

<b>Members:</b>	Mr Dafydd Llywelyn, Police and Crime Commissioner (PCC) Chief Constable Mark Collins (CC) Temporary Deputy Chief Constable Liane James (T/DCC) Mrs Jayne Woods, Chief Finance Officer, OPCC (CFO) Mr Edwin Harries, Director of Finance (DoF)
<b>Also Present:</b>	Temporary Assistant Chief Constable Pam Kelly (ACC) Mr Adrian Williams, Director of Resources (DoR) PC Jo Thompson, Assistant Staff Officer (JT) Mrs Sharon Richards, Governance Manager and Deputy Monitoring Officer, OPCC (SR) Miss Mair Harries, Executive Support (MH)
<b>Apologies:</b>	Mrs Carys Morgans, Chief of Staff, OPCC (CM) Inspector Mark McSweeney, Staff Officer (MMS)

#### DECISIONS ARISING FROM MEETING 23/01/2017

Decision N <sup>o</sup>	Decision Summary	To be progressed by
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#### ACTION SUMMARY FROM MEETING ON 18/10/2017

Action N <sup>o</sup>	Action Summary	Progress:
PAB 014	Force to provide a written update on the development of the Public Protection Hub	Ongoing
PAB 015	Force to share 'Moments of Truth' report along with a short briefing on the PCSO hospital pilot	Completed
PAB 016	NPAS analysis to be included as a standing agenda item for Policing Accountability Board meetings	Completed
PAB 017	Force to provide a briefing on the planned changes to crime recording, to include timescales, review of the pilot in Pembrokeshire and feedback from the survey	Completed
PAB 018	Force to provide an explanation for the rise in non-dwelling burglaries during August	Completed
PAB 019	Force to provide examples of cases where investigations are ongoing to the PCC	Completed
PAB 020	OPCC to receive overview of Qlikview and for OPCC's level of access to be reviewed	Completed

<b>PAB 021</b>	<b>Force to provide a report on the work being undertaken with families at high risk of ASB</b>	<b>Completed</b>
<b>PAB 022</b>	<b>PCC and CC to discuss Welsh language call handling issues with the Welsh Language Commissioner</b>	<b>Completed</b>
<b>PAB 023</b>	<b>Force to provide comparison of DPP's user satisfaction performance against other forces</b>	<b>Completed</b>
<b>PAB 024</b>	<b>Force to provide overview of impact of fluctuating external financial factors such as the living wage and oil prices on the budget</b>	<b>Ongoing</b>
<b>PAB 025</b>	<b>Update on the workforce plan and demand review to be provided to the OPCC by 30<sup>th</sup> November</b>	<b>Ongoing</b>
<b>PAB 026</b>	<b>OPCC representative to attend Force's monthly HMIC meetings and be granted access to the HMIC action tracker</b>	<b>Ongoing</b>
<b>PAB 027</b>	<b>Executive report on critical issues identified by HMIC to be provided to the PCC</b>	<b>Complete</b>
<b>PAB 028</b>	<b>Progress report and timescales regarding ConnectIn to be provided to PCC</b>	<b>Complete</b>
<b>PAB 029</b>	<b>OPCC to liaise with IID to identify the relevant data from partner agencies to be included in serious and organised crime local profiles</b>	<b>Ongoing</b>
<b>PAB 030</b>	<b>CFO to brief the PCC on the new HMIC Force Management Statements</b>	<b>Complete</b>
<b>PAB 031</b>	<b>Force to provide PCC with comparison of staffing levels prior to Public First through to the current status and to share the workforce plan</b>	<b>Complete</b>
<b>PAB 032</b>	<b>OPCC to provide further clarity to Force on the strategic HR report requirements, to include trend data, timescales and workforce plan</b>	<b>Ongoing</b>
<b>PAB 033</b>	<b>DoR to clarify how leadership development training will grow the operational capability of the Force, and the evidence for this</b>	<b>Complete</b>
<b>PAB 034</b>	<b>DoR to confirm the evidence base for the job families approach being identified as good practice</b>	<b>Complete</b>
<b>PAB 035</b>	<b>Update on PDR system to be provided at the next Policing Accountability Board meeting</b>	<b>Completed</b>
<b>PAB 036</b>	<b>Evaluation of the impact of the body worn video implementation to be incorporated into the project</b>	<b>Completed</b>

## **1 Welcome and apologies**

The PCC opened the meeting and suggested there was an opportunity to develop PAB further in terms of possibly having it streamed online or broadcast on the OPCC website.

## **2 Minutes of the Accountability Meeting held on 18<sup>th</sup> of October and Matters Arising**

The PCC stated he was grateful for the comprehensive minutes and proceeded to review the actions from the last meeting.

The PCC enquired after a missing child from Hendy and was informed that the child had been found.

PAB 003 – Restorative Justice: The PCC was not satisfied that there was a clear picture around Restorative Justice. The CC mentioned that he will have a meeting with Dorset Force representatives and will update the PCC in a few weeks.

