

**Meeting: Policing Board**

**Venue: Teams Meeting**

**Date: 6th December 2021**

**Time: 9:30 – 12:04**

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| **Decision No** | **Decision summary** |
| **PB T3 14** | **That any contracts for media programme filming be authorised by the PCC prior to access being granted** |
| **PB T3 15** | **The PCC, pending review by the CFO, approved that a contract be awarded to Clarity Information Solution Ltd for the provision of the NDORS booking system for a period of 2 years with 2 additional extension periods of 12 months, at an overall cost of £128,000** |
| **PB T3 16** | **The PCC, pending review by the CFO, approved that a contract be awarded to Sopra Steria for the provision of STORM command and control system support at a total contract value of £784,978.89** |

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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)  Temporary Assistant Chief Constable Steve Cockwell, DPP (T/ACC SC) *[item 9d only]*  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)  Claire Bryant, Policy & Assurance Advisor, OPCC (CB)  Ellen Jones, Student Intern, OPCC (EJ) |
| **Apologies:** | Beverley Peatling, Chief Finance Officer, OPCC (CFO) |

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| **Action No** | **Action summary *(from previous meetings)*** | **Progress update** |
| **PB 36 *(7/9/21)*** | **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** | **Complete** |
| **PB 57 *(18/10/21)*** | **CoF in discussion with the DoF, to write to the Home Office regarding the special grant arrangement received during 2020-2021** | **Complete** |
| **PB 60** | **Update on when social media reporting will be promoted to be provided at the next meeting of the Policing Board** | **In progress** |
| **PB 61** | **CB and CN to schedule focus topic briefings for the PCC in advance of meetings of the Policing Board** | **In progress** |
| **PB 62 *(8/11/21)*** | **EN to attend the Justice in Wales Equality Delivery Group** | **In progress** |
| **PB 63** | **Update to be provided at next meeting regarding monitoring of officer training** | **In progress – scheduled for 6/1/22** |
| **PB 64** | **TW to provide external funding details for the Hate Crime Awareness Play to the PCC** | **Complete** |
| **PB 65** | **ACC DG to establish ongoing community engagement regarding the special grant** | **Discharged** |
| **PB 66** | **Force to review the police response to two recent specific incidents at rugby clubs** | **Complete** |
| **PB 67** | **T/DCC to provide the PCC with oversight of the benefits analysis relating to the End to End project** | **In progress – scheduled for 1/2/22** |
| **PB 68** | **T/DCC to liaise with CB on requirements for the End to End focus at the 16th November PAB meeting** | **Complete** |
| **PB 69** | **Use of HQ beyond Covid-19 to be scheduled for discussion at a future meeting of the Policing Board** | **In progress – pending update** |
| **PB 70** | **Detailed report on firearms licencing processing performance to be provided to the PCC when available** | **In progress – scheduled for 6/1/22** |

**PB 60** – Social media reporting. EN explained that action was required by the Force Communication Centre (FCC) prior to promoting the facility. It was agreed that it would be beneficial for the PCC to receive briefing directly from the FCC.

**PB 61** – Focus topic briefings. The CoS confirmed work was in progress to develop the OPCC’s scrutiny forward work plan for the PCC to review in due course. The T/DCC considered it important that Policing Board focus themes were themed in line with the Plan.

**PB 62** – Justice in Wales Equality Delivery Group. Following a discussion, the PCC clarified that it would be beneficial for EN to consult with counterparts across Wales to understand their methods for engaging with and promoting minority community involvement in policing. The CoS suggested that EN liaise with GruffuddIfan, Engagement Advisor in the OPCC.

**PB 65** – Special grant. T/ACC DG had provided the PCC with an appropriate update regarding community engagement. The PCC confirmed that the matter of the special grant funding had been discussed with the CFO and DoF and that a letter would not be sent to the Home Office.

**PB 67** – End 2 End benefits analysis. The PCC reiterated the need to identify the key indicators for success or failure of the project. The T/DCC confirmed she was expecting an update on the performance metrics at the project transition board meeting on 16th December and would subsequently be in a position to provide the PCC with an update at a Policing Board meeting in January.

**PB 69** - Use of HQ beyond Covid-19. TheT/DCC explained this was linked to the recent staff survey and that a formal project board had been established with Linda Williams (LW), Head of HR as the Senior Responsible Officer and John Rodger (JR) managing the project. It was agreed that an OPCC representative should be included in the project board, and that both LW and JR would be attending the Strategic Estates Group later that week regarding the project. CN would provide an update on progress.

