

**Meeting: Police Accountability Board**

**Venue: Mayor’s Parlour, Devalance Centre, Tenby**

**Date: 18th of November 2019**

**Time: 11:30 – 14:30**

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| **Members:** | Mr Dafydd Llywelyn, Police and Crime Commissioner (PCC)Chief Constable Mark Collins (MC)Temporary Deputy Chief Constable Claire Parmenter (T/DCC)Mr Edwin Harries, Director of Finance (DoF)Mrs Carys Morgans, Chief of Staff, OPCC (CM)Mrs Beverley Peatling, Chief Finance Officer (BP) |
| **Also Present:** | Mrs Emma Northcote, Force Communications (EN)Miss Mair Harries, Executive Support, OPCC (MH) |
| **Observers** | Chief Inspector Mark McSweeney, (MMcS)Members of the Dyfed-Powys Police and Crime Panel:Cllr Michael JamesCllr Rob Summons |
| **Apologies:** | Temporary Assistant Chief Constable Vicki Evans (T/ACC) |

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| ACTION SUMMARY FROM MEETING ON 06/05/2019 |
| Action No | Action Summary | To be progressed by: |
| **PAB 126** | **Force to provide the PCC with data highlighting how often DPP’s call handlers take calls for other forces and how this affects demand.** | **Complete** |
| **PAB 127** | **Demand activity to be presented to the PCC at Policing Board in the next 2-3 months.** | **Complete** |
| **PAB 128** | **Briefing from Andrew Edwards on demand caused by increases in domestic abuse reporting to be provided to the PCC.** | **Complete** |

**1 - Apologies and Introductions**

**2 - Discussion with Members of the Public**

The meeting commenced without the inclusion of this item due to no attendance from members of the public.

**3 – Minutes of previous meeting held on the 6th of August**

It was agreed that the minutes of the previous meeting held on the 6th of August were a true and accurate reflection of the discussion held.

**4 – Force Performance Report Quarter 2**

Referring to the Headline Figures in the report, the PCC stated that it was pleasing to observe increases in some areas of crime as a reflection of the productivity of Dyfed-Powys Police (DPP) to focus on particular crime. The PCC took a 17% increase in ‘possession of drugs with intent to supply’ as his example, stating that targeted covert investigations alongside proactive Neighbourhood Policing Teams (NPTs) had led to an increase in awareness and reporting. The CC stated that every Basic Command Unit (BCU) across the DPP force area has its own Neighbourhood Tasking Team and Proactive Policing Unit in place, which work alongside Rural Crime Teams and Roads Policing Teams to target specific crime-types. It was noted that the new team and unit were made up of existing officer strength, however individuals were taken from their core function for brief periods in order to give the force an opportunity to be proactive and target. The CC added that DPP’s abstraction policy to support the new teams has been recognised nationally as best practice.

The PCC moved on to the page titled ‘The Difference We Make’ in the report, indicating some of the key findings for DPP from the Crime Survey for England and Wales. The PCC remarked that public perceptions of whether the police are doing a good or excellent job are statistically lower than in previous quarters, however suggested that the reasons behind this could be explored further during his review of the rest of the report. Police and Crime Panel members queried in which formats would the survey be available and was informed by EN that they approach the public face-to-face by knocking on doors in order to conduct the survey. EN indicated that the survey is taken every quarter with survey takers approaching anywhere between 650 and 2000 members of the DP public.

The discussion moved on to Victim Satisfaction, with the PCC querying the reason behind a 2.7% decrease in the number of victims out of 606 surveys satisfied with the ease of contact for DPP. It was noted that historically DPP have scored well with victims for ease of contact, staying consistently above the 90% approval rate from the first quarter of 2016/17 to the last quarter of 2018/19 before dropping to 84.2% in the present quarter. The PCC queried whether there was a correlation between the decrease in satisfaction levels and the performance of the Force Communication Centre (FCC). The DCC responded by stating that plans were in place to improve ease of contact, including encouraging officers to regularly share their direct e-mail addresses and direct dial numbers with victims thereby reducing demand in the FCC, and assessing how the Victim and Witness Service Goleudy can assist in ensuring greater ease of contact between victims and the force.

