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| **Members:** | Dafydd Llywelyn, Police and Crime Commissioner (PCC)DCC Claire Parmenter, DPP (DCC)Assistant Chief Constable Emma Ackland, DPP (ACC)Carys Morgans, Chief of Staff, OPCC (CoS)DoF Edwin Harries, DPP (DoF) |
| **Also Present:** | Alison Perry, Director of Commissioning, OPCC (DoC)Supt Ifan Charles, DPP (IC)Supt Huw Davies, Professional Standards Department, DPP (HD)Supt Craig Templeton, DPP (CT)Ch Insp Andy Pitt, DCC (AP)Gavin Lemon, Professional Standards Department, DPP (GL)Nicola Harris, Quality of Service Manager, OPCC (NH)DI Richard Yelland, Staff Officer, DPP (RY)Mair Harries, Executive Support Officer, OPCC (MH) |
| **Apologies** | Chief Constable Mark Collins, DPP (CC)Beverley Peatling, Chief Finance Officer, OPCC (CFO) |



**Meeting: Policing Board**

**Venue: Skype Meeting**

**Date: 18th of September**

**Time: 09:30 – 12:30**



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| **Action No** | **Action Summary 25th of August** | **To be progressed by** |
| **PB 2403** | **When the Surveillance Commissioner next comes to visit the Force, the PCC to meet with them to scope the landscape with regard to the work.** | **Complete** |
| **PB 2404** | **The Force and OPCC to consider positive engagement with the media around the Force’s plans to procure electric cars regarding action PB 2401.** | **Complete** |
| **PB 2405** | **SC to clarify which period the Board would like included within the HR document in order to provide consistent data.** | **Complete** |
| **PB 2406** | **The CFO and SC to liaise outside of the meeting with regard to providing consistent timeframes for HR data within the HR report.** | **Complete** |
| **PB 2407** | **Staff Officer to liaise with the Firearms Team regarding communication from external firearms organisations.** | **Complete** |
| **PB 2408** | **The DCC to review the Dyfed-Powys Police response to an FOI regarding criminal convictions of officers and staff.** | **Ongoing – RY to send updates to PCC.** |
| **PB 2409** | **RY to place the Terms of Reference for PB and PAB on the COG agenda with a view to providing a response to the OPCC.** | **Complete** |
| **PB 2410** | **HH to consider a stronger message for the purpose of the Forum to support the delivery of an outstanding service for victims.** | **Complete** |
| **PB 2411** | **Discussions to be held regarding that LCJB members need to be more victim-focused and be engaged with ongoing work for the Victim Engagement Forum.** | **Complete** |
| **PB 2412** | **HH to extend the list of partners taking part in the work of the Victim Engagement Forum to include third sector organisations.** | **Complete** |

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| **Decision No** |  |
| **PB T2 130** | **The Policing Board agreed to approve a phased return to ICVs attending custody suites in person pending the careful monitoring of Covid-19 levels locally.** |
| **PB T2 131** | **The Board agreed that the Terms of Reference for Policing Board and Policing Accountability Board should be approved.** |
| **PB T2 132** | **The Board agreed that changes to the Corporate Governance Framework should be approved.** |

**2. Minutes**

The Board agreed that with a few amendments the minutes of the previous meeting were a true and accurate reflection of the discussion.

**3. CC’s Update**

The ACC stated that staff and officers had conducted exemplary intervention work during critical incidents in Powys and Carmarthenshire. The ACC also referred to good operation work in relation to illegal drugs in Aberystwyth. It was noted that the National Police Chiefs’ Council (NPCC) were leading a piece of work on attacks on emergency workers and assessing whether the current legislation on this matter is strong enough to adequately support officers. The ACC stated that Chief Officers prioritised getting in touch with officers who experience assault or are injured on duty.

Moving on to other matters, the ACC referred to some press interest with regard to the placement of immigrants in Penally, Pembrokeshire and the potential for protests in the area. The PCC requested an update on an attack on a cash dispensing machine, and was informed by the ACC that the investigation was ongoing and that the Force was linking in with other Forces to follow leads in relation to the suspected attackers.

