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**Meeting: Police Accountability Board**

**Venue: Hybrid meeting: MS Teams & SCC Room 119 HQ**

**Date: 28th of July 2022**

**Time: 13:45 – 16:50**

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| **Members:** | Mr Dafydd Llywelyn, Police and Crime Commissioner (PCC)  Chief Constable Dr Richard Lewis (CC)  Mr Edwin Harries, Director of Finance (DoF)  Mrs Carys Morgans, Chief Executive, OPCC (CEX)  Mrs Beverley Peatling, Chief Finance Officer (CFO) |
| **Also Present:** | Chief Inspector Chris Neve (CN)  Claire Bryant, Head of Strategy and Policy, OPCC (CB)  Michael Lythgoe, Business Intelligence Systems Developer, (ML)  Supt Andrew Edwards, DPP, (AE) |

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| Decision No | Decision Summary |
| PAB 003 | The PCC approved filming request of the Domestic Abuse documentary pilot pending legal input. |
| PAB 004 | The PCC approved the proposed Blue light commercial engagement. |

1. **Apologies and Introductions**

The PCC welcomed all to the meeting and welcomed CC Dr Richard Lewis to his first Police Accountability Board (PAB) meeting. The PCC thanked Deputy CC Claire Parmenter for her work as the Temporary CC and acknowledged her contribution to past PAB meetings.

1. **Minutes of previous meeting and matters arising**

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| ACTION SUMMARY FROM MEETING ON 16/11/2021 | | |
| Action No | Action Summary | Update: |
| PAB 150 | OPCC to monitor impact of End-to-End project on diversionary scheme referrals | OPCC to review capacity to cope with future demand increase expected by additional focus on drug diversionary strategies and activities. CB to raise with OPCC DoC |
| PAB 151 | The PCC to be provided with the suite of End-to-End performance indicators with benchmarking data, which should include demand and capacity on response and Hubs | In progress- OPCC to plan a constructive review of End to End after 7/11 when a year’s worth of data will be available for consideration at future PB / PAB. Focus within the October focus at Force Performance Board. |
| PAB 152 | End to End project presentation slides to be made available to Members of the Police and Crime Panel | Complete - sent by OPCC on 15/12 |
| PAB 153 | Force and OPCC to facilitate a visit to the FCC for the Police and Crime Panel Members in early 2022 | In progress- Scheduled for the 23rd of September |
| PAB 154 | Head of Estates to provide PCC and Police and Crime Panel Members with detail of safeguards in place to mitigate against capital project cost creep or suppliers going into liquidation | Complete- Information has been shared |

*PAB 151 - End-to-End performance indicators* – The PCC approached the CC requesting an update from the Force regarding the End 2 End project. CC provided the PCC with an update stating that A/CC Steve Cockwell is leading and had established further governance structures. The PCC questioned how the Force are monitoring the success from an operational perspective. AE responded that Force Performance Board is due to focus on the End-to-End project along with the six work streams that have been established. AE informed that the six streams include governance and structure, force communications, crime incidents, response, local investigation units and business intelligence. CEX suggested that the OPCC may consider undertaking scrutiny regarding public respective and questioned the timescales of when the review shall be undertaken. The PCC welcomed CEX’s suggestion and stated that engagement with the public and the benefits on the public needs to be understood. . AE informed that End-to-End will be the Focus on the Force Performance Board in October and suggested that the OPCC is to consider their scrutiny activity during this period. CC informed that on the 7th of November it is End-to-Ends year implementation anniversary and suggested that the Force gather a years’ worth of data to present to the PCC. The PCC welcomed this proposal and stated that a Policing Board meeting will be scheduled to focus on the data.

1. **Matters arising from Policing Board scrutiny focus themes**

The PCC introduced the paper provided and drew focus to matters arising on the Force Governance structure. The PCC informed that the OPCC executive team have undertaken further scrutiny and expressed some concerns. The CFO suggested that the Terms of Reference should be reviewed to ensure the correct individuals attended the correct meetings. A discussion ensued and the CC advised that he shared the concerns and as such the Deputy Chief Constable (DCC) would be progressing matters further. . CEX informed that CFO and herself are meeting with the DCC and will further discuss.

**Action: CEX & CFO to discuss Force Governance Structure Concerns with DCC**

1. **Force Performance Against Priority 1**

AE thanked all involved with creating the dashboard and presented it to the meeting. The CC noted that there has been significant improvement upon the presentation of data within the organisation. . AE explained the design of the dashboard to the board and informed that the intention is to move to a cloud-based solution. The PCC questioned its cost implementation to which AE informed that £190,000 investment with a private sector company and Microsoft combined which will provide a landing platform to build the dashboard and link with Power BI. The PCC queried whether the cost has been budgeted. EH informed that a sum has been budgeted but this will need further review.

