

**Meeting: Police Accountability Board**

**Venue: Skype Virtual Meeting**

**Date: 16th of November 2020**

**Time: 09:00 – 13:00**

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| **Members:** | Mr Dafydd Llywelyn, Police and Crime Commissioner (PCC)  Chief Constable Mark Collins (CC)  Deputy Chief Constable Claire Parmenter (DCC)  Assistant Chief Constable Emma Ackland (ACC)  Mr Edwin Harries, Director of Finance (DoF)  Mrs Carys Morgans, Chief of Staff, OPCC (CoS)  Mrs Beverley Peatling, Chief Finance Officer (CFO) |
| **Also Present:** | Superintendent Ifan Charles, DPP (IC)  Superintendent Gary Davies, DPP (GD)  Paul Callard, Economic Crime Manager, DPP (PC)  DI Richard Yelland, Staff Officer, DPP (RI)  Miss Mair Harries, Executive Support, OPCC (MH) |
| **Observers** | *Members of the Dyfed-Powys Police and Crime Panel:*  Cllr Keith Evans (KE), Ceredigion  Cllr Rob Summons (BS), Pembrokeshire  Cllr William Powell (WP), Powys  Professor Ian Roffe (IR), Independent  *Members of the Dyfed-Powys Police and Crime Commissioner’s Victim Engagement Forum* |
| **Apologies:** | None |

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| ACTION SUMMARY FROM MEETING ON 04/08/2020 | | |
| Action No | Action Summary | To be progressed by: |
| **PAB 141** | **The Data Driven Report to include information regarding how the Force is supporting victims.** | **Complete** |
| **PAB 142** | **The CoS to consider for a member of the OPCC to review the attrition rate for the prosecution of sexual offences.** | **Complete** |
| **PAB 143** | **The PCC’s Local Criminal Justice Board to review the attrition rate for the prosecution of sexual offences, particularly with regard to the courts’ backlog of cases due to Covid-19.** | **Complete** |

**1 - Apologies and Introductions**

The PCC welcomed board members to the meeting as well as members of the Dyfed-Powys Police and Crime Panel and members of the PCC’s Victims’ Engagement Forum.

**2 – Review of the minutes of the previous meeting**

The Board agreed that the minutes of the previous meeting were a true and accurate reflection of discussions.

**3 – Matters arising from Policing Board scrutiny focus themes**

The PCC noted that over the last three months, the Force has provided updated situation reports on:

1. Quality of Service, PSD, PSB, OPCC Complaints;
2. Operational campaigns over the summer;
3. Equalities.

The PCC stated that he appreciated the updates being given to Policing Board, focusing in particular on the report from Teleri Williams in relation to diversity within the organisation. The PCC stated that the update provided awareness of a number of initiatives within the Force to maximise opportunities for minority groups including engagement with local universities around recruitment into the Force.

The PCC moved on to Roads Policing and received an update from the CC on the ongoing proactivity of the Roads Policing Team who are focusing on denying criminals the use of the road, and educating road users about road safety by being involved in national campaigns.

The DCC stated that the Force endeavour to provide ease of access for the public to make a complaint has been realised with the launch of Single Online Home which gives the public a single point of contact into the Force. It was noted that the DCC and the CoS meet regularly to review this position and ensure there are no adverse effects from the Single Online Home system.

**4 – Focus: Victims**

The PCC stated that as victims are at the forefront of all discussions within Dyfed-Powys Police. He stated that all aspects of policing relating to vulnerability are considered from the perspective of the victim. He went on to say that he chairs the Local Criminal Justice Board (LCJB) and works with partners to ensure improvements to victims’ services, and stated that linked to this has been work carried out to refresh Dyfed-Powys Police’s Victims’ Code of Practice. The PCC continued by stating that his St. David’s Day Conference in March 2021 would be focused on victims as part of his commitment to improve services to victims.

IC commenced the Force’s presentation of the Victim Review Project undertaken this year. IC noted that the OPCC carried out a review focusing on domestic abuse victims, Goleudy Victim and Witness service, and outcomes 14 and 16. Outcome 14 is when a victim does not identify a suspect, and outcome 16 is when a victim does identify a suspect but doesn’t wish to support the complaint. The review identified key areas for the Force to focus on. IC stated that a focus group was created to focus on the key areas including investigation, partnership working, governance and so on.