**PB 70** – Firearms licencing processing performance. The PCC stated he was due to meet with a lobby group imminently and would be grateful to receive an update on the Force’s performance in this area.

**3. Chief Constable’s update**

The T/CC referred to the written update provided in advance of the meeting. A significant amount of work was ongoing regarding a concerning pattern of courier fraud in the force area. EN stated that he Force were in communication with TV and radio broadcasters to raise public awareness of the risk.

The PCC raised the two recent sudden deaths of young individuals. He expressed concern regarding the prevalence of young people fatally self-harming and would like to do more to tackle the issue. He enquired whether the Force had data they monitored and could share with the OPCC. The PCC had attended the Senedd Cross Party Suicide Prevention meeting previously and considered whether he could personally do more the highlight his concerns. The CC stated the data was available and had been discussed recently at the All-Wales Schools’ Programme Board. She considered any support the PCC could provide would be welcomed.

**Action: OPCC to consider sudden deaths data and case for awareness raising around Christmas period**

The PCC also sought assurance on continued drugs proactivity.   
The PCC also sought assurance that the End 2 End project was not adversely affecting continued proactivity to tackle illegal drug use. The T/DCC stated that the Force was capturing response officers’ activity including supporting warrants and that no negative implications had been seen to date. It was suggested this could be reflected in the End 2 End performance metrics.

The T/CC suggested the PCC and the incoming CC may wish to review the format of the CC’s update moving forward. The PCC expressed he would appreciate sight of performance reports regularly outside of Policing Accountability Board in order to raise anything of interest through Policing Board meetings.

**Action: OPCC to consider future requirements for CC update reports**

The PCC noted the Welsh Agricultural Winter Fair proactivity and the future planning requirement.

The T/CC stated that there was a useful review session with Her Majesty’s Inspectorate of Constabulary, Fire and Rescue Services (HMICFRS) Force Liaison Lead the previous week. Early indications suggested that the work undertaken since the most recent PEEL inspection was supporting the Force’s grades moving in the right direction.

**Action: Briefing paper regarding DPP HMICFRS update to be sent to PCC**

**4. PCC’s update**

The PCC noted a variety of all-Wales PCC activity the previous week, including the Commissioners’ presentation day which included informative inputs from the Domestic Abuse Commissioner, Community Safety Network and others. He also highlighted the Wales this Week programme due to be aired later that evening regarding the level of convictions for coercive control cases.

Lots of work was ongoing around the Single Unified Safeguarding Repository (SUSR), including spending plans for an additional £175k of funding which had been provided by Welsh Government which needed to be committed by March 2022. The PCC continued to discuss domestic homicide review aspect of the SUSR work with the Home Office.

HMICFRS were holding an update session with PCCs later that day regarding the PEEL inspection process. The PCC noted his gratitude to his office for the considerable work required to respond to HMICFRS reports.

The PCC was involved in the appointment process of the new policy officer in the Police Liaison Unit in Welsh Government later in the week. He noted the increasingly positive contribution the Unit was making to Welsh PCCs’ work.

The PCC noted that as Chair of the Welsh PCCs, he intended to maintain a close working relationship with the South Wales Chief Constable Jeremy Vaughan who was taking over as Chair of Welsh Chief Officer Group.

**5. Standing items**

1. **Engagement**

EN explained the presence of a detailed content calendar and ongoing work to link with Welsh Government messaging. As expressed in the T/CC’s update, the dominant messaging currently related to the risk posed by courier fraud currently in the DPP area.

Other significant work included domestic abuse prevention and awareness, refreshing the drink drive messaging, and re-invigorating the neighbourhood newsletters.

EN drew the group’s attention to a new trend emerging of videos being shared on the TikTok platform of female officers being filmed which raised concerns relating to violence against women and girls and misogyny. There was a national head of communication meeting the following day to consider the National Police Chief’s Council response, after which the DPP’s response would be developed.

The PCC acknowledged that his office had received communication suggesting officers and staff exercise caution not to be drawn into political activity ahead of the local elections 2022. The OPCC was liaising with local neighbourhood policing teams to ensure the PCC was made aware of any issues raised.

EN confirmed that she had just received confirmation from the producers of the ‘Rookie Cops’ TV programme would remove the content that had been the subject of a complaint received by the OPCC. The PCC enquired whether contracts with media companies for such programmes sufficiently protected the Force in safeguarding sensitive information. He requested that he be more involved in signing-off any future contracts of this nature.