PAB 014 – Public Protection Hub updates: The PCC offered thanks to Steve Cockwell for all updates. The PCC stated his intention to visit the staff in the Hub and hoped for consultation between the Force and the OPCC regarding future resources.

**Action: TACC Pam Kelly to explore building on research into the impact of Body Worn Video by the University of Plymouth/Portsmouth.**

## **3 Assurance**

The PCC stated that he was in receipt of the updates. The PCC requested an amendment on the top of page 2 referring to ACPO which does not exist any more.

The PCC enquired after the development of the Sustainability Green Project work as part of a future plan. The DoR stated that it was too early for time scales however he is working with the OPCC and the Welsh Government and has provided figures in terms of estates. The PCC stated that DPP should endeavour to become more environmentally friendly.

### **3a - HR**

Workforce planning: The Board was informed that there would be a complete draft available by the end of January. The PCC stated that he required that to be an agenda item at the next PAB meeting.

**Action: Workforce Planning to be an agenda item at the next PAB meeting.**

The DoR stated that the development of the PDR had been completed. The Board was informed that the system was being tested by a cross-section of officers and staff before launching to all officers and staff in April. The CC suggested linking it to job applications, various objectives and career pathways. The CC also suggested that the DoR should look at sergeants and inspectors courses to see what input they have on PDR courses.

**Action: DoR to look at sergeants and inspectors courses to see what input they have on PDR courses.**

The discussion moved on to Recruitment aspects and that Officer Strength has fallen slightly compared to September 2014. A short discussion ensued around planning in terms of the affordability of skills, overtime, etc.

The discussion moved on to PCSO strength. The Board discussed early successes for Positive Action with the recruitment of BME officers, Welsh speakers and Polish speakers. The CC had a brief discussion with the DoR regarding Police Now and recruiting entrants at graduate level.

The PCC brought to the CC's attention the link between benefits realised and communicating that throughout the Force in terms of Continuous Improvement work.

#### **4 Force performance report – Quarter 3**

TACC Pam Kelly stated that there was a lot of ongoing work taking place. The Board was informed that a number of Continuous Improvement processes were taking place which capture cost benefit realisation to make further procedural decisions around ICAT which will start on April the 1<sup>st</sup>, 2017.

The Board was informed that an Action Plan on Neighborhood Policing would be available by the end of February which will prioritise work in terms of NPT.

Development of Victim Satisfaction has been taking place alongside Victims' Hub. Victims of domestic abuse will be aligned to this development.

TACC Kelly informed the Board that the Force is extending the remit of its IOM scheme to include offenders linked to vulnerability. The work on this will go live by the end of January.

The Board was updated on CCTV work. A multiagency meeting is scheduled for two weeks time with CCTV colleagues.

The PCC stated that he felt cited on all that has been discussed. The PCC felt that there is an opportunity for the OPCC to influence some of the ongoing activity possibly through observation or sitting in a meeting. The PCC stated that it is pleasing that Dyfed-Powys is still the lowest crime area.

The PCC presented questions on why recorded crime had increased in certain months in 2016 compared to 2015, particularly October. The PCC also asked what structures are in place around the call centre to protect crime spikes due to the fact that user satisfaction figures have not improved. The PCC stated that this needed to be prioritised. SR stated that it may be beneficial to view the number of incidents in relation to this.

**Action: SR to liaise with IID regarding crime volumes alongside the number of reported incidents.**

The PCC turned the conversation to offences against the person within the dwelling as there has been a general increase since September 2015. TACC Kelly stated that a thematic meeting had been held regarding this issue as there have been 72 incidents month on month. The TACC informed the Board that this may be due to better recording and that more people are reporting such incidents. The PCC reminded the Board that in the space of around 3 years violence against the person accounted for 32% of incidents and sought reassurance regarding the matter. The TACC informed the PCC that domestic abuse specialist officer numbers had been increased to ten, and that the Force needs to ensure that high risk cases are investigated by a specialist. The PCC questioned whether Body Worn Cameras would assist in the matter. The CC confirmed that this should be the position.

The conversation moved onto proactivity around the decrease in drug offences. It was stated that the decrease may be due to policy change and guidance. The PCC highlighted that his engagement activity resulted in Class A drug activity being brought to his attention and asked if the Force has been less proactive in this area. The CC stated that it is less proactive and discussed potential links with neighbourhood policing teams, putting proactive capacity back into BCUs and looking at rural policing strategies for each BCU. The Board was informed that organised crime groups were entering the Force area. The TACC stated that there has been clear guidance regarding 'Stop and Search' and that she has asked for drug profiles around age and use of drugs. It was discussed that the issue needed to be raised with partners through the Area Planning Board.

A short discussion ensued on anti social behaviour. The figures were stable and a plan is in place for the PCSOs to take the matter forward. Domestic incidents figures show an increase over a three month rolling average.

The effective trial rate was discussed and shown to have reduced. It was stated that work was ongoing to establish trends but that it is too early to tell. The PCC stated that he would take it forward to the Local Criminal Justice Board.

