

Meeting:	Strategic Performance Board
Venue:	HQ SCC119
Date:	27th January 2026
Time:	09:30-12:30

Members:	Police and Crime Commissioner, Dafydd Llywelyn (PCC) Chief Constable, Ifan Charles (CC) Temporary Deputy Chief Constable, Gary Phillips (T/DCC) Temporary Assistant Chief Constable, Andrew Edwards (T/ACC) OPCC Chief Executive, Carys Morgans (CEX) OPCC Head of Strategy and Policy, Claire Bryant (HoSaP) OPCC Temporary Chief Finance Officer, Nicola Davies (CFO) (Online)
Also Present:	HMICFRS Inspection Officer, Katie Hancock (KH) (Online) Head of Service Improvement Unit, T-Supt Mark McSweeney (MMc) Senior Manager Performance and Analytics, Lowrie Proctor (LP) Force Crime and Incident Registrar, Tanya Davies (TD) (Online) Staff Officer, Inspector Lewis Simpson (LS) Staff Officer, Inspector Sam Gregory (SG) OPCC Executive Support Officer, Sophie Morgan (SM) Police and Crime Panel Member, Cllr Jonathan Grimes (JG) Police and Crime Panel Member, Helen Thomas (HT)
Apologies:	Director of Finance, Edwin Harries (DoF) Director of People and Organisation Development, Linda Williams (DoPaOD) OPCC Director of Commissioning and Partnership, Alison Perry (DoCaP)

1. Apologies and Introductions

The PCC welcomed all to the meeting including members of the Police and Crime Panel attending the meeting as observers.

Katie Hancock (KH) Inspection Officer for HM Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) introduced herself and her role to meeting attendees.

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

2. Update on actions from previous meetings

Action No.	Action Summary	Update
SPB 025	Response rates to be reviewed at next Strategic Performance Board following the STORM fix and auto-recording when officers arrive at scene.	In Progress To be discussed at meeting
SPB 026	Focus on Lampeter and Radnorshire response times at next Strategic Performance Board meeting in January 2026 .	In Progress To be discussed at meeting
SPB 027	Evaluation of laptop trial to be discussed at a Policing Board meeting in May 2026.	Discharged Added to PB Forward Work Planner
SPB 028	SE to ascertain detail on any national review of National Crime Recording Standards and report back to the OPCC.	Completed
SPB 029	Evaluation of E-BIT to be brought to a meeting of the Policing Board for discussion.	Discharged Added to PB Forward Work Planner
SPB 030	Force to seek to understand the causes behind repeat offending and repeat victimisation reducing over time and share with the PCC.	Completed
SPB 031	Most similar force data to be provided alongside Welsh data for public confidence / Crime Survey England and Wales comparisons within future Strategic Performance Board reports.	Completed

SPB -032	Force to seek to understand change in mobile v static offences in GoSafe data and report back to the OPCC.	Completed
SPB 033	Update to be provided regarding the latest position statement for DPP regarding GoSafe funding.	Completed Update provided to PCC
SPB 034	OPCC to monitor the figures regarding Taking Without Owner's Consent (TWOC) and theft of vehicle offences.	In Progress

3. Force Performance

a) Force Performance Report

The PCC advised that going forward only one Force performance report would be created and this would be a publicly available document.

The PCC drew attention to the significant improvement in the performance of the Force Communication Centre (FCC) and the changes that had taken place within the department following investment provided by the PCC to the FCC. The PCC noted the improvement in the average call wait time – from 7.96 seconds in November-24 to 4.83 seconds in December-25.

The PCC also noted the Force's performance against other Forces. During Q3 of 2025/26, DPP ranked 9th in terms of the proportion of calls answered within the 10 second KPI (95.2% of calls), and 7th in terms average speed of answer (4.77 seconds).

CEX queried whether there was any difference in performance regarding Welsh Language calls. The ACC confirmed that the Welsh language performance is not akin to the performance shown within the report and that this is an area the Force is looking into.

Action: - Force to share FCC call handling data/figures regarding Welsh language with OPCC.

The PCC stated that he was aware of the recent recruitment campaign for Welsh language speakers for the FCC and suggested that Welsh language compliance should be scheduled as a future topic within a Policing Board meeting.

Action: - OPCC to schedule Welsh language compliance as a focus topic at a Policing Board meeting.

The PCC asked the CC for an update on the Productivity and Efficiency report that the Force will imminently be publishing. The CC advised that the creation of an annual Force level report intends to provide the Force, key stakeholders within existing scrutiny arrangements and the public with key information, providing assurance in the approach of the Force to service delivery. A report has been drafted highlighting key activities and developments during 2025 in relation to generating cost reductions, improving efficiency and productivity, and value for money.

