



**PURPOSE: Report to the Police and Crime Panel**

**Title:** Progress report following the Deep Dive Scrutiny Review of Dyfed-Powys Police's Initial Public Contact

**Executive Summary:**

Dyfed Powys Police have seen an increase in non-urgent calls for service, and subsequently call waiting times have increased and although the force is working hard to offer other opportunities through new on line services there is a challenge in being able to flex and meet public expectations and be responsive and flexible enough to be accessible to all.

The report was provided to the Chief Constable in September 2019, who subsequently formally responded, accepting each of the recommendations.

This paper reviews the progress made by Dyfed-Powys Police against the recommendations of the report since 2019

**Headline achievements:**

- #MakeTheRightCall is now a well-established campaign within Dyfed-Powys. Its purpose is to educate the public on the most appropriate service and methods of communication available. This campaign played a key part to manage demand during the COVID pandemic and will now be modified to compliment the launch of Single Online Home, by highlighting the new and improved methods of digital contact available.
- During a recent review of the Neighbourhood Policing Team (NPT) structure consideration was given to available resources, including the use of the mobile police stations. The introduction of the NPT toolkit has equipped the local policing teams with the skills to effectively assess the needs of its community and undertake engagement in the appropriate way at the appropriate time. The mobile police station fleet features as a part of this toolkit.
- Policies include Equality Impact Assessments (EIAs) at the point in which any new policy is created. To embed processes training will be provided and EIAs will be reviewed by Legal Services to provide assurance that their use is appropriate and 'business as usual'.

**Recommendation:**

That the Police and Crime Panel note the contents of the report.

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

I confirm I have considered whether or not I have any personal or prejudicial interest in this matter and take the proposed decision in compliance with the NOLAN Principles for Conduct in Public Life.

**Signature:**

**Date:**

# **Report of the Police and Crime Commissioner to Members of the Police and Crime Panel**

## **Progress report following the Deep Dive Scrutiny Report of Dyfed-Powys Police's Initial Public Contact**

### **1. Purpose of Report**

There is a national increasing trend of people contacting the police as a first resort due to a lack of clarity of how and why the public should make contact. This, coupled with a lack of availability, capability or response by other, more suitable agencies, poses enormous pressures and significant challenges for Dyfed-Powys Police (DPP) in managing initial public contact. More so, it poses a challenge in meeting public expectation of a prompt police service, contributing to a detrimental impact on the public's confidence in the police.

This lack of clarity amongst the public of how and why they should make contact with the police has contributed to the increase in demand on the Force Communications Centre. This has led to increased waiting times on the 101 non-emergency number, and has been identified by the public as the main barrier to making contact with the police.

There is a strong national directive on digitalised police contact in the near future through the introduction of Single Online Home. With Dyfed-Powys' ageing population and a high percentage of rural communities not currently digitally connected, any strategy going forward needs to give due consideration to the specific needs of our ageing and rural communities. There is a need for a holistic view across the organisation, alongside a strong Contact Strategy, which explains how we will embrace change in digital contact in the future, ensuring it is fit for purpose for the communities of Dyfed-Powys. A commitment for a clear vision needs to be set out internally, before communicating clearly with the public.

### **2. Outcome**

The review, found that:

- DPP cannot maintain the status quo in relation to public contact management. Whilst the next year is set to bring new changes to the culture of initial public contact with the emergence of Single Online Home as a digital front counter, Dyfed-Powys cannot disregard the high percentage of its residents who are not ready to depend solely on digital contact.
- Whilst 87% of survey responses were received online, the number of respondents' eager to be able to report a crime via social media in the future are lower than expected. Those who responded to a series of surveys expressed their preference of face to face and phone contact over any other form. The strong appetite for a more personal contact approach needs to be fully explored and adequately catered for.
- The mounting pressures of increasing calls to the Force Communication Centre (FCC) need to be addressed urgently, and unnecessary calls moved to more appropriate agencies or individuals within DPP where suitable.

- A strong and ongoing communications plan is needed in order to guide callers to the correct agency from the outset, as well as clearly advising the public of the different methods available to contact the police when that is the necessary avenue.
- There is a need for more clarity and consistency in the use of the community trigger process to deal with antisocial behaviour.
- Whilst there are examples of good practice, DPP doesn't fully understand the needs of all of its diverse communities. There is a need for better understanding so as to ensure the Force is fully accessible.
- There is an appetite within DPP to make more use of the four mobile police stations which would facilitate a local policing presence, but a full review is needed to ensure that any investment provides longevity and value for money, whilst delivering a service in line with the needs and reasonable expectations of the communities of Carmarthenshire, Ceredigion, Pembrokeshire and Powys.
- Any future change to public contact with DPP needs to be strategically planned by DPP, and there needs to be a commitment for a robust, forward-facing contact management strategy. This needs to be implemented in close collaboration with relevant partners and applied consistently by DPP across the force area.

