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HEDDLU A THROSEDDU
DYFED-POWYS
POLICE AND CRIME
COMMISSIONER

Meeting: Police Accountability Board
Venue: Llanelli Library, Llanelli
Date: 13th of February, 2018
Time: 10:00 – 13:00



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| <u>Members:</u> | Mr Dafydd Llywelyn, Police and Crime Commissioner (PCC) Chief Constable Mark Collins (CC) Mrs Carys Morgans, Chief of Staff, OPCC (CM) Mrs Jayne Woods, Chief Finance Officer, OPCC (CFO) Deputy Chief Constable Darren Davies (DCC) Mr Edwin Harries, Director of Finance (DoF) |
| <u>Also Present:</u> | Ms Emma Northcote, Corporate Communication (EN) Staff Officer Gwyndaf Bowen (GB) Miss Mair Harries, Executive Support, OPCC (MH) |
| <u>Apologies:</u> | |

| ACTION SUMMARY FROM MEETING ON 03/11/2017 | | |
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| Action N ^o | Action Summary | Progress: |
| PAB 068 | DPP to provide an update on the OPCC website in Policing Board on November 21, 2017. | Complete |
| PAB 069 | Police Accountability Board meetings to be re-arranged. | Complete |
| PAB 070 | IPCC Reports to be provided to the OPCC | Complete |
| PAB 071 | Chief of Staff Carys Morgans to represent the Office of the Police and Crime Commissioner in the drafting of future Force Management Statements. | Complete as of 14/2/2018 |
| PAB 072 | Joanna Thomas to link with Kerrie Phillips to discuss Victim Engagement Forum developments | Ongoing |
| PAB 073 | Carys Morgans to liaise with Emma Northcote and Steve Cockwell following a public conference. | Complete |
| PAB 074 | Breakdown of language profile to be provided to the OPCC. | Complete |
| PAB 075 | IPCC report to be provided to the OPCC. | Complete |

1 Welcome and apologies

The Commissioner welcomed sixth form students from local secondary school Ysgol y Strade and their teachers. The Board members each took a turn introducing

themselves to the students and describing their role within Dyfed-Powys Police (DPP) or the Office of the Police and Crime Commissioner (OPCC).

A brief question and answer session ensued which included the PCC asking the students about their social media preferences. References were made to twitter stories from DPP's communication team regarding local news and events particularly useful. The class asked the Board about DPP's emergency planning measures. They were advised that planning work is completed with a multi-agency approach whereby local authorities, police, fire and rescue organise responses for emergencies based on what services were required. The Board were questioned regarding the Force's policy for recruiting officers from a range of cultural and racial backgrounds. The CC stated that

2% of the Dyfed-Powys Force area is made up of black and minority ethnic inhabitants therefore that 2% should be reflected and represented in the DPP family. It was stated that DPP regularly host recruitment drives in mosques, universities and community groups. The PCC stated that 41% of the Force area is made up of Welsh speaking inhabitants which should also be represented in the DPP family and Welsh speakers are actively recruited for positions within the Force and the OPCC. Currently 1600 DPP officers and staff out of 2000 have 'some Welsh ability'. The class were informed that DPP employs a Diversity Officer whose role consists of organising diversity events, some of which have already been planned for 2018. The PCC acknowledged the Polish community in Llanelli and stated that representation of similar small communities within the Force area is desirable. The DCC also noted the consistent recruitment of female officers to the Force.

The PCC acknowledged the passing of a Dyfed-Powys Police officer who had recently retired during his 50th year of service to the Force. The PCC extended the Board's condolences to the officer's family.

2 Minutes of the Accountability Meeting held on the 3rd of November and Matters Arising

With an amendment of an error in a date the minutes from the previous meeting held on the 3rd of November were felt to be a true and accurate reflection of the meeting.

PAB 066 – Website launch – The PCC was informed that the DPP and OPCC websites would be launched the following day, Wednesday the 14th of February.

PAB 067 – Public Service Bureau (PSB) – The PCC requested that a meeting be arranged between himself and Professional Standards Department (PSD) staff, the Chief of Staff and the DCC to discuss the transition of the PSB currently housed within the Office of the Police and Crime Commissioner (OPCC) into the PSD.

PAB 068, 069 and 070 were all acknowledged as complete.

PAB 071 – Force Management Statement – The CoS stated that a meeting would be taking place tomorrow, the 14th of February to take the drafting of the Force Management Statement forward.

PAB 072 – Victim Satisfaction – It was decided that further engagement is required to assess how satisfied victims are with their ongoing relationship with the Force.

