



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

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Meeting: Police Accountability Board
 Venue: Ysgol Preseli, Crymch
 Date: 6th of November 2018
 Time: 12:30 – 15:30



Members:	Mr Dafydd Llywelyn, Police and Crime Commissioner (PCC) Mrs Carys Morgans, Chief of Staff, OPCC (CM) Chief Constable Mark Collins (MC) Mr Edwin Harries, Director of Finance (DoF)
Also Present:	Temporary Deputy Chief Constable Richard Lewis (T/DCC) Temporary Assistant Chief Constable Vicki Evans (T/ACC) Staff Officer Jayne Butler (JB) Miss Mair Harries, Executive Support, OPCC (MH) Emma Northcote, Force Communications (EN) Professor Ian Rolfe, Police and Crime Panel (IR) William Powell, Police and Crime Panel (WP)
Apologies:	Mrs Beverley Peatling, Chief Finance Officer (BP) Deputy Chief Constable Darren Davies (DCC)

ACTION SUMMARY FROM MEETING ON 06/08/2018		
Action N ^o	Action Summary	To be progressed by:
PAB 096	A breakdown of the figures in relation to Dispersal Notices (s35 Anti-Social Behaviour, Crime and Policing Act)	Complete
PAB 097	Call handling data from other Welsh forces to be presented at Policing Board (PB) on September 11th for comparison with DPP data.	Complete
PAB 098	Voluntary Attendees data to be provided to the PCC.	Complete
PAB 099	Force to liaise with OPCC regarding dates of visits by Wales' Chief Crown Prosecutor to Police HQ.	Complete
PAB 100	DCC to update the PCC following a meeting with head of PSD on 7th of August.	Complete
PAB 101	Performance and Outcomes Board to review low outcome rate (within 30 days) for possession of an offensive Weapon and Public Order Offences.	Ongoing – carried over to February 2019 PAB.

PAB 102	All future financial reports to include a forecasted out turn positive in addition to year to date.	Complete
PAB 103	Gold Group outcomes and updates to be reported at Policing Board on the 11th of September.	Complete
PAB 104	Brexit to feature in November PAB regarding contingency planning.	Complete
PAB 105	OPCC Engagement Team to explore opportunities to engage with the public following the close of Operation Cynefin.	Ongoing
PAB 106	Police staff numbers to be included in PAB Wellbeing report.	Complete
PAB 107	HMIC debrief to be shared with the PCC with DPP's future plan for crime data integrity.	Complete
PAB 108	Force website to be amended as complaints contact details are incorrect showing the OPCC as the point of contact. These details need to reflect change of the PSB now coming under Professional Standards.	Complete
PAB 109	DoF/CFO to progress definitive position in relation to VAT liability.	Ongoing

1 Welcome and apologies

2 Minutes of the Accountability Meeting held on the 6th of August and Matters Arising

The PCC informed the Board that as of May the 7th 2019's Policing Accountability Board (PAB) the meetings will be recorded and broadcast on the OPCC website. This decision comes following requests by members of the public at various engagement events for PAB meetings to be made available as a webcast. The CC suggested including the business community at future PAB meetings in order to encourage a wider audience of PAB discussions.

Action – Emma Northcote to liaise with the PCC regarding providing PAB meetings as a webcast on the OPCC website.

Action – OPCC to consider inviting the business community to future PAB meetings following a suggestion by the CC.

PAB 090 - ACC Richard Lewis to discuss the completion of the analysis of the Victim Survey by the Continuous Improvement Team at the Victim and Witness Group –

The October Victim and Witness Group meeting has been scheduled to determine what future victim satisfaction surveys will look like and how the group can improve their process of feeding evidence to Force Performance Board for consideration.

PAB 097 - *Call handling data from other Welsh forces to be presented at Policing Board (PB) on September 11th for comparison with DPP data* – The PCC questioned whether DPP were currently over establishment with regards to the call handling team. The T/ACC stated that a historic decision to keep the call handling team over establishment by 10% was made due to a high turnover of staff. Currently the T/ACC stated that the team is currently in a more stable position in terms of its resource and due to financial constraints within the Force the extra 10% has been removed with improved forward and succession planning. The PCC added that a visit from the Gwent PCC and Gwent OPCC staff in October resulted in compliments from Gwent's deputy PCC Eleri Thomas on the ease with which DPP call handlers communicated through the medium of Welsh.

