



Meeting: Police Accountability Board
Venue: Council Chambers, Haverfordwest
Date: 17th February 2016
Time: 10:00 – 12:20



Members:	Mr Christopher Salmon, Police and Crime Commissioner (PCC) Temporary Deputy Chief Constable Liane James (T/DCC)
Also Present:	Dr Helen Morgan-Howard, Chief of Staff, OPCC (HM-H) Mrs Sharon Richards, Performance Manager, OPCC (SR) Mrs Kerrie Phillips, Quality of Service Manager, OPCC (KP) Det Supt Richard Lewis, Professional Standards Dept (RL) Det Supt Steve Cockwell, Head Public Protection Unit (SC) Mrs Anne Williams, Support Officer (AW)

ACTION SUMMARY FROM MEETING ON 18/01/2016		
Action N ^o	Action Summary	Progress:
PAB 293	Force to share the demand profile, and an assessment of the effect of actions taken to reduce identified demands, with the PCC by the end of January	In progress – requested by next PAB
PAB 294	Force to provide the PCC with detailed operational project plans underpinning the Spending Wisely savings plan by the end of January	Completed
PAB 295	Custody review outcomes to be reported to the Policing Board by the end of March	In progress – due by end of March
PAB 296	Force to provide answers to questions regarding the volume of cyber-crime and change in outstanding cases by the end of the week	In progress
PAB 297	Income generated from police-led prosecutions of traffic offences and an analysis of the delays relating to the collection of monies owed to be provided to the OPCC by the end of January	Completed
PAB 298	List of current and potential CSW locations to be provided to the PCC by the end of January	In progress
PAB 299	Force to provide a detailed plan of Roads Policing Unit projects for £181k Road to Safety surplus funds to be spent on by the end of January	Completed – CFO to confirm
PAB 300	Further detail on the IP999 upgrade to be provided to the OPCC by the end of January	Completed – CFO to confirm
PAB 301	Force to provide PCC with current status of mobile policing rollout plan	Completed

The PCC opened the meeting, welcoming all to the February Policing Accountability Board. Apologies were received from Chief Constable Simon Prince, Insp. Mark McSweeney Staff Officer to the Chief Constable and Mrs Claire Bryant Office Manager.

Minutes of the Accountability Meeting held on 18th January 2016 and Matters Arising

The minutes were agreed as a true record.

With regard to actions arising from the meeting on 18/01/2016, T/DCC provided an update on outstanding actions.

The work on the demand profile is ongoing.

A great investment placed into the Digital Communications and Cyber Crime Unit had seen a decrease in outstanding workload cases. It was anticipated that new processes allowing local officers to investigate certain cases of mobile phone device examinations at local level would result in a continual decrease in outstanding cases. This was a prioritised piece of work and the PCC sought a framework of when systems are expected to be in place.

Work on a database and logistics to support the Community Safety Watch (CSW) schemes are in process. The PCC requested a list of current and potential CSW Schemes.

The OPCC Monitoring Performance Reports from January had been updated with the CC's answers and were approved for publishing by members.

Force Accountability Report on Priority 5 – Ensuring High Standards of Professionalism

RL summarised the report and highlighted pertinent points in each section.

Update on Professional Standards Department

A vast improvement in the timeliness of recording complaints set against the same period last year was noted. In the year to date the reduction in time taken to investigate cases for Local Resolution had been reduced to 16 days and not 26 days as recorded within the report. RL provided a rationale on the increase in time taken to finalise cases by local investigation. An improvement in the quality of investigations had seen a reduction in the number of appeals heard by the IPCC upheld and a significant reduction of appeals against non-recording upheld by the IPCC was noted. RL referred to plans in place to ensure that the time taken to investigate complaints continued to drop allowing for a low number of successful appeals to the IPCC. A training schedule planned for

March/April 2016 for all front line supervisors dealing with complaints and changes to structure and working procedures within PSD was expected to expand the improvement of timeliness of complaints which was demanded.

The PCC recognised the improvements and the significant amount of work carried out particularly in relation to appeals against non-recording. Whilst the PCC commended and welcomed local officers taking more responsibility for the handling of complaints he expressed his concerns in relation to the amount of time taken for police officer to investigate local resolution cases comparable with Public Service Bureau (PSB) figures; an average of 10 working days by PSB compared to 17 days by police. The PCC emphasised the importance of encouragement and pressure on officers to deal promptly with cases.

Whilst the presented figures were encouraging the PCC requested information in a format which showed a consistency of periods in order to observe trends over time.

RL stated that the figures presented were the most recent available from IPCC and was happy to provide data as requested.

