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DYFED-POWYS
POLICE AND CRIME
COMMISSIONER**

Minutes of Meeting

Meeting: Policing
Performance Board
Venue: Police Headquarters
Date: 13th June 2014
Time: 09.30 – 12.00



PUBLIC SUMMARY

<u>Members:</u>	Tim Burton, Deputy Police and Crime Commissioner (DPCC) T/ACC Pam Kelly (T/ACC) Edwin Harries, Director of Finance (DoF) Jayne Woods, Chief Finance Officer (CFO)
<u>Also present:</u>	Carys Morgans, Chief of Staff (CM) Claire Godden, Policy Advisor, OPCC (CG) Sharon Richards, Drug Intervention Programme Manager, OPCC (SR) Jessica Williams, External Funding Manager, OPCC (JW) PS Christina Fraser, Staff Officer to the Chief Constable (CF) Claire Bryant, Office Manager, OPCC (CB)
<u>Apologies:</u>	PCC Christopher Salmon (PCC) Chief Constable Simon Prince (CC) DCC Carl Langley (DCC)

ACTION SUMMARY		
Action N°	Action Summary	Progress
PPB 78	Document detailing access opportunities and call handling data to be provided to PCC	In progress
PPB 79	Evaluation on pop-up tents to be presented at future Policing Performance Board, to include feedback from the public	In progress
PPB 80	Update on 101 SMS service to be provided at future Policing Board	In progress
PPB 81	Promotion of 101 service to be discussed at future Policing Board	In progress
PPB 82	Special Constabulary recruitment to be discussed at Policing Board at the end of the summer following revised training programme evaluation	In progress
PPB 83	Feedback to Rural Policing Strategy stakeholder group to be presented at a future Policing Board	In progress
PPB 84	Benefits and costs of rollout of mobile data project to be revisited at regular intervals	In progress
PPB 85	CM to feedback information following Welsh language inspection briefing	In progress
PPB 86	Welsh Language Scheme to be discussed following inspection by Welsh Language Commissioner in September	In progress
PPB 87	Community remedy consultation to be actioned through Local Service Boards and other avenues	Survey opened June 6 th – July 18 th . Awareness campaign

		supporting
PPB 88	Comparison statistics of Most Similar Forces and Welsh Forces to be incorporated into performance data in the future	In progress
PPB 89	OPCC to send CC specific questions regarding operations involving ARVs and CC to provide a written response to be published on OPCC website	Questions sent, awaiting response
PPB 90	Publication of call handling data to be discussed at forthcoming round table performance events	In progress

DECISIONS ARISING FROM MEETING 13/06/14		
Decision N^o	Decision Summary	To be progressed by:
PPB 010	DPP would not respond to the IOM Cymru Women's Pathfinder Project Statement of Intent on this occasion	CM

The DPCC opened the meeting bilingually. The DPCC urged that the deadline for the submission of papers was met.

Minutes of Performance Meeting held on 16th May and Matters Arising

PPB 77 - The T/ACC stated that the community speed camera pilot in Ceredigion was going well and would be expanded across Dyfed-Powys in the following three months. Currently a local neighbourhood officer was supporting members of the community; however it was intended that Special Constables be designated to support the scheme in the future. It was clarified that letters would be sent on the first offence, with enforcement being issued to repeat offenders when appropriate. The DPCC stated that Gwent had introduced a similar scheme which was proving to be extremely popular with communities and schools. The T/ACC stated that DPP had been working with schools regarding speeding for many years, however an issue to consider prior to rollout would be good safety governance to protect those participating in the scheme. CM stated that it had been previously agreed that an evaluation of the pilot would be presented to a future Policing Performance Board.

PPB 73 – CG would be meeting with Chief Inspector Ross Evans to discuss the draft triggers.

PPB 74 / 87 – CG advised that the community remedies consultation survey became live on 6th June, with a closing date of 18th July. Results of the consultation would be brought to the Policing Board meeting on 4th August. Over 200 responses had been received to date. An awareness campaign would be conducted throughout the consultation period.

PPB 89 – CG had submitted the questions to the Chief Constable for response. CF reported that a response was available and would be sent to the OPCC.

