



Meeting: Corporate Performance Delivery and Scrutiny Board
Date and Time: Tuesday 28th July 2015
Location: City of York Council, West Offices, Station Rise, York, YO1 6GA
Chair: Julia Mulligan / Tim Madgwick

1. Attendees:

Name	Role
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
Jane Wintermeyer (JW)	Head of Legal Services and Force Solicitor
Ken McIntosh (KM)	T/Assistant Chief Constable
Joanna Carter (JC)	Chief Executive Officer
Will Naylor (WN)	Chief of Staff OPCC
Mark Bates (MB)	Service Development Advisor
Amanda Oliver (AO)	Superintendent
Richard Anderson (RA)	Superintendent Partnership Hub
Mike Stubbs (MS)	Federation
Michael Porter (MP)	OPCC Chief Finance Officer
Lindsey Stamp (LS)	Safer Neighbourhood Chief Inspector
Judith Nellist (JN)	Business Planning and Support Manager
Glyn Payne (GP)	Superintendent Scarborough Ryedale
Simon Mason (SM)	Chief Superintendent
Jane Palmer (JP)	Chief Constable's Chief Finance Officer
Leanne McConnell (LM)	Head of Criminal Justice

Apologies:

Name	Role
Dave Jones	Chief Constable
Richard Flint	Head of Estates Logistics and Technology
Paul Kennedy	Assistant Chief Constable

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Items and decisions:

No.	Discussion	Outcome / Decision
2.	<p>The minutes of the previous meeting will be approved at the next meeting following amendments.</p> <p>Updates; Road Safety – TM raised that North Yorkshire have launched their largest summer road safety campaign with partners, and resources are committed over the next 6-8 weeks.</p> <p>Mental Health Performance – TM raised that it has been agreed with the Force Control Room to revise the criteria by which we flag mental health issues, stepping outside of National Guidance to ensure we have a more comprehensive view of the mental health factors and help us to better benchmark the true demand due to mental health issues.</p>	<p>For information</p>
3.	<p>Corporate Performance Delivery and Scrutiny Board Forward Planner The forward planner was discussed and updated.</p>	
4.	<p>Questions from the public For the first time this month we have offered members of the public the chance to pose questions to the meeting. Five questions were received from members of the public. JM confirmed that only questions directly relating to the Corporate Performance agenda will be answered. Two questions relating to the agenda are discussed below, and will be published onto the OPCC website. In this instance, the 3 other questions not relating to the agenda will be answered outside the meeting and will also be published on the OPCC website in due course.</p> <p>Question 1: Steve Pearse – Malton – “With the continuing policy of providing value for money in all public sectors it is good to see that so far North Yorkshire Police does not appear to have reduced officer numbers, however despite this bucking of the National trend it does not seem to have made any difference in Police visibility. Can I ask The Chief Constable and The Police Crime Commissioner for their views on the culture of Police Officers still having a commitment to high visibility foot patrols to both reassure the public that there still is a Police presence out there on the street and also provide a deterrent or preventative measure when in rural areas crime has a greater impact in terms of personal trauma?”</p>	

TM provided the following response – We value patrol but we have seen a reduction in some of our resources but have committed to providing resilience to our neighbourhood teams across the organisation. They will patrol in targeted areas. We do have a challenge as there are 6000 miles of road across the rural county, therefore covering this on foot is challenging however we expect people engage and seize the opportunity to engage, as this is not simply about visibility of presence, it is about visibility in engaging with the right people. Another issue is that we patrol 24 hours a day and many people don't see this patrolling. We have invested in MAUDS which is a means of knowing where our officers and vehicles are 24 hours a day. This means we will know where they have been and would then will then be able to demonstrate where we have been and when and in what communities etc. It will be an ongoing challenge for the whole of the service as we have more pressures on our budget, however the principle is there. If people tell us when and how they want to engage, our role will be to endeavour to do that to the best of our ability.

JM reiterated that North Yorkshire are absolutely committed to our neighbourhood policing teams which are essential in terms of visibility. There is a debate nationally around this but in North Yorkshire this is our core of approach to policing. It is not simply just about visibility, but how they react and engage with local communities. Where there is a really good relationship with the local community it can be felt and people provide us with positive feedback. When teams change or there are new individuals, people notice, and we have a responsibility as a service to ensure individuals are out and about talking to people and not just in vehicles. When this happens really well the feedback we get from the public is wholly positive.

