

Meeting:	Strategic Performance Board
Venue:	HQ SCC119
Date:	5th November 2024
Time:	10:00-13:00

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

1. Apologies and Introductions

The PCC welcomed all to the meeting and introductions were received from meeting attendees.

The PCC explained that under the new governance structure this was the first meeting of the Strategic Performance Board.

The PCC noted that a detailed financial position of the Force is provided at regular intervals at Policing Board and as such there is no need for this to be repeated at this forum. However, in conjunction with the CFO it would be beneficial for a summary report with headline issues regarding assets, return on investments, and a more strategic viewpoint of the finances to be brought to this Board moving forward.

The CC raised the recent Budget announcement by the Chancellor and the rise in National Insurance contribution which will place an additional cost pressure on Force. The PCC stated that the Budget announcement and distribution of funding from the Home Office was raised with the Policing Minister at the Association of Police and Crime Commissioners meeting which the PCC attended the previous week.

2. Strategic Performance Board Terms of Reference and New Governance Arrangements

The Board considered and approved the Terms of Reference for Strategic Performance Board. The PCC stated that in future meetings there may be members of the Police and Crime Plan present as observers.

The CC questioned how operationally sensitive updates which may be provided within the meetings would be managed with a live recording. The PCC stated that they would be led by Chief Officers on what detail can be shared within a public forum. It was agreed that a closed session would be available at the end of meetings if operationally sensitive information needed to be discussed.

Decision: The Board agreed the Strategic Performance Board Terms of Reference.

3. Sign off the Policing Accountability Board minutes from the meeting held on the 28th of February 2024 and review any outstanding actions

The minutes from the Policing Accountability Board meeting held on the 28th of February were agreed as true and accurate and all actions have been completed with no outstanding actions.

4. Force Performance

a) Force Performance Report

The PCC introduced the performance framework and the positives of having the framework. The CC noted the implementation of Niche and the impact on data availability. The PCC noted that he was keen for a public version of the Force Performance report to be available moving forward.

Head of Service Improvement Unit, T-Supt Louise Harries (LH) provided an introduction of the Force performance against the national measures and gave an overview of the document circulated. They updated on the performance dashboards that had been created, which relate to crime and domestic abuse. There have also been quality assurance dashboard created. There is programme of work ongoing for the next tranche of dashboard to be created.

The PCC extended his gratitude to the performance team for their work on the creation of the dashboards.

Due to work ongoing with the Police and Crime Plan and accompanying performance framework, data within the Force Performance Report is

equivalent to that discussed in the latest Force Performance Board (held on the 16th September) and is reflective of period up to August 2024.

The Board discussed the number of calls received by the Force within the reporting period. The PCC questioned if demand over the summer of 2024 was less compared with previous years. The CC explained that some demand the previous year was created internally with the implementation of Niche and also the Force had dealt with incidents which occurred over many months regarding Stradey Park Hotel. The CC stated that the Force is better resourced this year with extra resources within the FCC.

The KPI for 999 calls is for 90% to be answered within 10 seconds. Internal processes reports that for the last 12 months the Force's average speed of answer was 3.4 seconds. National data, which is reported by BT however reports the Force's average speed of answer as being 9.82 seconds – the variance in reported times has been queried for some time where it is evident some lag/latency exists. Improvements to the Force's fibre optic line will assist in improving this issue, whilst assurances are also made that this variance will reduce significantly with the introduction of the new telephony system.

The national KPI for 101 calls is maximum 10% abandonment rate. Whilst work has occurred to reduce this abandonment rate, the Force is still above the required 10%. The Board discussed the abandoned rate of calls made to the Force, and the PCC questioned when the investment into the FCC will be fully realised. The CC stated that this will happen in stages throughout the year, the first being the changes in technology with the call handling system which will happen the following week. By next Spring it is anticipated that changes with workforce will be fully embedded with changes to the shift pattern and omnicompetence. The CC stated that with the modelling the Force has undertaken that by next Spring, it is expected to be consistently under the 10% abandonment rate as a result of the changes. The ongoing omnicompetence training, increase in resources, rota changes and new telephony system will assist greatly in the Force being able to achieve this KPI and providing a quicker service to callers.

