

**Meeting: Policing Board**

**Venue: Skype Meeting**

**Date: 7th September 2021**

**Time: 09:30 – 11:45**

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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) Temporary Assistant Chief Constable Dave Guiney, DPP (T/ACC DG)  Edwin Harries, Director of Finance, DPP (DoF)  Carys Morgans, Chief of Staff, OPCC (CoS) |
| **Also Present:** | Chief Inspector Chris Neve, Staff Officer, DPP (CN)  Emma Northcote, Senior Manager Corporate Communications, DPP (EN)  DC Teleri Richards, Staff Officer, DPP (TR)  Claire Bryant, Policy & Assurance Advisor, OPCC (CB) |
| **Apologies** | Beverley Peatling, Chief Finance Officer, OPCC (CFO) |

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| **Action No** | **Summary of actions from 13th July 2021** | **Progress update** |
| **PB 23** | **Emma Northcote to share a one page document providing an overview for division of demand with the OPCC.** | **Discharged** |
| **PB 24** | **The Force to provide the PCC with a detailed briefing of the new response models.** | **Completed** |
| **PB 25** | **Data Protection breaches which lead to cases of improper conduct being reported to the Professional Standards Department to be included on the next Data Protection report to Policing Board.** | **Ongoing** |
| **PB 26** | **The PCC to be provided with data on the way forward for launching the Digital Desk in the most effective way.** | **Ongoing** |
| **PB 27** | **The Force to present an update and evidence around its decision for the Brecon Project at a Policing Board meeting in September.** | **Ongoing** |
| **PB 28** | **An extraordinary Policing Board meeting to be scheduled in July 2021 to discuss the Llanelli project.** | **Complete** |
| **PB 29** | **The DoE to arrange a high level call with Wilmott Dixon to discuss costings for the Llanelli project.** | **Complete** |
| **PB 30** | **The PCC and CoS to consider asking a CFO in other OPCC in Wales to oversee and provide reassurance on the Llanelli building project decision.** | **Complete** |
| **PB 31** | **The Force’s evaluation on Operation Airlie to be included on the Policing Board agenda on the 28th of September.** | **Ongoing** |

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| **Decision No** | **Decision Summary** |
| **PB T3 4** | **The PCC, in agreement with the T/CC, approved that a contract valued at £3.58m over a 7 year period be awarded to Airwave Solution Ltd. for a Contact Management System.** |
| **PB T3 5** | **The PCC, in agreement with the T/CC, approved that a 3 year framework agreement contract be awarded to Intelligent Data System, Sky High (Tracsis) and Severnside for the provision of traffic counts and speed surveys.** |

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

The Board noted a number of minor amendments to the minutes of the previous meetings dated 13th and 28th July. A brief discussion ensued relating to the publication of the minutes of the extraordinary meeting of the Policing Board on 28th July which detailed discussions relating to the new Carmarthenshire police station and custody suite.

**Action: CoS, in consultation with the Director of Estates, to determine the level of detail to be published from the extraordinary Policing Board minutes of 28th July 2021.**

PB 23 & 26 – EN confirmed these would be included within the engagement report to be presented at the Policing Board meeting of 28th September.

PB 25 – it was confirmed that this would be covered in the data protection report at the meeting on 28th September.

PB 27 – The T/DCC confirmed that Process Evolution profiling had demonstrated the requirement to retain a custody facility in the Brecon area and that discussions on the matter were progressing well. The PCC requested sight of this data in order to personally assure himself. It was agreed that this would be included in the report scheduled to be presented to the Board on 28th September. The T/DCC also suggested that the PCC be invited to the briefing day for Chief Officers later in the month.

**Action: CN to send PCC invitation to the Chief Officer briefing day on 24th September.**

Decision PB T3 1 - The CoS confirmed that there had been significant developments regarding the Brecon project. Discussions were ongoing, however the CoS was confident that progress was being achieved.