The PCC raised that digital contact into the FCC had increased and queried how this features within the control room in terms of encouraging greater digital contact?

The ACC stated that following the PCC's investment within the precept to the FCC, all FCC staff are omni competency trained and this model allows the FCC to flex resources when required.

The PCC queried current sickness level and sought assurance in relation to wellbeing within the FCC. The ACC stated that culture of the FCC is one that is heavily performance managed particularly over the last 12-18 months and there had been some anxiety from staff regarding the omnicompetence. However there has been considerable investment in training support and a monthly dedicated performance meeting within the FCC. From the ACC's perspective the culture within the FCC is probably the best it's been for a long time. There are fluctuations of sickness in there, but these are relatively short-term sickness and not leading to long-term sickness issues.

The CC stated that the Investors in People Survey had not raised any concerns coming from the FCC.

The PCC asked for update regarding the change in shift patterns within the FCC. The ACC updated that this had been slight delay with this.

Action: - Update on FCC night shift changes to be provided to PCC in due course.

The Board discussed shoplifting crimes within the Force area. The ACC provided an update regarding the shoplifting improvement plan in place within the Force.

The CC updated that a Superintendent is leading in meeting with some national retailers to discuss how improvements can be made in gaining CCTV footage from retailers in a more timely fashion. There continues to be ongoing work needed regarding shoplifting outcomes. An improvement has been seen over the last 4-5 months especially with outcome 1, however compared with the most similar group Forces outcome 1 rates are significantly higher than in other forces. Some of this is linked to timely action and linked to receiving CCTV footage from retailers.

Action: - Force to provide the OPCC with shoplifting figures following shoplifting improvement plan

The ACC provided information regarding the engagement strategy with local and regional shopkeepers, and meetings held by the Superintendent for Prevention with retailers.

The PCC mentioned that engagement should be made with Independent Shopkeepers Association.

Action: - Force to engage with Independent Shopkeepers Association.

The Board discussed response times to incidents and the benefits of the laptop trial regarding response times. The ACC provided further information regarding outliers and the new process of recording of a new incident. The ACC monitors and reviews response times outside the SLA.

The PCC raised the operational changes in North and South Powys. The ACC updated that an evaluation had recently been completed. A new Basic Command

Unit (BCU) Superintendent will be appointed for Powys following retirement of the current BCU commander, and the new Superintendent will have an opportunity to consider the evaluation of the model along with Chief Officers.

Action: - Force to share evaluation of the operational changes in Powys with PCC.

The CC provided an update regarding the ongoing process evolution work. The CC hopes that the work will be concluded by Senior leaders with recommendations made by the end of March. This will be shared with the PCC.

Action: - Process evolution report to be shared with PCC via Policing Board after Easter.

The Board discussed the Crime Data Integrity figures and discussed the improved recording of crimes and oversight via ACC weekly meetings. A vast improvement was also evident in the Force's National Crime Recording Standard (NCRS) compliance (timeliness of recording crimes within 24 hours). The CC updated on the improvements within the vulnerability hub and central referral unit. Previously at 67% and now over 90%.

The Board discussed the improvements with the Voice of the Child figures and the changes implemented to improve the figures.

The CC queried the Voice of the Child figures provided within the report and asked for the figures to be clarified.

Action: - Force to confirm Voice of the Child data figures.

The Board discussed the outcome rates for the Force for quarter 3 and compared with the previous year quarter. The PCC raised that outcome 8 community resolution had decreased from 6.09% to 5.21% and queried the reason for this.

Action: - Force to provide information regarding the decrease in outcome 8 community resolution.

The PCC enquired as to what agencies are captured under outcome 20 other bodies/agency has investigation. Head of Service Improvement Unit provided a brief example of another agency and the CC advised that a full list of agencies could be provided to the PCC.

Action: - Force to provide information regarding what agencies are captured under outcome 20

The PCC asked the Force where they were in relation to evidence led prosecutions relation to outcome 15 and outcome 16.

The ACC updated that every domestic incident within the Force is reviewed at daily management meetings by divisions and then reviewed by Chief Officers.

Regarding drug possession offences, the PCC questioned why outcome 15 named suspect, victim supports but evidential difficulties had increased from 4.38% to 8.76%

Action: - Force to provide information on increase of outcome 15 regarding drug possession offences.

