

## Policing Accountability Board outcome report



<b>Date of meeting:</b>	<b>8<sup>th</sup> May 2018</b>	
<b>Author:</b>	<b>Det Supt. David Guiney</b>	
<b>Outcome</b> (please tick the outcome you are reporting on)		
Public confidence		
Victim satisfaction		
Organisational health and well-being		
HMIC		
Office of Police Conduct	✓	



### Rating



Inadequate ●○○○ Requires improvement ●●○○ Good ●●●○ Outstanding ●●●●

What is working well? How will we build on this?

The latest available IOPC data is for Q3 and sets out the Year To Date figures for the period April to December 2017 (inclusive).

The Q3 data continues to show improvements in the timeliness for finalising allegations by means of Local Resolution. In Q2, the average number of days to finalise allegations by way of local resolution was 74 days. By comparison, the Q3 statistics show that this figure has reduced further to just 66 days. This is a significant improvement when one considers that the SPLY figure was 117 days. At the end of Q3, our position in the national rankings for this particular performance indicator stands at 23<sup>rd</sup> out of 44 Forces – up from 29<sup>th</sup> position at the end of Q2. The extent of the improvement becomes apparent when one considers that at the end of Q4 last year (31<sup>st</sup> March 2017), Dyfed-Powys was sitting in 43<sup>rd</sup> position. The improved performance against this key performance indicator is all the more remarkable when one considers the notable increase in the number of complaints now being finalised through Local Resolution. The Q3 data shows that Year To Date, 46% of complaint cases have been finalised through Local Resolution compared to just 25% at the end of the last calendar year.

The Q3 figures indicate that 94% of complaints were recorded within 10 working days. This is higher than both the national average (82%) and the MSF average (91%). It also marks an improvement on the percentage of complaints recorded within 10 working days in the SPLY (89%).

In terms of allegations dealt with by Local Investigation, the Q3 statistics showed these were being finalised in an average of 251 working days - higher than the national average of 173 days and the MSF average of 177 days. However this is not reflective of the true performance as the average figure has been skewed by the completion of a small number of legacy cases. 51 of the 71 cases finalised through Local Investigation for YTD (i.e. 75%) were completed in less than the national average of 173 days.

The completion of the outstanding legacy cases continues to be a priority for PSD and they are subject of regular updates to the Deputy Chief Constable.

PSD performance data has now been incorporated into Qlikview. This data is available to BCU managers and to officers of Inspector rank and above. The data available includes: -

- Number of complaints per BCU
- Number of allegations per BCU
- Finalisations and timeliness for local investigations
- Finalisation and timeliness for local resolutions
- Details of all outstanding cases to include BCU, complainant's details, number of allegations and days active
- Top 10 complainants
- Top 10 officers / staff subject of complaints

In the interests of transparency, PSD is currently reviewing what additional performance data it can publish on the Dyfed-Powys Police public site.

What is not working well? How will we manage this?

There remains a backlog of checks to address the percentage of the workforce that do not hold an up to date vetting status which is in non-compliance with national standards. In order to address this backlog and to maintain business as usual, one member of the Vetting Team has been assigned to work through the backlog whilst the remainder of the Vetting Team deal with the incoming requests.

The significant numbers of transferees and new recruits joining the organisation has had a considerable impact in terms of vetting application workloads for the Department. According to the Work Force Plan, Dyfed-Powys Police intends to recruit a further 52 Police officers during the 2018 / 2019 financial year. Having liaised with Dylan Davies (Senior Manager Human Resources), it is anticipated that there will be uplift in Police staff establishment in the coming financial year comprising 38 new staff. In addition, two PCSO intakes are scheduled for August 2018 and February 2019 respectively – each comprising 6 – 8 new PCSOs.

It is also worthy of note that in January 2018, the Estates Team notified Vetting that there are potentially 176 contractors who will need prioritised vetting checks.

Furthermore, following an agreement between the NPCC and Her Majesty's Prison and Probation Service, individual Forces are being approached by HMPPS to process vetting applications for Probation staff residing in their Force area. PSD recently updated the Probation Service that it would not be possible to undertake the vetting of Probation staff until the Force had cleared its own backlog. The Probation Service has acknowledged the challenge we currently face with vetting backlog and has now secured the agreement of North Wales Police to take on the DPP Probation ViSOR vetting (comprising 35 Level 2 vetting applications for Probation staff).

On a positive note, the overall percentage of Dyfed-Powys Police employees currently without vetting has reduced from 28% three months ago to 24% (486 staff out of a total of 2055). However, based on current resources and the anticipated future demand over the coming financial year (2018 / 2019), the Force is unlikely to clear its vetting backlog by the HMIC target date of December 2018.