Agenda item 7(c) – Tarmac in Powys County Council – The CoS had since confirmed the Force was already conducting an investigation into the matter and were in contact with Powys County Council. The PCC requested that all parties be kept informed of the progress of the investigation.

**Action: CN to ensure all relevant parties be kept informed of the progress of the Powys County Council Tarmac investigation.**

**3. Chief Constable’s update**

The T/CC provided an update on key operational matters, stating that the Force had experienced a 25% increase in demand over the summer period. The T/CC was reassured however that whilst this was a steep rise the number of calls for service, few of these related to major incidents. It was considered that the Operation Airlie plan had helped matters, with positive feedback received from frontline officers stating they had been able to make a positive impact through proactive prevention activity. It was confirmed that the evaluation of the Operation would be presented at the next meeting, on 28th September.

The T/CC stated that the fire in Borth had been responded to successfully, with no injuries sustained. The Force had experienced some small, peaceful protests throughout the summer, with no major issues arising.

The T/CC noted the successful work of Jayne Butler and the Pembrokeshire team in securing a guilty plea in the Op Astral murder case. The defendant was currently awaiting sentencing.

The Board Members noted the tragic fatal accident involving a former Dyfed-Powys Police employees’ daughter, and wished to extend their condolences to the family.

Attendees discussed the proactive communications regarding road traffic incidents and road closures throughout the summer period. It was recognised that whilst it was difficult to quantify the positive impact these had had, there was broad agreement that the Digital Desk’s proactivity would have positively influenced public reassurance and perception. EN considered, anecdotally, it appeared that the rate of fatal road traffic collisions was high this year and attributed this to the rise in volume of motorists heading to popular holiday destinations in the Dyfed-Powys area. The T/DCC highlighted the added pressure on accommodation ‘change over’ days. It was agreed further work should be done to plan for future holiday periods where it was expected that road use would continue to be significant.

The PCC noted that following his scrutiny prior to the summer period, he was pleased that the Force’s plans had been successful in managing the additional demand. The discussion developed regarding how the PCC could further support the Force to address the predictable, but ever increasing demand. The PCC suggested he would discuss the struggling road infrastructure with the Welsh Government. The T/CC suggested the current consultation on the A40 road may be an appropriate link.

**Action: ACC DG to ensure a data-driven strategic assessment of the Roads Policing Unit’s activity, including proactive partnership working, over the summer period be included in Op Airlie’s update on 28th September.**

**Action: OPCC to support the PCC in raising road infrastructure concerns with Welsh Government and to consider responding to the current consultation relating to the A40 road.**

The T/CC confirmed that the area was experiencing an increase in positive Covid-19 infection rates. Dyfed-Powys Police’s guidance continued to be that personnel should work from home if they can, with this being further reviewed in October. A survey relating to smarter working was due to be circulated imminently, with Durham University supporting the analysis. It was intended that these results would support the review of the current working from home guidance. The PCC enquired how the estates requirements were being determined. The T/CC stated that the survey results would inform this and communication with the Estates Team was ongoing.

EN explained that the Corporate Communications office was being restructured ahead of their return to office working. During this process, she had been shocked to hear that any leftover furniture which was not able to be reused would be scrapped. EN raised this as a sustainability concern, stating that the issue was a lack of storage space. The PCC thanked EN for raising the matter and requested that this be reviewed to ascertain alternative options for sustainable disposal, such as selling to staff.

**Action: Estates Team, in consultation with the Legal Department, to review options for sustainable disposal of unused furniture and equipment.**

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

The PCC provided a verbal update on his forthcoming priorities, including responding to the call for evidence for part two of the Police and Crime Commissioner Review which was due at the end of the month.

The PCC stated the estates review Gold group was next meeting on Monday.

The PCC had taken on the Chair of the Policing in Wales Group for the next 12 months, starting with a Stocktake meeting later that day. The PCC confirmed that the Group was continuing to lobby Governments regarding the apprenticeship; and had recently written to the Minister for Policing and Crime regarding concerns over the newly published Government’s “Beating Crime” plan.

