



**Meeting:** Police Accountability Board  
**Venue:** Police HQ  
**Date:** 19<sup>th</sup> of April 2017  
**Time:** 10:00 – 14:00



<b>Members:</b>	Mr Dafydd Llywelyn, Police and Crime Commissioner (PCC) Chief Constable Mark Collins (CC) Mrs Carys Morgans, Chief of Staff, OPCC (CM)
<b>Also Present:</b>	Deputy Chief Constable Darren Davies (DCC) Detective Superintendent Steve Cockwell (D/Supt) Staff Officer Anthony Evans (AE) Mrs Kerrie Phillips, Public Engagement Manager (KP) Mr Adrian Williams, Director of Resources (DoR) Mr Dylan Davies, Senior Manager (DD) Ms Tracey Hawthorne, Assistant Director People Services (TH) Miss Mair Harries, Executive Support (MH)
<b>Apologies:</b>	Assistant Chief Constable Constable Liane James (ACC) Mrs Jayne Woods, Chief Finance Officer, OPCC (CFO) Mr Edwin Harries, Director of Finance (DoF) Temporary Assistant Chief Constable Pam Kelly (T/ACC) Mrs Sharon Richards, Governance Manager and Deputy Monitoring Officer, OPCC (SR)

ACTION SUMMARY FROM MEETING ON 23/01/2017		
Action N <sup>o</sup>	Action Summary	Progress:
PAB 037	<b>Action: TACC Pam Kelly to explore building on research into the impact of Body Worn Video by the University of Plymouth/Portsmouth.</b>	Complete
PAB 038	<b>Action: Workforce Planning to be an agenda item at the next PAB meeting.</b>	Complete
PAB 039	<b>Action: DoR to look at sergeants and inspectors courses to see what input they have on PDR courses.</b>	Complete
PAB 040	<b>Action: SR to liaise with IID regarding crime volumes alongside the number of reported incidents.</b>	Complete
PAB 041	<b>Action: Effective trial rate to be discussed at the Local Criminal Justice Board.</b>	Complete
PAB 042	<b>Action: Call handling to be discussed in October 2017 PAB.</b>	Ongoing

<b>PAB 043</b>	<b>Action: PSD performance data to be presented at a future Policing Board.</b>	<b>Complete</b>
<b>PAB 044</b>	<b>Action: The Force to provide a position statement on NPAS at the next PAB.</b>	<b>Complete</b>
<b>PAB 045</b>	<b>Action: PCC comments on the HMIC update submitted by the Force to be forwarded to the CC.</b>	<b>Complete</b>

## **1 Welcome and apologies**

The PCC opened the meeting by acknowledging the passing of two members of Dyfed-Powys Police staff and the death of a serving officer in London during the recent terrorist attack on Westminster. The PCC acknowledged that DPP has contributed to the commemorations in a meaningful way.

The Board acknowledged the absence of several members.

## **2 Minutes of the Accountability Meeting held on the 23<sup>rd</sup> of January and Matters Arising**

The PCC stated he was grateful for the comprehensive and accurate minutes and proceeded to review the actions from the last meeting.

PAB 014: Force to provide a written update on the development of the Public Protection Hub – The PCC has received an update and the action is completed.

PAB 024: Force to provide overview of the impact of fluctuating external financial factors such as the living wage and oil prices on the budget – The PCC is satisfied that this can be completed as the action will dovetail with discussions outside the PAB forum - Complete.

PAB 025: Update on the workforce plan and demand review to be provided to the OPCC by 30<sup>th</sup> November – The workforce plan is on the agenda so the DoR suggested marking this action as complete - Complete.

PAB 026: OPCC representative to attend Force’s monthly HMIC meetings and be granted access to the HMIC action tracker – It was agreed previously that SR or CB would be representing the OPCC - Complete.

PAB 029: OPCC to liaise with IID to identify the relevant data from partner agencies to be included in serious and organised crime local profiles – The PCC has received an update on this action – Complete.

PAB 032: OPCC to provide further clarity to Force on the strategic HR report requirements, to include trend data, timescales and workforce plan – The action is covered in agenda item 5b – Complete.

The PCC thanked the Force for the submission of papers in support of the meeting. A discussion ensued as regards to the value of having a monthly performance report which all agreed would be beneficial.

**Action: PAB 046 OPCC to link in with the Force Information and Intelligence Department regarding development of a monthly performance report**

The PCC stated that as someone who sits on the oversight Board he has an opportunity to influence the agenda but needs the operational view to assist him in his role. DPP will be paying a lot less for NPAS this year however it is for a reduced service therefore the PCC needs a position statement from the Force. A brief discussion followed regarding the position statement provided by Supt. Huw Meredith. The CC acknowledged that the air service is better in North Powys than it is in the South West of the Force Area. The CC suggested the Force produce a report for the PCC prior to the NPAS Board meetings. A brief discussion ensued regarding the capacity of Fixed Wing.

