



Meeting: Police Accountability Board
Venue: Police Headquarters
Date: 23rd February 2015
Time: 09:00 – 11:30



Members:	Mr Christopher Salmon, Police and Crime Commissioner (PCC) Chief Constable Simon Prince (CC) Assistant Chief Constable Simon Powell (ACC) Deputy Chief Constable, Carl Langley (DCC) Jayne Woods, Chief Finance Officer (CFO) Ms Samantha Gainard, Director of Legal and Compliance (SG) Mr Edwin Harries, Director of Finance (DoF) Mr Adrian Williams, Director of Resources (DoR)
Also Present:	Chief Superintendent Pam Kelly (PK) Superintendent Richard Lewis (RL) PS Christina Fraser, Staff Officer to the Chief Constable (CF) Mrs Carys Morgans, Chief of Staff, OPCC (CM) Mrs Sharon Richards, Performance Manager, OPCC (SR) Mrs Kerrie Phillips, Policy Advisor, OPCC (KP) Mr Chris James, Crime and Intelligence Analyst (CJ) Miss Angharad Lewis, Office Manager, OPCC (AL) Mr James Lewis, Customer Services Advisor (JL) Mrs Helen Morgan-Howard, Equality, Diversity and Welsh Language Manager (HMH)
Apologies:	Mr Tim Burton, Deputy Police and Crime Commissioner (DPCC)

ACTION SUMMARY		
Action N ^o	Action Summary	Progress:
PAB 181	The DCC to confirm the number of investigations led by the Force as a result of intelligence received from the National Crime Agency.	Completed – DCC provided information at meeting
PAB 182	Force to provide SR with details of obscene publication offences committed by different age groups, and to clarify the distinction between teenage partners and adult offenders committing obscene publication offences.	Completed – CF provided SR with data by email.
PAB 183	The Force to provide the PCC with a detailed report on the 'Street to Suite' initiative	In Progress

	including the number of persons removed, cost of the scheme etc.	
PAB 184	The Force to provide an update in relation to progress made by the Mental Health Triage at the February PAB meeting.	Completed – Information supplied by email
PAB 185	Force to provide the OPCC with an update in relation to progress being made on the introduction of a new call handling system by the end of the financial year.	Ongoing – Force to provide further update once met with CISCO.
PAB 186	CF to provide answers to the questions from the public by 21st January for publication by the OPCC via social media.	Completed
PAB 187	JW to report to a later PAB meeting as soon as a review into the future funding of the Commissioner’s fund has been carried out by the CFO.	In Progress
PAB 188	Force to review the position on employing individuals to actively seek funds through the Proceeds of Crime Act.	Completed – detailed information supplied by email

Minutes of the Accountability Meeting held on 16th January 2015 and Matters Arising

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

Input from Chief Superintendent Pam Kelly on Demand Analysis

PK provided the Board with a presentation surrounding progress being made in relation to Demand Analysis. A system created on Qlik View was introduced to the Board. It was confirmed that 6 years’ worth of data from Storm had been uploaded to the system in order to identify changes in demand. It was noted that the system would go live once completed and would input into operational policing.

CJ provided the Board with a brief tour of the system and its functions, including the ability to identify how police resources were expended and also, when

resources were most in demand. It was noted that only 10% of demand resulted in a crime being recorded. The majority of demand was in relation to calls from other agencies.

It was noted that the system had been put together by utilising systems already available to Dyfed-Powys Police.

MK noted that the system could be used to inform the % of officers assigned to work across the four counties. The same could also be applied to the authorising of overtime within the Force which currently sits at a cost of circa £2 million per year.

It was noted that the Force was faced with an increase in demand due to vulnerability and referrals for safeguarding which needed to be understood. It was confirmed that circa 48 calls a week were received from the NHS and therefore there was need to have a tiered approach to vulnerability. PK was of the view that hospitals were communities which were not currently being policed and therefore it was necessary to consider possibilities such as placing problem solving teams within hospitals to be first point of calls for services.

PK noted that it would also be possible to consult the demand analysis system when considering how to shape the service for the future, including consideration of frontline supervision.

Input from Teresa Owen, Hywel Dda Director of Public Health on Community Profiling

TO provided the Board with a presentation in relation to Community Profiling across the Hywel Dda area including a brief profile of the community. This included information surrounding average life expectancy and percentage of persons drinking more than the guideline limits.

The ageing population in Wales was discussed including related issues such as mental health and dementia. It was noted that these changes would have an effect on demand on policing.

Areas of deprivation were considered in light of inequalities experienced. Whilst it was noted that there was an increase in life expectancy, there was also an increase in the inequality gap. This was considered in the context of life expectancy without disability where the most deprived areas would be affected by disability 10 years sooner than those least deprived areas. It was noted that this would have a knock on effect on services such as policing.

