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| **Members:** | Dafydd Llywelyn, Police and Crime Commissioner (PCC)Chief Constable Mark Collins (CC)Carys Morgans, Chief of Staff, OPCC (CoS)Beverley Peatling, Chief Finance Officer, OPCC (CFO) |
| **Also Present:** | T/DCC Claire Parmenter (T/DCC)Edwin Harries, Director of Finance (DoF)Irene Davies Jones, Strategic Criminal Justice, DPP (IDJ)Nichola Rance, Strategic Criminal Justice, DPP (NR)T-Ch Insp Paul Williams, Custody, DPP (PW)DS Leon Lewis, Criminal Investigation Department, DPP (LL)Alison Perry, Director of Commissioning OPCC (DoC)Det Supt Anthony Griffiths, Criminal Investigation Department, DPP (AG)Heddwyn Thomas, Director of Estates OPCC (DoE)Dylan Davies, Human Resources, DPP (DD)Nicola Harris, Quality of Service Caseworker OPCC (NH)Mair Harries, Executive Support Officer (MH) |
| **Apologies** | T/ACC Vicki Evans (T/ACC) |



**Meeting: Policing Board**

**Venue: OPCC Conf. Room**

**Date: July the 4th 2019**

**Time: 09:00 – 12:40**



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| **ACTION SUMMARY FROM MEETING 13/06/2019** |
| **Action No** | **Action Summary** | **To be progressed by** |
| **PB 2429** | **T/ACC to amend SPR and mental health sections of PB minutes of 21st of May prior to publication.** | **Ongoing** |
| **PB 2430** | **PCC to be provided with a Welsh Government review report on suicide prevention and mental health.** | **Complete** |
| **PB 2431** | **The PCC to write a letter to the Minister for Health and Social Services Vaughan Gething AM regarding Mental Health provision funding in Wales.** | **Complete** |
| **PB 2432** | **Director of Commissioning Alison Perry to write a letter to SARC project leads regarding the Wales Sexual Assault Referral Centres (SARC) provision.** | **Ongoing** |
| **PB 2433** | **Chief Officers to share concerns highlighted by officers and staff during the Chief Officers’ Roadshow with the PCC.** | **Complete** |
| **PB 2434** | **OPCC’s Engagement Team incorporate the NPCC’s Wildlife and Rural Crime Week of Action into its forward planning for the year.** | **Complete** |
| **PB 2435** | **Update on Rural Crime is requested in October to be provided at the PB meeting of 18th of October following the NPCC’s Wildlife and Rural Crime Week of Action.** | **Complete** |
| **PB 2436** | **SailPoint contract to be considered by the CFO for clarification.** | **Complete** |

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| **DECISION SUMMARY FROM MEETING 04/07/2019** |
| **PB T2 100** | **The PCC, in consultation with the CC, approved the OPCC complaints scrutiny framework and dip sampling protocol.** | **Nicola Harris** |
| **PB T2 101** | **The wording for Legally Qualified chairs’ indemnity insurance was approved subject to discussion at a forthcoming APACE meeting.** | **Nicola Harris** |

**2. Minutes of Previous Meetings**

The minutes of the previous meeting were deemed to be a true and accurate reflection of the discussions held.

**3. Chief Constable’s Update**

**Operational Updates**

The CC updated the Board on a range of operational information including but not limited to good police work by a PCSO in Carmarthen, responses from officers to drug-related incidents in Powys, and the planning and implementation of DPP’s greeting of the Prince of Wales and Duchess of Cornwall to the Force area during the previous week. The PCC recommended publishing a community newsletter to councillors informing them of good police work in their area.

The CC was pleased to advise that there had been a reduction in the number of assaults on officers in comparison with the previous 6 month period.

**Organisational Updates**

The T/DCC stated that Her Majesty’s Inspectorate of Constabulary Fire and Rescue Service (HMICFRS) had given positive feedback to Dyfed-Powys Police’s (DPP’s) Force Management Statement (FMS). It was noted that DPP’s Demand Team met with HMICFRS’s demand expert in June with a report due to be received on the 15th of July ahead of arranging a demand event in-Force in September to outline DPP’s future plans. It was noted that there had been a departmental review on the 28th of May, with information from this expected to feed into the demand event in September.

