



What we did...



Review of data



Face to face public consultation at summer shows



Online public opinion survey



Focus groups with officers and staff



Independent review of incidents

Why we did it...



From April 2017, data on officers' use of force has been published by all Home Office forces

Significant investment in Body Worn Video and Spit and Bite Guards

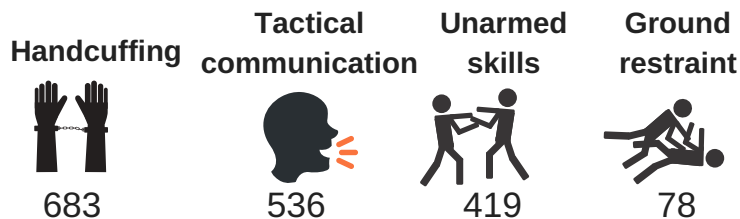
Evidence that the public are interested in knowing how officers treat individuals



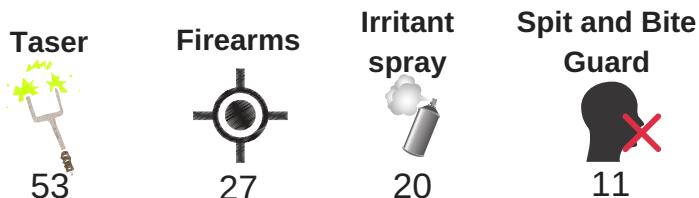
Inspectorate's view that Dyfed-Powys **"needs to enhance external scrutiny to improve its treatment of the public"**

The facts:

The most commonly used types of force are:



The higher risk types of force are drawn upon less often:



£342,788 invested in Body Worn Video
£3,150 in Spit and Bite Guards

36 out of 40 complaints relating to officers' use of excess force **NOT UPHELD**



61 police officers and staff injured through the use of force, in one 3 month period

90% of the public we spoke to think officers use force appropriately



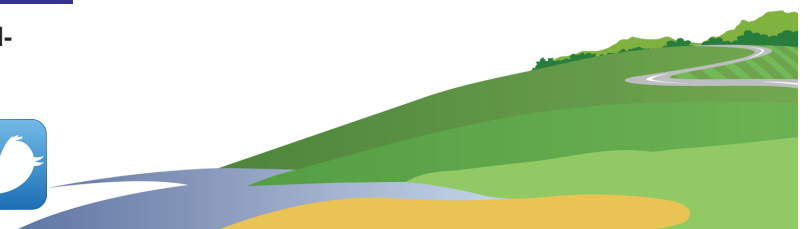
Our conclusions...

- Use of force is being under-recorded by officers;
- Alcohol, drugs and mental health are the most prevalent impact factors;
- Unarmed skills, handcuffing and ground restraints are the majority of tactics resulting in complaints;
- Public opinion is mainly positive in relation to the police's use of force; and
- Our independent review supported the positive public feedback.

Our top recommendations...

- 1** Introduce unique reference numbers for use of force forms
- 2** Use these to ensure Body Worn Video footage is readily retrievable
- 3** Communicate clear and consistent recording requirements to officers and staff
- 4** Review the current use of force training package
- 5** Set in place audit and supervision arrangements

To visit my website and for more information on Dyfed-Powys Police click on the logos below





**Police and Crime
Commissioner for Dyfed-Powys**

**Deep Dive Scrutiny Report
into
Dyfed-Powys Police's**

Use of Force

September 2018

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1.0 Executive Summary

In light of significant public interest and a general requirement to improve the police's use of force, the Office of the Police and Crime Commissioner (OPCC) undertook a 'deep dive' review of the use of force within the Dyfed-Powys area. It found:

- The use of force is being under-recorded by officers;
- Alcohol, drugs and mental health were recorded as the most prevalent impact factors¹;
- Unarmed skills, handcuffing and ground restraints are the majority of tactics giving rise to complaints of excessive force;
- Public feedback was mainly positive in relation to police use of force;
- The Commissioner's Quality Assurance (QA) Panel (independent representatives of the residents of the Dyfed-Powys area) supported the positive public feedback in finding that officers dealt with incidents proportionately and reasonably.

The review did however find some shortcomings in the accurate collection, collation and analysis of data on how force is used by Dyfed-Powys Police officers. The Police and Crime Commissioner therefore recommends that the Force:

Immediately:

1. Introduce Unique Reference Numbers (URNs) for use of force forms as a matter of urgency.
2. URNs must be used to ensure Body Worn Video footage is appropriately tagged and readily retrievable.
3. Communicate clear and consistent recording requirements to officers and staff, including the importance of Body Worn Video footage and justification of the force used.
4. Review and consult with officers on the current use of force training package to ensure this reflects reality as far as possible and includes sufficient coverage of reporting requirements.

As soon as practicable:

5. Set in place audit and supervision arrangements to assess understanding and subsequent compliance with use of force recording requirements.

¹ Issues affecting the individual's behaviour and therefore officers' assessment of the necessity to use force.

6. Review the existing use of force forms with a view to auto-populating fields, reducing the amount of data required and considering how officers' rationale is recorded.
7. Work with the OPCC to educate the public on the necessary, reasonable and proportionate use of force by police officers and their rights relating to the exercise of the power.
8. Ensure officers routinely complete the individual profile of those subjected to force in order to enable appropriate monitoring of potential disproportionate use on different demographic groups.

In the future:

9. Consider the provision of a 'pool' of BWV cameras for those without personal issue to access when there is an operational need.
10. Improve the way in which the Force records officer injuries associated with the use of force. This information should be used to ensure officers are appropriately equipped and protected from sustaining harm in the course of their duties.
11. Continue to work with local health services to develop tailored plans for the appropriate management (including the safest, most effective and appropriate forms of force recommended) of repeat offenders, especially those with protected characteristics.
12. Work with the OPCC to improve public involvement in the scrutiny of police officers' contact with the public.
13. Prioritise a decision on the future records management system, ensuring every effort is made to improve interoperability and improving auto-population of certain fields, thus reducing the volume of separate reporting requirements placed upon officers.
14. Review the concerns of specialist sections to ensure officers are equipped appropriately to undertake their duties effectively.

2.0 Outcome

This review contributes to the following aspects of the Commissioner's Police and Crime Plan²:

- Make best use of our frontline resources to proactively tackle and deal with crime and incidents. (Priority 1: Keeping our communities safe)
- Advocate a reasonable and proportionate response by frontline officers when dealing with people experiencing mental ill health. (Priority 2: Safeguarding the vulnerable)

The review sought to:

1. Seek assurance that Dyfed-Powys Police (DPP) are using their powers of force appropriately;
2. Improve public confidence in Dyfed-Powys Police; and
3. Improve performance in this area (Independent Office for Police Conduct).

Through:

- a) Identifying any trends in terms of the use of force by Dyfed-Powys Police officers and staff;
- b) Highlighting areas of good practice and areas for improvement;
- c) Providing independent oversight of police use of force;
- d) Seeking assurance that officers are appropriately recording all incidents of use of force; and
- e) Informing the public about their rights with regards to the use of force by police officers.

In order to inform this review, representatives of the Office of the Police and Crime Commissioner carried out a variety of research, including:

- Consultation with members of the public through an online survey and attendance at summer shows;
- Focus groups with Dyfed-Powys Police officers and staff to understand their perceptions of the matter;
- Reviewing data and feedback from DPP departments and employees on a variety of issues related to the use of force by officers, including officer welfare and complaints from the public;
- Independent review of incidents where officers had utilised their powers of force, via the Commissioner's QA Panel.

The full schedule of work undertaken to inform this review can be seen in appendix A.

