

Members:	Dafydd Llywelyn, Police and Crime Commissioner (PCC) Chief Constable Mark Collins (CC) Mrs Jayne Woods, Chief Finance Officer, OPCC (JW)
Also Present:	Sharon Richards, Governance Manager (SR) Det Supt Steve Cockwell (Det Supt) Mrs Kerrie Phillips, Public Engagement Manager (KP) Insp. Gwyndaf Bowen (GB) Miss Mair Harries, Executive Support Officer (MH)
Apologies:	Carys Morgans, Chief of Staff, OPCC (CM) Sharon Richards, Governance Manager (SR) Deputy Chief Constable Darren Davies (DCC) DS Sian Davies, Staff Officer (DS SD)

ACTION SUMMARY FROM MEETING 12/09/2017

Action N ^o	Action Summary	Progress
PB 2189 (linked 2184)	Review of current position of the accommodation/training facility business case to be carried out and presented at next Policing Board.	Ongoing
PB 2190	OPCC to share organisational structure with DPP.	Ongoing
PB 2191	HT to prepare and review detailed costings by next Policing Board, with support to be provided by DPP finance department.	Ongoing
PB 2192	HT to hold informal discussions with Powys unitary authority in the coming fortnight.	Complete
PB 2193	HT to present options on Brecon Station in October Estates Board Meeting.	Ongoing
PB 2195	Further clarification to be requested at the AWPG.	Complete

DECISIONS ARISING FROM MEETING 03/10/2017

Decision N ^o	Decision Summary	To be progressed by
PB T2 43	Decision: It was agreed to pursue the purchase of land for a new Carmarthenshire custody suite.	
PB T2 44	Decision: The CFO and CoS to interview applicants	

	for JAC.	
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2. Minutes of Policing Board meeting held on the 12th of September and matters arising

It was agreed that with some minor amendments the minutes from the Policing Board were a true and accurate account of the meeting.

3. Chief Constable's update

Operational update

The CC stated that two officers are still currently suspended. The CC updated the Board on a number of operational matters including but not limited to an assault in Welshpool resulting in a taser discharge, a violent wounding in Llanelli and a noxious liquid and GBH incident in Carmarthen. The CC stated that since the previous Policing Board on the 12th of September five police officers have been assaulted. The CC updated the Board on Operation Vulture, a border patrol in Powys co-working with North Wales, West Midlands and West Mercia which resulted in 102 vehicle checks in DPP over two nights. The CC updated the Board on Operation Ulysses regarding serious and organised crime, and historical abuse cases in the DPP force area.

Organisational update

The CC stated that he has welcomed nine new transferees to the Force. 22 probationers and a civilian investigator have commenced working in DPP. DPP has hosted ITV Productions for four days doing a taster DVD in relation to policing a rural community. The CC updated the board that he has hosted a faith leaders meeting. The CC stated that ACC Liane James has commenced a year long secondment to Welsh Government and updated the PCC on on-going promotional processes.

4. Police and Crime Commissioner's update

Local

The Commissioner stated that he had met with Race Council Cymru as October is Black History Month. The PCC suggested hosting events in 2018 similar to those held by North Wales Police this year and suggested Aberystwyth and Llanelli as potential venues. The PCC had met with the Diversity Officer for DPP in order to develop these ideas. The PCC updated the CC on changes to the OPCC staff structure, although was not able to share the detail as yet.

National

The PCC stated that he is attending the Police ICT Company CEO discussions next week. The PCC stated that he and PCC Arfon Jones are drafting a letter to the Catalonian Government in light of police action following the Referendum Results in Spain. The PCC informed the Board that the Research Symposium would take place on Thursday.

5. Matters for Consideration

a. Estates

The CFO updated the Board on the business case for the future custody needs of Carmarthenshire. The Operational Requirements report set out five options that have been costed over the next 30 years. The lowest costing option was for a new build sooner rather than later as the current custody facility in Llanelli has a further eight years of use left. The CFO stated that further work was required to establish the required capacity of the new facility. A discussion ensued regarding purchasing land for the new facility and the costing implications surrounding a new build. The CFO requested that any collaborative work completed regarding potential sites be sent to her in order to inform the business case. A brief discussion ensued regarding a new custody building by South Wales Police along the M4 corridor however it was decided that this particular build's location would not meet Dyfed-Powys Police's requirements.

