



Meeting: Police Accountability
Board
Venue: Police Headquarters
Date: 14th November 2014
Time: 09:30 – 11:55

Members:	Mr Christopher Salmon, Police and Crime Commissioner (PCC) Mr Tim Burton, Deputy Police and Crime Commissioner (DPCC) Chief Constable Simon Prince (CC) Assistant Chief Constable Simon Powell (ACC) Mr Edwin Harries, Director of Finance (DoF) Mr Adrian Williams, Director of Resources (DoR) Ms Samantha Gainard, Director of Legal and Compliance (SG)
Also Present:	Superintendent Chris Curtis (C. Curtis) Chief Inspector Mark Bleasdale (MB) Mrs Carys Morgans, Chief of Staff, OPCC (CM) PS Christina Fraser Staff Officer to the Chief Constable (CF) Mrs Sharon Richards, Performance Manager, OPCC (SR) Miss Angharad Lewis, Office Manager (AL)
Apologies:	Deputy Chief Constable, Carl Langley (DCC) Jayne Woods, Chief Finance Officer (CFO)

ACTION SUMMARY		
Action N^o	Action Summary	Progress
PAB 148	Director of Commissioning to take into consideration the work of Dusty Kennedy to inform future commissioning decisions	Completed
PAB 149	DPCC to follow up on enquiries regarding the provision of anonymised sexual health data from Health Boards	Ongoing
PAB 150	PCC to see DVD created by officer in Carmarthenshire aimed at supporting the prevention of DA	Completed
PAB 151	SR to draft questions in support of a future review into the recording of ASB incidents	Ongoing
PAB 152	National information of Domestic crime incidents to be provided by the force	Completed
PAB 153	Further information on the dog section to be provided to the Commissioner	Ongoing – Meeting on the 21st November
PAB 154	Force to provide feedback on suitability of RJ options presented on page 4 of the OPCC report	Ongoing

	on priority 3	
PAB 155	ACC to provide DPCC with victims journey map to help inform work on victims hub	Completed
PAB 156	ACC to get a sense of officer satisfaction with CPS discussions to take cases to court and AR to draft questions for those discussions	Completed
PAB 157	ACC to raise issues raised at this meeting in the LCJB in November	Completed
PAB 158	CF to provide explanation of IOM formula for selecting IOM cohort	Completed
PAB 159	PCC to view the digital portal	Completed
PAB 160	Kerrie Phillips (OPCC) to liaise with Richard Lewis r.e complaints	Completed
PAB 161	CFO to have discussion with DoR in relation to the digital mailroom.	Completed

Minutes of the Performance Meeting held on 17th October and Matters Arising

The minutes of the last Police Accountability Board were agreed to be a true account of the meeting.

OPCC Quarterly Monitoring Performance Report

SR presented the OPCC Quarterly Monitoring Performance Report to the Board.

In relation to priority one SR noted there had been a decline in the number of crimes recorded which appeared to be largely driven by a reduction in reports of high level crimes such as crimes against the person and criminal damage. SR queried whether the drop in recorded high level crimes was understood. The ACC stated that it was difficult to engage a reason for the fall in such recorded crime in view of the small time frame in question and also the relatively low levels of crime in the force in any case. The ACC went on to explain that seasonal issues were considered a contributing factor, especially in relation to crimes against the persons.

Discussions ensued surrounding the week of activity in October in relation to Modern Day Slavery (MDS). SR queried the volume of MDS cases which were reported in Dyfed-Powys and any actions that had been identified to carry the Force's work in relation to MDS forward. The ACC confirmed that reports of MDS

were still very low with victims considering their position to be quite normal rather than perceiving themselves to be victims. It was confirmed that 5 cases of MDS had been reported in the last year; 4 arrests having occurred in the last week. With regards to taking matters forward, the ACC advised that the Force had established a MDS Strategic Group looking at training staff to identify the features of MDS.

The PCC queried the type of treatment that would equate to MDS and discussions ensued as to the key characteristics Officers were trained to look out for. The ACC confirmed that under current law, offenders would be prosecuted under the offence of Assault, Unlawful Imprisonment and so on. Under new legislation due to come into force in the near future however, MDS will be recognised as a specific offence.

