

<b>Meeting:</b>	<b>Strategic Performance Board</b>
<b>Venue:</b>	<b>HQ SCC004</b>
<b>Date:</b>	<b>16<sup>th</sup> January 2025</b>
<b>Time:</b>	<b>10:30-12:30</b>

<b>Members:</b>	Police and Crime Commissioner, Dafydd Llywelyn (PCC) Chief Constable, Dr Richard Lewis (CC) Deputy Chief Constable, Ifan Charles (DCC) Assistant Chief Constable, Gary Phillips (ACC) Director of People and Organisation Development, Linda Williams (DoPaOD) OPCC Head of Strategy and Policy, Claire Bryant (HoSaP)
<b>Also Present:</b>	Head of Service Improvement Unit, T-Supt Louise Harries (LH) Senior Manager-Performance and Analytics. Lowrie Procter (LP) Staff Officer, Insp Gemma Starkey (GS) OPCC Executive Support, Sophie Morgan (SM)
<b>Apologies:</b>	OPCC Chief Executive, Carys Morgans (CEX) OPCC Director of Commissioning and Partnership, Alison Perry (DoCaP) OPCC Temporary Chief Finance Officer, Nicola Davies (TCFO) Director of Finance, Edwin Harries (DoF) OPCC Chief Finance Officer, Beverley Peatling OPCC (CFO)

## 1. Apologies and Introductions

The PCC welcomed all to the meeting and introductions were received from meeting attendees. Apologies were received from the CEX, DoCaP, DoF, CFO and TCFO.

The minutes from the previous meeting were agreed as true and accurate.

## 2. Update on actions from previous meetings

Action No.	Action Summary	Update
SPB001	Report to be shared with the PCC regarding work on factors affecting response time once work has been completed by the Force.	In Progress

SPB002	Director of Commissioning to link in with Superintendent Chris Neve regarding a pilot for treatment places for substance misusers.	In Progress
SPB003	Infographics on Commissioned services to be shared with DCC and ACC.	Completed-Infographic shared via Staff Officer
SPB004	Serious Violence Duty and ASB Hotspot funding updates to be included at future Change and Transformation Board.	Discharged to Force for future meetings to be updated.

### 3. Force Performance

#### a) Force Performance Report

A Force Performance Board meeting was chaired by the CC prior to Christmas. Going forward Strategic Performance Board meetings will closely align to the CC's Force performance meetings.

The PCC asked Chief Officers what area regarding performance are areas of concern and areas which are work in progress?

The CC stated that he is currently pleased with the performance of the Force, but there is always room for improvement. The Force had reduced crime within the Force area at a greater rate than anywhere else in the country by 18%, compared to a national average of 4% and has a positive outcome rate which is within the top 3 in the country dependent on what month the information is taken. The CC also stated that the charge rate for domestic abuse is one of the best in the country. The number of changes made within the Force over the last 12-18 months are now showing results.

The CC continued to explain that the abandonment rate for 101 calls have dropped from over 30% to around 14-16% in November-December 2024. This is an area that the Force will continue to focus as they embed the multi functionality of the control room and the omnicompetence of the staff working within the FCC.

A problem profile piece of work has been created regarding the number of fatal and seriously injured road traffic collisions happening on the road within the Force area. The PCC raised the importance of partners working together within this area of work including Local Authorities, Welsh Government and Trunk Road Agencies and partner organisations.

The Board considered the data provided within the Force performance report which is reflective of period Q3 2023/24 (October 2024 - December 2024) unless otherwise stated. The Board discussed the reporting of crimes within 24 hours and the PCC queried the volume of calls received into the FCC which had increased in December. The CC explained that this was due to Storm Darragh. It had been an extremely busy time for the Force and whilst there had been a multi-agency approach across the Force area, it did stretch the Force's number significantly. The call back function when calling 101 has been introduced earlier

within a call, allowing for members of the public to leave their contact details and then to be called back by the FCC. The PCC stated that he continues to have a particular interest in the FCC.

**Action: - A visit to the FCC to be arranged for the PCC.**

The PCC asked if the Force continues to experience issues within areas of the Force regarding immediate and priority call response times. When examining the average time (October 24 – December 24) Lampeter was the only inspector area not to hit the SLA of 20 minutes, averaging 24.6 minutes. The average response times for Priority incidents fluctuates during the period, with 3 areas (Ammanford, Lampeter, Montgomeryshire) exceeding the 60-minute KPI. The CC explained that due to the geographic nature of the Force, response time to calls will vary within areas of the Force. Also, some areas of the Force have low call volume and as a result data from some Force areas can dramatically impact the figures. The CC stated that they have been very active in ensuring that response times are bolstered. The ACC stated that Chief Inspector Steve Thomas is currently completing a report regarding response times.

The PCC asked the DoPaOD what the current interest and recruitment from individuals wanting to join the Force. DoPaOD explained that the Force still loses people to the health boards as they are able to pay higher wages and also offer job security. The DoPaOD was hopeful that with the changes in the external environment that recruitment would increase. A recruitment video has been created by the Force.

