**Meeting: Police Accountability Board**

**Venue: Gwernyfed School, Brecon**

**Date: 17th July 2023**

**Time: 10:00 – 13:45**

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| **Members:** | Dafydd Llywelyn, Police and Crime Commissioner (PCC)Assistant Chief Constable, Ifan Charles (ACC)Edwin Harries, Director of Finance (DoF)Carys Morgans, Chief Executive, OPCC (CEX) |
| **Also Present:** | Superintendent Andrew Edwards, Chief of Staff (AE)Chief Inspector Louise Harries, Head of Service Improvement Unit (LH)Gareth Scanlon, Head of Contact and Incident Management (GS)Nicola Harries, Policy Advisor, OPCC Ellen Jones, Executive Support Officer, OPCC  |
| **Observers:** | Gwernyfed School Students and Teachers Police and Crime Panel MembersTown and Community CouncillorsOPCC Volunteers (including Victim Engagement forum members)Members of the Public |
| **Apologies**  | Chief Constable, Dr Richard Lewis (CC) Beverley Peatling, Chief Finance Officer (CFO) |

***Part 1***

1. **Apologies and Introductions**

The PCC welcomed all to the meeting and the Chief Executive team provided introductions. Apologies were received from the CC and CFO.

The PCC thanked Cllr William Powell for his assistance in arranging the meeting and Gwernyfed School for hosting. Deputy Head Teacher Dave Edwards welcomed all to the school.

The PCC lead a minutes silence in memory of Force Roads Policing Unit Inspector Gareth Earp who died at the age of 43 following a collision as he travelled home from work on the A470 near Rhayader, on the evening of 29 June 2023.

1. **Community Questions**

The PCC thanked those who had submitted questions head of the meeting and welcomed any further questions.

Q.) *I live in Glasbury, the Breconshire side, the B4350 passes the bottom of our road (30 mph maximum permitted speed) and it intersects with the A438 at Glasbury garage a continuation of the speed restriction that also passes over Glasbury river bridge****.*** *I have spoken to my neighbours, and they cannot recall seeing a police officer in many years other than those flying through on the B4350 to Hay or Brecon with blue lights. In my observations as a driver or walking three dogs, three times a day the number of apparent road traffic offences are considerable if you ignore the failure to observe the maximum permitted speed signs. We had a significant traffic flow for the Hay festival and many police officers in Hay and yet none here. I would like to know why there are no visible police patrols or presence in our area be that regular patrols or roads policing?*

A.) The ACC thanked the member for the question and informed of the work undertaken by the Go Safe team. The ACC informed of the implementation of the 20 miles per hour (mph) zones in which 60% of 30mph zones will become 20mph and noted the importance of Go Safe being involved and working with the communities to enforce the changes. The PCC informed that Go Safe log community concerns and encouraged the attendees to log any concerns with Go Safe. The PCC informed of his work with the Regional Co-ordinator and Wales Road Casualty Reduction Partnership Police Sargent (PS) Ian Price and stated that he will raise these concerns directly with PS Price and Go Safe. The PCC also informed of his meetings held with the unity authorities and the Deputy Minister for Climate Change Lee Walters MS and noted that he will make representation on behalf of the community. The ACC acknowledged the concerns raised regarding the lack of Police presence and noted that he will directly make contact with the local neighbourhood policing team (NPT).

**Action: The PCC to raise** **Glasbury community concern of speeding with Go Safe and Powys County Council**

**Action: The ACC to contact Glasbury NPT and highlight the community concerns raised**

*Q. I have been asked by two elderly residents who live in Foel to ask a question next Monday about: “THE PROBLEMS THEIR SMALL COMMUNITY HAS WITH VEHICLES SPEEDING THROUGH THEIR VILLAGE”.I have subsequently contacted the owner of the Llangadfan Village Store and Post Office who has lived with the problem for the past 30 years. She told me: “The previous local representative, Cllr Myfanwy Alexander who lived locally was aware of the problem. Over the years the community has made suggestions such as having double white lines, but nothing has been done”. I believe the problem of speeding vehicles throughout the whole of Dyfed Powys was brought to the attention of the Quality Assurance Panel some time ago. I would be interested to hear if the introduction of “drones” has made any impact, especially in the rural areas in the North where I live and work?*

