



<b>Members:</b>	Mr Dafydd Llywelyn, Police and Crime Commissioner (PCC) Chief Constable Simon Prince QPM (CC) Mrs Jayne Woods, Chief Finance Officer, OPCC (CFO)
<b>Also Present:</b>	T/Deputy Chief Constable Liane James (DCC) Mrs Carys Morgans, Chief of Staff, OPCC (CM) Mrs Alison Perry, Director of Commissioning, OPCC (ALP) [Part of meeting] Mrs Kerrie Phillips, Public Engagement Manger, OPCC (KP) [Part of meeting] PC Jo Thompson, Assistant Staff Officer (JT) Mrs Claire Bryant, Office Manager, OPCC (CB)
<b>Apologies:</b>	Mr Adrian Williams, Director of Resources (DoR) Insp. Mark McSweeney, Staff Officer (MMS)

### ACTION SUMMARY FROM MEETING 08/11/16

Action N°	Action Summary	Progress
PB 2081	<b>Update on the policy for conducting victim satisfaction surveys with victims of domestic abuse to be reported to a future Policing Board meeting (date to be agreed on 23/11/16)</b>	In progress – return 03/01/17
PB 2082	<b>CC to provide PCC with update on most recent data regarding assaults on police officers</b>	In progress – due 06/12/16
PB 2083	<b>CC to identify officer to lead the RJ project</b>	In progress
PB 2084	<b>Evaluation of RJ project to be conducted via the Research Board</b>	Scheduled
PB 2085	<b>PCC to be provided with previous reports regarding community remedy, to include adult community resolutions menu work</b>	In progress
PB 2086	<b>Superintendent Parmenter to promote the cannabis and alcohol awareness scheme amongst neighbourhood teams</b>	In progress

### DECISIONS ARISING FROM MEETING 23/11/16

Decision N°	Decision Summary	To be progressed by
PB T2 15	<b>The PCC agreed to the recommendation that the PSB be refined and reshaped for a 12 month period, with</b>	KP

	<b>the aim of transferring the service to the control of the CC after 12 months, at which point the PCC would become the appeal body for complaint escalation</b>	
<b>PB T2 16</b>	<b>That the PSB staffing be increased to four full time equivalents</b>	<b>CM</b>

The PCC agreed that the agenda be rearranged to consider the updates before the main body of the meeting to allow ALP and KP to provide their input.

## **Updates**

### ***Public Service Bureau (PSB) review***

KP presented the report which detailed how service recovery is conducted for DPP and recommendations for the future services provided, in line with the impending changes to legislation via the Police and Crime Bill. Currently there are three tiers to complaint handling in DPP. Step 1 is low level concerns service recovery via the PSB, step 2 is formal complaints against police officers, dealt with by the Professional Standards Department (PSD) and step 3 are appeals to the CC or Independent Police Complaints Commission (IPCC). Current performance was included in the report, with KP highlighting that the PSB one year review showed that timeliness of complaint handling had improved, but public satisfaction had decreased. Internal feedback and external benchmarking had been conducted in order to draw four options for the future of the PSB for discussion. Northumbria OPCC's process was of particular interest to the PCC, where complaints were dealt with notably quickly.

A number of options for future service delivery were presented. Option one was to maintain a status quo, the second to invest in increased capacity and align to model B recommended by the Police and Crime Bill, three, reshape and relocate the service and align to model A (the only mandatory model within The Bill), with option four being to outsource the service. KP recommended that option two be followed initially, with the aim of aligning to option three within the next 12-18 months in line with the changes in legislation.

The PCC thanked KP for the comprehensive report, agreeing that moving towards option three was the most appropriate solution, with the PCC being the appeal body only and not involved in complaints from the outset. This would allow the PCC to remain completely independent. It was highlighted that the delivery of the interim option two would need to focus on refining current processes in order to prepare the service for transfer to the CC's control. KP noted that PSB performance was not currently where it had been previously due to fluctuations in staffing levels. The DCC concurred that the report was useful and was keen to clarify the roles of the OPCC and Force, with the OPCC conducting the performance monitoring and the Force being responsible for local

resolution. The DCC noted that the proposals also related to compliment handling. A discussion ensued regarding future-proofing the service, and it was suggested the IPCC be involved in these discussions. CM reinforced the message in the report that the Bureau's operations required refinement in order to deliver a high standard service to customers. KP also added that ensuring provision of a Welsh language service needed to be considered. It was agreed that opportunities to work with other Forces regarding the scrutiny and performance monitoring of complaints be explored. CM stated that there were currently three full time equivalent members of staff working in the PSB, joint funded by the OPCC and CC. It was suggested this be increased to four full time members of staff in order to reduce the caseload of officers to allow the capacity to work on service improvement. The PCC was keen to ensure the service was operating well at the point of transfer to the CC. ALP added that the user satisfaction survey service which was due to be provided by the Force would need to be considered alongside the PSB developments.