SR queried whether all Hate Crimes were being recorded, especially in light of the low number of crimes recorded across Dyfed-Powys compared to the remainder of the Welsh forces. The ACC confirmed that the Force has in place robust systems in order to identify Hate Crime including trained Hate Crime Officers who are assigned incidents where protected characteristics of Hate Crime have been identified. C. Curtis assured the Board that all incidents of Hate Crime were investigated thoroughly and that emphasis was being placed on gaining the public's confidence in being able to confidently report Hate Crimes. This was also the case in relation to 'Mate Crime' where the ASB coordinator for the Force was undertaking work to publicise and raise awareness surrounding the issue of Mate Crime.

The PCC queried whether the National Hate Crime Centre was sharing information with Dyfed-Powys and vice versa. The CC confirmed that this was indeed the case. The figures in the graph reflect those numbers of hate crimes recorded by both the National Hate Crime Centre and Dyfed-Powys Police.

C. Curtis confirmed that around 50-60 officers had received specialist training to deal with hate crimes. The PCC voiced his concerns around the imbalance of those trained to deal with hate crimes and the number of hate crimes reported. The CC reassured the PCC that such Officers were also trained in other areas. CF reasoned

that the higher the number of trained officers, the faster the rate of response which will lead to an increase in trust and confidence.

Action: Force to look at the number of Hate Crime Officers available at any one time to ensure an appropriate number of Officers are trained.

Discussions moved on to the matter of missing persons in Dyfed-Powys. It was confirmed that 493 children were reported as missing in the last 12 months across the Force. Of these 493 children, 11% were considered at risk of being subjected to Child Sexual Exploitation (CSE). The ACC confirmed that the Force exercised a robust procedure surrounding identifying at risk children including an assessment in conjunction with Social Services and Barnardos. Children identified as at risk of CSE would be referred to Social Services who would consider how best to safeguard that child. The PCC queried whether we were able to identify repeat incidents of missing children and the ACC confirmed that this was possible.

The CC confirmed that numbers of missing persons in Dyfed-Powys were in the region of 2,500 annually. The PCC queried whether there were issues with elderly missing persons who have other vulnerable considerations. The CC confirmed that this was the case however elderly people going missing tend to be different in nature; with such factors e.g. health issues influencing a search approach.

Discussions ensued surrounding Operation Celtic; Dyfed-Powys' response to Rotherham. The PCC queried when the operation was expected to be completed by. The ACC confirmed that it was likely to be completed by March.

Action: The ACC to provide the PCC with terms of reference in relation to Operation Celtic.

SR highlighted a discussion point around the fact that Dyfed-Powys is solving significantly more crimes against national averages. The ACC explained that this was as a result of a positive culture to solving crimes with a focus on delivery within teams and a want to follow matters through and provide justice for victims.

The DPCC questioned whether removing cautions from the figures, the 'crimes solved' statistics would make the figures look any different. The ACC explained that in order to issue the caution, the offender would have admitted guilt and

therefore the crime has been solved. The CC further assured that it would make no difference as the cautions would simply be replaced by another means of sanction.

SR referred to concerns raised in the HMIC Child Protection de-brief to unacceptable delays within the Crown Prosecution Service (CPS) and queried what cause the delays. The ACC confirmed that the delays were surrounding the provision of advice in relation to sexual offence cases which were currently being reviewed in order to ascertain how the CPS could improve, and how the Force could assist in reducing the delays. The ACC confirmed that a full inspection report was expected by the end of this year; beginning of next. The CC stressed to the Board that progress could not be expected overnight as a result of the significant rise in reported sexual offences being experienced by the Force and also the issues the CPS were facing.

The CC also confirmed that delays were being experienced in relation to charging decisions made by the CPS. The CC further confirmed that in some exceptional circumstance, the police have the power to make emergency charging decisions where no advice has been provided by the CPS.

Action: The ACC to provide the PCC with information on emergency charging decisions including the category of crimes which the Force are permitted to make decisions on.

The DPCC queried whether it would be possible for the Force to commission advice in relation to charging decisions. It was confirmed by the CC that by law, the CPS must make the decision unless in an emergency situation.

The PCC confirmed that he was aware that Staffordshire had bought a CPS prosecutor in house to ensure that there was always a decision maker on hand. The CC agreed that it may be of assistance to undertake research to ascertain whether or not such service would be of benefit for Dyfed-Powys.

