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| Members: | Mr Christopher Salmon, Police and Crime Commissioner (PCC) Chief Constable Simon Prince (CC) Deputy Chief Constable, Carl Langley (DCC) Assistant Chief Constable Liane James (ACC) Ms Samantha Gainard, Director of Legal and Compliance (DoL) Mr Edwin Harries, Director of Finance (DoF) |
| Also Present: | Dr Helen Morgan-Howard, Chief of Staff, OPCC (HM-H) Mrs Claire Bryant, Office Manager, OPCC (CB) Mr James Lewis, T/Quality of Service Manager, OPCC (JL) Miss Karys Thomas, Research Advisor, OPCC (KT) Mr Gavin Lemon, Professional Standards Manager (GL) |
| Observing: | Miss Sarah James, Commissioning Support Officer, OPCC |
| Apologies: | Mr Tim Burton, Deputy Police and Crime Commissioner (DPCC) Mr Adrian Williams, Director of Resources (DoR) Mrs Jayne Woods, Chief Finance Officer (CFO) Mrs Sharon Richards, Performance Manager, OPCC (SR) Insp. Christina Fraser, Staff Officer to the Chief Constable (CF) Mr Richard Lewis, D/Supt Professional Standards Department (RL) |

| ACTION SUMMARY FROM MEETING ON 13/07/2015 | | |
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| Action N ^o | Action Summary | Progress: |
| PAB 236 | Force to consider and specify revenue savings in the following as part of 2016/17 planning to be presented at PB on 23 September - firearms; dog section; collaboration; procurement | In progress |
| PAB 237 | Force to undertake analysis of 'Street to Suite' management information, specifically: Why G4S takes less time than officers to transport detainees; What the cost benefits of wider use of Street to Suite may be | In progress - report to be presented at September meeting |
| PAB 238 | Force to assess what proportion of sexual offences cases are historic, and how this compares with data reported to PAB in July 2014 | Completed |
| PAB 239 | Force to provide Commissioner with copy of regional strategy for Child Sexual Exploitation, actions, and timescales | Completed |
| PAB 240 | Force to identify number of cases progressed | Ongoing |

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| | without victims' support, and analyse reasons for victims' withdrawal of support | |
| PAB 241 | Force to benchmark against similar Forces the length of time taken to apply outcomes to sexual offences | Ongoing |
| PAB 242 | Commissioner to receive weekly reports with daily breakdowns of: - No. of calls taken by FCC; Average time taken to answer calls; Proportion of immediate response calls attended within 20 minutes | In progress |
| PAB 243 | Force to report to October PAB on number of months taken to provide road traffic offenders with court summonses | In progress |
| PAB 244 | Force Directors and CFO to discuss management information required for scrutiny | Completed |

The PCC welcomed Claire Bryant (Office Manager) back following maternity leave and Sarah James (Commissioning Support Officer, OPCC) as an observer.

Minutes of the Accountability Meeting held on 13th July 2015 and Matters Arising

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

PAB 242 – The ACC provided an update on call handling data monitoring. The OPCC would be given access to Qlikview to view data directly.

Action: OPCC to identify representatives to be given access to Qlikview

Force Accountability Report on Priority 5 – Ensuring High Standards of Professionalism

GL presented the main points arising from the report, explaining that the transformation which had taken place within the Professional Standards Department over the previous 12 months was beginning to have a positive impact on processes. It was considered that the rise to 98% of cases being recorded within 10 days was due to process improvements. The Residents' Panel had identified improvements to the timeliness of case investigation; however this was not reflected in the performance figures. The administration of the Centurion system had only recently been identified as the reason for the delay, with staff training needs identified. A new Analyst post was due to be introduced to the department, which was envisioned would improve the use of the Centurion system. A discussion ensued regarding the accuracy of recording and subsequent performance data. The PCC expressed concern that statistics were not

reflecting perceptions and not all performance data had been presented in the report. The DoL stated that process mapping would be undertaken to establish requirements and timings. It was reported that caseloads were reducing due to more being delegated to local officers for resolution, resulting in a better turnover rate. An electronic system (AMS) was being developed to monitor complaints handling on division as they do not have access to Centurion. The PCC was concerned with the introduction of another system. Assurances were made that AMS and Centurion would be connected. No launch date had been confirmed as yet.