Moving on to organisational matters, the ACC stated that a misconduct hearing had taken place during the week resulted in a small amount of press interest. It was also noted that a new head of People Services was due to commence in post at the beginning of next month.

**4. PCC’s Update**

The PCC stated that he had been in attendance at two All Wales meetings during the week including the Policing in Wales meeting and the Policing Partnership Board for Wales. The PCC stated that he had been pleased to note for the very first time the attendance of the Home Office and the Ministry of Justice at the Policing Partnership Board for Wales. The PCC again referred to activity in Penally, Pembrokeshire and raised concerns that the issue could potentially be politically divisive and attract right wing protestors to the area in the short term. The CoS stated that the PCC had written an open letter to Home Secretary Priti Patel regarding the issues in Penally.

**Action: The PCC to contact the ACC on Sunday evening regarding developments in Penally ahead of potential press interest on Monday.**

The PCC stated that he had attended a meeting with the new Serious Violence Co-ordinator during the week and was eager for his work in the Force to dovetail in with work carried out by the OPCC’s External Funding Advisor.

**5. Standing Items**

**a) Risk**

The DoF stated that the Force has been reviewing risks in relation to the procurement of Capita services, a business process outsourcing and professional services company. The DoF stated that he and the Force had been encouraging Capita to deliver on the work they have been contracted to carry out for the Force, however progress was limited due to a critical failure in software produced by Capita in July 2020. It was noted that Capita had provided the Force with a date of 26th of October to resolve these matters. The DoF stated that the ACC has tasked Senior ICT Operational Manager Marc Jones and Force Command Centre Performance Manager Gareth Scanlon with assessing the situation for Dyfed-Powys Police should they decide to step away from the contract with Capita. The ACC stated that Capita have been very slow at delivering the required work, and it may be that the work they were contracted for is no longer required. The ACC also stated that she and the DoF would host another meeting with Capita representatives in September.

**b) Finance**

The DoF provided the Board with a financial update based upon spending patterns to the end of August 2020. It was noted that the Force is projecting a net underspend of £51,000, previously £98,000, by the end of this financial year at this stage based upon current spending patterns.

The Board learned that the Force’s spending against the budget is being affected by the Covid-19 outbreak with significant additional costs and losses in income being experienced throughout April to August. Expenditure on training, Private Transport and Conferences etc. are showing some savings at this stage linked to the Covid-19 lockdown.

The DoF stated that the Home Office have confirmed that the Department of Health and Social Care will be meeting all costs of Medical Grade Personal Protective Equipment purchased by the Force. A return has been submitted to the Home Office that totals £347,000 from March onwards. Future supplies of Personal Protective Equipment are being sourced via central procurement arrangements at no cost to the Force. The DoF stated that it is hoped that all Personal Protective Equipment purchases included in the return by the Force will qualify as being “Medical Grade” however there could be some National discussion around protective suits which forms around £71,000 of this total.

The Report provided incorporates the cost pressures in relation to income losses and increases in insurance premiums referred to at the last Policing Board meeting on the 25th of August. There are a number of potential ill-health retirements being considered from a medical perspective (15 in all) and the projections assume that 8 officers are permanently unable to fulfil the functions needed to act as police officers and are unsuitable for redeployment into other roles. This position is being monitored by the Force.

It was noted that this position does not incorporate a reserve transfer in respect of Operation Talla at this stage and discussions are ongoing as to the extent to which income losses will be supported at a National Level. The position continues to evolve and further revisions to this projected position will be needed as the year progresses and as the position on costs, income, funding and on any further restrictions that may be implemented become clearer.

The Force continues to submit details of Operation Talla and Operation Uplift costs to the Home Office as required. The spending on Operational Uplift for August was sufficient for a full draw down of grant up to the end of that month and it is anticipated that for future months spending will comfortably exceed the grant amount following the July intake.

**c) Covid-19**

CT attended the meeting to provide an update on Covid-19 developments. CT provided firstly an update on the response side. CT stated that numbers of Covid-19 cases continued to rise in some areas of the Force area leading to increased preparation and planning within the Force. CT stated that the Force was in full engagement with local authority partners. CT stated that the Force had experienced increased reporting of incidents relating to Covid-19 in recent weeks including reports of individuals not wearing face coverings and not following Government regulations. The Board learned that the demand on the Force was above the levels recorded in 2019, and that increased domestic abuse incidents were being recorded compared with 2019. CT also stated that on average the Force had seen staff numbers of no more than 4 self-isolating over the past couple of months however the number had now reached the high 20s with increased awareness of Covid-19 symptoms among staff.

