



**Meeting:** Corporate Performance Delivery and Scrutiny Board  
**Date and Time:** Tuesday 23<sup>rd</sup> August 2016 at 13:30hrs  
**Location:** City of York Council, West Offices, Station Rise, York, YO1 6GA  
**Chair:** Tim Madgwick / Fraser Sampson

**1. Attendees:**

Name	Role
Tim Madgwick (TM)	Acting Chief Constable
Fraser Sampson (FS)	Interim Chief Executive and Monitoring Officer
Lisa Winward (LW)	Assistant Chief Constable
Jane Palmer (JP)	Chief Constable's Chief Finance Officer
Maria Earles (ME)	T/Head of Organisation and Development
Phil Cain (PC)	Superintendent, NEXUS
Leanne McConnell (LMc)	Head of Criminal Justice
Jenni Newberry (JN)	Head of Commissioning and Partnerships
Will Naylor (WN)	Chief of Staff OPCC

**Apologies:**

Name	Role
Dave Jones (DJ)	Chief Constable
Julia Mulligan (JM)	Police and Crime Commissioner
Paul Kennedy (PK)	Acting Deputy Chief Constable
Amanda Oliver (AO)	Acting Assistant Chief Constable
Joanna Carter (JC)	Chief Executive Officer
Michael Porter (MP)	Chief Finance Officer

**Items and decisions:**

No	Discussion	Outcome / Decision
2.	The minutes of the previous meeting dated 26 <sup>th</sup> July 2016 were approved as a true and accurate record of events subject one amendment.	For information

	The action log was discussed and updates were provided.	
<b>3.</b>	<b>Corporate Performance Delivery and Scrutiny Board Forward Planner</b>  The planner was noted by the Board.	<b>For information</b>
<b>4.</b>	<b>Questions from the public</b>  Question received from member of the public via email is outlined below and the answer provided also will be available on the OPCC website.  Question 1 – Mr Wilby – Detective Chief Inspector in Professional Standards  The Board and members of the public were advised that inappropriate behaviour where individuals lose their temper with callers would not receive the protection from the Chief Constable or any member of the Chief Officer team. The matter will be looked into, however, the issue cannot be debated in public.	<b>For information</b>
<b>5.</b>	<b>Inspection Activity</b>  An outline of the inspection activity was attached to the agenda. The following action was agreed:  <ul style="list-style-type: none"> <li>• Counter Terrorism – To co-ordinate HMIC inspection activity for the November inspection with the Regional Collaboration Board action for regional PCCs to visit the counter terrorism unit prior to the inspections commencing.</li> </ul>	<b>For information</b>  <b>Action 162 created</b>
<b>6.</b>	<b>Thematic –Priority 4: Improve Victim Care</b>  A presentation was provided by Jenni Newberry and Leanne McConnell and this was included in the agenda for the meeting. The following action was agreed:  <ul style="list-style-type: none"> <li>• Victim Investigative Journey – Early evidence of supervisor intervention and updates post the rolling out of training to be reported back to the Force Performance Group.</li> </ul>	<b>For information</b>  <b>Action 163 created</b>
<b>7.</b>	<b>Support Services for Victims</b>  A presentation was provided by Jenni Newberry and this was included in the agenda for the meeting. The following action was agreed:  <ul style="list-style-type: none"> <li>• Supporting Victims referrals – Make available data which shows categories of crimes the referrals that come through other agencies tend to come under. For example: sexual offences victims who may not wish to come through the force.</li> </ul>	<b>For Information</b>  <b>Action 164 created</b>
<b>8.</b>	<b>Quarterly Outcomes Review – Community Outcomes</b>	<b>For information</b>

NOT PROTECTIVELY MARKED

	A presentation was provided by Maria Earles and this was included in the agenda for the meeting.	
9.	<b>Update on Vulnerability Resourcing</b>  A verbal update was provided by Assistant Chief Constable Winward.	For information
10.	<b>Performance / Outcome Update (including Priority 2 – Cut Crime and Anti-Social Behaviour)</b>  An outline of the performance figures attached to the agenda was provided by Assistant Chief Constable Winward. The follow actions were agreed: <ul style="list-style-type: none"> <li>• Exception banding for burglary non-dwelling – to undertake a piece of work to help understand why there has been such a reduction in this area and report back at the next meeting.</li> <li>• Tolerance – To consider an alternative term other than ‘tolerance’ as this can be misunderstood to mean that NYP is tolerant of certain levels of crime.</li> <li>• To look at outcome based performance in relation to the performance pack to assist in providing some additional context to the information displayed where necessary. This was particularly highlighted in relation to the ‘other sexual offences’ category and reports of underage sex. Officer FTE Target of 1400 – Consideration of how this data is presented in a more meaningful manner.</li> </ul>	For information  <b>Actions 165 to 168 created</b>
11.	<b>Twitter Questions</b>  None	
12.	<b>Any other business</b>  Jenni Newberry advised that the York Street Triage service which was at risk has now been secured and will continue.	
13	<b>Date of Next Meeting:</b> Tuesday 27 <sup>th</sup> September 2016 at 13:30 in Thornton Meeting Room, West Offices, York.	

