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Wendy Walters
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County Hall, Carmarthen. SA31 1JP

MONDAY, 21 OCTOBER 2019

TO: ALL MEMBERS OF THE DYFED POWYS POLICE AND CRIME PANEL

I HEREBY SUMMON YOU TO ATTEND A MEETING OF THE DYFED POWYS POLICE AND CRIME PANEL WHICH WILL BE HELD IN THE CHAMBER, COUNTY HALL, CARMARTHEN. SA31 1JP. AT 10.30 AM, ON FRIDAY, 25TH OCTOBER, 2019 FOR THE TRANSACTION OF THE BUSINESS OUTLINED ON THE ATTACHED AGENDA

Wendy Walters

CHIEF EXECUTIVE



PLEASE RECYCLE

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DYFED POWYS POLICE & CRIME PANEL

14 MEMBERS

CARMARTHENSHIRE COUNTY COUNCIL - 3 MEMBERS

- | | | | |
|----|------------|--------------|---------------|
| 1. | COUNCILLOR | KEN HOWELL | (Plaid Cymru) |
| 2. | COUNCILLOR | JOHN PROSSER | (Labour) |
| 3. | COUNCILLOR | VACANCY* | |

CEREDIGION COUNTY COUNCIL - 3 MEMBERS

- | | | | |
|----|------------|------------------|---------------------------|
| 1. | COUNCILLOR | LLOYD EDWARDS | (Welsh Liberal Democrats) |
| 2. | COUNCILLOR | KEITH EVANS | (Independent) |
| 3. | COUNCILLOR | ALUN LLOYD JONES | (Plaid Cymru) |

PEMBROKESHIRE COUNTY COUNCIL - 3 MEMBERS

- | | | | |
|----|------------|----------------|----------------------------|
| 1. | COUNCILLOR | MICHAEL JAMES | (Independent) |
| 2. | COUNCILLOR | STEPHEN JOSEPH | (Independent Unaffiliated) |
| 3. | COUNCILLOR | ROBERT SUMMONS | (Conservative) |

POWYS COUNTY COUNCIL - 3 MEMBERS

- | | | | |
|----|------------|----------------|----------------------------|
| 1. | COUNCILLOR | DAVID O. EVANS | (Independent) |
| 2. | COUNCILLOR | LES GEORGE | (Welsh Conservative Party) |
| 3. | COUNCILLOR | WILLIAM POWELL | (Welsh Liberal Democrats) |

CO-OPTED INDEPENDENT MEMBERS - 2 MEMBERS

- | | | | |
|----|---------------------------|--|--|
| 1. | PROFESSOR IAN ROFFE | | |
| 2. | MRS HELEN MARGARET THOMAS | | |

A G E N D A

1. APOLOGIES FOR ABSENCE AND PERSONAL MATTERS
2. DECLARATIONS OF INTEREST
3. TO SIGN AS A CORRECT RECORD THE MINUTES OF THE MEETING HELD ON THE 3RD JULY 2019 5 - 12
4. MATTERS ARISING FROM THE MINUTES (IF ANY)
5. QUESTIONS ON NOTICE FROM PANEL MEMBERS TO THE COMMISSIONER
 - 5.1 QUESTION FROM COUNCILLOR KEITH EVANS

In the event that the Prime Minister's promise of an additional 20,000 police officers becomes reality, is the Commissioner satisfied that Dyfed-Powys Police has the ability to recruit and train its share of those officers? Is the commissioner able to give any indication of how many additional officers this will result in for Dyfed-Powys?
6. QUESTIONS ON NOTICE FROM MEMBERS OF THE PUBLIC - NONE RECEIVED
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DYFED POWYS POLICE AND CRIME PANEL

Wednesday, 3 July 2019

PRESENT: Councillor A. Lloyd-Jones (Chair)

Carmarthenshire County Council Members:

Councillors T.J. Jones, K. Howell and J. Prosser;

Ceredigion County Council Members:

Councillors L. Edwards and K. Evans;

Pembrokeshire County Council Members:

Councillors M. James and R. Summons;

Powys County Council Members:

Councillors D. Evans, L. George and W. Powell;

Independent Members:

Prof. I. Roffe;

Mrs. H.M. Thomas;

In attendance from the Office of the Police and Crime Commissioner:

Mr. D. Llywelyn - Police and Crime Commissioner;

Mrs. C. Morgans - Chief of Staff;

Ms. B. Peatling - Chief Finance Officer;

The following Officers were in attendance:

R. Edgecombe, Legal Services Manager;

L Morris, Senior Press Officer;

J. Laimann, Assistant Democratic Services Officer;

Also present:

Mr. M. Collins, Chief Constable, Dyfed-Powys Police;

Mr. C. Neve, Inspector, Dyfed-Powys Police;

Dr N. Edwards-Behi, West Wales Anti-Racism Network;

Ms. J. Turner, West Wales Anti-Racism Network.

Chamber - Aberaeron County Hall - Aberaeron - 10.30 am - 3.00 pm

1. APOLOGIES FOR ABSENCE AND PERSONAL MATTERS

There were no apologies for absence.

The Panel was advised that, due to technical difficulties, the meeting would not be webcast.

VARIATION OF BUSINESS

The Panel agreed to vary the order of the business on the agenda so as to bring forward Item 10 (Mental Health and Policing) to discuss after Item 7 (Questions on

Notice from Members of the Public to the Commissioner) and Item 14 (Anti-Social Behaviour) to discuss after Item 8 (HMICFRS PEEL REPORT).

2. DECLARATIONS OF INTEREST

There were no declarations of personal interests made at the meeting.

3. APPOINTMENT OF CHAIR AND VICE-CHAIR FOR THE PANEL

The Chair thanked Panel Members and Officers for their work and commitment during the year.

UNANIMOUSLY RESOLVED that

3.1. Councillor Alun Lloyd-Jones be appointed Chair of the Panel for the forthcoming calendar year;

3.2. Professor Ian Roffe be appointed Vice-Chair of the Panel for the forthcoming calendar year.

4. TO SIGN AS A CORRECT RECORD THE MINUTES OF THE MEETING HELD ON THE 26TH APRIL 2019

UNANIMOUSLY RESOLVED that the minutes of the Dyfed-Powys Police and Crime Panel meeting held on the 26th April 2019 be signed as a correct record.

5. MATTERS ARISING FROM THE MINUTES (IF ANY)

Minute Item 7 – Drug Related Offences

In response to a query on Drug Consumption Rooms (DCRs), the Commissioner advised that there had been no further developments because the use of these facilities would require authorisation by the Home Office.

6. QUESTION ON NOTICE FROM PANEL MEMBERS TO THE COMMISSIONER

6.1. QUESTION FROM COUNCILLOR KEITH EVANS

“I was scanning a Law Society report recently and came across a piece that referred to the use of a Harm Assessment Risk tool by various Police Forces.

1. Could you confirm, Commissioner, what use Dyfed-Powys Police currently makes of such algorithms?
2. Whether their procurement and use currently complies with the seven recommendations contained in the Commission report?
3. In the event that Dyfed Powys Police are not compliant, what steps will you take as the Police and Crime Commissioner to hold the Chief Constable to account ensuring that they will be compliant in the future?
4. In page eight of your Police and Crime Plan, Commissioner, you highlight your commitment to maximising the use of technology. In hindsight, should this be caveated to take account of the risks identified in the Commission’s report?”

Response from the Police and Crime Commissioner

The Commissioner advised that Dyfed-Powys Police was currently using algorithms for risk assessment and was also exploring their potential for predicting

the use of police resources. A PhD researcher at Cardiff University had been appointed in 2013/14 to develop these algorithms for Dyfed-Powys Police. Research results had been published but further work was required to render them operational. On the question of risks, the Commissioner advised that the Force was developing a risk-assessment tool modelled on the ALGO-CARE framework used by Durham Constabulary, which required that algorithms in a policing context should be lawful, accurate, challengeable, responsible and explainable.

It was suggested that there were particular risks in relation to the potential to link facial recognition with data recognition. The Commissioner advised that such risks would have to be carefully considered, however the Force's CCTV was not currently using facial recognition or artificial intelligence.

7. QUESTION ON NOTICE FROM MEMBERS OF THE PUBLIC TO THE COMMISSIONER

7.1. QUESTION FROM R.R.

“What are the plans to appoint additional police officers following the huge increase in the police precept recently? In particular, how many officers and at which locations?”

Response from the Police and Crime Commissioner

The Commissioner advised that a precept increase had been necessary to address ongoing financial pressures on the police budget, in particular due to increased pension contributions, and that Dyfed-Powys still had the lowest precept in Wales. Dyfed-Powys Police was currently employing 1.135 police officers, which was somewhat below the Force's average of 1.145 police officers but represented a lower reduction in officer numbers than many other police forces. The Commissioner further advised that police efficiency was not merely a matter of officer numbers but the overall force staffing structure. The force was increasingly employing other staff members as a cost-effective means to tackle cybercrime and other investigative work traditionally undertaken by warranted officers. Overall, staff numbers were sufficient and had increased by 17.5% over the last years.

A query was raised in relation to staffing figures in different parts of the Dyfed-Powys area. In response, the Commissioner advised that while all wards were working towards establishment figures, recruitment and retention was more challenging in some areas such as North Powys and North Ceredigion. The Force was launching recruitment and transfer schemes to address these issues. He further advised that the Force was able to use resources in a flexible manner to respond to major events and population fluctuations due to tourism.

In response to a query, the Commissioner advised that the Force was currently employing 148 Police Community Support Officers (PCSOs). PCSO numbers had remained unchanged and the posts were 50% funded by Welsh Government grants. The Force was currently reviewing the management structure for neighbourhood policing to include directly aligned sergeants.

8. MENTAL HEALTH AND POLICING [FORMERLY AGENDA ITEM 10]

The Panel considered a report from the Police and Crime Commissioner on the impact of mental health issues on the delivery of the Police and Crime Plan. The

Chief Constable, who was the National Police Chiefs' Council (NPCC) lead for Mental Health and Policing, advised that the main issue in this context was the continuing demand that mental health related issues placed on police services in the Dyfed-Powys area. Effective collaboration of police and mental health services in the ongoing triage scheme was key in addressing these issues, however the scheme had been reduced from four to three days per week. The triage scheme provided immediate access to mental health records and care plans to improve the response to vulnerable people and carry out welfare checks or direct them to mental health resources. The Chief Constable further advised that current funding arrangements were not sustainable, with £1.9m of triage funding in Wales coming from police budgets. The Commissioner added that he and his counterparts in other areas of Wales were lobbying the Welsh Government to manage the pressures created by mental health related issues.

In relation to the review of the Mental Health Act, the Chief Constable advised that he had supported two main issues in his role on the advisory board:

1. A complete ban on using police cells for housing individuals experiencing a mental health crisis. Instead, health boards and trusts would have to be equipped with appropriate facilities;
2. The transport of these individuals in private ambulances rather than police vehicles.

He advised that legislation on the revised Act was expected in 2022.

Several Panel Members welcomed the Chief Constable's recommendation against the use of police cells.

In response to a query, the Chief Constable advised that there would be Crisis Care Cafes and sanctuaries in all counties in the Dyfed-Powys area.

In response to a query, the Chief Constable advised that they were regularly consulting with mental health charities such as Hafal, Gofal and Mind Cymru, however further avenues for collaborations, for instance with regional Public Health Boards, could be explored.

RESOLVED that the report be received.

9. HMICFRS PEEL REPORT [FORMERLY AGENDA ITEM 8]

The Panel considered a report on the most recent PEEL assessment carried out by Her Majesty's Inspectorate of Constabulary Fire and Rescue Services (HMICFRS).

The Commissioner advised that the report had been published in May 2019 and was based on a reference period of October to November 2018. The report presented a mixed picture with one area of performance (effectiveness) being evaluated as good and two areas (efficiency and legitimacy) as requiring improvement. This represented a shift from the previous report, which had found that only one area (efficiency) required improvement.

The Commissioner advised that, upon having sight of the draft report, he and the Chief Constable had expressed a number of concerns in relation to the methodology and evidence base of the assessment and highlighted several inaccuracies in the draft report. This had been done both in writing and in personal

correspondence with representatives of HMICFRS. As some of the highlighted concerns and inaccuracies had not been addressed in the final report, further letters had been written to HMICFRS and later to the Home Office, but no substantive response had been received.

Several Panel Members suggested that there were some inconsistencies in the report. The Panel expressed concerns over these inconsistencies and HMICFRS's communication in relation to the issues highlighted by the Commissioner and Chief Constable.

In response to a query on the longer-term strategy of the Force, the Commissioner advised that he had asked the Chief Constable to provide a vision for policing up to 2030 which should be aligned with the HR function. This vision would complement the Vision for Policing 2025 developed by the Association of Police and Crime Commissioners (APCC) and the National Police Chief's Council (NPCC). The Chief Constable advised that the Force's Continuous Improvement Team was developing strategic HR and demand work under consideration of best practice from other police forces and other organisations.

RESOLVED that the report be noted.

10. ANTI-SOCIAL BEHAVIOUR [FORMERLY AGENDA ITEM 14]

The Panel welcomed to the meeting Dr Nia Edwards-Behi and Jomarie Turner, two representatives from the West Wales Anti-Racism Network who presented evidence in relation to their experience of anti-social behaviour (ASB) and the authorities' response to it. Dr Edwards-Behi advised that the network was run by volunteers and had been founded in 2017 in response to a parade using blackface at Aberaeron Carnival. Dr Edwards-Behi advised that racism and racist harassment was not always taken seriously and that it could be difficult to think of racist acts as anti-social acts breaking the law. The reason for this was that racist harassment was often compounded of numerous small-scale incidents (microaggressions) that were sometimes dismissed as "banter" but could have a significant impact on targeted individuals. Dr Edwards-Behi further advised that it would be desirable to have a dedicated line or text messaging service for reporting racist incidents in environments where it was not safe to speak on the phone.

Both witnesses reported incidents from personal experience that they felt had not been dealt with adequately by the police and other authorities. In one case involving offences against a child, one witness reported having been passed around between the police, social services and other agencies without receiving a substantive response. The witness stated that she felt nobody had been able to advise her on the matter and that there had been a lack of clarity as to which authority was responsible for dealing with incidents of this kind. Panel Members advised the witness to contact her local County Councillor for immediate help and guidance and provided contact details. The Commissioner advised that the victim support service Goleudy and the Force's support officer for hate crime should also be able to provide advice. He asked the Chief Constable to undertake a review into the police response to the incident.

The Commissioner advised that the Force was encouraging the public to report incidents of this nature at any scale. His office would try to arrange a meeting with the West Wales Anti-Racism Network to discuss expected police responses to

racist incidents and ASB. They would also explore the suggested text messaging service.

RESOLVED that the evidence provided by the members of the West Wales Anti-Racism Network be received.

11. DRAFT ANNUAL REPORT OF THE POLICE AND CRIME COMMISSIONER [FORMERLY AGENDA ITEM 9]

The Panel consider the draft annual report of the Police and Crime Commissioner. The Commissioner advised that his office was looking to produce a video version of this year's report and welcomed feedback by the 12th July 2019.

In response to a query on the impact of Scrutiny Deep Dives, the Commissioner advised that an evaluation report could be provided to the Panel for its next meeting. The evaluation report would explore to what extent recommendations from the Deep Dive assessment had been implemented.

The Panel raised several queries and recommendations in relation to the draft annual report, including the following:

- It was suggested that the report could make further reference to the Commissioner's work with the Panel, for instance through directing readers to the Panel's Annual Report;
- A suggestion was made that the report could be restructured to reflect more closely the priorities of the public.

In response, the Commissioner advised that a link to the Panel's annual report would be included together with an image of today's Panel meeting. He also advised that hard copies of the final report would be circulated.

RESOLVED that the draft annual report be received.

12. DECISIONS TAKEN BY THE COMMISSIONER [FORMERLY AGENDA ITEM 11]

The Panel received, for information, a report detailing the decisions made by the Commissioner for the period 27th April to 26th June 2019.

In response to a query on the Commissioner's decision to not contribute to a Modern Day Slavery Helpline, the Commissioner advised that the requested amount of £10,000 had been deemed too high, however he would consider supporting the service with a smaller contribution if this became available in the future.

A question was raised in relation to the Commissioner's investment into community activities. The Commissioner advised that the decisions had been concluded yesterday and a full decision log would be available in the future.

RESOLVED that the report be received.

13. FEEDBACK FROM THE POLICING ACCOUNTABILITY BOARD ON THE 7TH MAY 2019 IN LLANDRINDOD WELLS [FORMERLY AGENDA ITEM 12]

The Panel received a report on the Policing Accountability Board (PAB) meeting held on the 7th May 2019 in Llandrindod Wells. Panel Members who had been in attendance at the meeting advised that the Facebook live interaction had been very popular and that there had been a particular interest around issues like Crimestoppers.

In response to a query, the Commissioner advised that he would hold Facebook live sessions after every PAB meeting.

RESOLVED that the report be received.

14. FEEDBACK FROM THE CEREDIGION RURAL CRIME MEETING [FORMERLY AGENDA ITEM 13]

The Panel received a report on the Ceredigion Rural Crime meeting. Councillor Lloyd Edwards thanked the Commissioner, Councillor Keith Evans, Councillor Alun Lloyd-Jones and Professor Ian Roffe for attending the meeting. He advised that attendance had been affected by the nice weather but representatives from the Farmers Union Wales had been present. Attendees had been informed on the Rural Crime Strategy and the work of the Commissioner and Panel. Issues raised at the meeting included sheep-worrying and possible responses and support in relation to rural crime. A follow-up meeting was planned for October and it was hoped that this could be broadcast on S4C and local news.

The Panel thanks Councillor Edwards for his work in engaging with local communities and making them aware of the work of the Panel.

RESOLVED that the report be received.

CHAIR

DATE

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DYFED-POWYS POLICE AND CRIME PANEL 25TH OCTOBER 2019

DEEP DIVE REVIEW – DIRECT CONTACT

Recommendations / key decisions required:

To note the report from the Police and Crime Commissioner regarding the findings of the third 'deep dive' review undertaken by his office.

Reasons:

The Commissioner utilises such reviews as a key mechanism for holding the Chief Constable to account

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**EXECUTIVE SUMMARY
DYFED-POWYS POLICE AND CRIME PANEL
25TH OCTOBER 2019**

DEEP DIVE REVIEW – DIRECT CONTACT

The Police Reform and Social Responsibility Act 2011 ('the 2011 Act') places a statutory duty upon a Police and Crime Commissioner to hold the Chief Constable to account for the performance of his statutory duties. The 2011 Act also places a statutory duty upon the Police and Crime Panel to scrutinise how effectively the Commissioner does this.

One of the mechanisms used by the Police and Crime Commissioner to carry out this function is the conducting of 'deep dive' reviews by his office into selected activities of Dyfed-Powys Police. One such review has been undertaken in respect of direct contact between the force and the public.

Panel members are asked to note the update report and make such recommendations to the Commissioner as they consider appropriate.

DETAILED REPORT ATTACHED?	YES
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Section 100D Local Government Act, 1972 – Access to Information

List of Background Papers used in the preparation of this report:

THESE ARE DETAILED BELOW

Title of Document	File Ref No.	Locations that the papers are available for public inspection
Host Authority File	LS-0511/53	County Hall Carmarthen

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Police and Crime

Commissioner for Dyfed-Powys

A review of

**Initial Public Contact with
Dyfed-Powys Police**

September 2019

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1.0 Executive Summary

1. There is a national increasing trend of people contacting the police as a *first* resort due to a lack of clarity of how and why the public should make contact. This, coupled with a lack of availability, capability or response by other, more suitable agencies, poses enormous pressures and significant challenges for Dyfed-Powys Police (DPP) in managing initial public contact. More so, it poses a challenge in meeting public expectation of a prompt police service, contributing to a detrimental impact on the public's confidence in the police. A shift against this trend requires a culture change alongside a careful, consistent communications approach with our communities, backed by a national campaign.
2. This lack of clarity amongst the public of how and why they should make contact with the police has contributed to the increase in demand on the Force Communications Centre. This has led to increased waiting times on the 101 non-emergency number, and has been identified by the public as the main barrier to making contact with the police.
3. There is a strong national directive on digitalised police contact in the near future through the introduction of Single Online Home. With Dyfed-Powys' ageing population and a high percentage of rural communities not currently digitally connected, any strategy going forward needs to give due consideration to the specific needs of our ageing and rural communities. There is a need for a holistic view across the organisation, alongside a strong Contact Strategy, which explains how we will embrace change in digital contact in the future, ensuring it is fit for purpose for the communities of Dyfed-Powys. A commitment for a clear vision needs to be set out internally, before communicating clearly with the public.
4. Whilst 87% of survey responses were received online, the number of respondents eager to be able to report a crime via social media in the future are lower than expected. Those who responded to a series of surveys expressed their preference of face to face and phone contact over any other form.
5. DPP's residents continue to hold face to face contact high on their preference list, with many, despite restrictions in opening hours, preferring to visit a station in person over any form of written communication.
6. There seems to be a lack of knowledge among the public on the THRIVES concept¹, and it is therefore be of no surprise that the public's feedback is focused on the length of calls, level of questioning or options and call waiting times. They cannot be expected to know what is reasonable and necessary for the police ask when dealing with their call for help, unless the police tell them.

¹ Call handlers are tasked to conduct a thorough assessment on each call for service, using careful questioning based on the mnemonic THRIVES: Threat, Harm, Risk, Investigation, Vulnerability, Engagement and Safeguarding.

7. A strong and ongoing communications plan is needed in order to guide callers to the correct agency from the outset, as well as clearly advising the public of the different methods available to contact the police when that is the necessary avenue.
8. There is a need for more clarity and consistency in the use of the community trigger process to deal with antisocial behaviour.
9. Whilst there are examples of good practice, DPP doesn't fully understand the needs of all of its diverse communities. There is a need for better understanding so as to ensure the Force is fully accessible.
10. There is an appetite within DPP to make more use of the four mobile police stations which would facilitate a local policing presence, but a full review is needed to ensure that any investment provides longevity and value for money, whilst delivering a service in line with the needs and reasonable expectations of the communities of Carmarthenshire, Ceredigion, Pembrokeshire and Powys.

2.0 Outcome

This review contributes to Priority 4 within the Commissioner's (PCC) Police and Crime Plan², Connecting with Communities, and specifically the following areas:

- Improving our understanding of communities so that we can respond appropriately to how specific communities and community groups want to engage;
- Ensuring that the public receive an accessible and responsive [police] service;
- Ensuring that all members of our communities, including diverse groups, are provided with an opportunity to engage [with the police] through a variety of means; and
- Exploring the development of new digital opportunities for the public to access policing services when and how they need and want to.

The review sought to:

1. Assess whether the level of public expectation is reasonable within the context of different types of demand;
2. Provide a snapshot of current initial public contact with the Police across Dyfed-Powys;
3. Determine whether public contact methods provided by Dyfed-Powys Police (DPP) meet public expectation; and
4. Determine whether DPP are providing an accessible police service at the first point of contact.

Through:

- a) Identifying current national trends and developments in relation to public contact with the police;
- b) Identifying how and why the public are currently making contact with DPP, and how they would like to do so; and
- c) Assessing public perception regarding the accessibility of DPP.

In order to inform this review, representatives of the Office of the Police and Crime Commissioner carried out a variety of qualitative and quantitative research methods, including:

- A public consultation on initial contact with the police via an online survey and face-to-face consultation at various summer shows and events;
- Interviews with key DPP departments to understand their views of the topic;
- Focus Groups with representatives from DPP's Independent Advisory Group to discuss accessibility issues at the first point of contact;

² <http://www.dyfedpowys-pcc.org.uk/en/the-commissioner/the-police-and-crime-plan/>

- Focus groups with young people through the PCC's Youth Forum and other youth groups;
- Desk research on local and national developments and benchmarking activity in the field of public contact;
- Detailed scrutiny of DPP's performance statistics;
- Data from DPP's Call Logger Exercise.

3.0 Situation

3.1 Background

A number of factors have influenced this review, namely:

- Information gathered from meetings between the PCC and Force Communication Centre staff on the current pressure and demand;
- Public feedback gathered by the OPCC on their ease of contact with the Force;
- HMICFRS's recommendation for the Force to better understand current demand on its services in order to improve efficiency;
- National policing directives on digital communication as a solution to controlling demand placed on Force Communication Centres;
- Intelligence on the high level of demand placed on the Dyfed-Powys Police Force Communication Centre;
- The ageing and rural population within Dyfed-Powys and their potentially limited digital connectivity.

3.1.1 National UK Developments

The National Police Chiefs' Council's (NPCC) draft³ National Contact Management Strategy sets the scene in relation to initial contact with the police at UK level.

It suitably refers to initial police contact as 'the gateway to policing services', whether on a phone, at a police station enquiry office or online; initial public contact is the means by which members of the public seek police services. It goes on to state that the number of ways to contact the police and the nature of services sought has grown significantly and are expected to continue to do so.

The NPCC refers to an increase in public expectation of policing:

"As public finances have become constrained and public services contracted, the police service has become for many the service of last, and too frequently first, resort".

There is a national increasing trend of people contacting the police as a *first* resort due to a lack of clarity amongst the public of how and why they should make contact. This, coupled with a lack of availability, capability or response by other, more suitable agencies, poses enormous pressures and significant challenges for DPP, as explored later in the report, in managing initial public contact. More so, it poses a challenge in meeting public expectation of a prompt police service. It is therefore believed that this has a detrimental impact on the public's confidence in the police. A shift against this trend requires a culture change amongst the public alongside

³ NPCC National Contact Management Strategy (Draft) 2019.

a careful, consistent communications approach with our communities, backed by a national campaign.

Today, the public have grown to expect increasing levels of choice across life on how a commercial service is delivered. This places significant pressure on public services and policing to meet increasing demand for services to be delivered in a range of different formats and across a range of channels.