As part of the victim insight survey, ease of initial contact and service received satisfaction levels are captured. The ACC updated that the Force are currently working on an app that would provide updates to victims. The timeline for development is currently 3-6 months.

**Action: - OPCC to arrange a briefing to the PCC from ChInsp Gerallt Jones regarding the development of a victims update app.**

The total recorded crime volumes for the Force in 2024 were provided to the Board. A typical seasonal trend can be seen with an increase in record crime during the summer months. A total of 39,677 crimes were recorded in the calendar year 2024, this is an overall decrease when comparing with previous calendar years (2023 total of 40,724 crimes recorded, 2022 total of 47,056 crimes recorded).

The Board discussed the CC's priority areas regarding domestic abuse, the volume of recorded domestic abuse related incidents and crimes has remained stable when reflecting overtime. A positive increase can be seen when observing the Outcome 1 (Charge) rate overtime. This increase is also evident when observing the 'Positive Outcome'. The PCC asked if the Force could see a time when these figures for domestic abuse would reduce. The CC stated that as per road traffic collisions this is a multi-agency response, and the work of the Force is a part of a wider response to domestic abuse. The CC explained that the Force is heavily reliant on partner agencies to assist in this regard. The Board

discussed the benefits and successes of having specially trained sexual offences officers within the Force.

The Board discussed the figures regarding victim satisfaction contained within the report. The Force currently outsources its victim surveys for gathering insights from victims of ASB, Crime, Domestic Abuse and Stalking. Internal quality assurance exercises are also completed monthly, ensuring the Force systematically assess and document the adequacy, efficiency, and effectiveness of the policing response with a focus on ensuring policies are being adhered to and high-quality investigations are being completed. The results from the victim surveys and quality assurance provide opportunities to identify individual and/or organisational learning, and to establish a baseline for future best practice.

The Board discussed the Force's performance regarding rape and other sexual offences. The volume of recorded rape offences has remained consistent over time. For the calendar year 2024 the overall charge rate for rape offences was 7.41%. A slight increase can be seen in the recording of other sexual offences, however given the nature of these offences there are no clear trends and historic reporting must be factored in. The Board discussed how other sexual offences outcomes are categorised. The ACC provided a brief update on Op Soteria.

**Action: - OPCC to provide information to the PCC regarding what crimes are listed under 'other sexual offences' and what are the causes of the increase in 'other sexual offences' reported?**

The Board considered the information provided regarding drug offences; no trend is visible when examining the volume of recorded drug trafficking offences over time. A decrease in charge rate and an increase in Outcome 18 is evident in December 2024, further investigation would be required to understand this shift and will be done if this trend continues. A significant proportion of Drug Possession offences are outcomed through a Community Resolution, this follows a Policy change that occurred within the Force effective from October 2023. Examining the charge outcome (Outcome 1) and Community resolution (Outcome 8) overtime, a clear shift can be seen, in line with the update to the Drug Policy, encouraging the use of community resolutions and referrals to the Drug out of court disposal project. It is important to note this policy modification when analysing National data, given that not all forces have adopted this approach and are therefore still pursuing charges.

An interim evaluation was completed by FIB in December 2024 around the Drug Out Of Court Disposal (O OCD) Project. The project had 3 main aims - Diversion and Treatment, increase capacity of Police Officers and Reduce CJ Delays. The evaluation of aim 1 showed as of October 2024 there were a total of 868 referrals completed (Average 72 referrals per month), 686 referrals closed, 182 referrals still open 561 of 686 completed treatment and diversion (81.7% engagement rate).

Metrics available on the 'Breaking Free' online portal illustrated a 94.4% retention rate of participants and some measurable reductions is seen through participant self-evaluation (100% reduction recorded for cocaine use and 78.6% reduction in Cannabis use).

The evaluation of aim 2 showed 863 ACR referrals for simple possession would likely have resulted in arrest, custody episode and file prep (curca 5 hours officer time v 10 minutes on the street). A saving of an estimated 4,315 policing hours (180 days) that afforded the opportunity to focus on other priorities.

The evaluation of aim 3 showed a 53% reduction can be seen in open drug crime investigations (October 2023 = 599 v October 2024 = 323)

The Board discussed the current performance regarding disclosure and barring service (DBS). The DBS team currently have 4292 cases in their workload to process actual demand continues to increase, and the number of applications received is consistently higher than the predicted forecast, making planning and prediction difficult.

**Action: - The Force to provide a brief summary update to the PCC regarding the DBS workload.**

### **b) Force Performance against National Crime and Policing measures**

The Board consider the presentation regarding Force performance against National Crime and Policing measures. The National Crime and Policing Measures aim to help focus effort on key National priorities, allowing performance to be measured and help demonstrate value for money in policing. The Force proxy measures are reported for the most recent 12 months (January 2024 – December 2024) (unless otherwise stated). The time period for the baseline\* data set is July 2018 - June 2019.

The Board discussed the figures regarding reducing murder and other homicides, 4 between January 2024 and December 2023 (4 vs 7) from baseline\*.

