

**Meeting: Police Accountability Board**

**Venue: Crickhowell High School**

**Date: 8th of May 2018**

**Time: 10:30 – 13:30**

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| **Members:** | Mr Dafydd Llywelyn, Police and Crime Commissioner (PCC)Mrs Carys Morgans, Chief of Staff, OPCC (CM)Mrs Beverley Peatling, Chief Finance Officer (BP)Deputy Chief Constable Darren Davies (DCC)Mr Edwin Harries, Director of Finance (DoF) |
| **Also Present:** | Staff Officer Gwyndaf Bowen (GB)Miss Mair Harries, Executive Support, OPCC (MH) |
| **Apologies:** | Chief Constable Mark Collins (CC)  |

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| ACTION SUMMARY FROM MEETING ON 13/02/2018 |
| Action No | Action Summary | Progress: |
| **PAB 076** | **Force to provide a breakdown of reported crime including rural crime for PAB in summer 2018.** | **Ongoing** |
| **PAB 077** | **Force to provide a breakdown of drug offences specifically the number of drug trafficking offences by PAB in Spring 2018.** | **Complete** |
| **PAB 078** | **Crime recorded data and performance to be reviewed at PAB in summer 2018.** | **Ongoing** |
| **PAB 079** | **Force to provide data regarding lower level petty theft offences.** | **Complete** |
| **PAB 080** | **Review of violence against the person to take place at PAB in summer 2018.** | **Ongoing** |
| **PAB 081** | **The Force to provide the OPCC with a current update on Roads Policing and provide quarterly figures of operational action for Roads Policing for Policing Board (PB) in May 2018.** | **Complete** |
| **PAB 082** | **DPP’s low Crown Court Conviction Rate to feature on Local Criminal Justice Board agenda.** | **Complete** |
| **PAB 083** | **OPCC to be involved in scrutiny activity of DPP stop and searches.** | **Complete** |
| **PAB 084** | **The PCC to meet with the OPCC’s Policy and Assurance Advisor in relation to ongoing scrutiny activity.** | **Complete** |
| **PAB 085** | **Public Service Bureau to attend the Force’s Mental Health Training Day.** | **Complete** |

1. **Welcome and apologies**
2. **Minutes of the Accountability Meeting held on the 13th of February and Matters Arising**

The PCC welcomed students from Crickhowell High School to the meeting.

The Board concurred that the minutes were a true and accurate reflection of the meeting of the previous PAB on the 13th of February 2018.

*PAB 072: Joanna Thomas to link in with Kerrie Phillips to discuss Victim Engagement Forum development*

The CoS has attended meetings with Joanna Thomas and Paul Morris relating to PAB 072. The CoS has attended the Victim and Witness Group meeting within DPP to proceed with PAB 072 on behalf of Kerrie Phillips who no longer works with the OPCC. The meetings will be attended by OPCC Policy and Engagement mangers Hannah Hyde and Catrin Howells-Lloyd in the future. The CoS stated that consideration needed to be given to victims’ engagement in totality and that the Forum be utilised as one methodology for engagement. An update was circulated by the Assistant Director of Strategic Criminal Justice Irene Davies-Jones (IDJ) which included a strategic plan to bring work by several Victim-engaged groups together; the DCC stated that he was overseeing the timing of the plan.

*PAB 077: Force to provide a breakdown of drug offences specifically the number of drug trafficking offences by PAB in Spring 2018*

The DCC stated that drug trafficking offences are currently stable within DPP. The DCC stated that DPP has among the best in the country for positive results from stop and search. The PCC was keen for the topic to feature prominently in Force Performance Reports.

*PAB 084: OPCC to be involved in scrutiny activity of DPP stop and searches.*

The CoS informed the Board that the Quality Assurance Panel (QAP), consisting of OPCC volunteers, have hosted their first meeting to consider the Stop and Search work ongoing by the Force.