The NPCC note that control room staff are too often resolving public contact at the point of contact, with an increasing amount of time spent dealing with individual calls or contacts and a reduced ability to respond to new calls for service. As this trend increases, demand is displaced from frontline officers and staff to point of contact. The unintended consequence for many police services has been rising wait times on the '101' non-emergency number, correlating with increasing misuse of the '999' emergency system and failure to meet the national target answer time. The service provided by DPP is not yet at this point, but it is a trend that must be guarded against where possible.

The use of technology within communities has developed widely in recent years, providing significant opportunities for the public to contact the police service. It is seen as a way of reaching a large number of people and at a relatively low cost. More and more people are obtaining their news and information from online sources, and are looking to digital methods of contact rather than the traditional ways⁴.

3.1.2 Current methods of initial contact with DPP

Currently, the public in Dyfed-Powys can make initial contact with the police via the following methods:

- Phoning 999 in an emergency;
- Phoning 101 in a non-emergency;
- Emailing the Force Communications Centre (FCC) via the Contact Us section of the DPP website;
- Visiting Police Stations;
- Phoning 101 via Public Service Points⁵;
- Visiting mobile police stations; and
- Contacting DPP via Twitter, Facebook and Instagram. Social media is not available as a reporting facility; it is currently used as means of engaging with communities and sharing information.

⁴ Dyfed-Powys Police's Digital Communications Strategy (Draft) 2019.

⁵ Public Service Points (PSPs) are phones which are located on the wall outside the main police stations if there is no access to the station itself at the time (e.g. out of hours/no staff present). The phone dials directly into the FCC in Police Headquarters.

These will be considered fully in section 3.2.1 of this report.

3.1.3 DPP's Strategic Equality Plan

A review of public contact with the police must be in the context of equality and diversity, in order to ensure that the service provided is accessible to all Dyfed-Powys residents.

On the 10th September 2011, the Equality Act 2010 (Specific Duties) Regulations 2011 came into force. In order to comply with the Specific Duties, Police Forces in England and Wales are required to produce 'one or more equality objectives'.

Following consultation and engagement with members of the public, staff and officers, the following objectives have been agreed as the priorities until 2020⁶:

1. To raise awareness of what Hate Crime and Hate Incidents are and how to report them in an attempt to increase the confidence of members of the community to report Hate Crime and Incidents to us;
2. To ensure that our services are accessible to all minority groups within our communities, and further ensure that they receive the appropriate level of service when they do access them;
3. To ensure that staff and officers have the appropriate knowledge and resources to take into account our ageing population through service delivery and workforce management;
4. To provide a high level of service when responding to cases of persons experiencing mental ill health or crisis;
5. To increase the diversity of our workforce to more accurately reflect the communities we serve, across all ranks and specialisms;
6. To promote health in the workplace through raising awareness of mental ill health and distress preventative measures with a view to reduce absence on the grounds of psychological sickness⁷.

This review will aim to assess priority two of the Strategic Equality Plan, and consider the accessibility of people's first contact with DPP.

3.1.4 HMICFRS recommendations

Her Majesty's Inspectorate of Constabulary Fire and Rescue Services (HMICFRS) state within their PEEL: Police Effectiveness, Efficiency and Legitimacy 2018/19 report on DPP⁸:

⁶ Dyfed-Powys Police website, Equality and Diversity, 2019.

⁷ Consultation on Dyfed-Powys Police's 2020-2024 SEP priorities have been conducted

⁸ <https://www.justiceinspectorates.gov.uk/hmicfrs/publications/peel-assessment-2018-19-dyfed-powys/>

"The force is improving its understanding of what the public expects, which will help it plan for future demand.... The force should undertake further work to better understand the current demand for its services, including hidden demand, so it can make best use of its resources to meet the needs of the public."

In this respect, the Force have been undertaking a significant piece of work to understand demand across the organisation. This work will be used by Chief Officers to help make informed decisions around Force priorities and to ensure that the right staff are in the right place at the right time with the right skills and support to do their role⁹.

As part of this, the Force Communications Centre (FCC) have been one of the first Operational Support functions to be looked at. It aims to identify where there is failure demand or where calls could be better placed within other organisations, or where alternative steps could be taken to prevent these calls coming into the FCC in the first place.

3.1.5 Complaints in relation to Initial Public Contact

A key responsibility of the PCC is to deal with formal complaints against the Chief Constable. Between April 2018 and June 2019, the PCC has recorded 9 complaints, all of which related to dissatisfaction, from the complainants' perspective, concerning the expected level of communication from DPP. None of these complaints were upheld, due to the fact that all correspondence was dealt with entirely in line with process; however lessons have been learnt in relation to the importance of acknowledging all correspondence, to ensure that these experiences are not repeated. This stresses the importance which residents place on written communication and their basic expectation for timely and appropriate responses from DPP.

⁹ Call Logger Exercise, DPP, 2019.

3.2 Main findings of this review

The following chapter seeks to provide a snapshot of the current position in relation to how and why the public contact DPP, including accessibility considerations. This has been informed by public consultation, meetings with key stakeholders and desk-based research.

The public consultation was held between July and September 2019. With a potential target audience of 431,271¹⁰ the consultation survey received 836 responses. With a confidence level of 95%, this gives the survey results a 3% margin of error, which is the industry standard.

96.5% of respondents were residents of Carmarthenshire, Ceredigion, Pembrokeshire or Powys. The highest response rate was received from individuals aged 45 to 64 (42%), followed by 25-44 (28%), 65+ (24%) and 16-24 (4%).

¹⁰ StatsWales, 2019.

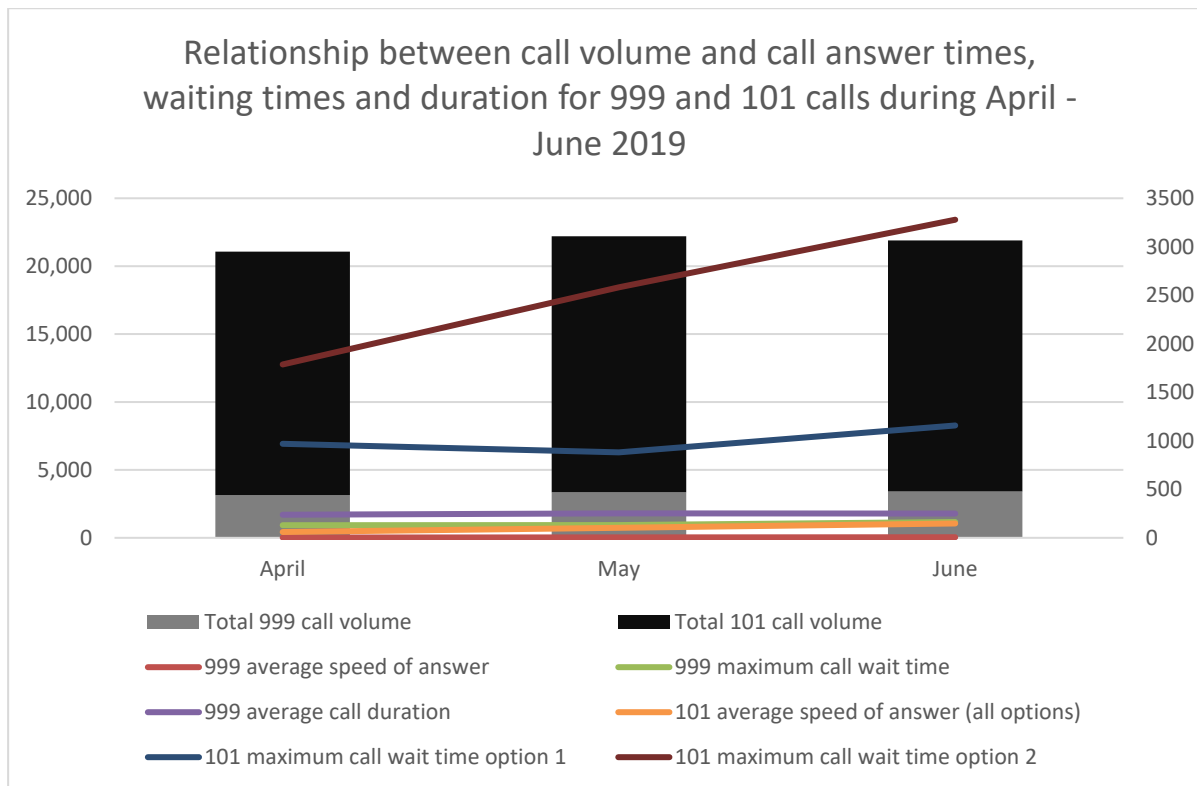
3.2.1 How the public contact Dyfed-Powys Police

Currently, the public in Dyfed-Powys can make initial contact with the police via the following methods:

3.2.1.1 Phoning 999 (or 18000 on text phone) in an emergency

Almost all people surveyed¹¹ knew they could contact the police by calling 999 (98%, n=577) and 99% of those who answered (n=584) would prefer to contact 999 in an emergency.

DPP recorded an average of 3,106 calls via 999 per month between July 2018 and June 2019. The average speed of answer has been consistently considerably lower than their 12 seconds target¹² (averaging at 4.3 seconds across the year)¹³. In recognition of occasional adverse incidents, the Force Communication Centre's management team closely monitors a host of performance data, including call durations and call wait times. Between April and June of this year, the maximum waiting time for a 999 call to be answered was 2 minutes 21 seconds, which is under the 3 minute cut-off point before calls are diverted to another force.



¹¹ Via the PCC's Summer 2019 Public Consultation "Police First Contact and Accessibility"

¹² As set within the National Police Chief's Council's National Contact Management Strategy.

¹³ It must be noted that the data does not illustrate the total number of calls into the FCC over a 24 hour period as it does not include call volumes made between 00:00 and 07:00.

In the not too distant past, DPP service prided itself on being one of the few constabularies to attend every call for service. Through increasing demand and a change in incident handling at the point of contact, they have been forced to re-think this ideology, prompting the introduction of the THRIVES risk assessment. Call handlers are tasked to conduct a thorough assessment on each call for service, using careful questioning based on the mnemonic THRIVES: Threat, Harm, Risk, Investigation, Vulnerability, Engagement and Safeguarding¹⁴. This enables the call handler to make an informed decision on the graded response most appropriate for the incident and therefore how quickly, if at all, police resources should be deployed to the scene.

Between April and June 2019, call handlers spent an average of 4 minutes and 7 seconds on each 999 call. This time is used to complete the THRIVES assessment to gather vital information to equip officers heading to the scene, recording and monitoring the situation as well as reassuring and advising the caller whilst officers are travelling to them.

Whilst the justification for this risk-based approach to distributing police resources as effectively and efficiently as possible is clear internally, it is questionable whether the public have had this explained to them. A simple UK web search for THRIVES yields very little information for a member of the public. DPP does provide some basic information on their Force Communication Centre department page, including when to call 999/101 and what will happen:

"You will be asked about your emergency and some details about yourself. It's important to get the right information so officers are fully informed about the incident before they arrive. Risk assessments can also be carried out to ensure the safety of members of the public and police officers."¹⁵

It should therefore be of no surprise that the public's feedback is focused on the length of calls, level of questioning or options and call waiting times. They cannot be expected to know what is reasonable and necessary for the police to appropriately respond to their call for help, unless the police tell them.

3.2.1.2 Phoning 101 (or 18001 101 via text phone) in a non-emergency;

Introduced around 2010 to alleviate the pressures on 999 and centralise calls, dialling 101 from a payphone is free, and costs 15p from mobiles and landlines, regardless of the duration. However some networks will charge more to make the call. The OPCC has received representation from the public complaining about the cost of calling 101 from their mobile.

84% (n=492) of the public surveyed stated they preferred to use 101 in a non-emergency.

¹⁴ THRIVES, based on the National Decision Model (<https://www.app.college.police.uk/app-content/national-decision-model/the-national-decision-model/#the-model>) has been adopted by Dyfed-Powys Police following successful implementation of THRIVE / THRIVE+ in other constabularies. Forces use their own variations of methods to assess the level of threat risk and harm.

¹⁵ <https://www.dyfed-powys.police.uk/en/about-us/our-departments/force-communications-centre/>

This service is also available 24 hours a day, however some constabularies provide a switchboard operator during certain hours, transferring to call handlers when necessary. Call handlers will answer 101 calls outside of the switchboard operators' hours.

Police.UK suggests 101 should be used to:

- Report a crime not currently in progress - for example a stolen car, burglary, or damaged property.
- Give information to the police about crime in your area.
- Speak to the police about a general enquiry.
- Contact a specific police officer or member of staff.

When ringing DPP 101, the caller initially selects their preferred language before being connected to their chosen Force, where they are asked again to select their preferred language and then taken through a menu to select one of four options:

- 1: To report a new incident
- 2: To discuss an existing incident, for advice or general enquiries
- 3: If you know the extension number / person
- 4: All other queries

The process takes a total of 1½ minutes before ringing through to a call handler. Whilst there is no nationally set target for the speed of answering a 101 call, on average, DPP take 51.3 seconds to answer from when the caller has selected an option¹⁶. There are however some adverse occasions where callers are required to wait longer due to other, more urgent call demands. The longest waits for a 101 call to be answered during April to June 2019 was 5 minutes 31 seconds for option 1, and 54 minutes 39 seconds for option 2. On average, 101 calls take 5 minutes 28 seconds (option 1) and 3 minutes 8 seconds (option 2) to resolve¹⁷.

Of the average of 21,100 calls made to DPP 101 (all options) each month, 25% result in an incident being recorded. Conversely, an average of 2,000 calls to the DPP non-emergency number were assessed by the call handler as requiring an emergency police response (immediate or priority response time – up to 60 minutes). In total, an average of 1,589 calls received via 101 and 999 each month result in immediate (within 20 minutes) police deployment.

This further compounds the fact that the public are ill-informed about who and how best to contact services when in need of assistance. This is of concern, as whilst DPP are committed to, and are, providing a high quality service to all calls, their priority is rightly focused on answering and dealing with 999 calls first and foremost.

¹⁶ Based on calls received between 07:01 and 23:59 from July 2018 to June 2019.

¹⁷ Based on Dyfed-Powys Police Force Communication Centre call handling data, April to June 2019.

#Choosewell is a national campaign adopted by all Welsh Health Boards, around 10 years ago. It began in response to pressures on the health service during the winter months, but is now a year-long campaign, with peaks of activity during times such as winter and Bank Holidays, to assist the public in choosing the best health support for their needs.

A public education campaign, backed nationally, such as Choose Well, is needed to change the current culture of “999 – they’re always in”.

Recommendation 1: That Dyfed-Powys Police work with Welsh Government, public service partners and other Welsh forces to further develop the #maketherightcall campaign. This will educate all members of the community on the most appropriate service to contact in emergency and non-emergency situations and what to reasonably expect.

3.2.1.3 Emailing the Force Communications Centre (FCC) via the Contact Us section of the DPP website;

As part of their summer campaign asking the public to make the right call, DPP introduced a prompt on their “Contact Us” webpage asking “Are you reporting an emergency?”. If yes is selected, the prompt urges the individual to call 999. If no, a form appears to complete the details of the incident or query, which is then sent via email to the Force Communication Centre (FCC). Emails are dealt with by call handlers for appropriate action. The Force recorded a 107% increase in visits to their online reporting web page during the 10 week long campaign, when compared to the same period in 2018.

Feedback from the public shows that 41% (n=242) of respondents were aware they could contact the Force via email. Interestingly 9% (n=51) would prefer to contact the police via email in an emergency, and 31% (n=185) said they would in a non-emergency, third behind phoning 101 and visiting a police station.

In 2017, as part of “Op Cynefin”, the PCC together with DPP surveyed all householders within the Tycroes ward in Ammanford to understand their perceptions and expectations of the police. This comprehensive exercise was recently repeated in the ward of Newtown East. Early results of this more recent analysis show some slight differences which could be attributable to the differences in demographics of the two areas, or improvements in technology accessibility over the intervening years. There are however some clear similarities in the public’s preferences, which compound what our summer survey found. The majority of people would prefer to contact the police in a non-emergency by phone or visiting a station, followed by emailing. The table below shows the order of preferences of the different surveys:

Contact method order of preference	Op Cynefin Tycroes (2017)	Op Cynefin Newtown East (2019)	PCC's initial contact survey (2019)
1	Visit police station	Phone	Phone
2	Email	Visit police station	Visit police station
3	Letter	Email	Email
4	Phone	Letter	Face to face (approach an officer on patrol)

It is clear from the above that the FCC remains vitally important to meeting the expectations of the public. It is the first point of contact for incoming phone calls, emails and engagement through Public Service Points, as well as being responsible for dispatching officers to scenes, managing incidents and distributing important information to the public outside of regular office hours.

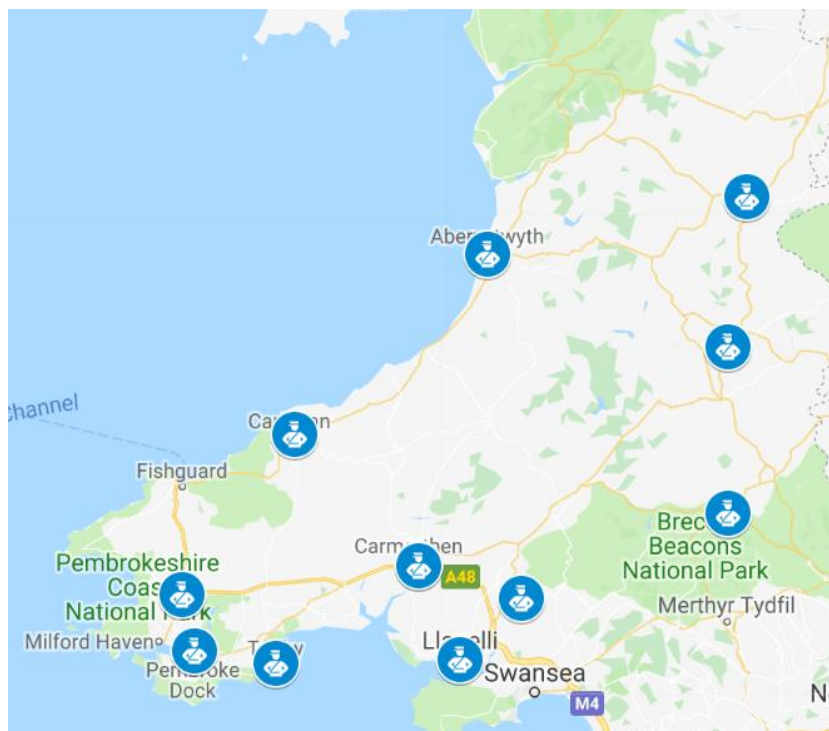
3.2.1.4 Visiting Police Stations and Phoning 101 via Public Service Points;

Police Station	Opening times
Aberystwyth	9am to 2pm and 2:40pm to 5pm
Ammanford	9am to 2pm and 2:40pm to 5pm
Carmarthen ¹⁸	9am to 2pm and 2:40pm to 5pm
Llandrindod Wells	9am to 2pm and 2:40pm to 5pm
Haverfordwest	9am to 2pm and 2:40pm to 5pm
Llanelli	9am to 2pm and 2:40pm to 5pm
Newtown	9am to 2pm and 2:40pm to 5pm
Pembroke Dock	9am to 2pm and 2:40pm to 5pm

¹⁸ Police Headquarters in Carmarthen also provides a front counter service between 9am and 5pm Monday to Friday.

Tenby	9am to 2pm and 2:40pm to 5pm (Summer Time opening only)
Brecon	9am to 2pm and 2:40pm to 5pm
Cardigan	9am to 2pm and 2:40pm to 5pm (Occupied but not full time front desk)

The following map shows Police Stations which have a Public Engagement Officer providing a front counter service. Their general opening hours are 0900-1400 and 1440-1700, 5 days a week. Tenby is seasonal and Cardigan is not full time.



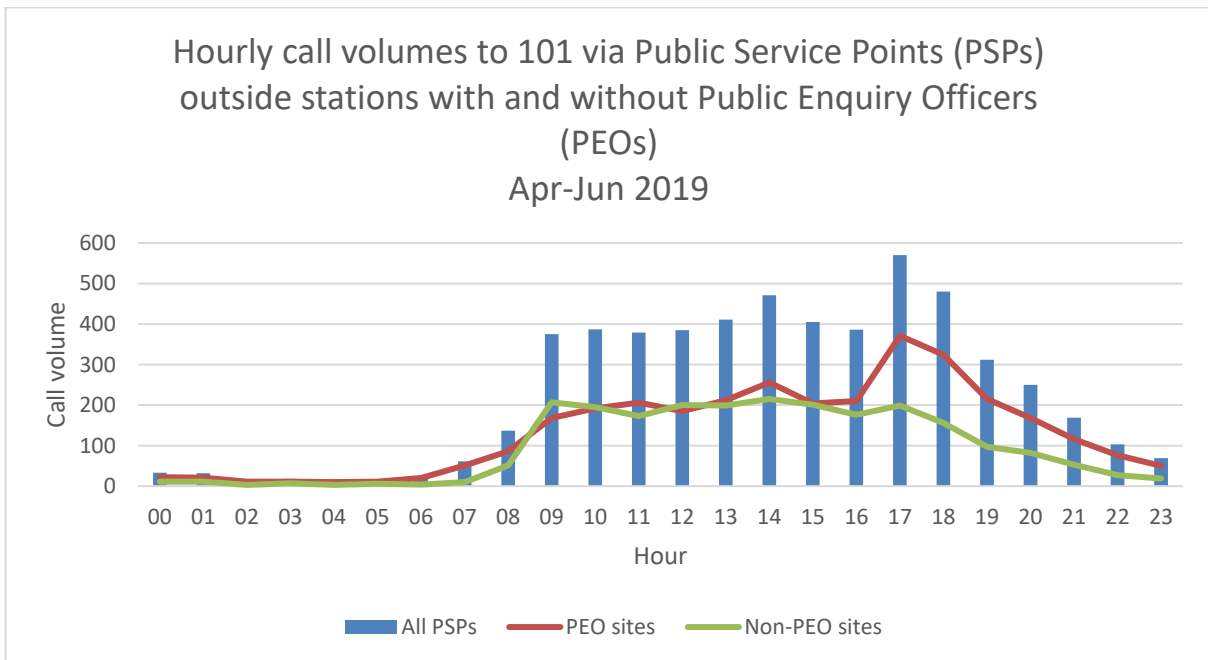
Public Service Points (PSPs) are phones which are located on the wall outside the main police stations for use if there is no access to the station itself at the time (for example out of hours / no staff present). The phone dials directly into the FCC in Police Headquarters.

The following stations have PSPs installed:



On average, the FCC receives 1,834 calls per month through the PSPs, with an average of 30 incidents generating from these calls¹⁹. This represents 0.3% of all incidents recorded, which is consistent with anecdotal evidence from DPP staff that PSPs are predominantly used to make non-urgent requests for information or administrative matters. Detailed analysis of the times calls were received between April and June 2019 show the peak hours as 5pm, 4pm and 2pm respectively. The following graph displays how these peaks compare in stations with Public Enquiry Officers. It also shows how these contribute to the overall PSP call volumes over a 24 hour period.

¹⁹ Based on data from the Force Intelligence Bureau, April to June 2019.



Whilst no footfall data is currently available to show the number of visitors stations actually receive, PSP call volumes can provide some indication. Whilst this suggests that, positively, Public Enquiry Officers are based at the most appropriate sites, the public may benefit from the counter service shift being extended to be open beyond the “working day”. The new 4G roll-out will provide valuable data regarding demand, and should also be considered as means of mapping current footfall in the area.

As expressed in the earlier section about email access, DPP’s residents continue to hold visiting police stations high on their preference list, with many, despite restrictions in opening hours, preferring to visit a station in person over any form of written communication. In addition to this, 93% of survey respondents stated that it is important to them that there is face to face contact available with PCSOs in their area. In recognition of the importance of personal contact, Carmarthenshire County Council have launched Community Hubs in Llanelli and Ammanford, called ‘Yr Hwb’. The Community Hubs provide face-to-face advice on a range of council issues, as well as being a place people can make payments, get job and training support, access digital facilities, find out about volunteering opportunities and more. Five computers are also available for the public to use. Partners, Workways + are located inside the Hwb and offer support around employment and training, with more partners planned to join the Hwb. The Rural Hwb has joined forces with the mobile libraries taking council services out to the rural communities. This will allow customers to use services more conveniently.

Recommendation 2: That the concept of working within Community Hubs is fully explored as means of proactively engaging with the public face to face.

Research confirms that much progress has been made in attempting to improve accessibility of urban public services by reconciling opening hours with residents' travel and activity schedules²⁰.

Further work is required to understand how this applies to rural services and how this may impact positively on the public's experience of visiting DPP stations. It is also recommended that the Force conducts some form of police station visitor footfall analysis to understand how often, and for what reason, residents are attending stations.

Whether any such review results in changes to station opening times or not, it is of paramount importance that the public are appropriately educated about the accessibility of stations. Previous narratives such as "when we're in, we're open" need to be clarified, countered or enhanced, to ensure the public know what they can reasonably expect from their local police stations.

"They need to answer the door when people knock or ring. People are losing faith in the police when they don't do a simple task as opening the door when people knock."

"Would love a leaflet with a list of when to contact the police, plus alternative contact numbers (specific to the area) if the police is not the first port of call."

"I wish there were specific times when our local station was open."

"More information on how to contact in certain situations; preferably leaflets etc."

"Only aware of 999 and 101, can I email, where is my local manned police station and when is it open?"

(Response to PCC's Summer 2019 Public Consultation)

Recommendation 3: That a review of the volume, time and nature of front counter engagement in all stations be conducted in order to assess actual demand for the service. This review should be used to inform public communications advising of station opening times. These communications should be linked to the #maketherightcall campaign.