Mental health issues were discussed including the need for early intervention. It was noted that the number of dementia sufferers was set to increase and that whilst not possible to prevent dementia, it was necessary to delay the onset of the same. Early intervention would indeed have an effect on reducing the demand on policing.

It was highlighted that work needed to be carried out to address the percentage of individuals drinking more than the recommended guidelines. The increase in suicide rates were also discussed together with the trends in Road Traffic Collisions. Winter deaths were also identified as being at a higher rate in Dyfed-Powys compared to the all Wales average.

The PCC thanked TO for attending the meeting and was pleased to note the positive approach being taken to considering the issues collectively and encouraged relations to continue.

A question and answer session ensued following both presentations including a request from SR for confirmation as to whether or not any work had been undertaken by the Force to identify themes in the calls received. PK confirmed that there were clear themes including mental health, alcohol at home and vulnerable adults. This had been the reason for linking in with TO's work. It was identified that there was an opportunity for community team working and commissioning services in order to address themes that are emerging.

Action: Force to provide SR with the results of work undertaken to identify themes with calls received.

SR further queried whether changes had been identified with the themes of calls received over the last 6 years. CJ confirmed that this was the case, with a

reduction in ASB calls being received and public health and wellbeing calls increasing. Overall however, calls had remained on a similar level over the 6 years.

The CC noted that rather than trying to transfer responsibility, there is a need to participate in joint problem solving to address these issues.

The PCC queried whether A&Es were key locations. PK confirmed that it was actually hospitals in general which were considered key locations. PK noted that the system had identified a significant reduction on demand as a result of the implementation of the Mental Health Triage. PK considered the need to broaden the Mental Health Triage to deal with other problem areas. Discussions ensued surrounding the impact of the Mental Health Triage on the Force as well as the Health Board.

The CC noted that there the Force was likely to experience a significant increase in demand unless practices were changed. It was noted that there was need to look at the additional demand placed on the Police by private companies.

CM queried whether or not the demand profile would consider the ability to deliver the service in the future, in light of the trends identified by TO such as an ageing community. PK confirmed that it was bound to be a knock on effect which was yet to be considered.

PK confirmed that the demand profile would be made available for everyone to access, including the OPCC. Work was currently ongoing however to finalise the system.

Action: PK to provide the OPCC with an indication as to when the demand profile system will be available for the OPCC's perusal by the end of February.

The PCC encouraged communication and information sharing between the Force and the Health Board.

OPCC Monitoring Performance Report

SR provided the Board with an introduction to the Monitoring Performance Report.

SR queried a statement in the COG minutes that crime in December 2014 was at its lowest for 3 years. DCC clarified that ASB incidents were at their lowest levels, not all recorded crimes.

Action: Force to clarify which crimes were at their lowest recorded level in 3 years (Reference in February COG minutes)

SR noted an increase in sexual offences and violence against the person incidents being recorded and queried whether or not the trend was understood. The ACC confirmed that there had been a 43% increase in historical offences being recorded over the past 12 months. As a result of the increase, resources have been redirected to address that demand, and work is ongoing to increase the personnel working in the Protecting Vulnerable Person teams. It was too early to identify what was behind the increase in January; however it was recognised that this may be down to improved recorded processes.

The PCC queried what was being done to address technological issues identified by the recent HMIC report. Discussions ensued about the demand and the technology required.

In relation to crime recording, SR queried the results of the local audit carried out in December which corroborated HMIC findings that the Force was only recording 68% of crimes. The ACC explained that 4 cases related to sexual offences, and 34 related to violence against the person. A further audit is due in March 2015.

Action: Force to provide SR with results of Audit into Crime Recording due in March 2015.

The Winter Drink and Drug driving campaign was discussed. DCC stressed that the campaign is an engagement and prevention strategy and is not intelligence led. North Wales also applied the same strategy, whilst Gwent and South Wales took a more intelligence led approach. The CC confirmed that the purpose of the campaign is to prevent accidents, and it is made clear to the driver that the test is

voluntary. If the driver refuses to voluntarily provide a sample and there are no suspicions, then the Police are unable to demand a test.

The PCC asked whether any research was available surrounding the success of this approach. The CC suggested that work would be undertaken by members of IAG or the Residents Panel in order to assess the effectiveness of the approach.

Action: Force to identify whether or not there has been research into the success of their approach to reduce drink driving.

SR queried whether the decline in recorded ASB incidents was understood. The ACC explained that the Force had experienced a steady decline since the summer. Work carried out by the Neighbouring Policing team was recognised as a factor in this reduction.

SR questioned whether members of the public had made use of the Home Office voluntary best use of stop search scheme. It was confirmed that the scheme had been publicised in the press and on the Force website. As of yet, nobody has accompanied the police.

