first coercive control case had been adjourned until the end of July 2017. The CC confirmed that a second case of coercive control had been put in place.

Action: Coercive control and domestic abuse cases to be reviewed at the next PAB meeting.

PAB 053: The CC and DCC had visited a Welsh language assessment centre in North Wales and were looking to pursue the idea in Dyfed-Powys. The PCC stated that higher education activities through the medium of Welsh are co-ordinated through Coleg Cymraeg and that there may be potential funding opportunities. The discussion moved on to recruitment and the PCC asked if officers have the linguistic skills required for the Force Area. The PCC also enquired if recruits are given an input on linguistic diversity in Dyfed-Powys. The CoS asked if there would be capacity for the Police and Crime Commissioner to provide an input on the Police and Crime Plan during recruitment induction week.

Action: Dates of transferee recruitment intakes to be passed to the OPCC for consideration regarding a presentation on the Police and Crime Plan at the induction event.

A discussion ensued about the Policing Vision 2025. The DCC stated that Bob Evans is working to complete an All Wales Policing Vision and that it is important for DPP to establish its own vision too.

3 - Force performance report – Quarter 1

The CC drew the PCC's attention to CSEW¹ the public confidence data which showed that 73.1% of the public believe that DPP are doing a good/an excellent job. The PCC questioned how this information would be communicated to the public. It was agreed that a press release be issued by the PCC asserting his ongoing commitment to the public. The CC would also provide comment for inclusion in the press release.

Action: OPCC to release a press statement asserting the PCC's ongoing commitment to reducing crime.

The PCC drew the Board's attention to a reduction in user satisfaction levels regarding follow up action by the police. The CC stated that he expected user satisfaction to improve following the establishment of the ICAT team. The DCC stated that demand was growing in this area due to the increase in the number of recorded crimes and subsequently, victims.

¹ Crime Survey of England and Wales

The PCC sought assurance from the CC that complaints cases allocated for local resolution that were older than 361 days were being dealt with. The DCC stated that the number of outstanding cases is reducing. The discussion moved on to the notable increase in crime recorded since May 2017. The DCC stated that the increase was as a result of the establishment of iCAT and improved crime recording. The DCC stated that other Forces that had implemented iCAT had experienced an increase in recorded crime of between 15%-25%.

Changes in crime recording had appeared to have impacted on Burglary figures. The PCC requested that further detail in relation to burglary offences and outcomes was provided at the next PAB meeting.

Action: The Force to provide a detailed breakdown of the outcome level for burglary crime type at the next PAB.

The discussion moved on to drug offences. The PCC requested that a further breakdown of offence type be provided in future performance reports in order for him to monitor progress towards Priority 3 of his Plan in respect of drug trafficking. In respect of Possession of Weapons offences, although it was acknowledged that numbers were low, the PCC asked if there were any trends in relation to the type of weapons used and the number of people carrying weapons.

Action: The Force to provide further detail in respect of drug offences and possession of weapon offences in future performance reports.

The PCC sought reassurance in terms of the increase in recorded sexual offences. Whilst acknowledging that an increased level of recording is positive, the PCC sought reassurance that the increase was as a result of improved crime recording and that this explanation was not masking a true increase in sexual offences. The CC stated that the Force were working on a number of historical cases and that in his view the reporting of historical sexual offences may not yet have peaked. The DCC emphasised that the Force were supportive of the national 'never too late' approach to reporting historic cases. The CC stated that a key measure in terms of sexual offending should be the outcome.

Action: The Force to provide a breakdown of current vs historic sexual offences.

The CC stated that there had been an increase in the number of incidents of street violence, although part of this might be attributable to newer crime categories such as threats made via electronic communication. The PCC stated that violence against the persons offences count for a third of all recorded crime in DPP. The Board discussed whether the changes in crime recording processes was responsible for the higher percentage of cases being allocated a 'victim does not support action' outcome. The CC stated that Body Worn Video footage should impact on the outcome of these crimes.