The Board discussed Commissioned Services and outcome 22. Whilst there has been an increase in referrals to some services, it has not been as many as anticipated. Automated referrals have made an improvement to referral numbers. There continues to be issues with safe numbers being provided by the Force to Commissioned services to contact people.

Action: - Force to provide reassurance regarding capturing of safe numbers to share with Commissioned services.

Action: - OPCC to feed commissioning referral queries into Force auditing process to ensure questions are captured.

The Board discussed the Neighbourhood Policing Guarantee and workforce modernisation. The PCC asked for an update regarding the Neighbourhood Policing and Prevention Teams structures within the Force. The Board discussed the sharing of these structures with communities and communication plans with the public.

Action: - ACC to provide NPPT structure presentation to PCC.

The Board discussed the improvement in anti-social behaviour figures and the auditing of these crime types and problem orientated plans that are ongoing within the Force.

The PCC raised that he had recently been on a custody visit with volunteers, where there were children in custody and the Reachable Moments worker was unavailable due to sickness

Action: - Force to confirm procedure when Adferiad are not available in custody (Reachable Moments).

b) Force Performance against National Crime and Policing measures

The Board considered the presentation regarding Force performance against National Crime and Policing measures. The Force Crime and Incident Registrar provided updates to the Board regarding the recording of crimes within the Force.

Regarding theft from the person figures increasing, the Force Crime and Incident Registrar (FCIR) is completing a piece of work on this area. The FCIR stated that

she had reviewed 299 records between April and December last year, of which 29% of recorded crimes required reclassification. Feedback and guidance will be provided to officers.

Action: - Force to share with OPCC details of review undertaken regarding the recording of theft from the person.

The PCC queried the decrease in theft from a vehicle in the 12-month period. The FCIR stated that following the transition to NICHE, they would need to look further into the figures to provide an explanation and identify the reason for the decrease.

Action: - Force to provide explanation of theft from vehicle crime figures decreasing.

Regarding theft of a vehicle figures, the FCIR stated that many officers are recording this crime incorrectly. Following a review of 114 records, 82% required reclassification. The FCIR has issued guidance for recording theft of a vehicle.

The PCC queried how theft of a vehicle crime numbers will be monitored going forward.

Action: - Force to confirm how theft of a vehicle crime numbers will be monitored.

The Board discussed what training is offered to officers regarding recoding of offences. The FCIR stated that they do provide an input to new officers as part of their initial training.

Action: -Force to consider what training is given to officers regarding recording of offences.

4. Any Other Business

The PCC raised that he had received a question from a member of the Police and Crime Panel regarding a proposal by Government and the Criminal Justice system that from a period in the future, the majority of cases destined for the courts will not be heard by juries but rather, will be considered by a Judge.

The question required a response from the CC. The CC stated that a response had been prepared for the PCC and will be shared.

The PCC asked the CC for an update on the Cadets programme to be brought to the next Policing Board meeting.

Action No.	Action Summary from meeting 27/01/2026	To be progressed by
SPB 035	Force to share with OPCC details of review undertaken regarding the recording of theft from the person.	Force
SPB 036	Force to provide explanation of theft from vehicle crime figures decreasing.	Force
SPB 037	Force to confirm how theft of a vehicle crime numbers will be monitored.	Force
SPB 038	Force to consider what training is given to officers regarding recording of offences.	Force
SPB 039	Force to share FCC call handling data/figures regarding Welsh language with OPCC.	Force
SPB 040	Update on FCC night shift changes to be provided to PCC in due course.	Force
SPB 041	OPCC to schedule Welsh language compliance as a focus topic at Policing Board.	OPCC
SPB 042	Force to provide the OPCC with shoplifting figures following shoplifting improvement plan.	Force
SPB 043	Force to engage with Independent Shopkeepers Association.	Force
SPB 044	Force to share evaluation of the operational changes in Powys.	Force
SPB 045	Process evolution report to be shared with PCC via Policing Board after Easter.	Force
SPB 046	Force to confirm Voice of the Child data figures.	Force
SPB 047	Force to confirm procedure when Adferiad are not available in custody (Reachable Moments).	Force
SPB 048	ACC to provide NPPT structure presentation to PCC.	Force
SPB 049	Force to provide information regarding the decrease in outcome 8 community resolution.	Force
SPB 050	Force to provide information regarding what agencies are captured under outcome 20.	Force
SPB 051	Force to provide information on increase of outcome 15 regarding drug possession offences.	Force
SPB 052	Force to provide reassurance regarding capturing of safe numbers to share with Commissioned services.	Force
SPB 053	OPCC to feed commissioning referral queries into Force auditing process to ensure questions are captured.	OPCC