The ACC noted that Stop and Search incidents had declined by 70%. He confirmed that this was as a result of the change in approach applied to the Force, including training provided to frontline officers in 2014 with a much more intelligence led approach now being taken. The ACC further confirmed that the Force quality assurance of the Stop and Search records is furthered by the use of the hand held devices which includes mandatory fields to fill in. They are then considered and signed off by a supervisor. Scrutiny of Stop and Search records is currently undertaken by the Independent Advisory Group.

Regardless of the decline in Stop and Search incidents, it was confirmed that the arrest rate had remained steady at 14-15%.

Discussions ensued surrounding the Stop Search figures provided.

Action: Force to analyse the detection rate of Stop and Search incidents in light of the significant reduction in the number of Stop and Searches, and report to the OPCC on the same.

SR queried whether any consideration had been given as to the impact on current commissioned victim services, in light of HMIC's Crime Data Integrity Inspection and the likelihood that the numbers of victims are likely to increase along with recorded crime. The ACC confirmed that they had, however matters were in very early stages.

Discussions ensued as to the progress made by the Force on the action plan resulting from the HMIC Child Protection inspection. It was confirmed that the backlog with computer crime was currently at 3 months. This is the period of time taken to extract evidence from a computer after it has been received by the Force. It was confirmed that the backlogs were discussed on a weekly basis.

Action: Force to provide the OPCC with details of the backlogs in relation to computer crime and the progress made with the same.

SR queried the drop in the file quality and the impact this was expected to have on transforming summary justice performance. The ACC confirmed that the Force were prioritising the area and were considering the impact of the portal on the file quality. It was not considered that file quality would have an impact on transforming summary justice, given the timeliness of the files. It was noted that the figures represent the file quality when they reach the Case Progression Unit, work is carried out to improve quality before they reach CPS.

Action: Force to confirm the proportion of police decision files created by the digital portal in the context of the overall number of case files.

The CC noted that regardless of issues identified, they are currently recognised as being best in England & Wales. It needs to be recognised that there is a big shift from a heavily monitored system to a system which is much more independent with officers and therefore changes with quality are to be expected. Discussions ensued surrounding work being carried out to address any inadequacies.

Discussions moved on to Adult Community Resolutions (ACRs). The ACC stated that 19 ACRs were issued in January. At present, it was too early to evaluate the same.

SR queried the extent of resources being expended on the Rate Your Local Police facility. The ACC explained that the site was monitored by 3 members of staff. Comments were relatively low at the moment with 3-4 being received a week and was therefore not too onerous at the moment. It was confirmed that all comments were published.

The CFO raised questions surrounding the predicted £4m revenue underspend for the financial year. The DoF confirmed that on the basis of figures at the end of January, underspend was still as predicted. The same also applied to the predicted capital underspend. The DoF further confirmed that plans for closing the 2014/2015 accounts were under way with the WAO looking at issues identified.

OPCC Accountability Report on Priority 5

KP provided the Board with an introduction to the OPCC's accountability report, identify specific items of interest. It was confirmed that the number of complaints made against the CC since April 2014 had been 6 – all of which were considered as low level complaints. Overall the OPCC had received 443 items of correspondence identified as a concern, compliment or complaint since April 2014; the largest area of concern being operational policing.

An update was provided with regards to the Public Service Bureau, together with an update in relation to the satisfaction survey sent out at the beginning of the year. It was noted that the response rate currently stood at 14%. Issues identified by the surveys included complainants being unclear as to how to make a complaint, satisfaction with the initial contact and time taken to investigate was also low. It was also noted that confidence in complaints being taken seriously was low. KP said that the survey will be undertaken again once the Bureau had been established for a year to measure improvement.

Action: OPCC to make available the final results of the Public Service Bureau survey as soon as they are available.

KP raised a query surrounding the referrals from Police on to the General Teaching Council for Wales in light of a question received by the office. The ACC confirmed that a Home Office circular in 2006 identified which professionals needed to be

notified. The deciding factor as to whether to inform the Council is where there is a substantial public interest consideration. It was confirmed that the Force operated a process in which the General Teaching Council is informed at the point of arrest by the Force Information Officer. In terms of professional abuse allegations, it is the responsibility of head teachers and local authority representatives to pass it on to the Teacher's Council.

Force Accountability Report on Priority 5

RL provided the Board with an introduction to the Professional Standards update. It was confirmed that the restructure had been ongoing since last summer.

The outcomes of the HMIC Report, 'Integrity Matters', were considered. It was noted that Dyfed-Powys continued to invest and sit above the national ratio of staff employed. It was noted that a further post for an analyst would go out this week.