It was confirmed that the PCC would be hosting the Single Unified Safeguarding Repository post in collaboration with Cardiff University, with the successful candidate currently going through the pre-employment checks.

The CoS highlighted that a meeting was scheduled for later in the week to confirm the draft Police and Crime Plan with the PCC. It was anticipated that the OPCC would then be in a position to share with Chief Officers. The T/CC enquired when it was proposed that the Plan would be launched. The CoS stated the intention to provide a draft to the Police and Crime Panel in November, with formal launch towards early 2022.

**5. Standing items**

**a) Engagement**

EN provided a verbal update, explaining future focuses included the restructure of resources linked to the End 2 End project and work currently in development to facilitate engagement with businesses about how they manage public data. This work would include supporting businesses to look at their security infrastructure and public engagement to encourage individuals to check how businesses are keeping their personal data safe.

The PCC sought assurance and EN confirmed that the Force was liaising with the Welsh Cyber Resilience Centre on the work. EN explained that there was justified concern that businesses were not reporting personal data related fraud incidents to the police because of a perception of potential reputational damage.

The PCC stated that he would be working with his Engagement Team shortly to agree his focus for the autumn and would encourage opportunities to work on joint campaigns.

**Action: OPCC Engagement Team, with a steer from the PCC, to liaise with Corporate Communications on joint campaigns for the autumn.**

**b) Finance**

The DoF presented financial update report based upon spending patterns to the end of August 2021, summarising that the Force was projecting a £39k underspend by the end of the financial year. Overtime and bank holiday spending was up on profile at this stage as a result of additional operational demand resulting from the lifting of lockdown restrictions, mutual aid support and enforcement activity. Police officer pay was below the anticipated profile for the end of August and savings against police staff and non-pay headings were largely offset by projected shortfalls in income, additional pension costs and insurance costs.

The PCC enquired what reasons were behind the £0.5m underspend on pay. The DoF confirmed the Force was holding some vacancies resulting from staff and officer leavers in order to alleviate anticipated pressures presented through the forthcoming Force Management Statement. The PCC appreciated the extremely tight margin on the pay budgets and accepted the rationale presented by the DoF.

The PCC also highlighted the pay freeze announced by the Government, querying if this had been factored into the budget assumptions. The DoF confirmed a 0% increase for all earning over £24k. The PCC recognised the therefore difficult position the Force would be in if the Government succumbs to trade unions’ pressure and increases the pay award.

The DoF confirmed that some cost pressures such as those presented by the new Contact Management System had already been built into the Medium Term Financial Plan (MTFP). However, additional work on IT and legal collaboration was being considered as part of next year’s budget preparations.

The PCC was pleased to observe that scientific support was forecast to come in on budget.

A reduction in serious offending had realised savings in the investigations, which had facilitated an increased intake of transferees, enhancing the workforce expertise and detective profile.

The T/DCC stated that many forces were experiencing higher attrition rates of officers than Dyfed-Powys, with new officers leaving the service citing confrontation as one of the main reasons for their departure, most commonly about a year into their training (when they go out on patrol independently). Dyfed-Powys’ improved retention rate (approximately 89%) was thought to be due to additional confrontation skills testing through scenario based training in order to better prepare new recruits for full deployment. It was suggested that an update on probationer officer retention be provided at a future meeting of the Policing Board.

**Action: Update on probationer officer retention to be provided at a future meeting of the Policing Board.**

The PCC was assured that £1.8m out of the remaining £3.8m within the capital budget had already been committed and that the Brecon and Llanelli build projects would see the majority of the remaining budget committed in the remainder of the year. The DoF also confirmed this would be re-profiled later in the year as part of the MTFP.

The PCC also raised concern that £2.5m of the OPCC estates group strategy budget had yet to be committed. The DoF confirmed he was working on a revised programme with Estates and would update the capital budget going forward.