² <http://www.dyfedpowys-pcc.org.uk/en/the-commissioner/the-police-and-crime-plan/>

3.0 Situation

3.1 Background

A number of factors have influenced this review, namely:

- The directive issued by the Home Office for all forces to publish transparency data about their officers' use of force on a quarterly basis from April 2017.
- Significant public interest / media coverage and public challenge about the police's use of force, including the rollout of Taser, Spit and Bite Guards and Body Worn Video (BWV).
- An increase in reports of dissatisfaction recorded by the Public Service Bureau alleging officers used excess force or detainees experiencing injuries upon arrest.
- Incidents of injuries resulting from use of force where BWV had not been activated.
- National media reporting on the disproportionate use of force against black and ethnic minorities.
- No current external scrutiny of the use of force, or assurance that it is being recorded effectively.

The law recognises that police officers attend situations where they may be required to use force in order to keep the peace and uphold the law. Individual officers are responsible for deciding when and what form of force to use. They themselves are answerable to the law in ensuring their decision results in the use of the minimum level of force required to carry out their duties.

The College of Policing Authorised Professional Practice (APP)³ states:

"The Criminal Law Act 1967, the Police and Criminal Evidence Act 1984 and common law apply to all uses of force by the police and require that any use of force should be 'reasonable' in the circumstances. Reasonable in these circumstances means:

- *absolutely necessary for a purpose permitted by law; and*
- *The amount of force used must also be reasonable and proportionate (i.e., the degree of force used must be the minimum required in the circumstances to achieve the lawful objective) otherwise, it is likely that the use of force will be excessive and unlawful."*

³ <https://www.app.college.police.uk/>

3.1.1 Ten Key Principles Governing the Use of Force by the Police Service

(From the College of Policing Authorised Professional Practice)

1. Police officers owe a general duty to protect persons and property, to preserve order, to prevent the commission of offences and, where an offence has been committed, to take measures to bring the offender to justice;
2. Police officers may, consistent with this duty, use force in the exercise of particular statutory powers, for the prevention of crime or in effecting a lawful arrest. They may also do so in self-defence or the defence of others, to stop or prevent an imminent breach of the peace, and to protect property;
3. Police officers shall, as far as possible, apply non-violent methods before resorting to any use of force. They should use force only when other methods have proved ineffective, or when it is honestly and reasonably judged that there is no realistic prospect of achieving the lawful objective identified without force;
4. When force is used it shall be exercised with restraint. It shall be the minimum honestly and reasonably judged to be necessary to attain the lawful objective;
5. Lethal or potentially lethal force should only be used when absolutely necessary in self-defence, or in the defence of others against the threat of death or serious injury;
6. Any decision relating to the use of force which may affect children, or other vulnerable persons, must take into account the implications of such status including, in particular, the potentially greater impact of force on them;
7. Police officers should plan and control operations to minimise, to the greatest extent possible, recourse to lethal force, and to provide for the adoption of a consistent approach to the use of force by all officers. Such planning and control will include the provision to officers of a sufficient range of non-lethal equipment and the availability of adequate medical expertise to respond to harm caused by the use of force;
8. Individual officers are accountable and responsible for any use of force, and must be able to justify their actions in law;
9. In order to promote accountability and best practice all decisions relating to the use of force, and all instances of the use of force, should be

reported and recorded either contemporaneously, or as soon as reasonably practicable;

10. Any decision relating to the use of force by police officers must have regard to the duty of care owed by the relevant police service to each individual police officer in the discharge of his duties. Deployment of police officers in a public order context where force may be used can carry grave risks to their own safety, and so must be the subject of rigorous control for that reason also.

Source: HMIC (2011) *The rules of engagement: A review of the August 2011 disorders*, © Crown copyright.

3.1.2 Recording requirements

Following a National Use of Force Data Review in 2015⁴ and the Shaw Review⁵ of 2016, all forces have been required to record and publicise their use of force data on a quarterly basis from April 2017. The recording requirements are set out within the College of Policing Authorised Professional Practice:

“Forces should collate use of force data electronically (the Home Office is considering mechanisms for annual data returns in this regard). Forces are expected to record all instances of use of force electronically and in such a way that allows for ready retrieval and analysis of this information. In particular, this data should allow for analysis by age, ethnicity and offence and should form part of the custody record or be explicitly referenced in it.”

Unlike Stop and Search, where one form is completed for one search of one individual, instances of use of force require that all officers who use force on an individual must complete an electronic form for each incident i.e. if three officers use force on an individual during an incident, each would need to submit a form, resulting in three submissions for the one incident. Any use of force on arrest and in custody must be documented on the individual's detention record as well as on the use of force e-form (an example of which can be found in appendix 2). The e-form contains tick boxes and only allows free text for officers to justify their actions if Taser has been utilised, however guidance states that officers must note their rationale within their pocket books, statements (if applicable) and custody records.

⁴ National Use of Force Data Review Project, National Police Chief's Council, October 2015

<http://www.npcc.police.uk/documents/reports/2016/Use%20of%20Force%20Data%20Report.pdf>

⁵ Review into the Welfare in Detention of Vulnerable Persons: A report to the Home Office by Stephen Shaw, January 2016

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/490782/52532_Shaw_Review_Accessible.pdf

All England and Wales police forces are legally required to collect data relating to the use of force by their officers. This should be published at least quarterly⁶ and must be reported within the Annual Data Return (ADR)⁷ to the Home Office. Guidance from the National Police Chief's Council (NPCC) sets out the level of detail required in the data collection and provides a local template for publication.

3.1.3 Force Governance and Policies

Dyfed-Powys Police officers' use of force is monitored by the Use of Force Governance Group, led by the Superintendent for Specialist Operations. This group is responsible for the oversight, support and improvement of the use and scrutiny of coercive / stop and search powers; highlighting areas of good practice, identifying and taking action where improvements are required and making and communicating necessary changes to relevant policies.

The 'Association of Chief Police Officers' (now the NPCC) Personal Safety Manual module on Use of Force' guides officers on the proportionate, reasonable and justifiable use of force.

Dyfed-Powys Police's BWV⁸ policy specifically sets out the rationale for and how BWV should be used when officers utilise their powers of force, following the principles set out in the College of Policing APP.

Single-use Spit and Bite Guards (SBGs) are the most recent form of force made available to officers and are breathable, mesh material which covers the face and head in order to reduce injuries and the spreading of communicable diseases to officers and subjects. Only frontline officers and custody staff who are in regular contact with the public and who have successfully completed Personal Safety Training have been issued with an SBG. Dyfed-Powys Police issued a Standard Operating Procedure for the deployment of SBGs in May 2018.

Whilst officers have the autonomy to decide when to use force, especially where there is an immediate threat to life or high risk situation, the use of firearms and Taser require authority via the Force Incident Manager (Inspector and above). If a situation becomes protracted or escalates, the decision is escalated to the Tactical Firearms Commander (Chief Inspector) and ratified by the Force Gold Commander (Superintendent and above).

⁶ Dyfed-Powys' use of force data can be found here: <https://www.dyfed-powys.police.uk/en/accessing-information/lists-and-registers/use-of-force/>

⁷ The ADR is the dataset Home Office constabularies are legally required to supply as it has been requested by the Home Secretary through the 1996 Police Act.

⁸ Version 7.0 accessed from Dyfed-Powys Police Intranet on 01/08/18

3.1.4 HMICFRS recommendations

Her Majesty's Inspectorate of Constabulary Fire and Rescue Services (HMICFRS) said within their PEEL: Police Legitimacy 2017 (including leadership) report⁹:

"Dyfed-Powys Police needs to enhance external scrutiny to improve its treatment of the public."

This report also referred to their recent custody inspection¹⁰ where they found that force used in custody was not always used as a last resort, or recorded effectively. The resulting report from the custody inspection recommended that the Force should strengthen its approach to the use of force by ensuring accurate recording and robust monitoring.