CT stated that Gold Group meetings had restarted within the Force after they had been paused following the drop in the number of Covid-19 cases in recent months. Silver Group meetings continue to take place with ongoing activity including actions and tasking. It was also noted that the Force were currently considering what would be required should areas within the Force have to implement a local lockdown. The PCC stated that he is in regular contact with Welsh Government and that Policing in Wales had featured input from leading medical officers in Wales.

The discussion moved on to operational matters including smarter working. It was noted that guidance had been shared with officers and staff from Chief Officers regarding working from home, and that the Force was in regular contact with UNISON and the Police Federation regarding the guiding principles for smarter working. The Board learned that regular discussions were taking place with Force Comms Manager Emma Northcote on how best to convey information about smarter working to officers and staff including key information on timelines. The PCC queried when the timelines on the financial and HR implications for the smarter working project would be available and CT stated that the Force wanted staff to experience what home working would be like following a period of school term when children would not be at home.

**Action: CT to provide the PCC with a timeline on a graph for the smarter working project.**

It was noted that the OPCC had embraced smarter working during the lockdown period and that staff had responded positively to the opportunity to work away from the office.

**6. Focus: Quality of Service (IOPC), PSD, PSB, OPCC complaints and OPCC reviews, progress with practice requiring improvement (reflective practice).**

HD attended the meeting to provide an overview of the Professional Standards Department (PSD). HD stated that until recently the PSD was guided by the Independent Office for Police Complaints (IOPC) Performance Framework. New legislation has however recently impacted on the work of the department, and PSD are waiting for an update from the IOPC to see how Dyfed-Powys Police fares against the guidance for timeliness and performance according to the new legislation.

The discussion opened with a review of the Public Service Bureau (PSB) which sits within the PSD. The PSB acts as a frontline service to take low-level calls and complaints from the public regarding the work of the Force. The PCC remarked that the PSB used to sit within the OPCC however following a change in legislation the Bureau was moved over to the Force in 2018. The PCC sought reassurance that there was a process in place for the public to be able to talk to a member of staff about a complaint and receive a satisfactory follow up regarding their concern. HD stated that every complaint that comes into the PSB is logged by a member of the team, and stated that there are two members of staff sitting within the PSB to progress any communication that is received. It was also noted that the team were moving away from calling the service PSB in order to avoid confusion for the public; the service is simply seen as a front desk provision for the PSD.

The CoS raised a concern that the public may not be aware how they can contact the PSB because the OPCC have received a number of complaint-related calls from the public over the past few months. It was noted that the OPCC were keeping regular notes of the calls coming in, and HD stated he was happy with the working relationship between the PSD and the OPCC and that all complaints were passed from the OPCC to PSD in a timely and secure fashion. HD also stated that the PSD had reviewed the Force website to ensure that the contact details for the department were correct and clear for the public to follow.

**Action: The CoS to review the number of complaints being incorrectly directed to the OPCC over the next few months to assess whether the public are having difficulty finding the correct contact details for the PSD.**

The PCC emphasised the importance of having an effective first point of contact for the public wanting to make a complaint in order to avoid situations where individuals have to speak to a number of different Dyfed-Powys Police staff before being directed to the department they need. The PCC also raised concerns that the 101 service within the Force is not sufficiently effective at directing complainants to the correct department. The ACC echoed the PCC’s concerns regarding the public’s first point of contact with the Force stating there were many opportunities for improving the service across the Force in several departments. The Board heard that a new Gold Group is being formed this month in order to address issues regarding first point of contact and how the Force triages calls coming into the Force. The ACC stated that the Gold Group would work on forming processes for calls which are non-urgent to ensure that the caller still receives a good and timely service from the Force.