**Actions Agreed:**

No.	Action / Update	Owner	Date Issued	Date Closed
120	<b>THEMATIC – PRIORITY 7 PARTNERSHIPS AND COMMISSIONING</b> JM to link in with the chair of the APCC standing group in relation to the work of Care Concordat’s nationally.	OPCC	01.03.16	

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No.	Action / Update	Owner	Date Issued	Date Closed
123	<p>22.03.16 – JM stated that a discussion had taken place with the chair and we were awaiting further information from them.</p> <p>28.06.16 – WN advised that the APCC are reviewing the way they are grouping the thematic issues and that there has been some changes in PCCs all of which is likely to have impacted on their ability to respond. TM advised there is currently a consultation in relation to the Mental Health Gold Concordat for an election of a chair which needs to be responded to by 7<sup>th</sup> July. Insp Bill Scott is going to respond.</p> <p>26.07.16 – JM advised that the APCC are still reviewing their standing groups. Therefore, once we are made aware of who will be the lead for this area of work we will be able to progress.</p> <p>TM to provide a progress update to JM in relation to the Case Management Software.</p> <p>22.03.16 – TM stated that a timetable has been created to assist in this area. JN advised that a recommendation would be provided to TM by 11th April 2016 and a decision can be made from there.</p> <p>26.04.16 - TM advised that we are currently awaiting a national decision which will assist in making the decision locally. TM provided reassurance that any decision made would take into account the needs of the victims as well as the need to run a secure system.</p> <p>28.06.16 – TM advised that we are still waiting for a national decision in relation to the software issues. Until this is received a further update cannot be provided.</p> <p>26.07.16 – TM advised that the Information Management is currently undertaking a review and once these results are received a discussion can be scheduled for the Executive Group before bringing back to this Board.</p> <p>23.08.16 – TM advised there have been numerous updates in relation to this action, however, further work is required in relation to the case management system due to the sensitivities around victim data. TM suggested that there should be a 4 week timeline set to determine a solution with JN and TM to meet in the next 2 weeks.</p>	TM		
	<p><b><u>THEMATIC - QUARTERLY OUTCOMES REVIEW - ORGANISATION OUTCOMES</u></b>  <u>Effective commissioned and partner services</u></p>		22.03.16	

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No.	Action / Update	Owner	Date Issued	Date Closed
136	<p>PK to provide an update to JM in relation to Vulnerable Assessment Teams (VAT) and the incorporation of Health in city of York.</p> <p>28.06.16 – PK advised that there are no concerns of recent in relation to how the VAT is working and that LW is currently monitoring.</p> <p>26.07.16 – WN raised a specific issue in relation the CSE Contact groups which had been raised at the OPCC. It was agreed that this would be forwarded onto LW to enable enquires to be made.</p> <p>23.08.16 – WN advised that the information as per the previous update had been passed on and LW advised that Detective Inspector Shaun Page has made personal contact with the individual concerned to discuss the issues raised.</p>	PK		
139	<p><b><u>PERFORMANCE</u></b></p> <p>The Rural Task Force to engage with members of the public, particularly farmers, so demand can be understood in these areas.</p> <p>06.08.16 – AO advised that this update would form part of the main Rural Task Force update at the September Corporate Performance meeting.</p> <p>23.08.16 – Action merged with action ‘124 – JM to look at the issue around the perception of Rural Communities as part of the work with the NCRN and see if there can be an analysis of the sub data set for North Yorkshire.’ This work has now fully been passed over to AO and will form part of the update for the next meeting.</p>	Rural Task Force	22.03.16	
142	<p><b><u>THEMATIC – PRIORITY 1: PROTECTING VULNERABLE PEOPLE</u></b></p> <p>Look into the impact of the Civil Orders on the legal team to help understand the demand and any need for additional resources.</p> <p>28.06.16 – TM advised that we have some statistics and that Jane Wintermeyer will come to the next meeting to talk through, discuss the impact and how we respond.</p> <p>26.07.16 – TM advised that Jane Wintermeyer was unfortunately unable to attend on this date but will be reporting on this matter formally. This will include reporting on the impact and effectiveness of these orders.</p> <p>23.08.16 – TM advised that Jane Wintermeyer is still due to attend the meeting to provide an update. Furthermore, it was likely the Evolve legal collaboration work (with Cleveland and Durham Police) was likely to provide some future possibilities.</p>	TM	26.04.16	
145	<p>FCR Triage – Look at the demand outside the core hours of service in conjunction with the York Together work.</p> <p>26.07.16 – JN sought clarity on this action and a discussion took</p>	JN		