PAB 073 and PAB 074 were both acknowledged as complete with an action for the breakdown of the Language Profile to be discussed at Policing Board.

Action: The Breakdown of the Language Profile provided to the PCC at November 2018 PAB to be discussed at a future Policing Board.

PAB 075 was acknowledged as complete.

3 - Force performance report – Quarter 2

The Report reflected that the overall position of the Force was a positive one, with 73.9% of user satisfaction survey participants providing positive feedback of their relationship with DPP. The PCC stated that the survey noted that DPP was the highest achiever of England and Wales Forces in terms of public perception of whether the Police do a 'good' job or an 'excellent' job. The PCC reflected that these levels of those satisfied in user satisfaction surveys remained lower in relation to follow up engagement from the police. The CC stated that this was being addressed with sergeants and inspectors tasked to ensure that follow up work is completed on cases. The matter has been raised at the Chief Officer Group (COG) and the DCC stated that the PB meeting on the work of the Commissioned Service Goleudy (supporting Victims and Witnesses of Crime) taking place on the 16th of February would emphasise three layers of assurance.

Action: Timeline of meetings to discuss assurance to be provided to the PCC.

The Board acknowledged low public satisfaction levels for violent crime police involvement and concluded that in assault cases pleasing both parties in an affray is difficult. The DCC stated that a Performance Event was hosted in DPP in January where a focus was placed on closing enquiries and investigation quicker; that is within 30 days. The discussion moved on to legacy cases within the Professional Standards' Department (PSD) which are monitored monthly; the DCC stated that cases which are ongoing for longer than six months are actively scrutinised.

The discussion moved on to Her Majesty's Inspectorate of Constabulary Fire and Rescue Service (HMICFRS) inspection of the Force's Hate Crime strategies which

was estimated to take place in May 2018. The DCC stated that recent work undertaken internally suggested that DPP's hate crime satisfaction record is positive. A discussion ensued about a HMIC custody inspection which are unannounced. The Custody Inspection took place in November 2017 and a response is expected in shortly.

A discussion ensued regarding reporting crimes with a focus on rural crime. The CC acknowledged that with the launch of the DPP/OPCC Rural Crime Strategy more rural and farming crimes would be encouraged to report crime whereas previously this wasn't being done. The PCC stated that there had been an increase in reported crimes between 2016 and 2017 and the Board acknowledged that better recording processes may be responsible for this.

Action: Force to provide a breakdown of reported crime including rural crime for PAB in summer 2018.

The PCC highlighted reductions in drug offenses in the Force Performance Report however was unclear regarding what kind of offenses the document referred towards.

Action: Force to provide a breakdown of drug offenses specifically the number of drug trafficking offences by PAB in Spring 2018.

The PCC moved the discussion on to the possession of weapons and knife crime in particular. DPP's 'possession of a weapon' offences have reduced 4% and the PCC questioned whether the reduction had been emphasised in the media following perceived increase in knife offences in Merseyside and London areas. The PCC suggested that crime recorded data and performance be reviewed at PAB in summer 2018.

Action: Crime recorded data and performance to be reviewed at PAB in summer 2018.

A discussion ensued regarding sexual offences; the PCC accepted that there did not seem to be a pattern in the recorded sexual crime figures.

The PCC noted that theft currently counts for 20% of total recorded crime in DPP. The PCC questioned what operation activity is being done to target lower level theft and was informed that there is no current data to differentiate between the various kinds of petty theft e.g theft of mobile phones, wallets etc.

Action: Force to provide data regarding lower level petty theft offenses.

The PCC raised concerns regarding the high level of violence against the person and questioned what the Force is doing to combat the problem. The CC stated that 41

out of 43 UK Forces have seen an increase in violence against the person which suggests a national trend.

Action: Review of violence against the person to take place at PAB in summer 2018.

Ysgol y Strade students and pupils left the meeting.

The PCC moved the discussion to Roads Policing and the update received from the Force. The PCC requested more information broken down into separate months and raised concerns in relation to targets set by Welsh Government regarding policing the roads by 2020. The PCC enquired how future plans for Roads Policing is operationalised in order to try and meet the targets.

Action: The Force to provide the OPCC with a current update on Roads Policing and provide quarterly figures of operational action for Roads Policing for Policing Board (PB) in May 2018.

The discussion moved on to DP Crown Court Conviction Rate which is below the national average. The DCC stated that DPP's charging rate is low and queried whether the Force may be risk averse.

Action: DPP's low Crown Court Conviction Rate to feature on Local Criminal Justice Board agenda.