**Action: The ACC to ensure that the PCC’s concerns regarding first point of contact with the Force via the 101 number are passed to the new Gold Group being formed to address triaging calls from the public.**

The discussion moved on to Single Online Home. The CoS stated that she had concerns regarding the national direction of travel for the online service which was not reaching the level of clarity needed. NH was concerned that the removal of the direct line number for the complaints system would cause further confusion and delays for the public who would then try alternative means of reaching the PSB and speaking to many different department before getting through to the correct individual. HD stated that conversations are ongoing with the Performance Manager in the Force Contact Centre to assess how to improve the triage service for all callers.

The CoS queried where the Force feel they have lost an element of the service as the PSB is absorbed into the wider PSD service. GL stated that the function of the PSB is still there as a front desk service for the PSD, which is also supported by 101 who triage calls coming in to the Force. The ACC suggested that the Force was creating difficulties by expecting call handlers to understand where to triage all calls which come in to 101, and suggested following the lead of some other Forces that have focussed on providing support to the control room to provide the best possible service for the public.

The discussion moved on to the impact of Covid-19 on the number and types of calls which have been made to PSD over the last few months. HD stated that at the beginning of lockdown general complaints about engagement with the police decreased, however complaints about police officers attending calls without appropriate Personal Protective Equipment (PPE) increased. It was noted that PSD had been consistent with how they have dealt with officers who breached Covid-19 requirements.

A brief discussion ensued regarding the dialogue and relationship between PSD and the OPCC. GL stated that he found that regular meetings between the two offices have been productive and beneficial, and that the two offices have recently been working to identify potential improvements to Sancus Solutions which is utilised to deliver training on investigation skills. The PCC briefly queried regarding a hearing that took place during the week, and agreed with the DCC to continue the discussion following the meeting.

**Action: The PCC and DCC to discuss the outcome of a hearing on the 16th of September outside of the Policing Board.**

HD stated that PSD were using a new Framework to initially handle complaints. It was noted that the department were liaising with the IOPC and the Home Office to make best use of the new Framework to ensure that the correct data is collected from it.

**Action: The new PSD Framework and lessons learned to be discussed at the January Policing Board.**

**Action: The CoS, NH and the Force to discuss the Sancus Service prior to the contract being considered in February 2021.**

The discussion moved on to Reflective Practice. The CoS queried how this was being progressed by the organisation as a cultural change was required. GL stated that a small working group has been formed to oversee Reflective Practice, as well as a Gold Group chaired by the DCC. Another group is working to create an IT service to support the work. The DCC stated that the IT service will be ready to test within two weeks, and will be focussed on providing opportunities for officers to learn and develop as opposed to blaming individuals for actions which could have been better conducted.

A brief discussion ensued regarding the Sancus service. The CoS stated that the relationship with Sancus had not been as productive as desired, with NH having to provide more input into the work than previously expected.

**7. Any Other Business**

**a) Participatory Budget**

IC presented the Board with 3 documents including an evaluation of a participatory budget event hosted in Newtown, Powys. It was noted that the event had generated 9 successful bids for funding and that the money has been allocated. How the money is spent will be evaluated and monitored via mandatory videos and blogs from the successful groups which will be posted on the Force Facebook page using a designated twitter handle at 3 and 6 month intervals.

**Action: The PCC requested that the CoS ensure the OPCC’s Engagement Team are actively involved in the social media campaign following the allocation of participatory budget funding.**

The DCC stated that plenty of activity was ongoing among Neighbourhood Policing Teams to create community steering groups, hosting steering events and shortlisting bids. The PCC stated that it was pleasing to hear of all the activity however it was important to collate it carefully so it’s easy for the public to follow. IC stated that training is provided to officers as part of hosting events, and offered for the OPCC’s Engagement Managers to receive training alongside the officers. IC provided the PCC with a list of towns which would host participatory budget events. The first event would be hosted on the 31st of October and the rest would be hosted throughout November and December.

IC stated that plenty of engagement is hosted with local councils in order to encourage them to take part in the events, and emphasise that these are community events facilitated by the Police as opposed to being Police-led events. It was noted that excellent communication had been hosted with the Newtown town clerk who had written of his experience with the event to the National Town Clerk Journal. It was also noted that this kind of project has never been hosted across an entire Force area in England and Wales before.