The Board discussed the information provided regarding reducing neighbourhood crime

- 3.5% decrease in Burglary (Residential)-Baseline: 1,063 Vs 1026 in the 12 months to December 2024.
- 58.1% increase in Theft from the Person-Baseline: 86 Vs 136 in the 12 months to December 2024.
- 46.6% decrease in Theft from a Vehicle-Baseline: 562 Vs 300 in the 12 months to December 2024.
- Robbery (Personal) 61.9% increase in Robbery (Personal)-Baseline: 63 Vs 102 in the 12 months to December 2024.
- 358.9% increase in Theft of a Vehicle-Baseline: 39 Vs 179 in the 12 months to December 2024.

The PCC asked if there was any indication if the new Government were going to retain the current national performance measures. LP updated that work is ongoing within this area, and they would look to fit in with current performance framework. The PCC stated that he had been asked to engage within this area by the Association of Police and Crime Commissioners (APCC).



#### **4. Discussion on the New Police and Crime Plan Performance Framework**

The HoP updated that OPCC policy team would be reviewing the framework with the PCC at the end of the month and agreeing the metrics that will be reported against in every Strategic Performance Board meeting thereafter and then other metrics will be seen on schematic basis including priority discussions.

**Action: - Feedback from PCC and OPCC regarding performance framework to be shared with Service Improvement Unit.**

#### **5. Commissioned Services and Grant Funding Overview**

The PCC on behalf of the Director of Commissioning and Partnership (DoCaP) provided an overview of the presentation provided to the Board on commissioning and funding. The PCC updated that a 4.2% cut to core Ministry of Justice victims' budget (-£25,422 in real terms) reduced the budget to £582,885. The PCC stated that they are confident that the wider commissioner budget within the office can sustain the reduction, with a priority to protect frontline services with no cuts to IDVAs/ISVAs services. There is the expectation of a multi-year settlement from April 2026.

The PCC gave an overview of contracts awarded, these included the substance misuse Dyfed which currently has an evaluation underway, and outcome expected January 2025. The offender diversion scheme which had been awarded to Pobl Care and Support, who were the current provider with a new contract commencing in April 2025. The young person's debrief and mediation service has been awarded to Llamau, who were the current provider with a new contract commencing in April 2025. An update was also received regarding commissioned services. These services included victim support multi-crime service, stalking support service and custody pilot trialling DDAS presence in Dafen custody suite. Regarding a criminal justice update, the Pathfinder Project will be implemented in the Designated Family Judge area of Mid and West Wales covering Dyfed Powys and will go live on the 3rd March 2025.

The PCC updated on challenges faced in the commissioning area, including the challenges and uncertainty regarding the Ministry of Justice funding. The PCC stated that there had been discussions held as part of the White paper and Police reform activity around strengthening the role of the Police and Crime Commissioner and stated that if this was to happen it should happen within the commissioning space and for an increase of funding through Commissioners locally. The PCC also highlighted issues around the lack of partnership funding for Violence against women, domestic abuse and sexual violence (VAWDASV) agenda.

An external grant funding overview was provided within the presentation regarding ASB hotspot funding, Safer Streets 5 and Serious Violence Duty.

The CC provided an update on the funding progress of the Dafen project with DDAS and that Superintendent Chris Neve and DoCaP would be looking to provide reassurance regarding funding available to fund the wider outreach work in Llanelli, working proactively as a prevention approach and not waiting until an offence has been committed before offering substance misuser assistance with rehabilitation programmes.

## 6. Any Other Business

### a. DPIA's

The PCC raised the DPIA process stating that he had recently attended a meeting discussing the benefits and challenges of sharing information to the SAIL data bank which is run by Swansea University. The ambition was to have Welsh level data provided into the bank, but this is becoming more of a challenge from a data security perspective and information management. Currently, DPIA's are taking a long period of time to be signed off by the Force. LH updated that DPIA's are currently an area going through continuous improvement activity, however capacity to complete the work is an issue.

### b. Youth Justice

The PCC discussed the inspections of youth justice provisions within the Force area. Following a meeting with youth justice leads, consistent themes had been identified and that there was a need for the Force to confirm who the strategic lead for youth justice was within the Force, it was also raised the inconsistency in the way in which youth restorative justice and disposals are provided and an issue with timing of youth justice referrals being received into the service. The Force confirmed to the PCC who the current Force lead is within this area.

Action No.	Action Summary from meeting 16/01/2025	To be progressed by
SPB005	A visit to the FCC to be arranged for the PCC.	OPCC
SPB006	OPCC to arrange a briefing to the PCC from ChInsp Gerallt Jones regarding the development of a victims update app.	OPCC
SPB007	OPCC to provide information to the PCC regarding what crimes are listed under 'other sexual offences' and what are the causes of the increase in 'other sexual offences' reported?	OPCC
SPB008	The Force to provide a brief summary update to the PCC regarding the DBS workload.	Force
SPB009	Feedback from PCC and OPCC regarding performance framework to be shared with Service Improvement Unit.	OPCC

CLOSE