SR referred to the Victim Satisfaction data contained in the report that indicated that the number of responses received to victim satisfaction surveys had drastically decreased. The ACC and C. Curtis explained to the Board that this could

be explained by the fact that the Force had now reverted to the postal method of measuring victim satisfaction. Whilst Victims Support were previously providing a telephone service, this had ceased in July as a result of staffing issues. As such, surveys were now being undertaken by post rather than by telephone. The CC confirmed that the Force recognised that the position was not ideal and that they would seek to rectify the position and ensure that the response rate is improved.

The PCC suggested that it would have been helpful if the OPCC had been made aware of the issues, especially taking into account the work ongoing surrounding Victims Support services.

Actions: The OPCC and the Force to consider the need to assess Victims Satisfaction as part of the Victims Support service to be commissioned in the New Year.

SR highlighted the increase in staff cost in October and queried whether the reason for this increase could be identified. AW confirmed that this was as a result of Public First and confirmed that there would be some increase for October and November initially following the changes.

Discussions ensued in relation to staffing levels across the Force.

OPCC Accountability Report on Priority 4

The PCC confirmed that the paper was mostly for information purposes only. The PCC did however highlight the position with regards to the progress of the Estates Strategy and the need to progress identifying options for Newcastle Emlyn, Llandysul and Saundersfoot Police Station. The PCC also updated the Board Burry Port Station. The CC suggested that it was important to explore opportunities with Local Authorities and Health Board who are looking to collaborate services/buildings in order to provide bases for Local Neighbourhood Officers.

Action: The CC to consider what the police operational requirements are with regards to particular areas to inform the Estates strategy.

Action: Cennydd Powell to assess the requirements of the Force in relation to estates against those of the Local Authorities and Local Health Board to determine where there are opportunities for Collaboration.

The PCC provided a brief update on the procurement of Capital works to be undertaken in relation to the estate. The CC confirmed that the works at Ammanford Custody Suite had caused some difficulty in relation to custody, however that such difficulties were being dealt with.

Force Accountability Report on Priority 4

The presentation of the Force's Accountability report was undertaken by C. Curtis and MB by power point presentation.

MB led a presentation on the call-handling 101 calls, highlighting certain procedural anomalies with the system such as the offer of Welsh language twice. A discussion ensued in relation to call-handling through the medium of Welsh and the difficulties incurred in matching resources with demand. It was noted that 45% of call handlers were Welsh speaking, however only around 10 Welsh calls were received between 7am and midnight on a week day. MB reassured the Board that after 58 seconds, Welsh callers are given the option of transferring their call to the English waiting list. This is not currently done automatically but is something that the Force is considering doing when reviewing their systems. The DPCC queried whether the answer was to recruit all Welsh speakers in future. MB explained that there was an issue with proportionality given that only 2.2% of callers opted to proceed with their call through the medium of Welsh and suggested that if around 60% of the workforce were able to answer calls through the medium of Welsh than that should address the matter.

A second concern raised by MB was the quality of the data produced by the Force's telephony system; an issue which has previously been discussed by the Board. The PCC enquired whether or not the procurement process in relation to the telephony system had already opened and MB confirmed that they were not yet ready to open the process up to tender.

It was confirmed that alongside the traditional telephone service, a web chat facility was being considered.

C. Curtis proceeded to present on Management and Neighbourhood Watch and gave an indication as to the preferred provider for providing IT solutions to community engagement. It was confirmed that the value of the service would be in the region of £25,000.00 per year.

Discussions ensued around the success of the I-Dome which had been very popular with Neighbourhood Policing teams; C. Curtis confirmed that it had been described as a 'vital piece of police equipment'. The I-Dome had been used at skate parks in an innovative way to prevent and deter ASB.

Developments with regards to the new Force website were presented to the Board along with an update on the use of 'Rate my Police'. Discussions ensued in relation to the mechanics of 'Rate my Police' and how comments were monitored and published. It was confirmed by CM that in due course, management of the function would pass to the Customer Relations team.

Action: Force to ensuring that a Moderating Policy is published to show why comments have been removed from the Rate my Police system.

C. Curtis confirmed that the Force's Rural Policing Strategy for 2014-2017 had now been prepared, copies of which were passed to Board members for their perusal.

The PCC commented that the leaflet prepared was very professional, focused and clear.

Action: The OPCC to consider the Rural Policing Strategy for 2014-2017, and feedback accordingly.

The PCC highlighted terms from the Police Accountability report which required clarification.

Discussions ensued with regards to the recruitment and training of Special Constables.