The Board discussed response times within the Force and response times varying between different areas. Response times are affected by geographic area and where officers are based in relation to call received.

The DCC also stated that during a recent performance event, that the Superintendent for Uniformed Policing and Specialist Operations had been asked to look into the factors that have an impact on response times and cross reference with work ongoing with the Force Review.

Action: Report to be shared with the PCC regarding work on factors affecting response time once work has been completed by the Force.

The CC updated that a decision had been taken at Chief's Council nationally that the timer would start at the point the call is received by the FCC in future rather than the point at which the Force deploy an officer. This will be monitored over the coming months.

The Board discussed Crime Data Integrity and the sampling of more records. In the last quarter 5000 records were sampled, whereas previously the sample size would have been 80-100 records a month and focusing on areas that are deemed to be high risk or areas where the Force has previously struggled in. The sample size is now 95% successfully reliable with a 3% margin of error either side. Previously the sample size was not have been statistically reliable.

Local Policing areas receive get feedback reports every day which are discussed at their daily management meetings, so issues and learning can be addressed on a daily basis and at a new weekly management meeting chaired by the ACC which has been introduced into the Force's governance arrangements. The Board considered the messaging around the monitoring of performance, and this has been a focus at Engagement and Expectations event and will form part of the Chief Officers Roadshows starting in January.

LH provided an overview of the recording of ASB and stated that previously calls were presenting themselves as ASB but should have been recorded as a crime. Work has been done with the FCC and now incidents are being recorded correctly hence why number of ASB has decreased.

The Board considered the information relating to the Chief Constable Priority Areas. The volume of recorded Domestic Abuse related crime has remained stable when observing overtime and the Board discussed the outcome rates relating to domestic abuse cases.

The Board discussed the body worn video (BWV) compliance and the use of BWV and arrest rates are routinely captured and monitored – cognisance must be given that not all Domestic Abuse incidents have the grounds of arrest and that the use of BWV can be impacted if an officer has dealt with the incident over the phone or multiple attempts of trying to speak to a victim has occurred. Each instance where BWV has not been activated or an arrest has not been made, is scrutinised to ensure a justifiable reason is recorded.

The Force currently outsources its victim surveys for gathering insights from victims of ASB, Crime, Domestic Abuse and Stalking.

An internal quality assurance exercise is also completed monthly, ensuring we systematically assess and document the adequacy, efficiency, and effectiveness of the policing response to Domestic Abuse, with a focus on ensuring the Domestic Abuse Policy is being adhered to and high-quality investigations are being completed. The results from the victim surveys and quality assurance provide opportunities to identify individual and/or organisational learning, and to establish a baseline for future best practice.

The Board discussed the volume of recorded Rape and Other Sexual offences and these offences have remained consistent over time. Given the nature of these offences there are no clear trends and historic reporting must be factored.

The data highlights that the Force is low in its Charges for Other Sexual Offences in particular – conscious of this the Chief set an action for this to be further understood, and as such a thorough audit was completed on a considerable number of 'Other Sexual Offences' by the Force Service Improvement Unit, where key findings and areas of learning/required improvement were identified, and actions recommended. These actions are being progressed by Force leads and progress towards these actions are monitored at the performance governance meetings.

A positive picture can however be seen when examining the Force's conviction rates, in particular Sexual Offences Conviction Rate which July (Reporting Year to Date) was 89.2%. The PCC questioned the high number of victims with a named suspect identified that decline/withdraw support and what the Force is doing to address this. The ACC responded stating that work ongoing with the Force including weekly scrutiny and quality assurance reports.

The PCC commented that there is a perspective from the communities within the Force area that drugs are prevalent within the community with a considerable amount of recreation drug use. The PCC asked what the general market trends are within the drugs market and what pressure is on the Force to respond to these?