On 15th March 2018, D. Guiney and G. Lemon attended the 'Wales Regional Heads of PSD Meeting' in North Wales. During this meeting, each Force provided an update on their vetting situation and on the structure of their respective Vetting Units. It was apparent from this discussion that Dyfed-Powys Police has comparatively low numbers of vetting staff. North Wales Police and South Wales Police had both increased staffing levels and had recently succeeded in clearing their vetting backlogs. Gwent had recently increased their staffing levels but had not yet cleared their vetting backlog. Both North Wales Police and South Wales Police stated that in the course of clearing their backlogs they had identified significant potential issues (predominantly financial) which could have left those staff members and in turn their Forces vulnerable / susceptible to corruption.

Whilst the Vetting Unit staffing levels will be evaluated as part of the imminent Departmental Review of PSD scheduled to commence in May, it has been decided to prioritise the allocation of additional temporary resources to the Vetting Unit on an interim basis. This will address the Force's current vulnerability in this area and increase the likelihood of achieving the HMIC deadline for clearing the vetting backlog (December 2018). Pending completion of the Departmental Review, our intention is to identify two Police officers on long term restricted duties to assist the Vetting Unit in clearing the backlog.

Following a procurement process, the Force has acquired a bespoke vetting system – 'Core Vet'. On 13<sup>th</sup> February 2018, PSD and IS&T met with the service providers (WPC) to help plan the installation and roll out

of the new system by July 2018. Once this has been introduced and embedded into the Department, the Core-Vet system will greatly assist the effective management of the vetting process. The recent increase in the frequency and gravity of conduct matters being dealt with by the Anti-Corruption Unit has placed a significant increased demand on this small team and has highlighted the need to consider increasing capacity in this area. The current staffing levels limit the proactive capability of the unit. The HMIC feedback received in October 2017 highlighted the need for the unit to be more proactive.

A Departmental Review will be undertaken in the coming months – commencing with a three day Continuous Improvement Event on 15<sup>th</sup> – 17<sup>th</sup> May 2018 at Llanarthne hall, which is being facilitated by the Force’s Continuous Improvement Team.

What are our opportunities? How will we exploit them?

The Public Service Bureau has now come under the management of PSD providing the opportunity for PSD to oversee the entire front end of the complaints’ process. This will benefit the Force and members of the public - particularly in terms of clarity of remit and role between PSD and the relevant appeal bodies. The current work practices of the Public Service Bureau will form part of the Departmental Review which will seek to ensure greater cohesion and streamlining of our processes to maximise efficiency and effectiveness

This transition also pre-empts the changes expected in Phase 3 of the reforms to the Police Complaints and Discipline systems - which for the first time will recognise a process for resolving complaints outside of the formal complaints process. Forces have been updated that there is to be a further delay in respect of the legislative changes. Implementation has now been pushed back to mid-2019.

PSD is continuing to provide a considerable number of inputs to various courses including ‘new starters’, Sergeant and Inspector Courses, transferees and custody refreshers. These inputs provide an opportunity for the Department to play more of a ‘preventative’ role - raising awareness of the standards expected and cascading organisational learning.

In recent months, numerous Misconduct Meetings have been chaired by Chief Inspectors who had never previously performed this role. PSD has been providing one to one training to these officers as well as ongoing support during the process. This support has resulted in well-run meetings and positive feedback from the Chief Inspectors concerned.

What are our threats? How will we manage them?

As mentioned earlier, the most significant current threat to the Professional Standards Department relates to the vetting backlog. The ongoing management of this threat has been set out above.

**Resource implications**

Finance – revenue funding, capital investment, external funding, commissioning, collaboration opportunities etc.

As mentioned earlier in this report, the imminent Departmental Review may result in bids being made for increased staffing levels in both the Anti-Corruption and Vetting Units. Clearly, any such bids would necessitate additional funding.

Assets – estates, facilities, IT etc.

Staff - knowledge & skills, capacity, capability, training etc.	As highlighted above it has been identified there is a potential lack of capacity in certain areas of PSD. A full Departmental Review will address these issues and also consider whether there is any scope for reallocation of resources within the Department.
Timescales	
Leadership	As mentioned earlier, PSD continues to provide a range of inputs to various courses.  Det Supt Guiney and Complaints and Misconduct Officer James Lewis are currently responsible for the 'O' in Calon which covers 'Operating with Fairness, Values and Trust'.
Partners	

<b>Impact considerations</b>	
Risk	
Legal	
Police and Crime Plan	Priority 4 – connecting with communities Providing a professional response to dealing with complaints
Demand	
Governance	
Equality	
Reputation – confidence and satisfaction	
Environmental and sustainability	
Media, communication and engagement	

**Name:** D/Supt Dave Guiney

**Signature:**



**Date:** 27/04/18