It was agreed that four positions in the PSB be advertised as soon as possible. CM requested that the three current members of staff who have been seconded from the Force be extended until the end of February 2017 in order to cover the recruitment period. The DCC agreed for CM to discuss the matter with the existing staff members' line managers.

**Action: IPCC to be engaged in developing the future complaint handling arrangements**

**Action: Opportunity for collaboration with other Forces regarding scrutiny and performance monitoring of complaints to be explored**

**Decision: The PCC agreed to the recommendation that the PSB be refined and reshaped for a 12 month period, with the aim of transferring the service to the control of the CC after 12 months, at which point the PCC would become the appeal body for complaint escalation**

**Decision: That the PSB staffing be increased to four full time equivalents**

**Action: CM to contact seconded PSB staff members' substantive line managers to request the secondments be extended until the end of February 2017**

KP left the meeting.

***Full appraisal of Motivating our Youth (MoY)***

ALP presented the report which had been prepared by the Regional Schools Programme Manager. The PCC noted his disappointment at the relatively low number of young people participating in the programme. A discussion ensued regarding the potential extension of the programme to be delivered across the year. ALP noted that work was

required to understand the demand for the service by considering the amount of young offenders and level of risk across all four counties, as well as the current delivery against that demand. Agreement needed to be reached in terms of which types of individuals would be involved in the programme in terms of their risk level. The PCC noted his thanks to the report author for her work on the review. It was agreed that the Regional Schools Programme Manager, PCC, ALP and Youth Offending Team Managers progress the development the programme.

**Action: Regional Schools Programme Manager, PCC, ALP and Youth Offending Team Managers progress the development of the MoY programme**

The PCC, CC and ALP left the meeting.

***Specialist capabilities programme***

The DCC stated that the ACC was currently formulating a response to the letter from the National Police Chiefs' Council (NPCC) seeking DPP's position of intent regarding the specialist capability programme. It was agreed that the progress of the response would be clarified and shared with the OPCC for consideration for a joint response.

**Action: Force to share their draft response to the NPCC letter regarding the specialist capability programme with the OPCC for consideration for a joint response**

**Minutes of meeting held on 8<sup>th</sup> November and matters arising**

The minutes were agreed as a true record of the meeting.

**Chief Constable's update**

An operational update was provided to the PCC, which included reports of two separate assaults on police officers in Carmarthenshire; an update regarding a child sexual exploitation investigation and activities as part of child safeguarding week. Officers in Haverfordwest custody suite were recognised as having acted quickly and effectively when a detainee had become unwell in their care. Letters of recognition were due to be sent to those involved.

## **Police and Crime Commissioner's update**

CM provided an overview of recent PCC activities. A teleconference had been held with the South Wales PCC, Alun Michael to discuss collaboration opportunities. Mr Michael and members of his team were scheduled to visit DPP in January 2017 to progress the matter. Work regarding the funding formula was ongoing. The PCC had conducted a 'Facebook Live' event the previous evening, where he answered questions from the public in relation to the precept. Positive feedback was received and it was intended that the event be repeated regularly.

The CFO stated that it was her understanding that the PCC wished to revisit the matter of firearms licensing performance. The CFO considered it worth considering the current open complaints being dealt with by the PSB at the next opportunity.

## **Action: Firearms licensing complaints to be discussed at the next Policing Board meeting**

## **Chief Finance Officer's update**

The CFO provided an overview of the progress on lobbying regarding the formula funding. The CFO and PCC had met with the Policing Minister, Brandon Lewis, followed by a meeting with the CFO's counterparts. Feedback had been received from the technical group considering the formula. It had been considered that feedback from forces was being filtered by the Home Office prior to the technical group meetings, which raised concern over the transparency of the group. Agendas and minutes are not published or being made available to forces. A representative from the technical group had been invited to DPP to discuss obtaining a fair settlement for DPP.

The CFO would give regard to the Autumn Statement announcement later today.

As this was the last Policing Board to be attended by the CC, CM expressed the PCC's thanks for his commitment and work as Chief Constable over the last three years and wished him well in his retirement.

ACTION SUMMARY FROM MEETING 23/11/16		
Action N°	Action Summary	To be progressed by
PB 2087	<b>IPCC to be engaged in developing the future complaint handling arrangements</b>	KP
PB 2088	<b>Opportunity for collaboration with other Forces regarding scrutiny and performance monitoring of complaints to be explored</b>	KP

<b>PB 2089</b>	<b>CM to contact seconded PSB staff members' substantive line managers to request the secondments be extended until the end of February 2017</b>	<b>CM</b>
<b>PB 2090</b>	<b>Regional Schools Programme Manager, PCC, ALP and Youth Offending Team Managers progress the development of the MoY programme</b>	<b>ALP</b>
<b>PB 2091</b>	<b>Force to share their draft response to the NPCC letter regarding the specialist capability programme with the OPCC for consideration for a joint response</b>	<b>DCC</b>
<b>PB 2092</b>	<b>Firearms licensing complaints to be discussed at the next Policing Board meeting</b>	<b>CFO</b>