

# Regeneration, Public Protection & Housing (inc. Crime and Disorder) Scrutiny



## Feedback Report: South Wales Police HQ and Public Service Centre Site Visit

Date Written	18 <sup>th</sup> September 2023
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Committee Date	14 <sup>th</sup> November 2023

### Background & Purpose

A workshop was held in January 2023 which focused on the topic of anti-social behaviour and the non-emergency number (101). This linked significantly to the duties of crime and disorder defined under this Scrutiny. Members also felt they were ‘giving a voice to the public’ and addressing public concerns, particularly in response to recent high-profile incidents within the County Borough and the concerns raised amongst communities to Elected Members regarding the difficulties in contacting and reporting matters to the police. Representatives from South Wales Police and the Local Authority’s Community Safety Team were present at this workshop.

It was suggested during the workshop that Members of the Scrutiny visit the Public Service Centre at Bridgend (South Wales Police HQ). This would allow Members to have a greater understanding of the improvement programme which has been undertaken at the service centre and also gain an understanding of how the service centre operates and how they deal with public contact. This would aim to allow Members to pass this knowledge onto residents in an attempt to address their concerns.

Scrutiny activities like these are also essential in developing, improving and sustaining relationships between stakeholders and partner organisations with the ultimate aim of improving outcomes for the public from all services.

#### Scrutiny Focus – What are we trying to achieve?

- Gain a greater understanding of the set-up at the public service centre at South Wales Police.
- Use this knowledge to better inform the public in how to contact the police, report matters of concern etc.
- Develop relationships with South Wales Police aiming towards better outcomes for the public and add value to Scrutiny.
- Develop the crime and disorder aspect covered within this Scrutiny.

### Outcomes of site visit and how did Scrutiny add value?

Some minor actions were recorded from the visit which have been detailed at the end of this report, but this section will briefly outline the visit, what the outcomes were and where scrutiny added value.

The visit was held at the South Wales Police Headquarters in Bridgend. We met with the Supervisor of the Public Service Centre (name purposely held from this report for confidentiality). The Supervisor went through a presentation which detailed many aspects of the service centre and in particular, the improvement programme which has been undertaken. Members were also provided statistics on the call handling and the impact which the improvement programme has made.

Questions from Members were welcomed. Useful and inquisitive queries were made by Members and the knowledge and detail of the service was evidenced from the Supervisor and full and thorough responses were given.

Unfortunately, not all Members were able to attend the visit. The presentation detailed above was requested to be provided to the Scrutiny Support Officer to circulate to all Members and although initially agreed, this was later declined due to the sensitivity of some of the information. As recruitment was touched upon within the presentation, a general query was also raised by Cllr Williams-Price with regards to the male/female ratio on staff and recruitment. Although precise figures were unknown at the time, the Supervisor stated this information would be followed up and provided to us.

Following the presentation and a quick break, we were then taken into the Public Service Centre. This allowed Members the opportunity to see the service centre in action and the layout of the centre, the tasks/calls which are dealt with within the centre and the general workings of the centre were all explained by the Supervisor.

This allowed further questioning from Members including (but not limited to) work patterns, Welsh language calls and major event impact. Within this centre, it was also established that some partner organisations are also based there such as South Wales Fire and Rescue.

The final part of the visit introduced Members to officers who deal with the Keep Safe Cymru scheme. The Keep Safe Cymru scheme is a scheme to help people with learning disabilities, dementia or mental health with a communication need. The card aims to help people with such issues (and officers) to communicate in an appropriate way.

Although this scheme is around 10 years, Members were unaware of the scheme and officers appreciated that for reasons unknown, it hasn't yet been taken off despite showing huge benefits for those who currently use it. Members were given leaflets relating to the scheme and intended to promote the scheme amongst colleagues and members of the public.

Overall, it was felt that the visit was very beneficial. The whole set up was impressive. The visit added value by allowing Members to gain a greater understanding of how the service centre works and the improvement programme which is being undertaken. This knowledge and variety of ways which the police can be contacted can be relayed on to members of the public. Knowledge of schemes such as the Keep Safe Cymru scheme added value to the visit as Members can promote this scheme in an attempt to keep the most vulnerable in society safe.

Some actions were recorded from the visit which have been recorded below.

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<b>Action</b>	<b>Progress</b>
Information to be circulated to Members who were unable to attend the visit. This includes the	Leaflets already provided to all Members. Other information will be circulated as and when received. Unfortunately, it was decided that the presentation was not to be shared due to some sensitive information contained.

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presentation and information of Keep Safe Cymru.	
Promotion of Keep Safe Cymru.	Members will aim to promote scheme as much as possible in an attempt to keep the most vulnerable in our society safe.

Although the visit was held in September, deadlines for report submissions for the September Scrutiny meant this feedback report was unable to be published in time for that meeting. However, this report aims to 'close the loop' on the visit and comments are welcome from Members. Although it has been noted that sustaining relationships with partners such as South Wales Police will be key to the success of this scrutiny as we look to improve outcomes for the public.