JL raised a query regarding public attendance at misconduct hearings. GL stated that none had been held to date and work was required to plan for public attendance at such hearings. Legal advice would be sought on video linking the hearing to another room for the public to view from in order to allow the Chair's discretion to be applied on entering closed sessions. The CC clarified that until January 2016 hearings would be chaired by Senior Officers, following which time legally qualified chairs would be utilised.

The PCC queried how many referrals to PSD came through routes other than the Public Service Bureau. GL stated he would report back to the OPCC with this data. A discussion ensued regarding the point of entry of complaints. It was agreed to revisit the discussion on receipt of the data.

Action: OPCC to send PSD a list of required management information

Action: GL to provide OPCC with data regarding referral points of origins for complaints

GL provided background to the work of the two Vetting Officers. Work was ongoing with Human Resources to better manage their workloads. The new Vetting Code of Practice launch had been delayed from April 2015 but was expected imminently. It was anticipated that the introduction of the Code would have a significant impact on the Officers' caseloads, as it would require the annual vetting of all Police Officers. A business plan was being developed to plan to achieve the statutory measures. The DCC provided a verbal update that there were currently 51 outstanding cases, 39 requiring a 10 year renewal, 21 transferee applications and 6-8 PCSO applications. Work was ongoing between People Services and the Vetting Officers to understand the Force's needs to aid prioritisation.

The CC confirmed that the Home Secretary would sign off the College of Policing recommendations regarding the new Vetting Code of Practice. The PCC queried if the recommendations had been challenged in light of the administrative impact they would have. The CC stated it was not known, but there would need to be an impact assessment for the first year undertaken prior to any challenge being made. One of the recommendations is a blanket re-vetting of all staff, bringing them to the same level.

The DCC provided an update on the Code of Ethics Working Group, stating this would evolve into an Ethics Committee, with the mission, vision and values to be launched

imminently. The Group had been tasking the Chief Officer Group, reinforcing the “bottom-up” approach. The CC expressed his confidence that this should embed the Code throughout the Force. It had been arranged for JL, the PCC’s Public Service Bureau Manager, to attend a meeting of the committee.

The DoL provided an overview of the handling of Freedom of Information (FOI) requests. There had historically been a significant number of overdue files, including 35 such files recorded in November 2014. Following the introduction of new arrangements in January 2015, DPP was one of 2 Forces who had no outstanding requests. The National FOI Central Referral Unit had adopted the new DPP process as good practice. The PCC congratulated the Force on the efficiency of their FOI handling. A discussion ensued regarding DPP not releasing information to the BBC when the other three Welsh Forces did. It was considered that the amount of work required to retrieve the information requested within the required timescales was disproportionate. The DoL stated that all FOI requests were considered by the Chief Officer Group.

The DoL presented the statistics on civil claims; clarifying that the first table presented claims made last year which were settled in the current fiscal year, and the second table presented those claimed and settled in the current year. The DoL assured that the Force was continuing to challenge solicitors around the amount of costs invoiced in relation to the value of the claim.

The DCC provided a brief outline of the new Windsor compliant Performance Development Process which was launched in June. Work was ongoing to transition all records up to date as any PDRs conducted prior to the inception of the system would display as out of date. A discussion evolved regarding organisational mapping, which would be available through the system in due course.

GL left the meeting.

OPCC Accountability Report on Priority 5

JL summarised the report which considered the first 6 months of the operational Public Service Bureau (PSB). It was elaborated that the complaint against the CC had been in regards to the acknowledgement of correspondence received by the CC’s office. The PCC urged the matter be addressed as a number of similar complaints had been received. The CC challenged that the complaint was not in regards to his conduct but rather professionalism matters throughout the Force, as the majority of communications addressed to the CC go to offices other than his. The matter was being addressed.