The PCC identified there appeared to be a significant amount remaining in the vehicle replacement programme, querying if this was a result of delays relating to the pandemic. The DoF confirmed there were nationally-realised delays in Blue Light Commercial signing off contracts as well as issues obtaining new vehicles.

BMWs had to be taken off the road due to publicly known health and safety concerns. The Force had submitted an urgent order to replace these with Volvos, 3 of which had recently been delivered. The DoF explained that due to these delays, some slippage into the next financial year would be expected.

The DoF concluded by confirming the Comprehensive Spending Review had provided a high level indication of the potential future budget. Further detail would be provided at next week’s first financial seminar in preparation for the next precept setting.

The PCC extended his thanks to the DoF, Ian Williams (Head of Corporate Finance) and the Finance Team for their engagement with Kate Jackson, North Wales Chief Finance Officer (CFO), who was currently supporting the PCC in absence of his substantive CFO.

**6. Focus: Victims work and End 2 End (E2E) project update**

Following on from the detailed briefing received by the PCC previously, the T/DCC presented a video explaining the End 2 End project which would be shared with the Commissioner’s Victim Engagement Forum.

The T/DCC confirmed the video had also been created in Welsh and was due to be circulated imminently to ensure feedback was received by 20th September.

The PCC considered the video set out the process very clearly, in a balanced and honest way, enhancing his understanding of the project.

Members considered there was a need to replicate a similar video following implementation in order to communicate the changes. It was agreed that it would be wise to combine it with the introduction of the new Chief Constable and PCC’s new Police and Crime Plan.

The PCC thanked the Force for a briefing on the E2E project which he had received prior to the meeting. He sought assurance on Chief Officers’ confidence in the project to resolve the Crime Data Integrity concerns raised by Her Majesty’s Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS). The T/DCC expressed her confidence, as specific training, combined with embedding Crime Recording Bureau staff within the new team would ensure access to crime recording expertise from the first point of contact.

The PCC queried if there was an appeal process for victims who were not satisfied with an investigator’s decision to take no further action. He expressed the need to ensure the OPCC had a route into the process as he could foresee an increase in dissatisfactions being raised directly with his office.

He also sought assurance that the dissatisfaction handling workload had been considered for the new team. The T/DCC confirmed that victims could certainly exercise their Right to Review under the statutory Victims’ Code of Practice, and that the E2E investigative framework training would include how to manage victims’ expectations during initial contact. The T/DCC stated that performance would be monitored through dip-sampling and agreed to provide the PCC with a detailed briefing on the review process.

Whilst the PCC recognised the comprehensive briefing provided the previous day, he continued to seek further detail in order to assure himself that certain elements, including the geography of the Force area and workforce capacity, had been fully considered as part of the project development. It was identified that the project would be approximately 29 officers short of the model. The PCC requested reassurance from Chief Officers when the projected 85% utilisation of response officers would actually be achieved across all divisions and all officers would feel the benefits of a reduced workload.

The T/DCC assured that the best possible evidence base had been developed, and that the process would need to be tested at some point, preferably before changes to the crime management system and next year’s peak demand period.

The PCC also queried how the proposed changes had been received by the Police Federation. It was confirmed that they had been engaged in discussions during the project and had not identified considerable concerns regarding coverage, however some rota changes to spread officers across higher demand areas would be welcomed. The T/DCC also confirmed that a working group was ongoing regarding further rota changes separate to the E2E project in order to bring further improvements for officers.

A discussion ensued regarding ensuring consistently clear, contextualised messaging to the public about the rationale for changes. The PCC was concerned that the public may be alarmed to hear three officers being taken off day shifts, unless the context that they were being moved to night shifts where demand was higher was explained.

The PCC concluded by expressing his interest to revisit the project at key milestone dates, where he would expect honesty from Chief Officers about what had or hadn’t gone well.