Tm outlined an operation in York, Operation liberate which is an operation to engage with young people who may be at risk. This involves partners and the wider police family. This involves being on foot patrol across the city, stopping and speaking to people particularly those at risk.

Question 2: Paul Abbott - On 22nd June "You mention Productivity". How does NYP Quantify such data. What method does NYP employ to measure and interpret quality of service and credibility within those parameters?

JM outlined that it is also important to remember the importance of understanding the quality of service to victims. In North Yorkshire we have done a lot of work around this. It is not just about the public generally, it is around identifying specifically how we can improve service to people using research and other methods. The victim needs assessments is available on the OPCC website, which is a comprehensive assessment of the quality of service for victims of crime.

TM confirmed that in all areas of the work we are doing on performance, we are looking at outcomes and productivity. Productivity can come in a number of different forms. In some areas of productivity it is around the service we provide to victims or users of our services, and we will do surveys to pick up on actions and follow up. There are a number of questions we have asked and the British Crime Survey also look at questions which are also about what the public think. In many of these areas NYP are in the top 10 nationally out of 43 forces, and in at least 40% are in the top 6. This is not being complacent as there are some areas where traditionally we struggle. Areas of follow up are addressed. Productivity for us is classically detecting the offence, with a satisfactory outcome at court and victim satisfaction at how they have been treated. It is quite a complex area, but we are as with many other forces in the country, trying to find a way of understanding what productivity is. Our investments in technology will allow us to be more productive.

JM confirmed that the use of technology is critical, and we have announced a £10m investment in technology a lot of which will help improve productivity. The other area is around the work we are doing on wellbeing and supporting the workforce and making sure that people have the right equipment and the right support to do their jobs as best as they can. We have a comprehensive wellbeing programme that is being led by ACC McIntosh.

	<p>KM outlined that ACC Kennedy has launched a productivity strategy to try and explore some of the issues. Where productivity is most relevant to policing at the moment is in transactional services. For example, in the force control room it is easy to measure calls etc. What we are trying to do is more accurately measure using technology the transactional services before taking this forward into other areas over time.</p>	
<p>5.</p>	<p>Thematic – Priority 3: Prevention and Early Intervention A presentation was provided by JN and RA in connection with work taking place around Prevention and Early Intervention. This is attached to the agenda for the meeting.</p> <p>Further items queried and clarified below;</p> <ul style="list-style-type: none"> • The project to develop and implement Children and Young People Strategy runs through to the end of the year. The plan is that a report will be published as a final output which will be presented. • Noted that further work is required to ensure that the Crucial Crew sessions are current and relevant to ensure a lasting message for the next round. In addition to investigate whether or not there could be a rural / urban mix to ensure relevance for the individual audience. • RA to investigate the scope for possibly implementing Peer Mentoring into plans for volunteer cadets planning. • JM outlined a meeting with CCG’s in Scarborough area where they have indicated that they would be interested in engaging more widely on alcohol issues in Scarborough. RA to link in GP to progress this further. • Interagency team working and Integrated Neighbourhood Management – JM commented that Harrogate would be very keen to explore this in Harrogate. • Multi agency problem solving teams/boards which are currently funded through community safety. As work continues on these areas and the models are agreed, funding will also be reviewed to understand the required funding • Domestic Abuse – we have seen low levels of self referrals. JM is keen to see comprehensive communications in this area. JN assured that the plan is in draft format and being reviewed after which this will be shared. • RA to pick up further communications in connection with Think Bike making reference to Tour De France/ Yorkshire as this is an area of continued high demand. 	

	<ul style="list-style-type: none"> • LM outlined that volunteers are needed in Selby and the east coast for community speed watch. WN confirmed that the community speedwatch working group are managing this process and are shortlisting and processing potential resources. 	
<p>6.</p>	<p>Legal Highs, Lethal Lows LS provided a presentation on Legal Highs, as attached into the agenda.</p> <p>Further items queried and clarified below;</p> <ul style="list-style-type: none"> • The trading standards problem profile, looks at to what extent NPS is causing harm to a community. This is however only one point in time and can change. The assessments have been done using information available to trading standards, as well as using our intelligence. • A head shop is a high street retailer that typically sells e cigarettes and drug paraphernalia. Scarborough has 2 head shops selling MPS openly and now has a strategy and action plan in place. • Increased usage is showing that some previous drug users are either double dosing, or replacing opiates with NPS because it is cheaper. • Hospitals are having increased problems as they do not know what they are dealing with. • The head shops are business making money from sale of NPS and therefore they do not want to stop selling it. • There is a gap in that there is no specific legislation that helps us to tackle this issue. • There is concern with the new psychoactive substances bill and what it will help us to achieve • The national Chief Constable’s Council is engaging with the government on the legislation. JM requested that LS send information to her so that PCC’s can also pick this up and feedback with other colleagues. • We are currently looking at how we can record NPS within crime trends / performance. 	
<p>7.</p>	<p>Performance / Outcome Update The performance presentation attached to the agenda for this meeting, was presented by SM and will be published on the OPCC website.</p>	
<p>8.</p>	<p>Priority Delivery Strands a) Priority 1 – Protecting vulnerable people</p>	

