

Police Accountability and Legitimacy Group (PALG)

Microsoft Teams

23 March 2021

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| **Attendees** |  |
| **Police & Crime Commissioner Team** |  |
| Suzi Graham (SG) | Policy and Research Officer |
| Hannah Jenkins-Jones (HJJ) | Strategic Lead for Scrutiny, Assurance and Equality |
| Lee Jones (LJ) **(CHAIR)** | Chief Executive |
| Nia Scourfield (NS) | Governance Support Officer |
| Jayne Woodward (JW) | Strategic Lead for Quality, Standards and Compliance |
| **South Wales Police** |  |
| Superintendent Marc Attwell (MA) | Head of Operations – Mid Glamorgan |
| Deputy Chief Constable Jenny Gilmer (JG) | Deputy Chief Constable |
| Superintendent Esyr Jones (EJ) | Head of Performance & Assurance |
| Superintendent Stephen Jones (SJ) | Head of Operations – Swansea & Neath Port Talbot |
| Detective Inspector Eddie May (EM) | Deputy Head of Case Management |
| Chief Superintendent Danny Richards (DR) | Head of Professional Standards |
| **PALG Members** |  |
| Liz Baker (LB) | Barnados |
| Catherine Docherty (CD) | Independent Member |
| Jalal Goni (JG) | Ethnic Minorities & Youth Support Team (EYST) |
| Daniel Hall (DH) | Oasis Cardiff |
| Kate Jones (KJ) | Thrive |
| Judith Major (JM) | Hafal |
| Joe Powell (JP) | All Wales People First |
| Samar Small (SS) | Independent Member |
| Amy Taylor (AT) | Independent Member |
| Wasim Said (WS) | Independent Member |

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|  | Item | Content |
| **1.** | **Welcome & Introductions** | * 1. LJ welcomed attendees and noted apologies. |
| **2.** | **Discussion: Community Relationships following recent events** | 2.1SJ presented the group with an overview of community tensions across the force area. The presentation included current issues and the force’s response. SJ also shared with the group the objective linked to the Joint Equality Plan, which included increasing community cohesion and confidence, and improving transparency. SJ highlighted that there were bespoke gold groups which looked at local weekly community tension documents and impact assessment documents. SJ also shared the risk assessment process with the group and how the organisation managed threat and risk. He also shared that the force was looking at how to improve engagement and understanding of particular communities. SJ requested that his questions were shared with the group following the meeting and welcomed any further queries or considerations.  2.2 The group discussed resource cuts that affected the force. AT felt that the force should use ex-offenders to educate and inform engagement and communication on crime. She felt that people who were reformed were invaluable in assisting the force with their work. SJ welcomed AT’s suggestion and asked for a meeting to be set up with her to hear more about her ideas.  2.3 The group referred to the tensions around the recent death of Mr Hassan and WS queried what the force was doing to move forward in a positive way. He stated the community was not receiving any updates or seeing transparency and also questioned if the body worn video footage would be released. He also felt that communications with the youth members of these communities was key in moving forward and rebuilding relationships between the force and the people most affected. JG felt that feedback from these groups was important in order to improve messaging and communication.  2.4 SS felt that it would help the force if they shared personal accounts of officers who received hate crime during the incidents following the death of Mr Hassan. She felt that the force should use this to their advantage and be open and honest with the communities that the events had affected their own officers. LJ felt that action plans should be in place in order for communities to see what had been happening. |
| **3.** | **Presentation & Discussion: Managing Unreasonable Complaint Behaviour** | 3.1 EM presented the group with an overview of the Professional Standards Department Contact Strategy. He explained that the aim of the strategy was to reduce demand and make responses for complaints clearer. He highlighted many themes during the presentation including guidance on managing unacceptable and unreasonable complaint behaviour and case studies.  3.2 The group discussed the underlying issues and challenges that staff faced and also referred to the force’s approach of a single point of contact for consistency. The group also referred to the impact unreasonable complaint behaviour had on staff and that learning lessons should be considered. AT shared her personal struggles during the complaints process and felt that she did not receive enough support from the officer she was dealing with during the process and that complainants wanted to ensure their voices were heard. EM noted the importance of reflective practice and the need to involve the complainant to improve service and processes.  3.3 The group was in general agreement with the force’s proposals on the strategy and understood the intentions. DR thanked the group for their input during the meeting and the feedback received. |
| **4.** | **Partner Update** | 4.1 No updates or comments from partner agencies. |
| **5.** | **AOB** | 5.1 LJ thanked members for their input and encouraged everyone to share their feedback in relation to the questions for consideration in the presentations. |

**Action Table**

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| **Action** | **Owner** |
| PALG members to reflect on the questions during the first presentation on Community Tensions and feedback anything to the Commissioner’s team to share with the force. | All |