It was noted that a systematic approach was being applied to the recording, investigation and finalising of complaints. RL confirmed that over 70% of cases are now recorded within 5 days; the national requirement being 10 days. It was noted that the number of complaints remained static; however there is an increase in the number of complaints relating to sexual offences.

RL noted that the national average for dealing with local resolution is 64 days; however, Dyfed-Powys currently sits at an average of 110 days. The DCC has indicated that each local resolution case be dealt with within 28 days from now onwards.

Concerns were raised by the PCC as to whether a 28 day target was achievable. The DCC confirmed that it was achievable. RL hoped that this deadline would be in force within the next 12 months, depending on work being carried out by a number of other departments.

Average days for investigation within Dyfed-Powys are currently at 173 days. It is not possible to set a target for investigation handling given that each one differs in complexity. It was noted that significant inroads were being made.

Technical improvements were discussed including a new Anti-Corruption Unit database. Previously, only paper copies and a spreadsheet were used to monitor progress. It was noted that the new database ensured transparency and provides the ability to monitor performance and hold individuals to account. RL confirmed that the Force will continue to report on the figures in accordance with the IPCC's guidelines.

The DoR provided the Board with an introduction to the Performance Development Review (PDR). It was noted that there had been a reduction in the PDR's not yet started since the drafting of the report. It had been identified that they mostly related to Police Staff.

Discussions ensued surrounding the Force's compliance with Winsor recommendation 84. It was confirmed that the content of the PDRs had not changed, however it was recognised that this was a good opportunity to do so.

Sickness absence management within the Force was discussed. It was noted that average sickness absence was lower than the public sector average and second best out of the 4 Welsh Forces. The DoR confirmed that there had been an increase in sickness absence taken over the last 12 months. It was noted that psychological disorders were a growing issue for the organisation. There was no reason to foresee change in these patterns.

The DoR informed the Board that long term sickness has reduced and work was ongoing to improve policies, good practice and line manager awareness. It was confirmed that sickness absence was at a cost of £2.4million per year for the Force.

Action: Monitoring of Sickness Absence to be considered at a future Policing Board.

Action: Force to confirm the referrals to Occupational Health and the number of staff on Performance Plans around sickness absence and conduct and PDR related.

The DoR confirmed that sickness levels were broken down by areas and high level areas had been identified.

SG updated the Board in relation to civil claim. It was confirmed that 14 claims had been made so far in this year; the highest claim being £25,000.00. It was noted that there was a big difference between the amounts claimed and the amounts awarded. No particular pattern of claim had been identified. It was explained that litigation costs claimed against the Force were continuously monitored and challenge.

Action: SG to confirm whether the reduction in the number of civil claims against the Force is resulting in a reduction in the value awarded.

Questions from the public

It was noted that questions from the public had been incorporated into the OPCC's report.

Update reports

a) Questions from the Chief Officer Group Minutes

Questions from the OPCC to follow by email.

Any other Business

The CC suggested that he and the PCC meet to discuss Police Aviation and Air support. It was confirmed that the Force was currently undertaking work to outline the operational need.

Action: PCC and CC to meet to discuss Police Aviation and Air Support.

ACTION SUMMARY		
Action N°	Action Summary	To be progressed by:
PAB 189	Force to provide SR with the results of work undertaken to identify themes with calls received.	PK
PAB 190	PK to provide the OPCC with an indication as to when the demand profile system will be available for the OPCC's perusal by the end of February.	PK
PAB 191	Force to clarify which crimes were at their lowest recorded level in 3 years (Reference in	DCC/CF

	February COG minutes)	
PAB 192	Force to provide SR with results of Audit into Crime Recording due in March 2015.	CF
PAB 193	Force to identify whether or not there has been research into the success of their approach to reduce drink driving.	DCC/CF
PAB 194	Force to analyse the detection rate of Stop and Search incidents in light of the significant reduction in the number of Stop and Searches, and report to the OPCC on the same.	CF
PAB 195	Force to provide the OPCC with details of the backlogs in relation to computer crime and the progress made with the same.	CF
PAB 196	Force to confirm the proportion of police decision files created by the digital portal in the context of the overall number of case files.	CF
PAB 197	OPCC to make available the final results of the Public Service Bureau survey as soon as they are available.	KP
PAB 198	Monitoring of Sickness Absence to be considered at a future Policing Board.	CM/CF
PAB 199	Force to confirm the referrals to Occupational Health and the number of staff on Performance Plans around sickness absence, and conduct and PDR related.	DoR/CF
PAB 200	SG to confirm whether the reduction in the number of civil claims against the Force is resulting in a reduction in the value awarded.	SG
PAB 201	PCC and CC to meet to discuss Police Aviation and Air Support.	PCC/CC