**Decision: That any contracts for media programme filming be authorised by the PCC prior to access being granted**

The T/DCC stated that the contract had been signed under the previous Chief Constable and reassured the PCC that the Force had taken as firm a stance as possible. The T/DCC considered contract could have been more robust and echoed the PCC’s concern relating to access to Force footage. A discussion ensued regarding the balance of these concerns versus the public interest. The T/CC acknowledged the difficult position the Force had been put in, expressing her view that DPP should only take part in TV series which will directly benefit the residents of DPP, or which would highlight the Force’s innovation. The T/CC confirmed she had declined some requests since taking up the role.

It was clarified that the Force was not remunerated for access for filming despite some other forces charging for the significant resourcing requirement to provide the access and review the subsequent materials before airing.

**Action: PCC and Chief Officers to review lessons from engagement with TV programmes, to include future governance arrangements**

1. **HR**

The PCC noted a letter received from the Minister of State for Crime and Policing expressing DPP’s progress towards improving the diversity of the workforce. The PCC was assured that the Force was doing well and was encouraged that the focused efforts would continue.

The T/DCC presented slides from the recent meeting of People’s Board to provide further detail of the progress and ongoing work. She noted that whilst the numbers were small, and based on the old Census data, there had been a healthy improvement in both gender and ethnicity recruitment.

It was acknowledged that there was more work to be done to understand why more females applied to become Police Community Support Officers (PCSOs) than fully warranted officers.

The T/DCC stated that exit interviews were being carried out to ensure learning was being fed into the positive action recruitment process.

The PCC was assured that Welsh language ability across the force was good, with 28% of officers and 37% staff able to converse in Welsh (level 3 and above) and almost all employees able to meet and greet (level 1). 30% of the newest intake of officers had declared an ability level 3 or above.

The T/DCC stated that the attrition of trainee officers through the current intake had risen to 11% which had prompted a review of the merit of offering a wider application window to broaden the number of applications. It was also hoped that the conflict management pilot would result in a lower attrition during the next intake. A recurring theme cited by trainees was the pressure to complete the qualification. The contract with University of South Wales for the Policing Education and Qualifications Framework (PEQF) was currently being evaluated as well as looking into the legal standing if recruits must exit the organisation because of not passing the qualification.

The PCC enquired why an individual would not need an assessment centre. The T/CC suggested that this may be due to an individual passing the assessment centre previously but not having been successful in obtaining a placement.

1. **Risk**

The PCC noted the report, recognising that the format was continuing to be developed.

The PCC concurred with the question as to whether the funding formula should continue to be on the risk register. This would be reviewed by the CFO and DoF.

A discussion ensued regarding the risk regarding toxicology services. The T/DCC was pleased to note that DPP’s backlog of 150 drug samples had been cleared, but the risk remained high due to the providers continuing to be unable to reduce their turnaround times due to their own backlog. New spiking cases were increasing demand, which continued to be compounded by staff availability issues due to Covid-19. One case was being reviewed to assess whether there had been a delay in taking the case to court, but the T/DCC confirmed no other cases had been impacted.

The PCC noted his concern that there had been over 100 spiking incidents reported but DPP only had capacity to submit a small number of samples for analysis.

1. **Data protection**

The PCC considered the significant demand on the information management department, who received around 100 Freedom of Information (FoI) requests each month. The T/DCC stated that there was work ongoing to address resourcing matters through the Force Management Statement considerations.

The PCC queried why there were four reports of inappropriate disclosures made by the Professional Standards Department (PSD). The T/DCC assured these were cases where PSD had discovered the disclosure when reviewing cases.

A discussion ensued regarding compliance rates and potential collaborations around FoI and Vetting functions. The T/DCC stated that DPP were often one of the best performing Welsh forces in relation to FoI compliance. Concern was expressed that DPP’s performance may be negatively impacted because of differences in risk appetites and vetting standards between potential collaborating forces.

The PCC acknowledged the need to ensure consistency of approaches in deciding whether to collaborate or not. He went on to raise the query of what the Force was doing to support rehabilitation of offenders who would fail vetting.

**6. Finance**

The DoF updated the group that a £647k underspend was predicted for the end of the financial year. Bank Holiday and overtime expenditure was over budget due to operational pressures, in particular the challenging summer demand.

The DoF expressed that the Force continued to have trouble in recruiting to staff vacancies. He was however relieved to report that the financial risk relating to the McCloud pension case had not materialised as the Home Office had confirmed that they would cover the costs.

Revisions to the capital budget were noted, in particular it was expected that £2m less would be spent this year on the Carmarthenshire build.

The PCC was aware of the challenges and was content that the detail would be discussed at a finance meeting the following day. The DoF confirmed that the re-profiling of the capital budget had been built in to borrowing requirements.