**Action: PAB 047 Report on NPAS service provision to be provided to PCC in advance of NPAS Board Meetings (Quarterly basis)**

### **3 – Policing Accountability Board Terms of Reference**

The CoS presented the PAB Terms of Reference which outlined the purpose of PAB and the way it was to compliment the scrutiny work being undertaken by the Policing Board.

The CoS asked if there were any questions or comments regarding the ToR. The PCC stated that there would be an annual review of the ToR. A brief discussion ensued regarding visiting the four BCUs on a quarterly basis due to PAB being first and foremost a public meeting. The PCC also requested that consideration be given to recording the meetings and broadcast them online for public attention.

**Action: PAB 048 – Consideration to be given to recording of PAB. Meetings to be held in each BCU in rotation.**

**Action: PAB 049 - Develop a Forward Work Programme for PAB alongside Force.**

The DCC suggested that the Board review how the agenda is structured so that it supported the requirements of the Terms of Reference.

#### **4 - Force performance report – Quarter 4**

The CC stated that the PCC's plan and the Delivery plan had been presented in person to around 250 officers and staff across the Force. The CC and the DCC will begin their Road Show on the 3<sup>rd</sup> of May to set out their vision against the backdrop of the Delivery plan. During that time they will be launching their Performance Framework. The CC stated that he expects performance to change over the coming months.

The CC stated that DPP are placed at the top of the country in terms of the percentage of people who think the Police are doing a good job, with the percentage of 72.9%.

The CC has launched an Improvement Plan around Victim Satisfaction which is aimed at improving levels of satisfaction. The CC hopes this is realised over the coming months. The PCC stated that DPP need to be mindful of how the ICAT processes impact on satisfaction levels. The CC believes that it will improve service recovery.

The PCC stated that in the last meeting the recording of sexual offences seemed to have plateaued, however in the last month such offences increased by 8%. The CC referred to historical cases which are in the process of being resolved, and stated that 8% wasn't a statistically significant rise.

The PCC drew the Board's attention to data provided on 'miscellaneous publishing' and was informed that these crimes were related to matters such as sexting, Facebook posts. The PCC stated that a discussion had taken place regarding how these matters are dealt with through Youth Bureaus and Out of Court Disposal Groups, and whether they are appropriate outcomes for young people. A discussion ensued regarding reviewing cases where young people have been inappropriately criminalised.

The PCC stated that he was interested that burglary dwelling had a 9% increase and was deemed not to be a statistically significant change, yet burglary non dwelling had a 9% increase but was deemed a statistically significant change. The

PCC doesn't want PAB meetings to get into the minutiae of figures, however he would like to understand some of the statistical outcomes. It was agreed that it would be beneficial to review the content of the performance report.

**Action: PAB 050 - OPCC to link in with the Force Information and Intelligence Unit to review the performance report to be considered at PAB.**

The PCC drew the Board's attention to a spike in the levels of robberies. The CC stated that DP robberies have always been low-level and tended to be street robberies as opposed to armed robberies.

The CC drew the Board's attention to Crime Outcomes Recorded. The Force is running at 96% of Conviction Rate at Court. He stated that issues like Evidential Difficulties are above the national average and that some work needs to be done in that department. The PCC recognised that DPP is the leading Force in Wales from a Criminal Justice point a view.

The PCC drew the Board's attention to fatality levels due to road traffic collisions. The PCC stated that these are constant issues raised by the public with concerns regarding speeding issues. The CC mentioned a range of initiatives including, Go Safe and Operations Darwen and Snap which are aimed at tackling road traffic crimes and accidents. The PCC asked in which towns are there Community Speedwatch groups? The CC stated that such groups are placed in areas where road traffic issues such as speeding are prominent.

The Board considered performance in file quality. DPP are now second in the country for Transformative Justice. The CC stated that DPP needs to ensure it is going the extra mile in terms of investigations, with clear aspirations to be the leading Force in the country once again in the future.

The PCC drew the Board's attention to a coercive control charge which took place the previous week. This is the first charge of its kind in DPP. The PCC suggested communicating this charge to local women's group to highlight that the Force is charging this particular crime. The CC has requested that this case be shared with professionals across the Force area as an opportunity to learn going forwards.