The PCC moved on to Crime Volume Overview as detailed in the report, remarking a distinct lack of seasonality in crime volumes in 2019-20 compared to previous years. The DCC suggested that other demand increases during the winter months have been observed meaning that the traditional decrease in incidents usually seen over the winter has not occurred. The DCC suggested that incidents including road traffic collisions and inclement weather-related incidents mean that officer deployments over the winter are as consistent as the summer, while a plateauing of summer-related incidents relating to night-time economy and tourism has led to less of a disparity between crime volumes across the year. The PCC queried whether DPP are improving their Crime Data Integrity practices alongside a plateauing of crime recording levels, when will DPP see a reduction in crime. The CC suggested that a reduction in crime will not occur, due to DPP constantly finding new areas of criminality to focus on which inevitably leads to an increase in reporting as officer awareness improves. An example of this occurred with a DPP focus on coercive and controlling behaviour, a crime type which has seen a 212% increase in offences when compared to the same period last year.

The discussion moved on to Crime Data Integrity with the PCC querying whether Chief Officers were satisfied that crimes were being reported accurately in accordance with national guidelines. The DCC stated that work was ongoing to improve officers’ logging of lesser-known crimes such as stalking and harassment. The PCC stated it was pleasing to see Crime Data Integrity figures become more consistent since September 2018, when it has almost exclusively been recorded at above 90%.

The PCC raised the issue of a 10% rise in Racially/Religiously Aggravated Criminal Damage by September 2019 in comparison with the same time the previous year. It was noted that every crime of this kind would have a nominated officer to oversee that support is given to the victim, and such crimes would be discussed during daily management meetings within DPP.

The discussion moved on to Burglary – Business and Community overview. The PCC queried why there was a reduction in burglary levels in November and December 2019 which saw only 31 and 27 burglaries respectively across the Force area. The CC stated that during that time a large operation was ongoing in Powys to combat this crime type, and said that DPP had collaborated on a lot of cross-border activity to minimise such crimes. The PCC raised concerns that in nearly 80% of such crimes no suspect had been identified, however the DCC stated that with the implementation of town-centre CCTV in towns across the force area she was hopeful that this statistic would improve. The PCC queried what communication was being delivered to the public around the CCTV systems to ensure they are utilised as crime deterrents in the 24 towns within the Force area which have received CCTV investment. The CC stated that DPP are utilising the new NPT structure alongside the CCTV systems as a targeted approach to problem solving within communities.

A discussion ensued regarding the data provided within the report, with the PCC querying why particular data regarding force outcomes was redacted from the public version of the document. A further discussion in relation to this would take place outside of the meeting.

The discussion moved on to Burglar – Residential, with the PCC noting that reported incidents increased during the summer months, rising from 72 incidents in March 2019 to 104 incidents in July 2019. EN stated that DPP don’t issue communication regarding burglary prevention during the summer which could be considered for the future. It was noted that the Christmas DPP communication campaigns in 2019 were ‘one punch’, consent and cyber campaigns.

A brief discussion ensued regarding the breakdown of drug offences figures, with the PCC commending the Serious and Organised Crime team reaching the finals of the World Class Policing Awards for their work on Operation Ulysses.

Moving on to Violent Crime, the PCC acknowledged a 62% increase in threats to kill offences. The PCC queried whether this increase was due to threats made online, and was informed by the DCC that the crime recording team had reviewed the offence data for each BCU and identified a high proportion of offences reported between March and August 2019. Previous and subsequent months have yielded figures which are considered regular, highlighting that between March and August officers were opening multiple incident reports for single individuals who had made threats to several people.

A discussion ensued regarding Possession of Weapons which has seen a slow increase in reports over 2018-19. The CC stated that many of the cases involved repeat offenders, or were recorded as part of domestic incidents. DPP were confident that the rise in Possession of Weapons offences were due to domestic incidents and not to a general increase in violence on the streets. It was also noted that crime recording practices mean that mental health incidents which involve a weapon and which were previously not ‘crimed’, must now be reported as a crime leading to a rise in the number of reported incidents.

The discussion moved on to Public Order Offences which has seen a general rise in reported incidents. The DCC stated that harassment offences, which were not previously recorded as public order offences, now come under this heading. It was noted that all Detective Sergeants in DPP now review their stalking and harassment cases daily, meaning that an increase has been recorded in the overall number of public order offences.