IC presented the changes made to the Victim and Witness governance structure. In Dyfed-Powys Police there are three groups focusing on criminal justice, investigation and victims which feed into a strategic investigations group. This group provides updates to the ACC.

IC moved on to key areas which the Force needed to improve. IC referred to how the Force initially recorded crime which fed into the investigation model. It is important that the victim is at the centre of each level of investigation. IC stated that a recommendation was made to review the recording of crime. IC stated that there was also a recommendation to develop a holistic victims’ information pack to ensure victims were aware of their rights throughout the investigation. A 12-page document has been shared with Victim Engagement Forum members who responded positively although the document was felt to be too long and too detailed. It was noted that the Force are working on a shorter document.

IC moved on to the Performance Framework. All data captured from victims are captured on Excel spreadsheets which are fed into Power BI which creates automated performance reports. These reports will allow the Force to review irregularities and areas which are not performing well.

IC moved on to the Victim Engagement Forum which consists of 80 individuals who provide feedback to the Force. IC stated that the Force will ensure that all governance groups communicate all amendments and changes to services affecting victims are communicated to the Forum.

PC provided an update on the management of fraud and cyber investigations. It was noted that PC’s team conducted a piece of work in January reviewing fraud reporting. Previously, fraud victims were referred nationally to Action Fraud with no communication with the Force. The team reviewed how many individuals who initially contacted the Force went on to report the crime to Action Fraud and found that a large number of the incidents were not reported. PC’s team contacted a number of individuals who had elected not to contact Action Fraud to assess why they had not done so. Reasons given included that they had already reported to the police, victims did not have access to the internet to report to Action Fraud, and victims hadn’t in the past receive a response from Action Fraud.

From the 6th of April 2020 the economic crime team took on all reports of fraud made to the Force. This provided guidance and support to victims, ensured reports were recorded accurately, and reduced demand on the front line of policing. It was noted that in 2019-20 Dyfed-Powys residents reported 1946 incidents of fraud to Action Fraud. In the last 7 months since Dyfed-Powys Police have taken over the recording of fraud cases 2161 frauds have been recorded and reported to Action Fraud. If this trend continues there will be 3705 cases by the end of 2020 at an increase of 90% from the previous year.

PC stated that through the Force’s Operation Signature, they had identified and provided support to a number of vulnerable people during the pandemic including one individual who was self-isolating with symptoms of Covid-19. The individual lost £20,000 to online fraud due to illness and isolation. The Force engaged with the individual’s bank who have refunded the individual’s entire losses.

PC stated that a lot of messaging has been conducted during the pandemic. PC provided examples of campaigns launched by the Force during the lockdown which targeted individuals who may have been vulnerable to online fraud and romance fraud, collaborating with the Force’s comms team to maximise engagement with the community.

PC stated that a number of town councillors have been targeted during the pandemic as their e-mail addresses are published on council websites. The Force have worked with One Voice Wales to highlight this crime type and raise awareness among councillors across the Force area.

PC noted that a paper has been presented to the Chief Officers outlining planned development of the economic crime team to meet the demand of the new work stream and provide support and development to staff.

The ACC outlined the Force’s mission statement to put victims at the heart of everything the Force does by understanding demand and improving the culture. The ACC outlined the Force’s four focus areas as victim services, demand reduction, efficiency and effectiveness, and recruitment. These four are vital components of areas for improvement for victim services. It is also vital that the Force understands the demand for services, and the ACC stated she has designed 9 key principles to address this. The ACC stated that it is important to have these principles as touchstones and as a checklist to come back to as improvements are madGD provided an update on the End to End programme of work which progresses the improvements to Victims’ Services. The Force’s work is informed by Her Majesty’s Inspectorate of Constabulary Fire and Rescue Service’s (HMICFRS’) Victim Services Assessment. In the future the Force’s assessments with regard to victim services will be made against this model of best practice formulated by HMICFRS.