During the six months up to 30th June 2018¹¹, officers recorded that 11.6% of all force was used in custody blocks (236 records). During the same period, 3,038 detainees were held in custody. During the period April 2017 to June 2018, 8 formal complaints of use of excessive force in custody were recorded. One is yet to be finalised, however the remaining 7 were discontinued (1), withdrawn (1) or not upheld (5).

It must be noted that comparing use of force submissions with other data must not be relied upon as an exact calculation of the level of recording compliance due to the way in which force is reported (i.e. one form per officer, which may highlight multiple types of force used on the same individual in more than one location). However, an assumption is made (from the understanding that the majority of arrests will require some use of force e.g. compliant handcuffing, and some force will not result in arrest) that the arrests and custody throughput data provides an indication of the minimum volume of use of force records one should expect to see.

The Commissioner's Independent Custody Visitors (ICVs)¹² were asked to review the use of force used and recorded on detainees they visited. During the period of this review, of the 17 detainees they visited¹³, ICVs found:

⁹ <https://www.justiceinspectorates.gov.uk/hmicfrs/wp-content/uploads/peel-police-legitimacy-2017-dyfed-powys.pdf>

¹⁰ Report on an unannounced inspection visit to police custody suites in Dyfed-Powys by HM Inspectorate of Prisons and HMICFRS, 6-17 November 2017. Published 06/03/18: <https://www.justiceinspectorates.gov.uk/hmiprisonswp-content/uploads/sites/4/2018/03/Dyfed-Powys-Police-Web-2017.pdf>

¹¹ Data sourced from DPP's Use of Force Submissions performance reports, 01/01/18-31/03/18 and 01/04/18-30/06/18.

¹² Volunteers who visit police custody areas unannounced to check on the wellbeing of detainees and to ensure that their rights are upheld.

¹³ Between 30/07/18 and 07/09/18.

Type of force	Instances*
None reported	11
Force reported but not recorded	3
Handcuff	4
Restraint	1
Cell procedure**	1

**The total number of instances exceeds the number of detainees as more than one type of force may have been used on one detainee.*

***A method used by a team of officers to safely locate a violent detainee in their cell, allowing them to withdraw without suffering personal injury.*

For the three instances where force was reported but not recorded, ICVs stated that one incident had been reported verbally to the Custody Sergeant; one had not been recorded on the front of the arresting officer's sheet but had been on the risk assessment; and one report of force being used on arrest but there was no recorded evidence of this. This inconsistency concurs with the perceptions of the workforce - officers stated that custody staff were good at reminding officers to complete their use of force forms; however there was apparent confusion and frustration regarding the recording of force used in custody. One custody officer stated they had been trained to record every hands-on experience with every detainee, but felt this was impractical, especially where the detainee required rousing for regular welfare checks e.g. every 30 minutes.

Concerns were raised that the requirements had not been disseminated appropriately as not every use of force in custody was recorded by everyone involved. It was suggested that something be built into the custody system to trigger a message reminding the officers to record their involvement, a function which apparently was in operation previously but has been removed during system updates¹⁴.

¹⁴ Source: 'Use of Force in [DP] Police Custody' report by a Police Sergeant in February 2017.

3.2 Current performance

As outlined in the recording requirements section, each officer is required to submit a form for each use of force encounter, therefore the data collated by the Force does not represent the number of incidents or number of individuals subjected to force, but reflects the number of forms submitted by officers.

3.2.1 Performance issues

It is widely accepted across DPP staff and officers that the use of force is being under-recorded. There appears to be operational inconsistency in the understanding of what constitutes reportable use of force; and subsequently differing opinions on when a use of force form is required; particularly with regards to compliant handcuffing.

There are signs of improved compliance to recording the use of force, with the number of use of force forms submitted rising from 152 in January 2018 to 399 in June 2018. Recent improvements in the accessibility of use of force forms have enabled officers to complete and submit from their Mobile Data Terminals (MDTs) rather than having to return to a station to complete on a computer. This, coupled with ongoing efforts to raise awareness of the requirement to record may be influencing the improving situation.

Officers generally understood the contribution the recording of use of force made to improving transparency and accountability, but some were unaware where the forms went on submission, what happened to them and why they had been introduced. Others understood the national mandate, but questioned the necessity to record so many different levels of force, especially low level methods. One supervisor highlighted that the need to identify 'impact factors' which may influence the necessity to use force was a positive element of the form as they had witnessed improvements in officers identifying when issues such as alcohol or drugs and mental health may be involved.

It was evident from discussions with officers and staff that there are effective lines of communication between departments, for example, when an accident or incident is identified (either via an accident report being submitted or an incident on the Daily State Record); this is reviewed by the Health and Safety Team and communicated to relevant departments for information / further investigation.

Whilst it was acknowledged that the requirement for each officer to submit a form for each incident is appropriate, as it allows each individual to report on their own involvement, concern was raised that the resulting data is misleading as it does not reflect the number of incidents where force was used. Some officers suggested a function to add multiple people to use of force incident records could be explored, as this was currently available in other systems.

Others suggested use of force be incorporated into another existing form, in order to reduce the number of forms required.

Whilst those spoken to understood that they should be completing forms and found them straightforward, the overwhelming view was that they presented an additional administrative burden in addition to numerous other reporting and recording requirements.

Some expressed frustration that systems did not “talk to each other”, resulting in possible duplication or avoidance of the use of certain techniques to reduce the required paperwork. The absence of links between some systems results in some areas being unable to easily extract data related to the use of force, for example, Health and Safety, Occupational Health, Mental Health and Body Worn Video. Officers recognised that the forms also generate additional work for management and support staff.

It must be noted that officers expressed on more than one occasion the breadth of administration required when dealing with different incidents, many of this being required to be completed before officers are permitted to leave their shift. Whilst the advent of mobile devices has undoubtedly enabled officers to spend more time out of the station, their administrative duties continue to be extensive. The use of force e-form (example within Appendix B), is an example of the lengthy administration faced by officers after responding to calls for help. It is therefore not surprising that some requirements are easily missed, forgotten or delayed.

3.2.1.1 Profiles of subjects

Where individual profiles of the subjects were completed, the majority of force is used on males between the ages of 25 and 34 years old, and the vast majority of subjects were white (91.1%), however it must be acknowledged that the individual profile appears to not always be recorded¹⁵.

Ethnicity	Use of force submissions
White	935
Asian	2
Black	4
Chinese / other	7
Unknown	56

¹⁵ Data sourced from Dyfed-Powys Police's Use of Force performance profile Apr-Jun 2018.

3.2.1.2 Location

During the three months leading up to 30th June 2018, the most common locations for the use of force were public / private settings and custody blocks, as shown in the table below¹⁶.

Location	Number of times recorded	% recorded
Public / private settings (street / highway, open ground, dwelling, public transport)	849	68.3
Custody block	140	11.3
Police vehicle (with or without handling cage)	110	8.8
Health setting (hospital, mental health setting, ambulance)	55	4.4
Other	39	3.1
Police station (excl. custody block)	22	1.8
Licensed premises	21	1.7
Retail premises	7	0.6

3.2.1.3 Impact factors

Alcohol, drugs and mental health were recorded as the most prevalent impact factors within use of force submissions.

“The difficulty with [Mental Health issues] and the use of force is that each individual is unique; there is no specific one size fits all approach to managing these situations”.

This view was shared by a representative from the Independent Advisory Group (IAG)¹⁷ in making the case for officers to exercise caution, as well as being equipped with relevant background information on individuals in order to make an assessment on how to deal with the individual to avoid escalation. It was acknowledged that the police are in a difficult position when attending those with

¹⁶ Data sourced from Dyfed-Powys Police's Use of Force performance profile Apr-Jun 2018.