A. The PCC noted the similarity of concerns being raised by the communities in Powys. The PCC seeked reassurance from the Force regarding their visibility and presence within the communities that are on the boarder of Dyfed-Powys. The ACC noted the importance of NPT engaging with Dyfed Powys Communities to acknowledge concerns and find a resolutions. A member of the local council noted the positive impact from local Police Community Support Officers (PCSOs) but noted the importance of hearing further from the Force and the proactive schemes that are ongoing. A discussion ensued regarding the need for a digital comms strategy so that all members of the community receive critical information. The PCC suggested a possible Force newsletter which was welcomed by the attendees. LH informed the PCC of the proposals to improve communications with the implementation of the communications and engagement officer within the Force contact centre (FCC). The PCC requested that at the next Policing Accountability Board meeting the Force provide an update on their engagement and communications strategy.

**Action: Force to provide an update on the Engagement and Communications Strategy at the next PAB meeting**

*Q. The Law Society issued a press release on 06 July, in which it drew attention to a decrease in the number of duty solicitors, both nationally and locally. Indeed, it indicated that 'Dyfed-Powys is among one of the worst hit police force areas in the country, with the 34 duty solicitors recorded in 2023 due to fall to 26 solicitors in the next five years.' Picking up the story, the Western Telegraph suggests that of these, only 4 are based in Pembrokeshire and even fewer, 3, in Ceredigion. To my question: what does this mean for policing and wider criminal justice across the force area, and what steps are being taken to mitigate any negative impact?*

A. The PCC acknowledged and noted his concerns regarding the access to legal aid and support in rural areas within Dyfed Powys. The ACC informed that it is not having a direct impact on the Force but acknowledged the impact on the Family and Criminal Courts. The PCC noted that he regularly meets with the Head Crown Prosecutor for Wales Jenny Hopkins and noted that these concerns will be raised.

**Action: The PCC to raise duty solicitors concerns with Head Crown Prosecutor for Wales Jenny Hopkins**

*Q. Incident hub does the commissioner think the incident hub works effectively ?*

*How many members of staff work in the incident hub ?*

*How many crimes are received through the incident hub per month -year ?*

*What is the procedure when a crime is committed and it is received at the incident hub?*

*Incident hub, Do the victims of crime receive updates from the member of staff dealing with the crime at the hub?*

*How often are the victims of crime updated ?*

*How or what information is gathered by the incident hub ?*

*Is there a time limit on investigating certain crimes and is it biased on a points system ?*

*When or how long before the crime allocated to the area where a Police officer is to take on the responsibility of investigation the crime ?*

*What does the incident hub do to improve the detection of crime in the Dyfed Powys Police force area ?*

*When a crime is reported, do all crimes receive a police log ref number which is given to the victim of crime ?*

*How many is crimes are solved from the incident hub over the last year by sitting in an office or are passed on to police officers on the ground ?*

*I have to ask this question; Would the Commissioner agree with me that a crime should be investigated from when it first takes place at the source or very soon after as vital evidence is lost e.g., CCTV DNA ?*

1. The PCC informed the attendee of the Policing Board meetings held where the CC is held to account on Force performance. The PCC and ACC acknowledged the concerns raised regarding the 101 and 999 calls. The ACC informed the attendees of the process of handling each 101 and 999 call and noted the importance of the Force to follow the victims code. The ACC acknowledged that the Force have prioritised the first point of contact with victims to improve the outcomes. The ACC noted that with uplift and new systems there is scope to improve. The ACC informed the attendees of the the victim engagement forum and encouraged any members to join. The ACC suggested that the attendee provides further detail of his concerns to the Force in able for him to review and welcomed a discussion following the meeting.

**Action: ACC to review concerns regarding to the Force incident hub**

*Q. Why has the Force seen an increase in the 999 and 101 calls*

A. GS provided an overview of the structure within the FCC. GS noted the concerns raised but reassured that the Force are currently the top performers for responding to 999 calls and provided some data. GS informed that one factor that caused a rise in 999 calls was a new feature installed on smartphones which enabled individuals to ring 999 by a press of a button. GS noted that subsequently many false 999 calls were received and that this was a national issue. The PCC questioned if the Force has considered increasing the number of staff in the FCC and acknowledged that 999 and 101 calls have become more complex. GS informed the PCC that the length of calls received are getting longer and more complex thus the department regularly reviews resourcing, demand and effective implementation of Force policy. GS informed that the Force are reviewing the possibility to implement a new telephony system where failed 101 calls will be called back when a call handler is available and a voice analytics system which will enable artificial intelligence to listen and review calls being received. The PCC seeked a time scale of the possible new system. GS informed that the implementation is expected by the end of October 2023. The PCC suggested that a Policing Accountability Board meeting in 2024 should focus on 101 and 999 calls and demand.

A discussion ensured regarding engaging with communicates and the PCC informed of an open doors event where members of the Dyfed Powys community will be able to see the work being undertaken by the Force.

**Action: January 2024 PAB to focus on 101/999 calls and demand**

*Q. If people are ignoring the current 30mph zones why would 20mph stop them from speeding?*

A. The PCC informed that these concerns have been raised with Welsh Government and noted that there will be an eventual shift in behaviour towards the speed limits. The PCC informed that the Force would have a great part to play to enforce these changes and penalise those who do not obey.

*Q. I have a Granddaughter who is a Police Officer within Dyfed Powys Police and she has raised the high level of work she is facing with no extra resourcing.*

A. The informed that the Force now have more officers than ever and that more resources being deployed. The PCC seeked reassurance that the Force are deploying the correct officers to incidents. The ACC acknowledged the changes and new complexity of Policing including the technological changes. The ACC informed that the Force encourage Chief Officers to regularly engage with front life officers to understand and resolve concerns. The DoF noted the increase in workload seen across all public sectors but reassured that the Force prioritise staff health and wellbeing.

1. **Force contribution to National Measures**

AE provided an overview of the Force’s contribution to the national crime and policing measures dating from May 2022- April 2023. The report focused on the Forces performance against the Police and Crime Plan and Force priorities including eliminating domestic abuse, stalking and harassment, disrupt drugs and county lines, reduce murder and homicide and reduce neighbourhood crime.

1. **Force Performance Against Priority 1: Victims are supported**

AE provided an overview of the Force’s performance against priority 1 within the Police and Crime Plan, victims are supported. AE provided an overview of the Force’s work with victims including the increased focus on domestic abuse, stalking and harassment. AE informed that the Force focusing on prevention.

***Part 2***

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

Minutes from the meeting held on the 26th May 2023 were deemed a true and accurate record of the meeting.

1. **Matters arising from Policing Board scrutiny focus themes (by exception)**

The PCC acknowledged the paper provided.

1. **Finance**

The PCC thanked the DoF for the report provided and noted the changes within the Force and the direct impact on the financial budget. The DoF provided an overview of the report provided highlighting Force targets, budget implications and inflation pressures. The DoF noted that the Force saw an underspend last year which will see a positive effect onto the budget along with additional grants for officers and custody. The DoF noted the Force savings plan and the challenges in delivering the proposed savings. The PCC noted his involvement within the financial picture within the Force and noted the 10m savings plan along with the pay award. The PCC noted the estates decisions and alluded to the need to take a longer view for savings plans.

1. **Any Other Business**

The PCC thanked all for attending and noted the great input provided.

1. **Review of Actions**

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| ACTION SUMMARY FROM MEETING ON 17/07/2023 |
| Action No  | Action Summary  | To be progressed by |
| PAB 165 | The PCC to raise Glasbury community concern of speeding with Go Safe and Powys County Council | PCC  |
| PAB 166 | The ACC to contact Glasbury NPT and highlight the community concerns raised | ACC |
| PAB 167 | Force to provide an update on the Engagement and Communications Strategy at the next PAB meeting | Force |
| PAB 168 | The PCC to raise duty solicitors concerns with Head Crown Prosecutor for Wales Jenny Hopkins | PCC |
| PAB 169 | The ACC to review concerns regarding to the Force incident hub | ACC |
| PAB 170 | January 2024 PAB to focus on 101/999 calls and demand | Force / OPCC |