### **3. Situation**

This review contributes to Priority 4 within the Commissioner's (PCC) Police and Crime Plan, Connecting with Communities, and specifically the following areas:

- Improving our understanding of communities so that we can respond appropriately to how specific communities and community groups want to engage;
- Ensuring that the public receive an accessible and responsive [police] service;
- Ensuring that all members of our communities, including diverse groups, are provided with an opportunity to engage [with the police] through a variety of means; and
- Exploring the development of new digital opportunities for the public to access policing services when and how they need and want to.

The review sought to:

1. Assess whether the level of public expectation is reasonable within the context of different types of demand;
2. Provide a snapshot of current initial public contact with the Police across Dyfed-Powys;
3. Determine whether public contact methods provided by Dyfed-Powys Police (DPP) meet public expectation; and
4. Determine whether DPP are providing an accessible police service at the first point of contact.

Through:

- a) Identifying current national trends and developments in relation to public contact with the police;
- b) Identifying how and why the public are currently making contact with DPP, and how they would like to do so; and
- c) Assessing public perception regarding the accessibility of DPP.

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

- A public consultation on initial contact with the police via an online survey and face-to-face consultation at various summer shows and events;
- Interviews with key DPP departments to understand their views of the topic;
- Focus Groups with representatives from DPP's Independent Advisory Group to discuss accessibility issues at the first point of contact;
- Focus groups with young people through the PCC's Youth Forum and other youth groups;
- Desk research on local and national developments and benchmarking activity in the field of public contact;
- Detailed scrutiny of DPP's performance statistics;
- Data from DPP's Call Logger Exercise.

The review contributed to the following aspects of the Commissioner's Police and Crime Plan:

- 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).

#### **4. Consequences**

Although national developments are rapidly moving towards digital police contact and digital reporting, the public in Dyfed-Powys strongly value phone and face to face contact. Bearing this in mind, along with the area's ageing and rural population, the public need to be consulted and included in the planning of future public contact methods, so as to avoid a lack of engagement, and subsequent trust in the police.

More people are contacting the police, on a national and local level, as a first resort, as well as phoning the police for transfer requests and non-police issues, which places immense pressures on the FCC. As over two thirds of 101 calls are made for reasons other than reporting a crime, these calls to the FCC could be better placed elsewhere. Current increased call waiting times contribute to staff pressures, has a detrimental impact on the public's confidence and trust in the police, and will act as a barrier of future contact if nothing changes.

DPP needs to ensure it is appropriately and consistently educating all members of the community on the most appropriate service to contact in emergency and non-emergency situations, how to do so and what to reasonably expect. By not sharing

these messages consistently, it will be difficult for DPP to have more control over its management of public contact, and will have resource and cost implications.

DPP doesn't fully understand the needs of all of its diverse communities and doesn't have appropriate infrastructure in place to assess the impact of new developments or policies on equality. There are a few examples of good practice with regard to accessibility of first contact, but there is a need for a more strategic approach so as to ensure the force is fully accessible.

## 5. Actions and Review

Recommendation	RAG
1.To develop a holistic vision across the organisation, alongside a strong Contact Strategy, which explains how DPP will embrace change in digital contact in the future, ensuring it is fit for purpose for the communities of Dyfed-Powys. A commitment for a clear vision needs to be set out internally, before communicating clearly with the public;	Amber
2.With the imminence of Single Online Home, it must be ensured that Dyfed-Powys Police's systems are ready and people are appropriately skilled for the change, giving cognisance to any anticipated increase in demand ensuring a resource model to meet any change in demand;	Amber
3.That DPP works with Welsh Government, public service partners and other Welsh forces to further develop the #maketherightcall campaign. This will educate all members of the community on the most appropriate service to contact in emergency and non-emergency situations and what to reasonably expect;	Green
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 the service. This review should be used to inform public communications advising of station opening times. These communications should be linked to the #maketherightcall campaign.	Amber
5.That the concept of working within Community Hubs is fully explored as means of proactively engaging with the public face to face;	Amber
6. That a thorough needs assessment, deployment model, engagement strategy which is NPT-led, and robust evaluation be developed to facilitate the best use of the current Mobile Police Station fleet	Green
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 (brief and simple explanation of THRIVES), to educate and manage public expectation;	Amber
18. Work is needed to raise user satisfaction around being kept informed, in particular in setting out reasonable expectations at the initial point of contact.	Amber
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 with young people;	Amber

