



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

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Meeting: Police Accountability Board
Venue: University of Wales, Trinity St David's, Lampeter Campus
Date: 6th of August 2019
Time: 10:00 – 14:15



<u>Members:</u>	Mr Dafydd Llywelyn, Police and Crime Commissioner (PCC) Chief Constable Mark Collins (MC) Mrs Carys Morgans, Chief of Staff, OPCC (CM) Mrs Beverley Peatling, Chief Finance Officer (BP)
<u>Also Present:</u>	Temporary Deputy Chief Constable Claire Parmenter (T/DCC) Ch Supt Steve Cockwell (SC) Staff Officer Chris Neve (CN) Mrs Emma Northcote, Force Communications (EN) Mr Ben Cole, Digital Communications Officer (BC) Miss Mair Harries, Executive Support, OPCC (MH)
<u>Observers</u>	Members of the Dyfed-Powys Police and Crime Panel: Cllr Lloyd Edwards Cllr Keith Evans Cllr Ian Roffe Mr Steffan Chambers, Student OPCC (SC) Miss Cerys Morgan, Student OPCC (CM) Miss Cerys Rees, Student OPCC (CR)
<u>Apologies:</u>	Temporary Assistant Chief Constable Vicki Evans (T/ACC) Mr Edwin Harries, Director of Finance (DoF)

ACTION SUMMARY FROM MEETING ON 07/05/2019		
Action N ^o	Action Summary	To be progressed by:
PAB 122	The T/DCC to provide the PCC with a brief summary of each of the complaint cases over 180 working days.	Complete
PAB 123	HMICFRS to appear as a rolling item on the Policing Board agenda to allow chief officers an opportunity to update the OPCC on DPP's progress in completing recommendations made by HMICFRS.	Complete
PAB 124	Alison Perry OPCC to sit on the Force Domestic Abuse Gold Group.	Complete
PAB 125	Force to provide a further update on progress	Complete

	against the Deep Dive recommendations by September 2019.	
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DECISION SUMMARY FROM MEETING ON 06/08/2019		
Decision N°	Decision Summary	
PAB T2 011	The PCC and CC agreed to the proposed re-write of Section 22A of the Single Online Home Agreement.	

1 - Apologies and Introductions

2 - Discussion with Members of the Public

3 – Minutes of previous meeting held on the 7th of May

The T/DCC provided an update on previous PAB actions:

PAB 122 – The T/DCC stated that currently only 3 complaint cases have been ongoing for more than 180 days, all of which are legacy cases. The DCC has regular meetings with the Head of PSD and is updated on progress.

PAB 123 – The PCC was informed that Dyfed-Powys Police (DPP) are in regular communication with representatives from Her Majesty’s Inspectorate of Constabulary Fire and Rescue Service (HMICFRS) to ensure progress against HMICFRS-set recommendations for DPP. The T/DCC stated that DPP had received a positive response from HMICFRS following the submission of their Force Management Statement (FMS). It was also noted that DPP had used the RAG (red amber green) rating management tool to progress the recommendations in order to focus DPP’s attention on high-risk areas. Currently 5 recommendations are rated red, 6 amber and 27 green.

The minutes of the previous meeting were agreed to be a true and accurate reflection of the meeting hosted on the 7th of May pending a few minor amendments.

4 – Terms of Reference for Policing Accountability Board

The CoS stated that in line with the Force’s Governance Review, the OPCC undertook a review of its own governance arrangements. The result of the review

is an updated version of the Terms of Reference for both Policing Board and Policing Accountability Board. It was noted that the five objectives of the Police and Crime Plan would now be discussed in Policing Board as opposed to Policing Accountability Board. With recommendations for a few minor amendments, the Board agreed to the new Terms of Reference.

Decision: The updated Terms of Reference for Policing Accountability Board were agreed by the Board.

5 – Force Performance Report Quarter 1

The PCC commenced the discussion by acknowledging the statement on page 3 of the report that scrutiny of the Performance Report was in the context of DPP continuing to record the lowest rate of crimes per 1000 population when compared to all other forces in England and Wales.

The discussion moved on to Victim Satisfaction. The PCC queried why there was a notable drop in the volume of victim satisfaction surveys completed and was informed that with the launch of the compulsory Domestic Abuse (DA) surveys DPP focus had been on ensuring compliance with the latter. The PCC highlighted a continued consistency of lower satisfaction rates for 'Keeping the Victim Informed', which stands at 65.6%, and stated that satisfaction levels for the same subject under vehicle offences were above 70%. The CC stated that in cases of vehicle offences, the victim is told early in the investigation that there is no further line of enquiry and they are satisfied that the case is completed. In more complex cases which take longer to close the victim is not kept informed consistently, and the CC and Ch Supt Steve Cockwell stated that this has been an ongoing concern for DPP. It was noted that with the launch of IT system DPPI2 in October 2019 a dashboard would be hosted to show which victims' updates are outstanding, leading to an improved quality of service. The T/DCC stated that officers were reluctant to inform victims when there had been minimal developments in the case, however Chief Officers were working to empower officers to ensure they follow up consistently with victims. Police and Crime Panel member KE queried whether it was possible to produce a data management system with a drop-down menu to ensure officers remain in touch with victims, however SC stated that as each victim and each case are different it would be difficult to create a general database for this purpose.