A brief discussion ensued regarding Rape Offences and concerns over nearly 65% of cases resulting in evidential difficulties where the victim does not support the action. The PCC raised concerns that the percentage of cases resulting in a charge or a summons was very low. It was noted that the national average for victims not supporting action in rape cases are around 22.6% with DPP’s percentage at 32.5%. The DCC stated that the Investigations Gold Group had identified this as an area of concern, with work scheduled to commence around victim updates and supporting the victim during the investigation of rape offences. The PCC queried what the view was of the ease of access to the force from individuals wishing to report sexual harassment and assaults. EN stated that DPP have engaged nationally with Operation Hydrant (a police investigation into allegations of non-recent child sexual abuse) and Operation Yewtree (a police investigation into sexual abuse allegations, predominantly the abuse of children), and have used national guidelines to encourage victims in the Dyfed-Powys force area to come forward. The DCC stated that DPP had made a number of convictions in this investigative area, and stated that whenever a victim comes forward to make an allegation, they receive enhanced support from the Force.

A discussion commenced regarding the data for Violence Against the Person which has seen an increase in reported incidents. The CC stated that there have been difficulties regarding a high number of assaults in July and August 2019 in Ceredigion and Pembrokeshire in particular. Further difficulties were had in April and May 2019 with a high number of coercive and controlling behaviour, malicious communication, stalking and harassment and threats to kill. It was noted that much of the latter cases consisted of violence without injury, however according to crime data recording they are all categorised as Violence Against the Person, leading to a rise in the number of cases under that category. The CC stated that focus meetings were held in Ceredigion and Pembrokeshire BCUs regarding the assault cases which occurred there over the summer, however there was no pattern to the increase in reported incidents. The PCC reflected on increases in crimes included under the Violence Against the Person category including kidnapping, child abduction, stalking and modern-day slavery. It was noted that the proper recording of these crimes had contributed to the perceived increase in incidents. The CoS stated that she had met with representatives from the Force to discuss the possibility of utilising the experience of a stalking victim to inform the future training of officers regarding their handling of the crime type. The DCC stated that Her Majesty’s Inspectorate of Constabulary Fire and Rescue Service (HMICFRS) had been satisfied with the direction of travel for the force’s handling of stalking incidents.

**Action: DPP and Dyfed-Powys OPCC to ensure effective communication is published on social media in relation to updates made to officers’ stalking training. This action to coincide with the launch of new stalking legislation in February 2020.**

The discussion moved on to the reduction in incidents of anti-social behaviour (ASB). Incidents have decreased from upwards of 1000 incidents per month to between 700-750 incidents per month in summer 2019. The PCC enquired how incidents of ASB are considered when Neighbourhood Policing Teams’ (NPTs) schedules are created particularly because incidents increase from during the period between 15:00 – 21:00. The PCC was informed that greater emphasis was placed on predictive work and forward planning. The new NPT structure also focuses on establishing the root cause of ASB within a locality in order to reduce incidents on a longer-term basis in the area. It was recognised that the ongoing work of school liaison officers would assist in reducing ASB figures over time.

A brief discussion ensued regarding incidents of domestic abuse which were identified to be plateauing at just over 700 incidents a month.

The discussion moved on to ease of contact with DPP in relation to call answer rate of 101 calls. The PCC stated that it was pleasing to note a reduction in call abandonment since July 2019, with the DCC noting that DPP are the fourth highest performing force in terms of call abandoned rates in England and Wales. The PCC suggested that it may be possible to learn from North Wales Police’s approach of providing callers with an automated screening service to assess whether it would be more appropriate for departments other than the communication centre to receive the call. The DCC stated that several options are being considered to improve call abandonment including direct dial options to other departments. These options are currently being considered by the FCC Oversight Board.

The PCC moved the discussion on to Incident Response, noting that some areas of Powys and Ceredigion were still seeing longer response times from DPP to attend calls.

A discussion ensued regarding the data included in the public version of the report and the internal version, with the PCC querying the reasoning behind removing several pieces of data from the public version which could reasonably be shared. The PCC also requested that the performance team alter the appearance of the ‘y’ axis on the tables included in the document.

**Action: DPP’s Performance Team to alter the appearance of the ‘y’ axis in the graphs presented in the performance report.**

**Action: The CoS to meet with DPP’s Performance Team to ensure that the relevant data is included in the public version of the performance report.**

**5 – Financial Performance during Quarter 1**

The report presented contained expenditure up to October 2019. The revenue position currently shows an underspend of £598k compared to an underspend of £537k in September 2019. Variances include expended spends of £61.1 million of the £107 million budget turning out to be lower at £60.5 million. Underspends were had in pay and overtime budgets, with overtime reduced by £208k and significant vacancies reducing the budget by around £597k. It was noted that the non-pay budget was within budget by £415k as of October 2019.