Corporate Performance Report focussing on Protecting Vulnerable People

The DPCC queried whether problem profiles had been produced to consider the increases in violence against the persons in Carmarthenshire and Pembrokeshire. The T/ACC explained that violence against the persons included domestic abuse related incidents, of which there had been a significant increase. It had been identified that night time economy related incidents had reduced and that the majority of the increase in Carmarthenshire was attributed to domestic violence and ad-hoc incidents. There had been a rise in dog bites in Pembrokeshire. This was being targeted through an intervention. The T/ACC was satisfied that there was an increase in crime reporting and indicated there had been an increase in repeat victims reporting new crimes. The T/ACC was currently looking at bail management and bringing offenders to justice quicker.

Action: Problem profiles for violence against the persons to be shared with the OPCC

The T/ACC clarified that miscellaneous crimes included licencing offences, perverting the course of justice and some fraud offences. Pembrokeshire reported an increase in these crimes due to proactive policing of licenced premises.

Drug related offences had significantly reduced in Carmarthenshire. This was thought to be due to the absence of Beach Break Live this year and last. The T/ACC stated that work was required to improve the number of drug tests conducted on arrests.

It was acknowledged that there were some discrepancies in the qualitative and quantitative data presented which needed to be addressed.

The T/ACC stated that the monitoring of repeat offending was in its infancy, and that a problem profile had recently been completed. It was agreed that the re-offending data be shared with the Board and updated on a quarterly basis.

Action: Re-offending data to be presented at Policing Performance Board meetings on a quarterly basis

A discussion ensued regarding Integrated Offender Management (IOM). The T/ACC stated that co-located hubs in each county were effective and the model was being shared with other Welsh forces. It was acknowledged that the introduction of Community Rehabilitation Companies (CRCs) may impact on IOM. The DPCC stated that meetings had been held with the bidders for the Wales service to discuss current models. It was agreed that a joint meeting be held with the winning bidders to discuss concerns in DPP. The T/ACC stated that DPP were expressing interest in being involved in pilot projects where possible to ensure DPP is represented.

Action: Joint meeting with winning CRC to be arranged in due course

Action: Keep PCC informed during probation service handover period

It was highlighted that a proportion of investigations were over 12 months old. The T/ACC stated that the outcome had been introduced at the beginning of April as part of a national outcomes framework and would be the outcome measured from now on. Outcomes of crimes recorded may not be known for over 12 months due to ongoing investigations. The T/ACC assured that this featured as part of the daily management process, Force tasking and performance events. The change in data presentation would allow scrutiny on live data. The T/ACC agreed that this would support crime tracking for victims, restorative justice and community remedy management.

The DPCC queried the statistics presented regarding knife crime. It was agreed that the Force caution policy and leadership would need consideration. The T/ACC agreed to investigate the issue and report to a future Policing Performance Board.

Action: T/ACC to consider application of Force caution policy with regards to knife crime

The DPCC stated that he was encouraged by the increase in domestic abuse crimes reported. The T/ACC stated that this was in part due to DPP's proactivity regarding Operation Baltic, the media strategy and the application of the Domestic Abuse Action Plan; however national media coverage was also supporting the rise which was being experienced across the UK. A discussion ensued regarding arrest rates regarding domestic abuse incidents. It was identified that Pembrokeshire had the lowest arrest rate and highest percentage of repeat victims and Ceredigion had the highest arrest rate and lowest percentage of repeat victims. The T/ACC had requested this be investigated and would report to a future meeting.

Action: Domestic Abuse arrest rates and percentage of repeat victim incidents to be analysed and reported to a future Policing Performance Board

Clarification was requested regarding the Domestic Abuse Stalking Harassment (DASH) Form completion data. It was identified that forms were registered as incomplete if some elements were missing and that retrospective completion was taking place. Work was ongoing to address this issue. It was considered that the introduction of mobile data would improve the completion of the DASH. Mobile data would ensure officers are notified if a child was on the child protection register immediately. It was highlighted that it would be useful to see the number of DASH forms not completed at all, and the number not completed with the victim.

Action: Risk assessments not undertaken and those not completed with the victim to be added to DASH compliance data

File quality in Powys was discussed. It was identified that the geography of Powys hindered the availability of first line supervisors to check files.

The appropriate use of out of court disposals was discussed. The T/ACC considered that DPPs level of cautions was higher than other forces due to every crime being investigated in DPP. Other forces screen crime and therefore do not investigate all low level crime, for which cautions would be the proportionate outcome. It was agreed that it was important to show the levels of crime against most similar forces in order to evidence the reason behind the higher figures. The T/ACC also considered that restorative approaches needed to be considered alongside cautions.

