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 DYFED-POWYS
 POLICE AND CRIME
 COMMISSIONER

Meeting: Police Accountability

Venue: Penarth Police College

Date: November 3 2017

Time: 10:00 – 13:00



DYFED-POWYS

<u>Members:</u>	Mr Dafydd Llywelyn (PCC) - Police and Crime Commissioner Chief Constable Mark Collins (CC) – Dyfed-Powys Police Mrs Carys Morgans (CM), Chief of Staff - OPCC Deputy Chief Constable Darren Davies (DCC) – Dyfed-Powys Police Mr Edwin Harries (EH) Director of Finance – Dyfed-Powys Police
<u>Also Present:</u>	Staff Officer Sian Davies (SD) – Dyfed-Powys Police Brieg Dafydd (BD), Business Development Officer - OPCC
<u>Apologies:</u>	Mrs Jayne Woods (JW), Chief Finance Officer - OPCC Staff Officer Gwyndaf Bowen (GB) - Dyfed-Powys Police

ACTION SUMMARY FROM MEETING ON 27/07/2017		
Action N°	Action Summary	Progress:
PAB 059	Coercive control and domestic abuse cases to be reviewed at the next PAB meeting.	Complete
PAB 060	Dates of transferee recruitment intakes to be passed to the OPCC for consideration regarding a presentation on the Police and Crime Plan at the induction event.	Complete
PAB 061	OPCC to release a press statement asserting the PCC's ongoing commitment to reducing crime.	In Progress
PAB 062	The Force to provide a detailed breakdown of the outcome level for burglary crime type at the next PAB.	Complete
PAB 063	The Force to provide further detail in respect of drug offences and possession of weapon offences in future performance reports.	Complete
PAB 064	The Force to provide a breakdown of current vs historic sexual offences.	Ongoing
PAB 065	Action: Call handling to be reviewed in PAB in November 2017.	Complete
PAB 066	Action: IS&T to present the new website at the next PAB.	In Progress
PAB 067	Action: PSB data to be included in future performance reports.	In Progress

1. Welcome

The PCC welcomed Board members to Pembrokeshire College and extended his sincerest condolences on behalf of Dyfed-Powys Police to the family and friends of those who lost their lives in Llangammarch Wells, Powys.

2. Minutes of the Accountability Meeting held on July 27 and Matters Arising

PAB 061: The PCC to hold discussion with Emma Northcote (Senior Manager Corporate Communications) on Monday, November 6.

PAB 063: The PCC thanked Dyfed-Powys Police for the drug-market profile.

PAB 064: To be supplied in future Force Performance Report.

PAB 066: The CC announced that the website is in the final stages of development. An individual within the Information Security and Technology department has been assigned as a dedicated resource to the project and it was agreed that more detail be provided in Policing Board on November 21, 2017.

Action: DPP to provide an update on the new websites in Policing Board on November 21, 2017.

The PCC commented on the timeliness of reports and requested that documents be provided earlier to allow more time for preparation and analysis. Staff Officer SD highlighted that performance reports are generated at month-end and that heads of service use the reports to inform the wider outcome reporting. The PCC acknowledged that the timing of the Board meeting made preparation difficult and the timetable of the meeting should be reviewed.

Action: CoS to liaise with the Staff Officer in respect of the schedule of future PAB meetings.

3. Force Performance Report

User Satisfaction

The PCC stated that, despite a decline in 'follow-up' and 'action' figures, User Satisfaction levels on the whole remained relatively stable. The CC announced that the Force establishment of operational officers was reaching maximum levels and noted that much emphasis and proactivity had been placed upon improving compliance with the Victims' Code of Practice. As a result, Dyfed-Powys Police has seen an increase in rankings in User Satisfaction levels; from 32nd to 15th nationally. The PCC queried the positive impact of Goleudy on user and victim satisfaction. The CC highlighted that the service had played a part in the increase of satisfaction levels, with referrals having increased by 16% since April.

The DCC announced that Claire Parmenter will chair the Victim Satisfaction Board in her role as Assistant Chief Constable for Dyfed-Powys Police.

Complaints

The DCC noted that Ch/Supt. Steve Cockwell is conducting fortnightly reviews into on-going and complex cases. The Independent Police Complaints Commission's quarterly report showed a dramatic improvement in performance for Dyfed-Powys Police, with local resolution figures now in line with the national average.

The PCC commended the force for working proactively to improve its performance measures.

Action: IPCC Quarterly Report to be provided to the OPCC

Force Management Statement

The DCC announced that he would lead on Force Management Statements as part of his wider role as Dyfed-Powys Police' lead HMIC officer. The PCC noted that there was some scepticism across Forces in England and Wales in relation to the efficacy of Management Statement exercises, and sought assurance from the CC as to how the activity satisfied the wider vision of the Police and Crime Plan and the Force's local delivery priorities. The CC highlighted that the exercise serves as a useful vehicle for internal focus on organisational processes and procedures and declared that Dyfed-Powys Police was the only Force nationally to submit a full Force Management Statement. Management Statements will be utilised to determine HMIC activity in future.

Action: Chief of Staff Carys Morgans to represent the Office of the Police and Crime Commissioner in supporting the drafting of future Force Management Statements.

The discussion moved on to crime levels and crime recording processes. The CC noted that local figures were largely similar to what was being reported nationally, and that the increase within the Force borders was only natural given the introduction of a more ethical crime recording approach and innovation of crime processing such as the Incident and Crime Allocation Team (ICAT) now embedded within the Force Communication Centre. The PCC commended the positive and innovative developments but questioned whether the liminal nature of the data hid an underlying real-term rise in crime figures. The DCC stressed that the rise in crime volume was largely attributed to changes in the way the Force records and processes crime. Most of the focus is on crime outcomes; it is important that skilled and specially trained resources are available to match the demand of increasingly complex cases.

The PCC questioned the figures in relation to drug offences. The DCC advised that although the figures look lower at face-value, drug trafficking volume remains stable.

The PCC praised the Force on the wealth of information detailed in the report and sought reassurance in relation to proactively tackling the rise in offences such as violence against

the persons and vehicle offences. The DCC noted that Basic Command Units across the Force area had been tasked to look at specific offences such as vehicle crime to analyse hotspot areas and offender patterns. He advised although violence against the person now accounts for 35% of recorded incidents across the Force, nearly 65% of these incidents result in no physical injury to the person. The PCC queried whether an increase in night-time economy activity was responsible for the rise in violence against the person and whether arrangements were being made for the CCTV implementation to aid in tackling public order offences hotspots. The CC noted that the Force was undergoing a review of night-time economy data across Dyfed-Powys crime hotspots to inform the larger CCTV project.

Anti-social behaviour

The PCC noted that it is positive to see a general reduction in incidents of anti-social behaviour and queried whether a change in policy was responsible in the decline. The DCC highlighted that all Police Community Support Officers and Neighbourhood Policing Teams receive public-nuisance and neighbour-dispute training with an external provider. The CC noted that tackling anti-social behaviour is a focus in daily management meetings.

Road traffic collisions

The PCC noted that road traffic collisions are a concern expressed regularly by residents, highlighting that Dyfed-Powys Police remains behind from an all-Wales perspective. He declared that he is due to meet with Cabinet Secretary for Economy and Transport Ken Skates on November 08 to discuss progress. The CC advised that the Force area experienced a huge influx in road users during summer months which sadly and inevitably lead to a rise in collisions. The CC noted that although bikers constitute 5% of road users, they account for ~60% of deaths; education plays a big part in making our roads safer.

File quality

The PCC announced that the Chief Crown Prosecutor described Wales as the best performing region in relation to file quality. The CC announced that figures for October 2017 place Dyfed-Powys Police 2nd nationally for transforming summary justice.

Domestic incidents

Domestic incidents continue to be an area of focus for Dyfed-Powys Police, with the use of victimless prosecution increasing through the use of body-worn cameras.

Mental Health

The CC revealed that his review estimates that around ~450-500 calls per month are linked to mental health.

4. Financial Performance

EH provided a brief overview of the papers and stressed that the Force budget is facing pressure in relation to the rising rate of inflation and the unconsolidated pay award. There is some income that is yet to be accounted for such as mutual aid and special services income. There is continued focus on non-pay budgets and efforts to lower discretionary spending such as overtime.

The Auditor General of the Wales Audit Office was very complimentary of Dyfed-Powys Police's hard work in working to the new reporting timescales. The PCC commended the work of the finance team, noting that lower expenditure from the reserves budget was a positive step forward.

The PCC queried the current staffing position of the legal services department and requested an update regarding collaboration initiatives; EH noted that overspend was a result of the department having to outsource to cope with demand. DCC declared that he met with Rachel Jones Assistant-Director of Legal Services during the week to discuss collaboration. Although practicalities are yet to be ironed out, an initial data-capture has taken place and feedback from forces across Wales has been generally positive of the initiative.

The DCC announced that the Professional Standards Department is investing in new software. EH clarified that although the capital investment results in over-spend for the 2017/18 financial year; the investment will result in cost savings by 2021.

5. Update on the Police and Crime Delivery Plan

The DCC confirmed that the Chief Officers had the opportunity to discuss the outcome reports with their authors and that a rating for each had been jointly agreed.

a) Victim Satisfaction

2* - Requires Improvement.

Key points discussed;

- The PCC confirmed that the Victim's Forum was launched alongside Baroness Newlove's visit in September. Meeting is scheduled to discuss developments on November 8, 2017.
- 16% increase in referral numbers to Goleudy.

Action: Joanna Thomas to link with Kerrie Phillips to discuss VEF developments.

b) Public Confidence

3* - Good.

Key points discussed:

- Positive direction of travel.
- Website to be developed as a forum for communication between communities.
- Emma Northcote has developed a full communication strategy and is currently mapping all internal and external stakeholders.

- The Tygroes pilot of Operation Cynefin enabled Dyfed-Powys Police to test a mechanism for community consultation.

The PCC queried the cost of external assets to the Force and whether there was a specific policy in place for outsourcing of staff and processes. The DCC declared that all decisions undergo stringent procurement and HR scrutiny.

Action: Carys Morgans to liaise with Emma Northcote.

c) Organisational Health and Well-being

2* - Requires Improvement.

Key points discussed:

- Sickness levels are currently above the 4% target but well below the national average.
- 53% response rate for staff surveys, up from 38% in 2016.
- DCC to review the Transformational Leadership Programme

Action: Breakdown of language profile to be provided to the OPCC.

d) HMIC

3* - Good.

e) IPCC

3* - Good.

- Vetting backlog is continuing to clear.

Action: Most recent report to be provided to the OPCC.

6. Update on Policing Board Focus areas during Quarter 2.

a) Estates

The PCC announced that a number of Dyfed-Powys Police properties are currently up for sale, with much ongoing discussion with Town and Community Councils.

There is a significant capital investment going into estates projects to ensure future viability of Force assets. Final details need to be determined before starting a public consultation. The PCC reiterated his intention to be as open and transparent as possible; a seminar on financial matters with Police and Crime Panel members, Joint Audit Committee members, Wales Audit Office and internal audit scheduled to be held on Monday, December 6.

7. Scrutiny activity feedback

The PCC noted that the Quality Assurance Panel (QAP) is a valuable tool to ensure continued organisational learning. Carys Morgans highlighted that there is opportunity to widen the remit of the QAP. A paper is currently being developed for Policing Board consideration later in the month.

8. Any other business

a) Presentation from Ch/Insp Nicola Carter

NC detailed the operational functions carried out by the Force Communication centre:

- Call handling
- Incident handling and dispatching of Police resources
- Incident Crime Allocation Team
- Information Intelligence Directorate
- Mental Health Triage Team
- Welsh Ambulance Service Trust
- Abnormal loads

All calls for service are subject to a risk assessment and are graded appropriately in line with National Call Handling Standards. The PCC was pleased to see that an issue previously raised in September 2016 demand had improved considerably. The CC agreed and noted that as a result of the Force being at full establishment; it was more capable of meeting demand. The DCC declared that the Dyfed-Powys Force area experiences 14% higher demand per 1000 head of population and that the data was broader than the figures suggested.

The PCC noted that although efficiency rates showed drastic improvement, it should not come at a cost; equality of service provision is paramount and that a balance is to be struck.

The PCC thanked Nicola Carter on behalf of the Board for her presentation.

b) Operational Structure

The DCC updated the OPCC on the Dyfed-Powys operational structure detailed in the all user email circulated on November 1.

ACTION SUMMARY FROM MEETING ON 27/07/2017		
Action N°	Action Summary	To be progressed by:
PAB 068	DPP to provide an update on the OPCC website in Policing Board on November 21, 2017.	MC
PAB 069	Police Accountability Board meetings to be re-arranged.	MH / GB
PAB 070	IPCC Reports to be provided to the OPCC	DPP
PAB 071	Chief of Staff Carys Morgans to represent the Office of the Police and Crime Commissioner in the drafting of future Force Management Statements.	CM/DCC
PAB 072	Joanna Thomas to link with Kerrie Phillips to discuss VEF developments	JT/KP
PAB 073	Carys Morgans to liaise with Emma Northcote.	CM/EN
PAB 074	Breakdown of language profile to be provided to the OPCC.	DPP
PAB 075	IPCC report to be provided to the OPCC.	DPP

Date of next meeting: 13/02/2018

Location: Llanelli Library, Vaughan Street, Llanelli