The PCC sought the DoF’s confidence on the forecast end of year position, who stated that the risk was decreasing monthly although there was always the risk of unknown operational demands. The PCC thanked the DoF and his department for their work.

**7. Matters for discussion**

**a. End to end project update**

The PCC reaffirmed his intention to visit a Daily Management Meeting prior to Christmas, requesting that this be coordinated with a visit to the FCC as per action PB 60 above.

The T/DCC provided an update on the project, stating that the OPCC had been represented at the weekly review meetings. Whilst there were some ‘bedding in’ concerns, overall feedback had been positive in relation to the model. Work was needed to understand the officer wellbeing and victim satisfaction impact. The T/DCC was pleased to report most victims were now being contacted within 24 hours of reporting, compared to around 10 days prior to the new model. Covid-19 absences continued to impact staffing levels, however the T/DCC reassured that contingency plans were in place.

A meeting was scheduled for 13th December to progress the new CC’s request for Process Evolution to review the Force’s response modelling. The PCC suggested that a representative of his office attend the meeting. He also queried what the cost of this work was. The T/DCC stated the Force had committed £58k towards the review.

**Action: CB to attend Monday’s End 2 End Process Evolution meeting**

It was reported that some concerns in Ceredigion remained, however the local Commander and Chief Inspector were working with staff to understand further.

The T/CC recognised that the Force was not currently operating the true response model due to the ongoing demand of dealing with the legacy cases from prior to the project launch. This legacy was being reduced using officer overtime. The T/DCC acknowledged the need for transparent communications with the public about the statistics which demonstrated whether the model was working, however stressed the importance of ensuring the accuracy of the data prior to publishing. She also assured the PCC that proactive patrols and engagement were being tasked.

The PCC queried the efficiency of the model in respect of the use of overtime to clear backlog cases, expressing his expectation for this to stabilise by January.

**8. Matters for decision**

**a. Redaction of cases for scrutiny by OPCC**

The CoS stated that herself and the T/DCC were progressing the matter. The PCC agreed that the decision be deferred to the next meeting of the Policing Board.

**Action: CoS and T/DCC to progress redaction of cases for scrutiny by OPCC**

**b. National Driver Offender Retraining Scheme (NDORS) booking system**

The PCC approved the recommendation to award the contract, provided that the CFO had reviewed the financial aspects prior to proceeding.

**Decision: The PCC, pending review by the CFO, approved that a contract be awarded to Clarity Information Solution Ltd for the provision of the NDORS booking system for a period of 2 years with 2 additional extension periods of 12 months, at an overall cost of £128,000**

**c. STORM command and control system support and maintenance**

The DoF stated that the CFO had been heavily involved in this single tender to secure a new multi-year support contract for the command and control system. He explained that the recommendation was to commit to Sopra Steria for 5 years, ensuring the highest level of saving and reducing the operational risk in replacing STORM at a time when the force was implementing two other major projects in the Niche Records Management System and the Contact Management System.

**Decision: The PCC, pending review by the CFO, approved that a contract be awarded to Sopra Steria for the provision of STORM command and control system support at a total contract value of £784,978.89**

**9. Any other Business**

**a. Legally Qualified Chairs indemnity (LQC)**

The CoS provided the Board with an update in relation to the longstanding indemnity issue relating to LQCs. The National Association of Legally Qualified Chairs (NALQC) have voted that “until the Home Office provides the NALQC with written confirmation that it will ensure that, within a period of 9 months, primary legislation is enacted providing Legally Qualified Chairs (“LQCs”), Independent Panel Members (“IPMs”) and Police Panel Members (“PPMs”) with immunity from suit in relation to all matters arising from and in connection with their conducting misconduct proceedings under the Police (Conduct) Regulations 2012, the Police (Conduct) Regulations 2020 and any subsequent legislation, including proceedings that have taken place prior on or before the 25th November 2021, members should refuse to accept further appointments to chair police misconduct proceedings.”

The Home Office have advised that the outcome of the current case of ‘The Chief Constable of Avon and Somerset Constabulary v Eckland,’ presently before the Court of Appeal, will determine whether legislation should be provided to protect them or not.

In the event of the Home Office providing the NALQC with such written confirmation, pending the passing of the primary legislation, LQC’s have been advised by NALQC to only accept further appointments to chair police misconduct proceedings if the relevant Police and Crime Commissioner (or equivalent) agrees to provide them with an indemnity. The indemnity has been agreed in Dyfed Powys and has been provided to all LQC’s and Independent Panel Members sitting on a police misconduct hearing, since 30th November 2020.