	<ul style="list-style-type: none"> • NYP have recently undergone an HMIC (Her Majesty’s Inspectorate of Constabulary) inspection process in vulnerability. Feedback and formal report will be made public in February 2016, however the hot de brief received was very positive. • Work is ongoing on the paediatric SARC provision issues which is not currently fit for purpose. <p>b) Priority 2 – Cut crime and anti-social behaviour</p> <ul style="list-style-type: none"> • Thematic at the next meeting • Victim offender conferencing contract – we have been offering victim offender conferencing direct through restorative justice provision since earlier in the year. We haven’t had as many victims willing to undertake the process as hoped so we are now reviewing this with the contractor. We have reduced the value of the contract and will also make wider options available as well. We are seeing similar patterns in other areas in terms of take up and so the findings in North Yorkshire are not unusual. Getting victims to feel comfortable with the process is challenging. <p>c) Priority 4 – Improve Victim Care</p> <ul style="list-style-type: none"> • No exceptions <p>d) Priority 5 – Transforming the organisation</p> <ul style="list-style-type: none"> • No exceptions <p>e) Priority 6 – People first</p> <ul style="list-style-type: none"> • No exceptions <p>f) Priority 7 – Partnership and Commissioning</p> <ul style="list-style-type: none"> • No exceptions <p>g) Priority 8 - Affordability</p> <ul style="list-style-type: none"> • Lack of clarity in government funding 	
<p>9.</p>	<p>Corporate Risk Group All items are highlighted within the paper attached to the agenda.</p> <p>The Corporate Risk Group are content that we have work in progress under all areas highlighted in the report.</p> <p>Clarification on item 2.5 with regard to the link across with unified communications project and some of the other IT projects in connection with compatibility which is being looked at this week.</p>	

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	As part of risk considerations for the next meeting, the group will be looking at whether the funding formula for policing and comprehensive spending review (CSR) need to be added to the register. The context behind this being that we are potentially looking at another 25% savings or 40% savings, and potentially the change to the funding formula could make a significant difference to North Yorkshire.	
10.	Any other business None	
11.	Date of Next Meeting: Tuesday 25 th August 2015 at 13:00hrs in the George Hudson Meeting Room. West Offices, York	

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 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>	DCC Madgwick	10.12.14	
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>24.03.15UPDATE: 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</p>	Will Naylor - OPCC	10.12.14	

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	<p>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>			
105	<p>ACTION RE WORDED</p> <p>Update to be provided on managed needs assessment / community trigger process</p> <p>22.06.15 The managed needs assessment is a process where the SNT manage down the high volume calls for service that would otherwise meet the community trigger process. The Partnership hub have produced a review of the community trigger process so far and since implementation in October there have been 5 triggers around the force area. It is thought too soon to tell if there are any differences in implementation. Feedback is required from those who have been through the process. As numbers are low it is difficult to gather trends on the data but will ask for feedback.</p> <p>28.07.15 Report received and circulated to PCC.</p> <p> Community Trigger Report July 2015.docx</p>	Richard Anderson	22.06.15	
111	<p>Tangible deliverables to meet outcomes requested from JM in order to assist with scrutiny. Discussion to take place re Prioritisation of measures, include first contact review.</p> <p>22.06.15: Work being progressed through the Performance steering group. Some progress has been made but work is not yet complete.</p> <p>Update – Not received</p>	ACC Kennedy	26.05.15	
114	<p>The forward planner was discussed and updated. More work is required to streamline the data / agenda. JC and LS to action this.</p> <p>28.07.15 – Triage process implemented and being trialled</p>	Joanna Carter	22.06.15	28.07.15
116	<p>RA to share Cyber Crime survey results with partners</p> <p>28.07.15 – Completed</p>	Richard Anderson	22.06.15	22.07.15

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