10. That a full Accessibility Audit is undertaken across the force area, focusing on stations and the website;	Amber
11. That Equality Impact Assessments (EIA) are undertaken every time a new policy, procedure or system is established, or when procuring new services. This needs to become second nature, and a part of the fabric of DPP;	Green
12. To assess whether DPP can be part of a wider community-based accessibility awareness scheme. Ensuring this is a success would require close collaboration with the health sector, to raise awareness of the scheme with potential users, as well as secure suitable training for front of house and management staff;	Amber
13. That the Pegasus scheme is driven by DPP, and is thoroughly and consistently promoted across Dyfed-Powys to potential service users, in collaboration with Hywel Dda Health Board and the Engagement PCEOs;	Amber
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;	Amber

- 1. To develop a holistic vision across the organisation, alongside a strong Contact Strategy, which explains how DPP will embrace change in digital contact in the future, ensuring it is fit for purpose for the communities of Dyfed-Powys. A commitment for a clear vision needs to be set out internally, before communicating clearly with the public;**

**Owner – Ch/Supt Cummins - Strategic Local Policing Group**  
**RAG – Amber**

It is the Chief Officer’s vision for Dyfed-Powys Police that the Force is able:

*“To manage all contact in a way that is consistent and appropriately meets the needs of the individual. Delivering a service that is intelligent, personalised, reassuring and effective at the earliest point of contact”.*

Work was underway regarding a specific FCC Contact Management Strategy but this has been paused to enable one all-encompassing plan to be developed across the “whole system” including contact with the FCC, contact at police receptions, and contact through Neighbourhood Policing Teams. The Force is also cognisant of the following interdependencies which will inform the work:

- The Force is keen to capture the learning from the Covid-19 pandemic and is working on a “Confidence Strategy” linked to recovery and smarter working
- The Force wants to support the development of the new Police and Crime Plan (post May 2021)
- The Force wants to see the benefits of Single Online Home (SOH) and the digital desk being delivered and these are part of a “soft launch” to enable

us to understand the impact of this on the FCC before an appropriate communication plan is created and implemented

- The plan needs to support the Neighbourhood Policing Strategy
- There are opportunities that have been created to engage with wider communities within this review and we need to understand the outcome of these to inform the work

The Force Confidence Strategy, currently under development, will provide the platform from which this plan will be developed. Please see attached.



Confidence  
Strategy v.3 power p

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

**Owner – Marie MacAvoy - ICT strategic group**  
**RAG - Amber**

All services and processes included within the scope of the SOH platform have been mapped and the relevant Business Leads and Subject Matter Experts engaged throughout. Communications have been issued to FCC staff in early 2020 in preparation for the upskilling programme.

The timeline attached outlines the agreed timeline for specific elements of the platform go live in five “pushes” with full implementation by 25<sup>th</sup> November 2020;



Service Pushes Push  
0 Push 5.xlsx

All ‘as is’ and ‘to be’ business processes and advice pages associated with SOH services have been process mapped. Engagement with key stakeholders has been constant over recent months with Business Leads and Subject Matter Experts (SMEs) involved in awareness sessions facilitated by the SOH Transition Manager; and in the process mapping, reviewing and approval of the SOH services and advice pages affecting their respective Departments.

A Digital Desk Implementation Group has been formed, chaired by Superintendent Clark Jones-John, to oversee the introduction of the Digital Desk within the FCC.

Engagement with key staff regarding the on-line crime recording processes will commence imminently – both in the context of the ongoing ‘end-to-end’ crime review and the planned migration to Niche RMS in 2021.

Training has been delivered to key personnel (Information Management, Corporate Communications, ICT developers and People Services) in relation to the Case Management System that supports SOH which permits approximately 20% of the overall content to be amended / updated so that it is bespoke to DPP – including News, Campaigns, Careers, FOI and the Force Publication Scheme.

It has been agreed nationally that all Welsh Forces will adopt a ‘soft launch’ approach to SOH rollout. A Force-wide communication / briefing was prepared in readiness for the ‘go-live’ dates. The Project Team has produced briefings and a presentation for staff which will be made available over the coming weeks on a shared workspace on DPPi2, which again will be promoted through internal communications.