**Action: PAB 051 – The Force share learning from the recent coercive control conviction with partners once the case has been concluded.**

The PCC drew the Board's attention to cyber crime levels. The CC stated that DPP had won an award for its cyber crime activity. The CC stated that many small businesses, small and medium enterprises have been contacted regarding cyber

crime, and that it's important to educate in order to prevent such crimes. The PCC stated that cyber crimes need to be monitored for future information.

The PCC moved the discussion on to call handling. A discussion of the matter is arranged for October in order to see the busy Summer months through. The PCC drew the Board's attention to the time it takes to answer 101 calls. The CC stated that there have been some staffing issues however they have now been resolved. A discussion ensued about the time it takes to attend calls in Lampeter, Ceredigion, and that it's important to place staff in the appropriate locations in order to attend those calls.

## **Professional Standards**

D/Supt Cockwell provided an input in relation to Professional Standards performance. The number of cases have risen by 7%. In terms of complaints per 1000 officers DPP are at 194 which places DPP in the lowest third in England and Wales. Another positive is that 277 cases have been finalised in a year, and progress is being made on the backlog which currently exists.

Investigations are down significantly; local resolutions are up significantly. The PCC asked if it is a positive issue that local resolutions have risen. D/Supt stated that the IPCC recommends that if there is no element of misconduct or criminal complaint, then local resolutions should be used.

A discussion ensued regarding the benefits of investigations and local resolutions. The PCC stated that communication and interaction is key when it comes to local resolutions.

D/Supt stated that Local Resolution forms have been simplified so that communication between the Force and the public is streamlined. The CC stated that sergeants and inspectors need to be robust enough to recommend that officers apologise when matters are not dealt with appropriately.

DPP currently take 196 days to complete a local investigation which is above the national average. The best performing forces are Cambridge and Suffolk. The PCC asked what those forces are doing that we could learn from. D/Supt stated that DPP still have a legacy issue, and until now there hasn't been a performance structure around this. A discussion ensued regarding how this is currently being resolved.

The PCC stated that there may be things that the Public Service Bureau (PSB) can learn from Professional Standards Department (PSD) in terms of attending to legacy cases.

D/Supt stated that many of the PSB cases are ones that should be dealt with 'there and then', so the PSB should not have any cases older than 10 days old. The PCC suggested that the Public Engagement Manager and the D/Supt visit other Forces in the country to see how complaints are dealt with elsewhere.

The D/Supt stated that the PSD's figures will not improve for the next few months until the legacy cases are resolved.

None of the local resolution cases are over 365 days old.

The D/Supt moved onto the subject of vetting. It's important to make sure that all staff are vetted; currently 27% are not vetted to the required standard. There are demands on the vetting department currently including the estates project, police officer transfers etc. HMIC have stated that within 6 months DPP need a plan to reduce the backlog. The DCC stated that it may be prudent to direct extra resources to vetting in order to reduce the backlog of cases. A discussion ensued about the vetting processes in DPP.

## **5a – Leadership**

Tracy Hawthorne (TH) provided the Board with a presentation on the Leadership and Well-being strategy.

TH provided the Board with the strategy's background and presented the work done by the Task and Finish group.

The staff survey undertaken had been mapped to include various areas of focus e.g IIP, Health and Safety and HMIC. 37.94% of staff completed the survey.

The survey results have been published on the intranet.

An action plan created from the results of the survey, and was presented to the Board along with plans for leadership, personal development.

The survey will be opened again on the 5<sup>th</sup> of June, 2017, along with some improvement questions.

**Action: PAB 052 – That the CoS be a member of the Calon Board.**

## **5b – Workforce Modernisation**

The DoR presented a brief update on investment in staff, and the skills and capabilities being targeted in the next financial year.

Dylan Davies (DD) presented an update on the workforce plan. DD stated that demands include vulnerability and cyber crime. DD stated that predicted officer losses during the year will be 70 – 80 however there will be two transferee intakes this year, one in June and another in October.

The PCC sought reassurances on various elements of the Workforce Plan including costs, transferees, PCSO development and Welsh language representation within the Force.

**Action: PAB 052 - Recruitment assessment centre through the medium of Welsh to be discussed at regional collaboration meeting.**

**Action: PAB 053 - PCC to receive the Force medium term workforce plan.**

**Action: PAB 054 - Strategic HR report to be provided to the PCC including impact of precept decisions.**

## **5c – Public Service Bureau**

The Public Engagement Manager Kerrie Phillips gave a presentation on the work of the Public Service Bureau, and sought the support of the Board in how the PSB intend to move forward in the future.