The CoS stated that discussions had been ongoing between Carmarthenshire BCU Commander and the OPCC regarding conducting a deep dive into victim satisfaction

particularly regarding outcome 16. The CC stated that the opportunity for independent scrutiny was welcomed by Chief Officers.

The discussion moved on to Crime Volumes, with the PCC querying why crime volumes have increased from 1500 in January 2015 to 2500 in May 2019. SC stated that Crime Data recording practices would have impacted on crime volumes. It was noted that HMICFRS conducted an inspection on DPP's Crime Data Integrity in 2018. Crime volumes in relation to rural crime was also felt to have increased following the launch of the rural crime strategy in December 2017 which encouraged greater engagement between farming and rural communities and Dyfed-Powys Police. The PCC queried when the reporting level of crimes were expected to plateau following a period of national change relating to crime data recording. The CC felt that DPP had improved its domestic abuse-related crime data recording with the implementation of the vulnerability desk in April 2019, however forecasted that abuse and bullying on social media would cause an increase in allegations within the near future. SC stated that DPP was currently increasing its capability to investigate cyber-related crimes in the wake of increases in online fraud and other web-based crime. Prof Ian Roffe queried whether DPP would consider creating a media campaign raising awareness of cyber bullying, and was informed that there are several national advertising campaigns ongoing and that organisations such as Get Safe Online are working to raise awareness of the issue.

The PCC moved on the number of total recorded crime, noting that 12,657 cases of violence against the person had been recorded in the year ending June 2019. The PCC sought assurance that work was ongoing to understand the increase in crime and review performance. SC stated that the BCU Commander in Pembrokeshire had been tasked with reviewing public order offences and violence against the person offences in the area due to the high increase in those crime types. Consideration had been given to whether the influx of tourist to Pembrokeshire over the summer had led to the increase in public order offences.

The discussion moved on to burglaries (business and community) which had seen the number of recorded instances fall to around 60 in June 2019. The PCC raised concerns that 80% of burglary cases resulted in no suspect being identified, however was informed that compared to the national picture which saw some forces identify 2-3% of burglary suspects, DPP's performance was above average. The PCC was satisfied that DPP does not have a burglary problem.

The discussion moved on to drug offences, with the PCC commencing by praising DPP officers for making the force area an inhospitable place for county lines. It was noted that Swansea had numerous county lines, however DPP had taken a hard line

of enforcing practices, thus deterring county lines from becoming entrenched in Dyfed-Powys.

The discussion moved on to crimes involving dangerous weapons, with the PCC raising concerns that the number of possession of weapons offences had risen steadily since June 2018. SC stated that crime recording changes had impacted on what is categorised as a possession of weapons offence, leading to the rise in reported cases. EN stated that she and the T/ACC had reviewed possession of weapons offences over the previous few months, learning that most incidents took place within homes as part of domestic violence and domestic abuse activity, as opposed to knives and weapons on the streets in Dyfed-Powys. The CC emphasised however that some of the county lines-related arrests had led to the retrieval of bladed weapons from individuals involved in the activity. It was noted that Operation Sceptre, a national campaign to encourage the safe disposal of knives, would take place over the next few weeks. The Board learned that School Liaison Officers would be involved in promoting the knife amnesty in schools.

The discussion moved on to rape offences, with the PCC noting that 51.1% of rape victims result in Outcome 16: victim does not support (or has withdrawn) support. SC stated that work was ongoing to establish when in the prosecution process that victims withdraw support, and deep dive scrutiny by the OPCC would assist with establishing the reason for victims withdrawing support. It was noted that the initial report would be presented at Policing Board on the 29th of November. SC also stated that several reports of rape are historic (deemed over 30 days old) and only come to light during domestic cases when victims claim that they have been subject to rape during the course of a relationship.

The discussion moved onto violence against the person, with the PCC noting that there were currently 254 cases of reported coercive control in the year ending June 2019. While the PCC was displeased that such crime was occurring, he was pleased that the crime was being identified and taken forward by DPP on multiple cases particularly following the coercive control conference he hosted in March 2017 to highlight the issue.

The discussion moved on to demand analysis relating to calls for service. The PCC stated that this element was the poorest performance by DPP, noting that 7000 abandoned calls had taken place in the first 3 months of the year. CC stated that the vast majority of 999 calls were answered within 6 seconds of the call being placed, and that the majority of issues with the call centre were relating to 101 calls which are not emergency calls. The DCC stated that DPP give themselves a 45-second target to answer 101 calls, however this was not a national requirement. It was noted that many forces had stopped reporting on their 101 call-answer times because the calls are not classed as high-level. The DCC stated that in January

2019, 50% of 101 calls did not result in a STORM report being created. The DCC stated that an in-house Thrive system had been established in the call centre to ensure that the call is dealt with immediately as opposed to callers being transferred to other staff and officers. It was also noted that additional demand was being created by individuals using 101 as a switchboard to access departments within DPP. The DCC stated that demand work was ongoing to identify means of improving the service, with a demand day scheduled for September 2019. It was also noted that 4-5 times a month DPP's call handlers take calls for forces such as Greater Manchester Police and the Metropolitan Police in order to reduce demand on those forces. EN stated that the communications team was working to provide other means of contacting the contact centre including e-mail, to release demand on call handlers.