It was also noted that the Agile Working Business Case would be submitted to PB on the 15th of July, with a full business case expected in December 2019.

**4. PCC’s Update**

**Local**

The PCC updated the Board on a range of local engagements including but not limited to his attendance at the Police and Crime Panel meeting on the 3rd of July in Aberaeron, a meeting with Powys County Council’s Chief Executive the previous week, and his attendance as keynote speaker at a Fearless video launch in Llanelli to promote awareness of the dangers of county lines activity to young people.

**National**

The PCC stated that he had attended the National Police Air Service Board (NPAS) meeting in Wakefield the previous week and shared their changing plans relating to the location of a Fixed Wing service in Cardiff, which he would raise at the forthcoming All Wales Policing Group (AWPG).

**Action – PCC to raise concerns regarding the potential removal of a fixed wing service in Cardiff at the All Wales Policing Group and subsequently write to the NPAS Board.**

**5. Standing Items**

**a) Risk**

The document was acknowledged by the Board.

**b) HR**

DD attended the meeting to present the HR establishment report to PB which now includes officers seconded to TARIAN and ROCU, the Southern Wales Regional Organised Crime Unit, as part of the Force’s establishment figures. The establishment figure is currently 1140, to include the 20 officers seconded to posts. The Board were satisfied that this was in line with how other forces report their Annual Data Requirement (ADR) classifications which are reported to the Home Office, and that moving forward this would be the agreed practice for reporting establishment figures.

Turning to officer numbers, the PCC was satisfied with explanations that previous increases to the number of all ranks above sergeant were due to collaboration and secondment roles. The PCC and CFO recommended having a separate table highlighting these roles for clarity.

**Action - HR team to provide further two tables as part of the establishment report. One to consist of the total WECTU and TARIAN roles, and another to display the Net figure.**

The discussion moved on to finances with the CFO querying whether HR have a signed off budgeted establishment at ranks. It was noted that DPP have an ongoing review of ranks, however the PCC stated that there should be a foundation of budgeted establishment to compliment the Board’s understanding of ranks which are under and over establishment. The PCC stated that in the Police and Crime Panel meeting on the 3rd of July, the Panel queried how many more officers had been brought in following the 10.7% precept increase in 2019/20. It was noted that although no new officers had been brought in, workforce modernisation was ongoing and investments had been made in technology in order to respond to the changing landscape of crime.

A discussion ensued regarding a very recent decision to intake 10 transferees which were not included in the table. The 10 posts were to cover Armed Response Vehicle (ARV) posts required in North Powys, as well as other specialist posts. The Board discussed the financial impact of this with the DoF stating that the payroll figures are being monitored and are currently £300k short on police pay, however unexpected leavers were expected to offset the 10 new posts. The PCC queried what this means for the Force’s demand work, with the CC responding that the intake will plug gaps in North Powys and Ceredigion to compliment the Neighbourhood Policing launch in September.

The PCC stated that police staff figures have continued to creep upwards over the past 12 months and warned against creating posts which do not compliment the Force’s demand vision. The T/DCC stated that she, the DoF and the T/ACC review every newly created post, and that the Re-established Strategic Establishment Review Group reviews staffing figures and roles to ensure efficiency.

The T/DCC briefly presented a HR document to be discussed at People’s Board on the 10th of July and queried whether the OPCC would like to receive it alongside the usual HR submission at PB.

**Action: PCC and CoS to consider accepting a further HR submission from People’s Board as part of the PB updates.**

**6. Three Weekly Focus: Victim Satisfaction**

The Board were informed that the Victims’ Code of Practice (VCOP) is currently being reviewed by the Home Office, and in the meantime Dyfed-Powys Police’s Victim and Witness Group would be focussing its attention on compliance with VCOP.

IDJ stated that the Victim and Witness Group were currently assessing what can be done to improve the Force’s practices when providing updates to victims, work which is mirrored by the Local Criminal Justice Board’s (LCJB’s) audit activity. It was noted that Det Ch Supt Steve Cockwell was currently reviewing the length of investigations and how a longer investigation may impact upon a victim’s journey. The CC relayed the benefits of closing small-scale cases quickly and efficiently in order to create more time to support complex cases, and noted that while Dyfed-Powys Police has always been seen as an organisation which would assist with all manner of complaints, it was important to manage the public’s expectations.

