



Meeting: Corporate Performance Delivery and Scrutiny Board
Date and Time: Monday 23rd November 2015 at 09:30hrs
Location: City of York Council, West Offices, Station Rise, York, YO1 6GA
Chair: Dave Jones / Julia Mulligan

1. Attendees:

Name	Role
Dave Jones (DJ)	Chief Constable
Julia Mulligan (JM)	Police and Crime Commissioner
Tim Madgwick (TM)	Deputy Chief Constable
Jenni Newberry (JN)	Head of Commission and Partnerships
Maria Earles (ME)	Head of Organisation and Development
Paul Kennedy (PK)	Assistant Chief Constable
Ken McIntosh (KM)	Assistant Chief Constable
Lisa Winward (LW)	Chief Superintendent
Joanna Carter (JC)	Chief Executive Officer
Jane Palmer (JP)	Chief Constable's Chief Finance Officer
Richard Flint (RF)	Head of Estates and Logistics
Richard Anderson (RA)	Superintendent Partnerships
Nigel Costello (NC)	Superintendent
Nick Hunter (NH)	Superintendent

Apologies:

Name	Role
Ken McIntosh (KM)	T/Assistant Chief Constable
Michael Porter (MP)	Chief Finance Officer
Will Naylor (WN)	Chief of Staff OPCC

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Items and decisions:

No.	Discussion	Outcome / Decision
2.	<p>Following the below amendments, the minutes of the previous meeting were approved;</p> <p><i>Page 2 – VEMP should read VEMT – Vulnerable, Exploited, Missing and Trafficked.</i></p> <p>Matters arising; Paediatric SARC – Update since the previous meeting; NC is drafting a letter to the chairs of the Adults and Children’s Safeguarding Boards in connection with this issue. WN has also prepared some documentation to go to the Minister. Work is ongoing in this area.</p>	For information
3.	<p>Corporate Performance Delivery and Scrutiny Board Forward Planner</p> <p>Work is ongoing in connection with a new structure for the next financial year. Discussions will take place at Executive Group in December and a proposal will be brought to Corporate Performance in the New Year.</p> <p>December meeting changed to reflect an Overall Summary in December with a detailed financial review moved to the January meeting.</p> <p>Affordability plan to be added to the forward planner for December (ME).</p>	<p>For information</p> <p>Added to the forward planner</p> <p>Added to the forward planner</p>
4.	<p>Questions from the public</p> <p>Questions received from members of the public are outlined below and the answers provided will be available on the OPCC website.</p> <p>Question 1 – John D Bullock – Police Vehicles</p>	For information
5.	<p>Thematic – Priority 5 Transforming the organisation</p> <p>A presentation was provided and this is attached to the agenda for the meeting. Further items queried and clarified below.</p> <ul style="list-style-type: none"> PK was asked to provide assurance that North Yorkshire Police are able to provide an effective service with the cuts being made. PK confirmed that at the moment North Yorkshire Police 	For information

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<p>are in a good position and that the force hasn't had the same level of cuts as some other forces across the country. A current challenge for North Yorkshire is to embed technology into policing which will allow the force to be more efficient in the future. So far, the force is the safest county in the County. In future as the full scale of the cuts is known, the force will have to manage expectations for the level of service expected, as well as managing the scale of the 'future' challenges for example, cyber crime.</p> <ul style="list-style-type: none">• Through Regional Collaboration Board (RCB) discussions are to take place in connection with reductions in other forces and any impact arising from this.• A Local Criminal Justice Board (LCJB) section of the OPCC website is currently being created. <p>Collaborative Services (KM)</p> <ul style="list-style-type: none">• Training collaboratively with relation to current severe threats as part of the region. All training has been shared so staff are at the same level and so they are aware of best practice.• Procurement: North Yorkshire and regional colleagues wish to see the opportunity of more invest to save in this area to produce more savings. This will be discussed at the regional board to see where the demand is to drive down costs. This item will be brought back to the December meeting.• Scientific Support: North Yorkshire Police are largely happy with the service although key performance indicators (KPI's) have been missed. It is thought that the original KPI's were ambitious, and initial technical failures have also impacted. Performance issues continue to be managed at ACC Assurance Boards.• Odyssey: Overall funding levels are staying the same but individual budgets will change. It is not yet known how this will affect North Yorkshire Police. Distribution will be based on national strategic threat and risk assessment indicating where the priorities are. This data will come through the ACC Assurance Board.• For information DJ confirmed that Counter terrorism capabilities are managed and run on a regional level.• Government legislation on police complaints system is awaited, and once this is received the force will also look at collaborative options for Professional Standards.	<p>Action 114 created</p>
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	<p>Local Policing Model – LW</p> <ul style="list-style-type: none"> • North Yorkshire Police have been inspected by Her Majesty’s Inspectorate of Constabulary (HMIC) in Efficiency. Work done by the force over the last few years has been quite advanced compared to other forces. • Piece of work on ‘Demand’ is awaited from the College of Policing. <p>Enabling Services (RF)</p> <ul style="list-style-type: none"> • All areas on the programme of work are either in progress or complete • There have been some small slippages in terms of some of the projects however largely all projects are on track to achieve the efficiencies. • A full de brief will be completed in connection with the power outage at the Force Control Room and lessons learned will be addressed. It was noted that the force did not miss any 999 calls although the power outage did take place during a quiet period. Planning is now taking place to ensure contingency plans are sufficient during a busy period. 	
<p>6.</p>	<p>Performance / Outcome Update An outline of the performance figures attached to the agenda was provided by PK.</p> <ul style="list-style-type: none"> • A report has been created to look at factors which could affect an increase in crime as well as trends. This will be shared by PK. 	<p>For information</p> <p>Action 115 created</p>
<p>7.</p>	<p>First Contact Review The First Contact Review Report which was attached to the agenda will now follow the normal governance process for any report making recommendations. This will go to Joint Corporate Risk Group chaired by JC and TM where acceptance, or not, of the recommendations will be agreed and then allocated to the relevant people in the organisation to manage.</p> <p>LW confirmed that several elements have already been picked up and actioned by Chief Superintendent Amanda Oliver.</p> <p>An update will be provided by JC in February.</p>	<p>Added to the Forward Planner</p>
<p>8.</p>	<p>Hate Crime Update Report The Hate Crime report attached to the agenda was presented by NH.</p>	

