

Members:	Mr Christopher Salmon, Police and Crime Commissioner (PCC) Chief Constable Simon Prince QPM (CC) Mr Edwin Harries, Director of Finance (DoF)
Also Present:	Dr Helen Morgan-Howard, Chief of Staff, OPCC (HM-H) Mrs Sharon Richards, Performance Manager, OPCC (SR) T/DCI Steve Davies (SD) Insp. Mark McSweeney, Staff Officer to the Chief Constable (MMS) Mrs Claire Bryant, Office Manager, OPCC (CB)
Apologies:	Mr Tim Burton, Deputy Police and Crime Commissioner (DPCC) Mrs Jayne Woods, Chief Finance Officer (CFO) Deputy Chief Constable, Carl Langley (DCC) Assistant Chief Constable Liane James (ACC) Ms Samantha Gainard, Director of Legal and Compliance (DoL) Mr Adrian Williams, Director of Resources (DoR)
Observers:	Miss Karys Thomas, Research Advisor, OPCC (KT) Mrs Anne Williams, Support Officer, OPCC (AW) Two Pembrokeshire County Councillors

ACTION SUMMARY FROM MEETING ON 15/10/2015		
Action N ^o	Action Summary	Progress:
PAB 268	SR to further consider Welsh Government road traffic data, to include journey length	Completed
PAB 269	Data regarding individuals re-joining IOM at 6, 12 and 24 months to be provided at March Policing Accountability Board	In progress
PAB 270	OPCC to consider options for conducting exit surveys on IOM graduates, to include employment prospects	Completed
PAB 271	CC and PCC to raise Multi Agency Safeguarding Hub issues with Chief Executive and Leader of Carmarthenshire County Council respectively	In progress
PAB 272	Force to clarify the different warrant categories	Completed
PAB 273	Force to confirm costs of Police Led Prosecutions by the end of November	In progress
PAB 274	Motoring educational course offer letters data to be revisited at January Policing Accountability Board meeting	In progress

PAB 275	SR to send actions from Out of Court Disposal Panel to DoL for dissemination at Learning the Lessons committee	Completed
PAB 276	OPCC to identify IT access issues regarding Victim's Hub as soon as possible	Completed
PAB 277	CC to rectify access to Force systems for Victim's Hub as a matter of urgency	Completed
PAB 278	Restorative Justice data to be considered at next priority 3 Policing Accountability Board meeting (April 2016)	In progress
PAB 279	OPCC to include an assessment of the public's understanding of how to report fraud and experiences of being updated on progress of fraud cases in the forthcoming OPCC business crime survey	In progress
PAB 280	Data regarding the number of temporary firearms permits issued to be provided at a future Policing Accountability Board meeting	Completed
PAB 281	DoL to provide PCC with dates of firearms surgeries by December	In progress
PAB 282	Staff and officer numbers graphs to be provided on a quarterly basis	Completed
PAB 283	CC to share timescale plan for Forensic Medical Science contract with PCC by the end of November	In progress
PAB 284	Force to keep SR abreast of performance data analysis being undertaken	Completed

The PCC opened the meeting by thanking Pembrokeshire County Council and the OPCC team for arranging the first web-cast meeting of the Policing Accountability Board.

Minutes of the Accountability Meeting held on 15th October 2015 and Matters Arising

The PCC sought assurance from the CC that DPP were not currently in a redeployment situation. The CC confirmed this, stating that posts would be advertised externally. The CC clarified that if the Force were to enter into a redeployment position, they would need to provide opportunities internally in order to comply. The CC was awaiting guidance from the College of Policing regarding the advertising of police officer positions.

Force Accountability Report on Priority 4 – Enhancing Access to Policing Services

The CC presented the report, highlighting key points. The CC considered the Special Constabulary membership compared favourably with other forces and was healthy considering a number of officers had transferred to the regulars. Regular officers were being recruited at the highest rate for a number of years.

The PCC requested further breakdown of Special Constabulary data, to include the background of recruits. A discussion ensued regarding issues surrounding the recruitment process for Special Constables. Whilst the CC considered DPP were in a good position in terms of the number of recruits, work was in place in conjunction with North Wales to discourage withdrawals at the recruitment stage. The PCC queried whether incentives had been considered, such as employer supported policing. The CC stated this was currently being looked at, as well as consulting with potential recruits to discover what would encourage their involvement.

Action: Special Constabulary recruitment and retention plan, including detailed recruit profile and comparison with previous years, to be provided at a Policing Board meeting at the end of January

There were currently 30 PCSOs and police officers trained as Rural Liaison Officers (RLOs), dedicated to liaising with rural communities. The PCC reported that he was aware that Sergeant Howells was well known in the farming communities. The CC stated one benefit of the RLOs was the ability to tailor the service to support vulnerable repeat victims of crime.

Action: Sergeant Howells to communicate with OPCC regarding rural businesses' involvement in Business Crime Survey

Performance data regarding the Force Communication Centre (FCC) was presented, which demonstrated an improvement in response times and 999 calls being answered within an average of 10 seconds. The CC highlighted the common strategy for managing call queues during busy periods. The FCC utilises two numbers and if both the main and fall back lines are in use, calls are directed to another force for initial handling. The CC stated that the issue of Welsh language call abandonment was being addressed through the recruitment of additional Welsh speakers into the FCC. The Force was awaiting the results of the independent review of the FCC commissioned by the OPCC. The final stage of the review was the survey of callers, which had been delayed due to complications over the transfer of individual call data. It was reported that the T/DCC and DPCC were liaising in order to rectify the situation. The PCC stated it was an encouraging shift in response time figures since July, querying how this had been achieved, and requested that the OPCC have regular access to 999 and 101 call data. The CC considered the data now provided a more accurate picture of what was happening, as in the past officers may be in attendance but may have experienced some delay in registering their status with the control system. The CC attributed the improvement to mobile technology

encouraging officers to register their attendance at incidents more quickly, and through the 'task not ask' approach to officer deployment. The PCC queried the CC's confidence that call answer times would not decrease again. The CC stated that he was confident due to the increase in despatchers and call handlers, continuous monitoring of data and a change in how calls are prioritised. It was agreed that FCC call handling data be reviewed in detail at the February Policing Accountability Board meeting.

Action: Force to provide OPCC with access to 999 and 101 call handling data through the Qlikview system

Action: Force Communication Centre call handling data to be reviewed at February Policing Accountability Board meeting

The CC highlighted that Community Support Officers were currently providing first aid training to year 5 school pupils in conjunction with St John's ambulance. Three thousand children had received the training to date in Carmarthenshire. The PCC was encouraged by this work. The PCC stated he had received positive feedback locally from officers and the public regarding Neighbourhood Policing Team (NPT) activity. A discussion ensued regarding aligning NPT and community priorities. The CC stated that the new more flexible approach was allowing priorities to be agreed in a variety of ways. The PCC agreed this was appropriate.

The Mobile Police Stations were in operation, with positive feedback received through the NPTs. The CC reported the deployment calendars were well populated, and whilst early indications were positive, usage results would not be available until the evaluation at the end of December.

The PCC thanked the CC for the report, requesting that more attention be paid to the presentation of the papers. Members of the public were then invited to ask any questions. A local Councillor sought assurance that the Ferry ports were being adequately monitored in response to the recent terrorist attacks in Paris. The CC stated that the national security alert was at severe as it had been for some time, and that a police presence at the ports would be maintained as far as possible. He urged the public to be alert but not alarmed and to report any suspicious activity to the police. Another local councillor stated that the police presence at Pembroke Dock was appreciated; however questions were raised over the recording and monitoring of CCTV in the area. The PCC stated that CCTV is the responsibility of local authorities and town councils, and was willing to discuss the matter after the meeting.

OPCC Accountability Report on Priority 4

The PCC presented the paper, highlighting that the estates programme detailing a 10 year investment plan to re-shape the DPP estate was progressing well. The PCC stated that DPP had joined the National Police Air Service. The PCC provided a brief overview of recent public engagement activity.

OPCC Monitoring Performance Report

SR provided an overview of areas focussed within the report, namely the HMIC efficiency report, demand analysis, volunteer support and staff and officer costs. Questions highlighted within the report were answered and will be published within the report and updated on the Commissioner's website.

A discussion arose regarding the recruitment of Special Constables, with the CC highlighting the extensive process which he considered was affecting retention at the recruitment stages. It was agreed that the Force would provide a more detailed report on the impact the recruitment process was having on the retention of recruits.

Action: Force to report on the impact of the Special Constabulary national recruitment process on retention rates

Domestic Abuse Problem Profile

Following a short comfort break, it was agreed that headline questions emanating from the Domestic Abuse Problem Profile would be discussed in the public meeting; however the document could not be shared publicly in order to protect possible identification of individuals. The PCC expressed his gratitude to the CC that he was willing to discuss the report publically, acknowledging caution required over sensitive information.

T/DCI Steve Davies explaining it was a factual report used to inform operational decision making. 3,700 domestic incidents had been reported to DPP in the last year, which was an increase on previous years. It was thought this was due to improved awareness and an increased confidence in reporting. Referrals to the Multi-Agency Risk Assessment Conference (MARAC) had doubled since 2012, and it was anticipated that the demand on police in the future would increase as the recent changes to legislation become embedded. The report stated that many of the domestic incidents related to alcohol abuse. It emerged that 41% of perpetrators had been charged, however it was considered that the process of updating victims could be improved. Domestic Violence conference calls were currently being held three times a week as a trial, which would be reviewed in early 2016. Carmarthenshire would be piloting an older people's domestic violence awareness project from April 2016.

The PCC queried why Pembrokeshire recorded the highest number of incidents per head of population. SD speculated this may be due to the increased number of large towns, but was unable to evidence a main reason. The CC considered this was not due to the Force employing any different approaches in Pembrokeshire as in the rest of the Force, but suggested rural areas were less likely to report incidents of this nature. It emerged that DPP and North Yorkshire would be undertaking a Domestic Abuse Problem Profile for rural areas.

A discussion ensued regarding Domestic Violence Protection Orders (DVPO). The PCC queried if these were complicated to use as few had been issued. SD suggested they were not too difficult, and that improved awareness had resulted in DVPO applications being prepared whilst suspects were in custody as part of the court process.

The PCC was surprised that the majority of repeat victims and offenders were within established relationships. The matter was discussed further, with members considering support programmes such as Independent Domestic Violence Advisors (IDVAs) appearing to be a more suitable approach than the criminal justice route as victims were not always willing to progress cases with the police. The CC highlighted that statistically victims are more likely to report abuse when it is repeated, with Women's Aid suggesting victims will endure an average of 35 incidents prior to reporting anything to the police.

The PCC raised the issue of evidential difficulties in progressing cases. SD stated that the College of Policing had produced a checklist to target key evidential sources and promoted that officers think about the trial at the point of response to incidents. It emerged that initial engagement but subsequent withdrawal was a common cause of evidential difficulty in bringing a case to justice in DPP. SD stated that analysis work was underway to consider the reason for convictions failing. The PCC requested that the OPCC be included in this work.

Action: Chief Inspector Steve Davies to communicate with Karys Thomas about profile of evidential difficulties in taking domestic abuse cases to court

The PCC sought clarity on the categories of support offered to victims. SD stated that high risk cases were offered IDVA support for 6 weeks, followed by an exit strategy including floating support from other organisations, with medium and standard risk cases having the opportunity to be referred to Women's Aid and other support organisations. Three standard or medium risk incidents within 12 months would result in a referral to the MARAC for additional support. Due to resource limitations, systematic handover of cases did not occur for lower risk cases as it did in high risk, however the Victims' Hub based in police HQ was providing additional support.

Timeliness of cases being taken to court was discussed, with SD clarifying that the Crown Prosecution Service dictated the pace of case progression, which could sometimes take months. The CC considered the biggest issue to be victim withdrawal or non-attendance at court, which timeliness and court access could further impact. The PCC shared this concern over access to local courts.

There were no questions from the Chief Officer Group minutes and no other business arose.

The PCC further expressed his gratitude to the OPCC team and Pembrokeshire County Council for organising the meeting and to the CC and his team for their attendance.

ACTION SUMMARY FROM MEETING ON 18/11/2015

Action N ^o	Action Summary	To be progressed by:
PAB 285	Special Constabulary recruitment and retention plan, including detailed recruit profile and comparison with previous years, to be provided at a Policing Board meeting at the end of January	MMS
PAB 286	Sergeant Howells to communicate with OPCC regarding rural businesses' involvement in Business Crime Survey	MH
PAB 287	Force to provide OPCC with access to 999 and 101 call handling data through the Qlikview system	MMS
PAB 288	Force Communication Centre call handling data to be reviewed at February Policing Accountability Board meeting	HM-H / MMS
PAB 289	Force to report on the impact of the Special Constabulary national recruitment process on retention rates	MMS
PAB 290	Chief Inspector Steve Davies to communicate with Karys Thomas about profile of evidential difficulties in taking domestic abuse cases to court	SD / KT