**b) Force Victim Implementation Project**

AP attended the meeting to provide an update on the project. AP stated that meetings were hosted before lockdown to review the service provided by Dyfed-Powys Police to victims. These meetings were generated by the outcome of the Victims’ Deep Dive by the OPCC, and an independent review conducted of the Goleudy Victim and Witness Service. AP stated that a full review of the victims’ journey from the first point of contact with the Police was conducted.

Improvements to the victims’ journey begin with improvements to the governance structure which aims to put the victim at the heart of what the Police are investigating. The Force also need to make improvements in the following areas:

* a greater understanding of the reason behind victim withdrawing their support for the investigation;
* a greater awareness of support services available for victims;
* the Force needs to provide the best possible service to victims throughout their journey;
* the Force needs a comprehensive governance framework to manage performance;
* the Force needs to reduce the length of investigations;
* the Force needs an awareness of the proposed Parliamentary changes to the Victims’ Code which will simplify the process.

The PCC queried from the DoC whether he, as the Victims’ Champion, should create publicity to raise awareness of the changes to the Victims’ Code. The DoC stated that Victims’ Commissioner Vera Baird is leading on this work however Covid-19 implications have delayed the work.

**Action: PCC engagement to raise awareness of the Victims’ Code to become a part of the forward planning work in the OPCC.**

**Action: The OPCC to consider working with the Force’s Comms Team to highlight upcoming changes to the Victims’ Code.**

AP stated that the project’s objectives includes to better understanding outcomes with regard to victim withdrawal. The Force also aims to ensure that victim satisfaction is the same among victims who withdraw their case and victims who take their case all the way to prosecution.

**Action: The Force to share data in relation to case outcomes, victim withdrawal figures and victim satisfaction with the PCC so he can share the information with the public to explain the Force’s performance in the area.**

AP continued by stating that other aims for the project included improved service delivery, ensuring strategic oversight across various departments involved in the victims’ journey and using partnership data to contribute to providing outstanding service to victims. It was noted that these areas of business would be progressed through a Dyfed-Powys Police Gold Group which is attended by a number of department representatives and members of the Goleudy Witness Service team.

The discussion moved on to the governance structure for the project. It was noted that the Force have created a Strategic Criminal Justice and Investigations group which will be chaired by a Chief Superintendent. This group is divided into three sub-groups with oversight of criminal justice, investigation standards and victims and witnesses. The terms of reference will be based on the national structure for similar groups. The ACC stated that ensuring that the governance structure aligns with the national standard was important.

It was noted that the OPCC continued to attend the All Wales Criminal Justice Board and the Local Criminal Justice Board (LCJB) which have their own victims and witnesses focus. AP queried whether it would be beneficial to merge some of the groups between the OPCC, the Force and partners in order to ensure a greater influence on partners and to provide victims with more of a voice throughout their experience with other organisations such as the courts and probation. The PCC supported this idea and stated that as the LCJB chair partnership engagement would enhance the victim’s experience. The ACC stated that she chairs the regional LCJB meeting and covers a lot of issues which are partner focused; the ACC suggested that providing an input into the local meeting would give partners an useful overview of regional and national developments.

**Action: The ACC to provide an input into the PCC’s LCJB following her chairing the regional LCJB to give partners an overview of the national picture surrounding the victims’ journey.**

The PCC stated that it would be useful to sustain a consistent ACC attendance at the LCJB in order to progress matters through the Board and provide LCJB partners with increased focus. It was noted that other PCCs in Wales have frustrations of engaging with LCJB partners and progressing matters through the Boards. The DoC suggested that further engagement with the All Wales Criminal Justice Board may address some of these concerns.

The discussion moved on to the Victim Engagement Forum. AP stated that the Force had been reviewing the best way to maintain and highlight the victim’s voice throughout the victims’ journey. AP has liaised with Northumbria Police on the matter as they have implemented a model for engaging with victims face-to-face. Dyfed-Powys Police are interested in maintaining a virtual platform for victims and seeking feedback and the victims’ views on the Force’s performance through the Victim Engagement Forum. The CoS stated that the OPCC’s Policy and Engagement Manager Hannah Hyde (HH) has been finalising the terms of reference for the Victims’ Engagement Board and arranged training for the wider team on victim engagement. The terms of reference will be reviewed at the next board meeting with a view to implementing the terms over the next few weeks. The CoS also stated that the work of the Victims’ Engagement Forum was being considered by her and the DCC for involvement in the ‘End to End’ project.