Dedicated leads from a variety of policing roles across the Force have joined the End to End team to progress this work. All work streams are aligned to the new Victim Services Assessment and are geared towards the Force having clear ownership of investigations, accurately recording incidents and progressing investigations appropriately.

GD stated that moving forward the Force is seeking to resolve an incident as much as possible during the initial recording of the crime. The Force is also looking to reduce the length of investigations by carrying out triage assessment during the initial contact with the Police. The Force will also consider the best means of resolving a report following an investigation. A specialist team with a central function will ensure that crimes are recorded correctly.

The End to End project is broken down into a number of work steams. There are three phases to crime recording investigations:

1. Crime recording process which is allocated a priority rating;
2. Triage and assessment process to determine the most appropriate enquiries which the Force needs to undertake, and to manage the victims’ expectations;
3. Allocate the most appropriate resources to deal with the incident.

It was noted that the Force were looking to improve its standards of investigation and ensure the investigations carried out are proportionate to the crime being recorded. This will all feed into a new force investigation policy which deals with crime from receipt to disposal.

The Force will look to receive feedback from external sources including the Victims’ Engagement Forum and by conducting victim satisfaction surveys. It was noted that this work only commenced in September however significant progress has been made. Work is also being carried out on the Force’s records management system which will ultimately support victim engagement by improving efficiency within the Force.

GD finished with an overview of the benefits realisation of the work. Victims’ services are a fundamental priority for the Force. The benefit of spending extra time with victims during initial contact will improve communication with victims and manage their expectations.

A member of the Victim Engagement Forum agreed with the Force’s planned way forward for improving victims’ services, particularly the Force’ commitment to consider the impact of crime on victims. The individual also impressed the importance of understanding the manifestation of trauma on victims, and queried how the Force took this into account. The PCC stated that trauma-informed practice has been embedded within Dyfed-Powys Police who have received funding from the Home Office to progress this training throughout the Force. The ACC impressed the importance of understanding individual victim needs, led by the complexity of what a specific victim is asking from the Force. This will lead to the officer involved being more informed and more engaged with the particular case they are investigating.

**Action: Hannah Hyde to engage with the members of the Victim Engagement Forum who attended the PAB on November the 16th to receive feedback from the meeting.**

A member of the Victim Engagement Forum queried whether Goleudy, when conducting their victim satisfaction survey, can be seen as a resource which can be accessed independent of the Police. The PCC stated that improvements have been made across the Force to raise public awareness of services for victims within the Force, including implementing a Vulnerability Desk for domestic abuse cases in order to provide victims with opportunities to receive support without contacting the police. The CC stated that the service for victims has vastly improved over the last 12 months.

**Action: Hannah Hyde to arrange for members of the Victim Engagement Forum to attend Police HQ to engage with the Chief Constable and the Commissioner and have an opportunity to see the implementation of victim support services, including the Vulnerability Desk.**

**5 – Force Data Driven Insights Report Quarter 2**

The PCC remarked that Covid-19 had a significant impact on the number of crimes being recorded with numbers dropping from 2675 in April 2019 to 2063 in April 2020. It was noted that crime levels in August 2020 was significantly higher at 3169 than the previous year at 2883. The CC stated that this was due to lockdown measures being eased resulting in a higher number of anti-social behaviour incidents and a huge influx of visitors visiting the Force area during the summer as travel abroad was restricted.

The PCC moved on to the crime outcomes rates. The PCC stated that it was pleasing for Dyfed-Powys Police to be above the national average for the outcome of charged/summonsed. The ACC agreed that this was positive, noting that the Force was outperforming the majority of forces across England and Wales however she stated that there was still room for improvement. The ACC stated that the Force needs to improve its performance on Outcome 16, which is victim does not support the progression of a case where there is a named suspect.

The PCC moved on to ongoing investigations, noting that the number of investigations lasting between 6 and 12 months have reduced from 344 to 254 over the last 12 months. The PCC was concerned however that the number of investigations lasting over 12 months reduced from 205 to 118 by June 2020, however have risen again to 153 by September 2020. The CC stated that a number of these cases were sitting with the Crown Prosecution Service (CPS) and remained outstanding for a longer period of time due to the complex nature of those particular cases. It was noted that the ACC was receiving regular updates on these cases.

The PCC moved on to the crime breakdown of total recorded crime. He was pleased to note reductions in recorded cases of theft, sexual offences and vehicles offences. The PCC raised concerns that violence against the person, arson and criminal damage and public order offences have increased over the past year. The CC stated that a number of public order offences are related to Covid-19 including breaches of lockdown regulations. The CC stated that there were no particular patterns of crime which caused the Force particular concern. The ACC stated that 12 locations were identified as having more than one type of public order offences. The ACC used Pembrokeshire tourist hotspots as an example noting that work was ongoing to review crime types in order for the Force to provide an appropriate and specific response in those areas depending on the crime type.

The discussion moved on to drug offences which have reduced to 165 in September 2020 from 253 in June 2020. The CC stated that a number of travelling criminality cases were apprehended during lockdown by the roads policing team as they stopped vehicles travelling into the area. The CC stated that there was greater collaboration between Roads Policing Teams and Neighbourhood Policing Teams in order to improve proactivity and awareness throughout the Force.

The discussion moved on to public order offences which rose to 347 cases in August 2020 before dropping to 297 in September. The PCC queried what learning is there in place ahead of next year when there may be limited international travel. The ACC stated that the Force are reviewing trends and tourist hotspots across the Force, and working on improving the visibility of Neighbourhood Policing Teams within the community. The CC stated that the escalation of cases in the summer included reports of individuals not wearing masks, not social distancing and generally not adhering to Covid-19 regulations.

The discussion moved on to violence against the person which recorded numbers of 1489 in August 2020, an increase of nearly 200 cases from the previous year. The CC stated that the numbers include stalking and harassment cases. The ACC stated that the increase in volume is in the violence without injury category including stalking. The ACC stated there has been a change in recording practices which has increased the number of recorded cases, and noted that the Force was working at improving its response to reports of stalking.

The PCC moved on to anti-social behaviour. The Force saw 84% increase in reporting following the lockdown period which was expected, however the Force will continue to monitor the numbers to ensure that there is a downward trend as the restrictions are lifting.

The discussion moved on to the domestic abuse figures. The Force introduced the Domestic Abuse Vulnerability Desk in April 2019 which has resulted in a higher number of cases being reported which the PCC regarded as a positive thing as he felt that the public had more confidence in the Force to report incidents and provide an effective and supportive service for victims of domestic abuse. It was noted that reporting figures fell during the lockdown period to 679, however figures have increased since the summer with 898 incidents being reported to Police by the end of the summer 2020.

The PCC moved on to Mental Health provision, noting that the number of reported incidents have remained relatively stable during the lockdown period. A discussion ensued regarding the Crisis Care Cafes, with the CC stating that unfortunately services were limited during the lockdown period due to Covid-19 restrictions. The CC stated that the Force required another 6 months to review the impact these mental health provisions are having on the number of incidents as Covid-19 has possibly impacted on the figures.

The discussion moved on to the Force Contact Centre. The PCC received an update on how the Force has redeployed resources during the lockdown period in order to reduce demand on call handlers responding to calls relating to Covid-19. The ACC updated the PCC on the launch of a digital desk within the Force Contact Centre which will provide additional opportunities for engagement with the public via social media.

**Action: The PCC to visit the Force Contact Centre’s digital desk once it has been implemented over the next few weeks.**

Members of the Police and Crime Panel posed a number of questions relating to police resource allocation and crime volume linked to the housing of a large number of immigrants at a military site in Penally, Pembrokeshire. The CC stated that a small number of arrests have taken place within and outside of the camp, and a significant resource has had to be allocated to Penally. The Force has applied for a Home Office grants to support the response to incidents in Penally.

The DCC stated that a number of groups from outside the Force area hosted protests in Penally, and that overall the majority of incidents have involved individuals who are not local to Penally. The ACC stated that she was proud of the way Dyfed-Powys officers have responded to the volume of people who have gathered in Penally, and also the Force’s response to local concerns through community engagement.

**6 – Finance**

The DoF provided a report including a financial update based upon spending patterns to the end of October 2020. In summary, the Force is projecting a net saving of £456,000 by the end of this financial year based upon current spending patterns. It was noted that the Force was overspent by £34,000 last month.

The DoF stated that the report assumes that the additional costs of Operation Asper (the response to Penally) are fully funded through Special Grant by £669,000, although this has not been formally confirmed. Force spending against the budget is being affected by the Covid-19 pandemic with significant additional costs and losses in income being experienced throughout April to October. The projection provides an updated position in respect to police officer and staff pay headings to take account of additional unexpected leavers and revised recruitment plans following the recent Force Resources Board which has improved the financial position fairly significantly. There are some savings against headings such as photocopying, conferences, fuel, subsistence etc. linked to lockdown periods.

It was noted that the Home Office has confirmed that the Department of Health and Social Care will be meeting all costs of Medical Grade Personal Protective Equipment (PPE) purchased by the Force. A return has been submitted to the Home Office that totals £347,000 from March onwards and this funding has now been received. Future supplies of PPE are being sourced via central procurement arrangements at no cost to the Force. The Force has also received Surge Funding from the Home Office for additional enforcement activity of £212,000 which is matched by additional spending. The projection also incorporates a grant application in respect of income losses suffered of £218,000 being the amount claimed for the first four months, and £87,000 projected for 10 months as an assumption. It is unclear at this stage whether all elements of this claim will be fully funded and estimating income losses for the remainder of the year is difficult.

The DoF stated that the report continues to incorporate cost pressures in relation to income losses and increases in insurance premiums referred to previously. A sum of £350,000 has initially been allowed for as a shortfall in relation to the Safety Camera Partnership for prudence purposes at this stage. Further work is being undertaken on this.

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 continues to be monitored.

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 indeed on any further restrictions that may be implemented become clearer. The spending on Operational Uplift during the year is projected to be sufficient for a full draw down of this grant.

In relation to Capital, a summary of spending against budget for the 2020/21 financial year is included in the Report. In total, spending was £2.659 million against a budget of £16.492 million with £2.095 million being committed at this stage.

Work is ongoing to update the Revenue budget and Capital Programme for the current and future years as part of the Medium Term Financial Planning process. Meetings have been held to consider and prioritise future estate capital spending plans and Force Management Statement gap areas as part of this process. Comprehensive Spending Review announcements are due on the 23 of November however, it is unlikely that the detailed allocation at Force level will be determined by Home Office before mid-December at the earliest.

The PCC thanked the DoF for the comprehensive report. The PCC recommended a robust governance structure in order to oversee upcoming estates projects in Carmarthenshire and Powys, and potential work which may be required in Pembrokeshire. The PCC accepted that a number of projects would depend on the most appropriate response to Covid-19 which may result in some buildings requiring refurbishment in order to adhere to social distancing restrictions.

The CFO stated that the report was comprehensive and has a high level of complexity covering the array of additional funding streams which include the special grant for Penally and PPE. The CFO stated that there were a number of month on month variances which will need to be scrutinised consistently to provide confidence as the Force approaches year-end.

The CFO recognised the work that has taken place across the organisation towards making an application for the special grant.

**7 – Review of all actions and decisions taken**

It was noted that all actions have been communicated to the staff officer and that the minutes of the meeting would be circulated to members as soon as possible.

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| ACTION SUMMARY FROM MEETING ON 16/11/2020 | | |
| Action No | Action Summary | To be progressed by: |
| **PAB 144** | **Hannah Hyde to engage with the members of the Victim Engagement Forum who attended the PAB on November the 16th to receive feedback from the meeting.** | **Hannah Hyde OPCC** |
| **PAB 145** | **Hannah Hyde to arrange for members of the Victim Engagement Forum to attend Police HQ to engage with the Chief Constable and the Commissioner and have an opportunity to see the implementation of victim support services including the Vulnerability Desk.** | **Hannah Hyde OPCC** |
| **PB 146** | **The PCC to visit the Force Contact Centre’s digital desk once it has been implemented over the next few weeks.** | **Mair Harries** |

**Date of next meeting**

10:00 – 14:00 on February the 16th 2021 via the medium of Skype.