SR raised the issue of the high number of leavers from the Special Constabulary and queried whether the reason for the high number leaving was understood. C. Curtis confirmed that the high level of recent leavers was down to a recent desktop tidying exercise. It was confirmed that a new system was now in place to interview leavers to ascertain their reasons for leaving.

Action: C. Curtis to provide the PCC with a Statement of Need in relation to where and what type of Special Constables are required in certain areas, together with a recruitment and training plan.

Action: C. Curtis to consider the approach made by Volunteering Values and other individuals to support the development of the Special Constabulary.

The progress of Mobile Police Stations (MPS's) was considered by the Board and it was confirmed by the Force that it was envisaged that they would be in use by next summer. The PCC raised concerns surrounding the consultation carried out surrounding the development of the MPS's and the general negativity of the public towards them. The CC suggested that the public needs to be reassured that the MPS's would not be replacing traditional Police Stations but provided an additional means of access to policing.

Discussions ensued with regards to the research undertaken by Aberystwyth and Cardiff Universities surrounding Rural Policing and the possibility of applying the research findings in practice to assist with the implementation of the Rural Policing Strategy. The CC suggested that it would be necessary to identify potential areas of practice within the literature review.

Update reports

a. Questions from the Chief Officer Group Minutes

It was noted that procedural questions raised by the OPCC further to receipt of the Chief Office Group Minutes had been answered by CF by email. The ACC provided a short update in relation to the Bail review.

b. HMIC Findings Monitoring and Implementation

Force paper with regards to HMIC inspections was noted by the Board. AW confirmed that inspections were now becoming a large area of work and the Force had developed a structure for dealing with the same.

Concerns were raised by the Board Members with regards to the number of inspections taking place and in particular, recent contact from the Wales Audit Office (WAO) in relation to their intention to audit Domestic Crime figures. Whilst it was recognised that WAO had a responsibility to review performance, it was felt that such auditing should be done taking into account the work of the other inspectorates, such as HMIC.

Discussions ensued with regards to implementing HMIC's recommendations and making clear decisions on those recommendations to implement based on the resources available and organisational decisions.

c. Performance Accountability Action Plan

Discussions ensued with regards to the need for ACPO and Senior Leaders to commit to a corporate reporting approach in order to reduce demand placed on Analysts.

d. Crest Survey

SR confirmed that we were yet to respond to send response on the Crest Survey as she was waiting for a response from the Force. CF confirmed that she was currently waiting for a response from Superintendent Steve Matchett.

Action: CF to seek response from Superintendent Steve Matchett in relation to the Crest Survey.

Any Other Business

CM summarised the meeting's actions.

It was noted that there had been a change in law in England with regards to the detention of under 17 year olds overnight in police custody. The PCC confirmed

that the Local Authorities had confirmed that they were unable to provide secure accommodation for them. Discussions ensued as to how to provide secure accommodation when Local Authorities were unable to assist. It was agreed that the PC would raise the matter in a future meeting with Welsh Government minister, Leighton Andrews.

ACTION SUMMARY		
Action N°	Action Summary	To be progressed by:
PAB 162	Force to look at the number of Hate Crime Officers available at any one time to ensure an appropriate number of Officers are trained.	Force
PAB 163	The ACC to provide the PCC with terms of reference in relation to Operation Celtic.	CF, ACC
PAB 164	The ACC to provide the PCC with information on emergency charging decisions including the category of crimes which the Force are permitted to make decisions on.	CF, ACC
PAB 165	The OPCC and the Force to consider the need to assess Victims Satisfaction as part of the Victims Support service to be commissioned in the New Year.	AP, DPCC, Force
PAB 166	The CC to consider what the police operational requirements are with regards to particular areas to inform the Estates strategy.	CF, CC
PAB 167	Cennydd Powell to assess the requirements of the Force in relation to estates against those of the Local Authorities and Local Health Board to determine where there are opportunities for Collaboration.	CP
PAB 168	Force to ensuring that a Moderating Policy is published to show why comments have been removed from the Rate my Police system.	Force
PAB 169	The OPCC to consider the Rural Policing Strategy for 2014-2017, and feedback accordingly.	CM
PAB 170	C. Curtis to provide the PCC with a Statement of Need in relation to where and what type of Special Constables are required in certain areas, together with a recruitment and training plan.	C. Curtis
PAB 171	C. Curtis to consider the approach made by Volunteering Values and other individuals to support the development of the Special Constabulary.	C. Curtis
PAB 172	CF to seek response from Superintendent Steve Matchett in relation to the Crest Survey.	CF