



Heddlu Police
**DYFED
POWYS**

Mark Collins

Prif Gwnstabl / Chief Constable

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17th October 2019

Mr Dafydd Llywelyn,
Police and Crime Commissioner,
Dyfed Powys Police.

Dear Commissioner,

A Review of Public Contact within Dyfed Powys Police

This letter is sent to formally acknowledge the aforementioned piece of work which was commissioned by your office, and presented to the force Chief Officer Group on Friday 11th October 2019.

The report has been reviewed by T/ACC Vicki Evans who will be overseeing the delivery of the recommendations. This report is welcomed by the force as it provides an additional layer of information which compliments and triangulates the recently reported findings of the Force Control Room demand review, and the wider force demand reduction work.

The actions have been grouped together in themes/delivery mechanisms for ease.

Recommendations which are being dealt with under the force first point of contact demand implementation and monitored via the newly created Force Public Contact Board:

Recommendation 1

To develop a holistic vision across the organisation, alongside a strong Contact Strategy, which explains how DPP will embrace Digital Contact in the future, ensuring it is fit for purpose for the communities of Dyfed Powys.



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Mae Heddlu Dyfed-Powys yn croesawu gohebiaeth yn Gymraeg a Saesneg. Byddwn ni'n sicrhau ein bod ni'n ymateb yn eich dewis iaith ac ni fydd oedi mewn perthynas ag unrhyw ohebiaeth drwy'r Gymraeg.

Dyfed-Powys Police welcomes correspondence in Welsh and in English, and we will ensure that we respond to any correspondence through the language of your choice. Corresponding via the medium of Welsh will not endure any delay.

Force Response –A force contact strategy will be created which will include all force contact not only experience that within the FCC. This will complement the FCC demand recommendations.

Recommendation 2

With the imminence of Single On-Line Home, it must be ensured that Dyfed Powys Police's systems are ready and people are skilled for change, giving cognisance to any anticipated increase in demand ensuring a resource model to meet any change in demand.

Force Response –This FCC demand review has modelled for the anticipated increase in demand from single on line home, and the force control room and staff training are being designed to ensure the model is fit for the future Digital First Contact model. This work straddles the Force Digital Strategy Board and Force Public Contact Board which are both overseen by the T/ACC.

Recommendation 3

That DPP works with Welsh Government, public service partners and other Welsh forces to further develop the #maketherightcall campaign.

Force Response– This work is in train with the force communications team creating an internal and external communications strategy to support wider awareness raising. The force will ensure best practise from other agencies is incorporated whilst recognising the different needs and expectations of our communities in comparison to those of the other Welsh Forces.

Recommendation 4

That a review of the volume, time and nature of front counter encounters in all stations be conducted in order to assess actual demand for service. This review should inform public communications advising of station opening times, linked to the #makingtherightcall campaign.

Force Response- A review of the force estate and deployment model is being conducted as part of the response demand review and neighbourhood policing model implementation. The force is looking for opportunities to co-locate with partner agencies to provide agile and responsive access to officers and staff. A review of public contact made at Public Service Points recently conducted by the force provides an indication of out of hour's visits to police stations which will support this work. The force will consider the necessity of a further front counter demand analysis following the outcome of the aforementioned work.

Recommendation 7

That 101-2 callers, who usually phone for transfer requests, are provided with direct dial numbers for officers/departments. A message also to be included on 101 to explain why calls may take longer, (a brief explanation of THRIVES) to educate and manage public expectation.

Force Response – The force acknowledges this recommendation and the need to resolve 101-2 waiting times. We are currently considering alternative options to manage 101-2 demand within the control room. This is being supported by an internal communication campaign regarding #Wecare. Whilst direct dial numbers will have some benefit, it must be considered with caution as if direct dial numbers go unanswered the force will have no ability to monitor this data or the call waiting or abandoned.

This could lead to increased public dissatisfaction. The force will consider this option alongside other 101-2 resolutions.

THRIVES is an internal risk management model which the force would be concerned about explaining to the public as a simple explanation may cause confusion and concern. As this model is utilised by many forces in different ways there may also be wider impact if the force were to detail our use of the model. It is also subject to change depending on demand or current context. The force does however recognise the need to explain to the public how calls are handled within the control room. This will form part of the #maketherightcall campaign. The force is also considering FCC public engagement events as implemented in other force areas. This sees members of the public invited into the force to discuss how calls are dealt with including a tour of the FCC.

Recommendations to be managed via the Neighbourhood Policing Governance group.

Recommendation 5

The concept of working within community hubs is fully explored as a means of pro-actively engaging with the public face to face.

Force Response – This work is underway as part of the force neighbourhood policing implementation being delivered by CI Mark McSweeney. The force is already providing some surgeries within some community hubs in Carmarthenshire and is engaging with other local authorities to identify future opportunities being created through local authority restructuring.

Recommendation 6

That a thorough needs assessment, deployment model and engagement strategy which is NPT led, and robust evaluation is developed to facilitate the current Mobile Police Station Fleet.

Force Response–The force has received feedback from front line staff in relation to the mobile police station fleet. A user requirement review forms part of the second phase of the Neighbourhood Policing Implementation and will consider how to maximise the current fleet whilst exploring a tiered approach to other mobile station options such as the Partnership Beach Hut/Hub piloted this summer in south east England.

Recommendation to be managed by the Force Victim and Witness Group

Recommendation 8

Work is needed to raise user satisfaction in relation to being kept informed, in particular setting out reasonable expectations at the initial point of contact.

Force Response – This work is underway and being driven through the force victim and witness group, and complimented by the investigation standards gold group.

Recommendation to be managed by the Connecting Communities Board

Recommendation 9

To fully engage with young people, via the Commissioner's Youth Forum and other youth engagement methods to understand their perceived barriers to police contact and improve relationships.

Force Response – This action will be remitted to the Newly Established Connecting Communities Board which is jointly chaired by the OPCC Chief of Staff and DCC Parmenter for delivery as part of the wider connecting communities plan. This will be supported by the force Neighbourhood Policing team.

The following recommendations will be remitted to the Force Equality and Diversity Board for review and consideration

Recommendation 10

That a full accessibility audit is undertaken across the force area, focusing on stations and the force website.

Recommendation 11

That equality Impact assessments are undertaken every time a new policy, procedure or system is established, or when procuring new services.

Recommendation 12 &13

To assess whether DPP can be part of a wider community-based awareness scheme. Ensuring this is a success would require close collaboration with the health sector, to raise awareness of the scheme with potential users, in collaboration with Hywel Dda Health Board, and Engagement PCEO's.

Recommendation 14

To reassess the way in which the Deaf Community access the police, to include reviewing the text messaging service for deaf people. To pilot InterpreterNow with the deaf community in Dyfed Powys in order to improve their access to the service.

The actions outlined will be the responsibility of the relevant board/group as detailed above. Delivery will be overseen and monitored by the T/ACC via Force Operations Gold Group and the Public Contact Board. The Force will report progress to the Policing Board as directed by the OPCC.

Regards,



Mark Collins

Chief Constable