No trend is visible when examining the volume of recorded Drug Trafficking offences over time.

No evident trend is visible when looking at the volume of recorded Possession of Drug volumes overtime.

The CC stated that Supt Chris Neve, Prevention lead will be leading on a pilot in which the Force will work with known drug users to attended treatment places, working proactively with them as a prevention approach

and not waiting until an offence has been committed before offering assistance.

Action: Director of Commissioning to link in with Superintendent Chris Neve regarding a pilot for treatment places for drug users.

Regarding Stop Search data, and the volume of Stop Searches conducted over time, a vast increase can be seen post appointment of the CC in December 2021, which was due to increased focus, scrutiny, and performance management. These volumes have since reduced due to balancing demands and increase focus within other areas. (Op Cambrian consequently changed immediate focus and deployment of resources). Whilst volumes have reduced, the find rate however remains high, evidencing quality and informed searches are being conducted. . It is important to note that a high volume of searches of individuals from an ethnic minority are individuals who are not residents of the force area, and consequently it is difficult to compare against census population figures. Assurances were given that 100% audits are completed for all stop searches where the ethnicity is of an ethnic minority and/or where the ethnicity has not been recorded by the officer. This includes observing the recorded body worn video footage. In addition to the 100% audit of ethnic minority searches, a monthly quality assurance process is in place and completed by Inspectors, to identify areas of learning and good practice.

The PCC had previously had an update in Policing Board from the Chief Inspector for Information Management regarding data protection, DBS and vetting demands on the Force.

The PCC raised that the top 6 file quality error campaign has been running since February 2024 and have yet to see a marked improvement in the quality of files being submitted into the CPU, particularly in respect of the Top 6 issues. The CC stated that they are looking at centralisation, so that the Criminal Justice Unit complete all file builds. Capacity is currently an issue and Supt Andrew Edwards is currently working on a proposal. Familiarisation with the system is also an issue based on officer feedback as they don't complete files very often. Sergeants who have completed Boards last year are also required to undertake an assessment on file build.

The PCC raised that the Force has seen an increase in inquisitive crimes including burglary and shoplifting offences and what the Force are doing in response. The CC updated that the Neighbourhood Policing and Prevention teams play a part in dealing with these crimes, and the Force have a shoplifting initiative. The Force have an inquisitive crimes lead and

a burglary strategy and a review of response to shoplifting is being led by a Chief Superintendent.

b) Force Performance against National Crime and Policing measures

The Board considered the presentation regarding Force performance against National Crime and Policing measures. The National Crime and Policing Measures aim to help focus effort on key National priorities, allow performance to be measured and help demonstrate value for money in policing. The Force proxy measures are reported for the most recent 12 months (October 2023 - September 2024) (unless otherwise stated). The time period for the baseline* data set is July 2018 - June 2019.

The Board discussed the figures regarding reducing murder and other homicides, 4 between October 2023 and September 2023 (4 vs 7) from baseline*.

The ACC updated that the Force had a Homicide prevention strategy and the Force had implementation of process of fast-track reviews of new misses and near misses and new review process.

The Board discussed the information provided regarding reducing neighbourhood crime

- 9.3% decrease in Burglary (Residential)-Baseline: 1,063 Vs 964 in the 12 months to September 2024.
- 51.2% increase in Theft from the Person-Baseline: 86 Vs 130 in the 12 months to September 2024.
- 44.1.4% decrease in Theft from a Vehicle-Baseline: 562 Vs 314 in the 12 months to September 2024.
- Robbery (Personal) 44.4% increase in Robbery (Personal)-Baseline: 63 Vs 91 in the 12 months to September 2024.
- 366.7% increase in Theft of a Vehicle-Baseline: 39 Vs 182 in the 12 months to September 2024.

The Chief Officers stated that there were no themes identified within the figures.

The PCC raised that the theft of quad bikes had been raised as a community concern and an issue locally.