AE provided a guided overview of the dashboard that had been based on the Police and Crime Plan 2021-2025. ML provided an overview of the data available in relation to Force performance against Priority 1 – ‘Victims are Supported’, including Force control centre (FCC) data. The PCC questioned as to where the Force stands compared to national data regarding FCC call handling volumes. AE replied by informing the Force is currently fifth best performing Force in England and Wales. The CC advised that there is less certainty with the data nationally upon the 999 calls due to the handover with British multinational telecommunications holding company and therefore care should be taken when considering the comparator data.

The PCC highlighted the chart indicating a drop in the average speed of answering calls at the beginning of 2022. The CC informed that the Force believes that this was due to the Omicron Covid-19 variant which saw a considerable number of FCC staff being absent. ML presented the board with data upon Force responses and the PCC questioned as to whether the data could be broken up into inspector areas. AE stated that this is possible.

ML moved onto to provide an overview of the crime recording data section of the dashboard. The PCC questioned the Forces level of audits. The CC informed that the resources to complete the audits have been occupied and thus when the resource comes back the number will increase. AE informed that the Force aim to complete 60 audits a week.

ML provided an overview on the customer satisfaction surveys. The PCC highlighted the increase in survey responses within May of 2022. AE informed that this was due to an increased drive in the survey including End-to-End feedback. AE informed that the overall feedback rate is at 3% and thus the Force has commissioned a piece of work to improve engagement.

ML moved onto the complaints resolution data and CEX questioned as to whether the OPCC may feed their review data into the dashboard.. The PCC welcomed the idea and AE agreed.

The presentation moved onto the data upon diverse workspace., The PCC highlighted that the percentage of female black, Asian or other ethnic minorities is above average and near representation of Dyfed Powys’ communities. ML continued and presented data upon how well victims of serious sexual offences and hate crime are supported. The PCC raised concerns regarding the deployment of Sexual offence trained officers (SOTO) compared to the total crime count. AE informed that work is being undertaken to train officers to ensure they feel confident in handing incidences and to effectively deploy SOTO officers.

ML presented the slide in relation to the national crime and policing measures to the board. CEX questioned the timescales regarding the specified information order and suggested that AE and CB meet to further discuss and progress.

**Action: Supt Andrew Edwards, and Head of Strategy and Policy to progress the Specified Information Order**

1. **Chief Constable performance appraisal**

The CC provided a performance appraisal infographic to the PCC. The PCC questioned as to whether the Force has considered communicating the successes with key partners. The CC agreed with the PCC’s suggestion and acknowledged that the Force may need to publish more externally. The PCC queried in relation to body worn cameras and how they are monitored specifically in domestic abuse cases. The CC explained that due to the nature of some cases body worn videos won’t always be activated and thus the rate will not be 100%. The CC informed that utilisation rates are monitored on an Inspector level and through the Force Performance meetings.

The PCC raised a query regarding stop searches and how multiple officers may attend an incident but only footage from one body worn camera is available. The PCC questioned as to whether the cameras could all turn on simultaneously. The CC informed that this may be possible .

The CC continued and provided an overview of the Force’s areas for improvement. A discussion ensured regarding stalking and harassment and the CC informed that the Force is creating a profile. CEX requested that the Forces profile is shared with the OPCC.

**Action: Stalking and Harassment Force profile to be shared with OPCC**

The PCC thanked the CC for providing the infographic and stated that it had been very informative. The PCC expressed his desire to publicly publish infographics such as this for the public to view themselves. CEX suggested that the infographic be shared with the Police and Crime Panel members.

**Action: PCC to share CC’s performance appraisal infographic with Police and Crime Panel**

1. **Finance**

DoF provided an overview of the financial report that was circulated that provides members of the Board with a financial update based upon spending to the end of June 2022, as well as a revised forecast of spending to the end of the financial year for the Force and a summary of other financial issues. DoF informed that the PCC set a budget of £127.4m for the year to 31 March 2023 and stated that it has been envisaged that approximately £30.491m would be needed to cover the first three months. He continued to inform that the net expenditure actually incurred to June was £30.259m representing a £0.232m underspend. However, the DoF informed that the Force is projecting an overspend of £65k by year end, stating that this projection takes account factors including Police Now costs of recruiting an additional officers, Police staff pay award, significant cost pressures linked to inflation, utilities, fuel and energy anticipated in the current year and other matters. DoF continued to provide an overview on the revenue position, capital spending, budget for 2023/24, medium-term financial plan and other financial issues.