The discussion moved on to Operational Investigatory Practices which will support decision making around recording crimes at first point of contact. AP stated that Dyfed-Powys Police is currently the only force in Wales which doesn’t have a central team dealing with outcomes. It was noted that currently Dyfed-Powys Police’s contact team are struggling to correctly categorise all reported crime and pass the matter on to the relevant officers, however the Force were looking to implement a specialist team to assist with this and ensure that all crime is recorded accurately and passed to the appropriate team for progression. The PCC stated that it was important that when teams are centralised for a task such as this to reduce the burden on the front line and deal with crimes at the first point of contact it was important to ensure that police face-to-face engagement with the public is not lost. The ACC emphasised that she and the DoF were working together to establish what was required to support the centralised team, ensure that a high quality of data is recorded and that there is capacity within Basic Command Units (BCUs) to carry out work directed to them from the centralised team.

**Action: The ACC to share timelines with regard to forming the centralised crime recording team with the PCC.**

A discussion ensued regarding a piece of work on Learning the Lessons. The ACC stated that there used to be a Lessons Learned group in the Force focused on continually improving performance which has not met recently. The ACC stated that she would ensure that chairs of other meetings in the Force include lessons learned as part of their agenda and terms of reference and ensure that Force boards and group provide highlight reports with actions for improvement as part of their governance.

The discussion moved on to ICAT with AP stating that an issue has been identified within the team. It was noted that the process for communicating incidents to officers would be for a member of the ICAT team to contact the duty sergeants. In some cases, ICAT were unable to get in touch with the sergeant leading to the creation of ICAT filters for sergeants to check the filters the following morning. This process was found not to be effective. It was noted that the Force had utilised DMM to ensure that incidents were regularly reported and victims would receive a timely update from officers. A brief discussion ensued regarding how Niche RMS would support this procedure.

The discussion moved on to the Continuous Improvement event which saw the creation of 17 actions regarding the victims’ journey. It was noted that work has already commenced on the actions and ownership and governance has been established to record progress. AP stated that a clear support pathway for victims has been created in particular with regard to victims of ASB. The DoC stated that an uplift has been improved within Goleudy for an additional victim care officer. The DoC stated that she was meeting Goleudy managers on the 12th of October to review the contact methodology currently being used by the team in order to get the process right in line with VCOP. The ACC stated that she has met with IDJ and she has been asked to liaise with LD in the BSU regarding getting clerical staff within the BSU to support with the victims work and the backlog of updating of victims.

AP stated that issues have been raised regarding potential data breaches as victims approach the Goleudy service. It was noted that the current policy is that because Goleudy is an in-house service officers do not need consent to pass victims’ information to Goleudy, however a reason needs to be noted on the officers’ information sheet if an individual requests not to be put in touch with Goleudy following an incident. The DoC stated that Restorative Justice has presented a number of issues with regard to information sharing, and that the Force would seek to learn lessons from the National Probation Service as they commence the process of recommissioning their support services which includes Restorative Justice. It was also noted that discussions are ongoing with the Force’s Information Sharing department regarding allowing Goleudy to share the outcome list from courts with a Restorative Justice provider.

The PCC queried whether the Force is over-reliant on recording on the Multi- agency Anti-Social and Vulnerability System (MAVIS) system. The DCC stated that Chief Inspector Mark McSweeney was currently reviewing the recording practice to assess how the Force can alleviate bureaucracy.

**Action: The ACC to update the Board on the Force’s reliance on recording on the MAVIS system following Chief Inspector Mark McSweeney’s review.**

**Action: October the 9th Policing Board to include an agenda item on the difference the new Neighbourhood Policing Team structure has had on officers and communities.**

**Action: The PCC to attend a tasking process in Carmarthenshire in October as part of the Force DMM.**

AP took the Board through the victim information pack provided to them. AP stated that previously some of the information was out of date and contained too much information for people to be able to access it easily. It was noted that the pack has been e-mailed to victims as e-mail addresses are noted during the first point of contact with victims. AP stated that the pack now contains crime prevention advice, a ‘We Care’ card, a copy of the victims’ code, information from the Victims’ Commissioner and more. The PCC suggested that the pack may still be too long and questioned whether it would be possible to hire a graphic designer to strike a balance between information and making it visually pleasing.