Compliance issues identified within the Antisocial Behaviour Intelligence System (ASBIS) audit were discussed. The T/ACC was confident that high risk Antisocial Behaviour (ASB) was being recorded appropriately, but expressed concern that low level ASB was not reflected accurately in the data. A review of ASB incident data would be conducted.

Action: Results of ASB data review to be presented to a future Policing Performance Board meeting

Call and response handling was discussed in detail. The abandonment rates for new Welsh language calls continued to be higher than for other calls. It was reported that it takes 1:10 minutes to enter into the 101 call queue, and callers are asked twice if they would like to conduct the call in Welsh. The T/ACC reported that staff shortages in the Force Communications Centre (FCC) were causing concern, and some frontline staff were being re-allocated to the FCC to support call handling. It was clarified that they were officers who had been trained to work in the FCC who were currently on light duties. The T/ACC stated that the policy was to over-recruit into the FCC to ensure resilience as it was known to be an area of high staff turnover. A discussion ensued regarding the training of HQ staff to be able to support the FCC. The T/ACC stated the possibility was being explored as part of the Business Support Unit developments to minimise the use of police officers and PCSOs.

Ceredigion and Powys were reported to have a lower percentage of priority 1 calls attended within 20 minutes. The T/ACC stated that this was due to geographical challenges and it would be beneficial to compare data against previous months to reflect on progress. Recent IT investments would enable dispatchers to monitor vehicle and people locations to task the nearest resource to incidents, which should impact on response times and more efficient deployment.

Action: Call and response handling data to be explored in further detail in 3 months following implementation of IT systems

It was confirmed that the targets set for call and response handling were national. It was identified that there was a need to receive 100% of data in order to effectively scrutinise information as the PCC had committed to enhancing access to policing services within the Police and Crime Plan. The T/ACC stated that daily information was available as it was utilised in the management of the FCC.

A discussion ensued regarding the production of future reports to satisfy both the Force and PCC requirements. This was being addressed through the drafting of a Performance Framework.

Action: T/ACC to provide OPCC with full call and response handling data

The DPCC was satisfied to see the number of staff and officer hours lost to sickness had reduced year on year, however the percentage of staff sickness was higher than officers. It was identified that there was an error with the figures stated regarding supportive sickness action plans. The figure stated for Pembrokeshire actually related to HQ.

Action: CF to provide OPCC with correct sickness action plan figures for April and May

A discussion ensued regarding overtime and bank holiday payments. The DPCC identified there had been an increase in costs this year. The DoF reported this was being looked into. An operational decision had been made to increase bank holiday coverage in order to balance risk and demand. This had resulted in a £8,000 increase per bank holiday. The T/ACC stated that requirements were assessed according to the events being held on bank holidays in each county. Police staff and officers received bank holiday overtime payments.

Victims Services

Commissioning Update

The DPCC stated that a tender had been issued for the provision of additional Independent Domestic Violence Advisors across DP. It was intended that the service would be in place by October.

The DPCC raised that correspondence had been received by the OPCC regarding the cessation of the Bobby Van scheme. The DPCC clarified that the scheme is run by a trust with the only income over recent years being from DPP. The CC had conducted a review and decided it was no longer sustainable and therefore consideration was being given to how support could be given to vulnerable people and victims of crime in a different way. Statistics show that 10% of the scheme's activity related to victims of crime, for which DPP was contributing approximately £120,000 per annum. The T/ACC advised that a tender would be issued in early July for the delivery of a care and repair service. Contracts were already in place for the boarding up of premises. It was agreed that there was a need for a joint media statement to clarify DPP's position. SR stated that the Bobby Van was discussed in the recent public focus groups. Public perception was that the funding had been removed and therefore the scheme had finished. The public felt that the presence of the vans had an impact on crime prevention. The DPCC emphasised that the scheme would need to continue until a suitable alternative was in place.

Action: Joint media statement to be issued with regards to the Bobby Van scheme funding

Victim Support Review

The DPCC stated that the authorisation requested in the paper was an operational decision for the Chief Constable.

Victim Services Strategy

The DPCC presented the paper, providing an overview regarding the commissioning of local wraparound victims' services. A directory of victims' services was currently being progressed on behalf of the PCC.

The T/ACC stated that the Force and OPCC were currently working together on the victim's pathway.

HMIC Inspections

Progress Update on Domestic Abuse Action Plan

The report was noted. It was confirmed that the report was the public summary. A more detailed plan would be submitted to the Home Secretary.