A suitable staffing model to support the implementation of SOH is seen as an essential prerequisite to the successful delivery of the project. As part of a wider scoping strategy the FCC has engaged with a number of digitally enabled forces and has modelled for anticipated demand increases. Commensurate with the forecast, the Force has increased FCC capability and resourcing and is fully engaged in the transition to ‘full digital contact’ in line with the latest implementation timescales.

- 3. That DPP works with Welsh Government, public service partners and other Welsh forces to further develop the #maketherightcall campaign. This will educate all members of the community on the most appropriate service to contact in emergency and non-emergency situations and what to reasonably expect;**

**Owner – Ben Coles - Corporate Communications –  
RAG - Green**

The #MakeTheRightCall campaign is now a well-established campaign, aiming to highlight the availability of online and email contact methods as an alternative to 101, as well as encouraging correct use of these methods to manage FCC demand. This has been extended and played a key part to manage demand during the COVID pandemic. This campaign will be modified to compliment the launch of SOH and to take in the new and improved methods of digital contact, as part of the overall strategy to manage FCC demand.

- 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 the service. This review should be used to inform public communications advising of station opening times. These communications should be linked to the #maketherightcall campaign;**



**Owner – Ch/Supt Jon Cummins – Strategic Local Policing Group.**  
**RAG - Amber**

The arrival of the Covid-19 Pandemic created an issue with the progress of this recommendation. There is a need to progress this review but the Force respectfully suggests that it is not pragmatic to undertake such a review until we understand the “new normal” post the pandemic.

The force’s enhancement of its digital communications footprint before the end of 2020 is expected to have further significant impact of the front desk footfall as seen during the COVID pandemic “lockdown” but at the moment that is an assumption which needs to be tested.

**5. That the concept of working within Community Hubs is fully explored as means of proactively engaging with the public face to face;**

**Owner – CI Mark McSweeney – Neighbourhood Policing Group**  
**RAG - Amber**

Through the use of the Neighbourhood Policing Team (NPT) toolkit local teams have identified hubs within their neighborhood areas that are used being used for face to face engagement. This has been evident in the Aberystwyth “Y Hwb” in the Penparcau area. NPT staff regularly attend the local and engage with various groups on a planned and ad hoc basis.

The Llanelli NP team have routinely worked for one day a week in a multi-agency hub (The Hwb) based in the town centre. The team utilise a ‘hot-desk’ system and work alongside partners such as housing, benefits, homeless services etc. This has proved beneficial for the team as a means of proactively engaging with members of the public who very often generate repeat demand for DPP. This ‘drop in’ arrangement in Carmarthenshire has been temporarily ceased due to COVID-19.

Newtown NPT had been involved with a new concept in Powys entitled ‘Early Help Hubs’ born out of the Early Action Together programme. The future vision is to provide accessible space specifically for families with children, providing early intervention support through regular meetings / events (e.g. lunchtime drop-ins, training courses etc.) Early scoping has acknowledged that different agencies have different needs necessitating the need for some partners to be permanently based in the hubs, while others may provide regular surgeries to the public or use the facility via ‘hot-desking’.

Through the Neighbourhood Policing Strategy further scoping of existing hubs in both a formal partnership approach and informal community approach will be a focus under the heading of connecting communities. Unfortunately, this has been suspended due to the restrictions COVID-19 has brought on face to face contact.

- 6. That a thorough needs assessment, deployment model, engagement strategy which is NPT-led, and robust evaluation be developed to facilitate the best use of the current Mobile Police Station fleet**

**Owner – Ch/Insp Mark McSweeney – Neighbourhood Policing Group**  
**RAG - Green**

The Force has four mobile police stations with 36 authorised drivers. Due to the size of the vehicles each tend to be parked at larger stations which can accommodate storage between deployments (e.g. Aberystwyth, Haverfordwest, Brecon, Carmarthen). This presents challenges to officers from outer stations in relation to accessibility and impacts on the frequency in which the vehicles are used.

The Force has adopted a flexible approach to connecting with communities. The introduction of the NPT toolkit has equipped local policing teams with the skills to effectively assess the needs of its community and undertake engagement in the appropriate way at the appropriate time. The mobile police station fleet features as a part of this toolkit.



Neighbourhood  
Policing Directory FIN.