Action: Force to provide the PCC with data highlighting how often DPP's call handlers take calls for other forces and how this affects demand.

Action: Demand activity to be presented to the PCC at Policing Board in the next 2-3 months.

A brief discussion ensued regarding the time officers take to respond to calls in areas of Ceredigion and Powys. The CC stated that DPP had set itself the target of arriving at 90% calls within 20 minutes, and was consistently achieving 86% for Lampeter, Ceredigion. It was noted that Durham Police, hailed as an outstanding force by HMICFRS, was reaching 65% of its calls for service within 20 minutes. The PCC recognised the positive efforts made by DPP officers to respond quickly to all calls. The CC added that to ensure all calls, including calls for safety and welfare checks, are responded to within 20 minutes in the areas mentioned, an additional 16 officers would need to be posted in rural, quiet areas in case a call was made. Prof. Ian Roffe suggested that calls for safety and welfare checks should be prioritised alongside emergency calls: the CC responded that calls being made to police included individuals concerned that they hadn't seen a neighbour for a few days. These are not classed as either emergency calls or safety and welfare checks and result only in increased demand on policing in Dyfed-Powys.

The discussion moved on to a domestic abuse overview. The PCC praised DPP for its work on the subject particularly taking HMICFRS' recommendations for domestic abuse investigations into account. The DCC stated that there were capacity issues relating to the commissioned services provided by the Commissioner as domestic abuse reporting has increased. The DCC also stated that demand on the Force had been affected as the number of MARACs had increased. It was noted that Andrew Edwards (DPP) had sought a grant from Welsh Government to improve infrastructure within DPP to investigate domestic abuse cases.

Action: Briefing from Andrew Edwards on demand caused by increases in domestic abuse reporting to be provided to the PCC.

The PCC queried why 75% of domestic abuse cases resulted in the victim not choosing to support the case. It was discussed that often the victim in such cases were pleased with the outcome because there had been some form of intervention in the situation, despite its not resulting in prosecutions.

6 – Financial Performance during Quarter 1

A brief discussion ensued regarding the unknown element to future settlements including the Pay Award Settlement. It was noted that a 2.5% settlement for policing had been agreed and would surely have additional impact on the 2019/20 budget.

The PCC noted that the Statement of Accounts had been signed the previous week.

The Board noted that the Finance Gold Group were working on the Medium Term Financial Plan shortfall expected over the next 4 years.

7 – OPCC follow-up report from Policing Board (by exception)

The discussion moved on to points of interest raised during the previous three months of Policing Board meetings. It was noted that a series of updates had been requested by the OPCC on the following matters:

Workforce modernisation

The DoF had provided each DPP business area with a template outlining where workforce modernisation needed to happen.

Predictive analysis of collaborative and seconded posts

It was noted that regular HR reports were now provided to Policing Board with updates on the posts.

Vetting

The DCC noted that there was currently no backlog within the vetting department, with only a small increase in the number of applications.

Occupational Health's value for money

It was noted that there were currently capacity issues within the Occupational Team, however that the department had received a nomination for a national award for best occupational health team in the country.

Victim consent

The DCC stated that she had discussed the implementation of Pronto Software with Irene Davies Jones, and that a demonstration day had been scheduled for October 2019.

Domestic Abuse Survey Data

The DCC stated that a report had been received from South Wales Police's Domestic Abuse team on the 5th of August, and that DPP's Andrew Edwards was mapping DPP's processes in order to ensure learning opportunities for development.

Public confidence in the police

It was noted that the CoS, DCC and EN had met previously to discuss the establishment of a Connecting Communities Board to understand the public's perception of the Force. It was noted that a Terms of Reference had been drafted for the Board, and a date had been agreed in October for the first meeting.

8 – Action and risk summary from meeting

It was agreed that actions from the meeting would be distributed as quickly as possible for progression.

9 - AOB

a) Single Online Home

The CoS stated that DPP's legal team were content with a proposed re-write of Section 22A of the Single Online Home agreement.

Decision: The PCC and CC agreed to the proposed re-write of Section 22A of the Single Online Home Agreement.

b) Communications to the Press

The PCC stated that he would discuss with EN a press release regarding the meeting particularly relating to positive news regarding DPP's investigations of Domestic Abuse, and negative news relating to the length of some investigations.

ACTION SUMMARY FROM MEETING ON 06/08/2019		
Action N°	Action Summary	To be progressed

		by:
PAB 126	Force to provide the PCC with data highlighting how often DPP's call handlers take calls for other forces and how this affects demand.	Force
PAB 127	Demand activity to be presented to the PCC at Policing Board in the next 2-3 months.	Force/MH
PAB 128	Briefing from Andrew Edwards on demand caused by increases in domestic abuse reporting to be provided to the PCC.	AE

Date of next meeting

11:30 – 15:00 November the 18th, Tenby