¹⁷The [Independent Advisory Group \(IAG\)](#) is a critical friend to the Police Service and the OPCC. It is a forum where independent advisors can give independent advice about specific issues identified by the Police and the OPCC.

unknown mental health issues, as obtaining this information was not always straightforward. There have been examples of good practice regarding the use of force within the police's management of the initial contact, where plans are created over time for repeat offenders who suffer from mental ill-health, on the best way to approach and handle them. However this is not reported to be undertaken consistently across the force area. This approach is echoed within the Mental Health Units (Use of Force) Bill currently going through parliament, which if passed, will mandate that mental health units must provide training for their staff which includes (amongst others):

- How to involve patients in the planning, development and delivery of care and treatment in the mental health unit; and
- [Awareness of] the impact of any use of force on a patient's mental and physical health and development.

The vast amount of training provided to officers and staff regarding mental health and the use of force was acknowledged by the IAG Member, however it was felt more needed to be done to ensure it is consistently and robustly applied. This was supported by the views from officers, who explained understanding the most appropriate way to approach the use of force on someone experiencing mental ill-health was a concern for some. They noted their use of "gut instinct" rather than a thorough understanding of specific tailored process to follow when attending complex situations. Officers expressed frustration that the Mental Health Triage Team¹⁸ and health services were not always available to provide advice when required.

Representatives of the IAG raised the matter of stop and search, considering this was an exercise of force by police officers and therefore should be considered within discussions regarding the use of force. Whilst stop and search remains a separate matter and therefore not included within the scope of this review, it is overseen by the use of force governance group and scrutinised in a similar vein.

The key consideration highlighted by representatives from the IAG was for the officers to understand the individual, as they felt the initial approach could result in unnecessary escalation, for example, insensitive use of gender terminology which may cause offence, resulting in aggression, thus requiring force to be used which otherwise may have been avoided.

¹⁸The Mental Health Triage Team is a partnership between Dyfed-Powys Police and Hywel Dda University Health Board, where officers and mental health practitioners work together to provide tailored advice to colleagues and appropriate support to individuals. Initially operating 4 days a week, the scheme was extended to 7 days a week from May 2018: <https://www.dyfed-powys.police.uk/en/newsroom/press-releases/a-police-and-health-project-helping-people-in-mental-distress-is-being-extended/>

3.2.1.4 Type of Force

The most commonly utilised types of force recorded were handcuffing, tactical communications (e.g. commands and warnings), unarmed skills (such as pressure points and take downs) and ground restraint (restricting the individual's movement whilst they are on the floor) respectively. Subjects were recorded as exhibiting a form of physical resistance in almost half of all forms submitted. Following their introduction in April 2018, Spit and Bite Guards had reportedly been utilised on 11 occasions (up to 30th June 2018). The following table depicts the different types of force utilised¹⁹.

Type of force	Number of times recorded
Handcuffing (including compliant and non-compliant)	683
Tactical communications	536
Unarmed skills	419
Ground restraint	78
Taser*	53
Other / improvised	45
Limb / body restraints	29
Firearms* / AEP²⁰	27
Irritant spray used	20
Spit & bite guard	11
Baton / shield	3

* Taser and firearms use includes all types of deployment (including aimed but not discharged).

DPP's Use of Force Group continue to work with the Information Technology department to develop a system to record each occasion that a method of entry tactic has been used.

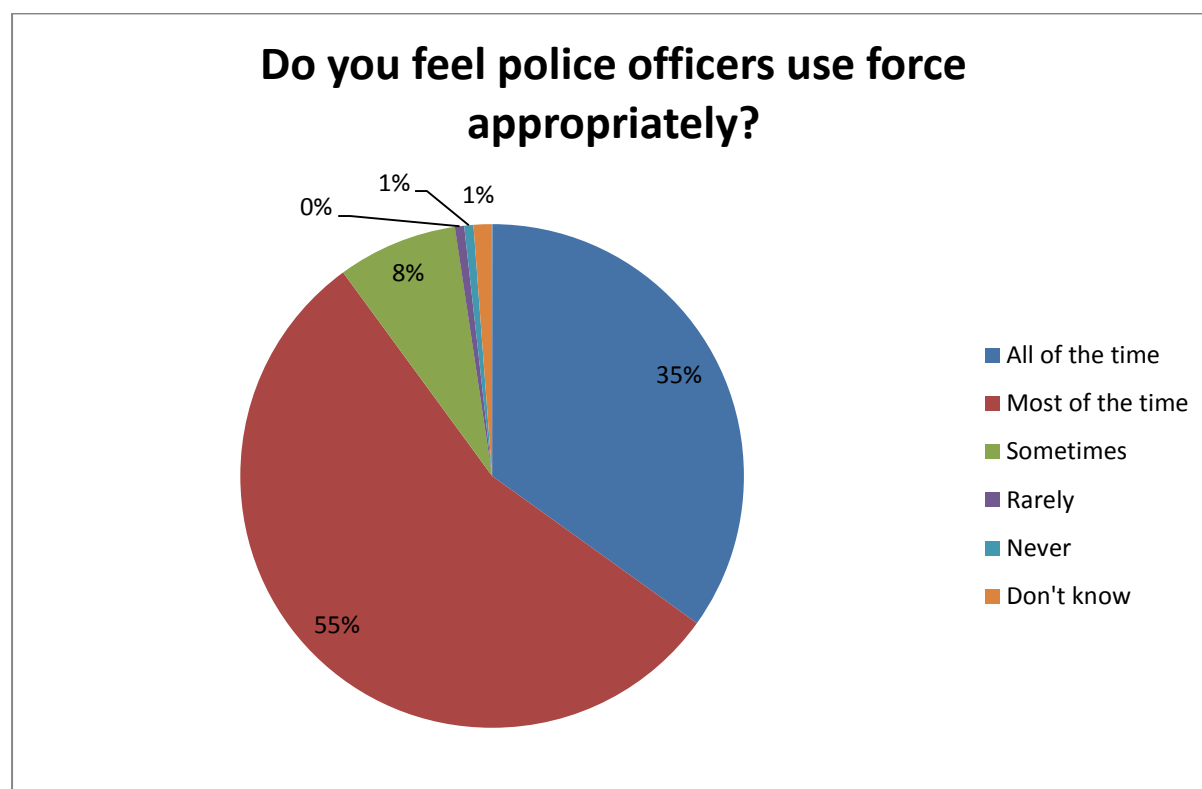
These figures are supported by the Commissioner's Quality Assurance Panel²¹ and surveyed members of the public²². The Panel were of the opinion that

¹⁹ Data sourced from Dyfed-Powys Police's Use of Force performance profile Apr-Jun 2018.

²⁰ Attenuating energy projectiles – non-lethal "rubber bullets".

officers were extremely restrained, dealing with incidents proportionately and reasonably, demonstrating respect for, and upholding the dignity of, the individuals involved in the cases they have reviewed. The vast majority of the public (90%) stated they thought officers used force appropriately, as depicted in figure 2.

Figure 2. Public response: “Do you feel police officers use force appropriately?”



Overall, public feedback was mainly positive, with participants expressing their support for officers' actions and a number calling for more force to be used:

“People don't treat police with enough respect.”

“People only record situations once it has been escalated, which makes the officers look bad. Use what's needed.”

“Law is too strict - police should use more force.”

Others recognised the need for force to be used proportionately:

²¹ Consisting of volunteer residents from across the Dyfed-Powys area, the Panel reviews the quality of police contact with the public in a transparent and independent manner. Of the five incidents reviewed, one involved a spit and bite guard, two involved the use of irritant spray and all involved restraints and handcuffing.

²² Via the Pembrokeshire County Show, Dyfed-Powys Police Open Day and an online survey (number of respondents = 169).

"Every situation is different."

"Depends on the individuals. If it re-occurring person may use more force as they know what they are like."