IDJ gave a brief overview of the work of the Victim and Witness Group which she chairs. It was noted that there were currently several hundred actions on a forward working plan for the group, however it was felt that using time in meetings to constantly review these actions was not effective. As such, the Group would focus on a smaller number of key priorities.

The group discussed the fact that the continuous improvement (CI) activity is current CI team led rather than driven by risk, demand and strategic tasking. The PCC questioned where the ownership and accountability for CI plans and outcomes sat and at what point would CI be led by the strategic direction of the Force and linked into the governance structure. The DCC confirmed that this will be done by September.

The discussion moved onto proposed changes required to the crime system which is currently felt to hinder officers when evidencing the victim’s contract. It was noted that investigation is a priority for Dyfed-Powys Police for the next year, and as part of that VCOP is also being prioritised. As a result, the DoF stated that Dyfed-Powys Police’s online crime system DPPI 2 will, moving forward, have a personalised dashboard for officers to review their own cases. The new system would be launched in September with the DoF chairing the Task and Finish Group to ensure timely completion.

A further discussion ensued regarding referrals to the Goleudy Victim and Witness Support Service which IDJ stated were being hindered by the procedure for obtaining consent from a victim for their details to be passed to supportive organisations such as Goleudy. It was also noted that mandatory questions for the victim were being overridden by officers. NR stated that an amendment to the officers’ devices supported by Pronto Software would cost £250 and would ensure that overriding the questions is no longer possible. The DoF raised concerns regarding Pronto’s terms of service, however it was deemed a priority for Dyfed-Powys Police to ensure that victims can access the support offered by services like Goleudy, particularly as it was noted that Goleudy’s workload increases by 25% when their staff have to go back and forth communicating with officers in order to obtain the whole picture of the crime and the victim.

**Action: DoF to prioritise amendments to Pronto Software to ensure that it is fit for purpose and facilities referrals to Goleudy.**

A discussion ensued regarding the blank data from victims who have already been questioned by officers, and whether Goleudy can still make contact with those victims by assuming they are happy to receive communication from the Force. The PCC advised that as Goleudy has already inherited the opt-out system, it would be advisable to liaise with the Data Protection team within Dyfed-Powys Police to seek clarification on the issue. Further clarification was also required regarding consent from victims in general to share details of all commissioned support services, in light of GDPR requirements.

**Action: NR to liaise with Data Protection regarding opt-out model.**

**Action: AP to liaise with ACC regarding wider victim consent issues**

The discussion moved on to domestic abuse survey data, with 2018/19 seeing an increase in the number of people willing to be contacted by Goleudy following an incident. It was noted that the number of completed victim surveys were low, and that there was an issue regarding transferring a safe contact number for the victim between the officers’ hand-held devices and the domestic abuse vulnerability desk. The Board acknowledged that in 2018/19 973 domestic abuse victims were contacted, however only 66 completed the victims’ survey resulting in a 93% refusal to complete the survey. It was discussed that a low attrition rate may be because of the sensitive nature of the offence however IDJ would seek to establish the reasoning behind this.

**Action: IDJ to request an update regarding low numbers completing domestic abuse victim surveys.**

A brief discussion ensued regarding a survey conducted by South Wales Police of their domestic abuse victims which showed that over 90% of victims were happy with the outcome of their investigation.

**Action: IDJ to review a survey conducted by South Wales Police of victims of domestic abuse.**

**7. Matters for Discussion**

**a) VCOP**

It was agreed that this item had been discussed sufficiently as part of the Victim Satisfaction update.

**b) Sexual Assault Referral Centre (SARC)**

The DoC updated the Board on a meeting held on the 2nd of July regarding updates on the SARC provision. The DoC stated that phase 1 of an all-Wales approach to the SARC provision had been discussed by the Board in 2017 following work by the NHS collaborative, and received a response that there were significant concerns which needed to be addressed before sign off. Decisions made in Phase 1 had been reviewed during the meeting on July the 2nd to understand the processes behind them. Phase 2 therefore commenced at a delay of 6-7 months with some of the concerns being addressed before a model was presented to CCs and PCCs of what the service may look like.

