

# DYFED POWYS POLICE AND CRIME PANEL

FRIDAY, 14 JULY 2023

Chamber, County Hall, Carmarthen, SA31 1JP  
14:00pm - 16:09pm

**PRESENT:** Professor Ian Roffe (Independent Member) (Chair)

**Carmarthenshire County Council Members:**

K. Howell, K. Davies and D. Jones;

**Ceredigion County Council Members:**

E. Evans; K. Evans and W. Thomas;

**Pembrokeshire County Council Members:**

J. Grimes and S. Hancock;

**Powys County Council Members:**

W. Powell and L. Rijenberg

**Independent Member:**

Mrs. H.M. Thomas;

**In attendance from the Office of the Police and Crime Commissioner:**

Mr. D. Llywelyn - Police and Crime Commissioner;

Mrs. C. Morgans - Chief of Staff;

**The following Officers were in attendance:**

R. Edgecombe, Panel Monitoring Officer;

K. Evans, Assistant Democratic Services Officer;

R. Morris, Member Support Officer

S. Hendy, Member Support Officer

A. Eynon, Principal Translator.

## 1. APPOINTMENT OF PANEL CHAIR AND VICE-CHAIR

**UNANIMOUSLY RESOLVED that :-**

**1.1 Professor Ian Roffe be appointed Chair of the Panel until the Panel Annual General Meeting 2024;**

**1.2 Councillor Keith Evans be appointed Vice-Chair of the Panel until the Panel Annual General Meeting 2024.**

## 2. APOLOGIES FOR ABSENCE AND PERSONAL MATTERS

Apologies for absence were received from Councillor Les George (Powys County Council).

Note: These minutes are subject to confirmation at the next meeting.

### 3. DECLARATIONS OF INTEREST

Member	Agenda Item No	Interest
Cllr. S Hancock	All agenda items	Family member is a serving Police Officer within Dyfed Powys Police Force
Cllr. D. Jones	Item 9	Dolen Teifi funding
Cllr. K. Evans	Item 9	Dolen Teifi funding

### 4. TO SIGN AS A CORRECT RECORD THE MINUTES OF THE MEETING HELD ON THE 19 MAY 2023

**RESOLVED** that the minutes of the Dyfed-Powys Police and Crime Panel meeting held on the 19<sup>th</sup> May 2023 be signed as a correct record.

### 5. MATTERS ARISING FROM THE MINUTES (IF ANY)

No matters were raised at the meeting.

### 6. QUESTIONS ON NOTICE FROM PANEL MEMBERS TO THE COMMISSIONER

#### 6.1 Question from Professor Ian Roffe

The Commissioner has indicated at prior panel meetings his work outside Dyfed Powys, including the national air police group, the Home Office digital communications project and the all-Wales policing board. Leading and collaborating can bring benefits to this area as well as other Force Areas. Could the PCC give an up-to-date review of the scope of his current engagement with such external groups, the main issues each group is addressing and any potential ramifications for policing governance in the Dyfed Powys area?

#### **Response from the Police and Crime Commissioner**

The Commissioner advised the Panel that Commissioners in England and Wales come together in various meetings during the year. Each Commissioner undertakes a function, to share the burden to some activity. There was a governance review of the National Police Air Service three years ago, which highlighted some recommendations and changes needed in the structure, leading to an Independent Chair being appointed.

The Commissioner informed the Panel of the different forums and panels that he's involved with, i.e. set up of the Police Digital Services Board, Police Staff Counsel, Association of Police and Crime Board, Partnership Board for Wales, chair of Policing Wales during Covid, lead against violence against women and girls, has recently given evidence at the Welsh Affairs Committee, has developed

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a youth forum to empower young people and is currently involved with the asylum seekers incident at Llanelli .

The Commissioner reassured the Panel that he was in regular dialogue with the Police force regarding the asylum seekers in Llanelli and was monitoring the situation very closely. The Commissioner noted that it was a very dynamic situation and is having an impact on the force.

## 6.2 Question on Notice from Professor Ian Roffe

Panel members have encountered diverse cases where members of the public have been dissatisfied with responses from Dyfed Powys police to 101 calls.

Is the PCC aware of issues with the 101 service and what approach is he taking in ensuring more timely and appropriate responses to the public?

### **Response from the Police and Crime Commissioner**

The Commissioner informed the Panel that there are around 500 incidents recorded each day by telephone. One of the critical issues is that of staff turnover for force communications. The demands on staff are increasing and turnover is at 17%. Investment has been made into the telephony system which should improve and streamline recording. Extra resources are needed to man the telephony department. The Performance data on call handling will be sent out to the Panel for information. The Commissioner explained to the Panel that there is a current recruitment problem.

In response to a query regarding callers having a delay when requesting to use the Welsh language, the Commissioner informed that he would look into the issue and respond after his meeting with the Chief Constable in the following week.

The Commissioner asked the Panel to forward any complaints or queries from the public to his office, who would then record, investigate and respond.

In response to a query regarding the high number of calls being logged as abandoned, the Commissioner informed that the high numbers were of option 2 & 4, which are deemed at a lower level of threat. The Commissioner informed members that he is briefed at the Police Accountability Board and would update the Panel.