The Force 'Ardal' system is currently being used to record each deployment of a mobile police station. This records when, where and how each of the vehicles have been utilised. This has built in the ability to undertake a robust and detailed evaluation of their use in due course. Future deployment opportunities will be recorded by our team of Police Community Engagement Officers and form part of their 'Community Engagement Plans'.

- 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 (brief and simple explanation of THRIVES), to educate and manage public expectation;**

**Owner – Mark Hall – Digital Projects and Prioritisation group**  
**RAG - Amber**

The Covid-19 Pandemic has provided an opportunity for the Force to understand options to better manage the demand coming in through 101.

A delay with an external provider being able to attend and progress changes to the Force telephony system, due to Covid-19, has delayed some opportunities to triage calls through the use of voice recognition.

The ACC has asked for IT and the FCC to develop an options paper outlining recommendations for change to technology within the FCC which includes telephony. This is due for review by the Chief Officer Group in October. The

options paper includes consideration of advances in technology to future proof the forces delivery in this area.

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

**Owner – ACC Ackland – End to End Project Group**  
**RAG - Amber**

Currently, it is difficult for call handlers to set clear expectations, as they will be unaware of officer commitments and what investigative steps will need to be taken. This could lead to a disappointed victim who may have been provided with information at the initial stage which could not be achieved by the officer dealing with the crime.

The new End to End Project includes setting of expectations of callers within its terms of reference and changes to how we do this, which will give clarity and accountability will be one of the projects benefits. The Force recognises that it is vital to set expectations at the first point of contact and it is a critical part of the design of the new work flow.

The work that has been undertaken to improve our contact with victims will also feed into this End to End project work to make sure that we can improve in this area. A victim Engagement Forum which is in its infancy and created by the OPCC will be involved in the project to enable the Force to receive honest feedback on the current service provided and how process changes will impact and improve our service to victims.

In the meantime, changes the Force has already made, we hope will improve contact with victims. Police Officers who complete the Victim contract on the Crime Management System receive an automated reminder through a Tasking action that is sent to them every month. This tasking will remind them to contact the victim. This tasking entry can only be disposed of when an endorsement is made and it is submitted as complete. These are viewed by Sergeants.

Superintendents now receive automated emails informing them of any crime that is over 6 months old, which is reviewed by them. This process is replicated for Chief Inspectors at 3 months and Inspectors at 1 month (this aspect is due to start imminently). This helps to provide focus for key areas such as victim updates and ensure that the scrutiny and support provided to response officers and detectives in place.

Automation and technology improvements will allow greater consistency but it all starts with Constable's and Sergeants taking personal responsibility for treating victims how they would wish to be treated and keeping people informed.

- 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 with young people;**

**Owner – Teleri Williams – Connecting Communities.**

**RAG - Amber**

Dyfed Powys Police are currently engaged with young people in which feedback regarding engagement is regularly received. Engagement through formal groups such as the junior safeguarding boards or more casually with localised youth groups has led to better understanding of barriers and sought to overcome them on a local level.

Through the Commissioners Youth Forum feedback on the significant digital developments has been received. It is recognised that it is the younger communities that will engage more readily through online platforms where they socialise more comfortably. The SOH programme and digital desk has been introduced to this group for feedback on 13<sup>th</sup> October and the force are currently considering their views.

- 10. That a full Accessibility Audit is undertaken across the Force area, focusing on stations and the website;**

**Owner – Det Ch/Sup Steve Cockwell – Operational Estates Group**

**RAG - Amber**

A full accessibility assessment was conducted in 2015/16 by the estates department. Every location had a full condition survey which included the accessibility of a station based on whether it had a front counter. The recommendations from the assessment have formulated a plan of works for estates and informed significant improvement works.

Dyfed Powys Police is reviewing its estates model requirement following the development of a Smarter Working Policy and evidence obtained during the Force response to the COVID-19 pandemic. It is anticipated that this will significantly change the requirements of the current estates model. Once established a full accessibility review will be undertaken. This action will be owned by the new Operational Estates Group.

- 11. That Equality Impact Assessments (EIA) are undertaken every time a new policy, procedure or system is established, or when procuring new services. This needs to become second nature, and a part of the fabric of DPP;**

**Owner – Legal Services**

**RAG - Green**

The Force has undertaken a review of the inclusion of EIA's at the point in which any new policy is created. On each occasion any policy is reviewed by Legal services and EIA will for part of that review.