"They use force when they have to."

But there are occasions where this may not be the case:

"Sometimes force is used on the wrong people."

"Too much force is used sometimes. But they don't have the full picture - weapon. Better to be safe than sorry."

Some participants also acknowledged that they may not have enough experience or understanding to provide an informed opinion:

"From what I've seen."

"Some individuals need to be dealt with more frequently...watch a lot of TV."

"Lawful use is lawful. Not sure so can't answer."

When asked if they understand their rights in relation to the police's powers to use force, almost two thirds (62%) of respondents (n=164) stated they had good or some knowledge; as displayed in the table below.

Level of understanding	Good	Some	Little	No
Percentage	27.4%	34.1%	25%	13.4%

Some of the comments shared included:

"Only know from watching the telly"

"Don't intend on getting arrested"

3.2.2 Assaults and injuries to officers and staff

61 officers and staff reported injuries through their use of force submissions within the April-June reporting period. The majority reported minor injuries, however two officers recorded severe injuries and 31 were spat at. This data is collated from what officers declare on their use of force form, which does not detail whether the injury was sustained prior to, or as a result of, the officer's use of force. Officers are able to attend the Occupational Health Unit and must

report injuries or near misses through the Health and Safety Department. Both departments' data, in their current format, does not include the use of force as a reportable section; therefore it is extremely difficult to draw any meaningful conclusions about the rate of reportable incidents relating to the use of force. Any injury data quoted is taken from the Force's performance profiles, which collate the use of force form submissions where officers tick a relevant box relating to the level of injury sustained by the officer or suspect.

The new Assault on Emergency Workers (Offences) Act²³ doubles the maximum sentence for those who assault officers during the course of their duties. Accurate and thorough reporting of injuries sustained during the exercise of duties is therefore imperative; not only to secure successful convictions where appropriate, but to ensure the wellbeing of officers is safeguarded.

3.2.3 Audit and review arrangements

There are currently no formal requirements for use of force forms to be submitted to line managers for review, nor is there a defined audit schedule; however some reviews do happen, in particular after significant incidents. All incidents where Taser or firearms have been deployed are reviewed by the Force, unless the deployment is via the Joint Firearms Unit²⁴, where specialist supervisors conduct reviews of all firearms deployments.

A number of occurrences are recorded as 'out of force area/other'. These are due to Dyfed-Powys officers attending incidents in other force areas, such as via pre-planned collaborative responses to events. Forms are submitted to the officer's 'home' force, irrespective of the location of the incident, therefore these may still be counted and reviewed by Dyfed-Powys Police.

Whilst Taser, dog and firearms cases are routinely reviewed after every deployment and there is an (informal) expectation that supervisors should dip-sample their staff's use of force submissions, there was a view expressed that all use of force forms should be submitted via supervisors for review and feedback.

Supervisor reviews of Taser forms had reportedly demonstrated good understanding of justifying their actions under relevant legal powers, but less of an understanding of the policies that govern their actions. Through review with the supervisor, officers were able to verbalise their rationale and knowledge of policy, which in turn should result in improved future documentation.

²³ Which received Royal Assent on 13th September 2018

²⁴ The Joint Firearms Unit (JFU) is a collaboration between Dyfed-Powys, Gwent and South Wales Police Forces. Officers are seconded into the unit to respond to incidents across the 3 force areas.

Opinions were mixed on whether forms should be reviewed by supervisors or not. One group of officers advocated that they should be challenged in order to ensure the 'system' is effective. Another stated that they didn't feel they needed to be supported as their actions are their own responsibility.

3.2.4 Body Worn Video (BWV)

Chief Officers reported at their 2018 roadshows to staff that there were currently 811 cameras and 68 head cameras²⁵ issued. They highlighted that 19,000 items of footage (all types) had been uploaded and not tagged, for example, only 10% (51 items) of footage had been tagged as stop and search during a period where 516 stop searches had been recorded. There is currently no tagging category for use of force footage, therefore it is extremely difficult to assess the rate of BWV use and make a comparison with use of force form submissions. During the period of this review it was reported that progress was being made to introduce unique reference numbers to use of force submissions, which should provide some solution. Footage is automatically deleted from Evidence.com²⁶ after 31 days, unless marked as evidential, restricted or potential complaint. This limited retention period presents an area of concern, as footage may have been deleted after just 1 month if the recording officer did not foresee a complaint, which individuals have up to 12 months to submit.

Officers expressed that they felt better protected by the availability of Body Worn Video; however the uploading of footage could be unpredictable. One colleague reported an incident where they docked their camera at 2300 hours one evening to upload 55 minutes of footage and returned to work at 0900 hours the next day to find the upload had not completed. This resulted in the upload being cancelled as the camera was needed for the next shift. The significance of this piece of footage is unknown; however it highlights a concern which may be replicated across users. Other users suggested that the speed of upload is no longer a problem, as high speed links have been installed in stations via a £1.5m investment in the Wide Area Network.

Central staff acknowledged that the lack of available BWV evidence presented difficulties and delays, for example in resolving complaint / litigation cases. The issue however was not perceived to be due to problems with uploading. Whilst the lack of footage was not insurmountable, the result was longer and more complex investigations as they required evidence from a number of sources in order to "paint the picture" which could have been provided easily from BWV footage. One example was provided where footage was available for the lead up to an altercation, but the camera had been accidentally turned off as a result of

²⁵ Head cameras are only issued to firearms officers, who also have body cameras.

²⁶ Cloud-based secure storage facility.

the scuffle between the officer and suspect. Whilst it was more complicated to resolve the case due to the absence of footage of the moment in question, the available footage remained to be useful in showing the behaviour of both parties in the lead up.

Whilst centrally-based staff and operational officers differed in their opinions on the suitability of the uploading facilities, both parties did agree that BWV was not being activated as much as it could and should be. Officers acknowledged that they were still “getting to grips” with the technology and often forgot to activate the cameras when in heated or reactive situations. Officers seemed more likely to activate when going on a planned deployment or to vulnerable persons.

Some specialist sections explained they had raised concerns regarding the recording notification²⁷ affecting their duties. For example, officers were concerned that the flashing light / beeping may compromise their location when searching for a suspect or during observation. It was reported that officers had requested that the function be disabled, on the understanding that they would inform those present that they were recording. Officers stated they had been informed this was not possible, although were aware that it had been done in other areas.

BWV cameras have been personally issued to designated roles, predominantly to frontline Constables, Sergeants and PCSOs. Currently officers above the rank of Sergeant do not have access to cameras. It was suggested by more senior officers that a small ‘pool’ of cameras may be beneficial for when senior officers are required to attend certain incidents, to record their decision making and perspective of incidents, for example when on Gold Command duty. However the issue of footage storage must be addressed prior to considering this.

3.2.5 Ethical considerations and complaints

With the prevalence of social media, more police-based television shows and greater public awareness of their rights, the potential for misrepresentation and misconception is far greater. Officers feel the need to justify and explain themselves to bystanders, acutely aware that they are likely to be being filmed on live social media feeds, which may have only captured part of the incident.

When a complaint alleging excess use of force is recorded by the Professional Standards Department, their first port of call is any use of force form submissions and corresponding BWV relating to the incident. Anecdotal evidence suggests that these are not always present. Where use of force report forms and

²⁷ Cameras flash and beep at regular intervals to remind those present that it is recording.

BWV were readily available, complaints were often resolved in a much timelier manner.

The Force's Professional Standards Department recorded 55 complaint allegations relating to use of force between 1st April 2017 and 30th June 2018. Six of these allegations were deemed to be serious assaults.