For the purpose of scrutiny, KP requested a detailed breakdown of figures in order to recognise trends and for the report to include areas of misconduct and disciplinary matters to demonstrate how these are aligned in terms of consistency of decision making processes for officers and staff. A discussion ensued around the consistency of decision making processes within the force and it was apparent that an inconsistent approach was to be found across the country.

With regard to the reported 'lag', RL was optimistic that noticeable improvements will be seen in 6 months' time.

In relation to local investigation cases and the 'lag' of historic cases, SR questioned whether any work had been carried out around improvement in investigation times. It was reassuring that the residents' panel had observed a significant improvement in quality and timeliness of cases but no detailed statistical work had been done.

The PCC requested an update on 'lag' cases at a future meeting.

Action: For the purpose of scrutiny, the OPCC to define information requested from the Force in relation to complaints, FOI requests and vetting. Standard information was requested on the distribution of figures and how figures are set out in context.

Vetting

Vetting Unit statistics showed a substantial amount of work undertaken, but no national guidelines or comparators on the timeliness of vetting applications were available. When enforced, the Vetting Code of Practice would create a substantial amount of work on the re-vetting of staff members at set timescales in their service.

The PCC questioned force vetting procedures in view of some concerns brought to his attention around delays on certain cases.

RL confirmed vetting officers' attendance at national vetting meetings to ensure a degree of consistency and he was confident that national policies were being adhered to.

The PCC made a request for figures to illustrate the time taken on each case and the distribution of cases in order to appreciate any delays, and for this information to be provided at the next performance discussion.

The PCC questioned the delay in the Vetting Code of Practice being adopted. RL stated that delay was mainly due to bureaucracy and Dyfed-Powys had begun complying with the draft format in areas which were unlikely to change.

For the purposes of scrutiny, the OPCC to define information requested from the Force in relation to complaints, FOI requests and vetting. Standard information on the distribution of figures and a clarification on how figures are set out in context would prove beneficial.

Action: See PAB Action 302.

Code of Ethics

T/DCC gave a brief introduction to the Code of Ethics which was a 'vehicle' to promote and adopt cultural change within the police service. The aim was to have a fully functional Code of Ethics Committee actively dealing with referrals by the beginning of April 2016. The PCC referred to a concern in the recent HMIC Legitimacy report on the Code of Ethics not being pursued sufficiently by DPP and stressed the need to monitor its effectiveness. The PCC spoke of some concern about the process aspect of it and welcomed clarity on the process.

T/DCC explained that when the inspection was undertaken approximately one year ago, whilst much of the process was in place HMIC did not comment on new initiatives being undertaken at that time. T/DCC acknowledged the work yet to be carried out to communicate the Code of Ethics based on the nine principles within the organisation. In respect of systems to aide communication, T/DCC gave an overview of the structure and use of IT database to ensure a non-bureaucratic process in an attempt to create a process which was right for all.

Following the introduction of 'Bad Apple' reporting system within the organisation, KP questioned whether the organisation had seen an increase in reporting internally.

RL stated that for the year to date an increase in reporting had been noted. More reports had been received on the digital 'Bad Apple' reporting system than on the telephone 'Safecall' reporting system. RL provided an explanation as to how the two systems differed. Many of the reports received were not matters for the anti-corruption unit but

were matters more appropriately dealt with by the Code of Ethics committee to signpost appropriately.

Freedom of Information update

T/DCC provided a Freedom of Information update which showed a significant improvement in performance. Since the new process for FOI requests had been introduced there had been no overdue requests, no internal reviews and no appeals.

The PCC welcomed the update and requested a presentation of information over time and questioned if there was comparison data with other forces available.

Action: See PAB Action 302.

Civil Claims

The PCC accepted the data provided on civil claims.

Force Communication Centre Performance Update

T/DCC progressed to give a performance update on the Force Communication Centre, covering the period between November 2015 and January 2016. Between September and November 2015, 13 new Call Handlers had been recruited, all of whom had completed their initial training. A table illustrated the amount of immediate calls received from the public that had been resourced within the 20 minute period. Although a slight deterioration in performance had been recorded during the months of November and December mainly due to distance travelled and adverse weather conditions, figures within the tables showed a positive improvement in attendance, and processes in place within the communication centre appeared to be working well.

The PCC questioned the reason for this improvement. The T/DCC explained this was through identifying small changes to procedures when attending immediate response calls; the increase in staff in the communication centre and a reduction in time for calls to be sourced from call taker to dispatch.

999 calls

The amount of 999 calls received during the review period was slightly higher than the same period last year but there was no obvious reason for this increase. It was emphasised that the Force continued to answer 999 calls within the 10 second National Call Handling Standard.