3.2.1.5 Visiting mobile police stations;

Mobile police station (MPSs) are specialised vans designed to support engagement with communities away from police stations. In 2007, DPP purchased and equipped 8 Ford Transit vans to be used as MPSs. One was later converted for use by the DPP Search Team, resulting in Ceredigion policing area owning one MPS and each of the other three counties owning two each. A review conducted in 2013 revealed they were being used "sporadically" and sometimes

²⁰ ["The relationship between opening hours and accessibility of public service delivery"](#)

more for transporting Neighbourhood Policing Team staff to a location rather than using them as an engagement base, due to issues with their suitability and accessibility. As such, a decision was made to replace the existing fleet of Ford Transits with 4 bespoke, fully equipped vans. The first of these were delivered to DPP in July 2015.

Four years on, the larger, more heavily equipped units appear to have had a similarly sporadic use. Neither the first vehicles nor the current ones have had any official usage or footfall data collected, which poses a challenge when coming to an informed decision about the value of retaining or replacing them. However, an attempt has been made to assess the usage by taking the current mileage of the vehicles, which suggests that an average of around 190 miles have been travelled per unit per month. When compared with the geography of the DPP force area (which spans just over 4,000 square miles), this might mean that on average the Mobile Police Stations cover just under 20% of the force area each month. When compared with the distance of a "round trip" (measured by the mileage of travelling around the edge of the divisional borders), the statistics show that Pembrokeshire has the highest relative usage, followed by Ceredigion and Carmarthenshire. Powys displays the lowest usage, both in terms of actual miles covered and how it compares to the size of the area. This data can be seen in the table below.

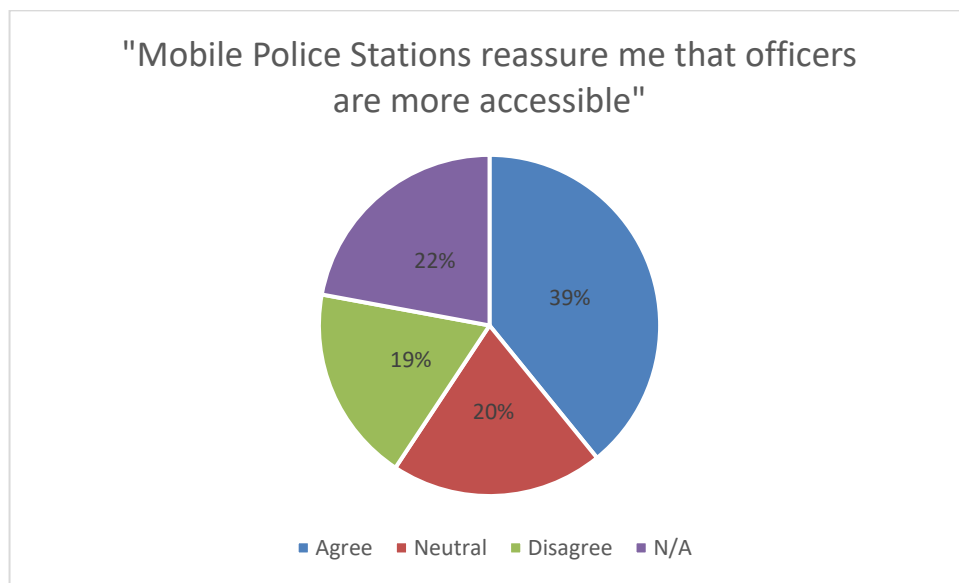
Division	Average Mobile Police Station miles per month	"Round trip" distance (miles)	Difference
Pembrokeshire	248	142	+ 106
Ceredigion	181	127	+ 17
Carmarthenshire	192	175	+ 54
Powys	151	278	- 127

Anecdotal feedback gathered as part of the Force's neighbourhood policing review suggests that officers are not maximising the potential use of the vehicles due to concerns with their size and weight, with some officers not confident in driving such large vehicles. There appears to be some confusion over who is actually legally able to drive them, with officers suggesting only those with longer standing driving licenses are. This has been clarified by the Fleet Services Department, who state that the weight of the vehicle does not exceed the limit for standard licenses. Officers also report that the ground clearance under the vans limit the type of grounds they can go on. Again, this is not substantiated by Fleet Services, as there have been no reports of damage to the underside of any of the vehicles. It is therefore perhaps reasonable to believe

that the issue is one of officers' confidence and perception, which may be resolved through training and education.

The vehicles' locations are also cited as a restriction, due to the time it may take to retrieve and return the vehicle to its base. This may explain why usage is lower than initially projected, especially in the largest division, Powys.

Through the PCC's summer 2019 survey, just over a third of respondents consider Mobile Police Stations as increasing accessibility of officers. Whilst this figure may be disappointing, it is not surprising, when 75% (n=434) of people said they had not seen or visited one and many respondents stated they were not aware of their existence.



In the business case for the current vehicles, the following issues were reported with the initial Ford Transit Mobile Police Stations:

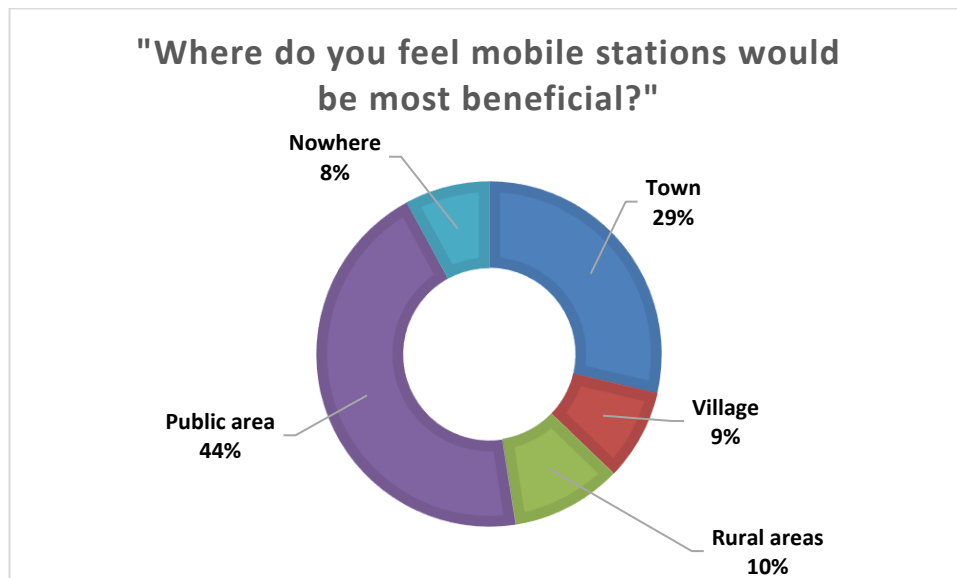
- difficulties with temperature regulation;
- no private or waiting area for discussing sensitive issues;
- not accessible (not Disability Discrimination Act compliant);
- health and safety concerns, including no ability to observe a detainee in the prisoner cage (which was described as "a waste of space") and a diesel generator being inappropriately housed within the van; and
- the "Battenberg" marking was seen as a deterrent to engagement – it was thought that members of the public were discouraged from visiting the van, believing it was involved in operational activity.

Ironically, in a more recent request to alter or replace the current vehicles, the neighbourhood policing teams have suggested they should:

- be similar to those used by Basic Command Units, configured to carry four to six officers;

- have a prisoner cage to enable transport of detained persons;
- have a fold-up table to provide an area for 1-1 discussion with members of the public;
- have an awning or shelter on the side for use at events (the current ones do);
- be clearly marked as a neighbourhood resource (the current ones are); and
- have the ability to display information for the public on the vehicle.

Whilst there appears to be potential benefits to community engagement from dedicated neighbourhood policing vehicles, the above demonstrates that there is difficulty in defining the optimum design which balances functionality with accessibility. When asked where they consider Mobile Police Stations would be most beneficial, a third said public areas such as car parks and beaches and just over a fifth suggested town centres. Interestingly, just 14% (n=31) suggested village or rural locations, as can be seen below.



Probably the most obvious shortcoming identified from reviewing the initial business case for the current fleet and feedback from neighbourhood officers, is that there is a real need for a robust deployment model and engagement strategy, coupled with a thorough evaluation of the actual and potential impact of Mobile Police Stations.

"...now that NPTs (Neighbourhood Policing Teams) are fully established, we should consider taking the opportunity to review the current model to ascertain whether we can utilise a more cost effective and efficient way of providing our communities with appropriate engagement opportunities – one which could serve the Force well into the next decade."

(Mobile Police Stations – A case for replacing current vehicles, Dyfed-Powys Police, 2013)

Without each of these elements in place and therefore reliable evidence to assess the value and impact of MPSs, it would be poor stewardship of public resources to significantly alter the current fleet at this moment in time.

Some dated news articles suggest some Welsh and English forces have trialled them in the past, but no further information could be found to suggest other forces use Mobile Police Stations regularly. Probably the most widely known and closest comparable example would be mobile bank branches, which are increasingly being deployed to plug the gap left by fixed branch closures in smaller and more remote towns and villages. Some of these mobile branches appear to be of a similar size to the DPP MPS, therefore there is the potential for some learning from this sector in terms of deployment and communication models.

Recommendation 4: That a thorough needs assessment, deployment model, engagement strategy which is NPT-led, and robust evaluation be developed to facilitate the best use of the current Mobile Police Station fleet

3.2.1.6 Contacting DPP via Twitter, Facebook and Instagram.

Social media is not currently available as a reporting facility; it is currently used as means of engaging with communities and sharing information and therefore the current usage was not considered within the scope of this review, but is considered as a potential future way for the public contacting the police later in the report.

3.2.3 Reasons why the public contact Dyfed-Powys Police

This review also seeks to identify why people would make contact with DPP in the first instance.

As referred to previously, at the time of writing, DPP were undertaking substantial work to understand demand across the organisation. As part of this work, all call handlers in the FCC used a desktop tool called call logger to record all 101 calls that came in using an Option 1, 2 or 4 over a 6 week period.

DPP's demand review sought to identify where there is failure demand in the FCC or where calls could be better placed within other organisations, or where alternative steps could be taken to prevent these calls coming into the FCC in the first place²¹.

The Demand review's relevant headlines include:

- 32.7% of calls recorded on call logger resulted in a STORM²² report being created
- 67.3% of the calls were being made for other reasons including transfer requests, advice, custody enquiries, updates in existing crime and incidents and queries around whether staff were working.

The demand report breaks down those calls where a report was not created and also looks at what this might be costing the organisation in terms of resource time whilst also offering some ideas/solutions as to how this could be improved.

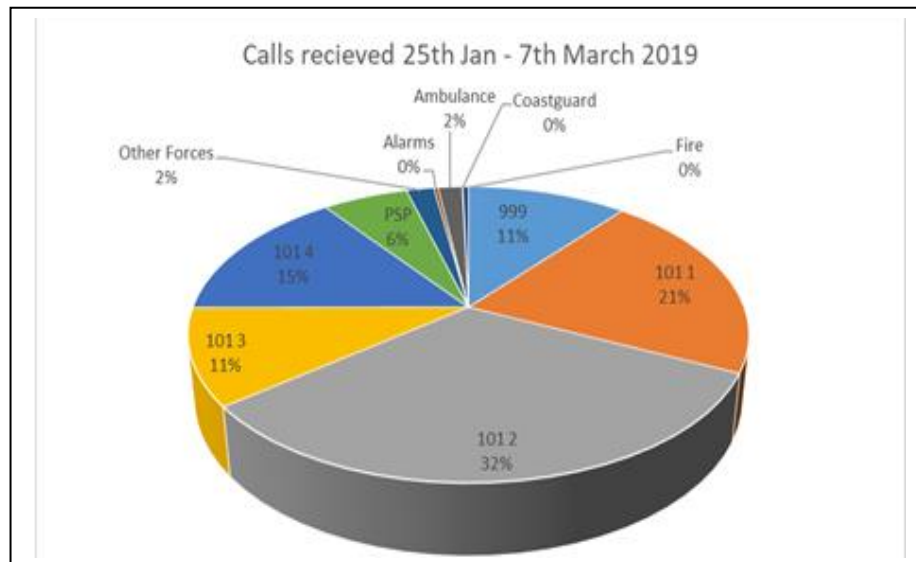
Of the 67.3% calls that did not result in a STORM report being created, nearly 37% were transfer requests from the public who need to speak directly with Officers. The current system means that their call goes to an Officer via the FCC, which acts as a switchboard, and uses valuable call handlers' time where they could be answering more urgent 101 calls and reducing call waiting times.

Furthermore, our survey has proven that the public want to speak directly to local officers, and that's important to them. Being kept informed is consistently the lowest reported satisfaction in User Stats Surveys, and there may be a link with call wait times and the length it currently takes to contact officers via the FCC.

The call logger exercise goes on to explain in detail the type of transfer requests dealt with currently in the FCC, along with ideas and recommendations on how to fundamentally change their current contact management.

²¹ Dyfed-Powys Police Demand Project ToR.

²² Dyfed-Powys Police's Command and Control System.

Calls received in DPP Police Jan-March 2019


As over two thirds of calls were being made for reasons other than reporting a crime, it could be argued that these calls to the FCC could be better placed elsewhere, and in moving the majority of this contact to a different method, the quality and speed of call handling could be significantly improved.

Police.UK define an emergency as follows:

- A crime is happening right now.
- Someone is in immediate danger, or there is a risk of serious damage to property.
- A suspect for a serious crime is nearby.
- There is a traffic collision involving injury or danger to other road users.

In contrast, we regularly see national press articles about inappropriate “emergencies” being reported by the public:

“Panic-stricken man calls police to confess murder... of a spider” (Cambridgeshire Live, 6/9/19)

“I’ve got a broken toenail – West Yorkshire Police reveals nuisance 999 calls” (Telegraph & Argus, 11/9/19)

“Dyfed-Powys Police reveal barmy 999 calls: peacocks on lawns, spider-like leaves in the kitchen and the weather in Carmarthen...” (Wales Online, 31/3/13)

The PCC's Quality Assurance Panel²³ has reviewed the quality of the police's handling of calls for service from members of the public on a number of occasions. Panel Members regularly find the service to be professional, helpful and courteous, despite often questioning the suitability of the caller's choice of service. The Panel often express frustration that the police service's resources are being stretched by calls which would be more appropriately made to other agencies such as local authorities, health, citizen's advice or lawyers dealing with civil matters, however this is a point which is yet to be resolved. Members do however congratulate Dyfed-Powys' call handlers' perseverance and thoroughness in providing every caller with the same high level service to ensure any potential emergencies, crimes or safeguarding issues are identified appropriately.

Just over half (56%) of all incidents which originated from 999 calls resulted in an immediate (within 20 minutes) or priority (within 1 hour) response grading being applied. During April, May and June 2019, DPP recorded over 4,500 calls to 999 which were assessed as not needing an emergency police response²⁴. This indicates that whilst the public are confident in knowing that they can contact 999 and should do so in an emergency, there is a discrepancy between the public and police understanding of what constitutes a police emergency.

The demand on the FCC increases significantly over the summer months. With this in mind, the Force's Corporate Communications Team ran a campaign over the summer 2019, #maketherightcall, to make it easier for members of the public to know when and how to contact the police, and who to contact when reporting matters that are not for police, such as stray dogs, fly-tipping and parking problems.

The campaign also aimed to make sure all members of the public are aware of the 101 non-emergency number and how to use it correctly. To help people decide if they needed to call 101 or another organisation, such as the council or Natural Resources Wales, a new Contact Us section has been added to the DPP website. It holds icons which once clicked on give information on who best to contact about that issue, as well as contact numbers, online reporting forms and links to partner websites or information pages.

It is hoped that the move will not only improve the service people receive when they call 101 but also ease the pressure on the Force Communication Centre, where all emergency and non-emergency calls are taken. An average team of 6 call handlers working twenty-four-seven receives over 1,000 calls a day. Around a third of all calls are not actually for police to deal with.

²³ Consisting of volunteer residents from across the Dyfed-Powys area, the Panel reviews the quality of police contact with the public in a transparent and independent manner.

²⁴ These calls were graded as priority 3 (scheduled response [within 72 hours]) or priority 4 (resolution without deployment)

Initial analysis demonstrates that the social media campaign #maketherightcall has proven to be a successful way of alleviating pressures and demand on the FCC. During 9 July and 15 September 2019, the DPP website saw a 107% increase in page views, and a 313% increase in the number of times visitors entered the website itself through the specified page. Furthermore, the number of STORM reports resulting from online and email reports (June-August) have risen from a total of 914 in 2018 to 1173 during the same period in 2019, which is linked to the awareness raised via the campaign.

This initial analysis strongly suggests that a focused communications effort, and clear directive to the public is strongly needed by building on the Make the Right Call summer 2019 campaign and should be further explored.

This review sought to identify why people are making contact with the police, or why they may do so. Our public survey asked whether the public knew which organisation to contact in the following situations (see table below).

Highlights:

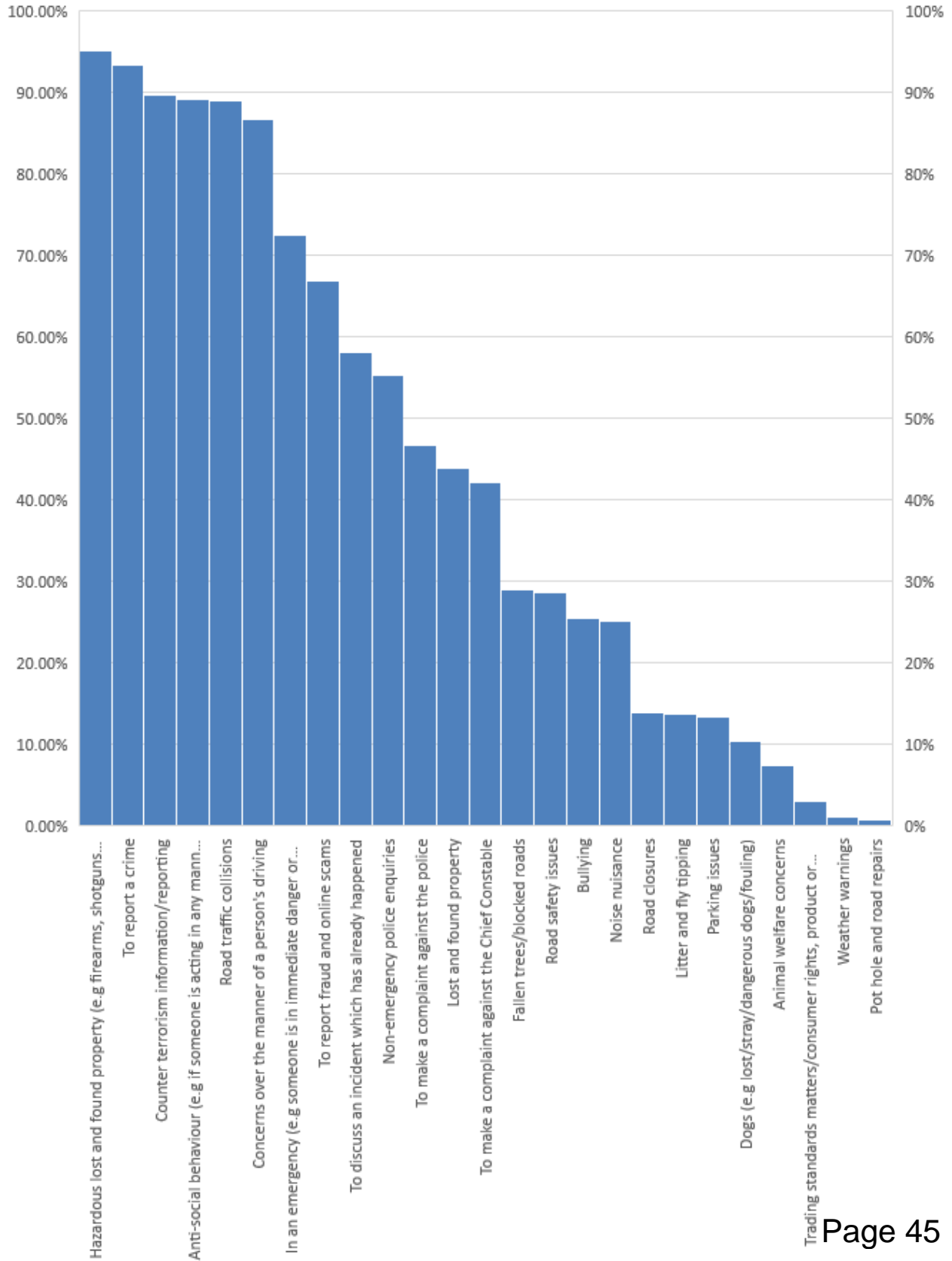
93% of respondents would contact the police to report a crime.

89% would contact the police to report antisocial behaviour, while the DPP website is unclear whether the first contact should be to the Local Authority.

90% would contact the police for information/to report counter terrorism, whereas Dyfed-Powys Police tell the public to report via Counter Terrorism Police.

67% would contact the police to report fraud/online scams, rather than contacting Action Fraud.

% of respondents who would contact the police in the following situations, from the highest to lowest



Whilst it appears that overall, the public have a fairly good awareness of the situations which require police contact, in looking at the figures in more detail, specifically those who would have contacted the police for non-police issues (e.g. parking), the accumulative figure for these situations is 1949; 1949 individuals whose contact should have been made to other agencies. Interestingly 84% of survey respondents were confident that they knew when they should contact the police, although the graph suggests otherwise.

The public consultation also showed some confusion regarding contact:

"The times I have contacted 101 to be told you don't deal with what I would call antisocial behaviour, i.e. music/ shouting/ intimidating behaviour, and that I should report to housing ... and housing say report to police ... it seems everyone's passing buck to make things rosey in each department or looking after the people causing anti social issues, making people who live by law lose faith in police".

"Lot of mixed messages about what to use police for"

(PCC's Summer 2019 Public Consultation)

A strong and ongoing communications plan is needed in order to guide callers to the correct agency from the outset, as well as clearly advising the public of the different methods available to contact the police when that is the necessary avenue. DPP has gone some way in communicating this clearly with the public, via the Contact Us section on the website and the #maketherightcall campaign.

There is a need for clarity and commitment on a strategic level within the Force when it comes to initial public contact. It is perceived that the public are not suitably told often enough, and clearly enough, how and why they should make contact with the police, and with this lack of clear and consistent message, it only leads to confusion from the public. By improving the clarity and consistency of DPP's communication with the public, it should also give the Force more control over the subsequent contact it receives.

Whilst the new Contact Us landing page on the DPP website is to be welcomed as part of the Make the Right Call campaign, more clarity is needed where more than one organisation may need to be involved. Antisocial behaviour is described on the DPP website as:

'Some antisocial behaviour is not categorised as criminal activity, but can still have a significant effect on the quality of people's lives. Because of this, we and our partner agencies encourage people to report any antisocial behaviour, especially if it is ongoing'. (source: DPP website).

A list of local authorities is included, with the above reference, which may confuse individuals as to the correct point of contact.

Anti-Social Behaviour continues to be a significant problem in England and Wales and is one that is growing. The most recent Crime Survey of England and Wales reported that 38% of adults have experienced or witnessed anti-social behaviour in the year to 31 March 2019,

compared to 33% in the previous year. For some time, there has been concern from key NGOs that the Community Trigger has been generally ineffective, largely because it is unknown and inaccessible to victims. This concern was reinforced in a report from the Victims' Commissioner earlier this year titled 'Anti-Social Behaviour, Living a Nightmare'.

The PCC has recently endorsed two recommendations in relation to Community Triggers in response to a consultation from The Association of Police and Crime Commissioners:

It becomes a legal requirement to display accurate guidelines regarding Community Triggers on websites, notice boards and publications. The PCC agreed that in order for the Community Trigger process to be an effective tool in combatting anti-social behaviour, the process needs to be publicised and the public need to be aware of their entitlement to instigate a review.

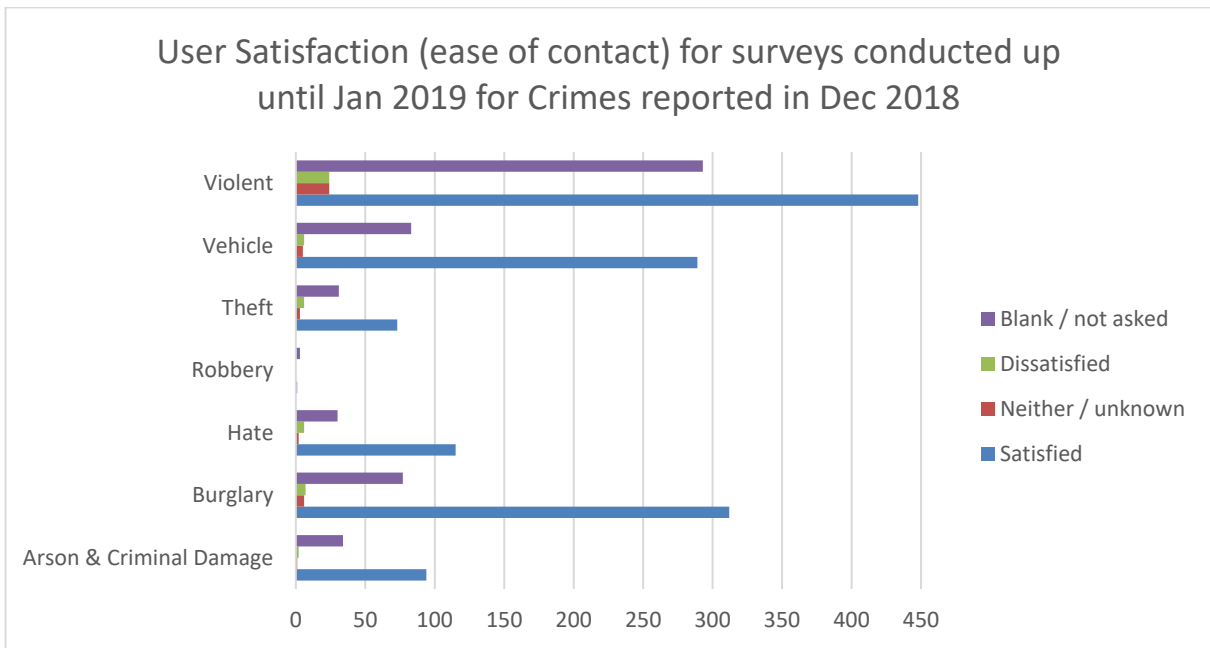
The appointment of a Community Trigger Officer or Ombudsman by the Home Office who would have the power to require local agencies to comply with legislation. This forms part of the PCC's Priorities i.e. Priority 1: Keeping our communities safe and Priority 2: Safeguarding the vulnerable. The central oversight of this part of policing by the Home Office would provide reassurance to the public that the Dyfed Powys Policing area is fulfilling their priorities, complying with the relevant legislation and ultimately assisting victims of anti-social behaviour and placing them at the centre of the situation.