In March 2019 the financial element of the model was presented which drew further questions from forces regarding the governance and the financial split. The meeting on the 2nd of July addressed some of the concerns however the timescale for the new model is likely to be 5-10 years.

The DoC stated that approval was sought from the Board for the acute sites for examinations and the wrap around support. A discussion ensued regarding the impact that investigation length has upon victims and their subsequent access to counselling, with the DoC stating that some victims were waiting up to 2 years for therapeutic counselling. It was emphasised that it was not a requirement for the PCC to fund this aspect as it was core health business.

AP proceeded to present the recommendations made for the proposed model, which has been given a timescale of April the 1st 2020 for completion. It was generally felt that the timescale was too strict and that a completion date in 2021 was more realistic, particularly following discussions and actions at the 2nd of July meeting.

The CFO felt that the business case for the model generated some confusion due to the presumption from the baseline that costs would be split 50-50 between health and policing. Discussion ensued regarding what was felt to fall under the responsibility of policing and health respectively.

Further discussion ensued regarding the geography of examination sites. Current numbers showed that for 2018/19 there had been 13 referrals in Aberystwyth, 11 in Newtown and 30 in Carmarthen, showing a comparatively low level of demand across a large geographic area. The Board discussed a proposal to retain services only in Carmarthen, Swansea and Cardiff across South Wales however it was felt that this would result in insufficient access for victims in mid-Wales. It had therefore been agreed to establish a new health base in Aberystwyth, as opposed to retaining the Carmarthen site, with the Swansea site reducing the impact on those coming from Pembrokeshire and west Carmarthen. The Board learned that across Aberstwyth, Newtown and Carmarthen there were only a few acute cases which caused problems with no solid link to the health provision and a wraparound service, and with no commitment from the health service to ensure processes are put in place.

The DoC stated that the process for progressing services for children was very slow, resulting in a loss of service for children which has been reporting to the Children’s Commissioner Sally Holland. It was noted that DPP had put pressure on other organisations to find an interim solution for children, however over time several services including one in Swansea supported by Hywel Dda and Abertawe Bro Morgannwg have closed, meaning that Cardiff is not the only facility for children across the whole of south and west Wales. It was understood that there was a commitment in place to maintain the Cardiff service until a long-term solution is found. The Board learned that the long-term vision was for paediatrics to be stationed in Swansea, however it will take 3-5 years to efficiently train practitioners for the role. The DoC also stated that there was currently a SARC in Colwyn Bay which is used on an ad-hoc basis for Dyfed-Powys residents in North Ceredigion and North Powys, however this needed to be made a permanent arrangement.

The Board were content with the developments reported by the DoC, with an agreement that the Newtown and Carmarthen sites would be retained as Spokes to support cases which aren’t acute. The DoC closed by stating that there was currently confusion in Wales regarding FME inclusion due to devolution, whereas in England the health service support the examination and forensic aspects of investigations. In Wales, the forensic aspect currently sits under the police contract, however lobbying of Welsh Government was ongoing to change this.

**Action – Health Minister Vaughan Gething to be invited to Police HQ for a meeting with the CC and PCC regarding the SARC provision.**

**Action – SARC to appear on the AWPG agenda on the 12th of July, and AP to amend the document presented to PB for inclusion in AWPG packs.**

**Action – Letter to be drafted for PB on the 15th of July requesting clarity regarding the governance and finances of the SARC.**

**c) Bail**

PW attended the meeting to provide an update on the Bail system, stating that aspects of the system had been placed on DPP’s risk register following government implemented changes to the Bail Act in 2017 whereby individuals would be released under investigation (RUI) in order for the investigation to continue. It was noted that Bail had been placed on the Corporate Risk Register in relation to the potential impact the legislation would have on the Force.

The Board learned that work conducted by the Criminal Justice Department (CJD) identified that between June and August 2018 DPP were bailing a significantly higher number of individuals (13.9) than the national average (4). This was discussed and reviewed in the Force’s Strategic Custody and Criminal Justice Board, with work commissioned to the Corporate Governance and Performance Team which to date has not been completed due to capacity issues within the team. It was however noted that the national picture has changed by 2019, with the National Police Chiefs’ Council (NPCC) advising that forces are now not using bail frequently enough, which should be the case in order to safeguard individuals. NPCC guidelines show that 17% is considered an appropriate use of bail, and in the first 6 months of 2019 DPP has been shown to use bail in 17.6% of cases. The decision to bail is scrutinised heavily in management meetings as are decisions to RUI.