Decision: It was agreed to pursue the purchase of land for a new Carmarthenshire custody suite.

Action: A short report on Carmarthenshire custody suite options to be drafted to support the land purchase decision.

A discussion ensued regarding the Brecon facility. The CFO requested that any information regarding the collaboration in South Wales be given to her in order to inform the project. A discussion ensued regarding Powys County Council's plans for land in Brecon and how this could potentially affect DPP's footprint in Brecon.

A discussion ensued regarding accommodation costs. The PCC questioned the policy for arranging accommodation for trainees and visitors to DPP. The discussion moved on to a potential accommodation block for DPP.

b. Police Handling of Complaints

Det Supt Steve Cockwell informed the Board that the IPCC statistics for the first quarter had been recently published and that DPP's figures for the second quarter have been sent to the IPCC. The Det Supt provided the Board with the number of recorded complaints for the second quarter: 159 complaints recorded compared to 135 the previous year; 304 allegations compared to 263 the previous year; 10% increase in complaints and allegations recorded. The Det Supt suggested that an improved relationship between the Force and the OPCC's Public Service Bureau may have contributed to the number of recorded complaints and allegations. The Det Supt stated that the timeliness of local resolutions were an improved picture. DPP were previously

43/44 for local resolutions, taking over 100 days to resolve complaints. In the last 3 months, the days have reduced to 64, 54, then 50. The PCC asked what is behind the reduction. The Det Supt stated that there is now a Performance Framework around handling of complaints which is managed on a weekly and monthly basis. A number of workshops has been hosted with Sergeants and Inspectors for resolving complaints. Good support from BCUs. There are now 8 cases older than 6 months old which is substantially improved from the previous figure which was more than double that amount. A discussion ensued regarding the older cases and it was suggested that a letter is sent to complainants to reassure them that their cases were being looked at.

The Det Supt stated that a press release had been released publicizing the figures. The PCC stated that the developments in complaints handling were a positive step, and it is important to get the good news story out internally and externally. The PCC enquired about the capacity in complaints handling. The CC stated that there is now a governance framework and a performance framework around complaints handling. The Det Supt stated that the data has also been updated to Qlik View which gives officers easy access to which complaints are outstanding.

Action: KP to write and send a letter to long standing complainants discussed during the meeting stating how their case is being progressed.

A brief discussion ensued regarding how other Welsh Forces and OPCCs are approaching complaints handling, and the future of the Public Service Bureau within the OPCC in Dyfed-Powys. The PCC suggested that there was some confusion with members of the public regarding whether their complaint is being resolved by the Public Service Bureau or the Professional Standards Department, and whether their query is recorded as dissatisfaction or as a complaint. A discussion ensued regarding how to provide a simple customer service without the customer having to contact various departments seeking resolution. The PCC discussed an All Wales approach to complaints handling.

c. Ministerial visits to Police and Crime Commissioners

The questions submitted by Ministers were noted.

7. AOB

a. Force Management Statement

It was decided that an update from the Force would be given at the next Policing Board by the DCC.

b. Grant for PCSOs

The PCC stated that a formal letter had not been received. The PCC stated that the matter would be raised in All Wales Policing Board next week.

c. Joint Audit Committee

The PCC provided the CC with updates on applications for JAC.

Decision: The CFO and CoS to interview applicants for JAC.

ACTION SUMMARY FROM MEETING 03/10/17		
Action N°	Action Summary	To be progressed by
PB 2196	Action: A short report on Carmarthenshire custody suite options to be drafted to support the land purchase decision.	CFO
PB 2197	Action: KP to write and send a letter to long standing complainants discussed during the meeting stating how their case is being progressed.	KP