**Action: All Board members to review the victim information pack and provide feedback to AP.**

AP provided the Board with a stakeholder actions sheet from a continuous improvement event. AP stated that part of the feedback from partners suggested that stakeholder meeting structures appear to work well and that organisations worked well together during the lockdown period. It was noted that work was ongoing among the Continuous Improvement team in order for the victim and witness group to analyse the data and identify potential patterns. AP noted that partnership working is an area that the Force needs to improve its performance.

AP stated that a communication strategy has been created to inform officers about the services available to victims and that priority is given to keeping victims updated. Officers can now update victims via mobile data tablets and are prompted to ask questions on crime management systems regarding victims withdrawing support. The PCC stated it was pleased to see the use of internal comms, with the DCC adding that officers and staff are finding Film Friday and Friday bulletins from the Chief Officers very useful.

The DoC queried regarding information about child victim services in the Victims’ Information Pack. The DoC stated that a Needs Assessment in 2019 identified that Goleudy had no specialist service for young people despite there being a significant number of young victims. It was noted that the Force was looking to work with a specialist provider from Barnados, which will link in with the Force and the OPCC’s victims engagement work.

The PCC was grateful for the feedback from AP stating that the information would prove invaluable ahead of the PCC’s Annual Conference in 2021 which will have a victims’ focus. The DCC stated that providing an excellent service for victims is the number 1 priority on DAP in 2020. The DCC noted that the Force was also working with the University of Wales Trinity St. David’s to recruit criminology students to conduct research into identifying best practice for victims.

The DoC stated that she was liaising regularly with AP about the importance of receiving performance data from Goleudy. It was noted that the OPCC already receive good reports as part of the Force’s Performance report for Policing Accountability Board and that it would be beneficial to receive further information regarding victims as part of this report.

**Action: The DCC and ACC to discuss including victim satisfaction data in the Force’s Performance reports to Policing Accountability Board.**

**c) Victims’ Withdrawal Deep Dive Update**

It was agreed that this agenda item had been previously discussed sufficiently as part of Chief Superintendent AP’s update.

**d) Public Service Boards (PSBs)**

The CoS raised concerns regarding the consistency and level of engagement with the PSBs in the Dyfed-Powys area. The Board agreed that the Force need to consider how they can organisationally make best use of partnerships like the PSBs and utilise them to their best advantage. The DoC stated that the PCC has diarised slots to attend the Powys PSB on the 25th of September and the regional PSB in November. A discussion ensued regarding wider partnership opportunities and whether Dyfed-Powys Police could instigate communication with partners and other organisation to generate movement on local projects. It was noted that the DCC was currently liaising with the leader of Carmarthenshire County Council regarding the Council’s planned continuous improvement and IT events, and the ACC suggested it may be possible to approach the Council and other councils in the Force area to assess opportunities to work together and co-host events. It was noted that Chief Superintendent Jon Williams has been tasked to provide the ACC with a paper on potential opportunities to work in partnership with external organisations.

**Action: The ACC to ensure that Chief Superintendent Jon Cummins’ paper regarding opportunities to work with and align events with other organisations is shared with the OPCC.**

**Action: The CoS to draft a joint letter from the PCC and CC to external organisations to host facilitated sessions across Mid and West Wales to discuss opportunities to work together and potentially host regular meetings.**

**e) Corporate Planning**

This agenda item was deferred to the next meeting on the 9th of October.

**8.**

**a) Letter from Kit Malthouse**

The Board received and noted a letter from the Minister of State for Crime on Policing regarding concerns raised by the retail industry that violent incidents toward shop staff have increased.

**b) Independent Custody Visitor (ICV) Plan**

A report was received from the OPCC’s Caryl Bond. The report stated that an option for ICVs to conducted virtual visits to custody suites over the phone had been explored. It was noted however that ICVs themselves had expressed a desire to return to visiting the custody suites in person. The report provided also contained matters which would need to be considered with regard to Covid-19 restrictions and the provision of Personal Protective Equipment for volunteers.