**Action: PCC to be provided with a more detailed briefing of the E2E project, to include:**

* **an overview of the demand data;**
* **Process Evolution work and response hubs rationale; and**
* **Victims’ Right to Review process.**

**7. Any Other Business**

**a)PCSO variation letter**

The PCC was pleased to receive confirmation of the award of funding from Welsh Government for an additional 15 Police Community Support Officers for the Force. Applicants were currently being interviewed ahead of commencing training in January 2022. The DoF confirmed the relevant budget was in place although Dyfed-Powys Police would probably not draw the full allocation in this financial year.

**b) Independent Custody Visiting records review**

The PCC noted the report on the OPCC’s dip-sampling exercises conducted over the previous 6 months. It was confirmed that pending due diligence checks, volunteers were due to return to physical visits to custody imminently. The OPCC’s Assurance Support Officer was also working with the Head of Custody on the anti-rip suit scrutiny pilot, a part of which included reinstating remote record reviewing for custody visitors.

**c) The forensic dog DNA database**

The PCC raised the correspondence received by his office in relation to pet theft prevention. Board Members approved in principle, pending further review of the full implications for the Force.

**Action: Force to contact Gloucestershire Constabulary to discuss costs and benefits of the forensic dog DNA database and provide an update to the Policing Board on 28th September.**

**d) Correspondence from St Dogmaels 20 is Plenty scheme**

The PCC had received communication from a member of the public frustrated by delays to their SpeedWatch training. It was confirmed that the training had been scheduled for 18th August, however there was a delay in implementing the scheme due to ongoing discussions between Pembrokeshire County Council, Welsh Government and GoSafe regarding data on the frequency and extent of excessive speeding in the area. It was agreed T/ACC DG would provide a written response to the OPCC in order to update the individual.

**Action: ACC DG to provide a written response to the OPCC in relation to St Dogmaels 20 is Plenty scheme.**

**e) Contact management solution tender report**

The DoF presented the report, stating that the proposal would address a number of HMICFRS concerns, including identifying caller vulnerability at the first point of contact and improving understanding of all presented demand. It would also increase call taker capacity thus supporting the E2E project, and would be integrated with existing command and control and communication systems as well as the incoming Niche Records Management System. The DoF assured that the cost consequence of £262k had been factored into the MTFP. It was stated that the backup telephony system was expected in April with the remainder in place for September 2022. The PCC sought assurance on the Force’s confidence in the company to deliver, with the DoF stating that delivery timescales linked to release of payments would be written into the contract.

The DoF and Gold Group were thanked for their extensive work on bringing the project to tender.

**Decision: The PCC, in agreement with the T/CC, approved that a contract valued at £3.58m over a 7 year period be awarded to Airwave Solution Ltd. for a Contact Management System.**

**f) Traffic counts and speed survey tender report**

The DoF explained that Dyfed-Powys Police are the bankers for the GoSafe Wales Road Casualty Reduction Partnership, who are the commissioning body for the required traffic monitoring across road networks in Wales.

**Decision: The PCC, in agreement with the T/CC, approved that a 3 year framework agreement contract be awarded to Intelligent Data System, Sky High (Tracsis) and Severnside for the provision of traffic counts and speed surveys.**

**g) Creation of additional senior staff post**

As required in the Corporate Governance Framework, Chief Officers presented the case for the creation of the new grade K post of Head of Programmes and Change.

The CoS considered this to be a critical overarching role across both organisations to manage project interdependencies, coordinating all change and transformation programmes. It was explained that the Business Improvement Manager & Change Analyst vacancies had been held in order to fund the new position, with the successful post holder being required to determine the future requirements in the business improvement section. The PCC looked forward to seeing the position filled and supported the creation of the post.