The T/ACC suggested that a formal presentation be provided to the Commissioner to deliver the action plan in more detail which would allow for more detailed scrutiny.

Action: Domestic Abuse Action Plan to be presented to the PCC at a Policing Board meeting

Action: OPCC to be copied into Domestic Abuse Action Plan submitted to Home Secretary

Child Protection Inspection

The T/ACC stated that preparations were underway for the variety of inspections planned by HMIC. The T/ACC would be conducting an internal inspection of child protection prior to the HMIC inspection. The OPCC had submitted questions to the Chief Constable regarding inspections, which the T/ACC agreed to respond to within 14 days.

Action: Response to OPCC's questions on HMIC inspections to be received by 30th June 2014

Recommendations from the hot debrief following the thematic inspection on information security had been written into an action plan.

Multi-Agency Safeguarding Hub (MASH) Update

The possibilities for the development of a MASH were discussed. The T/ACC would be meeting with local authority Heads of Children's Services to discuss what would benefit all agencies in DP. JW stated that opportunities for external funding to support the implementation of a MASH could be explored.

Action: Update on MASH to be provided in late July following meeting with local authorities

Operation Baltic Update

It was reported that work was continuing in line with the update provided at the March Policing Performance Board. An evaluation of the operation would be conducted over the next 3 months. The T/ACC confirmed that a daily domestic abuse conference call was being progressed using Gwent's model.

Consideration of issues arising from the Welsh Government Review of Violence Against Women, Domestic Abuse and Sexual Violence Services

The OPCC had submitted questions to the Chief Constable regarding the matter, which the T/ACC agreed to respond to in writing.

Action: CF to respond to OPCC questions on violence against women

IOM Cymru Women's Pathfinder Project Statement of Intent

The T/ACC reported that the document had been circulated from IOM Cymru prematurely. A response was due to be submitted on 13th June 2014. It was agreed that DPP would not respond on this occasion, and that the matter would be raised at the IOM Cymru meeting.

Decision: DPP would not respond to the IOM Cymru Women's Pathfinder Project Statement of Intent on this occasion

CG stated that Commissioners had been requested to respond to the Welsh Affairs Select Committee consultation on the best use of the new facility planned for Wrexham. CG queried if IOM Cymru had information to provide to the Commissioners to help inform their responses. The T/ACC suggested IOM Cymru be contacted directly to request information.

Risk Relating to Vulnerable People

CM noted the key risks identified through the meeting:

- Repeat victims
- Staffing in the Force Communications Centre
- Bobby Van scheme
- MASH
- Hate crime

The T/ACC stated that public protection had increased by 5 members of staff which included domestic abuse officers.

The Board entered an exempt session.

ACTION SUMMARY		
Action N°	Action Summary	To be progressed by:
PPB 91	Problem profiles for violence against the persons to be shared with the OPCC	T/ACC
PPB 92	Re-offending data to be presented at Policing Performance Board meetings on a quarterly basis	CF
PPB 93	Joint meeting with winning CRC to be arranged in due course	Director of Commissioning
PPB 94	Keep PCC informed during probation service handover period	T/ACC
PPB 95	T/ACC to consider application of Force caution policy with regards to knife crime	T/ACC
PPB 96	Domestic Abuse arrest rates and percentage of repeat victim incidents to be analysed and reported to a future Policing Performance Board	T/ACC
PPB 97	Risk assessments not undertaken and those not completed with the victim to be added to DASH compliance data	CF
PPB 98	Results of ASB data review to be presented to a future Policing Performance Board meeting	CF
PPB 99	Call and response handling data to be explored in further detail in 3 months following implementation of IT systems	T/ACC
PPB 100	T/ACC to provide OPCC with full call and response handling data	T/ACC
PPB 101	CF to provide OPCC with correct sickness action plan figures for April and May	CF
PPB 102	Joint media statement to be issued with regards to the Bobby Van scheme funding	Public Affairs Advisor / Head of Corporate Communications
PPB 103	Domestic Abuse Action Plan to be presented to the PCC at a Policing Board meeting	CF
PPB 104	OPCC to be copied into Domestic Abuse Action Plan submitted to Home Secretary	CF
PPB 105	Response to OPCC's questions on HMIC inspections to be received by 30 th June 2014	CF
PPB 106	Update on MASH to be provided in late July following meeting with local authorities	T/ACC
PPB 107	CF to respond to OPCC questions on violence against women	CF