1. **- Force performance report – Quarter 4**

The discussion of the Force Performance Report commenced with scrutiny regarding User Satisfaction (2.2). Feedback was received from 967 victims of crime over the 12 month period ending in March 2018. The PCC acknowledged the improvement in User Satisfaction from 74% in September 2017 to 77%. The PCC questioned why there was no national data available after September 2017 and was informed that national data isn’t collected after that time and as such comparison with other national forces cannot be made. The DCC stated that at a Force Performance Event in April 2018, Victim Satisfaction featured prominently and actions were given to assist improving User Satisfaction. The report stated that User Satisfaction was high for ‘Ease of Contact’ with the Police (93.4%) and ‘Treatment’ of service users by Police (91.1%), and that the users’ ‘Whole Experience’ led to 77.9% of victims choosing ‘Good’ or ‘Excellent’. The PCC questioned what activity was ongoing regarding ‘Actions’ and ‘Keeping People Informed’ which scored lower satisfaction percentages in the report at 73.6% and 70.8% respectively and was informed that DPP needs to engage with mobile technology to keep in touch with victims of crime and ensure that victims are given appropriate contact details for leading officers.

The discussion moved on to recorded Crime Volumes and Crime Trends. The PCC compared data between March 2017 and March 2018 and noted an increase of 48 crimes at 2.3%. This was attributed to changes in crime recording practices. The DCC stated that in April of 2017 a new crime handling process was established with the introduction of the Incident Crime Allocation Team (ICAT). The DCC stated that following the ICAT implementation in April 2017 crimes are reported in a more robust manner and suggesting that a watching brief be placed on the data over the course of the next two quarters in order to assess how the step change increase in crime impacts on DPP crime figures. The PCC stated that he expects a plateau of the level of offences being recorded as DPP acclimatise to the new system.

The discussion moved on to offences of theft in which a 17% rise had been recorded. The PCC stated that though recording practices were likely to have impacted on the rise in theft offences, attributing such increase in incidents accordingly would not alleviate the public’s concerns regarding a rise in crime. It was noted that theft accounted for 20% of recorded crime in the DP area. The DCC supported the view that crime recording had probably impacted on the rise in reported incidents however suggested that categorisation had changed and that, for example, incidents which would previously have been classed as ‘lost property’ were now classed as ‘theft’. The DCC also acknowledged an increase in shoplifting offences in Carmarthenshire during the summer of 2017; no other Basic Command Units (BCUs) had recorded an increase in the offence.

The Board noted that the crime of ‘Violence against the person’ had seen a 21% increase and amounted to 35% of recorded crime in DP. The PCC questioned how the collected data was influencing planning for 2018 in terms of offence hotspots being identified for planned police activity. The DCC stated that a detailed piece of work would be required to review the current situation.

A discussion ensued regarding Crime Outcomes and the PCC acknowledged a notable step change surrounding DPP’s pledge of providing victims of crime with outcomes within 30 days. Currently, 60% of outcomes are completed within 30 days. The PCC questioned how many of those 60% are given an outcome which would be deemed as ‘negative’ by the parties involved, for example, no suspect is identified. A brief discussion ensued regarding the types of cases which fell outside of the 30 day target. The PCC suggested that DPP may find it beneficial to compare its crime outcome figures with those of other forces.

**Action: The PCC to be updated on the outcomes of ongoing complaints cases which have not been resolved within 30 days.**

The Board discussed the total number of incidents in DPP over the last quarter. It was noted that 17/18 saw a decrease in the level of incidents however a higher number of crimes recorded, seemingly confirming the DCC’s earlier assertion that new recording practices had apparently increased the number of crimes recorded in DPP. The Board acknowledged that crime recording appeared to be more robust while calls for police service had reduced. The PCC acknowledged that Police Community Support Officers (PCSOs) were increasingly working on ASB cases in the community. The Board discussed whether this was taking PCSOs away from their community engagement role as the face of the police within local communities. The DCC suggested that PCSOs should be working with such cases indicating that their work is a vital part of ongoing activity with partners and communities.

**Action: Anti-Social behaviour to be reviewed at PAB in November 2018.**

The PCC acknowledged the ongoing work of the Road Traffic Police Unit with Operation Darwen. The Unit will be presenting an input of their work at the next Policing Board meeting on the 22nd of May. A discussion ensued regarding ongoing work with insurance providers in some Force Areas, and the PCC questioned whether insurance industries are currently targeting young drivers on the roads.

The Board considered DPP’s Domestic Incident data, with the PCC remarking on DPP having the lowest level of domestic violence recorded per head of population however with a high level of prosecutions.

The Board discussed the levels of recorded Cyber Crime which were noted to fluctuate but were generally increasing over time. The PCC sought assurance regarding ongoing prevention work and was advised that work done by school liaison teams regarding Cyber Crime in schools was currently under threat with potential Welsh Government funding cuts. The DCC stated that there were clear prevention strategies within DPP relating to this type of crime.

The Board reviewed Call Handling data from 999 and 101 calls from the last 12 months. The PCC queried the increasingly longer waiting times over the last two months following good response times in the winter. Discussion ensued regarding potential changes to the answerphone message on the 101 line which was deemed too lengthy. A discussion ensued over response times by DPP to incidents across the Force area. The PCC noted another drop in performance times in Ceredigion between January and March 2018, although acknowledged that the average response time for the county was 16 minutes with a target of 20.

**Action: Force Management Statement to be shared with the PCC.**

**Action: Records of DPP’s numbers in relation to answering 999 and 101 calls to be compared against those of other forces.**

Following a review of the Force Performance Report the PCC answered questions regarding the document from students from Ysgol Crickhowell. Questions were asked specifically regarding the topic of keeping communities safe in the face of a perceived increase in crime. The PCC explained that the ICAT team triage deal with low level reported crime and undertake desktop investigations as opposed to dispatching an officer to each call. Desktop investigations are used solely for lower level crime categories. This therefore works as a filter process for incidents that may not require specific police action. The DCC stated that calls for service in the Force Performance Report amounted to 10,669, with only 19% relating to crime.

A question was raised regarding Operation Snap whereby Dashcam Footage was sent in by members of the public of dangerous driving. The PCC stated that the Operation was currently experiencing a low conviction rate due to the quality of the recorded footage being quite poor.

1. **– Financial Performance**

It was acknowledged that a lot of work had been carried out within the Finance Team, and the PCC praised the complete openness and professionalism of the finance staff in relation to their work with the CFO to allow her to understand the Force’s current financial position. The PCC expressed his disappointment that the final outcome of the 2017/18 financial year would be an overspend as opposed to a balanced budget, however acknowledged that the potential for learning, and welcomed plans for a Finance Gold Group.

Two events in the 2017/18 were discussed as contributing factors of the overspend namely the Unconsolidated Pay, and Operation Heath.

A discussion of the DoF’s report to the Force’s Joint Assets Board in April 2017 ensued, including why the assumption of the budget was made and a brief analysis of what happened between the Joint Assets Board meeting and now. The CFO noted a separate issue of variance relating to the budget and emphasised the importance of understanding how the position has changed. The Board agreed it was important to be clear about the narrative surrounding the impact on the 2018/19 budget, which decisions were made and when and what the medium term financial plan must now be.

The discussion moved on to unexpected pressures and how they are currently dealt with by the Force. The PCC referenced risk work conducted by the Director of Estates (DoE) regarding underlying slippages and questioned whether the same level of scrutiny is conducted in other areas. The CFO recommended a reassessment of the use of reserves in line with planning ahead for 2018/19, work which the Board decided should be in parallel with the end of year position coming together.

The PCC noted that a report would be required on the subject to take to the Police and Crime Panel. The PCC sought assurances that the Chief Officer Group were taking robust action on a strategic level to remedy the situation and the PCC acknowledged that a Gold Group had been arranged to complete the work. The DoF provided assurances of work going forward and stated that an increase in the Force Finance team were being advertised in order to provide resilience to the team. The Board agreed that moving forward monthly reports would be provided to Policing Board in order to carry out financial scrutiny.

**5 – Update on the Police and Crime Delivery Plan**

1. **Victim Satisfaction**

While it was noted that Formal Home Office Reporting Requirement was no longer in place, Paul Morris DPP was currently preparing a report outlining options for future provisions of Victim Satisfaction surveying.

A discussion ensued regarding the areas for improvement in Victim Services. The Board acknowledged that a half-post position for a telephone researcher was vacant and the team was working without a programme in place for a full analysis of the Victim Survey by the Continuous Improvement (CI) Team. The PCC acknowledged that capacity puts pressure on current staff however suggested that the work should be prioritised.

A discussion ensued regarding operating a text messaging service for victims of crime to provide feedback of their experience of the service. It was noted that there was currently no IT lead on the matter, leading to a further discussion around IT capacity and issues. The DCC stated that there are currently 250 ongoing priorities within the IT department and that addressing them in further discussions was important to ensure quality of service to victims. It was also noted that the IT Board sits directly under the Assets Board which informs Chief Officer Group meetings.

**Action: ACC Richard Lewis to discuss the completion of the analysis of the Victim Survey by the Continuous Improvement Team at the Victim and Witness Group.**

**Action: ACC Richard Lewis to attend the Local Criminal Justice Board.**

It was noted that the performance data from Goleudy was not currently fit for purpose. The PCC, Goleudy and the Director of Commissioning (DoC) have discussed in previous meetings however the PCC suggested further discussions with the DoC should take place regarding the issue. It was acknowledged that the performance data from Goleudy was a topic of discussion at a previous Force Performance Event.

**Action: Discussion to take place between the PCC and DoC regarding Goleudy.**

The DCC informed the Board that he had previously met with Governance and Planning Manager Kerrie Phillips (KP) to create a governance structure with a timetable of activities and meetings. A meeting is arranged for the 16th of May for the chairs of separate groups to discuss the new structure, with a meeting planned with KP for the 10th of May following Force Performance Boards to discuss amalgamating all aspects of Force performance.

1. **Public Confidence**

A discussion commenced regarding Operation Cynefin which surveys local areas within DP. To date four wards within DP have been surveyed with plans to host engagement activity in the four wards to react to what the research is demonstrating. This work is taken forward by the Inform, Connect and Engage Board which is co-chaired by the CoS.

**Action: Policy and Engagement Manager to attend the Inform, Connect and Engage Board.**

A discussion ensued regarding making the most of community messaging. An example in Crickhowell was found to be well-used, and it was suggested that learning be shared with Neighbourhood Policing teams in order for local PCs and sergeants to understand the potential effectiveness of the system.

1. **Organisational Health and Well-being**

The PCC welcomed the use of the Durham survey in 2018, a well-being survey which has previously been hailed as good practice and is being used in a number of forces. The Board acknowledged the Transformational Leadership Programme to managers and leaders within the force. The PCC praised the ongoing work surrounding leadership.

The current staff survey noted that 20% of DPP staff feel that senior staff are now more approachable. Senior HR managers have been tasked with taking on learning regarding the results of the survey. The PCC acknowledged the positive outcome from the Investors in People. The PCC stated that sustainability dovetails into the current demand picture of DPP. The PCC questioned the Force’s financial capacity with regard to the seven new apprenticeships within the Force. The ongoing Apprenticeship Levy discussions were considered briefly.

Questions were raised regarding the format of the sickness snapshot provided by the Force. It was decided that in order for the PCC to gain a better understanding of the Force’s long term sickness levels it would be preferable for data to be provided on a month by month basis. It was however acknowledged that sickness levels for the week commencing on the 30th of May, were below 3%, with police officer sickness levels significantly different to those of police staff.

The Board acknowledged that responses to the Force’s Personal Development Records (PDR) were not currently at an acceptable level. The PCC was advised that representatives from DPP had visited Thames Valley Police to learn from their PDR system which has been hailed by HMICFRS as good practice. It was noted that displeasure with the PDR system had been raised during the Chief Officer Roadshow around the Force.