It was highlighted that whilst Carmarthenshire reported the highest number of reports of dissatisfaction, when compared per 1,000 members of population, Carmarthenshire was ranked second behind Ceredigion. The DCC queried how learning from the reports of dissatisfaction received by the PSB was shared with the Force. JL highlighted that complaints were shared with respective line managers; some were referred to PSD and

major issues raised with the Policing Board. The Force was encouraged by a more consistent application of categorisation during dissatisfaction logging to aid the reviewing of emerging themes. The DoL requested that care be taken that queries were not logged as dissatisfactions.

Action: Public Service Bureau to log and record queries from members of the public separately to reports of dissatisfaction

It was brought to the Board's attention that the management of the volunteer schemes was being brought back into the OPCC following a year's partnership with the Powys Association of Voluntary Organisations. A discussion ensued regarding the distribution of custody visits. It was agreed that busier suites required more visits. The CC stated the visits were useful and was keen to maintain a level of unpredictability of the times of visits. The PCC agreed that visit times should be varied, but urged that Independent Custody Visitors should be encouraged to visit during peak times such as evening and weekends.

Action: OPCC to discuss appropriate visiting times with Independent Custody Visitors

The ACC queried whether a correlation between the Victim Satisfaction Survey and PSB dissatisfactions. JL assured that although the figures were separate, feedback was received from the Survey and any reports of extreme satisfaction and dissatisfaction were recorded and resolved by the PSB.

OPCC Monitoring Performance Report

KT presented the report to the Board. The OPCC had prepared questions prior to the meeting which had been circulated to the Force. At the meeting, the Force answered those questions and the Performance Report has been updated with the Force's responses.

It was agreed that the domestic abuse problem profile would be presented at the November PAB meeting.

Action: Problem profile in respect of Domestic Abuse to be presented to November PAB

A discussion took place around misconduct investigations against DPP employees. The DCC highlighted that one complaint may generate many allegations. Different recording mechanisms and thresholds make comparisons difficult with other Forces, although DPP is mid-table when compare with its most similar Force group. It was agreed that the matter be investigated and a response provided to the OPCC.

Action: Force to answer why the number of allegations against employees and misconduct investigations are higher than in other Welsh Forces

The CC clarified that the neighbourhood teams supported licensees regarding the Behave and Be Banned schemes and any issues would be dealt with locally. The DCC elaborated that the premises ban individuals and the police support to extract any banned visitors. The PCC highlighted the reputational risk to the police being associated with schemes and urged that officers are aware of the published standards for such schemes to encourage the appropriate application locally.

Action: ACC to remind officers of the police’s role in Behave or Be Banned and Steal and Be Banned schemes (where such schemes are operating)

Questions from the Chief Officer Group Minutes

The DoF assured the PCC that the airwave order referred to handset replacements.

Any Other Business

The PCC requested sight of statistics relating to demand analysis and calls for service. The DCC confirmed the OPCC had access to the live system. The ACC stated that recent performance events had identified that the highest calls for service in Ceredigion and Pembrokeshire had been from the hospitals.

| ACTION SUMMARY FROM MEETING ON 19/08/2015 | | |
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| Action N° | Action Summary | To be progressed by: |
| PAB 245 | OPCC to identify representatives to be given access to Qlikview | HM-H |
| PAB 246 | OPCC to send PSD a list of required management information | JL |
| PAB 247 | GL to provide OPCC with data regarding referral points of origins for complaints | GL |
| PAB 248 | Public Service Bureau to log and record queries from members of the public separately to reports of dissatisfaction | JL |
| PAB 249 | OPCC to discuss appropriate visiting times with Independent Custody Visitors | HM-H |
| PAB 250 | Problem profile in respect of Domestic Abuse to be presented to November PAB | ACC |
| PAB 251 | Force to answer why the number of allegations against employees and misconduct investigations are higher than in other Welsh Forces | DCC |
| PAB 252 | ACC to remind officers of the police’s role in Behave or Be Banned and Steal and Be Banned schemes (where such schemes are operating) | ACC |