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	<p>It was confirmed that the Stop Hate Line took 5 calls in the first quarter and 8 calls in the second quarter. It has been agreed to extend the service for another year providing the financial aspects are reviewed in terms of the low number of calls. Although this is not deemed good value for money at the moment based purely on numbers, if numbers increase this will mean better value for money. However the individual value to these who have used the service needs to be taken into account.</p> <p>North Yorkshire Police takes reports of Hate Crime very seriously and is finding better ways for people to come forward, looking at ways to provide channels for every strand of diversity. Actions are being delivered against the plan.</p> <p>There is still under reporting in this area and the force want more people to come forward. A Criminal Justice system needs to be in place to support that person and it is recognised that work is being undertaken to address issues.</p>	
<p>9.</p>	<p>Child Sexual Exploitation (CSE) PK provided an overview of CSE, discussing demand, and the reality in terms of what this means to North Yorkshire Police. Discussions included an example of a type of investigation North Yorkshire Police was dealt with, and plans for the future in terms of management of CSE.</p> <p>It was confirmed that telephone operators are trained to ask the right questions to identify the right level of vulnerability, threat harm and risk in order to assess the best way to deal with calls. The call operator will make the decision based upon the answers provided. There are different tiers of resources that can be utilised – initial response / investigation hub / serious crime teams and the major crime unit. Within these teams there are trained and skilled supervisors. In addition, calls are dip sampled to ensure the right service and remedial actions are put in place, as well as to identify any training required. CSE awareness has been rolled out throughout the force.</p> <p>North Yorkshire Police recognise the need to improve and are working with partners to link into the process and pass on information if they have concerns. Professionals will to look at cases on a multi agency basis. In addition Emma Morris (Legal Services) has created an overarching information sharing</p>	

	<p>agreement / framework for all agencies to share information.</p> <p>This is a challenge for and what can start as low risk may quickly escalate. Another issue is that some children do not see that they are at risk.</p> <p>Despite being in an age of austerity there are still areas where North Yorkshire Police will want and need to invest. Conversations are taking place with the Serious Crime Teams to assess views. This is a growth area in an ever reducing resource base and difficult decisions will need to take place.</p>	
<p>10.</p>	<p>Priority Delivery Strands</p> <p>a) Priority 1 -Protect Vulnerable People</p> <ul style="list-style-type: none"> • No exceptions to report <p>b) Priority 2 – Cut crime and anti-social behaviour</p> <ul style="list-style-type: none"> • No exceptions to report <p>c) Priority 3 – Prevention and Early Intervention</p> <ul style="list-style-type: none"> • No exceptions to report <p>d) Priority 4 – Improve Victim Care</p> <ul style="list-style-type: none"> • No exceptions to report <p>e) Priority 5 – Transforming the organisation</p> <ul style="list-style-type: none"> • No exceptions to report <p>f) Priority 6 – People first</p> <ul style="list-style-type: none"> • No exceptions to report <p>g) Priority 7 – Partnership and Commissioning</p> <ul style="list-style-type: none"> • No exceptions to report <p>h) Priority 8 - Affordability</p> <ul style="list-style-type: none"> • The review of the funding formula has been paused following feedback. • The spending review announcement takes place this week and scenario planning is taking place. 	
<p>11.</p>	<p>Twitter questions</p>	