The discussion moved on to issues caused by the 28 day cut off for investigations, with forces reluctant to re-bail individuals after this period. This aspect is currently under focus at the Strategic Custody and Criminal Justice Group, following a request by the T/ACC for additional review. In the first 6 months of 2019 568 individuals were granted bail by an inspector. At the conclusion of 28 days only 106 cases progressed to Superindendent approval, meaning that 450 cases are either resolved, noted as NFA, or lower ranking officers have decided that bail was not required. PW raised concerns regarding the latter due to lower ranking officers having limited oversight and the suitability of those decisions. PW stated that this was not a robust system, and an efficient IT-based system was required.

The CC noted that all developments were considered at the Strategic Custody Forum which is chaired by the T/ACC. A brief discussion ensued regarding the potential risks of the 450 individuals previously granted bail now being classed as RUI, as well as the requirement for safeguarding of offenders linked to low-level crimes.

Responding to a query from the PCC about the current custody data, PW stated that currently DPP systems do not interface therefore extracting information is difficult. Comparisons were made with South Wales Police’s Bail and Custody teams which are larger than DPPs and include robust IT systems. PW stated that it would not require a vast input of finances to make DPP’s IT systems more robust as the current ones are bespoke, however they need to be made more efficient.

The Board concluded that the main risk with Bail is how DPP support people RUI. The T/DCC stated that DPP are confident that the T/ACC is aware of the current gaps in the system, and the Strategic Custody Group will provide potential solutions to the current problems, and whether an additional function is required.

LL then presented the Board with information relating to the Ministry of Justice’s (MOJ’s) advice regarding electronic tagging. Currently 21 forces across the UK including all 4 Welsh forces will accept tags from the 29th of July following its scrutiny by Welsh Chief Officer Group (WCOG). It was noted that Greater Manchester Police (GMP) have already commenced with their tagging, and that current breach levels are lower than expected.

LL stated that the MOJ will release 1000 tags in readiness for the 29th of July, and they will also be supporting the courts who will be implementing the bail. The CC stated that DPP would embrace the MOJ-proposed changes, however the issue for DPP would be the geography of the Force in tasking officers to attend tag breach reports, which would need to be fed back to the Home Office as an additional demand on the Force. It was noted that the MOJ have agreed to evaluate each force’s performance every 6 months.

**Action – Issues relating to electronic tagging to be raised at Local Criminal Justice Board.**

**d) Independent Custody Visitors**

The CoS stated that the OPCC’s Assurance Support Officer had received training in order to implement an Independent Custody Visitors Pilot which will allow OPCC volunteers to dip-sample a random sample of custody records. It was noted that redacting records would create additional work-load for officers however the T/DCC stated that this would be monitored moving forward. The CoS stated that the Independent Custody Visitors’ Association (ICVA) were happy for the Pilot to be promoted by the OPCC.

**e) OPCC Complaints Scrutiny Framework**

The OPCC’s Quality of Service Caseworker Nicola Harris (NH) attended the meeting to present the OPCC’s new Complaints Scrutiny Framework and Dip Sampling Protocol to the Board. The documents have previously been received by the Force’s Professional Standards Department (PSD) for their consideration. NH stated that discussion had taken place between the OPCC and PSD regarding access to Centurion which holds records relating to complaints cases, and that to satisfy data protection recommendations both NH and PSD officers would respectively lock their records to ensure that cases weren’t accessed by inappropriate personnel.

NH also stated that the OPCC’s Quality Assurance Panel’s (QAP’s) access to records had been considered by the data protection team who were satisfied with the panel’s level of vetting and the Undertaking of Confidentiality Agreement to be able to continue their dip-sampling work.