1. **HMIC**

The PCC highlighted the significant change in outcomes from Her Majesty’s Inspectorate of Constabulary and Fire and Rescue Service (HMICFRS), praising the outstanding work completed by the Force to address legacy issues. This was felt to be a vast transformation from where the Force were 12 months ago.

The PCC questioned what the next step was to maintain and further improve upon the standard, with discussions ensuing regarding proactivity as opposed to reacting to or HMICFRS to identify improvements. The DCC notified the Board that thematic inspections and integrated assessments would occur in three tranches across the country whereby a risk based assessment of forces would be conducted. The PCC stated that the OPCC should be a part of any ongoing scrutiny work.

The PCC praised the excellent work carried out by the Chief Officer Group (COG) to provide leadership to overhaul the HMICFRS perceptions within the Force. It was acknowledged that HMICFRS Wendy Williams attended a Roadshow in the Force and complimented the way DPP had undertaken to improve its practices.

1. **IPCC**

The Board acknowledged the information provided by Det Supt Guiney’s team, and noted that the embedding of the Public Service Bureau (PSB) was critical. A discussion ensued regarding the importance of maintaining a flow of information regarding community concerns between the OPCC and the Force. The DCC stated that a Continuous Improvement (CI) event was planned for police staff working with complaints which would also be attended by the OPCC’s Quality of Service Caseworker.

A discussion ensued regarding the importance of ensuring that police staff were all up to date with regard to vetting.

**Action: Update on long-standing cases to be presented to the PCC.**

1. **– Update on Policing Board focus areas last quarter**

*Crime Data Integrity*

A report provided by C/Supt Cockwell was acknowledged by the Board. The PCC emphasised the importance of having more detail regarding the plan and timescales of the crime data integrity work.

*Victim Services*

The Board acknowledged the significant volume of work coming through the Goleudy Commissioned service, with 22,000 referrals made in 3 months during 2018.

**7 - Scrutiny activity feedback**

The Board assessed the work completed by the Out of Courts Disposal Panel. The PCC focused on outcomes which the panel found to be inappropriate, including a case involving a weapon whose outcome was deemed inconsistent with those of a similar incident. The Board discussed the Panel’s findings feeding into the Force governance structures to consider and action the Panel’s recommendations.

**9 – Action and Risk Summary from Meeting**

**10 - Any other business**

The CoS requested that a non-restricted version of the Performance outcome report be provided to the OPCC for publishing by the Police and Crime Panel.

**Action: Performance outcome report to be provided to the OPCC for publishing.**

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| ACTION SUMMARY FROM MEETING ON 08/05/2018 |
| Action No | Action Summary | To be progressed by: |
| **PAB 086** | **The PCC to be updated on the outcomes of ongoing complaints cases which have not been resolved within 30 days.** | **Force** |
| **PAB 087** | **Anti-Social behaviour to be reviewed at PAB in November 2018.** | **MH** |
| **PAB 088** | **Force Management Statement to be shared with the PCC.** | **Force** |
| **PAB 089** | **Records of DPP’s numbers in relation to answering 999 and 101 calls to be compared against those of other forces.**  | **Force/MH** |
| **PAB 090** | **ACC Richard Lewis to discuss the completion of the analysis of the Victim Survey by the Continuous Improvement Team at the Victim and Witness Group.** | **Force** |
| **PAB 091** | **ACC Richard Lewis to attend the Local Criminal Justice Board.**  | **Force** |
| **PAB 092** | **Discussion to take place between the PCC and DoC regarding Goleudy.** | **PCC/DoC** |
| **PAB 093** | **Policy and Engagement Manager to attend the Inform, Connective Engage Board in place of the CoS.**  | **HH/CH-L** |
| **PAB 094** | **Fortnightly updates on long-standing cases to be presented to the PCC.** | **PSD** |
| **PAB 095** | **Performance outcome report to be provided to the OPCC for publishing.** | **Force** |

**Date of next meeting**

August the 6th