The PCC questioned from a national measures' perspective are there any indications that these will change with a change in Government. The CC state that this likely. Previously these measures were part on an early warning system, therefore if a Force was an outlier in two of the three areas a letter would be generated from the National lead to the Force and interest from the Home Office. The CC believes this system has dropped

off under a new Government. The CC stated that the priorities for the New Government are different including cutting Violence against Women and Girls by half and cutting knife crime.

A discussion around satisfaction among victims and stop and search data had taken place earlier in the meeting.

5. Discussion on the New Police and Crime Plan Performance Framework

The PCC informed the Board that the Police and Crime Plan Performance Framework is in development and will be reported on within this forum. The Police and Crime Plan will be published early in 2025 and has been agreed and supported at a recent meeting by the Police and Crime Panel. The HoS&P updated that the aim of the Performance Framework is to capture a suite of measures from the Force, the OPCC and Commissioning Services to demonstrate against the objectives within the plan and where possible use pre-existing data sources. The area of focus for development is public trust and confidence which is the underpinning vision of the plan. Work is ongoing to capture this performance in a different way. The aim is to develop a public facing document that enable the Commissioner to discharge his statutory function of publish information to allow the public to determine the performance of the Force.

6. Commissioned Services and Grant Funding Overview

The Director of Commissioning and Partnership (DoCaP) provided an overview and presentation to the Board on commissioning and funding. The presentation gave an overview of the commissioning budget 2024/25 and the commissioned services that are currently funded by the OPCC. These include substance misuse services in Dyfed and Powys, Independent Domestic Violence Advisors and Missing Young People's Debrief service. The DoCaP provided some contract highlights regarding the Substance misuse, young people debrief service and mediation services tender.

The PCC queried how they could make the Force more aware of the availability of the commissioned services.

Action: Infographics on Commissioned services to be shared with DCC, ACC and LH.

An overview of the external grant funding was then provided. This provided an update including challenges on Safer Streets Serious Violence Duty and ASB Hotspot funding.

The DCC advised that Safer Streets funding updates are provided at the Change and Transformation Board.

Action: Serious Violence Duty and ASB Hotspot funding updates to be included at future Change and Transformation Board.

An update was provided on the types of funding that sit under the Commissioner's remit and where that expenditure is focused. The types of funding include Commissioner Fund, Proceeds of Crime Act and Innovation Fund and how funding has been distributed since 2022/23 to date.

An update was provided on the recently established Projects and Funding Group which was established in September 2024. The group allows the Force and OPCC colleagues to triage proposals, ensure alignment with governance structures and propose routes to seek funding.

7. Any Other Business

The PCC raised that during the year the Force had seen an increase in road traffic collisions and fatalities on the road within the Force area and questioned what the Force response was to the increase.

Regarding the road traffic collisions and fatalities, the CC stated that there was no pattern regarding the incidents that needed to be addressed. The CC reiterated that the incidents on the roads were not linked to the restructuring of the roads policing unit within the Force.

The PCC stated that he was concerned that there was no heightened focus from organisations including Welsh Government regarding road traffic collisions and fatalities.

The PCC referred to tiered driving licences for young people, which is a space he is looking to be involved in.

The PCC confirmed his commitment to the Schools Programme within the Force area that he would like to see the school programme refreshed and enhanced within the Force. The CC confirmed that the Force was supportive of this and confirmed their commitment and support of the programme.

The DCC suggested that the representatives of the Force and OPCC meet to discuss the revised school's programme. The OPCC confirmed that representative from the Force and OPCC have already begun discussions.

Action No.	Action Summary from meeting 05/11/2024	To be progressed by
SPB001	Report to be shared with the PCC regarding work on factors affecting response time once work has been completed by the Force.	Force
SPB002	Director of Commissioning to link in with Superintendent Chris Neve regarding a pilot for treatment places for drug users.	OPCC/Force
SPB003	Infographics on Commissioned services to be shared with DCC, ACC and LH.	OPCC
SPB004	Serious Violence Duty and ASB Hotspot funding updates to be included at future Change and Transformation Board.	Force

CLOSE