A discussion ensued around Stop and Search with positive searches is currently 40%, the best in the country. The PCC noted that young people are stopped and search seemingly every day. The PCC suggested obtaining a breakdown of the ages of young people being stopped. A discussion ensued regarding the level of scrutiny of stop and searches.

Action: OPCC to be involved in scrutiny activity of DPP stop and searches.

The discussion moved on to domestic incidents. The PCC noted that since 2016 there has been a reduction in the number of re-offending regarding domestic incidents. The DCC stated that DPP's Performance Board has been tasked with scrutinising domestic incidents numbers in January 2018, and officers have been tasked with maintaining performance to ensure quality of outcome in domestic cases.

The PCC praised the positive answer times for 101 calls to DPP in Welsh and English. The average waiting time for calls has decreased from 40 seconds to 20 seconds, resulting in a higher percentage of calls being answered, the figure being currently at 98%. The PCC stated he would find it useful to receive a breakdown of the data.

4 – Financial Performance

The PCC praised the overall positive outlook of the Financial Performance Report taking into consideration recent estate activity around Police Headquarters.

The CFO asked the DoF what the final position would be. The DoF stated that the Force is down to £283,000 which he suspects will come down again due to recruitment plans and recruits. Mentions are made of operational pressures. DoF stated that everyone is aware of the Financial pressures. The CFO stated that predicted overspend was £280,000 before Christmas, and has come back to £90,000 since that time. The PCC stated that from a quarter ago there has been a great step in the right direction.

The CFO questioned what the final position of the 2017/18 financial year will be. The DoF stated that several factors including staff retirement and operational pressures made predicting the final position difficult.

The PCC acknowledged a considerable amount of work by the DoE to minimise spending by the Estates Department who have now come under the Police and Crime Commissioner's Office.

At the end of the discussion the PCC asked whether there was anything he should be worried about within the data. The DoF stated that when he assessed the data there was £406,000 overspent; he stated that half of costed operations had income attached or were one-off incidents such as the Brechfa Force escort. He also stated that terrorist attacks in London and Manchester would also have impacted upon operational costs. He stated that there is £200,000 which needs to be pushed back. Staff levels were low at the beginning of the year which had a knock on effect, but following recruitment that has impacted the budget. The CFO stated that it would be useful to see the data without the items that have income attached. The DoF stated that income recovery was made from both operations.

The PCC also questioned the monitoring of potential frequent claimants of overtime opportunities; this point was felt to have both financial implications and officer welfare implications. The DCC stated that overtime activity is being consistently monitored. The CC stated that the cost of overtime has decreased significantly since August 2017 due to officer numbers having been improved during the last 6 months. The DoF stated that the Force adhered to the European Working-time 48 hour rule and subscribed to clocking in systems in order to monitor the hours officers are working.

The CC stated that overall the Force is in a good position.

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

The PCC was presented with 6 months' worth of data. The PCC acknowledged the length of some of the cases, and that PSD had promised a conclusion for those cases by the end of the financial year.

b) Public Confidence

The discussion moved on to updates submitted from the Press Office. The PCC raised concerns regarding making the most of opportunities afforded by Operation Cynefin. The PCC questioned how this engagement with the public fed into operational policing. A discussion ensued regarding the synergy between various department with the PCC suggesting a scoping exercise of the overlay between PSD, Force Command Centre, Customer Centre and Operation Cynefin to provide a consistent service.

c) Organisational Health and Well-being

The Board reviewed a report supplied by the Operational Health and Well-Being department. A discussion ensued about the quality of leadership coaching and Calon activity. The CC stated that he was part of the Evaluation Board of such activity and found it to be very positive, so much so that North Wales Force and the Police Federation Nationally has expressed interest in adopting the same transformational leadership models. The DCC stated that unlike previous models, the current one is embedded in the DPP structure. The discussion moved on to the Personal Development Recording (PDR) process which a proportion of DPP staff has described as 'tick-boxing'. The CC stated that the Force is looking to amend the PDR system and improve it to meet the expectation of staff.

d) HMIC

The Board considered the report regarding Her Majesty's Inspectorate of Constabulary and Fire and Rescue Service (HMICFRS). The PCC announced that a meeting will take place between the Chief Officers and representatives from HMIC regarding the most recent inspection. A consultant is currently working with DPP in relation to HMIC work and the Board discussed an exit strategy for the consultant following the Autumn Police Effectiveness, Efficiency and Legitimacy (PEEL) inspection by HMIC.

e) IPCC

The Board acknowledged some long-standing cases with the PCC having previously been informed that the cases. The CoS highlighted concerns regarding the LQCs

whereby the current payment structure does not include preparation time and referred to a previous All Wales Policing Group where PCCs had decided to adopt the model used in English Forces and Gwent Force. The new model would allow payment for preparation time, allow consistency across the Forces and allow DPP access to College of Policing Training. This is scheduled to commence in-Force on the 1st of April 2018.