## 6.3 Question from Councillor Keith Evans

I was recently approached by a member of the public who wished to complain about how the police had dealt with a road traffic collision that she had been involved in. Whilst I was able to signpost this individual towards the force itself in this instance please could you outline, for the benefit of newer Panel members and members of the public who may be watching, your role of the police complaints process, the oversight that you exercise regarding how the force

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handles complaints, and what the public should do if they wish to make a complaint against a police officer.

### **Response from the Police and Crime Commissioner**

The Commissioner informed the Panel that his office have a booklet on how to make a complaint and it is on their website for all to view. If a complaint is made against a Police Officer, it is the Force's responsibility to investigate. To ensure that there is a record of a complaint, the Commissioner informed the Panel that it would be best practice, for an email or letter to be sent to either the Force or his office.

#### 6.4 Question from Councillor Liz Rijnenberg

Neighbourhood Policing Teams (NPTs) are critical to the success of all of the Police and Crime Commissioners priorities. Anecdotal information indicates that the effectiveness of these teams in terms of visibility and responsibility can vary from locality to locality.

Given the recent restructuring of these teams and the opportunity to improve the standard of service how is the Commissioner assuring himself of the following:

1. That the new arrangements have been adequately resourced.
2. That structures are in place to ensure that the NPTs are simultaneously responsive and consistent in terms of how they will liaise and communicate with all stakeholders and importantly, victims of crime across the localities.
3. How the effectiveness of the teams will be monitored and evaluated.

### **Response from the Police and Crime Commissioner**

The Commissioner informed the Panel that Dyfed Powys, now have more Police Officers than ever before. The specialist roles haven't all be filled. Local contact is important and the Commissioner informed the Panel that he would discuss responsible operational activity within the force with the new Assistant Chief Constable.

In response to a query, the Commissioner informed the Panel that further engagements with local members, Councillors and Town & Community Councils would be held in the autumn of this year.

## 7. **POLICE AND CRIME COMMISSIONER'S ANNUAL REPORT**

[NOTE: Councillor S. Hancock had earlier declared an interest in this item.]

The Panel considered the 2022-2023 Annual Report of the Police and Crime Commissioner, which would be launched at the Royal Welsh Show this year.

The Panel thanked the Commissioner for all the hard work put into the user-friendly report.

Note: These minutes are subject to confirmation at the next meeting.

In response to a query, the Commissioner advised that there was no certainty around the future of funding for the different services mentioned in the report.

The Commissioner informed the Panel that a new service provider had been re-commissioned.

**RESOLVED that the Annual Report be received.**

## **8. POLICING PROTOCOL - PERFORMANCE REPORT**

[NOTE: Councillor S. Hancock had earlier declared an interest in this item.]

The Panel considered a performance report in relation to the Policing Protocol for Q1 of the financial year 2023-24.

The Commissioner informed the panel that there was an increase in 2 actions marked Green and a decrease of 2 actions that are marked Amber. The improvements came within the area of external funding and the introduction of new policies and procedures in relation to external funding which has seen an increase in funding sourced and allocated. Further work will be undertaken to fine tune some of the work undertaken in the last quarter with a view to there being an increased number of improved areas in green.

**RESOLVED that the report be noted.**

## **9. DECISIONS MADE BY THE POLICE AND CRIME COMMISSIONER**

[NOTE: Councillor S. Hancock, Councillor D. Jones and Councillor K. Evans had earlier declared an interest in this item.]

The Panel considered a report on decisions taken by the Commissioner between 10<sup>th</sup> May to 29<sup>th</sup> June 2023. The Commissioner advised that the report contained a decision, which had been omitted from previous report.

It was noted that there was a typo on page 122, the amount of the conference was £3750.

**RESOLVED that the report be received.**

## **10. OFFICE OF THE POLICE AND CRIME COMMISSIONER BUSINESS PLAN**

[NOTE: Councillor S. Hancock had earlier declared an interest in this item.]

The Panel considered a report outlining how the Office of the Police and Crime Commissioner will deliver the Commissioner's priorities for 2023/24.

Note: These minutes are subject to confirmation at the next meeting.

**RESOLVED that the report be noted**

**11. CHANGES TO THE POLICING PROTOCOL ORDER**

[NOTE: Councillor S. Hancock had earlier declared an interest in this item.]

The Panel considered a report outlining the changes impact upon the relationships between the Home Office, Police and Crime Commissioner, Chief Constables and Police and Crime Panels.

**RESOLVED that the report be noted.**

**12. POLICE AND CRIME PANEL ANNUAL REPORT**

[NOTE: Councillor S. Hancock had earlier declared an interest in this item.]

The Panel considered the 2022-2023 Annual Report of the Panel.

The Panel thanked Robert Edgecombe for all the hard work staff have done in producing the report.

The Panel were advised that hard copies of the report would be provided to libraries.

**RESOLVED that the Annual Report be received.**

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**CHAIR**

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**DATE**

Note: These minutes are subject to confirmation at the next meeting.