**Action: Effective trial rate to be discussed at the Local Criminal Justice Board.**

The discussion moved onto call handling data where the 'THRIVE Model' has been introduced and shared with the PCC. The PCC stated that it appeared that it took a long time to answer Welsh language 101 calls and asked what is in place in terms of Workforce Planning to ensure that there is resilience during peak times. The PCC questioned whether there were resources elsewhere which could be deployed in the FCC during peak times. The PCC stated that in July 2016 12% of calls were unanswered. The TACC stated that the minimal level of Welsh language speaking staff needed to be 20%.

**Action: Force to review FCC staffing requirements, including levels and skills.**

**Action: Call handling to be discussed in October 2017 PAB.**

Discussions ensued on response times and reference was made to the work ongoing in relation to a thirty minute response time. The PCC wanted to develop a sense of whether the Force's response time performances are good, bad or indifferent. SR asked whether the Force receive many complaints from areas which seem to have a longer response time. The CC stated that there are isolated cases where incidents from DPP have been routed to call centres in North Wales, and while DPP's target response time is 20 minutes, in those incidents it took 22 and 25 minutes respectively. The TACC stated that many calls were coming from other agencies, including Care Line. A discussion ensued about a pilot multi agency response scheme in Bridgend. The TACC stated that she has arranged a focus group to understand the issues officers face.

A discussion followed around Professional Standards. The PCC compared performance with other forces, such as Devon and Cornwall and Cheshire where they record 95% of complaints within 10 working days, while in DPP it is 89%. The PCC was informed that the figures are for September 2016 and that there have been significant improvements since then.

**Action: PSD performance data to be presented at a future Policing Board.**

It was stated that two historic cases are pushing the average up significantly. The TDCC stated that the Professional Standards team were working on the matter, but that historic cases are complicated.

The PCC received an update on Spending Wisely. There has been an underspend of three quarters of a million pounds. It was stated that the Force needed to uplift its tazer trained number by 50 officers. The PCC congratulated the Procurement Staff on their Collaboration Award. It was noted that the budgeted expenditure for 2016-17 was £7.8 million with a predicted £2.3 million not spent.

The PCC provided a short explanation of the role of the PCC in terms of scrutiny and seeking assurances. A short discussion ensued regarding changes to Policing Board and the opportunity of inviting a Quality Assurance Panel member to the meeting to feedback to the PCC how he is holding the Force to account.

## **5a – National Police Air Service**

The comprehensive performance reports given prior to the meeting were noted.

The PCC queried whether the CC is satisfied with service provision from NPAS and whether it is operationally appropriate.

**Action: The Force to provide a position statement on NPAS at the next PAB.**

## **5b – HMIC Compliance**

The discussion moved on to HMIC Compliance with the PCC asking if there was an additional update. The TDCC stated that fantastic work had taken place over the past 14 months. The CC stated that the Force needs to understand what the issues are as there is a timescale for delivery.

**Action: PCC comments on the HMIC update submitted by the Force to be forwarded to the CC.**

### 5c – Estates Programme Update

The PCC provided an update on the estates programme. The PCC informed the Board that the Director of Estates had had conversations with the City Council in St. David’s regarding the purchase of property. The PCC believes it to be a good thing to have conversations with the Community.

### 5d – Police and Crime Plan

The Police and Crime Plan was discussed. There will be a staff consultation event on Friday with opportunity to give feedback. SR stated that a draft copy of the plan would be put on the website and that partners would be invited to give feedback.

The meeting closed with SR documenting the Action and Risk summary and the PCC thanking everyone for their attendance and contribution.

### Action and Risk Summary from Meeting

ACTION SUMMARY FROM MEETING ON 23/01/2017		
Action N°	Action Summary	To be progressed by:
<b>PAB 037</b>	<b>Action: TACC Pam Kelly to explore building on research into the impact of Body Worn Video by the University of Plymouth/Portsmouth.</b>	<b>TACC</b>
<b>PAB 038</b>	<b>Action: Workforce Planning to be an agenda item at the next PAB meeting.</b>	<b>MH</b>
<b>PAB 039</b>	<b>Action: DoR to look at sergeants and inspectors courses to see what input they have on PDR courses.</b>	<b>DoR</b>
<b>PAB 040</b>	<b>Action: SR to liaise with IID regarding crime volumes alongside the number of reported incidents.</b>	<b>SR</b>
<b>PAB 041</b>	<b>Action: Effective trial rate to be discussed at the Local Criminal Justice Board.</b>	<b>PCC</b>

<b>PAB 042</b>	<b>Action: Call handling to be discussed in October 2017 PAB.</b>	<b>CC</b>
<b>PAB 043</b>	<b>Action: PSD performance data to be presented at a future Policing Board.</b>	<b>CC</b>
<b>PAB 044</b>	<b>Action: The Force to provide a position statement on NPAS at the next PAB.</b>	<b>CC</b>
<b>PAB 045</b>	<b>Action: PCC comments on the HMIC update submitted by the Force to be forwarded to the CC.</b>	<b>PCC</b>

The two risks were regarding domestic violence in terms of investigatory capacity and proactivity surrounding drug abuse.

### **Date of next meeting**

18<sup>th</sup> July 2017