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	<p>place at Board around the requirements. JN advised the Board that currently it had not been possible within the FCR for practitioners to have direct contact with the officer or individual suffering from a mental health crisis – this position was queried by both PK and LW. It was agreed that would be explored and an update will be provided at the next meeting.</p> <p>23.08.16 – JN advised that mental health workers can talk to both the officers and the individuals who are in crisis.</p>			
148	<p><b><u>INSPECTION ACTIVITY</u></b></p> <p>ME to enquire whether we have received any notification of when the HMIC Vulnerability Inspection will take place.</p> <p>28.07.16 – ME advised that the dates for the HMIC inspection on Vulnerability are confirmed as 26-30 September. The inspection will also include Stalking and Harassment and Hate Crime.</p> <p>23.08.16 – PC advised that the team is currently working towards the next HMIC inspection which is scheduled for the 23-26 September 2016. No current dates for Crime Recording as that will be a spot check without notification.</p>	ME	26.07.16	
149	<p><b><u>THEMATIC –PRIORITY 3: FOCUS ON PREVENTION AND INTERVENTION</u></b></p> <p>Youth Commission Report – work identified and considered as part of the new multi-agency research and advisory group to be collated and reported back to this Board.</p> <p>23.08.16 – To link in with action 150 in relation to timings to report back to the Board.</p>	JN	26.07.16	
150	<p>Youth Strategy – once a refresh has taken place , a piece of work to be undertaken to understand better what the outcomes are in relation to all the programme of work which has taken place in this area. This work will then be able to feed into an overall plan outlining what is trying to be achieved and can be reported back</p> <p>23.08.16 - TM advised that the Youth Commission would be actively involved in creating an advisory group to help review.</p>	RA		
153	<p><u>Substance Misuse:</u></p> <p>To consider options during the commissioning process to include within the specification for the provider to be able to support the individual entirely rather than there being multiple referrals to different agencies.</p> <p>23.08.16 – TM advised that this action was in relation to multiple pathways for care.</p>	JN		

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154	JN and TM to work on getting an item on the agenda at the Health and Wellbeing Board as they have overarching scrutiny responsibility in drug treatment and alcohol treatment services.	JN		
155	Online Safety – wider communication plan to be outlined to this Board by Louise Wood. <a href="#">23.08.16 – WN will link in with Louise around this action.</a>	Louise Wood		
156	Community Speedwatch – timetable to be created which details the roll out of the scheme 12.08.16 - An engagement is in plan for the contacts made by members of the community into the Traffic Bureau. Work is currently ongoing to recruit volunteers and once recruited and trained, a full timetable will be created for the roll out of the scheme. <a href="#">23.08.16 – TM advised that the 1<sup>st</sup> September 2016 has been set as the target date. LMc advised that recruitment and procurement has taken place and it was likely that Richmond or Harrogate will be first.</a>	JB		
162	<b>INSPECTION ACTIVITY</b> PC to co-ordinate HMIC inspection activity along with the Regional Collaboration Board Action to allow for regional PCCs to visit the counter terrorism unit prior to the inspection in November.	PC	23.08.16	
163	<b>THEMATIC –PRIORITY 4: IMPROVE VICTIM CARE</b>  JN to report back to the force performance group any early evidence of supervisor intervention post the rolling out of the training in relation to the victim investigative journey.	JN	23.08.16	
164	<b>SUPPORT SERVICES FOR VICTIMS</b>  JN to make available data which shows categories of crimes the support victim referrals that come through other agencies tend to come under. For example: sexual offences victims who may not wish to come through the force.	JN	23.08.16	
165	<b>PERFORMANCE / OUTCOME UPDATE (INCLUDING PRIORITY 2 – CUT CRIME AND ANTI-SOCIAL BEHAVIOUR)</b>  To undertake a piece of work to help understand why there has been such a reduction in burglary non dwelling and report back at	LW	23.08.16	

No.	Action / Update	Owner	Date Issued	Date Closed
	the next meeting.			
166	To look at the use of the word 'tolerance' in the context of statistical data so that there can be no misunderstanding that NYP tolerates certain levels of crime.	LW		
167	To look at the inclusion of outcome based performance within the performance pack to assist in providing context in some areas.	LW		
168	Officer FTE Target of 1400 – Consideration of how this data is presented in a more meaningful manner.	JP/Human Resources		

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