The PCC questioned the work in respect of the Safety Camera Partnership as an action arose in the Policing in Wales meeting.. CFO informed that Head of Corporate Finance Ian Williams has been actively involved with the silver recovery group. She stated that clarity regarding the financial exposure is still required but provided reassurance that work is in hand. The PCC questioned how much automation has been explored regarding work of Go-Safe. CFO informed that part of the recovery work is to look at efficiencies which will seek to answer this.

The PCC questioned regarding utilities and asked as to whether the Force is in a position to quantify cost avoidance of the impact of the solar panels and the LED lighting from the Salex funding. DoF stated that the Salex report will be shared.

The PCC also queried the level of expenditure against the planned capital programme, focussing on body worn camera investment and the Estates programme. The CFO informed that the underspend of the Estates had been discussed within the Strategic Estates Group meeting. She informed that the provided report does not consider the financial slip that occurred last year which must be considered within the capital funding.

**Action: DoF to share Salex impact report with PCC**

A discussion ensured regarding the recent MP police funding formula briefing that the PCC, CC, DoF and CFO undertook. The PCC noted that key engagement was received by Jonathan Edward MP and Nia Griffiths MP and expressed his thanks to Ben Lake MP for assisting with organising.

1. **Any Other Business** 
   1. *Request for filming*

The CC advised that a filming request had received from S4C regarding a Domestic Abuse documentary pilot looking at Domestic Violence in Wales. The request was to film with various Welsh speaking officers working in dealing with Domestic Violence incidents. The PCC informed that he is supportive of the request following its approval from the Chief Officer Group. CN informed that the Head of Legal Services and Head of Communications will produce a contract for the PCC’s attention.

**Action: Domestic Abuse documentary pilot contract to be shared with PCC for approval prior to signing.**

**Decision: The PCC approved filming request of the S4C Domestic Abuse documentary pilot pending legal input.**

* 1. *Query regarding communication of community safety updates*

The PCC raised a concern brought to his attention by a volunteer regarding the communication of community safety updates. The PCC sought reassurance that the CC could provide a response to the individual.

**Action: Force to provide a response to the query regarding communication of community safety updates**

* 1. *Governance*

CEX informed the board of the PCC’s decision to engage with Blue Light Commercial following numerous discussions both locally and regionally in relation to the potential benefits that could be realised. CEX went on to advise that correspondence had been received in relation to the option of entering intostandstill agreement with BMW. CEX sought approval to await the outcome of legal advice being sought nationally through the APACE network to inform decisions. The PCC approved.

**Decision: The PCC approved the proposed Blue light commercial engagement.**

**Action: CEX to await APACE legal advice regarding BWM contract and to progress matters inline with local and national legal advice.**

* 1. *PCC Community Engagement*

The PCC informed that during his attendance at the Llanfihangel-ar-arth Community Council meeting he received positive feedback of the local Neighbourhood Policing Team (NPT) being very engaged. However, the PCC also raised concerns received from Chwater Bach Community Council meeting where there is no policing presence.. The PCC sought information regarding the NPT lead for the area and reassurance that more engagement would be committed. The PCC suggested that an NPT engagement strategy is drafted for all NPT areas. The CC agreed and took upon the PCC’s suggestion.

**Action: Scope standardised NPT engagement strategy to be drafted.**

**Action: Force to provide a service recovery with Chwarter Bach community council.**

The CC expressed his gratitude and thanks to CN for his work during his role as Staff Officer and wished him the best in his new role. The PCC echoed the CC’s comments and thanked CN for his positive engagement and relationship with the PCC.

1. **Review of all actions and decisions taken**

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| ACTION SUMMARY FROM MEETING ON 28/07/2022 | | |
| Action No | Action Summary | To be progressed by: |
| PAB 155 | Supt Andrew Edwards, and Head of Strategy and Policy to progress the Specified Information Order | CB & AE |
| PAB 156 | Stalking and Harassment Force profile to be shared with OPCC | DPP |
| PAB 157 | PCC to share CC’s performance appraisal infographic with Police and Crime Panel | PCC |
| PAB 158 | DoF to share Salex impact report with PCC | DoF |
| PAB 159 | Domestic Abuse documentary pilot contract to be shared with PCC for approval prior to signing. | DPP |
| PAB 160 | Force to provide a response to the query regarding communication of community safety updates | CN |
| PAB 161 | CEX to await APACE legal advice regarding BWM contract. | CEX |
| PAB 162 | Scope standardised NPT engagement strategy to be drafted. | CC |
| PAB 163 | Force to provide a service recovery with Chwarter Bach community council. | CN |

**Date of next meeting: 10:00, Friday 14th October 2022**