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	<p>Question 1</p> <p>@GSwinburn Gwen Swinburn abbreviations MEGA prob, first names not titles used-some speed issue-start minute section awful let's discuss as confusion</p> <p>Re - C/Supt Winward @northyorkspcc nice clear female now -</p> <p>JM apologised for the confusion caused and attendees will try and improve in this area to avoid further confusion in the future.</p> <p>Question 2</p> <p>@GSwinburn #nypscrutiny hey @Julia_Mulligan re first contact follow up instead of March update-wd b nice 2 have seen time bound action plan attached?</p> <p>JM confirmed that the update would be provided at the Corporate Performance meeting in March.</p> <p>Question 3</p> <p>@GSwinburn #nypscrutiny can u confirm if @NYorksPolice pub mtng agendas are lodged in @YorkExplore 'democracy corner'? @Julia_Mulligan @chrisdsteward</p> <p>JM confirmed that this would be reviewed to see if this is something we can support.</p>	
12.	<p>Any other business</p> <ul style="list-style-type: none"> The National Security position is not to be alarmed but to remain alert. There is no threat to North Yorkshire at this current time however the force will be refreshing contingency plans. 	
13.	<p>Date of Next Meeting: Tuesday 22nd December 2015 at 13:30hrs in West Offices, York</p>	

Actions Agreed:

No.	Action / Update	Owner	Date Issued	Date Closed
95	<p>Performance</p> <p>To fully communicate the trends for road safety through Dave Brown before the launch of the safety camera vans</p> <p>28.04.15 - Draft report seen by CC, and as a result of feedback a further</p>	<p>DCC Madgwick</p>	10.12.14	

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	<p>draft to be finalised this week. LW to confirm a reasonable date. JM and JC to review report as soon as possible.</p> <p>26.05.15: Feedback from W Naylor, OPCC, provided to Head of Corporate Comms. Update to be provided at next meeting.</p> <p>22.06.15: Intended date for 1st annual report March 2016 however it is hoped to bring this forward. WN liaising with the appropriate parties to ensure dates are appropriate. The national stats are due shortly. It is important to demonstrate to the public that this is what the measures are there for, rather than raising revenue, and demonstrate what has been delivered and that the money they have raised is invested back into Road Safety.</p> <p>28.07.15 – Summer campaign launched. OPCC Chief of Staff now has the report and is progressing the annual report</p> <p>25.08.15 – Ongoing</p> <p>22.09.15 - Ongoing. First draft to be available shortly following discussions at Executive Group around timings.</p> <p>27.10.15 - WN provided an update and confirmed that feedback is still being fed into the report. A target date is set for publication before the end of the year. This report will provide up to date information on where we are now and in future the force will produce a road safety strategy to which will be integrated into the annual reporting process.</p> <p>Update - Being progressed</p>			
96	<p>THRIVE Evaluation / 101 – First Contact</p> <p>JM to commission the drawing up of a specification review public satisfaction / perception in connection with the 101 service as well as the impact of THRIVE implementation to the customer.</p> <p>24.03.15 Scoping meeting held and Harriet Raine in the process of putting specification together.</p> <p>24.03.15 - Harriet Raine leading on this and ensuring link in with BAS Review. Progress to be communicated at the next Police and Crime Panel.</p> <p>28.04.15 – Mtg next week to sign off specification before going out to market to commission the research</p> <p>26.05.15 - ITQ process underway. Contract award June 2015, reporting back expected September 2015.</p> <p>22.06.15 - “The Buzz” have been successful and the invitation to quote will be published on the OPCC website. This is due to report to Executive Board in late September.</p> <p>28.07.15 – Work commenced and focus groups being held to gather information. Still on schedule.</p> <p>25.08.15 – Progressing well. Survey commencing this week. National review of 101 being completed.</p>	Will Naylor - OPCC	10.12.14	23.11.15

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	27.10.15 – The report will be published following Executive Board approval and will also be taken to the Police and Crime Panel Update: Item assed to the agenda			
112	To write formally to health partners in connection with their inclusion in an integrated North Yorkshire Multi-Agency Safeguarding Hub (MASH). Update – TM has made contact with Michelle Carrington Deputy Chief Nurse for York to try and address the issue in York before moving onto the North Yorkshire area.	Tim Madgwick	27.10.15	
113	To discuss the publication of the Scarborough Street Triage Evaluation with NHS colleagues Update – Evaluation document is now ready to be shared on the OPCC website and JM will also feed into the APCC.	Jenni Newberry	27.10.15	23.11.15
114	Procurement: Discussions to take place at Regional Collaboration Board and update to be brought back to the December meeting.	Joanna Carter	23.11.15	
115	PERFORMANCE - A report has been created to look at factors which could affect an increase in crime as well as trends which is to be shared.	Paul Kennedy	23.11.15	

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