The CC shared brief details on 'Operation Snap', an operation run by North Wales Police to help reduce risk on the roads. The Force have developed a process to allow the public to submit video and photographic evidence relating to driving offences to the Police. Whilst

Dyfed-Powys Police have not implemented such a process, the Force would be communicating the use of 'dash-cam' footage to aid prosecutions across Dyfed-Powys.

The CC stated that in his previous employments data set was provided to Local Criminal Justice Boards that featured the number of cracked/ineffective trials and where the Force was nationally in terms of that data, etc. The PCC suggested that a similar pack could be compiled in DPP's Local Criminal Justice Board.

Discussions ensued regarding child sexual exploitation, mental health and hate incidents. The PCC noted an increase in hate incidents in June 2016 during the post-referendum period, and a similar increase following the terrorist crimes in Manchester and London. EN stated that most of the incidents were not in relation to terrorist crimes, rather they were anti-English sentiments, homophobic and disability hate crimes as well as neighbourhood disputes.

In response to a comment from the PCC on demand in the Force Communications Centre, the CC confirmed that staffing levels had been reviewed and that a drop in service during busy periods was not anticipated.

Action: Call handling to be reviewed in PAB in November 2017.

The PCC raised a final point on the Performance Report which was in relation to response to incident times. The PCC was concerned that response times in Lampeter and Radnorshire appear to be worsening and that it was important to ensure that the service provided to these communities was not diminished. The CC assured the PCC that action was being taken to bring response times in Lampeter and Radnorshire were in line with the rest of the force area.

4 – Financial Performance during quarter 1

The PCC raised his concern about the underspend showing against the Neighbourhood Policing budget. The DoF stated that the reduction in spending was due to fuel decreases, rather than a reduction in Neighbourhood Policing staff.

The Board discussed the income from the escort service to the wind farm in Brechfa with the PCC questioning how the income could be used. The DoF stated that there were no restrictions as to what the money could be used for. The PCC stated that financial matters would be discussed at the Finance Seminar on 8th August 2017. The PCC expressed concern regarding the expenditure on temporary staff. The DoF stated that the volume of Firearms Licencing requests had resulted in a backlog of cases that needed to be addressed with additional temporary staff. He also stated that there were similar issues in respect of PNC. The PCC asked how the Force was planning for potential future demand in order to avoid paying for temporary staff. The DoF stated that DPP had returned to using Firearms Enquiry Officers rather than using PCSOs as temporary firearms licencing staff. The DCC stated that a Continuous Improvement event would be held on Firearms Licencing in September 2017

that would look at a number of these issues. The PCC stated that Firearms Licencing appears to experience continuous issues that often reach the Public Service Bureau with members of the public dissatisfied with their service.

The PCC stated that under-resourcing one area could mean that staff members feel under pressure, potentially leading to sickness levels increasing due to stress and mental health issues.

The PCC noted that it is pleasing that the reserves budget had not been used excessively in order to sustain the revenue budget.

5 – Update on the Police and Crime Delivery Plan

The DCC confirmed that the Chief Officers had had the opportunity to discuss the outcome reports with their authors and that a rating for each had been jointly agreed.

a) Victim Satisfaction

Rated as 'Requires Improvement/Good'. Key points discussed;

- Continuous Improvement event scheduled for September 2017 in order to improve some aspects of Victim Satisfaction. Domestic Abuse would be a focus area for Victim Satisfaction during the coming months.
- The PCC stated that despite Goleudy having been promoted through a Podcast and placed on the Intranet Banner there appeared to be a lack of understanding amongst staff as to what Goleudy's function is. EN confirmed that Corporate Communications were linking in with Goleudy to raise awareness across the Force.
- The Victims' Commissioner is due to visit in September. The PCC confirmed that the Victim's Forum would be launched to coincide with Baroness Newlove's visit in September.

b) Public Confidence

Rated as 'Good'. Key points:

- Twitter was being utilised as an internal means of communication.
- The vast amount of public interaction is being conducted through Facebook. EN presented the developmental future plans regarding Facebook for the Force and the OPCC.
- EN updated the Board on work being undertaken in Ammanford to develop engagement with the community.

