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| **Members:** | Dafydd Llywelyn, Police and Crime Commissioner (PCC)  Temporary Chief Constable Claire Parmenter, DPP (T/CC)  Temporary Deputy Chief Constable Emma Ackland, DPP (T/DCC)  DoF Edwin Harries, DPP (DoF)  Carys Morgans, Chief of Staff, OPCC (CoS)  Beverley Peatling, Chief Finance Officer, OPCC (CFO) |
| **Also Present:** | Superintendent Andy Edwards, DPP (AE)  Sian Topazio, DPP (ST)  Chief Inspector Chris Neve, Staff Officer, DPP (CN)  DC Teleri Richards, Staff Officer, DPP (TR)  Mair Harries, Executive Support Officer, OPCC (MH)  T/ChSupt Craig Templeton, Governance and Change (CT) |
| **Apologies** | Temporary Assistant Chief Constable Dave Guiney, DPP (T/ACC) |



**Meeting: Policing Board**

**Venue: Skype Meeting**

**Date: 20th of May 2021**

**Time: 12:30 – 15:30**



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| **Action No** | **Action Summary** | **To be progressed by** |
| **PB 2494** | **In relation to PB 2489, CN to communicate to Supt Ross Evans that he liaise with Carol Shilabeer regarding collating data for officer response times for mental health calls.** | **Complete** |
| **PB 2495** | **In relation to PB 2491, CN and CoS to review the decision of the Police Federation Subscription.** | **Complete** |
| **PB 2496** | **The Force to provide a response to the Commissioning Advisory Board regarding the number of Sexual Offence Trained Officers within the Force.** | **Complete** |
| **PB 2497** | **The T/DCC and the PCC to liaise outside of Policing Board regarding the Senior Crime Scene Investigator role.** | **Complete** |
| **PB 2498** | **The Press Office to engage with My Welshpool group to discuss their engagement with their local officers’ social media pages.** | **Complete** |
| **PB 2500** | **JC to ensure that the Force’s 101 message is changed and updated.** | **Ongoing** |
| **PB 2501** | **The T/DCC and JC to discuss the opening times of police stations outside of the Policing Board meeting.** | **Complete** |
| **PB 2502** | **JC to ensure a partnership approach is used as the Force prepares a response to night time economy issues.** | **Complete** |

**2. Update on actions from previous meetings**

The Board approved the minutes of the previous meeting as a true and accurate reflection of the meeting.

PB 2498 – It was noted that the Press Office has liaised with the Welshpool Neighbourhood Policing Team (NPT) and the matter is ongoing.

A discussion ensued regarding the 101 line and the alternative option of using Single Online Home to contact the Force. It was decided that it would be useful for the OPCC staff to receive training in using the system.

**Action: The OPCC staff to receive Single Online Home training.**

**Action: The PCC to visit the 101 call handling team.**

Further discussion ensued regarding communicating with the public following the Covid-19 period where the public may now prefer to report crime online or have face to face contact online.

**3. Chief Constable’s Update**

The T/CC informed the PCC that there has been an increase in stranger sexual assaults across the Force and nationally. The T/CC stated that an analyst is supporting the Force to review these incidents. It was noted that the trend is concerning.

The Force have received commitment from Welsh Government to fund an extra 15 Police Community Support Officers for the Force. The T/CC stated that there is now excellent opportunity to consider where best to place these new individuals.

The T/DCC stated that the Force is focusing on establishing delivery plans complete with performance matrixes to ensure that each department across the Force is performing well. This will also provide additional scrutiny of performance for the OPCC.

**Action: The detail of the Force’s delivery plans and performance matrixes to be provided to the PCC as part of the Policing Accountability Board agenda.**

**4. Police and Crime Commissioner’s Update**

The PCC thanked CN for supporting his office with arranging his Force visits over the next few week as the third PCC term commences.