PAB 101 - *Performance and Outcomes Board to review low outcome rate (within 30 days) for possession of an offensive Weapon and Public Order Offences* – Kerrie Phillips is currently undertaking work on this topic so the T/DCC requested that the action be carried over to the next PAB meeting.

PAB 104 - *Brexit to feature in November PAB regarding contingency planning* – The PCC was content that following updates at previous Policing Board (PB) meetings and updates at various other meetings he has attended in the last quarter that ongoing work towards Brexit is continuing at a satisfactory level.

3 - Force performance report – Quarter 1

A brief discussion ensued regarding DPP volunteering to be a pilot scheme for HMICFRS' (Her Majesty's Inspectorate of Constabulary Fire and Rescue Service) Force Management Statement (FMS). The PCC questioned whether the time and effort put into creating inputs for the statement was worth it and was informed that the FMS is utilised in meetings chaired by the DCC regarding HMIC and when creating strategic objectives through the tasking process, making sure that each part of the FMS sits within the governance structure. The T/DCC stated that as part of their previous inspection, HMICFRS regularly questions how DPP is utilising the FMS, leading the T/DCC to expect further questions during the next inspection on how the FMS objectives have been implemented across the Force.

The PCC noted that overall user experience of DPP was valued at 93% as of September 2018, dropping to no less than 90% since October 2017. He also noted that only 65% of the public were happy with how they were kept informed about their case; this aspect has regularly registered at below 74% since October 2017. The CC stated that the Chief Officer team has made it clear to all officers that

keeping the public informed of the development of their case is a priority. This is re-enforced at Sergeants' Meetings and locally at Basic Command Unit (BCU). The T/ACC stated that Supt Ross Evans, a new BCU Commander in Pembrokeshire, is leading on the Territorial Policing side for Investigations, Victims and Witnesses, and has been working with the Goleudy Team to refresh the 'We Care' package which is the branding used by the Force. The PCC stated that the Citizens' Advice Bureau's service for witnesses is currently being withdrawn in London and the Metropolitan Police is commissioning a Citizens' Advice style package for witnesses; the OPCC are currently looking into this ongoing action. The CoS stated that a discussion at the Performance and Outcomes Board regarding analysis of the types of calls coming through the 101 number indicated that many were regarding a follow up of ongoing cases. The T/ACC stated that this was 'Option 3' on the 101 line, and informed the Board that various categories feature within each option. The public could be choosing Option 3 to cover 5 or 6 different categories making it impossible to confidently state that they were calling regarding a follow up, and in cases where they were doing so the incident they were calling about could have happened merely minutes ago as opposed to it being a longer standing case. The T/ACC stated that further call analysis work needed to take place in order to study the situation and make appropriate changes to the current system. The PCC questioned how the online reporting method and 'Track my Crime' was being utilised by the public and was informed that 'Track my Crime' currently has only a 1% take up by the public even in cases where the service was explained to them by officers. EN added that DPP re-directs the public to the online reporting form when crimes are reported via social media, however the PCC cautioned against over-promotion of online reporting which could lead to public apathy.

The PCC shared a letter from a member of the public regarding the actions of PC Sarah Green and PC Sam Dawson. The letter praised the good work of both officers, and the PCC stated that while it was important to address areas which require improvement it was equally important to highlight the good work done by officers on a daily basis.

The PCC praised the considerable drop in the levels of complaints and allegations made from September 2017 (26 complaints comprising 44 allegations) to September 2018 (17 complaints comprising 24 allegations). He also praised DPP's year to date Local Resolution figure which stands at an average of 60 working days while the national average is currently 67. The CC stated that contributory factors to this include regular meetings between chief officers and the Professional Standards Department (PSD), and that currently no staff members are suspended from duty which lessens the workload for the PSD. The PCC questioned what the cultural shift was that has led to these changes and was informed that proactive work by PSD including the Sexual Gain campaign to make staff aware of

appropriate behaviour with victims of crime, and the Bad Apple campaign to encourage staff to report the bad behaviour of other staff members. The Ethics Committee and Professional Reference Group's discussions are passed on to Chief Officers to ensure that any decisions made too late for consideration by the People's Board can appear before the Chief Officer Group (COG) in a week's time ensuring that the process is slick and timely. The CoS stated that an Independent Office of Police Complaints (IOPC) representative had complimented the Professional Standards Department's improvement following previous concerns.

The PCC questioned Chief Officers regarding the 49 live areas for improvement suggested to DPP by HMICFRS. The CC stated that 12-18 months ago DPP had 200 areas for improvement from HMICFRS and under the leadership of the DCC the number came down into single figures. Since that time a number of smaller HMICFRS inspections have been conducted of DPP including Crime Data Integrity and Custody which has caused the number to rise slightly. The 49 also includes national recommendations from HMICFRS for all forces including Hate Crime which isn't specifically targeted at DPP.

Action – PCC to assess the HMICFRS recommendation spreadsheet and read the 49 improvements suggested by HMICFRS.

The PCC questioned why crime volumes between May and September 2018 were at their highest levels since October 2016. The T/DCC stated that the long period of very hot weather during the spring and summer of 2018 led to a huge increase in the number of people out drinking, which in turn caused a rise in a number of crime types during this period. The Force Command Centre (FCC) experienced more calls in a single month in July 2018 that it had had since 2002. Coupled with crime data integrity and improved anti-social behaviour reporting those similar crimes which occurred during the hot weather led to a significant increase of reported crime. The CC stated that the introduction of the Rural Crime Team which offers an improved service to rural communities has seen increased reporting of plant, livestock and farming equipment theft. A discussion ensued on an upcoming internal audit across the force will result in a focus on crime data integrity through the Strategic Crime Reporting Group chaired by the T/DCC. The CC also highlighted that changes in legislation has led to a perceived increases in particular crime types, for example public order offences has seen an increase of 14% in the time that new legislation has led to harassment and stalking now coming under the banner of public order. This is seen as a contributory factor to why some crime types appear to have seen an increase in volume.

The PCC questioned how DPP prepares itself annually for July which from crime volume levels appears to be the busiest month. The T/DCC stated that Pembrokeshire is DPP's main focus for the tourist trade, and Operation Lion is

conducted annually in Pembrokeshire to minimise anti-social behaviour across the county. Operation Lion is now an IT-led operation where staff who are re-routed from elsewhere in the organisation to Pembrokeshire can understand Tenby's geography as well as staff who work there on a day-to-day basis. The T/DCC continued by stating that annual leave is limited over the summer month which is monitored by the Tasking Quality Group. The PCC questioned whether there was a re-deployment of assets such as School Liaison Officers over the summer months; the T/ACC stated that training is reduced over the summer period, School Liaison Officers, special officers, volunteers and enquiry officers are redeployed over the school summer holidays, leading to a review of business at the end of the summer to ascertain what improvement could be made the following year.

The PCC questioned how the Force intended to acknowledge National Rural Crime Day on the 8th of November; Emma Northcote informed the Board that information regarding operational matters on the 8th of November would be broadcast on social media after the day had passed.

The PCC questioned why there was a sharp increase in the number of robbery cases over the summer months, increasing to 10 from 4 between April and July 2018. The CC indicated that this may be relating to County Lines work with a number of Organised Crime Groups (OCGs) entering the force area, particularly focusing on small garages and shops in Powys.

The PCC was pleased to acknowledge that incident levels in September 2018 were noted to be lower than those in September 2017. The T/DCC reassured the PCC that COG regularly attend the FCC to get a daily picture of crime trends to ensure that they are not entirely reliant on figures such as those presented in the quarterly Performance Report. The PCC was pleased to see a decrease in the number of Anti-Social Behaviour (ASB) incidents in 2018; the T/ACC stated that DPP currently does not have any high-risk ASB on their system, and when an incident does occur it is at single figure levels and officers intervene at a low level to mitigate escalation.

The PCC questioned why, in particular areas of Ceredigion and Powys, calls for immediate response are regularly not meeting the 20 minute target. The CC stated that Durham Constabulary, who have a 50% rate of meeting calls for service targets, have recently been graded as an 'Excellent' Force by HMICFRS, while DPP are maintaining a 75% rate. Small areas of Ceredigion and Powys have the lowest rate of meeting the 20 minute target however minimal demand opportunities around the re-shaping of parading bases may mitigate some delays. The T/DCC emphasised that in order to meet the target for all calls the solution would be building additional police stations to cover a minimal number of calls.

The CC closed the discussion of the Force Performance Report by stating that DPP is now ranked second in the country for its outcome rate in both Magistrates' and

Crown Court for rape and sexual offences. The PCC commended the Force for its improved performance.

4 – Financial Performance – Quarter 1

The DoF stated that by the end of September DPP is above target for its end of year position by £486,000. The DoF stated that several officers will be leaving the Force by the end of the financial year, and that the next intake of recruits is not until March 2019. The overtime budget is expected to be overspent by the end of the financial year however the DoF is currently assessing where savings may be made in other areas to ensure that the overall figure is within budget. The PCC questioned the impact that individuals recently recruited to the finance team will have on the Force; the DoF stated that operational financial pressures have been brought to light which can be better managed by a larger team, and that further work on income generation can be completed to a high standard. The PCC thanked the DoF for his continued work on the various financial aspects which have taken place since the previous PAB.

5 – Update on the Police and Crime Delivery Plan

a) Victim Satisfaction

The T/DCC stated that an unintended but positive outcome of Goleudy's work has been its impact on the percentage of crimes assigned an outcome within 30 days since its inception 17 months ago. Although Goleudy does not have authority to assign actions to officers, the Goleudy team's regular communication with officers to source updates for victims have provided officers with a push to seek a quicker resolution. Miscellaneous crimes against society and sexual offences have seen the largest increases of cases assigned an outcome within 30 days, improving from 35% to 60% and 23% to 39% respectively.

b) Public Confidence

Emma Northcote stated that she had attended a national meeting on Digital Communication and found that DPP was an outlier with 400% engagement with its social media sites. The DPP communication teams were currently conducting research as to why this occurred.

c) Organisational Health and Well-being

The PCC acknowledged that organisational data was now provided to Policing Board (PB) on a monthly basis. The CC stated that a clear workforce plan was in place to coincide with periods when several staff members were leaving the organisation.

Police and Crime Panel member Michael James questioned whether experienced officers retiring from the Force was a concern for the COG; the CC stated that with people leaving, opportunities for workforce modernisation should be seen as a positive thing, while it is always possible to bring individuals back into the workforce as civilians. The CC stressed however that many roles had been classed as not available for police officers to apply for in order to diversify the workforce and explore other opportunities. Clear handover periods are designated when officers retire in order to ensure that the skills and responsibilities are re-tasked appropriately.

The CC stated that a mental health worker has been appointed as part of the Occupational Health team who provides a counselling service to staff. This has been viewed as a possible step forward by HMICFRS.

d) HMICRS (Her Majesty's Inspectorate of Constabulary and Fire Rescue Service)

It was felt that previous discussion on HMICFRS throughout the meeting was sufficient for this topic, although a report from Insp Stuart Bell was acknowledged.

e) IPCC

The PCC raised concerns over a high turnover of staff in the vetting department and the fact that 15% of DPP staff remain un-vetted. The CC stated that the number was currently 12% and that a commitment had been made to HMICFRS to clear the backlog by Christmas 2018. The COG has ensured that additional resources are directed to the vetting department.

10 - Any other business

a) Single Online Home – Section 22A Agreement

The CoS stated that the agreement had been provided for consideration. The agreement is currently being considered by all four Welsh Forces and has been previously considered by DPP's legal team. The timescale to respond is the 12th of November.

b) Deep Dive – Use of Force

The report was received well by HMICFRS and a letter has been received from the COG to the OPCC.

c) Questions from the public via the Police and Crime Panel

A series of questions provided to the Police and Crime Panel for the PCC's attention were posed to the COG. While the questions are directed to the PCC the subject matter is operational. The COG provided verbal updates on questions relating to roads policing, teenage drug taking and cyclists in Carmarthenshire.

A brief discussion ensued regarding the potential of having an 'Ask the Chief' feature on the OPCC website.

d) Youth Offending Team

The PCC highlighted a continued issue with the timeliness of the RJ1 going out to the Youth Offending Teams. Some are issues 20 days following the event however there needs to be a 24 hour turnover in order for the Restorative Justice approach to be launched by the Youth Bureau.

e) Condolences

The PCC extended condolences to the family of serving officer PC Colin Symmonds from Brecon who sadly passed away.

ACTION SUMMARY FROM MEETING ON 06/11/2018		
Action N°	Action Summary	To be progressed by:
PAB 110	Emma Northcote to liaise with the PCC regarding providing PAB meetings as a webcast on the OPCC website.	MH
PAB 111	OPCC to consider inviting the business community to future PAB meetings following a suggestion by the CC.	MH
PAB 112	PCC to assess the HMICFRS recommendation spreadsheet and read the 49 improvements suggested by HMICFRS.	Force

Date of next meeting

10:00 – 13:00 February the 12th, Ysgol Dyffryn Aman, Margaret Street, Ammanford SA18 2NW

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