The PCC acknowledged recommendation by the Home Office with regard to moving the Public Service Bureau from the Commissioner's Office to ownership of DPP. The Bureau will formally transfer on the 1st of April 2018 although a transition plan was in place to ensure this was a smooth process. This included PSD taking line management responsibility from the 1st of January 2018.

6 – Update on Policing Board focus areas last quarter

Wynne Jenkins from Llamau, a charity specialising in Young People attended PAB to give an input on the organisation's work. Llamau is commissioned by the OPCC for Dyfed-Powys Police to provide specialist support on missing children across the Force Area. There are currently three members of staff across the Force Area located in Ystradgynlais, Ammanford and Newtown. Children who had previously been reported missing are referred to the service by DPP while complying with current data protection laws. The CoS questioned whether Llamau had access to all the information they require from DPP and was informed that while the charity regularly have access to information there are occasions when they are forced to contact a school or a parents for pertinent information.

The Board questioned on response times to cases of missing children and the organisation's relationship with DPP the response to which was positive. Llamau face while working with families of missing children, children previously reported missing and organisations such as care homes.

EN questioned Mr. Jenkins regarding perceived seasonal change in the number of missing young people. Mr. Jenkins stated that during summer school holidays there seem to be fewer children reported missing, potentially because some children go missing due to problems arising in school during terms time. The DCC suggested that work could be done to liaise with schools regarding peak times for children to go missing.

The Board learned that information regarding children who go missing due to factors such as sexual exploitation or drug abuse is fed back to the Police while protecting the child's personal information.

EN requested feedback for how DPP's social media pages can assist with missing child cases. Mr. Jenkins stated that reaction from children varied e.g children experience stigmatism from being labelled as a 'missing child' after being found, and find that once they have been labelled so on social media it could affect other factors.

Mr. Jenkins left the meeting.

7 - Scrutiny activity feedback

The Board discussed scrutiny activity of the Force by the OPCC, supported by the OPCC's Scrutiny Panel.

Action: The PCC to meet with the OPCC's Policy and Assurance Advisor in relation to ongoing scrutiny activity.

The PCC raised a specific issue regarding a domestic incident whereby the Out of Courts Disposal Scrutiny Panel deemed that the offender in that case should have been charged by Police. The Board found that all charges in domestic cases are done through the Crown Prosecution Service (CPS) not the Force.

9 – Action and Risk Summary from Meeting

10 - Any other business

a) Mental Health Update

The Board briefly discussed the Mental Health Update provided by the Force. The CC stated that the Strategic Mental Health Plan is regularly monitored by him, and the ACC Chaired the previous Strategic Mental Health Board in January 2018. Street Triage will be available to the public seven days a week from April 2018. The CC is currently overseeing a project to refresh the Force's Mental Health Training Day and link it up with Hywel Dda Health Board.

Action: Public Service Bureau to attend the Force's Mental Health Training Day.

b) Precept Letter

The Police and Crime Panel unanimously supported the 5% rise of the precept for the next financial year.

The CFO stated that the total budget for the Force has increased to £99.1 million for 2017/18 from £96.6 million the previous financial year.

| ACTION SUMMARY FROM MEETING ON 13/02/2018 | | |
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| Action N° | Action Summary | To be progressed by: |
| PAB 076 | Force to provide a breakdown of reported crime including rural crime for PAB in summer 2018. | IID |
| PAB 077 | Force to provide a breakdown of drug offenses specifically the number of drug trafficking offences by PAB in Spring 2018. | IID |
| PAB 078 | Crime recorded data and performance to be reviewed at PAB in summer 2018. | MH |
| PAB 079 | Force to provide data regarding lower level petty theft offenses. | IID |
| PAB 080 | Review of violence against the person to take place at PAB in summer 2018. | MH |
| PAB 081 | The Force to provide the OPCC with a current update on Roads Policing and provide quarterly figures of operational action for Roads Policing for Policing Board (PB) in May 2018. | GB |
| PAB 082 | DPP's low Crown Court Conviction Rate to feature on Local Criminal Justice Board agenda. | BD |
| PAB 083 | OPCC to be involved in scrutiny activity of DPP stop and searches. | CB |
| PAB 084 | The PCC to meet with the OPCC's Policy and Assurance Advisor in relation to ongoing scrutiny activity. | CB |
| PAB 085 | Public Service Bureau to attend the Force's Mental Health Training Day. | PSD |

Date of next meeting

May the 8th 2018