The PCC stated that the process for appointing a permanent Chief Constable was ongoing, and that his office is hosting consultations on the Police and Crime Plan. The CoS stated she was very grateful to individuals in the Force who have supported the progression of the Police and Crime Plan work.

The PCC has also designated the 9th of June to allow officers and staff to drop in and speak to him, and raise any concerns or queries with him. The PCC also stated that he was now a member of the Board for the National Rural Crime Network and requested that a press release was distributed from the OPCC.

**Action: The OPCC to issue a press release over the PCC’s membership of the National Rural Crime Network.**

**5. Standing Items**

**a) Finance**

The DoF provided Board members with the financial out-turn position for the 2020-21 financial year. The closure of accounts process is nearing completion and this report sets out the final position following the processing of all adjustments needed in the leger. The drafting of the Statement of Accounts is well underway with a view to meeting the 31st May deadline for the signing of the draft Statements which remains on target.

In summary, the PCC’s reserves are set to increase from £14.574m as at March 2020 to £17.009m in March 2021 an increase of £2.435m. This takes account of all Capital and Revenue reserves and transfers and is approximately £5.312m better than the position foreseen in January 2021 and included in the Medium-Term Financial Plan.

2020/21 was a year like no other, with the financial position being significantly affected by the pandemic. A significant number of grants and income were received at the end of the financial year that have improved the out-turn position dramatically. In addition, further slippage on capital schemes and revenue savings have also contributed to the positive variance.

The final outturn position demonstrates that there was a positive variance on Commissioner’s Revenue budget of £428,000, with £266,000 of this relating to the Estates department. Within these figures are savings realised as a result of staff turnover, prudent financial management and several consequential savings arising as a direct result from the impact of changed ways of working put in place due to the Pandemic. Significant savings resulted from lower utility costs across the estate, additional income realised from site sharing arrangements, lower spends on planned and reactive maintenance but additional pressures arising from cleaning requirements. A net transfer from earmarked reserves of £191,000 supported the Commissioners priorities during the year.

With regard to the Commissioner’s Fund, the PCC stated that the purpose of putting the side is to cover current funding streams which might be cut in the future. The CFO stated that the DoF had conducted excellent work to prepare the report, and praised the corporate governance team’s commitment to completing the work.

**b) Engagement**

It was noted that 18 Facebook Pages were launched between the 6th and the 17th of April. A total of 203 posts have been made in the month of April. The NPTs which haven’t posted so far are Ammanford and Llandeilo, however work is ongoing to establish why this is. NPTs across Powys have published wonderful content, and Llwynhendy NPT have created their own video which they shared to their followers. Newtown currently has the most engagement on their page and work is ongoing to establish why this is. There will be a continuation of training for NPTs which includes further training on Facebook. Since the end of March the DigiDesk has received several hundred messages via Facebook messenger and several thousand messages via digital means. Increased contact via digital means is taking place across the Force and this has been discussed at the Chief Officer Group meeting (COG).

The next phase (3) of the digital engagement will include promoting the Digital Desk. The Communications Team are currently working on ensuring they are satisfied that the officers on the Digital Desk are able to respond to queries effectively using the same channel on which they were received. This will be a great change from Single Online Home. There is currently no set date for the launch of phase 3, and the Force will prioritise publicising the use of Single Online Home.

A brief discussion ensued over the Force’s use of Facebook Ads and the PCC was informed that the Communications Team are the only ones with access to Facebook Ads. The PCC stated that he would be interested to know how much the Communications Team spends on Facebook Ads.

**Action: SC to provide the PCC with data on the Force’s use of Facebook Ads.**

**Action: The Communications Team to provide the PCC with a timescale of action plans ahead of the launch of the Digital Desk.**

**Action: The OPCC to provide a representative to attend the Digital Desk Implementation Group.**

SC stated that Joint Emergency Services (JESC) have launched a yearlong campaign to bring attention to assaults against emergency workers. The Force will be taking part in the campaign throughout the year.