CM highlighted the organisational risk the situation posed, identifying that one current PSD case was likely to need to progress to a misconduct hearing in the coming months.

The PCC expressed his gratitude for the thorough update, suggesting that a letter be sent to the Home Secretary expressing the impact of the situation. The CoS suggested that the issue be discussed with the PCC’s counterparts across Wales with a view to writing on behalf of Policing in Wales.

The T/DCC stated that PSD were also in discussions with counterparts in other areas regarding the matter and offered her support if required.

**Action: PCC, as chair of Policing in Wales to write to Home Secretary relating to LQC indemnity matter**

**b. Correspondence from Welsh Parliament’s Equality and Social Justice Committee: Debt and the Pandemic report**

The PCC noted the correspondence which highlighted concern relating to police involvement in illegal evictions, stating that homelessness was the focus of the next Policing Partnership Board for Wales meeting in March 2023.

The T/CC stated that the four Welsh CCs had been concerned about the way the report was publicised and that some of the claims were unfounded. The PCC stated he would raise his concern regarding the inflammatory language with Shelter Cymru directly.

The PCC queried how the Force ensured those responding to calls were aware of the legalities regarding issues of this nature and suitably responded to any safeguarding concerns.

The T/CC acknowledged the difficulties in dealing with civil cases of this nature. The Force had committed to reviewing the FCC call handler scripts as well as considering the possibility for officers to be able to access legal advice before acting.

**Action: Force to review response to civil cases involving illegal evictions and detail action taken in writing to PCC prior to his meeting with Shelter Cymru**

1. **Correspondence from HMICFRS: Notification of inspection**

The PCC noted receipt of a letter notifying that DPP would be one of six to be inspected in phase one of a thematic inspection relating to the online sexual abuse and sexual exploitation of children. The inspection would commence on 31st January 2022.

1. **National Crime and Policing Measures specified information**

T/ACC SC attended to discuss the PCC’s requirement to publicise a statement relating to the Force’s progress against the national crime and policing measures.

T/ACC SC explained that each of the metrics being looked at were national datasets which were not currently broken down to individual force level. As such, forces were required to work out proxy measures. There was a digital performance dashboard due to be issued to Forces by the end of the calendar year.

T/ACC SC and CB had discussed the requirement, including reviewing how other PCCs had complied and DPP’s preparedness to provide the data. Both suggested that the PCC issued a holding statement until more robust and complete data was available.

T/ACC SC confirmed that work was progressing to develop the Force’s performance framework and management information to support.

The PCC agreed to the recommendation, requesting that the data be reviewed in the new year.

1. **Email from Joint Audit Committee Member**

The CoS stated that she had received an email from Andre Morgan over the weekend resigning on the basis that he had found the new way of working online challenging. The PCC and T/CC suggested that the CoS respond with an offer of support with technology via attendance at headquarters. The T/CC recognised the need to attempt to increase diversity and consider the offer of support for Members, suggesting the OPCC consult with local universities to recruit.

**Action: CoS to respond to Joint Audit Committee Member’s resignation to offer support**

1. **New Government Drugs Strategy**

The PCC drew attention to the “From harm to hope: A 10-year drugs plan to cut crime and save lives” strategy that had been published that day. The PCC would be providing media interviews on the matter over the next 24 hours. EN stated that there was an increased focus on rehabilitation over criminalisation for drug users, which the PCC had previously expressed support for.

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| **Action No** | **Action summary** | **To be progressed by** |
| **PB 71** | **OPCC to consider sudden deaths data and case for awareness raising around Christmas period** | **CoS** |
| **PB 72** | **OPCC to consider future requirements for CC update reports** | **CoS** |
| **PB 73** | **Briefing paper regarding DPP HMICFRS update to be sent to PCC** | **CN** |
| **PB 74** | **PCC and Chief Officers to review lessons from engagement with TV programmes, to include future governance arrangements** | **CN / CB** |
| **PB 75** | **CB to attend Monday’s End 2 End Process Evolution meeting** | **CB** |
| **PB 76** | **CoS and T/DCC to progress redaction of cases for scrutiny by OPCC** | **CoS / T/DCC** |
| **PB 77** | **PCC, as chair of Policing in Wales to write to Home Secretary relating to LQC indemnity matter** | **PCC** |
| **PB 78** | **Force to review response to civil cases involving illegal evictions and detail action taken in writing to PCC prior to his meeting with Shelter Cymru** | **CN** |
| **PB 79** | **CoS to respond to Joint Audit Committee Member’s resignation to offer support** | **CoS** |