**Decision: The Policing Board agreed to approve a phased return to ICVs attending custody suites in person pending the careful monitoring of Covid-19 levels locally.**

**c) Terms of Reference Policing Board and Policing Accountability Board**

The CoS stated that the Terms of Reference for both Policing Board and Policing Accountability Board had been amended and all Board members had been given opportunities to feedback amendments to the document. The CoS also stated that a paper had been presented to the Board outlining changes to the Corporate Governance Framework which also requires the Board’s approval prior to it being presented to the Joint Audit Committee.

**Decision: The Board agreed that the Terms of Reference for Policing Board and Policing Accountability Board should be approved.**

**Decision: The Board agreed that changes to the Corporate Governance Framework should be approved.**

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| **Action No** | **Action Summary** | **To be progressed by** |
| **PB 2413** | **The PCC to contact the ACC on Sunday evening regarding developments in Penally ahead of potential press interest on Monday.** | **PCC** |
| **PB 2414** | **CT to provide the PCC with a timeline on a graph for the smarter working project.** | **CT** |
| **PB 2415** | **The CoS to review the number of complaints being incorrectly directed to the OPCC over the next few months to assess whether the public are having difficulty finding the correct contact details for the PSD.** | **CoS** |
| **PB 2416** | **The ACC to ensure that the PCC’s concerns regarding first point of contact with the Force via the 101 number are passed to the new Gold Group being formed to address triaging calls from the public.** | **ACC** |
| **PB 2417** | **The PCC and DCC to discuss the outcome of a hearing on the 16th of September outside of the Policing Board.** | **PCC/DCC** |
| **PB 2418** | **The new PSD Framework and lessons learned to be discussed at the January Policing Board.** | **MH** |
| **PB 2419** | **The CoS, NH and the Force to discuss the Sancus Service prior to the contract being considered in February 2021.** | **CoS/NH/PSD** |
| **PB 2420** | **The PCC requested that the CoS ensure the OPCC’s Engagement Team are actively involved in the social media campaign following the allocation of participatory budget funding.**  | **CoS** |
| **PB 2421** | **PCC engagement to raise awareness of the Victims’ Code to become a part of the forward planning work in the OPCC.** | **CoS** |
| **PB 2422** | **The OPCC to consider working with the Force’s Comms Team to highlight upcoming changes to the Victims’ Code.** | **CoS** |
| **PB 2423** | **The Force to share data in relation to case outcomes, victim withdrawal figures and victim satisfaction with the PCC so he can share the information with the public to explain the Force’s performance in the area.** | **AP** |
| **PB 2424** | **The ACC to provide an input into the PCC’s LCJB following her chairing the regional LCJB to give partners an overview of the national picture surrounding the victims’ journey.** | **ACC** |
| **PB 2425** | **The ACC to share timelines with regard to forming the centralised crime recording team with the PCC.** | **ACC** |
| **PB 2426** | **The ACC to update the Board on the Force’s reliance on recording on the MAVIS system following Chief Inspector Mark McSweeney’s review.**  | **ACC** |
| **PB 2427** | **October the 9th Policing Board to include an agenda item on the difference the new Neighbourhood Policing Team structure has had on officers and communities.**  | **MH** |
| **PB 2428** | **The PCC to attend a tasking process in Carmarthenshire in October as part of the Force DMM.** | **IC/PCC** |
| **PB 2429** | **All Board members to review the victim information pack and provide feedback to AP.** | **All** |
| **PB 2430** | **The DCC and ACC to discuss including victim satisfaction data in the Force’s Performance reports to Policing Accountability Board.** | **DCC/ACC** |
| **PB 2431** | **The ACC to ensure that Chief Superintendent Jon Cummins’ paper regarding opportunities to work with and align events with other organisations is shared with the OPCC.**  | **ACC** |
| **PB 2432** | **The CoS to draft a joint letter from the PCC and CC to external organisations to host facilitated sessions across Mid and West Wales to discuss opportunities to work together and potentially host regular meetings.**  | **CoS** |