101 calls – English calls

The recruitment of additional staff had proved a positive effect on the answering of English 101 calls. Calls were answered in an average speed of between 7 and 14 seconds which was well within the 45 second national call handling standards.

Welsh calls

Again an improvement was attributable to the additional staff with a larger proportion of staff being able to speak Welsh. Calls were answered in an average speed of between 21 and 47 seconds; again the national call handling standard being set at 45 seconds.

Departmental Reorganisation

Emphasis was placed on resolving all calls at the first point of contact in order to improve customer experience when contacting Dyfed-Powys Police. The FCC had embarked on a significant training programme to ensure that all Call Handlers are trained to the highest standard.

Engagement with Ember Public Sector Solutions

The department had engaged with Ember who had been commissioned to assist the department become more effective and efficient at delivering its service.

The PCC welcomed the improvement and stated that Ember had submitted a report of their findings which acknowledged the work of the FCC and discussions on their proposals was awaited.

OPCC Accountability Report on Priority 5 – Professionalism

KP summarised the content of the report highlighting that no formal complaints against the Chief Constable had been recorded since the last reporting period. KP related an anomaly in the figures quoted in the report as one case was being finalised at the time of PAB meeting in August 2015. Figures to note included 5 complaints against the Chief Constable; 1 complaint not recorded as it was considered vexatious; 2 were not upheld and 2 were upheld.

With regard to oversight of Force complaints, the Commissioner retained monitoring oversight of 7 cases of complaints through the Force's Professional Standards Department. The volume of dissatisfaction and satisfaction reports which PSB dealt with during the period 1st February 2015 and 31st January 2016 was less than in the previous year and as alluded to earlier PSB were closing cases in a timelier manner than the police. In terms of performance, the PSB were referring 16% of cases received over to PSD for consideration as to whether they were formal complaints. An interim review of the PSB was carried out in August 2015 and a full year review was underway which will be reported to Policing Board in early March for scrutiny and consideration.

In terms of scrutiny of Force Data, as this information was summarised over different time periods, the timeliness of recording percentage wise was slightly lower than quoted in the Force Accountability Report, but it was still an improvement on previous reporting. In terms of Local Resolution or Local Investigation KP echoed the information the Force had already advised in terms of the length of time taken to resolve some of those cases and accepted the rationale behind that. In terms of Public Engagement, a breakdown

showed dates and locations of Your Voice Days throughout the four counties. KP alluded to the Commissioner's surveys which sought public opinion on a range of issues. Encouraging information on media monitoring was referred to. Information in relation to Freedom of Information requests was provided. In relation to Volunteers, information was provided on Independent Custody Visiting Scheme, Animal Welfare Scheme and Residents' Panel. In terms of ICV visits, an increase of 51% on the same period in 2014 had been made, although the number of volunteers had reduced. Although visits were made at times not necessarily reflective of times when the highest amount of detainees were in custody, KP confirmed to the PCC that it was entirely up to the volunteers the time they visit custody suites but volunteers were abreast of when the busiest times were in custody and volunteers were encouraged to make visits during busiest times.

The PCC thanked KP for the report and highlighted the implied concern within the HMIC report about cases not reaching PSD. The Commissioner quoted figures within the report. The PCC had written to HMIC to question the implied concerns to which an explanation was awaited.

RL offered his support to the work of the PSB and as a point of clarification provided an explanation on processes in place in PSD at the time of inspection in comparison to now.

With regard to the presentation and demonstration of information, the PCC confirmed the kind of information required in future presentations i.e. information on the distribution of cases rather than information on averages.

Action: See PAB Action 302.

OPCC Monitoring Performance Report

Following a short comfort break SR highlighted key features within the February performance report which outlined all priorities. The OPCC had prepared specific questions in relation to protecting vulnerable people prior to the meeting which had been circulated to the Force. At the meeting, the Force answered those questions and the Performance Report would be updated with the Force's responses.

As an introduction to the prepared questions to the Chief Constable the PCC referred to the HMIC inspection report. Whilst acknowledging improvements within the force the PCC stressed some remaining areas of concern around sensitive areas of operation.

The T/DCC referred to the four main areas of concern and to the subsequent setup of the Strategic Vulnerability Group to include key partners within Dyfed-Powys to consider the recommendations within the report and all other areas of improvement in respect of safeguarding the most vulnerable people in the communities.

A lengthy discussion ensued regarding children and young people in police custody and the lack in availability of secure accommodation around the force area. SC provided some clarification on current arrangements and the demand for the provision of both

secure and suitable accommodation. The PCC questioned whether DPP were placing excess caution on keeping vulnerable children unnecessarily detained in custody when they should be looking elsewhere. SC referred to significant improvements of practice and the custody training embarked on within the Force.

Action: Force to share findings of its review on cases where children and young people are detained in custody.

When discussing child sexual exploitation problem profile, T/DCC referred to work undertaken resulting in the production of a new version of a problem profile. This included full engagement from partners and 3rd sector organisations, with the inclusion of police children's services and health data of all children at risk of child sexual exploitation. A report on data was due out in April.

A discussion ensued with regard to the gaps in service provision. SC as a point of clarification referred to engagement work with mediation services around missing children.

Action: Force to share its copy of multi-agency problem profiles data in relation to child sexual exploitation.

Action: OPCC to confirm the provision of the mediation service which is delivered as part of the Commissioner's contract with LLamau service.

A lengthy discussion ensued around force policy in situations where a vulnerable child under investigation was allowed to be referred to support agencies whilst an investigation was ongoing. Also, a discussion arose around the attendance of a suitable person with the child at initial interview. The PCC sought assurance that officers understood the appropriate approach in such situations with the best interest of the child in consideration.

When discussing the HMIC review and aspects of investigation of child protection cases requiring improvement, T/DCC summarised the six cases requiring improvement. All of these had been reviewed and remedial action taken to address issues and where necessary policies updated. The PCC questioned what generic lessons had been taken from that. SC was happy to share with the OPCC the audit work conducted as a result. The PCC questioned whether officers dealing with child protection cases were trained in the specialised area required. SC provided information on the training of officers with specialised skills and SC was confident that those areas had been addressed. The PCC expressed a concern that trained specialist officers were making errors. SC confirmed that any issues would be picked up through regular audits and the learning taken from those audits.

Action: The Force to share its audit of the investigation of child protection cases with the Commissioner and SR to meet with the Force to look at other audits around the area of public protection.

The T/DCC provided an explanation on the worrying case of findings in respect of the detention of a 14 year old vulnerable child. The PCC raised the issue of accurate crime recording whilst appreciating the complicated and stressful situation. The PCC in reading thanked T/DCC for the explanation and for the reassurance that the matter was recorded appropriately at the time.

The PCC questioned what actions followed specifically from this report, the existence of an action plan, what stage it was at, and when SC anticipated an end result.

SC confirmed that an action plan was in place in respect of the child protection inspection which is regularly reviewed and updated. SC was happy to share the latest update which was reviewed on a three month basis with key actions arising going to the Strategic Vulnerability Board chaired by the ACC.

Action: The Force to provide an update to the PCC on the situation in respect of its current child protection inspection work and subsequent update in 3 months.

As a point of observation the PCC commented that a lot of the points made within the inspection report were based on a period of time in which the force was making changes. The PCC questioned whether those changes were by now well embedded. SC confirmed that predominantly changes were implemented with some aspects still being taken forward. The PCC asked whether there was any major programme of development in this area beyond addressing the concerns raised. SC referred to representation at National Child Protection Committee and National Board looking at areas to improve the protection of children.

The T/DCC confirmed that the force now had systems in place to ensure that every report and action plan was reviewed with HM Inspectorate.

The PCC thanked T/DCC and SC for their responses to questions.

Questions from the Chief Officer Group Minutes

The PCC's question in relation to Operation Celtic had been addressed through earlier discussions.

Under Rural Policing Strategy the PCC was encouraged by the roll out of Rural Liaison Officers and increased engagement through mobile police stations.

The PCC confirmed that a live action in relation to Community Messaging System was due back to Policing Board shortly.

ACTION SUMMARY FROM MEETING ON 17/02/2016

Action N°	Action Summary	To be progressed by:
PAB 302	For the purpose of scrutiny, the OPCC to define information requested from the Force in relation to complaints, FOI requests and vetting. Standard information was requested on the distribution of figures and how figures are set out in context.	OPCC/Force
PAB 303	Force to share findings of its review on cases where children and young people are detained in custody.	Force
PAB 304	Force to share its copy of multi-agency problem profiles data in relation to child sexual exploitation due in April.	Force
PAB 305	OPCC to confirm the provision of the mediation service which is delivered as part of the Commissioner's contract with LLamau service.	OPCC
PAB 306	Force to share its audit of the investigation of child protection cases with the Commissioner and for SR to meet with the Force to look at other audits around the area of public protection.	Force/SR
PAB 307	Force to provide an update to the PCC on the situation in respect of its current child protection inspection work and subsequent update in 3 months.	Force

There was no other business and the meeting was brought to a close at 12.20pm.