The DoF stated that the most significant adverse variance occurred in income with an underspend of £513k. It was noted that around £100k of this amount relates to PCSO grant funding. A discussion ensued in relation to this. It was noted that in relation to the PAY awards, an agreement was expected for police staff at 2.5%.

The discussion moved on to Operation Uplift with the DoF stating that an additional £204k was received to pay for the first 42 officers DPP would receive over the next 18 months, with 22 officers being recruited in January. It was expected that additional costs in relation to those officers’ IT requirements and training requirements would need to be funded from reserves. The PCC queried whether it would be possible to challenge the Home Office on the money granted to recruit more officers because additional costs have not been considered, nor the impact on forces.

The DoF moved on to future predictions and stated that an underspend of £750 was expected by the end of the year. The DoF and CFO stated that they were fairly confident around the end of year figure, and stated that a great deal of work was ongoing to continuously monitor spending.

The DoF stated that fortuitous savings of £1.7 million had been made, however increased costs in forensics and insurance were impacting on this. It was noted that vehicle and fuel costs were currently over budget.

The PCC enquired what the additional Collaboration costs are and was informed by the CFO that £23k was required for TARIAN and a further £50k had been allocated for those costs.

The DoF moved on to capital spending, with total spending to date reaching £2.022 million against a revised budget of £11.1 million with a spend of £2.508 million being committed through purchase orders. It was noted that a significant amount had been committed for the purchase of new vehicles ahead of the summer months. The CFO emphasised that the capital programme would be reviewed in a finance focused meeting on the 19th of November.

The CFO stated that during the previous week a joint CFO/DoF conference had been hosted. It was noted that a huge amount of uncertainty was felt nationally regarding the Home Office grant particularly about when the announcement would be made. It was felt that a decision would not be made until mid-January 2020 which would occur following PCCs’ deadline to set their precept for 2020/2021.

**6 – OPCC follow-up report from Policing Board (by exception)**

The PCC requested an update on the appointment of a fraud prevention officer within DPP following a discussion on the topic in October’s Policing Board meeting. It was agreed that the post would be funded 50-50 between DPP and OPCC reserves.

**Action: An update on the appointment of a fraud prevention officer within DPP to be discussed at Policing Board within the next few months.**

**7 – Letter from Home Office Strategy Director**

The PCC acknowledged a letter from the Home Office requesting to know how many police staff members DPP were looking to recruit by March 2020 with money granted as part of Operation Uplift. It was agreed that a joint response would be sent from DPP and the OPCC following discussion at DPP’s regular Uplift Meetings.

**Action: A joint letter to be drafted and sent from DPP and the OPCC jointly about officer recruitment as part of Operation Uplift by the 30th of November.**

**Action: The CFO to be added to the circulation list for DPP’s Operation Uplift meetings.**

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| ACTION SUMMARY FROM MEETING ON 18/11/2019 |
| Action No | Action Summary | To be progressed by: |
| **PAB 129** | **DPP and Dyfed-Powys OPCC to ensure effective communication is published on social media in relation to updates made to officers’ stalking training. This action to coincide with the launch of new stalking legislation in February 2020.** | **Mair Harries and Emma Northcote.** |
| **PAB 130** | **DPP’s Performance Team to alter the appearance of the ‘y’ axis in the graphs presented in the performance report.** | **Performance Team**  |
| **PAB 131** | **The CoS to meet with DPP’s Performance Team to ensure that the relevant data is included in the public version of the performance report.** | **CoS** |
| **PAB 132** | **An update on the appointment of a fraud prevention officer within DPP to be discussed at Policing Board within the next few months.** | **Mair Harries** |
| **PAB 133** | **A joint letter to be drafted and sent from DPP and the OPCC jointly about officer recruitment as part of Operation Uplift by the 30th of November.** | **CFO/DoF** |
| **PAB 134** | **The CFO to be added to the circulation list for DPP’s Operation Uplift meetings.** | **Justin Evans** |

**Date of next meeting**

17:00 – 20:30 on the 17th of February in a Carmarthenshire location.