The Intact messaging on social media this month is cuckooing and the Force will be providing information on social media throughout the month of May to raise awareness of this time of crime.

From an internal communications perspective, Wednesdays are now being labelled as Wellbeing Wednesdays with the Force emphasising staff and officer wellbeing and positive mental health.

**c) Covid-19**

It was noted that a number of groups had been stood down and replaced by the Recovery Group due to the improving picture of Covid-19 infections across the country. It was noted that the Gold and Silver structure was still in place at present. It was noted that the Welsh Government have been debating its decision over international travel and haven’t provided any clarity to date. The Government has provided £2m of funding to local authorities to carry out enforcement checks in conjunction with track, trace and protect. There is a lack of clarity over the purpose of the checks to date. It was noted that South Wales Police have been in discussion with Welsh Government regarding the checks but have not divulged the outcome of the discussion to their colleagues across Wales.

It was noted that the infection rates have decreased across the Dyfed-Powys area. Per 100,000 people Carmarthenshire’s infection figure is 9, Pembrokeshire is 5.6, Ceredigion is 4.1 and Powys is 5.3. It was noted that Powys had seen 2 incidents of the Indian variant of Covid-19 however these individuals have been isolated and there is no further cause for concern.

The T/DCC stated that Newport has seen infections rates rise to 25 per 100,000 and queried whether there were plans for addressing this issue.

**Action: AE to establish what the Covid-19 situation is in Newport as the Indian variant has caused an increase in cases.**

It was noted that Police Officer absence is currently 4.1%, and staff is 4.3%. Staff absence in the Force Command Centre (FCC) is currently 3.7%. The T/CC queried whether the staff in the FCC are absence due to Covid-19. AE said this was not the case but he would continue to review the situation.

AE moved on to regulation changes. It was noted that the country is down to alert level 2, with holiday accommodation, entertainment and hospitality venues allowed to open. It was noted that front counter services in stations have opened, and officer safety training has recommenced. FCC staff’s face safety coverings can be removed while seated with staff remaining at a safe distance from each other. It was noted that a backlog had been identified within the firearms licencing team due to the fact that face to face meetings have not been possible.

**Action: AE to provide the PCC with the latest data for firearms licencing figures.**

It was noted that over 1,300 officers and staff have been vaccinated. Between 650 and 700 staff have taken advantage of lateral flow testing.

**6. Focus: Crime Data Integrity**

The discussion opened with the ramifications of the press release provided by HMIC regarding the Force’s Crime Data Integrity Performance.

CT moved on to provide an update on the Force’s response to the inspection result. He provided a situation report of where the Force is in relation to Crime Data Integrity. Her Majesty’s Inspectorate of Constabulary Fire and Rescue Service (HMICFRS) reviewed reports from the summer of 2020 and selected a random sample of 597 to review in detail. From that batch 528 crime should have been recorded, however the Force only recorded 461 which is 87.3% of the crimes. There was a gap identified by HMICFRS’s inspection in relation to domestic abuse and Anti-Social Behaviour (ASB) so the Force are endeavouring to get a clear understanding of where they need to focus their attention.

There were 160 domestic violence against the person incidents audited, and 21 crimes were missed by the Force. The Force established that in 16 of those incidents the missed crimes were linked to associated crimes or had received a domestic abuse stalking harassment risk assessment (DASH) notice. In the same period there was 99% compliance rate of recording DASH domestic abuse incidents.

The crimes generally missed are behavioural crimes including stalking and harassment. The Force is aware of this and work is ongoing to improve compliance.

Moving on to ASB, it was noted that 50 ASB incidents were reviewed by HMIC, and 16 crimes should have been recorded and only 5 were recorded. The Force is carrying out an audit of ASB reporting which will pick up where lessons need to be learned and where improvements can be done. CT stated that the Force acknowledge the low level of compliance, however they are satisfied that the service provided on those calls was of a high level. It was noted that this was a national issue and that many Forces have received notices regarding the recording of ASB personal incidents, and the T/DCC stated that the audit was reassuring in order to ensure improvements. The T/CC also stated that the samples were taken from August 2020 which was the busiest month in term of reported crime for the Force during 2020.