Of the 55 allegations, 40 non-serious assaults had so far been finalised. One allegation resulted in a special requirements investigation where it was found there was no case to answer. 36 were not upheld or had been discontinued and just three required local resolution, as there was no indication criminal or disciplinary proceedings would be justified or that there was any infringement of the complainant's human rights. Two of the cases related to handcuffing which caused bruising, with the outcome of the reason for the course of action being explained to the complainants. The third incident had CCTV footage which supported that the suspect was aggressive towards the officer and that their ensuing response was reasonable. This complainant did not engage in the local resolution process. A full breakdown of these statistics can be found in appendix 3. The high proportion of complaints against officers' use of force which were not upheld supports the QA Panel's view that officers are conducting themselves appropriately.

Upon consideration of the summary of each of the allegations, it appears that the majority of complainants claim that they were subjected to excessive force through unarmed skills (strikes, pressure points and takedowns) (30 allegations), handcuffing (11 allegations) and ground restraints (8 allegations).

When considering a damages claim, Dyfed-Powys Police's Legal Department review whether the officers in question had exercised legitimate use of police powers. For this reason, access to all recorded information surrounding the alleged incident will be imperative for an informed conclusion to be drawn. Over the last 6 financial years, the Legal Department have dealt with 15 civil claims relating to the use of force, nine of which were in the 2013/14 financial year. Five cases resulted in a settlement being achieved, 7 were repudiated, two withdrawn and one struck out at court. The Department are currently dealing with four live cases.

Services commissioned by the PCC²⁸ were asked whether they had received any reports from their service users regarding use of force by police officers. Of the 8 services questioned, four responded that they were unaware of any concerns regarding the police use of force. One service highlighted a significant incident in a police custody suite where the service user's fingers had been trapped in the

²⁸Directly from specialist providers to help prevent crime and support the vulnerable
<http://www.dyfedpowys-pcc.org.uk/en/your-neighbourhood/services-available-to-you/>

cell door. This incident received significant media coverage and the resulting investigation / legal case continues.

3.2.6 Financial commitments

In line with many other police forces, Dyfed-Powys has recently introduced spit and bite guards, investing a total of £3,150 to equip their frontline officers.

The total capital spend on the Body Worn Video Project was £342,788 across a two year period. Whilst BWV is not solely used to monitor officers' use of force, it is a significant investment which has the potential to support officers in justifying their actions and answering any allegations of excess force being used.

These recent investments are in addition to the ongoing expenditure on equipment and training associated with the use of force, which is subsumed within the wider operational budget.

3.2.7 Workforce knowledge and confidence

The majority of those who contributed within focus groups suggested they were comfortable to use their powers of force:

"It's part of the job"

"If you can justify your actions, there's no problem in using them"

However, it appears from the discussions that officer' backgrounds (i.e. length in service or rank) and the circumstances of the situation faced may result in differing actions. Some officers raised concern that they were putting themselves at greater risk by attempting to deal with situations without using force (or a lesser form). One colleague shared their experience of suffering a joint dislocation when they were reluctant to use force and reflected that the outcome may have been different had they more readily utilised a more forceful approach.

3.2.8 Training

All operational staff (Police officers, Police Community Support Officers and Detention Officers) are expected to complete annual Personal Safety Training refreshers²⁹. In extenuating circumstances, officers may be allowed up to a

²⁹ Firearms officers' refreshers are completed every 6 months.

further 6 months to complete the training, however after 18 months officers should not be deployed operationally. Information from the Force's personnel records shows that 91%³⁰ of officers have completed and passed the refresher training within the last 12 months.

It was suggested that additional or more in-depth training may be suitable for newer officers in order to increase their confidence in using their powers of force. This is being progressed, with plans to incorporate the administrative requirements within new recruits' use of force lessons and final scenario assessments. This was supported by colleagues within focus groups, who suggested that the writing up of the use of force form, especially understanding impact factors, should be covered within their training.

Many felt there was a disconnect between training and reality, with the restraints demonstrated in training being ineffective in reality. Some officers gave the examples of when one individual required four officers to restrain them, or large scale events where low level force may be used in quick succession with lots of individuals in order to guide or control masses. One suggestion was received that officers should be able to work towards a basic self-defence qualification, perhaps via martial arts in order to learn more (effective) techniques. Officers within one of the focus groups were unanimous in expressing their views that use of force training should be more often, more intensive and more realistic. It was suggested that real life footage of use of force scenarios be utilised to support training. It was reported by the training department that the training package is under continual review, with feedback from injuries and near-misses used to inform additional considerations. The training department also explained that trainers found it difficult to secure feedback from course participants; therefore the above suggestions may be of use for future course developments.

³⁰ 1087 of 1175 officers completed the training, 14 were failed. These figures do not include new recruits.

4.0 Consequences

The lack of unique reference number, combined with there being no specific use of force categorisation tag within the BWV storage software means that evidence of encounters where force has been used are extremely difficult to locate. The implications of this may include:

- Resources
 - o Extensive use of staff and officer time ‘trawling’ through records in an attempt to locate relevant footage.
 - o Complaints and claims taking longer to resolve due to the inability to locate evidential footage.
- Financial
 - o Potential for more successful ‘excess force’ damages claims due to officers being unable to disprove claims without records and footage.
 - o Poor realisation of benefits from the significant investment in BWV.
- IT storage and Data Protection
 - o Inappropriate retention / deletion of footage due to potential for inappropriate tagging.
 - o Difficulty in handling subject access requests due to difficulties in identifying correct individuals in footage without corresponding written records.
- Public confidence and staff wellbeing
 - o Lack of transparency may reduce subjects’ trust and confidence in the police.
 - o Difficulty in implementing effective supervision and audit dip-sampling to reflect on effectiveness of approaches.
 - o Lack of trust in the accuracy of recording may negatively impact on officer and staff wellbeing.
 - o Possibility that as compliance increases, the perception will be that force is being used more than it is as the data currently only represents the number of forms submitted and not the number of incidents.

It is evident from the Force’s performance profiles of use of force that it is difficult to extract meaningful and consistent data from use of force form submissions. The impression formed from discussions with Dyfed-Powys Police officers and staff was that the use of force forms were introduced for statistic gathering in order to satisfy Home Office reporting requirements. It was concerning that despite repeated central communications, there appears to be operational inconsistency in the understanding of what constituted reportable use of force; and subsequently differing opinions on when a use of force form is required.

Limitations in the current forms do not prompt officers to justify their actions when force is used, however guidance prompts officers to note their rationale separately in their pocket books. By separating rationale from data, it is more difficult for those reviewing records to come to rounded, informed opinions on whether the officer acted in line with the Force's values.

Body Worn Video footage allows reviewers to reflect on how situations escalate and the behaviour of all involved. Feedback from the Commissioner's Quality Assurance Panel expresses how beneficial it was to be able to consider the footage, enabling them to provide the Commissioner with assurance that, of the records reviewed, officers used their powers of force with great restraint, respect and dignity. It must be noted however, that the availability of footage was restricted due to the technical issues highlighted earlier in this report.

The data generated through officers' form submissions does not appear to be linked to other systems in force, nor is it utilised effectively to provide insights into how, when, where or why force is being used and the implications of this. It is therefore difficult to evidence that Dyfed-Powys Police are utilising the available data to review possible disproportionate use or inform their future approaches to public interaction and officer safety.

Without unique reference numbers, all of the data considered refers to the number of reports and not the number of subjects, incidents, officers or locations. This fundamental flaw results in the Force being unable to accurately assess officers' compliance with recording requirements or effectively profile how and where force is being used and upon whom. This in turn compromises the integrity of the data, collated for the purpose of improving public accountability.

5.0 Actions

Upon consideration of the information gathered through this review, the Police and Crime Commissioner requests that the Chief Constable consider the following recommendations.