**h) Forensics collaboration**

The PCC stated he had had many conversation with the All Wales Forensic Accreditation Lead and PCC colleagues regarding the West Coast Consortium & Framework. Due to Avon and Somerset exiting as the lead area, the opportunities and risks of Dyfed-Powys Police leading the collaboration was being explored. A Section 22A Collaboration Agreement was being drafted among involved Forces, with a view to Dyfed-Powys formally taking ownership from June 2022. The DoF confirmed the agreement would support any financial implications such as redundancy costs arising through the collaboration.

The PCC stated he was very supportive of the move, and expressed his frustration at not receiving the requisite assurance over 4 years ago regarding Transforming Forensics’ delivery and efficiency capability. He reflected he may need to lobby further through the PCC community and the UK Government with concerns around Transforming Forensics which had led Dyfed-Powys Police to take on the collaboration. It was stated that the Craig Mackie review had advised that Transforming Forensics be paused, and the Gateway committee established via the National Police Chief’s Council had only recently been established.

The CoS confirmed she was due to have a briefing with the All Wales Forensic Accreditation Lead later in the week, with the matter scheduled for discussion at the Policing in Wales meeting on 23rd September. A formal update would then follow at the Policing Board meeting of 28th September.

**Action: Forensics collaboration to be placed on the agenda of the 28th September Policing Board meeting.**

**Action: PCC to write to Association of Police and Crime Commissioners’ lead for Transforming Forensics expressing the PCC’s frustration regarding the West Coast Consortium.**

**i) Future Meetings**

The PCC agreed to EN’s request that future Policing Board meetings be held using the Microsoft Teams application in order to improve functionality.

**Action: OPCC to facilitate future Policing Board meetings via Microsoft Teams.**

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| **Action No** | **Summary of actions** | **To be progressed by** |
| **PB 32** | **CoS, in consultation with the Director of Estates, to determine the level of detail to be published from the extraordinary Policing Board minutes of 28th July 2021.** | **CoS** |
| **PB 33** | **CN to send PCC invitation to the Chief Officer briefing day on 24th September.** | **CN** |
| **PB 34** | **CN to ensure all relevant parties be kept informed of the progress of the Powys County Council Tarmac investigation.** | **CN** |
| **PB 35** | **ACC DG to ensure a data-driven strategic assessment of the Roads Policing Unit’s activity, including proactive partnership working, over the summer period be included in Op Airlie’s update on 28th September.** | **ACC DG** |
| **PB 36** | **OPCC to support the PCC in raising road infrastructure concerns with Welsh Government and to consider responding to the current consultation relating to the A40 road.** | **CoS** |
| **PB 37** | **Estates Team, in consultation with the Legal Department, to review options for sustainable disposal of unused furniture and equipment.** | **Director of Estates** |
| **PB 38** | **OPCC Engagement Team, with a steer from the PCC, to liaise with Corporate Communications on joint campaigns for the autumn.** | **OPCC Engagement Team** |
| **PB 39** | **Update on probationer officer retention to be provided at a future meeting of the Policing Board.** | **CN** |
| **PB 40** | **PCC to be provided with a more detailed briefing of the E2E project, to include:**   * **an overview of the demand data;** * **Process Evolution work and response hubs rationale; and** * **Victims’ Right to Review process.** | **T/DCC** |
| **PB 41** | **Force to contact Gloucestershire Constabulary to discuss costs and benefits of the forensic dog DNA database and provide an update to the Policing Board on 28th September.** | **CN** |
| **PB 42** | **ACC DG to provide a written response to the OPCC in relation to St Dogmaels 20 is Plenty scheme.** | **ACC DG** |
| **PB 43** | **Forensics collaboration to be placed on the agenda of the 28th September Policing Board meeting.** | **CB** |
| **PB 44** | **PCC to write to Association of Police and Crime Commissioners’ lead for Transforming Forensics expressing the PCC’s frustration regarding the West Coast Consortium.** | **CoS** |
| **PB 45** | **OPCC to facilitate future Policing Board meetings via Microsoft Teams.** | **CB** |