CT moved on to the matter of crime within a crime. He noted that officers are often reporting a crime, but are missing so-called hidden crimes when they attend incidents. The example of officers successfully recording domestic incidents but missing coercive control was provided. CT stated that oversight and scrutiny boards within the Force will pick up the 30 missed crimes identified by HMICFRS in order to review them and ensure they are recorded accurately. The PCC raised concerns that victims were potentially being missed by the Force. The T/CC stated that many of the missed incidents involved low level assaults, and the samples were taken from the month immediately following the first national lockdown, implying that figures were unusually high during this month. It was noted that calls for service were 80% higher in August 2020 than August 2019, suggesting that the figures were not an accurate reflection of the Force’s performance.

The PCC acknowledged that he understands the work the Force has done, however he asked why it has taken the second HMICFRS assessment for the Force to react with regard to making improvements to Crime Data Integrity. He queried why audits haven’t been implemented prior to this inspection. The T/CC stated that 67 missed crimes are not acceptable and that systems and processes in Dyfed-Powys Police don’t provide a wraparound service for Crime Data Integrity. She also stated that many forces have bespoke Crime Recording Units however Dyfed-Powys Police don’t have the capacity for this at the moment. It was noted that HMICFRS were aware of this and other future improvements, however because they haven’t been implemented yet they were unable to factor this into their report. The T/CC also stated that the report had been published with no cognisance that the Force among other forces across England and Wales was striving to respond to the Covid-19 pandemic. A discussion ensued regarding Environmental Scanning work CB had carried out in relation to Greater Manchester Police’s Crime Data Integrity work, and the PCC asked CB to provide an update on this by the next Policing Board.

**Action: CB to provide the PCC with an update on her research on Greater Manchester Police’s Crime Data Integrity work.**

Further discussion ensued regarding the factual accuracy of the press release from HMICFRS regarding the Force’s performance, with ST stating that HMICFRS issued a following press release after the first acknowledging that the Force had made progress. The PCC queried when the Force would be able to have further engagement with HMICFRS to show they had improved and was informed that HMICFRS had not made this decision yet.

CB provided an input from Gloucester Constabulary on their experience of Crime Data Integrity compliance. They found that their performance improved as they increased resources however several sergeants had to be removed from the front line of policing to support the work. It was noted that Gloucester OPCC also kept Crime Data Integrity on their Policing Board agenda as a rolling item to discuss with the Chief Constable on a regular basis. The T/CC stated that the OPCC were invited to the Force’s Gold Board for Crime Data Integrity and extended an invitation for Claire Bryant to attend the Silver Group. The PCC stated he doesn’t want to throw resources at Crime Data Integrity because he’s confident that action is being taken by the Force. He stated that he wants to Force to progress the work and ensure that focus is being put on the issue. The PCC stated that he encouraged the Chief Officers to be open and honest in future policing boards if there are further issues around Crime Data Integrity.

CT provided an update on the End to End project which reviews processes and systems for crime recording. The T/DCC stated that STORM Command and Control System had been used as a storage admin the past and the system had become flooded with data, and there is a plan in place to ensure that it is being used effectively. The T/CC stated that she has been encouraging senior staff and officers to bring internal issues to her in good time so they can be addressed immediately.

The PCC queried what plans are in place to provide additional resources into the CCTV Hub over the summer period. CT stated that conversations had taken place regarding additional resources, and the T/CC stated that summer plans had been considered and discussed by the Contact Centre team which should have included support for the CCTV team.

**Action: The T/DCC and CT to establish what additional resources have been planned for the CCTV hub over the busy summer period.**

**Action: Force to consider utilising Neighbourhood Policing Teams to engage with community leaders and inform them of the Force’s plan for additional resources over the busy summer period.**

A discussion ensued over the PCC’s plans for his Commissioner in Conversation events on social media. The T/CC recommended making some amendments to the events in order to target key individuals and spread information to communities about the Force’s activities.

**Action: The OPCC to consider making amendments to the PCC’s Commissioner in Conversation Social Media events in order to provide targeted information to key communities.**

The PCC thanked the Force for the access to Force Data and for working together with the OPCC on difficult issues to provide improved services for the public.

**7. Any Other Business**

**a) Pembrokeshire Historic Suspicious Death**

The PCC politely requested whether the Force could discuss a historic case with concerned members of the public. The T/DCC stated that it would be important for the Force to review the legal aspect of the meeting.

**Action: The Force to liaise with the legal team and the communications team with regard to scheduling a meeting regarding the historic suspicious deaths in Pembrokeshire.**

**b) Dyfed-Powys Police Facebook comments**

SC provided an update regarding a Facebook post by the post whereby the Force named an individual who has been arrested in Ceredigion following a sexual assault. SC noted that Facebook doesn’t allow the Force to switch comments off on the page. There are some filters with regard to profanity and swear words, but content-wise there is no means of turning the comments off.

SC stated that the communications team will delete inappropriate comments as they appear on the post. SC also noted that Facebook have engaged with forces and are planning to roll out a function whereby forces can switch off comments on particularly sensitive posts. SC stated that Dyfed-Powys Police have received this function in the past few weeks, but emphasised they will not be utilising this function lightly in order to provide the public with the opportunity to engage with the police.

**c) Correspondence regarding Llanelli Wellness Village**

The Board discussed a piece of correspondence from a member of the public with regard to allegations of bribery.

**Action: The Force to liaise with the legal team in order to provide an appropriate response to a member of the public with regard to the Llanelli Wellness Village.**

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| **Action No** | **Action Summary** | **To be progressed by** |
| **PB 1** | **The OPCC staff to receive Single Online Home training.** | **CoS** |
| **PB 2** | **The PCC to visit the 101 call handling team.** | **MH** |
| **PB 3** | **The detail of the Force’s delivery plans and performance matrixes to be provided to the PCC as part of the Policing Accountability Board agenda.** | **CN** |
| **PB 4** | **The OPCC to issue a press release over the PCC’s membership of the National Rural Crime Network.** | **CoS** |
| **PB 5** | **SC to provide the PCC with data on the Force’s use of Facebook Ads.** | **SC** |
| **PB 6** | **The Communications Team to provide the PCC with a timescale of action plans ahead of the launch of the Digital Desk.** | **EN** |
| **PB 7** | **The OPCC to provide a representative to attend the Digital Desk Implementation Group.** | **CoS** |
| **PB 8** | **AE to establish what the Covid-19 situation is in Newport as the Indian variant has caused an increase in cases.** | **AE** |
| **PB 9** | **AE to provide the PCC with the latest data for firearms licencing figures.** | **AE** |
| **PB 10** | **CB to provide the PCC with an update on her research on Greater Manchester Police’s Crime Data Integrity work.** | **CB** |
| **PB 11** | **The T/DCC and CT to establish what additional resources have been planned for the CCTV hub over the busy summer period.** | **T/DCC and CT** |
| **PB 12** | **The OPCC to consider making amendments to the PCC’s Commissioner in Conversation Social Media events in order to provide targeted information to key communities.** | **CoS** |
| **PB 13** | **The Force to liaise with the legal team and the communications team with regard to scheduling a meeting regarding the historic suspicious deaths in Pembrokeshire.** | **CN** |
| **PB 14** | **The Force to liaise with the legal team in order to provide an appropriate response to a member of the public with regard to the Llanelli Wellness Village.** | **CN** |