KP presented a brief overview on the PSB's formation. The PSB was brought about in 2015 to streamline low-level complaint handling. The PSD deal with formal complaints against the police up to the role of chief constable and then it falls to the PCC to deal with chief constable complaints. Things that fall outside of that remit are directed to the PSB. The PSB is accessible to all and to anyone who would like to express dissatisfaction. KP stated that both the IPCC and HMIC keep a watchful eye on activity especially as it sits outside the formal arrangements.

DPP have followed the example set by Northumbria where PCC Vera Baird worked with the CC to establish a PSB to resolve issues as quickly as possible. The assessment and receipt of a dissatisfaction should happen within three working days however the PCC is keen for this to happen within two working days, and for a resolution to take place within ten working days. KP informed the Board that there is a three step process in Dyfed-Powys; the first step addresses low level concerns, the second formal complaints and the third appeals. As of April 2018 new legislation states that it will be within the PCC's gift to determine where he wants the front end of police complaints handling to sit.

KP stated that the journey for PSB so far has been challenging. At the end of 2016 all of the individuals who had been brought into the team were redeployed. Some of the various obstacles included police ownership and standards of service fell to a

degree that the PSB is now working with a sizeable backlog currently. KP stated that many officers are very eager to assist the PSB.

PSB have an unrefined process in terms of who is dealing with what. KP stated that ideally they would like a refined process with the Chief Officers' support. CM stated that KP and her team originally went out to divisions to speak to officers which provided a good start, and perhaps this needs to be repeated. The CC stated that the newly created partnership and support chief inspector should be that point of contact. A brief discussion ensued regarding how dissatisfactions could be resolved quickly.

**Action: KP to attend divisional performance meetings to give an input on the PSB, and to utilise the partnership Chief Inspectors as the main point of contact.**

KP briefed the Board that the Quality Assurance Panel scrutinises the PSB's work every six months, however their own internal audit needs to be more rigorous. KP suggested that PSB needs to be slicker with earlier communication with the public in order to achieve direct and quick resolution. KP suggested that being apologetic may resolve many issues, even if it is an apology for someone being upset.

The CC invited KP to the next meeting with BCU Commanders in order to give a brief presentation on the PSB and stated that the DCC and himself would discuss it during their Road Shows.

**Action: KP to attend the CC's meeting with BCU Commanders to give and input on the PSB.**

**Any other business**

The PCC presented a short update on a matter raised in the Joint Audit Committee in relation to the percentage of payments made within 30 days to debtors and creditors. The PCC had been informed that a workshop will run between the 22<sup>nd</sup> and 24<sup>th</sup> of May in order to assist with this matter, and an invitation has been given to the CFO to attend.

**Action: PAB 055 - Continuous improvement event on Creditors.**

ACTION SUMMARY FROM MEETING ON 19/04/2017		
Action N°	Action Summary	To be progressed by:
<b>PAB 046</b>	<b>OPCC to link in with the Force Information and Intelligence Department regarding development of a monthly performance report.</b>	<b>CoS</b>
<b>PAB 047</b>	<b>Report on NPAS service provision to be provided</b>	<b>AE</b>

	<b>to PCC in advance of NPAS Board Meetings (Quarterly basis)</b>	
<b>PAB 048</b>	<b>Consideration to be given to recording of PAB. Meetings to be held in each BCU in rotation.</b>	<b>PCC and CC</b>
<b>PAB 049</b>	<b>Develop a Forward Work Programme for PAB alongside Force.</b>	<b>DoE</b>
<b>PAB 050</b>	<b>OPCC to link in with the Force Information and Intelligence Unit to review the performance report to be considered at PAB.</b>	<b>SR</b>
<b>PAB 051</b>	<b>The Force share learning from recent coercive control incident with partners once the case has been concluded.</b>	<b>CC</b>
<b>PAB 052</b>	<b>That the CoS be a member of the Calon Board.</b>	<b>PCC</b>
<b>PAB 053</b>	<b>Recruitment assessment centre through the medium of Welsh to be discussed at regional collaboration meeting.</b>	<b>PCC</b>
<b>PAB 054</b>	<b>PCC to receive the Force medium term workforce plan.</b>	<b>CC</b>
<b>PAB 055</b>	<b>Strategic HR report to be provided to the PCC including impact of precept decisions.</b>	<b>CC</b>
<b>PAB 056</b>	<b>KP to attend divisional performance meetings to give an input on the PSB, and to utilise the partnership Chief Inspectors as the main point of contact.</b>	<b>KP</b>
<b>PAB 057</b>	<b>KP to attend the CC's meeting with BCU Commanders to give and input on the PSB.</b>	<b>KP</b>
<b>PAB 058</b>	<b>Continuous improvement event on Creditors.</b>	<b>CC</b>

**Date of next meeting**

27<sup>th</sup> of July 2017