Immediately:

1. Introduce Unique Reference Numbers (URNs) for use of force forms as a matter of urgency.
2. URNs must be used to ensure Body Worn Video footage is appropriately tagged and readily retrievable.
3. Communicate clear and consistent recording requirements to officers and staff, including the importance of Body Worn Video footage and justification of the force used.
4. Review and consult with officers on the current use of force training package to ensure this reflects reality as far as possible and includes sufficient coverage of reporting requirements.

As soon as practicable:

5. Set in place audit and supervision arrangements to assess understanding and subsequent compliance with use of force recording requirements.
6. Review the existing use of force forms with a view to auto-populating fields, reducing the amount of data required and considering how officers' rationale is recorded.
7. Work with the OPCC to educate the public on the necessary, reasonable and proportionate use of force by police officers and their rights relating to the exercise of the power.
8. Ensure officers routinely complete the individual profile of those subjected to force in order to enable appropriate monitoring of potential disproportionate use on different demographic groups.

In the future:

9. Consider the provision of a 'pool' of BWV cameras for those without personal issue to access when there is an operational need.
10. Improve the way in which the Force records officer injuries associated with the use of force. This information should be used to ensure officers are appropriately equipped and protected from sustaining harm in the course of their duties.
11. Continue to work with local health services to develop tailored plans for the appropriate management (including the safest, most effective and appropriate forms of force recommended) of repeat offenders, especially those with protected characteristics.

12. Work with the OPCC to improve public involvement in the scrutiny of police officers' contact with the public.
13. Prioritise a decision on the future records management system, ensuring every effort is made to improve interoperability and improving auto-population of certain fields, thus reducing the volume of separate reporting requirements placed upon officers.
14. Review the concerns of specialist sections to ensure officers are equipped appropriately to undertake their duties effectively.

6.0 Review

6.1 Aims

This body of work sought to:

1. Provide assurance to the public that Dyfed-Powys Police are using their powers of force appropriately;
2. Improve public confidence in Dyfed-Powys Police; and
3. Improve performance in this area (Independent Office for Police Conduct).

Through:

- a) Identifying any trends in terms of the use of force by Dyfed-Powys officers and staff;
- b) Highlighting areas of good practice and areas for improvement;
- c) Providing independent oversight of police use of force and assurance of Dyfed-Powys Police's monitoring;
- d) Seeking assurance that officers are appropriately recording all incidents of use of force; and
- e) Informing the public about their rights with regards to the use of force by police officers.

6.2 Conclusion

The impression formed through this review was that the "DPP way" is to police by consent, described by some officers as utilising a "nicely-nice" approach. This surely is to be promoted as a manifestation of the Peelian Principles³¹ in action.

That said, current reporting does not provide an accurate breakdown of how often force is used. The under-reporting by officers has made it difficult to draw conclusions in support of the aims and objectives of the review.

Further work is required to enable the Force to accurately collect, collate and analyse data relating to use of force and ensure corresponding evidence is appropriately connected.

In light of this, the Commissioner is committed to monitoring the Chief Constable's progress against the recommendations set out within this report through monthly reviews of progress, and will ensure his Quality Assurance Panel undertake further dip-samples of use of force footage with the aim of providing greater assurance to the public.

³¹ Set out in the 'General Instructions' that were issued to every new police officer from 1829, they state that "co-operation of the public... diminishes proportionately the necessity of the use of physical force..." and "use physical force only when the exercise of persuasion, advice and warning is found to be insufficient..."

Arrangements are already being made for the Force and OPCC to undertake joint engagement with the public to ensure that they understand police powers surrounding the use of force and their rights in relation to these.

It anticipated that in the near future, Dyfed-Powys Police officers will report and record every use of force, which is duly audited by supervisors and dip-sampled regularly by the Commissioner's Panel. The resulting data should then be analysed and published in a way that members of the public can clearly understand what methods of force are used, how often and on whom; in order that they may make their own judgements on their confidence that their service will treat them reasonably, proportionately and justly.

Appendix A – Deep Dive Schedule

Theme	Use of Force
Rationale	
Changes to police use of force rules, concerns over independent scrutiny of Stop and Search, reports of dissatisfaction regarding injury on arrest and new NPCC transparency scheme requires use of force statistics to be published.	
Intended Outcomes	
1. Provide assurance to the public that Dyfed-Powys Police are using their powers of force appropriately 2. Improve public confidence in Dyfed-Powys Police 3. Improve performance in this area (IOPC)	
Identified Objectives	
a) Quickly identifying any trends in terms of the use of force by Dyfed-Powys officers and staff b) Highlighting areas of good practice and areas for improvement c) Providing independent oversight of police use of force and assurance on DPP's monitoring of it d) Seeking assurance that officers are appropriately recording all incidents of use of force e) Informing the public about their rights with regards to the use of force by police officers	
Scope / Actions	
1. Establish public understanding & feelings regarding the Police's use of force via consultation at summer shows. 2. Consult with diverse community groups to understand their perceptions of the subject via focus groups. 3. Consult with commissioned services to understand any use of force issues being raised by their users. 4. Obtain feedback from Occupational Health re. Employee welfare issues relating to use of force. 5. Review Force's use of force records (forms and BWV) via the Quality Assurance Panel. 6. Review any estates implications regarding the matter e.g. custody space / storage of equipment etc. 7. Incorporate question for Custody & Animal Welfare Visitors to discuss with detainees.	

8. Raise the matter with the IAG to establish any diversity considerations.
9. Review complaints data to identify any trends / upheld cases / litigation claims etc.
10. Collate costs of all relevant use of force related project expenditure e.g. BWV, Taser, spit hoods, restraints etc.
11. Analyse historic inappropriate use of force (complaint investigations / near misses etc.) to understand location, root cause and how this shapes future incidents e.g. intelligence that suspect has a history of resisting / force being used etc.?
12. Liaise with IID to understand compliance with BWV activation policy i.e. is it being activated when it should?
13. Review Use of Force element of Force Management Statement.
14. Conduct internal focus groups – one for H&S, training, PSD, legal and any other departments with connect to Use of Force and another for operational officers and staff to understand their views and experiences.

Timescales

PICK	07/06/18
Desktop review	22/06/18
SAND	29/06/18
Fieldwork	31/08/18
Draft report to OPCC Executive	19/09/18
Final report to Policing Board	09/10/18
Public report to Police and Crime Panel	16/11/18
Follow up review	December 2018

Appendix B – Example of Use of Force e-Form

Staff Details

Officer surname	Holmes
Officer forename	Sherlock
Employee number	80000
Rank	Constable
Detective	No
Gender	Male
Date of birth	1970-01-01T00:00:00.000+01:00
Age	48
Officer service start date	2000-01-01T00:00:00.000Z
Length of service	More than 15 years
Officer safety training start date	2017-01-01T00:00:00.000Z
Length of time since personal safety training	13-23 months
On which district are you currently based?	Carmarthenshire

Incident Level Characteristics

Custody number available	Yes
Custody number	CH-000000-2018
Incident location	Street / Highway, Licensed Premises, Police vehicle
On which district was this use of force carried out?	Carmarthenshire
Primary conduct of subject /	Passive resistance
Were you assaulted by the subject?	Yes
Were you assaulted with a weapon?	Bladed weapon / object

Were you threatened with a weapon?	<i>No – but information or intelligence indicated a weapon may be present</i>	
Were you spat at?	Yes	
Impact factors	<i>Alcohol, Drugs</i>	
Reason for using force	<i>Protect self, Protect public, Protect subject</i>	
What main duty were you undertaking at the time of the	<i>Mobile patrol</i>	
Were you single crewed at the time of the incident where you had to use	Yes	
Are you a specially trained Taser	Yes	
Were you carrying Taser at the time of the incident?	Yes	
Was Taser available at the scene?	Yes	
Tactics	Tactic Firearm Body Map Taser Tactic effective Tactic order Compliant	<i>Handcuffs</i> <i>No</i> <i>No</i> <i>No</i> <i>No</i> <i>1st</i> <i>Non-compliant</i>
Tactics	Tactic Firearm Body Map Taser Tactic effective Tactic order Compliant	<i>Unarmed skills (including pressure points, strikes, restraints and takedowns)</i> <i>No</i> <i>No</i> <i>No</i> <i>No</i> <i>2nd</i>

Tactics	Tactic	<i>Irritant</i>
		<i>spray –</i>
	Firearm	<i>PAVA</i>
	Body Map	<i>drawn</i>
	Taser	<i>No</i>
	Tactic effective	<i>No</i>
	Tactic order	<i>No</i>
Order validated	<i>Yes</i>	
Order other validated	<i>Yes</i>	

Officer Injuries

Were you physically injured during this incident?	<i>Yes</i>
Do you believe the injury you received was as a direct result of the subject INTENTIONALLY attempting to assault you?	<i>Yes</i>
Injury detail	<i>Minor</i>
Was medical assistance provided?	<i>Yes</i>

Subject Details

Person details known?	<i>Yes</i>
Title	<i>Mr</i>
Forename(s)	<i>Joe</i>
Surname	<i>Bloggs</i>
Additional names?	<i>No</i>
Address	House number <i>18</i> Address line 1 <i>High St.</i> Town <i>Aberystwyth</i> County <i>Carmarthenshire</i> Postcode <i>SA12 3RE</i> Country <i>United Kingdom</i>

Date of birth known?	Yes
Date of birth	01-01-1990
Age	28
Gender	Male
Officer-defined ethnicity	White - North European
Self-defined ethnicity	W1 White - British
Has marks / scars etc?	Yes
Marks / scars	Type Distribution Location Notes
Language of Choice	English
Additional details	Is the subject physically disabled? (officer perceived) No Does the subject have mental health issues? (officer perceived) Yes

Subject Injuries

To the best of your knowledge and at the time of completing this form, did the subject receive injuries as a result of your use of force?	Yes
To the best of your knowledge and at the time of completing this form, what level of injury did this subject receive from this incident, relevant specifically to your use of force?	Minor
Was medical assistance offered?	Yes
Was medical assistance provided?	Yes
What subsequently happened to the subject (select all that apply)?	Arrested

Location

Description	outside Tesco Carmarthen
-------------	--------------------------

Address	House name	<i>Tesco</i>
	Address line 1	<i>High St.</i>
	Town	<i>Aberystwyth</i>
	County	<i>Carmarthenshire</i>
	Postcode	<i>Unknown</i>
Grid reference	<i>242981,219457</i>	

Photos

Include Photo(s)	<i>Yes</i>
Photo taken outside of this form?	<i>No</i>

Storm details

Storm reference	<i>DP-20180816-001</i>	
Storm suffix	<i>001</i>	
Storm date	<i>16-08-2018</i>	
Officer	Surname	<i>Holmes</i>
	Forename	<i>Sherlock</i>
	Collar number	<i>00</i>
	Rank	<i>PS</i>
	District	
Body Worn Video Active	<i>Yes</i>	

Form completion

Completed?	<i>Yes</i>
Completed date / time	<i>16-08-2018 15:28</i>

Appendix C – Professional Standards – Complaint Allegation Outcomes

	Disapplication - by Force	Discontinued - by Force	Local Resolution - by Division	Not Upheld - by Division	Not Upheld - by PSD	Special Requirements / No case to Answer	Withdrawn - by Force	Grand Total
2017								
Jun				1	2	1		4
Jul		1	1	1	1		1	5
Aug					2		1	3
Sep	1	1		1			1	4
Oct							1	1
Nov				2		1		3
Dec					1			1
2018								
Jan						2		2
Feb						1		1
Mar				1	2			3
Apr			1					1
May	1	1		1	1			4
Jun		1		3	2		1	7
Jul							1	1
Grand Total	2	4	3	11	13	1	6	40



Eich cyf/Your ref :

Ein cyf/Our ref :

Gofynnwch am/Please ask for :

Dear Mr Llywellyn,

Deep Dive into the Use of Force within Dyfed Powys Police- Author Claire Bryant OPCC

This letter is sent to formally acknowledge the aforementioned piece of work which was commissioned by your office, and presented to the force at the recent Policing Board.

The report has been reviewed by the Superintendent for Operations, he accepts the recommendations and has subsequently identified the following actions.

The actions have been grouped together in based on the anticipated implementation time, this will make it easier to review.

Recommendations which are being dealt with immediately:

1. Introduce Unique Reference Numbers (URNs) for use of force forms as a matter of urgency.
Force Response –This work is already in hand and the work has been authorised to amend pronto.
2. URNs must be used to ensure Body Worn Video footage is appropriately tagged and readily retrievable
Force Response –This work is already in hand and authorisation has been given to amend pronto.
3. There is a need to communicate clear and consistent recording requirements to officers and staff, including the importance of Body Worn Video footage and justification of the force used.
Force Response– A force communication strategy is being developed.

Prif Gwnstabl • Mr. Mark Collins • Chief Constable

Y Wobr Brydeinig am
Wasanaeth o Safon

The National Award
For Quality of Service



Mae Heddlu Dyfed-Powys yn croesawu
Gohebiaeth yn y Gymraeg neu'r Saesneg.

Dyfed-Powys Police welcomes
Correspondance in either Welsh or English.



Buddsoddwyr
Mewn Pobl
Investors in
People



4. Review and consult with officers on the current use of force training package to ensure this reflects reality as far as possible and includes sufficient coverage of reporting requirements.
5. *Force Response- A review of the JRFT & OST training has commenced and this will incorporate the points raised.*

Recommendations which will be dealt with as soon as practicable:

6. Set in place audit and supervision arrangements to assess understanding and subsequent compliance with use of force recording requirements.

Force Response – Once actions 1 & 2 have been achieved, a process similar to that used to record stop and search will be instigated.

7. Review the existing use of force forms with a view to auto-populating fields, reducing the amount of data required and considering how officers' rationale is recorded.

Force Response–The use of force forms will be reviewed and will be amended to include a place to record the officers rational.

8. Work with the OPCC to educate the public on the necessary, reasonable and proportionate use of force by police officers and their rights relating to the exercise of the power.

Force Response – This will be undertaken by the "use of force group" which is attended by an OPCC representative.

9. Ensure officers routinely complete the individual profile of those subjected to force in order to enable appropriate monitoring of potential disproportionate use on different demographic groups.

Force Response – This will be reviewed as part of the work to address action 6.

10. Consider the provision of a 'pool' of BWV cameras for those without personal issue to access when there is an operational need.

Force Response – There is a scoping exercise underway to assess the viability of this recommendation. Future action will be based on the outcome of this review.

The following are being considered by the force in order that we can identify appropriate opportunities to address the recommendations.

10.Improve the way in which the Force records officer injuries associated with the use of force. This information should be used to ensure officers are appropriately equipped and protected from sustaining harm in the course of their duties.

11.Continue to work with local health services to develop tailored plans for the appropriate management (including the safest, most effective and appropriate forms of force recommended) of repeat offenders, especially those with protected characteristics.

12.Work with the OPCC to improve public involvement in the scrutiny of police officers' contact with the public.

13.Prioritise a decision on the future records management system, ensuring every effort is made to improve interoperability and improving auto-population of certain fields, thus reducing the volume of separate reporting requirements placed upon officers.

14.Review the concerns of specialist sections to ensure officers are equipped appropriately to undertake their duties effectively.

The actions detailed above will be the responsibility of the Superintendent for Operations, who will be accountable to the Use of Force Group. The Force's progress will be reviewed in accordance with the timeframe set at the last policing board.

Regards,

Mark Collins
Chief Constable