**Decision: The PCC, in consultation with the CC, approved the OPCC complaints scrutiny framework and dip-sampling protocol.**

The Commissioner queried the wider context of police involvement in relation to the new complaint regulations. It was reported that South Wales OPCC have decided not to partake in an All-Wales approach to appeals officer position, however North Wales, Gwent and Dyfed-Powys Police are still discussing the possibilities of a collaborative approach. It was reported that there are still no clear timescales set in relation to the new complaints regulations. The Force reported that PSD did a review of PSB and that has resulted in some changes, to cater for inefficiencies in some of the processes.

NH also raised the matter of Legally Qualified Chairs (LQC’s) and the APCC suggested wording of the indemnity insurance. NH has had conversations with Legal Services, who has been in contact with the force insurance providers’ underwriter about the matter. Legal Services consider the APCC indemnity wording to be fair and both the Commissioner and Chief Constable agreed. CM advised that she is attending a meeting on Tuesday 9th July 2019 where this matter would be discussed in part, therefore no action should be taken until CM has attended and provided an update.

**Decision: Agreed pending issues raised in APACE meeting on Tuesday.**

**f) Llanelli Custody Project**

The OPCC’s Director of Estates Heddwyn Thomas attended the meeting to update the Board on the Llanelli Custody Project. He stated that following unavoidable issues with the proposed Llanelli site, a further site would be offered to DPP on the 5th of July. The construction company advising on the build, stated that pending planning and approval for a build on a new site it would take two years to complete the project.

The PCC queried the position in relation to a joint build with the Wales Ambulance Service Trust (WAST). It was noted that Carmarthenshire County Council would support turning the proposed Dafen building site into a Blue Light Site, which was favoured by the Board. The DoE stated that a joint build would require workstations for 18 staff along with other elements including two ambulance bays, but indicated that a combined build would reduce overarching costs.

A brief discussion ensued regarding the sale of the old Police HQ site in Friars’ Park, Carmarthen on the 9th of July. The PCC indicated that it would be beneficial to engage with Carmarthen-based community leaders regarding the sale of the site which may draw criticism from the wider community.

**Action: CoS to meet with Emma Northcote to discuss potential communications involvement regarding ongoing estates matters.**

**Action: PCC to engage with Carmarthen Community Leaders regarding ongoing estates activity within the town.**

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| **ACTION SUMMARY FROM MEETING 04/07/2019** |
| **Action No** | **Action Summary** | **To be progressed by** |
| **PB 2437** | **PCC to raise concerns regarding the potential removal of a fixed wing service in Cardiff at the All Wales Policing Group and subsequently write to the NPAS Board.** | **PCC** |
| **PB 2348** | **HR team to provide further two tables as part of the establishment report. One to consist of the total WECTU and TARIAN roles, and another to display the Net figure.** | **HR** |
| **PB 2349** | **PCC and CoS to consider accepting a further HR submission from People’s Board as part of the PB updates.** | **PCC/CoS** |
| **PB 2350** | **DoF to prioritise amendments to Pronto Software to ensure that it is fit for purpose and facilitates referrals to Goleudy.** | **DoF** |
| **PB 2351** | **NR to liaise with Data Protection regarding opt-out model.** | **NR** |
| **PB 2352** | **AP to liaise with ACC regarding wider victim consent issues.** | **DoC** |
| **PB 2353** | **IDJ to request an update regarding low numbers completing domestic abuse victim surveys.** | **IDJ** |
| **PB 2354** | **IDJ to review a survey conducted by South Wales Police of victims of domestic abuse.** | **IDJ** |
| **PB 2355** | **Health Minister Vaughan Gething to be invited to Police HQ for a meeting with the CC and PCC regarding the SARC provision.** | **MH** |
| **PB 2356** | **SARC to appear on the AWPG agenda on the 12th of July, and AP to amend the document presented to PB for inclusion in AWPG packs.** | **MH** |
| **PB 2357** | **Letter to be drafted for PB on the 15th of July requesting clarity regarding the governance and finances of the SARC.**  | **DoC** |
| **PB 2358** | **Issues relating to electronic tagging to be raised at Local Criminal Justice Board.** | **DoC** |
| **PB 2359** | **CoS to meet with Emma Northcote to discuss potential communications involvement regarding ongoing estates matters.** | **CoS** |
| **PB 2360** | **PCC to engage with Carmarthen Community Leaders regarding ongoing estates activity within the town.** | **PCC** |