In addition to the above, the OPCC and Dyfed Powys Police are currently working together to consider ways in which the operation of the community trigger could be improved; including accessibility on the Internet and publication of information.

The PCC has a responsibility to ensure victim (also known as user) satisfaction surveying is undertaken. DPP conduct their own surveying on a continual basis for a selection of crime types. Feedback from the surveys are used to:

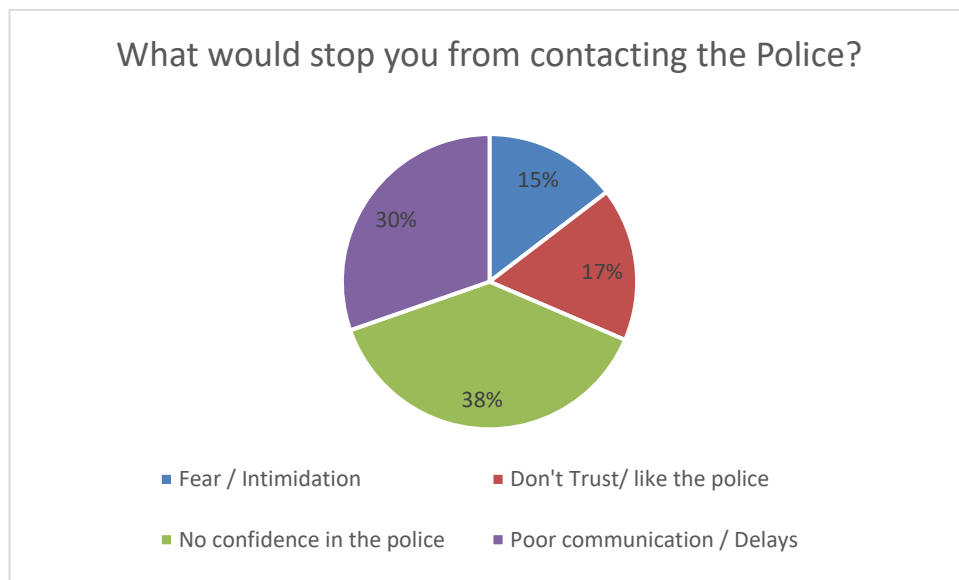
- identify feedback to help improve services to victims of crime;
- to assist with safeguarding and support for victims; and
- to recover service where necessary.

Results from surveys conducted up to the beginning of 2019 show that the majority of victims report that they are satisfied with how easy it is to contact the police. The results for victims of each of the categories of crimes surveyed can be seen below.



In addressing the issue of ease of contact with the police, factors which prevent the public from making contact in the first instance also need to be considered. We therefore explored in this review whether there are any current barriers that would stop the public from making contact with the police.

Of the 20% of respondents who said that there are barriers to them contacting the police in the future, the following table sets out their reasons for believing so:



Of the 30% who stated that poor communication/delays was a barrier to their contact, many made reference to long waiting times on 101 calls, with people abandoning calls on occasions

due to the time they spend on hold before a call had been answered. It is suggested that this failure to answer non-emergency calls before the caller puts the phone down has a direct impact on their confidence and trust in the police.

"In non-emergency a call to 101 could result in being on hold for an hour".

"Long wait times on 101 would cause abandon of calls".

"After 20 minutes on hold I put the phone down".

"Being told 'not a police matter' without equivalent support from alternative agency."

"Nobody at available at the station. I had to use a remote speaking system that didn't work. I gave up in the end. Totally unacceptable".

"When trying to contact a specific officer on an ongoing mater, it can take from 45 to 90 mins for your call to be answered on 101".

"No answer on 101 when I phoned late at night (around midnight), so I had to phone 999 in the end although I don't think it was an emergency".

"As the police are under immense pressure, I would be concerned that I'd be wasting their time, and that I would stop them from dealing with more important calls".

The OPCC has also received anecdotal reports from members of the public who have waited in excess of 30 minutes on the 101 line before their call was answered, along with details of the subsequent considerable mobile phone bills.

Our discussions with DPP staff and officers, in addition to DPP's emerging data on their call logging review suggest that the long waiting times are partly based on the police having to deal with calls which should be dealt by other agencies.

DPP's Data Driven Insights report from August 2019 states:

"Average Call Duration for all 101 calls has increased from 163 seconds in Jan '15 to 241 seconds in Jun '19. This means that 101 calls are taking longer to resolve than ever before. This is due to an enhanced focus on quality and ensuring that every incident is correctly risk assessed (via THRIVES) and that all relevant information is captured at point of contact, preventing future failure demand and provides a better service to the public.

Average speed of answer has seen 270% increase when comparing May '18 to May '19, exceeding the target average answer time of 45 seconds. There is a

distinct trend between increasing average speed of answer times and call abandonment rates (i.e. the longer a caller has to wait, the more likely they are to hang up). Increased average speed of answer times reflect that (a reduced number of) staff are already committed taking other calls.”

Data from the Force Communication Centre shows that calls relating to new incidents (option 1) are answered quicker than calls relating to existing incidents (option 2). New incident calls also take longer to resolve, most likely because the call handler is going through the THRIVES assessment in new calls, rather than accessing previously recorded information when dealing with existing incident queries. The table below shows the data for April to June 2019:

	Calls Offered	Average Speed of Answer	Average Call Duration (hh:mm:ss)	Average Max Call Waiting Time (hh:mm:ss)
999	3,378	00:00:04	00:04:07	00:02:21
101 Option 1	5,995	00:00:51*	00:05:28	00:16:43
101 Option 2	8,645		00:03:08	00:43:31

* Average Speed of Answer for all 101 options displayed – breakdown per option is not available.

Whilst the emphasis on quality of experience for the caller is welcomed due to the application of THRIVES, the implications on callers who are on hold appear to have resulted in a lack of trust in the police. Again, a need to manage the public’s expectations and give context to why calls are taking a longer time to handle at first point of contact, is imperative.

We were also eager to hear from young people across Dyfed-Powys, and spoke to a variety of youth groups in relation to any perceived barriers they would have in making contact with the police for the first time. The diagram below depicts the main themes discussed by the young people on the topic.

As a young person, would anything stop you from contacting the police if you needed to do so?



Recommendation 5: Provide 101-2 callers, who usually phone for transfer requests, with direct dial numbers to officers/departments. A message also to be included on 101 to explain why calls may take longer (brief and simple explanation of THRIVES), to educate and manage public expectation.

Recommendation 6: Work is needed to raise user satisfaction around being kept informed, in particular in setting out reasonable expectations at the initial point of contact.

Recommendation 7: There is a need to fully engage with young people, via the PCC's Youth Forum and other youth engagement methods, to understand their perceived barriers to police contact, and improve relationships with young people.

3.2.4 Accessibility of first point of contact

It is important to note that in looking at accessibility within the scope of this review, we have focused on the perspective of disability. This review does not seek to address wider accessibility considerations such as gender, age or language.

In relation to enabling the public to contact the police, DPP has the following schemes in place for those with disabilities. Pegasus and the non-emergency text messaging service are two good examples of where DPP have understood accessibility issues within certain communities, and responded to them positively.

3.2.4.1 The Pegasus scheme

Pegasus is a scheme for people with communication difficulties, who find it hard to speak to the Police on the telephone or in person. By joining Pegasus, it makes it easier to contact DPP quickly and easily on both the 101 and 999 numbers. DPP is the only force in the whole of the UK that offers it for 999 and 101 calls.

Once registered the individual would select a password. Information is stored in the person's search field on STORM. Then when phoning the police, the caller only has to say the word 'Pegasus' and their password to be identified by call handlers.

Call handlers have access to the caller's details, including their full name, home address, support worker details if necessary, and how best to communicate with the caller. This information is available to the incident handlers who can then advise the officers on the nature of the caller's disabilities and how best to communicate with them. Pegasus users are provided with a key fob, so that if they are approached by Officers/PCSOs on patrol, and find it difficult to communicate, by showing their card and providing their password, officers can be informed via radio of the person's details.

There are currently 458 people registered on the Pegasus Scheme. Although the scheme does not cover all disabilities, considering that one in five people in Dyfed-Powys identify themselves as disabled²⁵, it does appear that the scheme needs to be publicized wider. Usage figures were not able to be obtained by DPP due to the fact that not all calls generate a STORM report.

Through our qualitative research, it has emerged that there does not appear to be a clear strategy in the way that Pegasus is promoted. Whilst the DPP Contact Us section on the website informs the public about the scheme, there needs to be a clear strategy on how it is continually promoted amongst potential users across the area. This needs to be a joined up approach with the health sector, with clear signposting from the health sector to potential users of Pegasus.

²⁵ Source: (StatsWales, 2019).

Recommendation 8: That the Pegasus scheme is driven by DPP, and is thoroughly and consistently promoted across Dyfed-Powys to potential service users, in collaboration with Hywel Dda Health Board and the Engagement PCEOs.

3.2.4.2 Text Messaging Service

DPP has a non-emergency text messaging service mobile number for the Deaf, hard of hearing or speech impaired. The public can also text in an emergency on a separate number, but users need to have registered in advance for this service.

In the survey responses, those who had additional communication needs were asked whether they had heard of Pegasus or the text messaging service. 64% of respondents who had additional communication needs were unaware of the schemes, which raises concerns of the way in which they are currently promoted.

Our discussions with Corporate Communications suggest that there is a need for a more consistent approach to promoting the non-emergency text messaging service. There is also a need to ensure that the text messaging service has a suitable platform which is fit for purpose and ready for the digital future.

The DPP Independent Advisory Group (IAG), have previously questioned the way in which the text messaging service is promoted, and have helped to ensure that details of the text messaging service is now included on documents/leaflets and every press release. However, there is a need to evaluate the current use of the text messaging service, as it is sometimes used by non-Deaf members of public.

In 2018 the deaf representatives on IAG advised DPP that Facetime could be a useful tool to use as a means of contact, as the Deaf community already use Facetime to contact the bank, Insurance brokers etc. InterpreterNow is a service that enables deaf and hearing people to communicate with each-other. They deliver immediate access to online interpreting for deaf British Sign Language (BSL) users via the InterpreterNow App²⁶. It can be used in the workplace for face-to-face meetings, appointments, in shops or businesses and for telephone conversations – where deaf people can call a business or service and they can call them back. InterpreterNow already provides deaf people access to many different public, private and charitable organisations such as NHS England, Police 101, Public Health England and the Scottish Government.

Recommendation 9: To reassess the way in which the Deaf Community access the police, to include reviewing the text messaging service for Deaf people. To pilot

²⁶ InterpreterNow is a social enterprise, dedicated to providing high quality services to improve the health and wellbeing of deaf people, Interpreternow.co.uk, 2019.

InterpreterNow with the Deaf community in Dyfed-Powys in order to improve their access to the service.

Other examples of good examples of accessibility in DPP include Neighbourhood Policing Teams (NPTs) identifying the different languages used within their communities, and ensuring that key information around Hate Crime and Antisocial Behaviour is available to the communities in those languages.

A few years ago, an Equality Impact Assessment was undertaken in relation to custody practices which identified various accessibility issues, and an action plan was initiated. This needs to be revisited to ensure actions have been implemented forcewide.

The new NPT structure, in particular, the introduction of Police Community Engagement Officers (PCEOs) is an opportunity to improve the accessibility of the police service. Not only will this assist in understanding the needs of individual communities, but it will also upskill officers to provide a more accessible service. An example of how this will be implemented on a local level is that all PCEOs will commence British Sign Language (BSL) training in the New Year.

In discussion with the Equality, Diversity and Welsh Language Manager, it has been identified that it is difficult to measure the contact that the police don't receive due to lack of accessibility. DPP does not collate accessibility data on people who contact the organisation, and therefore there is a lack of knowledge as to who isn't making contact. Whilst DPP receive dissatisfactions and feedback from IAG members, there is a real lack of understanding of the communities as to whether what DPP currently offers meets the needs of the public. This lack of understanding of the needs of communities is a potential barrier to accessibility.

Concerns have also been shared on the potential lack of consideration as to the needs of diverse communities when considering access to policing. It's vital that all new processes, procedures and systems are Equality Impact Assessed from the outset in order to ensure that there are no adverse impacts on certain communities.

Recommendation 10: That a full Accessibility Audit is undertaken across the force area, focusing on stations and the website.

Recommendation 11: That Equality Impact Assessments are undertaken every time a new policy, procedure or system is established, or when procuring new services. This needs to become second nature, and a part of the fabric of DPP.

The Dyfed-Powys Independent Advisory Group (IAG) provides the valuable role of critical friend to the Police Service and the OPCC. It is a forum where independent advisors can give independent advice about specific issues identified by the Police and the OPCC. IAG includes representatives from specific protected characteristics.

IAG has historically advised DPP on accessibility issues, including public contact advising on a practical issues such as the accessibility of the website. Former suggestions have included uploading more video content for the Deaf, information about the text messaging service to be placed on the Contact Us page, and advising on the colour and size of font to be used on websites²⁷. The contribution of IAG members and their constructive feedback to DPP has been invaluable in assisting DPP provides a service which is fit for purpose for all residents.

For the purpose of this review, IAG members provided input on the topic of accessibility of first point of contact in a meeting during the summer of 2019, and subsequent interviews were offered and held with IAG members who represented people with visual impairments as well as those living with hidden disabilities, such as autism.

Common themes highlighted included noting that there is a distinct link between having a physical or hidden disability, and feeling vulnerable in society. When having to deal with uncomfortable or new situations, such as contacting the police, their vulnerability is heightened, and anxiety would naturally increase. There were also examples of members who were unsure how they would make contact with the police in an emergency if they had to do so, due to having a disability, which was also mirrored in the public survey:

"I wouldn't know who to contact without calling someone when it's not an emergency. I and many other people do not use telephones to call people due to their anxiety, phobias and disabilities".

PCC's Summer Survey, 2019.

The public who have accessibility needs need to be clearly educated on how they can make contact, and how the Force will make it easier for them to do so. Considering the close link between disability and vulnerability, there is potential in widening a scheme such as Pegasus to include those with other disabilities, in order to ease their first point of contact.

IAG members also suggested that there may be a perception among vulnerable people that they shouldn't contact the police and not trouble them; vulnerable people need to be reassured that they should always make contact with the police if they think they're in danger, even if that is not actually the case.

Although the scope of this work was to look at the initial point of contact, IAG members also spoke about the need for the police, when dealing with the individual, to get to know the person from the outset, and that building a profile of the individual at the first point of contact is important. They noted that relevant information about a person's disability is not always handed over at each point of 'transfer' within the police service. The proactive offer of additional

²⁷ February 2018 IAG Minutes, Dyfed-Powys Police website, viewed September 2019.

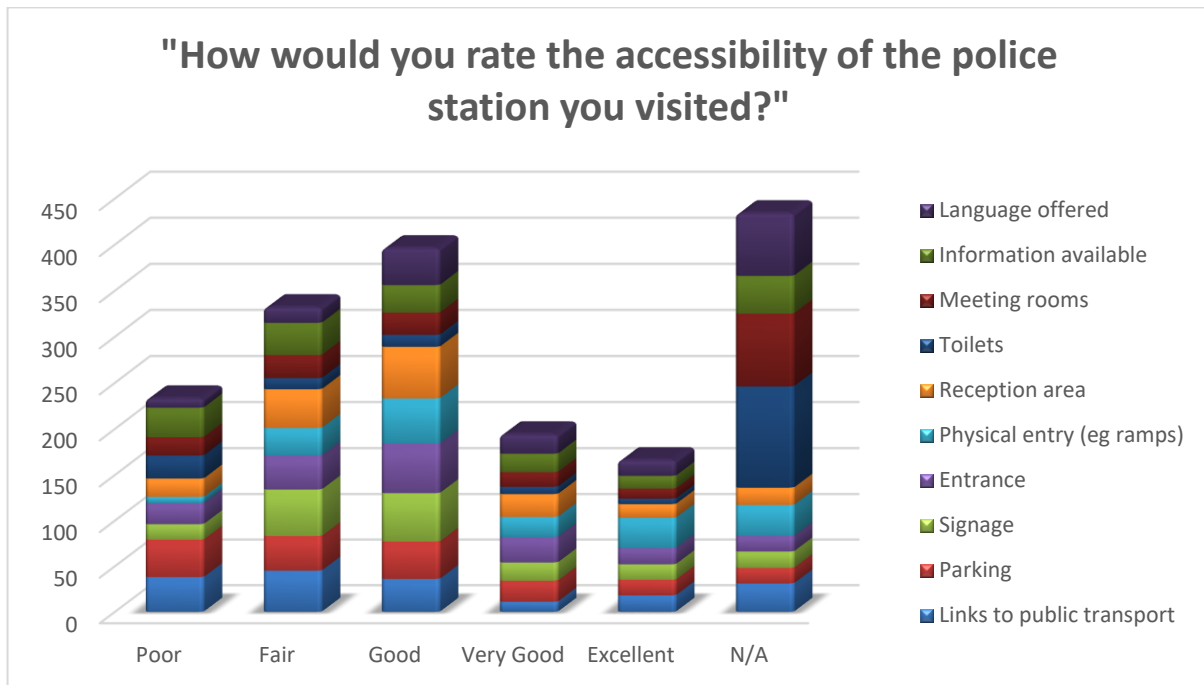
assistance or care has to come from the organisation, rather than expecting the individual to continually repeat or ask for additional assistance, which could lead on to anxiety.

"When I give appropriate information across (about my disability at the initial point of contact) I expect that to be taken on board. The problem is lack of consistency in staff's awareness of disability". IAG member, 2019.

Although the IAG have already played a crucial role in reviewing the accessibility of public-facing documents and the website, as well as methods of contact, there is a need for a full accessibility audit to be undertaken of DPP's first points of contact, to include police stations and the corporate image of public-facing documents/websites/contact methods. Discussions with the Equality, Diversity and Welsh Language Manager suggest that, although there are elements of good practice, accessibility considerations with regard to creating new contact can be sporadic at present, and that there is a lack of consistency and awareness across the organisation when it comes to producing accessible documents.

With respect to the accessibility of police stations, the Director of Estates provided an overview of the current situation to IAG members in June 2019, highlighting the measures that are in place front of house, in reception, and in toilets. Whilst these developments were well received by IAG, it was highlighted that not all of the PSPs included a sign to tell Deaf people or those with communication needs, that they can text the police. A Deaf IAG member had attended a closed station where there was a PSP, but couldn't use it, and felt that there currently isn't real access for Deaf people to contact the police. Signage needs to be placed next to all PSPs across the area to notify Deaf people to use the text messaging service.

The survey collected the following responses from respondents who have accessed a police station in the last 12 months:



Whilst colour coding has been suggested by IAG as means of improving ease of access in public reception and entry areas, discussions with IAG members confirm that people with different disabilities can have conflicting needs with regard to colour coding and ease of access. Guidance is required on a national level on a consistent method of making police stations fully accessible, bearing in mind the conflicting needs of our service users.

In order for DPP to provide a fully accessible service, the Force needs to be proactive, rather than putting the onus on the individual who is in need of the service. This consistent and increased proactivity from the Force’s perspective would hopefully break down existing barriers to police contact.

“I don’t use the telephone due to disabilities and DP Police are unavailable on social media”.

“I attended Ammanford Police Station yesterday in my Mobility car and electric wheelchair, disabled door was switched off and police officers private vehicles were parked in all the disabled parking”.

Response to PCC’s Summer 2019 public contact survey

The disclosure of a person’s disability status at first point of contact was discussed at length by IAG members, with many noting that not everybody want to make that disclosure. Access Cymru is a charitable organisation based in Carmarthen, who work with private and public sector employers to advise workforces how to make public spaces more accessible to disabled

people²⁸. Founded by a visually impaired individual, the service now covers all disabilities, with the aim of giving practical advice on accessibility considerations for their public spaces. They have also devised a series of yellow information posters for businesses/organisations so that disabled people know that they are an accessible service, with smaller cards for disabled people to carry with them, as discreet means of disclosing a disability to a front counter at first point of contact.

Bearing in mind that not all people want to disclose a disability, there is potential in exploring working with an organisation such as Access Cymru, to pilot an accessibility awareness scheme within the force. Ensuring this is a success would require close collaboration with the health sector, to raise awareness of the scheme with potential users, as well as suitable training for front of house staff.

Recommendation 12: to assess whether DPP can be part of a wider community-based accessibility awareness scheme. Ensuring this is a success would require close collaboration with the health sector, to raise awareness of the scheme with potential users, as well as secure suitable training for front of house and management staff.

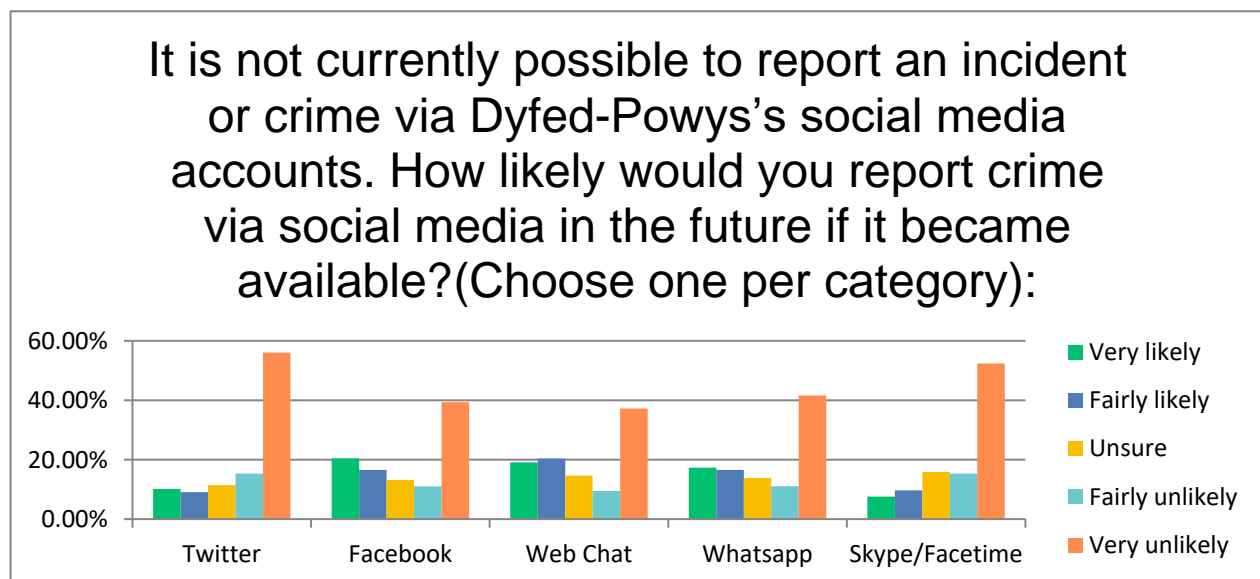
²⁸ Existing users include Mid and West Wales Fire and Rescue Service, M&S and Cardiff Airport.

New Technologies and Future Considerations

Nationally, the use of technology within communities has developed widely in recent years, providing significant opportunities for the public to contact the police service. It is seen as a way of reaching a large number of people and at a relatively low cost. More and more people are obtaining their news and information from online sources, and are looking to digital methods of contact rather than the traditional ways²⁹.

Research³⁰ suggests that over the next 5 years, whilst bank branches will remain important to consumers, actual fixed branch interactions will decrease by 35%, whilst mobile phone interactions will increase by 113%. It suggests that older, rural consumers will drive future digital migration, which is interesting when compared with our survey results which suggest the people of Dyfed-Powys are not quite ready to leap into “digital policing”.

Whilst 87% of survey responses were received online from mobile phones, tablets or computers, the number of those respondents eager to report a crime via social media in the future are lower than expected. Of those who indicated they would use social media to report an incident or crime, Facebook and web chat were the most favoured options from all categories provided. This, coupled with the public’s strong appetite for face to face contact with the police in Dyfed-Powys needs to be carefully planned when considering the rollout of a more digitalised front counter.



²⁹Dyfed-Powys Police’s Digital Communications Strategy (Draft) 2019.

³⁰ <https://www.globalbankingandfinance.com/consumers-now-visiting-bank-branches-just-five-times-per-year-as-mobile-banking-continues-to-grow/>

Furthermore, our qualitative discussions with groups of young people have demonstrated that there is clear divide in opinion between those who would rather contact the police via face to face contact, and those who would prefer to do so digitally. Qualitative responses are summarised below:

Those who favoured face to face:

"You know that they are listening and care about your concerns"

"More comfortable to talk and feel safer".

"Communication is more professional".

"Ensure they understand the issue and it enables them to understand"

Those who favoured digital:

"May want to remain anonymous if it is sensitive"

"Find it hard to community with strangers face to face.

"Faster to find them digitally".

"Digitally because you may be too nervous"

In looking at the future generation, it could be easy to assume that they would prefer digital contact, but this needs to be fully assessed prior to making any changes.

DPP currently has Twitter, Facebook and Instagram accounts. Social media is not available as a reporting facility; it is currently used as means of engaging with communities, and sharing information.

"Our current position is that we have approximately 85 Twitter accounts currently attributed to Dyfed-Powys Police, which include team accounts such as Neighbourhood Policing Teams and Roads Policing Units, as well as individual officers using social media in a professional capacity. The initial roll-out of Twitter accounts some years ago focused on Neighbourhood Policing Teams, and aside from the corporate account this was the first step into social media for Dyfed-Powys Police. Since then, on request further accounts have been created covering other areas and departments, however these have always been tailored to the needs of the police service and not necessarily towards the public."

DPP's draft Digital Communications Strategy sets out that they are looking to shift their focus from Twitter to Facebook on a local level; making it easy for the public to find information they need in one place, or area; and look at further ways of integrating social media and digital contact within the Force Communications Centre. One new development to note is their imminent introduction of 'Virtual Police Stations' on Facebook, using the Facebook groups to meet the need for a local presence.

Nationally, a digital first point of contact and a digital reporting facility is inconsistent at present, with some forces already benefiting from a digital reporting facility, whilst others, including

DPP, currently using social media for engagement and for providing information only. All the other Welsh forces have introduced digital reporting to different extents. Initially, as new means to contact the police developed it was believed that this may move demand from other, more traditional, contact methods or channels. However, there is limited evidence to indicate that this is the position realised.

Gwent Police launched their Social Media Desk in December 2018, with official external communications and promotion taking place from January 2019. They utilised the media, their social media channels, and a message on their phone line to inform the public of this new method of contacting Gwent Police.

Gwent Police states that the Social Media Desk has both increased and shifted demand. They receive between 12,000 and 16,000 interactions through their Social Media Desk every month. Of those who used the Desk, 30% said they would have rung the Force if the Desk wasn't available. The individuals who noted they would not have rung the Force if the Desk wasn't available were reporting incidents such as sexual assaults against children and domestic violence incidents not previously reported. Due to this, Gwent Police are happy to take on the extra demand which comes with the Social Media Desk. Other benefits include the ability to deal with more than one incident at a time, unlike when a phone call is received, and the increase in intelligence gathered.

The residents of Gwent are responding positively to the new online method of contact; a 96% satisfaction rate with the Social Media Desk, and 98% of those asked said they would use it again and refer it to others. Our contact said that *"it is well established that the public would rather us engage with them in their space"*.

On a more strategic level, there is a national directive towards the rollout of Single Online Home (SOH) as a preferred channel for non-emergency contact, which will be a digital front counter to members of the public. SOH aims to deliver a consistent national website template, with a local identity, to all forces.

Digital Public Contact or the SOH Programme will provide the public with an easy to use, trusted digital platform where they can communicate with their local police. SOH will:

- Provide the public, and specifically those living in the more rural areas of Wales, with a means of making contact with the police from their home computers via the internet or using their mobile devices.
- Encourage vulnerable people, who may not feel safe due to their personal situation making contact with the police by telephone, to make that contact on-line for example, victims of stalking and harassment or domestic abuse.
- Act as a knowledge hub - providing advice, guidance, crime data and information on services available to the public.

- Enable the public to undertake financial transactions on-line such as firearms certificates and penalty fines.
- Help improve police response and quality of victim support through on-line reporting and tracking.
- Provide a tool for officers to engage with their communities and empower them to play an active part in keeping their area safe.

SOH will provide the public with an on-line 101 capability³¹ and the NPCC wants to maximise the use of SOH as the preferred channel for non-emergency transactional contact.

Through discussions with Corporate Communications, the shift towards SOH will be welcomed, but there was an emphasis on ensuring that it is properly linked to the systems and infrastructure of DPP. Instilling a new way of getting the public to contact will not be without its challenges; this should not act as a barrier, but more as an opportunity for communities to engage, if the background and planning work is done correctly. There is currently a high percentage of underreporting within Dyfed-Powys, at 45%³²; the introduction of social media reporting may well be an enabler for public contact for those who aren't currently doing so. Corporate Communications feel that it is a duty for the Force to consider new approaches for contact, if it enables the public to report. Work needs to be done on the infrastructure and staffing in order to be ready to deal with potential additional demand as a result.

Recommendation 13: With the imminence of Single Online Home, it must be ensured that Dyfed-Powys Police's systems are ready and people are appropriately skilled for the change, giving cognisance to any anticipated increase in demand ensuring a resource model to meet any change in demand;

This is a developing programme with some forces already using SOH, such as Thames Valley Police, and others are at different stages of the journey³³, with development of SOH for DPP planned for 2020.

It is thought that SOH is likely to instil benefits for Welsh forces through a reduction in 101 calls through a triage first approach which will pass information directly to the appropriate department, or sign-post the public to other agencies. This may reduce calls to Force Communication Centre staff and also reduce police time in dealing with incidents, allowing for prioritisation of other critical policing functions.

DPP state that they will be looking at further opportunities to integrate social media and digital contact within the Force Communication Centre in the longer term, supporting the national

³¹ Interview with SOH Project Manager, Dyfed-Powys Police.

³² Op Cynffin Data, DPP.

³³ Dyfed-Powys Police's Digital Communications Strategy (Draft) 2019.

drive for digital public contact and the SOH project, and in accordance with emerging new legislation on reporting crime via social media.

Bearing in mind the reference young people have made as part of this review on the barriers to contacting the police, and notably their fear of repercussions, Crimestoppers and its service for young people, Fearless, need to be further promoted. Both schemes are designed to protect the public, securing 100% anonymity if reporting crime, as stated on the Fearless.org website:

- *You can give us information about crime without giving any personal details.*
- *We will not make note of your gender or age.*
- *We will not record any personal details you might mention.*
- *We cannot trace your email or IP address.*

Whilst digital contact is inevitable for Dyfed-Powys in the future, due consideration has to be made of the way in which any major changes will fit within the uniqueness of our communities. Dyfed-Powys has an ageing population, with almost half of the total resident population aged 45 and over, and 22% are aged over 65³⁴. The area is predominately rural, with a few localised areas of dense urban population. An effort needs to be made to ensure that the dispersed rural population do not experience barriers to the access and use of policing services³⁵.

In 2018, the NFU conducted a pan-Wales Broadband and Mobile Survey to measure the digital and mobile connectivity of farmers in rural locations. The review highlighted that poor broadband and mobile connectivity is still a significant issue in rural Wales. Only 16% of those surveyed received a reliable mobile signal in all outdoor locations on farm, and 46% still not having access to sufficient broadband speeds sufficient for their business³⁶. In planning for change in public contact in Dyfed-Powys, there needs to be a thorough analysis of communities' connectivity and access to mobile devices; we cannot assume that all Dyfed-Powys residents can afford and/or have reliable access to digital means of contact.

In contrast to most other communities, the majority of the public of the DPP area continue to value, and prefer, written communication, as proven by a thriving printed newspaper scene. When surveyed, both the residents of Tŷ Croes and Newtown East rated printed newsletters as their preferred method of receiving information from the police.

Below are examples of printed Newspaper circulation in areas within Dyfed-Powys, which prove that there is still a need to ensure contact is not all digital in the future.

³⁴ Dyfed-Powys Police website, 2019.

³⁵ Dyfed-Powys Police and Crime Plan, 2017-2021.

³⁶ NFU Broadband and Mobile Survey 2018.

Weekly Newspaper	Average Numbers sold³⁷
Milford Mercury	1,814
South Wales Guardian	4,157
Tivy-Side Advertiser	4,756
Llanelli Star	7,747
Carmarthen Journal	9,759
Western Telegraph	11,089
The Western Mail	15,259 (daily)

As mentioned previously, the new NPT structure, and in particular, the introduction of Community Engagement Officers is an opportunity to improve the accessibility of the police service, and to maintain a personal, more traditional feel to the police service as new technologies are embedded. The use of more traditional methods of contact, including community newsletters will be a way bridging between digital and traditional methods of contact, and reinforcing key messages to the public. The new NPT model needs to be implemented consistently and clearly across the force area in order to maximise engagement opportunities.

Although not necessarily initial point of contact, DPP's 'Community Messaging system (DPCM) enables the police to issue fast time messages to the public and, enables the public to play a part in policing. Messages received through DPCM will be relevant to the information the public provides when signing up and could include specific crime prevention advice, direct appeals based on local incidents and information about community events near to them.

DPCM is especially useful in support of the 'Watch' schemes (Farm Watch, Horse Watch, Boat Watch, Neighbourhood Watch) – where very specific information needs to be communicated to a distinct community very quickly. DPCM is strong in certain areas, e.g. areas of Pembrokeshire and Powys. Several thousand people have already signed up, with a relaunch of the service in October 2019 in line with the new Neighbourhood Policing restructure.

³⁷ <https://www.pressgazette.co.uk/abcs-uk-local-weekly-newspapers-lose-print-sales-by-average-of-11-2-per-cent/>

Recommendation 14: There is a need for a holistic vision across the organisation, alongside a strong Contact Strategy, which explains how DPP will embrace change in digital contact in the future, ensuring it is fit for purpose for the communities of Dyfed-Powys. A commitment for a clear vision needs to be set out internally, before communicating clearly with the public.

4.0 Consequences

Although national developments are rapidly moving towards digital police contact and digital reporting, the public in Dyfed-Powys strongly value phone and face to face contact. Bearing this in mind, along with the area's ageing and rural population, the public need to be consulted and included in the planning of future public contact methods, so as to avoid a lack of engagement, and subsequent trust in the police.

More people are contacting the police, on a national and local level, as a *first* resort, as well as phoning the police for transfer requests and non-police issues, which places immense pressures on the FCC. As over two thirds of 101 calls are made for reasons other than reporting a crime, these calls to the FCC could be better placed elsewhere. Current increased call waiting times contribute to staff pressures, has a detrimental impact on the public's confidence and trust in the police, and will act as a barrier of future contact if nothing changes.

DPP needs to ensure it is appropriately and consistently educating all members of the community on the most appropriate service to contact in emergency and non-emergency situations, how to do so and what to reasonably expect. By not sharing these messages consistently, it will be difficult for DPP to have more control over its management of public contact, and will have resource and cost implications.

DPP doesn't fully understand the needs of all of its diverse communities and doesn't have appropriate infrastructure in place to assess the impact of new developments or policies on equality. There are a few examples of good practice with regard to accessibility of first contact, but there is a need for a more strategic approach so as to ensure the force is fully accessible.

5.0 Actions

Upon consideration of the information gathered through this review, the Police and Crime Commissioner requests that the Chief Constable consider the following recommendations:

1. To develop a holistic vision across the organisation, alongside a strong Contact Strategy, which explains how DPP will embrace change in digital contact in the future, ensuring it is fit for purpose for the communities of Dyfed-Powys. A commitment for a clear vision needs to be set out internally, before communicating clearly with the public;
2. With the imminence of Single Online Home, it must be ensured that Dyfed-Powys Police's systems are ready and people are appropriately skilled for the change, giving cognisance to any anticipated increase in demand ensuring a resource model to meet any change in demand;
3. That DPP works with Welsh Government, public service partners and other Welsh forces to further develop the #maketherightcall campaign. This will educate all members of the community on the most appropriate service to contact in emergency and non-emergency situations and what to reasonably expect;
4. That a review of the volume, time and nature of front counter encounters in all stations be conducted in order to assess actual demand for the service. This review should be used to inform public communications advising of station opening times. These communications should be linked to the #maketherightcall campaign;
5. That the concept of working within Community Hubs is fully explored as means of proactively engaging with the public face to face;
6. That a thorough needs assessment, deployment model, engagement strategy which is NPT-led, and robust evaluation be developed to facilitate the best use of the current Mobile Police Station fleet
7. That 101-2 callers, who usually phone for transfer requests, are provided with direct dial numbers for officers/departments. A message also to be included on 101 to explain why calls may take longer (brief and simple explanation of THRIVES), to educate and manage public expectation;
8. Work is needed to raise user satisfaction around being kept informed, in particular in setting out reasonable expectations at the initial point of contact.
9. To fully engage with young people, via the Commissioner's Youth Forum and other youth engagement methods, to understand their perceived barriers to police contact, and improve relationships with young people;

10. That a full Accessibility Audit is undertaken across the force area, focusing on stations and the website;
11. That Equality Impact Assessments are undertaken every time a new policy, procedure or system is established, or when procuring new services. This needs to become second nature, and a part of the fabric of DPP;
12. To assess whether DPP can be part of a wider community-based accessibility awareness scheme. Ensuring this is a success would require close collaboration with the health sector, to raise awareness of the scheme with potential users, as well as secure suitable training for front of house and management staff;
13. That the Pegasus scheme is driven by DPP, and is thoroughly and consistently promoted across Dyfed-Powys to potential service users, in collaboration with Hywel Dda Health Board and the Engagement PCEOs;
14. To reassess the way in which the Deaf Community access the police, to include reviewing the text messaging service for Deaf people. To pilot InterpreterNow with the Deaf community in Dyfed-Powys in order to improve their access to the service;

6.0 Review

6.1 Aims

The review sought to:

1. Assess whether the level of public expectation is reasonable within the context of different types of demand;
2. Provide a snapshot of current initial public contact with the Police across Dyfed-Powys;
3. Determine whether public contact methods provided by Dyfed-Powys Police (DPP) meet public expectation; and
4. Determine whether DPP are providing an accessible police service at the first point of contact.

Through:

- a) Identifying current national trends and developments in relation to public contact with the police;
- b) Identifying how and why the public are currently making contact with DPP, and how they would like to do so; and
- c) Assessing public perception regarding the accessibility of DPP.

6.2 Conclusion

The impression formed through this review was that DPP cannot maintain the status quo in relation to public contact management. Whilst the next year is set to bring new changes to the culture of initial public contact with the emergence of Single Online Home as a digital front counter, Dyfed-Powys cannot disregard the high percentage of its residents who are not ready to depend solely on digital contact. The strong appetite for a more personal contact approach needs to be fully explored and adequately catered for.

Nonetheless, the mounting pressures of increasing calls to the FCC need to be addressed urgently, and unnecessary calls moved to more appropriate agencies or individuals within DPP where suitable.

Any future change to public contact with DPP needs to be strategically planned by DPP, and there needs to be a commitment for a robust, forward-facing contact management strategy. This needs to be implemented in close collaboration with relevant partners and applied consistently by DPP across the force area.

In light of this, the PCC is committed to monitoring the Chief Constable's progress against the recommendations set out within this report through quarterly reviews of progress with the aim of providing greater assurance to the public.

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Beth wnaethon ni...



Arolwg barn ar-lein, gan dderbyn 863 o ymatebion



Ymgynghori wyneb yn wyneb a grwpiau ffocws â rhanddeiliaid allweddol



Adolygu a chraffu ar ddata



Ymchwil pen desg ar ddatblygiadau lleol a chenedlaethol a meincnodi mewn perthynas â chyswllt y cyhoedd

Pam y gwnaethom hyn...



Gwybodaeth a gasglwyd ar y pwysau a'r galw presennol ar Heddlu-Dyfed-Powys o ran cyswllt gan y cyhoedd



Un o flaenoriaethau'r Cynllun Heddlu a Throseddau 2017-2021



Cyfarwydddebau plismona cenedlaethol ar y modd y gall cyfathrebu digidol helpu i reoli Canolfannau Cyfathrebu'r Heddlu



Poblogaeth wledig Dyfed-Powys sy'n heneiddio - yr angen i'r cyswllt ateb y gofyn

Y ffeithiau:



Mae preswylwyr yn parhau i ffafrio cyswllt wyneb yn wyneb



Er i 87% o ymatebion yr arolwg gael eu gwneud ar-lein, roedd nifer yr ymatebwyr a oedd yn awyddus i allu riportio trosedd trwy'r cyfryngau cymdeithasol yn y dyfodol yn is na'r disgwyl



Mae'r cyhoedd yn aneglur ynghylch sut a pham y dylent gysylltu â Heddlu Dyfed-Powys, ac mae hyn yn cael effaith niweidiol ar y galw



Dim ond **40%** o alwadau i Ganolfan Gyfathrebu'r Heddlu dros gyfnod o 3 mis a riportiodd drosedd



Mae galwadau 101 yn cymryd mwy o amser i'w datrys nag erioed oherwydd y ffocws ar ansawdd, sy'n cael effaith ar amseroedd aros galwadau



Cyfathrebu / oedi gwael, yn seiliedig ar brofiad blaenorol defnyddwyr oedd wedi'u nodi fel y prif rwystrau i gysylltu â'r heddlu yn y dyfodol



Nid yw DPP yn llwyr ddeall anghenion ei holl gymunedau amrywiol. Mae angen gwell dealltwriaeth er mwyn sicrhau bod yr Heddlu'n gwbl hygyrch

Ein casgliadau...

- Ni all DPP gynnal y status quo mewn perthynas â rheoli cyswllt y cyhoedd;
- Mae angen mynd i'r afael â'r pwysau cynyddol o ran galwadau i Ganolfan Gyfathrebu'r Heddlu ar frys, gan symud galwadau diangen i asiantaethau neu unigolion mwy priodol o fewn DPP;
- Wrth edrych i'r dyfodol, ni all DPP ddiystyru'r ganran uchel o'r trigolion nad ydynt yn barod i ddibynnu'n llwyr ar gyswllt digidol. Rhaid i DPP gynllunio yn unol â hynny fel bod cyswllt digidol yn cynnwys dulliau cyswllt mwy traddodiadol.

Ein prif argymhellion...

- Mae angen Strategaeth Rheoli Cyswllt glir sy'n esbonio sut y bydd DPP yn croesawu newid mewn cyswllt digidol yn y dyfodol, a'i fod yn addas ar gyfer cymunedau Dyfed-Powys;
- Bod DPP yn gweithio gyda sefydliadau partner i ddatblygu ymhellach yr ymgyrch #maketherightcall i roi eglurder pellach i'r cyhoedd ar sut / pam y dylent gysylltu â'r heddlu;
- Mae angen cynnal Archwiliad Hygyrchedd llawn ledled ardal yr heddlu;
- Mae angen cynnal adolygiad llawn ar Orsafoedd Heddlu Symudol.

I ymweld â'm gwefan ac i gael mwy o wybodaeth am Heddlu Dyfed-Powys cliciwch ar y logos isod



Heddlu Police
DYFED-POWYS





What we did...



Online public opinion survey, which received 863 responses



Face to face consultation and focus groups with key stakeholders



Review and scrutiny of data



Desk research on local and national developments and benchmarking in the field of public contact

Why we did it...



Knowledge gathered on the current pressures and demands of initial contact on Dyfed-Powys Police



Priority within the Police and Crime Plan 2017-2021



National policing directives on digital communication as a solution to controlling demand on Force Communication Centres



The ageing and rural population within Dyfed-Powys - the need for contact to be fit for purpose

The facts:



Residents continue to hold face to face contact high on their preference list



Whilst 87% of survey responses were received online, the number of respondents eager to be able to report a crime via social media in the future were lower than expected



The public are unclear on **how and why** they should make contact with Dyfed-Powys Police, which is having a detrimental impact on demand.



Only **40%** of calls to the Force Communications Centre over a 3 month period reported a crime



101 calls are taking longer to resolve than ever due to a focus on quality, which has an impact on call waiting times



Poor communication/delays, based on users' previous experience, were identified as the main barriers to contacting the police in the future



DPP doesn't fully understand the needs of all of its diverse communities. There is a need for better understanding so as to ensure the Force is fully accessible

Our conclusions...

- DPP cannot maintain the status quo in relation to public contact management;
- The pressures of increasing calls to the Force Communications Centre need to be addressed urgently, and unnecessary calls moved to more appropriate agencies or individuals within DPP;
- In looking to the future, DPP cannot disregard the high percentage of its residents who are not ready to depend solely on digital contact. DPP must plan accordingly for digital contact to incorporate more traditional contact methods.

Our top recommendations...

- 1 There is a need for a clear Contact Management Strategy which explains how DPP will embrace change in digital contact in the future, and that it is suitable for the communities of Dyfed-Powys;
- 2 That DPP works with partner organisations to further develop the #maketherightcall campaign to give further clarity to the public on how/why they should contact the police;
- 3 A full Accessibility Audit needs to be undertaken across the force area;
- 4 A review full needs to be undertaken on Mobile Police Stations.

To visit my website and for more information on Dyfed-Powys Police click on the logos below



Heddlu Police

DYFED-POWYS





Heddlu Police
**DYFED
POWYS**

Mark Collins

Prif Gwnstabl / Chief Constable

Pencadlys Heddlu Dyfed-Powys,
Blwch Post 99, Llangynnwr, Caerfyrddin, SA31 2PF

Dyfed-Powys Police Headquarters,
PO Box 99, Llangunnor, Carmarthen, SA31 2PF.

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- E-bost/E-mail: **carol.price@dyfed-powys.pnn.police.uk**

17th October 2019

Mr Dafydd Llywelyn,
Police and Crime Commissioner,
Dyfed Powys Police.

Dear Commissioner,

A Review of Public Contact within Dyfed Powys Police

This letter is sent to formally acknowledge the aforementioned piece of work which was commissioned by your office, and presented to the force Chief Officer Group on Friday 11th October 2019.

The report has been reviewed by T/ACC Vicki Evans who will be overseeing the delivery of the recommendations. This report is welcomed by the force as it provides an additional layer of information which compliments and triangulates the recently reported findings of the Force Control Room demand review, and the wider force demand reduction work.

The actions have been grouped together in themes/delivery mechanisms for ease.

Recommendations which are being dealt with under the force first point of contact demand implementation and monitored via the newly created Force Public Contact Board:

Recommendation 1

To develop a holistic vision across the organisation, alongside a strong Contact Strategy, which explains how DPP will embrace Digital Contact in the future, ensuring it is fit for purpose for the communities of Dyfed Powys.



Prif Gwnstabl Chief Constable Mark Collins, BSc

Pencadlys Heddlu, Blwch SB 99, Llangunnor, Sir Gâr. SA31 2PF
Police Headquarters, PO BOX 99, Llangunnor, Carmarthen. SA31 2PF

Force Response –A force contact strategy will be created which will include all force contact not only experience that within the FCC. This will complement the FCC demand recommendations.

Recommendation 2

With the imminence of Single On-Line Home, it must be ensured that Dyfed Powys Police's systems are ready and people are skilled for change, giving cognisance to any anticipated increase in demand ensuring a resource model to meet any change in demand.

Force Response –This FCC demand review has modelled for the anticipated increase in demand from single on line home, and the force control room and staff training are being designed to ensure the model is fit for the future Digital First Contact model. This work straddles the Force Digital Strategy Board and Force Public Contact Board which are both overseen by the T/ACC.

Recommendation 3

That DPP works with Welsh Government, public service partners and other Welsh forces to further develop the #maketherightcall campaign.

Force Response– This work is in train with the force communications team creating an internal and external communications strategy to support wider awareness raising. The force will ensure best practise from other agencies is incorporated whilst recognising the different needs and expectations of our communities in comparison to those of the other Welsh Forces.

Recommendation 4

That a review of the volume, time and nature of front counter encounters in all stations be conducted in order to assess actual demand for service. This review should inform public communications advising of station opening times, linked to the #makingtherightcall campaign.

Force Response- A review of the force estate and deployment model is being conducted as part of the response demand review and neighbourhood policing model implementation. The force is looking for opportunities to co-locate with partner agencies to provide agile and responsive access to officers and staff. A review of public contact made at Public Service Points recently conducted by the force provides an indication of out of hour's visits to police stations which will support this work. The force will consider the necessity of a further front counter demand analysis following the outcome of the aforementioned work.

Recommendation 7

That 101-2 callers, who usually phone for transfer requests, are provided with direct dial numbers for officers/departments. A message also to be included on 101 to explain why calls may take longer, (a brief explanation of THRIVES) to educate and manage public expectation.

Force Response – The force acknowledges this recommendation and the need to resolve 101-2 waiting times. We are currently considering alternative options to manage 101-2 demand within the control room. This is being supported by an internal communication campaign regarding #Wecare. Whilst direct dial numbers will have some benefit, it must be considered with caution as if direct dial numbers go unanswered the force will have no ability to monitor this data or the call waiting or abandoned.

This could lead to increased public dissatisfaction. The force will consider this option alongside other 101-2 resolutions.

THRIVES is an internal risk management model which the force would be concerned about explaining to the public as a simple explanation may cause confusion and concern. As this model is utilised by many forces in different ways there may also be wider impact if the force were to detail our use of the model. It is also subject to change depending on demand or current context. The force does however recognise the need to explain to the public how calls are handled within the control room. This will form part of the #maketherightcall campaign. The force is also considering FCC public engagement events as implemented in other force areas. This sees members of the public invited into the force to discuss how calls are dealt with including a tour of the FCC.

Recommendations to be managed via the Neighbourhood Policing Governance group.

Recommendation 5

The concept of working within community hubs is fully explored as a means of pro-actively engaging with the public face to face.

Force Response – This work is underway as part of the force neighbourhood policing implementation being delivered by CI Mark McSweeney. The force is already providing some surgeries within some community hubs in Carmarthenshire and is engaging with other local authorities to identify future opportunities being created through local authority restructuring.

Recommendation 6

That a thorough needs assessment, deployment model and engagement strategy which is NPT led, and robust evaluation is developed to facilitate the current Mobile Police Station Fleet.

Force Response–The force has received feedback from front line staff in relation to the mobile police station fleet. A user requirement review forms part of the second phase of the Neighbourhood Policing Implementation and will consider how to maximise the current fleet whilst exploring a tiered approach to other mobile station options such as the Partnership Beach Hut/Hub piloted this summer in south east England.

Recommendation to be managed by the Force Victim and Witness Group

Recommendation 8

Work is needed to raise user satisfaction in relation to being kept informed, in particular setting out reasonable expectations at the initial point of contact.

Force Response – This work is underway and being driven through the force victim and witness group, and complimented by the investigation standards gold group.

Recommendation to be managed by the Connecting Communities Board

Recommendation 9

To fully engage with young people, via the Commissioner's Youth Forum and other youth engagement methods to understand their perceived barriers to police contact and improve relationships.

Force Response – This action will be remitted to the Newly Established Connecting Communities Board which is jointly chaired by the OPCC Chief of Staff and DCC Parmenter for delivery as part of the wider connecting communities plan. This will be supported by the force Neighbourhood Policing team.

The following recommendations will be remitted to the Force Equality and Diversity Board for review and consideration

Recommendation 10

That a full accessibility audit is undertaken across the force area, focusing on stations and the force website.

Recommendation 11

That equality Impact assessments are undertaken every time a new policy, procedure or system is established, or when procuring new services.

Recommendation 12 &13


To assess whether DPP can be part of a wider community-based awareness scheme. Ensuring this is a success would require close collaboration with the health sector, to raise awareness of the scheme with potential users, in collaboration with Hywel Dda Health Board, and Engagement PCEO's.

Recommendation 14

To reassess the way in which the Deaf Community access the police, to include reviewing the text messaging service for deaf people. To pilot InterpreterNow with the deaf community in Dyfed Powys in order to improve their access to the service.

The actions outlined will be the responsibility of the relevant board/group as detailed above. Delivery will be overseen and monitored by the T/ACC via Force Operations Gold Group and the Public Contact Board. The Force will report progress to the Policing Board as directed by the OPCC.

Regards,



Mark Collins

Chief Constable

DYFED-POWYS POLICE AND CRIME PANEL 25TH OCTOBER 2019

DOMESTIC AND SEXUAL VIOLENCE

Recommendations / key decisions required:

To receive a report from the Police and Crime Commissioner regarding the delivery of the Police and Crime Plan in respect of domestic and sexual violence.

Reasons:

The Members of the Panel have identified this issue as one of the key themes that they wish to scrutinise during the year.

Report Author:

Cllr Stephen Joseph

Robert Edgecombe

Designation:

Panel Champion

Lead officer

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**EXECUTIVE SUMMARY
DYFED-POWYS POLICE AND CRIME PANEL
25TH OCTOBER 2019**

DOMESTIC AND SEXUAL VIOLENCE

Cllr Stephen Joseph has agreed to act as the lead panel member on this issue and the Panel has determined that its objective in relation to this theme is;

“To satisfy itself that the implementation of the Police and Crime Plan in relation to this theme is effective and contributing to the delivery of the overall priorities set out in the Police and Crime Plan”.

The Panel has therefore requested that the Commissioner present a report addressing the following points;

1. What does the Police and Crime Plan say about the theme and how does it relate to the priorities in the plan?
2. How is the plan implemented in relation to the theme (A) through operational policing (B) through commissioned services and (C) through collaborative working?
3. How does the Commissioner monitor the effectiveness of that implementation?
4. What has the monitoring told the Commissioner about the effectiveness of that implementation, in particular whether it is or is not meeting his expectations and contributing to the delivery of the priorities in his plan?
5. Where the monitoring has identified that the implementation is not meeting the Commissioner’s expectations, what he is doing to address the situation.

DETAILED REPORT ATTACHED?

YES

Section 100D Local Government Act, 1972 – Access to Information

List of Background Papers used in the preparation of this report:

THESE ARE DETAILED BELOW

Title of Document	File Ref No.	Locations that the papers are available for public inspection
Host Authority File	LS-0511/52	County Hall Carmarthen

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**Report from the
Police and Crime Commissioner for Dyfed-Powys
To the
Dyfed-Powys Police and Crime Panel**

**Violence Against Women, Domestic Abuse
and Sexual Violence**

October 2019

Introduction

Within the 2017-21 Police and Crime Plan, the Police and Crime Commissioner (PCC) set out his intention to safeguard the vulnerable by 'improving the response to domestic abuse and gender-based violence including physical, sexual and psychological violence'. This included committing to:

- Commission victim support services that offer emotional and practical help to victims of domestic and sexual abuse to help them cope and recover from their experience and to support them to achieve the best possible outcome through the criminal justice system,
- Continue to invest in services that support, reduce the risk and improve the safety of those experiencing domestic abuse,
- Understand the nature of scale of domestic abuse within different communities and age groups, including a focus on safeguarding older people from domestic abuse; and
- Explore prevention programmes for perpetrators of domestic abuse to help them to change their attitudes and behaviour and to develop positive non-abusive relationships.

The purpose of this report is to demonstrate progress made to date.

National Picture

In March 2014, Her Majesty's Inspectorate of Constabulary Fire and Rescue Services (HMICFRS) published their first report focussed on improving the police response to domestic abuse. This concluded that the overall police response to victims of domestic abuse was not good enough, with principal reasons being unacceptable failings in core policing activities, investigating crime, preventing crime, bringing offenders to justice and keeping victims safe.

The latest summary report was published in February 2019, utilising data from the 2017 PEEL inspections. This states that the service the police give to victims of domestic abuse has improved markedly, with victims now better supported and protected. Main findings were:

Demand has risen dramatically; Forces need to understand this complex picture better as some Forces still can't yet fully explain why demand has increased so much.

The police are prioritising their response to domestic abuse; The improvements seen will be further supported by a new domestic abuse bill, introducing measures to support and protect victims and promoted by the new

role of Domestic Abuse Commissioner. The bill also provides opportunities to address the behaviour of perpetrators.

Dyfed Powys picture

Her Majesty's Inspectorate of Constabulary Fire and Rescue Services (HMICFRS) identified completion of Domestic Abuse Stalking and Harassment (DASH) risk assessments as an area for improvement in Dyfed Powys in 2017. Their crime data integrity inspection found that where no crime was recorded, there was no DASH assessment. The Force invited a peer review which identified similar issues. In response, the Force made changes to the supervision and quality assurance of DASH risk assessments in September 2018.

The PEEL inspection in 2018/19 graded the Force 'requires improvement' for Protecting Vulnerable People. This included a cause of concern regarding failing to risk assess all incidents of domestic abuse, resulting in opportunities to intervene and take appropriate action at the earliest opportunity being lost. The Crime Data Integrity inspection in 2018 also identified under-recording of violent crime, in particular domestic abuse, as a cause for concern.

The same report identified that the Force is good at recording reports of sexual offences, 93% of reports. Despite this, HMICFRS estimate that the Force is failing to record over 70 reported sexual offense each year. The Force had correctly recorded 91% (62 out of 68 cases) of rapes reported, with every case being investigated and every victim safeguarded. However, the timeliness of recording for rape and sexual offences was found to require improvement in order to ensure that victims benefit from early support.

The Chief Constable's response to the PCC in January 2019 sought to provide reassurance that work had already commenced on the areas for improvement, in particular the work on domestic abuse cases. There has been increased supervision in terms of incidents and audit in this area has been prioritised. An Assistant Director had also been tasked to lead a project in improving the response to domestic abuse cases holistically, including the recording function and completion of DASH assessments.

Work of the Police and Crime Commissioner for Dyfed-Powys

Oversight and independent assurance

The Commissioner maintains oversight of the Force's response to domestic abuse and sexual violence via attendance at a number of strategic groups on a quarterly basis: the Strategic Vulnerability Group, the Domestic Abuse Gold Group, the Rape and Serious Sexual Offences Group and via data provided

through the Performance and Outcomes Board. Victim satisfaction data relating to domestic abuse is discussed at the Victim and Witness Board within the Force, where the OPCC are present. This also featured at the Policing Accountability Board in August 2019, with a subsequent press release outlining the Commissioner's praise for the improvements in identifying and responding to domestic abuse but highlighting that there is still more to do in this vital area.

In January 2018, the Force identified domestic abuse as one of three core priorities for the 12 months ahead following concerns raised by inspectors, HMICFRS, about their initial risk assessments of domestic abuse incidents.

The work that followed included the introduction of a dedicated Vulnerability Desk in the force's control room, which takes emergency and non-emergency calls, to help call-takers and response officers identify and risk assess domestic abuse at the earliest opportunity, and ensure crimes are properly recorded.

The Force has invested in a bespoke training package, known as 'Domestic Abuse Matters', which is recognised at a national level and works in partnership with specialist domestic abuse services to enhance officer and staff understanding of the hidden side of domestic abuse, such as coercive control.

The Commissioner has raised concerns regarding the length of time some investigations are taking and has held detailed discussions with the Chief Officer team and the Head of Crime to scrutinise the Force's response in this important area. An Investigation Standards Gold Group has been set up to focus on ensuring officers and staff have the skills and knowledge to deliver swift, high quality investigations to victims of crime. The length of an investigation has a direct impact on victims and it is vital we keep victims engaged in the criminal justice process.

The Commissioner's office is currently working with Dyfed-Powys Police to develop an approach to assess the impact the vulnerability desk has had on victims of domestic abuse.

Lobbying of government and partner agencies

The Commissioner has identified a number of areas where services are lacking and has continually raised these issues both with Chief Executives of partner agencies and with Government officials and ministers wherever appropriate. One such area is the lack of provision of specialist therapeutic counselling for victims of sexual abuse. This is a health and social care responsibility and the PCC will continue to raise this debate with partners and officials.

Awareness and partnership working

The Commissioner chaired a series of working groups culminating in attendance at the Regional Safeguarding Board, Cysur, in 2017 where he secured agreement for the Board to act at the Executive Board representing VAWDASV within Dyfed Powys. The PCC is now represented with a seat on the Regional VAWDASV Strategic Group, which provides a governance structure to develop, approve and monitor the regional strategy under the VAWDASV (Wales) Act 2015. This group ensures that multi-agency protocols are in place to deliver against the plan and to monitor performance.

The Commissioner has worked with Community Safety Partnership leads to ensure that there is consistency of practice across the Force area in terms of commissioning arrangements, quality assurance and oversight of Domestic Homicide Reviews (DHRs). A set of recommendations have been accepted by the Regional Safeguarding Board and will be taken forward by the VAWDASV Regional Strategic Group. The Commissioner meets quarterly with Community Safety Partnership managers and has been granted access to all recommendations from individual DHRs to allow him to scrutinise any actions required by the Force.

The Local Criminal Justice Board, chaired by the PCC, provides a forum to bring together key partners and senior representatives of criminal justice agencies operating within Dyfed-Powys, allowing for collaboration and partnership working. The vision of the Board is to improve the efficiency and effectiveness of the criminal justice system in Dyfed Powys, including improving the experience for victims and witnesses and building confidence in the system as a whole.

The Board have selected themes they wish to focus on during 2019/20, with the October meeting focussing on VAWDASV in particular. The Board will receive a presentation from the Regional Advisor employed by Welsh Government and will discuss in detail a case study regarding an individual case which has encountered numerous challenges within the criminal justice system.

In November 2018, the PCC commissioned George Partnership Limited to undertake a Needs Assessment to help drive an evidence-led approach to future commissioning and partnership development and to understand where the PCC could best impact upon achieving support for more victims and vulnerable persons in collaboration with partners.

Relevant recommendations and responses from this work are included below:

Recommendation; Ensure the needs of all those affected by Violence Against Women, Domestic Abuse and Sexual Violence (VAWDASV) are adequately met

by key statutory partners, most particularly health boards and local authorities. This includes particularly:

- Addressing the gap in therapeutic interventions for victims of domestic abuse and sexual violence as a priority.
- Promoting best practice models such as integrated approaches to Independent Domestic Violence Advisory (IDVA) services and supported housing provision.

Response; The PCC is a core member of the Mid and West Wales VAWDASV Strategic Board. The PCC was instrumental in bringing partners together to achieve the first jointly commissioned IDVA service across Dyfed Powys, commencing in July 2018. Through the work of the Strategic Board, further development of commissioning approaches and models are being explored. The Director of Commissioning also sits on the Regional Collaborative Committee where opportunities for joint commissioning or alignment with Supporting People funding are explored.

The PCC has raised concerns at Ministerial level and with Chief Executives of partner agencies regarding the lack of service provision for ongoing therapeutic counselling. This is a message that the PCC will continue to prioritise.

Recommendation; The PCC is recommended to use its own commissioning processes to focus specialist victim support commissioning on VAWDASV.

Response; Existing commissioned services include a focus on these areas. The PCC is involved at strategic level in developing and delivering improvements to current service provision. The PCC's Commissioning Advisory Board acts as a review body to scrutinise the award of grant funding and tendering of services and hold service providers to account. In August 2019, the commissioned IDVA service was invited to present a service performance and delivery update to the Board, with the Sexual Abuse service provider scheduled to present in early 2020.

Recommendation; The PCC is recommended to take a leading role within VAWDASV and the Criminal Justice Board to:

- a. Facilitate an 'end to end' system review of the CJ process particularly, with links to the wider support system for those affected by VAWDASV e.g. therapeutic interventions and housing.
- b. Prioritise availability of therapeutic interventions for victims of domestic abuse and sexual violence.

- c. Ensure all Criminal Justice services and those commissioned by the PCC contribute to the work of the VAWDASV Strategic Group on mapping and improving consistency in data recording.

Response; The PCC currently chairs the Local Criminal Justice Board (LCJB) and is represented on the regional VAWDASV Strategic Board. The VAWDASV Board are currently mapping the commissioning landscape and related offender/victim pathways. A presentation from the regional VAWDASV lead is scheduled for the October LCJB meeting for members' consideration and to identify any required actions.

A number of continuous improvement events have taken place, but Dyfed Powys Police have yet to identify a definitive victim pathway. Recent work regarding domestic and sexual abuse in particular were reported to Policing Board in early September.

Engagement Activity

The Commissioner jointly hosted an event in Police Headquarters in October 2018 to celebrate Dyfed-Powys Police, along with Mid and West Wales Fire and Rescue Service (MAWWFRS) and Carmarthenshire County Council being awarded White Ribbon Accreditation. The event brought together key partners from across these organisations and was an ideal opportunity to celebrate the hard work being undertaken by partner organisations to address the issues faced by victims of both domestic abuse and sexual violence. The event culminated in a round table discussion focusing on how a partnership approach to supporting victims can be fostered across the represented organisations. The Commissioner will be calling partners together during the 2019/20 financial year to assess what progress has been made.

The Commissioner is committed to hearing the personal stories of victims and during September 2019 has met with 2 individuals in particular whose experiences of the criminal justice system have been significantly challenging. The Commissioner has sought to understand their experience and learn how services can be improved.

In November 2018, the Commissioner visited West Wales Domestic Abuse Services in Aberystwyth where he met with managers to learn about the work and support offered via the hub and out in the community. The Commissioner was also given a guided tour of the Safe House and discussed some of the challenges facing the service.

In June 2019, the Commissioner met with the SPRING Group in Aberystwyth, who are a newly formed group of individuals of all ages and backgrounds who met while doing the Recovery Toolkit Programme (a programme for survivors of

domestic abuse to aid and guide them in recovering from the traumatic effects of living in an abusive relationship). The group spoke to the Commissioner about their concerns with individual cases and the Commissioner has requested that they provide him with details so that he can follow up with the Chief Constable.

Some of the feedback included survivors feeling that there is a lack of consistency regarding how domestic abuse is dealt with by the Force and that if officers are not confident in dealing with the situation it can put victims at higher risk. The group felt that current legislation is not fit for purpose in dealing with domestic abuse and that victims are often left with trauma and mental health challenges following their experiences.

Commissioned services

The Commissioner has worked with partners to ensure that victims are provided with the best possible services in what is one of the most rural and challenging geographical areas in England and Wales. As outlined above, he instigated a developmental piece of work to improve victims' experiences of Independent Domestic Violence Advisory (IDVA) services. Previously there were five separate contracts in place across the Force area, which created a confusing pathway for victims and professionals and increased the risk of inequitable and disparate provision to victims. The PCC worked closely with the four Local Authorities across Dyfed Powys to jointly commission a single contract for the provision of IDVA services across the entire Force area. This has ensured a holistic, seamless delivery of service for victims. It has also enabled commissioners to secure additional resources for their investment, resulting in both improved services and increased value for money in challenging financial times.

The newly commissioned service ensures that IDVA provision is available within courts across the area and is working closely with Health partners to ensure victims are offered support at what is often the vital first contact with frontline health services.

Early outcomes from the service are extremely positive, with 72% of clients saying that they feel better able to cope with aspects of everyday life upon exiting the service. 76% of clients report increased feelings of safety and 77% feel better informed and empowered to act.

To further support this development, the PCC has provided additional investment into Goleudy, the initial point of contact service for victims and witnesses, to allow them to support domestic abuse victims classed as standard or medium risk according to their DASH risk assessment. This ensures that every single victim of domestic abuse, regardless of their risk, will be offered the appropriate level of support to help them cope and recover.

The Commissioner's work in this particular area was recognised in the recent edition of the national publication 'PCCs Making A Difference: Putting Victims First in Focus'.

The Commissioner has invested in services for victims of sexual assault for many years at a local level. In 2013, Welsh Government commissioned a review to examine the extent to which the Sexual Abuse Referral Centres (SARCs) fulfilled the requirements of Public Health Wales service specifications, victims' needs and consider any unmet gaps in provision and the interdependencies between SARCs and other services. The findings from the review formed the case for change for a multi-agency review of sexual assault services across Mid, South and West Wales, led by the National Health Service (NHS) Wales Health Collaborative. The Commissioner has been committed to this project during his term in office and has recently received the final recommendations for the delivery of acute hubs, offering forensic and medical examinations and immediate crisis support to victims.

However, the regional project has taken considerably longer than expected and the Commissioner has raised a number of concerns throughout the process. As Welsh Government Health funding is tied up in the regional project, the Commissioner has worked with Health colleagues at a local level to ensure that local frontline services are protected and that victims continue to receive vital services whilst the reconfiguration work continues. This has included investment from the PCC to protect service provision.

It is anticipated that the reconfigured acute hubs will be in place during 2020/21 and in the meantime the PCC has extended the contract with New Pathways for local provision.

The Commissioner has worked with criminal justice partners to put in place appropriate offender management pathways at all levels of risk. The Commissioner led a multi-agency bid to the Home Office to fund a voluntary domestic abuse perpetrator scheme. This particular bid was unsuccessful but the Commissioner has since been in discussions with Her Majesty's Prison and Probation Service (HMPPS) to explore the potential for future co-commissioning of such schemes. HMPPS have recently announced their intention to establish a dynamic purchasing framework, which will provide a pool of competitively tendered and quality assured providers. Services procured from this pool will include the statutory domestic abuse perpetrator support schemes and the Commissioner has expressed his intention to work with HMPPS to provide similar schemes at a non-statutory, community level.

Grant funding

The PCC has provided funds for new equipment and technology to enhance the Force's cyber-crime capacity. This includes an increase in specialist capacity in examining digital devices to address the increasing demand, and use of triaging methods to prioritise devices where there is the best chance of recovering evidence. The Force are now building capability to examine phones in local hubs to improve timeliness, particularly where suspects are already in custody. This will prove essential in cases of domestic and sexual abuse where victims are at increased risk of disengaging during lengthy investigations.

The PCC's re-investment in CCTV is also helping, and evidence from the cameras has already proved invaluable in a number of investigations, while also providing reassurance to the public. A recent example discussed at Policing Board used CCTV footage to enable a victimless prosecution in a domestic abuse case where the victim was reluctant to support the investigation.

The Commissioner has awarded over £50,000 of grant funding to community organisations who raise awareness and provide support relating to domestic and sexual abuse. Below are some examples:

- £5,000 to the Lucy Faithful Foundation to raise awareness of child sexual exploitation
- £19,916 over a three year period for Seren Counselling services
- £15,000 to Threshold Domestic Abuse Services to support their early family intervention project
- £5,000 to Carmarthen Domestic Abuse Services for a men's support group
- £5,500 for Stop It Now! Wales for a programme to support families affected by online harmful sexual behaviour
- £10,000 Cwni Theatr Arad Goch for their Tempted forum theatre production based on young people's concerns around sexual exploitation

The Commissioner has also worked with Mid and West Wales Fire and Rescue Service to secure Welsh Government capital funding to purchase vulnerability kits to help safeguard victims of domestic abuse.

Conclusion

The Commissioner is making positive progress under each strand of his commitment to safeguard the vulnerable.

The Commissioner's direct engagement with victims allows him to understand the individual experiences of the service provided by the Force and other criminal justice partners. This insight allows the Commissioner to identify the

improvements required regarding how victims are treated and supported throughout their journey. Through his work with partners and his influence over commissioned services, the Commissioner is able to drive forward these improvements. His oversight of the work within the Force has helped to ensure a continual focus on achieving better outcomes for victims.

The Commissioner's financial commitment to service provision and contributions to charities based within the Dyfed-Powys Force area ensures a vital network of support services for those experiencing domestic and sexual abuse. The significant development of jointly commissioned services has received recognition at national level.

The Commissioner has proactively sought to understand the needs of victims and vulnerable people and to evaluate current service provision, acting on the recommendations received. The Commissioning Advisory Board established by the Commissioner adds a further level of scrutiny and serves to reassure that providers are delivering effective services.

The Commissioner continues to work locally with partners such as the health service and nationally with other Police and Crime Commissioners, Assembly Members, Welsh Government and Home Office to lobby for improved services for victims of domestic and sexual abuse. This work will progress further during 2019/20 as the Commissioner assumes the role of All Wales Policing Group Chair and through the Policing Partnership Board for Wales.

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DYFED-POWYS POLICE AND CRIME PANEL 25TH OCTOBER 2019

DECISIONS TAKEN BY THE COMMISSIONER

Recommendations / key decisions required:

To consider the decisions made by the Commissioner and make such report or recommendations as the Panel thinks fit.

Reasons:

The Panel has a statutory duty to do this.

Report Author:

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**EXECUTIVE SUMMARY
DYFED-POWYS POLICE AND CRIME PANEL
25TH OCTOBER 2019**

DECISIONS TAKEN BY THE COMMISSIONER

Section 28(6) of the Police Reform and Social Responsibility Act 2011 requires the Panel to review or scrutinise decisions made and actions taken by the Police and Crime Commissioner in connection with the discharge of his functions and make reports and recommendations to the Commissioner in relation to the discharge of those functions.

Any such reports or recommendations must be published by the Panel.

DETAILED REPORT ATTACHED?

YES

Section 100D Local Government Act, 1972 – Access to Information

List of Background Papers used in the preparation of this report:

THESE ARE DETAILED BELOW

Title of Document	File Ref No.	Locations that the papers are available for public inspection
Host Authority File	LS-0511/46	County Hall, Carmarthen

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Decisions made by the Commissioner (including those made at Policing Board) 27th of June to 18th of October 2019

Title & Summary	Date
<p>The PCC approved a decision to contribute towards Divisional DCCU hubs</p> <p>The PCC approved a contribution of £48,282 from the Driver Retraining reserves budget to upskill 7 Crime Scene Investigators (CSIs) to provide an additional phone examination resource within the Divisional Digital Communications and Cyber Crime Unit (DCCU) hubs. The upskill will increase the effectiveness and efficiency of service delivery, achieving prompt investigative outcomes and bringing prosecutions before the courts.</p>	2 nd of July
<p>The PCC approved a decision regarding the wording for Legally Qualified Chairs</p> <p>The PCC, in agreement with the CC, approved the wording for Legally Qualified Chairs' indemnity insurance. The wording had previously been reviewed by DPP's Legal Services Team.</p>	4 th of July
<p>The PCC approved the OPCC complaints scrutiny framework and dip-sampling protocol</p> <p>The PCC, in consultation with the CC, approved the OPCC's complaints scrutiny framework and dip-sampling protocol following discussion between the OPCC and the Professional Standards Department. This will support the PCC in discharging his statutory duties to monitor all complaints made against officers and staff, as outlined in the Policing Protocol 2011.</p>	4 th of July
<p>The PCC approved a decision to hire an electric vehicle for Tenby NPT</p> <p>The PCC approved a request from DPP to trial an electric vehicle for the Neighbourhood Policing Team (NPT) in Tenby over the summer period. The PCC agreed that this was a good initiative with positive environmental impact and agreed to contribute £3500 towards the hire cost and branding of a hire vehicle for a 3 month period from the Driver Retraining reserves budget.</p>	7 th of July
<p>The PCC approved a decision to donate towards Saundersfoot Youth Club</p> <p>The PCC approved a decision to donate £300 to the Saundersfoot Youth Club from the Sale of Found Property budget. The decision was made following the PCC's attendance at the Saundersfoot PACT meeting to review the work of the Youth Club. This had been highlighted as invaluable to young people in the community by local officers.</p>	9 th of July

<p>The PCC approved a contribution towards the Powys Public Service Board (PSB) carbon positive strategy report</p>	10 th of July
<p>The PCC approved a contribution of £1500 from the Sustainability and Transformation Fund towards the Powys PSB carbon positive strategy report. Step 7 of the Powys PSB's Well-being Plan 'Towards 2040' is to 'Develop a carbon positive strategy that maximises green energy potential'. A tender consultant will be engaged to identify a suitable strategy through which to achieve this objective, and outcomes will be summarised in a report to be presented to stakeholders in December 2019.</p>	
<p>The PCC approved a decision to pursue the option of a council owned site for the development of the police estate.</p>	15 th of July
<p>The PCC, in agreement with the CC, approved a decision to pursue purchase of a council owned site alongside current Welsh Ambulance buildings valued at £150,000 in order to develop the police estate in Carmarthenshire.</p>	
<p>The PCC approved a decision to sign a collaboration agreement between DPP and Gwent Police in relation to authorisations for obtaining communications data out of hours pursuant to the Investigatory Powers Act 2016</p>	15 th of July
<p>The PCC approved a decision, following a discussion and agreement at an earlier Chief Officer Group (COG) meeting, to sign a collaboration agreement between DPP and Gwent Police in relation to authorisations for obtaining communications data out of hours pursuant to the Investigatory Powers Act 2016.</p>	
<p>The PCC approved a decision to purchase an additional 4x4 vehicle</p>	7 th of August
<p>The PCC approved a request from DPP to upgrade a vehicle based in North Powys to a 4x4. The vehicle in question will cover 450sq.m including rural C roads, hills, farm tracks and high ground. The current vehicle provision is a standard Peugeot 308 which has been unsuitable to attend several calls for service leading to a delay in response or inability to attend to a call. The PCC approved an allocation of £18,941.32 from the Driver Retraining Reserves toward the purchase of a fit-for-purpose 4x4 vehicle for North Powys.</p>	
<p>The PCC approved a decision commence an Independent Custody Observers Pilot</p>	9 th of August
<p>The PCC approved a decision to take part in the Independent Custody Observers' Pilot. The pilot, run by the Independent Custody Visitors' Association, will be trialled in 6 forces to review custody records of those who have been identified as vulnerable in order to get a better insight into the totality of care extended</p>	

to vulnerable detained persons during their journey through custody.

The PCC agreed for the pilot to run alongside the ICV scheme and to commence on the 1st of September 2019.

The PCC approved a decision to fund a contribution towards TSU/SOCT replacement equipment

15th of August

The PCC approved a request from DPP to purchase a replacement covert radio system for the Serious Organised Crime Team in its fight to tackle crime. The current equipment is of significant age and to maintain covert capability there is a need to replace the system with a more effective unit to provide an improved transmission range and lower power consumption. The PCC approved the contribution of £13,405 from the Forfeiture Budget toward the purchase of replacement equipment.

The PCC approved a decision to fund the costs for DPP's In Car Video scheme

15th of August

The PCC approved a decision to fund the capital purchase costs for the In Car video scheme which has been implemented by the Force. The total cost of £233,776 has been allocated to fund the scheme, allocated from the Driver Retraining Reserves budget.

The PCC approved a decision to support the National Volunteer Police Cadet Programme

15th of August

The PCC, in agreement with the DCC, supported a donation of £7500 towards the National Volunteer Police Cadet Programme. The funding will go towards supporting local cadet initiatives through the national Programme.

The PCC approved a decision to revise the Independent Custody Visiting Handbook

16th of August

The PCC approved changes made to the Independent Custody Visiting Handbook (ICV) following a review to the document. The PCC approved the following changes:

- The inclusion of a Memorandum of Understanding (Appendix D). All ICVs to sign on appointment to the scheme.
- Any complaints regarding a fellow ICV's conduct, which is not able to be resolved locally, should be made in writing to the Scheme Administrator.
- The duration of holding the position of ICV Panel Chair to be changed from a period of one year to three years. Due to there being two Panel meetings a year a position of three years seemed more appropriate.
- Handbook amended to reflect changes that ICVs are no longer allowed to act as both an ICV and an Appropriate Adult.
- The inclusion of a Reprisal Policy as recommended by ICVA.

<p>The PCC approved a decision to contribute towards the LGBT conference</p> <p>The PCC approved a decision to contribute £2500 towards the All Wales Lesbian, Gay, Bisexual and Transgender (LGBT) Network to assist in running an LGBT conference in August 2019. The All Wales LGBT network is working in partnership with the 4 PCCs across Wales to arrange the conference.</p>	<p>16th of August</p>
<p>The PCC approved a decision to contribute funds towards Digital Communications and Cyber Crime Unit (DCCU)</p> <p>The PCC approved a contribution of £38,345 from the NDORS reserves budget towards the purchasing of new lab imaging equipment for the DCCU. The money will fund new imaging equipment used to process and investigate mobile phones and devices under investigation, allowing the DCCU to increase the amount of devices they can investigate, leading to a more efficient and effective service during investigations.</p>	<p>16th of August</p>
<p>The PCC approved a decision to contribute towards the National Lifesaving Championships</p> <p>The PCC approved a decision to contribute £1390 towards the National Police Lifesavings Championship run each year by the Forces taking part in the event. In 2019 the event was delivered in Pembrokeshire with Dyfed-Powys Police as the lead. Dyfed-Powys Police contributed £1390 towards the event, with the PCC agreeing to match fund this contribution.</p>	<p>16th of August</p>
<p>The PCC approved a donation to the Jig-So charity</p> <p>The PCC approved a decision to contribute £250 from the Sale of Found Property budget towards Jig-So to assist with their running costs. The PCC attended an event arranged by Jig-So regarding their work with local schools, and made the contribution to ensure they continue to deliver their service within the community. Jig-So provides a safe and stimulating environment for parents and carers to meet other families with similar aged children. Jig-So work with other organisations to seek advice, support and ideas for child and family development.</p>	<p>16th of August</p>
<p>The PCC approved funding contribution towards Crimestoppers</p> <p>The PCC, in consultation with the CC, approved a request for funding by Crimestoppers to assist in the funding of a Dyfed-Powys County-Lines Campaign. It was agreed that the PCC would fund 50% of the event with the Force funding the other 50%. A contribution of £1000 in total was made from the Sale of Found Property budget.</p>	<p>16th of August</p>

<p>The PCC approved a funding contribution towards Ammanford FC</p> <p>The PCC approved a funding contribution of £250 from the Sale of Found Property act budget towards a football tournament organised between Ammanford Football Club and the local Neighbourhood Policing Team. The tournament is organised which for the community and local young people in particular in order to promote community engagement between local people and officers. The PCC approved a request to assist in purchasing trophies for the event. which is organised for the community and brings in the local young people and provides a community event for all to attend.</p>	<p>16th of August</p>
<p>The PCC approved funding for the Commissioner's Community Fund</p> <p>The PCC approved a total funding of £127,544 from the Driver Retraining Reserves to fund the successful Commissioner's Community Funding applications. This follows the launch of the Commissioner's Community Funding where the PCC made the decision to fund 19 of the application forms submitted.</p>	<p>16th of August</p>
<p>The PCC agrees a contribution to develop the LoRaWAN project</p> <p>The PCC approved a request from DPP to develop a rural crime project with a local social enterprise in Powys called 4CG 2010 Cymru Ltd. The project aims to provide safety equipment to farms who have experienced rural crime, and to use the equipment as a deterrent for future potential crimes.</p> <p>The LoRaWAN system is sensory equipment which will send an alert to a designated number when it is triggered. A funding contribution of £1500 has been agreed by the PCC to fund the initiative.</p>	<p>16th of August</p>
<p>The PCC approves funding contribution towards Technical Observations Van</p> <p>The PCC approved a request from DPP to contribute £28,170 from the Driver Retraining Reserves towards equipment for a new technical observations van. The current van has been in use in DPP since 2007 and required renewal. A suitable 'new' vehicles was identified from the existing force fleet, incurring no additional costs. The funding will go towards replacing outdated mechanical and electronic equipment in the van which had become outdated and impacted on the quality of evidential material obtained when the van was deployed in investigations.</p>	<p>16th of August</p>

<p>The PCC approved the funding of developing Bwlch Youth Club</p>	<p>28th of August</p>
<p>The PCC approved a request from Carmarthenshire County Council Youth Services to contribute £10,000 from the driver retraining reserves to assist in the implementation of developing Bwlch Youth Club. This decision was in response to limited youth provision in Llanelli with no current evening youth club available for young people in Glanymor and Tyisha wards and the surrounding area. The PCC also approved outreach work initially to determine what the young people within the community want from the youth club and what support they require from the local NPT.</p>	
<p>The PCC approved a decision to make the Fraud Safeguarding Officer within DPP a permanent post</p>	<p>3rd of September</p>
<p>The PCC, in consultation with the CC, approved a decision to make the Fraud Safeguarding Officer within DPP a permanent post. The PCC had previously funded just over £18,000 in 2018/19 toward a Fraud Safeguarding Officer post for one year, however it was agreed that tackling fraud was a priority for DPP moving forward, making it necessary to have a permanent individual taking the work forward.</p>	
<p>The PCC approved a decision to extend the Victim Satisfaction survey contract</p>	<p>4th of September</p>
<p>The PCC awarded a contract to Dyfed Powys Police in April 2017 to undertake victim satisfaction surveys. This contract ran for a 3 year initial period, with 2 options to extend for a further 12 months each. Following a discussion at Policing Board on 4th July 2019, it was agreed to pursue conversations at an All Wales level to propose a future process for conducting victim satisfaction surveys. This will allow a consistent approach, along with comparable performance information and learning to be shared across the region. In line with this, victim satisfaction would be an agenda item on the All Wales Policing Group meeting scheduled for September 2019.</p>	
<p>The PCC approved a decision to call upon the first extension for the above mentioned contract; extending the contract to end on 31/03/2021. The total annual value of the contract for service provision is £20,000. There will be no scope to increase this during the extension period. The terms and conditions applicable during the period of extension will be the same as those which presently prevail for the current contract.</p>	
<p>The PCC approved a decision to extend Goleudy's contract</p>	<p>4th of September</p>
<p>In April 2017, the PCC brought the victim referral service in house, awarding a contract to Dyfed Powys Police for provision of the service (decision log DLI013). This contract ran for a 3 year initial period, with 2 options to extend for a further 12 months each.</p>	

This service has since been enhanced with the additional provision of services for the support, referral and reduction of antisocial behaviour.

The PCC approved a decision to call upon the first extension period for the victim referral service, bringing the end date in line with the associated contract for antisocial behaviour support. This includes the additional provision of services to victims of medium risk domestic abuse, as recorded in decision log DLI085 and accompanied by provision of an additional funding. This will allow for the service to victims to be safeguarded into the new PCC term commencing in May 2020, at which point a review may be undertaken to provide the PCC with a number of options for the preferred model for continuation of these services. PCCs have a statutory duty to act as the voice of victims and are provided with MOJ funding to ensure the provision of services to support victims to cope and recover from the crimes they have experienced.

The PCC approved a decision to call off for an additional period of 12 months for the Goleudy contract, taking it to 31/3/2021.

The PCC approved a decision to fund a contribution towards a Race Council Cymru event in Aberystwyth University

10th of September

The PCC decided to fund the hosting of a Race Council Cymru event to celebrate Black History month at the cost of £3500. The event aims to promote diversity and engagement between communities in Ceredigion, and the money will go towards hosting the event at the Arts Centre on Aberystwyth University's Campus. The money will fund live musical entertainment and speakers on subjects relating to Black History Month. During the event there will be engagement with both the Force and the OPCC.

The PCC approved a decision to fund eight electric vehicles for the NPTs

12th of September

The PCC approved a request from DPP to purchase eight new electric cars for the NPTs to utilise around their areas. The purchase will complement the NPTs' new structure to ensure that there is more visible policing and that officers can engage with their communities by foot or vehicle. Along with this, the purchase of the vehicles meets the sustainability and environment agenda by looking to reduce the Force's carbon footprint.

A funding contribution of £153,600 has been made from the Driver Retraining Reserves which will cover the purchase of eight vehicles along with £20,000 for training and fitting new equipment in fleet for them to maintain the vehicles.

The PCC approved a decision to approve an extension for the Offender Diversionary Scheme Force wide

18th of September

The existing pilot of the pathfinder started as a Women's Pathfinder based in Haverfordwest custody funded via an IOM

Cymru arrangement. The PCC then widened this to a diversionary scheme for all offenders eligible for out of court disposals. This pilot has run since 2018 with the long term aim of providing a Force-wide scheme. An initial evaluation of the pilot showed positive results for those taking part, but with low numbers of referrals making it difficult to assess the effectiveness on a wider scale. Developments within other Force areas, along with a national move towards a two-tier out of court disposal process, all support the effectiveness of offender diversionary schemes.

An internal project team have considered the developments required and a timescale of November 2019 has been agreed as deliverable for a Force-wide scheme to be in operation. It is therefore recommended that the PCC approve a final extension to the current pilot being run by Gwalia until 31st October 2019 at a cost of £30,676 for the 4 month period (in line with the original pricing schedule for the pilot project). A full tender process will be undertaken in order to award a Force-wide contract to the successful provider to commence on 1st November 2019.

The PCC approved a final extension to the pilot with Gwalia, taking it to 31st October 2019 at a cost of £30,676. For a full tender process to commence in order to award a Force-wide contract for the delivery of an offender diversionary scheme for out of court disposals from 1st November 2019.

The PCC approved a decision to award the offender diversionary scheme tender

13th of September

Further to a previous decision to undertake a full tender process for an Offender Diversionary Scheme, interviews with providers on the 11th of September resulted in Pobl Care and Support being identified as the preferred provider.

The PCC approved a decision to award the contract to Pobl Care and Support for the provision of the scheme across Dyfed-Powys commencing on the 1st of November 2019 at a maximum cost of £250,000 per annum. The contract will run for a period of 2 years with an option of up to 3 annual extension periods.

The PCC awards a contract for the development of a Youth Engagement Forum to Hafan Cymru

28th of August

The PCC approved a decision to commission a specialist contractor with the proven competence to work alongside his Youth Ambassadors to develop the OPCC's Youth Forum and maximise opportunities to engage with young people across the area, particularly young people who regularly are not included in decision making processes, for example young offenders or vulnerable young people. Bidders were asked to demonstrate how they would tailor bespoke ways of engaging with harder-to-reach young people; hopefully empowering them to ensure that they

understand their rights in relation to policing and crime issues and to ensure that their voice is being heard.

The OPCC received four tender applications for the contract, with two organisations shortlisted for interview. The result of the process was that the PCC decided to award the contract to Hafan Cymru as they scored highest against the requirements of the specification.

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DYFED-POWYS POLICE AND CRIME PANEL 25TH OCTOBER 2019

ANTI-SOCIAL BEHAVIOUR

Recommendations / key decisions required:

To hear from members of the Carmarthenshire Disability Partnership about their experiences of anti-social behaviour and the response of the authorities to it.

Reasons:

The Panel has identified anti-social behaviour as one of its priorities for 2019-2020.

Report Author:

Cllr. William Powell

Robert Edgecombe

Designation:

Panel Champion

Lead officer

Tel No.

01267 224018

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**EXECUTIVE SUMMARY
DYFED-POWYS POLICE AND CRIME PANEL
25TH OCTOBER 2019**

ANTI-SOCIAL BEHAVIOUR

The public survey conducted by the Police and Crime Panel during 2018-2019 identified Anti-Social Behaviour (ASB) as the highest priority of those who responded.

This is also reflected in the experiences of elected members of the Panel, whose constituents often raise these issues with them.

Anti-Social Behaviour is defined as;

“Behaviour that causes or is likely to cause harassment, alarm or distress to one or more persons not of the same household as the perpetrator.”

As part of seeking the public’s views on ASB and how well public authorities deal with it, the Panel has invited members of the Carmarthenshire Disability Partnership to address the Panel about their experiences of ASB

DETAILED REPORT ATTACHED?

NO

Section 100D Local Government Act, 1972 – Access to Information

List of Background Papers used in the preparation of this report:

THESE ARE DETAILED BELOW

Title of Document	File Ref No.	Locations that the papers are available for public inspection
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DYFED-POWYS POLICE AND CRIME PANEL 25TH OCTOBER 2019

FEEDBACK FROM THE POLICING ACCOUNTABILITY BOARD ON THE 6TH AUGUST 2019

Recommendations / key decisions required:

To note the feedback from Panel members who observed the meeting and question the Commissioner as appropriate.

Reasons:

Scrutiny of how the Commissioner holds the Chief Constable to account is a key function of the Panel.

Report Author:	Designation:	Tel No.
Professor Ian Roffe, Cllr Keith Evans & Cllr. Lloyd Edwards	Local Panel Members	01267 224018
Robert Edgecombe	Lead officer	E Mail Address: rjedgeco@carmarthenshire.gov.uk

**EXECUTIVE SUMMARY
DYFED-POWYS POLICE AND CRIME PANEL
25TH OCTOBER 2019**

**FEEDBACK FROM THE POLICING ACCOUNTABILITY BOARD
ON THE 6TH AUGUST 2019**

The Scrutiny of how the Police and Crime Commissioner holds the Chief Constable to account is a key function of the Panel.

One of the methods by which the Commissioner performs this function is the holding of public Policing Accountability Board meetings.

Panel members regularly attend these meetings as observers to satisfy themselves that the Commissioner is holding the Chief Constable to account appropriately.

The last Policing Accountability Board was held in Lampeter on the 6th August.

A note of the proceedings is attached.

Panel members in attendance will also provide verbal feedback on the meeting

DETAILED REPORT ATTACHED?

Yes

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Dyfed Powys Police Accountability Board

6 August 2019 Meeting.

UWTSD Lampeter.

Open Session

Event began with an open session for discussions with members of the public, with two members of Lampeter Town Council in attendance. The deputy mayor raised concerns about the potential change to the town and its traditional low-crime environment due to increasing drug use. Incomers with a drug use habit create a local supply route that can influence demand from other local people and local schools.

The deputy mayor also raised the issue of CCTV coverage in Lampeter town centre and that these had not been operational for some years. The Commissioner replied that he was pleased to announce today the roll out of CCTV to Lampeter with a plan that they are operational by Christmas 2019. There are intentions to install 4 camera sites in Lampeter. Since the last installation, the Information Commissioner has tightened the controls on the scope of video capture permissible in order to protect citizens' rights, so that public spaces like public parks are usually excluded.

The Chief Constable in replying to the drug question outlined the steps that police were taking to tackle drugs supply. This included identifying and prosecuting high level suppliers as well as disrupting 'county lines' activities. Policing approaches in Dyfed Powys make it a relatively unattractive area for suppliers, but complacency needed to be avoided.

The CC said the recent government announcement to expand police officers is likely to lead to about 145 extra officers in Dyfed Powys. Achieving the additional 20,000 nationally will be a huge task over the next 3 years, as there are also some 25,000 officers due to leave. The changing nature of policing requirements for the Force, would influence the nature and roles of extra officers.

HMIC was coming into the force again for a 3 day visit in August, with another inspection in spring 2020.

The DCC post was currently advertised and interviews are scheduled for September.

The meeting followed the prepared agenda with the departure of the public.

Minutes of previous meeting

- Review of actions prompted by previous meeting.
- Progress on a complaint reported.
- HMIC reports appears as a rolling item on policing board.

Police accountability board terms of reference.

Key point is that the board will focus on performance.

Force performance report Q1

- PCC said that the overall context was for good performance on dip as a low crime area.
- It was important to achieve uniformity of service across the area as neighbourhood policing described as a patchwork quilt of provision by HMIC. PCC seeks uniformity of service provision.
- Detailed questioning by PCC of senior officers on performance reports produced by the Force.

Financial performance q1

- Performance appears on track.

Next Meeting. 5 November in Pembrokeshire.

Meeting was followed by a 30 min Facebook Live session, with the CC and PCC responding to live questions submitted to them and a live feed provided. This attracted some 40 attendees posing a range of questions.

Lloyd Edwards, Keith Evans and Ian Roffe.

DYFED-POWYS POLICE AND CRIME PANEL 25TH OCTOBER 2019

UPDATE REPORT – TACKLING ILLEGAL DRUGS

Recommendations / key decisions required:

To note the update report from the Police and Crime Commissioner regarding the progress being made to tackle illegal drugs and make such recommendations as the Panel thinks fit.

Reasons:

At the Panel meeting in April 2019 the Commissioner presented the findings of a 'deep dive' review undertaken by his office into how Dyfed-Powys Police approached the tackling of illegal drugs. The Commissioner agreed to provide a further update regarding progress at a later Panel meeting.

Report Author:

Robert Edgecombe

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**EXECUTIVE SUMMARY
DYFED-POWYS POLICE AND CRIME PANEL
25TH OCTOBER 2019**

UPDATE REPORT – TACKLING ILLEGAL DRUGS

The Police Reform and Social Responsibility Act 2011 ('the 2011 Act') places a statutory duty upon Police and Crime Commissioners to hold the Chief constable to account for the performance of his statutory duties. The 2011 Act also places a statutory duty upon Police and Crime Panels to scrutinise how effectively the Commissioner does this.

One of the mechanisms used by the Police and Crime Commissioner to carry out this function is the conducting of 'deep dive' reviews by his office into selected activities of Dyfed-Powys Police. One such review has been undertaken in respect of how the force tackles illegal drugs.

The Police and Crime Commissioner provided a detailed report to the Panel at its meeting in April 2019 on this issue and agreed to provide a further update at a later meeting. This update is attached.

Panel members are asked to note the update report and make such recommendations to the Commissioner as they consider appropriate.

DETAILED REPORT ATTACHED?

YES

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DYFED-POWYS
POLICE AND CRIME
COMMISSIONER

PURPOSE: Report to the Police and Crime Panel (25/10/19)

Title: Progress report following the Deep Dive Scrutiny Report of Dyfed-Powys Police's Approach to Tackling Illegal Drugs

Executive Summary:

In April 2019, the PCC presented to the Chief Constable his recommendations following a deep dive into the Force's approach to tackling illegal drugs. The report identified some key successes and recognised the Force's commitment to tackling the harm that drug misuse brings to communities. However, it also highlighted some vital gaps in the Force's awareness and utilisation of substance misuse support services to break the cycle of reoffending and decrease repeat demand on frontline officers. The report posed some questions regarding the potential for Dyfed Powys to learn from drug related approaches elsewhere across the UK and worldwide.

Recommendations included a focus on engagement with partners, maximising the use of existing processes such as stop and search and testing on arrest as well as implementing new processes to ensure substance misuse related offending is tackled appropriately and effectively, ensuring the implementation of best practice and shared learning from pilot projects, action plans and approaches taken in other areas.

The below report contains detailed responses to each of the recommendations.

Recommendation:

That the Police and Crime Panel note the contents of the report.

Police and Crime Commissioner for Dyfed-Powys

I confirm I have considered whether or not I have any personal or prejudicial interest in this matter and take the proposed decision in compliance with the NOLAN Principles for Conduct in Public Life.

Signature:

Date:

**Report of the Police and Crime Commissioner to Members of the
Police and Crime Panel**

**Progress report following the Deep Dive Scrutiny Report of Dyfed-Powys
Police's Approach to Tackling Illegal Drugs**

1. Purpose of Report

Prompted by the emergence of serious organised crime and county lines issues across the Force area, the canvassing of public opinion regarding priority areas for scrutiny, and an increase in recent national press, the Office of the Police and Crime Commissioner (OPCC) undertook a 'deep dive' review of how Dyfed Powys Police tackles illegal drugs. The report was provided to the Chief Constable on 25th April 2019, who endorsed each of the recommendations.

The purpose of this report is to review the progress made by Dyfed-Powys Police against the recommendations of the report in the subsequent 6 months.

2. Outcome

The review, concluding in April 2019, found:

- The Force understand the issues faced by the communities of Dyfed and Powys in terms of the effect of illegal drugs and impact of organised crime groups. However, this has not resulted in less Class A substances being available throughout the communities, nor has it affected the demand for such substances.
- There has been extensive work undertaken to address the issue of illegal drugs in the Dyfed-Powys area. This is demonstrated by the rise in trafficking offences between 2016 and 2018; with an increase of 49% over this period. This increase is resultant from a series of drug disruption operations; targeting those individuals involved in the supply of class A drugs, as well as those who form part of an organised crime group.
- Substance misuse support services offer proven results in the reduction of both offending behaviour and substance/alcohol misuse needs, however these are underused leading to repeat offenders not receiving the treatment they require and increasing repeat demand on front line officers. There is a need for greater awareness amongst police officers of the services and processes available to them, in terms of supporting those with substance misuse needs.
- There is a need to review other drug related approaches from both within and outside of the United Kingdom. The use of Drug Consumption Rooms must be reviewed in terms of their effectiveness in reducing drug related harm and their effect on engaging hard to reach drug users.

3. Situation

The review contributed to the Commissioner's Police and Crime Plan by supporting the following priorities:

- Tackle the harm caused by substance misuse (Priority 1 – Keeping our communities safe)
- Work with communities and partners to disrupt serious and organised crime activity (Priority 3 – Protecting our communities from serious threats)
- Ensure that the public receive a visible and accessible service (Priority 4 - Connecting with communities)

The review aimed to identify:

1. The Force's current response to tackling illegal drug use;
2. The Force's effectiveness in tackling illegal drug use;
3. The consistency with which the Force drug policy is applied;
4. The impact on local communities of the Force's approach to tackling illegal drug use; and
5. Local drug treatment services and their effectiveness.

Through:

1. Identifying the current Force strategy in addressing class A drug use across Dyfed-Powys;
2. Identifying the uptake of processes used to identify and treat those affected by substance misuse;
3. Identifying the level of resources being deployed in direct response to illegal drug use;
4. Highlighting areas of good practice and any areas where improvements could be made; and
5. Seeking the views of both the public as well as service users on illegal drugs and the Force's effectiveness in addressing them.

4. Choices and Consequences

The perceived gap in adequate partnership working between the Police and substance misuse service providers means there is a lack of a consistent joint approach in how those affected by substance misuse are treated. This hampers the ability to provide a consistent and sustainable joint approach. The implications of this may result in a lack of:

- joined up approach to consistently address drug related issues;
- resources available when planning drug disruption operations; and
- suitable support and advice on the most effective means of addressing drug related matters.

The reduction in the level of stop searches conducted in Ceredigion leaves a potential gap in identifying individuals who may be in possession of illegal substances as well diverting them into treatment. This coupled with a perception of drug related intelligence not being acted upon could impact the ability for a comprehensive drug intelligence picture to be formed in this area. The implications of this may result in:

- potential for reduced drug related intelligence picture;

- possible increase in drug related activity due to reduction in proactive stop searches; and
- missed opportunities to refer individuals into treatment for assessment and identification of criminogenic needs.

The current IT systems which support the test on arrest process are not adequate and result in a lack of suitable oversight of this process. The implications of this may result in:

- lack of treatment being offered to suitable offenders;
- substance misuse services spending exhaustive amounts of time attempting to contact service users due to missing details on arrest referral forms;
- potential for repeat offenders, resulting in additional demand for police officers; and
- difficulty in quality assuring process, including ensuring that data is effectively and safely transferred to substance misuse providers.

The lack of understanding of how the police use intelligence and what constitutes 'actionable intelligence' can have an impact of public confidence in the police. The implications of this may result in:

- lack of public confidence in the police in terms of their ability to act upon drug related intelligence;
- reduction in the volume of drug related intelligence provided to police officers by members of the public; and consequently
- reduced understanding of the local drug intelligence picture.

5. Actions and Review

The Force had undertaken a peer review of the approach to Serious and Organised Crime (SOC) in the summer of 2018, with areas for development including embedding partnership engagement and enhancing the role of the lead responsible officer within basic command units. Actions already underway to enhance the Force's response to illegal drugs included:

- Serious and organised partnership boards established within each BCU, feeding into the regional SOC boards.
- County lines awareness training delivered to partners
- Draft partnership SOC strategy currently under consultation
- Re-commissioned drug market profile to provide current market profile to inform decision making
- Proactive Priority Teams introduced 7 staff in total (2 in each BCU, but 1 in Ceredigion) in addition to force drug officers and neighbourhood tasking teams to support agile proactive disruption
- County line inputs delivered to secondary schools, railway staff, sports clubs, hotels, skateboard parks, taxi drivers - to raise awareness and request for intelligence.
- Local authority, housing officers, landlords forums and county councillor awareness raising events
- Training for local responsible officers delivered by Home Office

Delivery of the review recommendations are monitored at Force Gold Operations Board chaired by the Temporary ACC, who in turn is held to account by the Chief Constable at Force Executive Board. In addition the Force's response to SOC is monitored via the Public Service Boards and the regional SOC board.

The Force were required to provide a formal update to the Commissioner on the progress made since the publication of the deep dive. At a meeting of the Policing Board on 15th July 2019 the Force provided the below update. Further detail was requested for some recommendations and has been incorporated into the below.

	Recommendation	Position as of September 2019
1	<p><i>Engage with partners at an early planning stage when delivering drug disruption operations to ensure buy in, including crime stoppers to run targeted intelligence gathering.</i></p>	<p>During operation Regent the Force adopted a new approach to partnership engagement during a covert operation. This included a strategic and tactical partnership meeting to share intelligence particularly in relation to vulnerable people. An evaluation of Operation Regent gathered partners' views and identified that partners felt informed throughout the operation and the enforcement phase. It was recognised that due to the covert nature of such operations there can be a reluctance to brief partners in relation to details of enforcement. This can impact on partners' ability to ensure sufficient resources in areas such as referral demand.</p> <p>Learning has been shared through Force covert tasking. Partnership is achieved throughout investigation activity through partnership tactical meetings, and sensitive strategic partnership briefings in all operational enforcement plans at an early stage. This approach was taken during the recent Operation Moose enforcement phase with success.</p>
2	<p><i>Develop a consistent 'drug supply and treatment' protocol between DPP and specialist substance misuse providers.</i></p>	<p>The Area Planning Board (APB) play a crucial role in co-ordinating and delivering a joined up strategic partner response to drug and alcohol support. Supporting and complementing the work of the Serious Organised Crime Boards in tackling County Lines is a key priority within the Area Planning Board Strategy from 2019 onwards and is within the new Welsh Government Delivery Plan, particularly in relation to prevention. In line with this, the APB will be holding a Prevention Summit in December 2019, co-chaired by the Hywel Dda Health Board Director of Public Health and the Dyfed Powys Police and Crime Commissioner, to look at cross partnership approach to prevention, including County Lines. Work will be focused on building individual and community resilience and increasing protective factors for those most vulnerable and at risk. The APB has also received additional funding in 2019, some of which has been invested within the early intervention and prevention agenda, including increased funding for a Child and Adolescent Mental Health Services psychologist and early intervention service to target young people most at risk, such as those who have experienced Adverse Childhood Experiences or other safeguarding and vulnerability issues.</p> <p>Local management, engagement and intelligence sharing processes are in place between drug</p>

		<p>services and police within each county to ensure action is taken in relation to missed appointments and other issues raised by service providers.</p> <p>At a service level, Dyfed Drug and Alcohol Services and the Hywel Dda Health Board Community Drug and Alcohol Team link in with County Line and Serious Organised Crime operations in a shared effort to tackle violent crime and County Lines.</p> <p>Note: Area Planning Boards exist on a Health footprint, therefore a similar approach is proposed to be taken with Powys Area Planning Board.</p>
3	<i>Provide update on Test On Arrest action plan created as part of the 2017 Continuous Improvement Event.</i>	<p>This recommendation and action plan has been adopted by the Force Strategic Custody and Criminal Justice Board. The Force are currently exploring options for system changes to improve the referral process and raising awareness of the test on arrest process. Research has been conducted nationally which demonstrates disparity with some forces utilising the process, others not and some looking to re-introduce. The Force struggles to get meaningful data from the providers which they are progressing. Breach numbers are low and courts very rarely sentence for breaches of this nature. Service providers have given feedback that many of those referred are already clients they work with or are familiar with due to the local nature of our communities.</p> <p>In addition the Force is engaging with the OPCC regarding the re-commissioning of drug support services to ensure processes align.</p>
4	<i>Implement pathfinder across the Force to support two tier approach.</i>	<p>The OPCC commissioned Pathfinder pilot has been reviewed and is currently being re-tendered to launch Force wide on 1st November 2019. The revised approach will automate referrals to partner agencies to ensure streamlined and efficient processes for front line staff to improve engagement with the scheme. Procurement processes are underway with service provider selection taking place in early September. Oversight of delivery is managed via the Force Strategic Custody and Criminal Justice Board chaired by the temporary ACC.</p> <p>The Force will adopt the 2 tier out of court disposal approach for adults in November 2019 to coincide with the Pathfinder launch. Processes are in design phase, and will be presented to the Strategic Criminal Justice Board on 15th October 2019.</p>

		Stakeholder briefings will be delivered to the Quality Assurance Panel prior to launch.
5	<i>Review the effectiveness of Drug Consumption Rooms in reducing harm.</i>	<p>Drug consumption rooms have been successfully trialed outside of the UK. In order to consider this approach in Wales support would need to be obtained from Ministry of Justice, CPS and the Home Office for legal dispensation. In addition careful analysis of the local drug profile in Dyfed Powys would need to be considered to ensure this approach would be suitable for the type of drug use, demographics and methodology of use in our area.</p> <p>The Force is committed to supporting the Office of Police and Crime Commissioner in evaluating the evidence base to work towards the long term objective if research supports its use in the local area.</p>
6	<i>Engaged with area planning boards to support wider prevention agenda.</i>	As referenced in recommendation 2 the Area Planning Board is engaged in creating a county lines action plan to address wider prevention.
7	<i>Ensure best practice highlighted within drug related deaths key learning and research is being adopted within force.</i>	The content of the National Aids Trust 'Drug related deaths in England report' has been incorporated into the Serious and Organised Crime (SOC) partnership strategy and action plan. In addition the learning is being shared with local SOC boards. Following the spike in incidents in Llanelli a few years ago, a drug death overview group was convened with senior police representation. An action plan was created and completed. This included the roll out of Naloxone, multi-agency drug death reviews where appropriate and increased support services. This group was led by Hywel Dda Health Board but due to restructure and staff shortages they have been unable to support the meeting since October 2018. We have engaged with them as part of the Serious and Organised Crime strategy work and they recognise this is an area they need to prioritise, particularly given the recent Office of National Statistics drug death figures. DCI Gareth Roberts is working with them to re-invigorate this work through the SOC boards.

8	<p><i>Review stop search outcomes to ensure these are being appropriately and consistently applied.</i></p>	<p>Stop and Search is a useful and effective tool but a powerful one which must be utilised with care and fairness. Research in Force and nationally has shown there is a lack of confidence from officers in using this tool due to government scrutiny of its use.</p> <p>Stop and Search is governed by the Ethical Use of Police Powers Group. This group has embedded new audit processes which include local inspector and an independent inspector reviewing the quality and necessity of up to 25% of searches each month. Findings are fed back individually and to the group regarding organizational learning.</p> <p>The Commissioner's Quality Assurance Panel (made up of independent residents) review stop and search incidents on a regular basis. They consider written records and corresponding Body Worn Video footage in order to make a judgement on whether they considered there were reasonable grounds for the search and that the individual had been dealt with fairly and proportionately.</p> <p>To support officers a 'buddy' scheme has been introduced in Powys and Ceredigion to increase officers' confidence and knowledge in relation to stop search, this is due to be replicated across the Force area.</p> <p>Through this process some anomalies have been identified within the Force's stop search outcome data. An outcome will be applied at the time of conducting the search but there is no mechanism to update this at a later stage should further developments occur. This can lead to an apparent disconnect between the number of positive searches and outcomes. Solutions are being considered by the Ethical use of Police Powers Group.</p>
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9	<p><i>To conduct an evaluation of the Digital Media Investigator (DMI) pilot in Pembrokeshire to identify possible benefits of roll out across the Force.</i></p>	<p>A full review of the DMI pilot and the capacity and capability of the Digital Communications and Cybercrime Unit (DCCU) has been conducted and presented to T/ACC Evans. It is nationally recognized that the increase in volume of complexity of digital media and data is creating significant issues for law enforcement. In order to increase capacity a number of recommendations have been adopted which include;</p> <ul style="list-style-type: none"> • Increased local capacity through upskilling local Force intelligence officers to perform DMI functions • Increased local capacity for mobile telephone examination with support of Force Crime Scene Investigators subject to further consultation with staff and staff associations. • Increased capability through purchase of additional equipment to assist in triage and review. These purchases are being jointly funded by Force and OPCC.
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6. Appendices

- None

7. Background / Supporting papers

- Original report: <http://www.dyfedpowys-pcc.org.uk/media/7611/deep-dive-report-approach-to-tackling-illegal-drugs.pdf>
- Chief Constable's response: <http://www.dyfedpowys-pcc.org.uk/media/8326/letter-from-cc-to-pcc-re-deep-dive-review.pdf>

DYFED-POWYS POLICE AND CRIME PANEL 25/10/19

UPDATE REPORT – USE OF FORCE

Recommendations / key decisions required:

To note the update report from the Police and Crime Commissioner regarding the progress being made following the previous deep dive report into the use of force by police officers and make such recommendations as the Panel thinks fit

Reasons:

At a previous panel meeting the Commissioner presented the findings of a 'deep dive' review undertaken by his office into the use of force by Dyfed-Powys Police. The Commissioner agreed to provide a further update regarding progress at a later Panel meeting.

Report Author:

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EXECUTIVE SUMMARY
DYFED – POWYS POLICE AND CRIME PANEL
25/10/19

UPDATE REPORT – USE OF FORCE

The Police Reform and Social Responsibility Act 2011 ('the 2011 Act') places a statutory duty upon Police and Crime Commissioners to hold the Chief constable to account for the performance of his statutory duties. The 2011 Act also places a statutory duty upon Police and Crime Panels to scrutinise how effectively the Commissioner does this.

One of the mechanisms used by the Police and Crime Commissioner to carry out this function is the conducting of 'deep dive' reviews by his office into selected activities of Dyfed-Powys Police. One such review has been undertaken in respect of the use of force by Dyfed-Powys Police.

The Police and Crime Commissioner provided a detailed report to the Panel at a previous meeting on this issue and agreed to provide a further update at a later date. This update is attached.

Panel members are asked to note the update report and make such recommendations to the Commissioner as they consider appropriate.

DETAILED REPORT ATTACHED ?

YES

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DYFED-POWYS
POLICE AND CRIME
COMMISSIONER

PURPOSE: Report to the Police and Crime Panel (25/10/19)

Title: Progress report following the Deep Dive Scrutiny Report of Dyfed-Powys Police's Use of Force

Executive Summary:

In light of significant public interest and a requirement to improve the police's recording of their use of force, the Office of the Police and Crime Commissioner (OPCC) undertook a 'deep dive' review of the use of force within the Dyfed-Powys area. The report was provided to the Chief Constable on 9th October 2018, who subsequently formally responded, accepting each of the recommendations.

This paper reviews the progress made by Dyfed-Powys Police against the recommendations of the report in the subsequent 12 months.

Headline achievements:

- The organisation has successfully introduced Unique Reference Numbers to facilitate easier tagging and retrieval of records and footage.
- Officer safety training has been refreshed using feedback from the deep dive report relating to recording limitations and insights from officer injury data.
- The suggested requirement for a 'pool' of Body Worn Video (BWV) cameras has been reviewed and subsequently agreed not to be necessary.
- Alterations to current BWV units have been made in response to concerns expressed by specialist sections through the review.
- Procurement of the new records management system is well underway.
- Over 50% of the recommendations have been considered as having been completed. The remaining half are making adequate progress.
- Of those recommendations still in progress, four relate to improving communications to officers and the public, one relates to improving diversity of public scrutiny and one relates to the organisation's own audit and supervision arrangements.

Recommendation:

That the Police and Crime Panel note the contents of the report.

Police and Crime Commissioner for Dyfed-Powys

I confirm I have considered whether or not I have any personal or prejudicial interest in this matter and take the proposed decision in compliance with the NOLAN Principles for Conduct in Public Life.

Signature:

Date:

Report of the Police and Crime Commissioner to Members of the Police and Crime Panel

Progress report following the Deep Dive Scrutiny Report of Dyfed-Powys Police's Use of Force

1. Purpose of Report

In light of significant public interest and a requirement to improve the police's recording of their use of force, the Office of the Police and Crime Commissioner (OPCC) undertook a 'deep dive' review of the use of force within the Dyfed-Powys area. The report was provided to the Chief Constable on 9th October 2018, who subsequently formally responded, accepting each of the recommendations.

The purpose of this paper is to review the progress made by Dyfed-Powys Police against the recommendations of the report in the subsequent 12 months.

2. Outcome

The review, conducted between June and September 2018, found:

- the use of force was being under-recorded by officers;
- alcohol, drugs and mental health were recorded as the most prevalent impact factors;
- unarmed skills, handcuffing and ground restraints were the majority of tactics giving rise to complaints of excessive force;
- public feedback was mainly positive in relation to police use of force;
- the Commissioner's Quality Assurance (QA) Panel (independent representatives of the residents of the Dyfed-Powys area) supported the positive public feedback in finding that officers dealt with incidents proportionately and reasonably; and
- some shortcomings in the accurate collection, collation and analysis of data on how force is used by Dyfed-Powys Police officers.

3. Situation

The review contributed to the following aspects of the Commissioner's Police and Crime Plan:

- Make best use of our frontline resources to proactively tackle and deal with crime and incidents. (Priority 1: Keeping our communities safe).
- Advocate a reasonable and proportionate response by frontline officers when dealing with people experiencing mental ill health. (Priority 2: Safeguarding the vulnerable).

The review sought to:

1. Seek assurance that Dyfed-Powys Police (DPP) were using their powers of force appropriately;
2. Improve public confidence in Dyfed-Powys Police; and
3. Improve performance in this area (Independent Office for Police Conduct).

Through:

- a) Identifying any trends in terms of the use of force by Dyfed-Powys Police officers and staff;
- b) Highlighting areas of good practice and areas for improvement;
- c) Providing independent oversight of police use of force;
- d) Seeking assurance that officers are appropriately recording all incidents of use of force; and
- e) Informing the public about their rights with regards to the use of force by police officers.

4. Choices and Consequences

The lack of unique reference number, combined with there being no specific use of force categorisation tag within the Body Worn Video (BWV) storage software means that evidence of encounters where force had been used were extremely difficult to locate. The implications of this may include:

- Resources
 - Extensive use of staff and officer time ‘trawling’ through records in an attempt to locate relevant footage.
 - Complaints and claims taking longer to resolve due to the inability to locate evidential footage.
- Financial
 - Potential for more successful ‘excess force’ damages claims due to officers being unable to disprove claims without records and footage.
 - Poor realisation of benefits from the significant investment in BWV.
- IT storage and Data Protection
 - Inappropriate retention / deletion of footage due to potential for inappropriate tagging.
 - Difficulty in handling subject access requests due to difficulties in identifying correct individuals in footage without corresponding written records.
- Public confidence and staff wellbeing
 - Lack of transparency may reduce subjects’ trust and confidence in the police.
 - Difficulty in implementing effective supervision and audit dip-sampling to reflect on effectiveness of approaches.
 - Lack of trust in the accuracy of recording may negatively impact on officer and staff wellbeing.
 - Possibility that as compliance increases, the perception will be that force is being used more than it is as the data currently only represents the number of forms submitted and not the number of incidents.

5. Actions and Review

	Recommendation	Initial comment from the Chief Constable	Position as of September 2019
1	Introduce Unique Reference Numbers (URNs) for use of force forms as a matter of urgency.	Work to introduce and utilise Unique Reference Numbers (URNs) had already been authorised.	There has been a delay in the upgrade to the application due to failures of the system during testing phases. However successful tests have now been completed and the necessary changes to PRONTO have been made. This has allowed improved scrutiny to be undertaken as it has allowed the latest profile produced to be more detailed in what it has reported on e.g. – it has allowed for details of type of force used & ethnicity of subject data comparisons. Recommendation discharged.
2	URNs must be used to ensure Body Worn Video (BWV) footage is appropriately tagged and readily retrievable.		The delay, caused by testing failures, in finalising the PRONTO upgrade had a knock on effect on the final part of the process which allows Officers to be sighted on the relevant URN, which in turn will allow categorisation of BWV against that URN. The Digital Team has confirmed the necessary work has now been completed, however the system is reliant on users accurately inputting the URN on the BWV system and tagging the footage as an evidential clip to ensure it is retained beyond one month.
3	Communicate clear and consistent recording requirements to officers and staff, including the importance of Body Worn Video footage and justification of the force used.	A communication strategy to articulate recording requirements to the workforce was being prepared.	There have been regular discussions through the Force Digital Projects Board in relation to several aspects of its ongoing work streams. This has included instructions to staff on the use of Body Worn video in relevant circumstances, and the appropriate times to categorise it. In an attempt to roughly monitor officers' compliance with the requirement to report all instances of use of force, Dyfed-Powys Police's use of force profile compares the number of use of force forms submitted with the number of arrests during

			<p>the same period. This data must be reviewed with caution, as not every use of force will result in an arrest, and not every arrest will require the use of force, however, it gives an indication of the expected trend.</p> <p>During the review and reporting periods (Quarters 1 and 2 of 2018/19), the rate of form submissions to arrests was a stable 54%. In the two financial quarters following the report being published (Quarters 3 and 4 of 2018/19), this had reduced to approximately 48%. Further work is required to understand whether the organisation's manner of assessing compliance is fit for purpose, or whether actual recording rates have declined. This will be assessed further through the Commissioner's Quality Assurance Panel review later in October 2019.</p>
4	<p>Review and consult with officers on the current use of force training package to ensure this reflects reality as far as possible and includes sufficient coverage of reporting requirements.</p>	<p>Reviews of the officer safety training package and body worn video provision were underway and would incorporate the points raised by the review.</p>	<p>Representatives from the Quality Assurance Panel observed the refreshed officer safety training in March 2019, which provided valuable insights and assurance on the variety of tactics at officers' disposal when dealing with resistant subjects. At a meeting of the Ethical Use of Police Powers (EUPP) group in May 2019 it was reported that there was an issue with officers attending their annual safety training refresher course. Since the meeting, the organisation has issued communication to all relevant officers to inform them of the refreshed package to encourage attendance. Specific instructions on the recording requirements, with talk through examples are also covered within the training.</p> <p>Recommendation discharged.</p>

5	Set in place audit and supervision arrangements to assess understanding and subsequent compliance with use of force recording requirements.	Following the introduction of URNs, a supervision process to review recording compliance would be established by the Force.	<p>Throughout the period between the initial report and this progress review, a member of the Commissioner's team has maintained oversight of DPP's own management and scrutiny of use of force data through attendance at the quarterly governance group meetings. Through these meetings, it has been observed that the organisation's data analysis of use of force incidents has matured, with more detailed performance reports available for internal scrutiny.</p> <p>The EUPP group set a task for a dip sample audit of use of force submissions to provide an assessment of specific supervision requirements in relation to audit i.e. what is easily achievable for first and second line supervision. Also this tasked audit was due to report on where the organisation currently was in terms of compliance levels for use of force form submissions. This has proven to be challenging due to limitations in the IT systems. The OPCC continue to discuss these challenges with DPP.</p>
6	Review the existing use of force forms with a view to auto-populating fields, reducing the amount of data required and considering how officers' rationale is recorded.	The use of force forms would be reviewed to allow officer's rationale to be inputted.	<p>The form that is completed is a nationally designed form that has been adopted by the majority of UK Forces and therefore changes cannot be made to the template.</p> <p>Recommendation discharged.</p>
7	Work with the OPCC to educate the public on the necessary, reasonable and proportionate use of force by police officers and their rights relating to the exercise of the power.	The Force would work with the OPCC through the Use of Force governance group (recently renamed to the Ethical Use of Police Powers (EUPP) group) to educate the public.	<p>Three months following the review, the Commissioner's Quality Assurance Panel undertook a second review of recorded incidents of use of force in order to assess any immediate progress which had been made. The Panel found that the use of force was consistently necessary, reasonable and proportionate.</p> <p>The review reported that 55 allegations relating to the excessive use of force by officers were recorded by Dyfed-</p>

			<p>Powys Police within a 15 month period (April 2017 – June 2018). During the 12 months ending 31st July 2019, 50 such allegations were recorded. This shows very little variation in the average number of allegations per month (3.7 and 4.2 respectively).</p> <p>It is encouraging that officers are continually found to be exercising their powers ethically, however more should be done to educate the public about this. The OPCC will continue to work with DPP to communicate key messages to the public.</p>
8	Ensure officers routinely complete the individual profile of those subjected to force in order to enable appropriate monitoring of potential disproportionate use on different demographic groups.	See recommendation 5.	<p>In their review during December 2018, the Quality Assurance Panel found some discrepancies in the information recorded on the forms, with personal details differing on forms based on the same incident.</p> <p>Communication with officers over the past several months has highlighted the requirement to complete forms accurately with all information, including personal details. The evidence seen thus far is that this is an improving picture with forms now completed in more detail than previously. The organisation recognises that further work is required to improve on overall submission compliance. In order to achieve this there is a consultation exercise being planned through the Corporate Communication Team, to better understand any barriers that may be in the way – which can then be developed upon if identified. Work is ongoing to develop this area of work.</p>
9	Consider the provision of a 'pool' of BWV cameras for those without personal issue to access when there is an operational need.	See recommendation 4.	<p>Consideration has been given to a 'pool' capability of BWV through the Forces Digital Projects Board, however following consultation with staff this was not deemed necessary. Recommendation discharged.</p>

10	<p>Improve the way in which the Force records officer injuries associated with the use of force. This information should be used to ensure officers are appropriately equipped and protected from sustaining harm in the course of their duties.</p>	<p>Recommendations 10 to 14 were being considered by the Force in order to identify appropriate opportunities to address the recommendations.</p>	<p>The review highlighted that 61 officers reported sustaining injuries as a result of their use of force during April to June 2018. Subsequent quarters' data show a reduction in these reports, to an average of 46 officers injured within a 3 month period.</p> <p>It was reported in a meeting of the Ethical Use of Police Powers Group during May 2019 that data recorded regarding assaults on officers would be utilised to inform future training (for example promoting the use of leg restraints as the most common assault on police was from kicking).</p> <p>Recommendation discharged.</p>
11	<p>Continue to work with local health services to develop tailored plans for the appropriate management (including the safest, most effective and appropriate forms of force recommended) of repeat offenders, especially those with protected characteristics.</p>		<p>Dyfed-Powys Police has formal procedures in place to meet regularly with other services to review the management of individuals living with mental health conditions who are frequent service users. The aim of this work is to identify those who are common to more than one service (emergency and health and social care) and develop appropriate coordinated care plans to safeguard the vulnerable people and staff working with them.</p>
12	<p>Work with the OPCC to improve public involvement in the scrutiny of police officers' contact with the public.</p>		<p>Towards the end of 2018 the Commissioner's office and NPT officers worked with Pembrokeshire People First to discuss perceptions of the police and individuals' rights in relation to police contact. The session provided useful insights into the experiences and perceptions of people with learning difficulties and autism.</p> <p>The Quality Assurance Panel continues to review a variety of police-public contact methods and includes representation from the Independent Advisory Group.</p> <p>The Commissioner's team intends on replicating similar sessions with other representative groups in the future. Further</p>

			work is planned for the coming months to engage with a more diverse population to ensure the views of those with protected characteristics are captured and considered.
13	Prioritise a decision on the future records management system, ensuring every effort is made to improve interoperability and improving auto-population of certain fields, thus reducing the volume of separate reporting requirements placed upon officers.		The procurement process for the new records management system is underway and a decision on the supplier is expected before the end of 2019. Whilst it is considered this recommendation is complete, the organisation will need to ensure that written and video records are appropriately connected and readily retrievable. Recommendation discharged.
14	Review the concerns of specialist sections to ensure officers are equipped appropriately to undertake their duties effectively.		This was reviewed and the relevant specialist sections have had their BWV lights deactivated as per their suggestion. Recommendation discharged.

6. Background / Supporting papers

- Original report: <http://www.dyfedpowys-pcc.org.uk/media/6719/use-of-force-report.pdf>
- Chief Constable's response: <http://www.dyfedpowys-pcc.org.uk/media/6720/use-of-force-chief-constables-response.pdf>

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