EN reported a delay in the launch of the due to capacity issues within the Force resulting in a delay in publishing some of the Welsh content and the translation of other content. It was agreed that the website was a priority and that IS&T would be asked to present the new website at the next Policing Accountability Board meeting. **Action: IS&T to present the new website at the next PAB.**

- SR suggested utilising Instagram to engage with young people. It was felt that current resources dictate that Facebook should be the primary focus for engaging with the public.

c) Organisational Health and Well-being

Rated as 'Requires improvement'. Key points:

- The DCC had requested trend data on referrals to Occupational Health from 2016.

- Sickness levels were currently above the 4% target. The PCC enquired how much the Force had invested into the Leadership Foundation Program. The CC was unable to give an figure at this point.
- The DCC confirmed that the completion date for the iTrent work was 31st March 2018.

d) HMIC

Rated as 'Requires Improvement/Good'. Key points:

HMIC would focus on two of the six potential areas in the Autumn inspection.

e) IPCC

Rated as 'Good'. Key points:

- The DCC stated that performance reporting mechanisms were now in place in PSD.
- the vetting backlog was beginning to clear and 28% of the workforce plan had been vetted.

This report to include PSB data in the future.

Action: PSB data to be included in future performance reports.

6 – Update on Policing Board focus areas during quarter 1.

- a) Health and Safety – mandatory Health and Safety training would be provided in-house by a trainer, to be appointed.
- b) Mental Health – actions were being progressed.
- c) Estates

The PCC stated that he required a robust business case to justify spending £10 million of public money. The CC stated that the work has been completed but it had yet to be put into a business case. It was agreed that the business case would be presented to Policing Board during the second week of September 2017.

7 - Scrutiny activity feedback

The PCC highlighted that of the eight cases of assault on police officers that were reviewed by the Out of Court Disposal Panel, four were deemed inappropriate. It was agreed that in future the Scrutiny reports are considered by the the Learning the Lessons Board.

8 - Governance

The DCC stated that the Governance structure had been finalised and that the Chief Officer and Assistant Director portfolios had been agreed

9 – Action and Risk Summary from Meeting

It was decided that the actions and risk summary would be circulated after the meeting.

10 - Any other business

a) WAN COG Report

The PCC questioned whether the WAN upgrade would have an impact on the CCTV project. The DoF confirmed that the WAN upgrade would have a positive impact on the CCTV project. It was agreed therefore to support the WAN upgrade business case.

Decision: A decision to support the Wide Area Network business case was made.

The PCC closed the meeting by announcing that Sharon Richards OPCC would be leaving the OPCC for a position elsewhere. The PCC and DCC gave thanks for SR's work and expressed that she would be missed.

| ACTION SUMMARY FROM MEETING ON 27/07/2017 | | |
|--|---|-----------------------------|
| Action N^o | Action Summary | To be progressed by: |
| PAB 059 | Action: Coercive control and domestic abuse cases to be reviewed at the next PAB meeting. | CC and PCC |
| PAB 060 | Action: Dates of transferee recruitment intakes to be passed to the OPCC for consideration regarding a presentation on the Police and Crime Plan at the induction event. | AE |
| PAB 061 | Action: OPCC to release a press statement asserting the PCC's ongoing commitment to reducing crime. | EN |
| PAB 062 | Action: The Force to provide a detailed breakdown of the outcome level for burglary crime type at the next PAB. | EN |
| PAB 063 | Action: The Force to provide further detail in respect of drug offences and possession of weapon offences in future performance reports. | AE |
| PAB 064 | Action: The Force to provide a breakdown of current vs historic sexual offences. | AE |
| PAB 065 | Action: Call handling to be reviewed in PAB in November 2017. | CC and PCC |
| PAB 066 | Action: IS&T to present the new website at the next PAB. | AE |
| PAB 067 | Action: PSB data to be included in future performance reports. | KP |

Date of next meeting

3rd of November, 2017

Location: Room L1.17 Pembrokehire College