In order to embed the process, the delivery DPPi2 will include training to individual departments regarding the development and maintenance of their own areas on the intranet. This training includes a list of items that should be included (including EIAs to be added along with any policies).

The training and legal services review will provide the assurance that the use of EIA's will become daily business for the force. The Force will need to update the OPCC to provide the appropriate reassurance once the review is finalised to ensure that subsequent activity will influence culture and that this has indeed become "business as usual."

**12. To assess whether DPP can be part of a wider community-based accessibility awareness scheme. Ensuring this is a success would require close collaboration with the health sector, to raise awareness of the scheme with potential users, as well as secure suitable training for front of house and management staff;**

**Owner – Teleri Williams – Embracing diversity group**  
**RAG – Amber**

The Equality and Diversity department has links with organisations such as People First and the Total Communications Officer for Hywel Dda Health Board. Both organisations already have details of the Deaf text messaging service, Herbert protocol and Pegasus Scheme.

Access Wales is a charity who seek to provide better access to services and social activities. They wish to provide training to our staff/officers in respect of the issues someone with a disability/hidden disability face on a daily basis. They want to ensure that staff/officers understand these difficulties. This can be delivered by Access Wales. Train the trainers could also be an option who can then deliver the training to our staff and officers. Once training has been delivered the Force can then display posters which informs individuals that the Force is happy to help and provide additional support to individuals who may need it. The pandemic has placed a barrier to training with Access Wales at this time.

Dyfed Powys have engaged with Hywel Dda Health board to identify other opportunities to engage jointly in any existing community based accessibility scheme. This exercise failed to identify anything at this time and due to Covid-19 pandemic it has been difficult to commence a new piece of work at this time.

Dyfed Powys are currently exploring the use of the "Sunflower Scheme" which will provide a choice to all persons attending a police station to identify any accessibility challenges through the wearing of a pin whilst at the police station. This approach is still being explored but has been supported by the Ability Staff

Support Network and recommended by the IAG. The scheme is currently used at 1802 locations across the United Kingdom.

**13. That the Pegasus scheme is driven by DPP, and is thoroughly and consistently promoted across Dyfed-Powys to potential service users, in collaboration with Hywel Dda Health Board and the Engagement PCEOs;**

**Owner – Teleri Williams – Embracing Diversity Group**  
**RAG - Amber**

The Pegasus scheme currently has 429 registered members registered within the Dyfed Powys area since its creation in 2012. Since its inception the knowledge and use has dwindled with a lack of focus placed on its promotion. Currently it is unclear how many of those registered remain accurate.

Currently there is no means of understanding the number of Pegasus contacts the Force has received since its inception however anecdotal evidence suggests that they are very low indeed.

The purpose and effectiveness of the scheme has been reviewed in light of advancements in technology and the scheduled release of SOH and digital desk as a digital means of communication. It is clear that the scheme has some significant limitations. Significantly it provides only nominal information for the caller. In order to effectively manage the call and understand its purpose a wealth of other information will be required through questioning, thus defeating the original purpose.

It is clear that although relevant at its inception, accessibility for people who struggle to communicate verbally will be enhanced exponentially with the introduction of the Force's planned digital advancement. It is in light of this the Force is considering the relevance and efficiency in maintaining the Pegasus scheme. FCC managers have agreed to undertake that every user will be contacted and bespoke signposting to other means of contact will be identified appropriate to the individual. Chief Officers will need to be assured that individuals have been contacted and their needs accommodated in new ways of working.

**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;**

**Owner – Supt Ifan Charles - Emerging Technology**  
**RAG – Amber**

As the previous responses have identified the Force has moved forward significantly since this review was undertaken.

The Force has strong links to the deaf community through the IAG and they have been engaged in the review of SOH through its development. This has led to constructive feedback for the national delivery team. It is the Force's strategic vision that where communication is challenging, the digital platform will provide an efficient, effective yet engaging means of communication. It is anticipated that this will replace the text messaging service currently in place.

The digital platform is not the method of choice for all people and face to face contact will still be necessary. An assessment of Force accessibility has led to investment within our neighborhood policing teams where many have now completed BSL training and can communicate to a high standard. This has been shared through a short media campaign that saw officers and PCSOs using BSL in a short video clip.

Recognising the challenges of training all staff to this standard the Force are currently exploring further technological interventions. The Emerging Technology and Transformations Board are currently scoping the use of Sign language translation apps including "Google Translate" and "Deaf hear."

## **6. Background / Supporting papers**

- Original report:
- Chief Constable's response:

