



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

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Meeting: Police Accountability Board
 Venue: Ystwyth Room, Ceredigion County Council Penmorfa Building, Aberaeron
 Date: 6th of August 2018
 Time: 10:00 – 14:00



Members:	Mr Dafydd Llywelyn, Police and Crime Commissioner (PCC) Mrs Carys Morgans, Chief of Staff, OPCC (CM) Mrs Beverley Peatling, Chief Finance Officer (BP) Chief Constable Mark Collins (MC) Deputy Chief Constable Darren Davies (DCC) Mr Edwin Harries, Director of Finance (DoF)
Also Present:	Staff Officer Gwyndaf Bowen (GB) 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:	

ACTION SUMMARY FROM MEETING ON 05/08/2018		
Action N°	Action	Progress:
PAB 086	The PCC to be updated on the outcomes of ongoing complaints cases which have not been resolved within 30 days.	Complete
PAB 087	Anti-Social behaviour to be reviewed at PAB in November 2018.	Complete – part of November agenda
PAB 088	Force Management Statement to be shared with the PCC.	Ongoing – part of November agenda
PAB 089	Records of DPP’s numbers in relation to answering 999 and 101 calls to be compared against those of other forces.	Complete
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.	Complete
PAB 091	ACC Richard Lewis to attend the Local Criminal Justice Board.	Complete
PAB 092	Discussion to take place between the PCC and	Complete

	DoC regarding Goleudy.	
PAB 093	Policy and Engagement Manager to attend the Inform, Connective Engage Board in place of the CoS.	Dismissed
PAB 094	Fortnightly updates on long-standing cases to be presented to the PCC.	Complete
PAB 095	Performance outcome report to be provided to the OPCC for publishing.	Complete

1 Welcome and apologies

2 Minutes of the Accountability Meeting held on the 8th of May and Matters Arising

The minutes from the previous meeting were received as a true and accurate reflection of the meeting held in Ysgol Crickhowell on the 8th of May 2018.

PAB 086 - The PCC to be updated on the outcomes of ongoing complaints cases which have not been resolved within 30 days – Action amended to allow 90 days for complaints cases to be resolved in order to better reflect the national average of 70 days.

PAB 087 - Anti-Social behaviour (ASB) to be reviewed at PAB in November 2018 – The PCC requested a snapshot of good intervention relating to ASB to be presented at the next PAB.

Action: A breakdown of the figures in relation to Dispersal Notices (s35 Anti-Social Behaviour, Crime and Policing Act)

APB 089 - Records of DPP's numbers in relation to answering 999 and 101 calls to be compared against those of other forces – GB informed the Board of ongoing work to obtain detailed data from other Welsh forces. A discussion ensued regarding ongoing work to reduce DPP attendance at incidents which would be more appropriately directed to other organisations.

Action: Call handling data from other Welsh forces to be presented at Policing Board (PB) on September 11th for comparison with DPP data.

3 - Force performance report – Quarter 1

The DCC updated the Board on previous Force Performance Board (FPB) meetings, stating that analytical data from particular focus points was presented

and scrutinised at the recent FPB to ensure compliance with the Police and Crime Plan and to encourage improvement based on the qualitative data from each quarter.

The PCC questioned findings from the Crime Volume Review Report commencing with a brief review of falling arrest rates since 2014/15 which was attributed by Chief Officers to voluntary attendance. The DCC indicated that work is ongoing onto falling arrest rates by representatives of the FPB. A further discussion ensued on the high rate of Sexual Offence outcomes currently not being resolved within a 30-day target. It was accepted that urgent work is ongoing into reviewing this matter however the PCC referred to a query from an earlier All Wales Criminal Justice Board (AWCLB) meeting between the police, the probation service and other organisations, that questioned whether such organisations currently had the capacity for effectively collecting analytical data. The DCC stated that since March some DPP role profiles have been altered to include performance analysis as part of the role. The CC indicated that work was ongoing with the Community Safety Partnership (CSP) to formulate a Disclosure Action Plan, alongside work by the Digital Crime Unit to obtain an ISO accreditation by October. It was noted that the CC is currently meeting regularly with Chief Crown Prosecutor to discuss ongoing issues relating to crime volumes and DPP and other organisations' reaction to the demand.

Action: Voluntary Attendees data to be provided to the PCC.

Action: Force to liaise with OPCC regarding dates of visits by Wales' Chief Crown Prosecutor to Police HQ.

The PCC questioned whether a problem profile should be considered alongside ongoing work with Control Strategy. The Board agreed that tasking should be led by performance activity which should in turn inform any action plans. The CC indicated that currently different areas within crime volume work have been tasked to various owners who are held accountable by the Force Tasking Process. The PCC was reassured by the ongoing productivity however stated that he had met with local councillors who raised concerns about crime in their area and questioned the police strategy for meeting the demand.

The Board acknowledged that a public review revealed that 74.2% of the DP public believe the force is doing a good or excellent job. The CC acknowledged good work in engagement with the public particularly at the Royal Welsh and Urdd Eisteddfod. The DPP stated that showing the public the human side of policing, looking after victims and doing the basics brilliantly were contributing factors in improving public perception. The Chief Officers acknowledged that there is still work to be done with improving the percentage of victims who are

happy with how they are kept informed of their case by the police, which currently sits at 69.6%.

A discussion ensued about productivity regarding two long-standing legacy cases. It was noted that although the number of legacy cases had reduced dramatically in the past 6 months, the DCC continues to meet fortnightly with the head of the Professional Standards Department (PSD) to review progress. The CC and DCC currently meet regularly with Legacy cases – what is being done to prioritise two cases. Fortnight meeting DCC and head of PSD. Reduced significantly from 6 months ago, much being done to clear the backlog. CC and DCC regularly meet with the director of the Independent Office for Police Complaints (IOPC) to discuss progress.

Action: DCC to update the PCC following a meeting with head of PSD on 7th of August.

The Board acknowledged the high levels of recorded crime, particularly vehicle offences and miscellaneous crime against the person, in June 2018, with the Chief Officers stating that measures currently in place to address the issues included increased proactivity and increased evening patrols in affected areas. The CC also stated that Operation Lion is enforced in Tenby with officers liaising with door staff and licencing authorities to prevent incidents. Chief Officers were eager to avoid criminalising individuals with increasingly robust policing over the summer, indicating that dispersal orders were issued at the Royal Welsh Show as opposed to making arrests.

The CC updated that Board on his attendance at a Partnership meeting in Powys County Council regarding community safety and the impact of crime on local communities. The meeting was a proactive opportunity to encourage organisations to be a part of a problem solving approach. Attendees had noted increased police visibility, and partnership work during the Royal Welsh Show was commended. The CC noted that ongoing work in Llanelli Town Centre including reinstating the Town Centre team had led to positive feedback from the business community and wider public in the area.

A discussion ensued on rising reports of theft related crime which accounts for circa 55% of crime in DP, a higher level than that of the same period in 2017. It was noted that a great influx of visitors during the summer period may affect upon the level of theft between May and August with traveling and cross-border criminality. The Force is currently working with the farming community to ensure that rural intelligence avenues are strengthened with advice being given to people on how to safeguard their own properties. The DCC stated that as 61% of theft is low level, for example mobile phones, DPP will approach establishing a system whereby victims are directed to a self-service reporting

system to be issues with a lost property number as opposed to a crime reference.

The PCC noted that crime outcomes from public order offences and possession of weapons offences are currently taking longer than what would be expected from an offender-led crime. The Chief Officers stated that the Force Audit are currently scrutinising all elements of business in order to establish best practice.

Action: Performance and Outcomes Board to review low outcome rate (within 30 days) for possession of an offensive Weapon and Public Order Offences.

The discussion moved on to DPP conviction rates for rape offences which have improved from 31.3% in quarter 1 to 71% in quarter 4 which the Board agreed should be commended.

It was noted that 7 people were detained in custody under the section 136 assessment for mental health evaluations in the last 12 months. The Board acknowledged that in future no one will be detained under section 136 as offenders will be taken to a place of safety by external organisations. The PCC stated that the OPCC's Independent Custody Visitors (ICVs) in Aberystwyth were complimentary about current custody arrangement, noting that prisoners were treated with dignity and respect.

A discussion ensued about the Force's Call Centre with the Chief Officers noting that staff can now identify mental health related incidents quicker and are able to deal with them more efficiently. Concerns regarding slow answering times in DPP since April 2018 had been raised by the BBC in comparison with other Forces. The CC stated that a group had been formed to review and address the problem, and EN suggested that the online reporting system could be better advertised to release demand on the call centre.

4 – Financial Performance – Quarter 1

The Board acknowledged a paper which had previously been presented at Policing Board (PN) stating that by the end of June DPP's finances are £323,000 above target. It was noted that September's officer intake had been reduced from 22 to 16 with a saving of £90,000, and that a small saving would be realised as a result of the national pay award for police officers. The DoF addressed the tremendous amount of work completed by DPP's finance staff to produce the report by the end of July.

The CC updated the Board on the previous Finance Gold Group where 4 sub groups had been formed to address current financial issues. The focus areas are currently Procurement and all procured services; the Medium Term Financial Plan; Income Generation; and Overtime, headed by Faye Ryan, the DoF, Andrew Edwards and Chief Supt Claire Parmenter respectively. The Board briefly discussed how the Joint Firearms Unit (JFU) impacted on DPP's overtime collaborative cost. This matter would be escalated through the JFU oversight board.

The CFO emphasised the importance of clarity regarding the criticality of the Overtime subgroup, noting that there were some issues in relation to the overtime within CNI. The DoF stated that the Gold Group will focus on the full year's forecast relating to police officer pay.

The Chief Officers stated that they have commenced work on the Medium Term Financial Plan by reviewing the 2000 companies procured by DPP annually. The Board noted that DPP are not currently maximising income opportunities by charging for police services at large events; the Board also felt that opportunities for making savings by using HQ's conference facilities and accommodation block were not being utilised. The Board discussed the benefits of conducting motor insurance checks and seizing vehicles would deny criminals the use of the road and potentially generate income for the Force.

Action – All future financial reports to include a forecasted out turn positive in addition to year to date.

Action – Gold Group outcomes and updates to be reported at Policing Board on the 11th of September.

The Board queried whether the Home Office were currently making contingencies in relation to Brexit due to £3 billion being put aside for the transit statement. It was felt that clarity over how the money would be divided was important.

Action – Brexit to feature in November PAB regarding contingency planning.

5 – Update on the Police and Crime Delivery Plan

a) Victim Satisfaction

The Board addressed ongoing recruitment issues relating to a high turnover of staff in a telephone researcher post. The CoS stated that discussions with the

Assistant Chief Constable (ACC) were ongoing with the decision to bring the provision in-Force being revisited.

b) Public Confidence

The Board discussed the good work done by Operation Cynefin to fill the gap in information from communities telling the police what the public want from them. It was noted that the operation was currently at an end however EN was keen to continue with the project.

Action – OPCC Engagement Team to explore opportunities to engage with the public following the close of Operation Cynefin.

c) Organisational Health and Well-being

The PCC stated his eagerness to continue to receive officer sickness data in upcoming PBs as a rolling agenda item. Currently 3 areas in-Force are responsible for 50% of sickness levels, and the DCC is liaising with the heads of those department to ensure a resolution. It was noted that a new Occupational Health worker with experience of working with mental health had recently been appointed.

Action: Police staff numbers to be included in PAB Wellbeing report.

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

The DCC stated that HMIC will conduct further field work on DPP's crime data integrity approach in August resulting in a debrief for the Force of HMIC's findings.

Action – HMIC debrief to be shared with the PCC with DPP's future plan for crime data integrity.

e) IPCC

It was noted that the head of PSD had liaised with South Wales Police regarding their Care and Repair provision with a view to mirroring their work with DPP's Public Service Bureau (PSB). Continuous improvement work has been conducted on the PSB, with EN stating that work is required on the PSB aspect of the Force website in order to provide the public with clarity in relation to where they can make a complaint.

Actions – 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.

The PCC raised concerns regarding potential plans to recruit a vetting manager, and the Board felt that with the appointment of two new vetting officers a manager position would not be required.

6 – Update on Policing Board focus areas last quarter

a) Road Safety

The Board noted a reduction in motorcycling fatalities in DPP and praised DPP’s positive work and relationship with Go Safe. The launch of a scheme to promote the safe overtaking of cyclists was acknowledged.

7 – Queries arising from HMICFRS Understanding the difference Hate Crime Report

The Board acknowledged a report from the OPCC’s Policy and Scrutiny Advisor and the recommendations made in the report. The Quality Assurance Panel (QAP) are currently reviewing with a view to presenting at PB in October.

8 – CLOSED SESSION - Voluntary Exit Scheme for Police Officers and Options

The Board acknowledged a proposal to implement a Voluntary Exit Scheme Policy. The policy deviates from the regulations in relation to re-joining the Force with a period of 3 years being necessary before a person can apply to re-join DPP. The CFO noted that the Policy will be a way of reducing costs over a period of time, albeit that there is an initial cost to be borne.

9 – Action and Risk Summary from Meeting

10 - Any other business

The Board address a TTC letter regarding the NDORS provision. A discussion ensued regarding the letter’s definition of surplus and the question of bringing the contract in-house was posed. The DoF recommended seeking definitive tax advice on the matter.

Action – DoF/CFO to progress definitive position in relation to VAT liability.

ACTION SUMMARY FROM MEETING ON 06/08/2018		
Action N°	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)	Force
PAB 097	Call handling data from other Welsh forces to be presented at Policing Board (PB) on September 11th for comparison with DPP data.	Force
PAB 098	Voluntary Attendees data to be provided to the PCC.	Force
PAB 099	Force to liaise with OPCC regarding dates of visits by Wales' Chief Crown Prosecutor to Police HQ.	Force
PAB 100	DCC to update the PCC following a meeting with head of PSD on 7th of August.	DCC
PAB 101	Performance and Outcomes Board to review low outcome rate (within 30 days) for possession of an offensive Weapon and Public Order Offences.	Force
PAB 102	All future financial reports to include a forecasted out turn positive in addition to year to date.	DoF
PAB 103	Gold Group outcomes and updates to be reported at Policing Board on the 11th of September.	MH/DoF
PAB 104	Brexit to feature in November PAB regarding contingency planning.	MH
PAB 105	OPCC Engagement Team to explore opportunities to engage with the public following the close of Operation Cynefin.	HH/CH-L
PAB 106	Police staff numbers to be included in PAB Wellbeing report.	Force
PAB 107	HMIC debrief to be shared with the PCC with DPP's future plan for crime data integrity.	Force
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.	EN
PAB 109	DoF/CFO to progress definitive position in relation to VAT liability.	DoF/CFO

Date of next meeting

November the 6th, Ysgol Preseli