

North Yorkshire Police / PCC for North Yorkshire
Record of Meeting

DRAFT

Meeting: Corporate Performance Delivery and Scrutiny Board
Date and Time: Tuesday 28th March 2017 at 13:30hrs
Location: City of York Council, West Offices, Station Rise, York, YO1 6GA
Chair: Julia Mulligan/ Dave Jones

1. **Attendees:**

Name	Role
Julia Mulligan (JM)	Police and Crime Commissioner
Dave Jones (DJ)	Chief Constable – North Yorkshire Police
Lisa Winward (LWi)	Deputy Chief Constable – North Yorkshire Police
Will Naylor (WN)	Deputy Police and Crime Commissioner – OPCC
Jane Palmer (JP)	Chief Constable’s Chief Finance Officer – North Yorkshire Police
Maria Earles (ME)	Interim Head of Organisation and Development – North Yorkshire Police
Mike Stubbs (MS)	Chair of North Yorkshire Police Federation
Phil Cain (PC)	Temporary ACC

Apologies:

Name	Role
Joanna Carter (JC)	Chief Executive Officer - OPCC
Fraser Sampson (FS)	Interim Chief Executive and Monitoring Officer - OPCC
Thomas Thorp (TT)	Acting Chief of Staff – OPCC
Dave Hannan (DH)	Chief of Staff – North Yorkshire Police
John Mackfall (JT)	North Yorkshire Police UNISON
Amanda Oliver (AO)	Assistant Chief Constable

Items and Decisions:

No	Discussion	Outcome / Decision
2.	<p><u>Minutes of Previous Meeting:</u></p> <p>The minutes of the previous meeting dated 24th January 2017 were approved as a true and accurate record of events.</p> <p>The action log was discussed and updates were provided.</p>	For Information
3.	<p><u>Questions from the public:</u></p> <p>No questions were raised from the public to discuss.</p>	For Information
4.	<p><u>Thematic – People:</u></p> <p>A presentation was given by Lisa Winward which was included in the agenda for the meeting.</p> <p>The following actions were agreed:</p> <ul style="list-style-type: none"> • The board would like to have sight of the Force Control Room Peer review from Police Service – Northern Ireland. to gain an understanding of how the key findings will contribute to the Improvement/Action Plan. • Details of dip samples from internal & external recruits and internal customers who have asked HR to facilitate their recruitment needs. Initially start with Head of Functions who have recruited during the last 12 month period for initial feedback to include areas of difficulties and positives. May need to consider utilising external agencies to carry out this work to alleviate capacity issues and possible bias. • Review of how HR scrutinises the effectiveness of services delivered by external agency worker suppliers (active contract management/supplier management) also explore other opportunities for short notice recruitment. • Risk management procedure to be revisited to allow smoother transition for work placement for school/college students. LWi to review. • Future versions of resource capability to include police staff as well as police officers and for FS to be included in this work. • Research to be carried out on costings and opportunities for qualifications for Officers and Police Staff including apprenticeships. JM requested further information on the Apprenticeship scheme for both officers and staff – to be progressed via EG. 	<p>For Information</p> <p>Action 190 created</p> <p>Action 191 created</p> <p>Action 192 created</p> <p>Action 193 created</p> <p>Action 194 created</p> <p>Action 195 created</p>

5.	<p><u>Performance/ Outcome Updates:</u></p> <p>An outline of the performance figures attached to the agenda was provided by LWi. The following actions were agreed:</p> <ul style="list-style-type: none"> • Feedback is required on Op Tanus in regard to collaboration opportunities and ‘feeling safe’. • Rural Task Force (RTF) popularity/ knowledge needs to be highlighted. PC to consider effective channels to raise awareness of the RTF with LW with the suggestions of Rangers/ National Parks, working with NFU etc. • JP to supply a HR spreadsheet with total figures for the workforce, which will be added to next month’s meeting. 	<p>For Information</p> <p>Action 196 created</p> <p>Action 197 created</p> <p>Action 198 created</p>
6.	<p><u>Forward Planner:</u></p> <p>The following thematics were agreed:</p> <ul style="list-style-type: none"> • Collaboration • Police & Crime Plan delivery summary 12 month plan • Performance outcomes in regards to Police & Crime Plan • Road Safety (August 2017) 	<p>For Information</p>
7.	<p><u>Twitter Questions:</u></p> <p>None</p>	
8.	<p><u>Any Other Business:</u></p> <p>None</p>	
9.	<p><u>Date of Next Meeting:</u></p> <p>Tuesday 25th April 2017, 13:30 hrs, Thornton Meeting Room, West Offices, York</p>	

Actions Agreed:

No.	Action / Update	Owner	Date Issued	Date Closed
123	<p><u>THEMATIC – PRIORITY 7 PARTNERSHIPS AND COMMISSIONING</u></p> <p>TM to provide a progress update to JM in relation to the Case Management Software.</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> <p>27.09.16 – JN to provide an update outside the meeting.</p> <p>28.02.17 – JN to provide an update outside this meeting</p> <p>28.03.17 – JM has asked Richard Jones (Head of ICT) to review Case management software with as a case study. Procurement process ongoing.</p>	<p>TM</p> <p>JN</p> <p>JN</p> <p>RJ</p>	01.03.16	
150	<p><u>THEMATIC –PRIORITY 3: FOCUS ON PREVENTION AND INTERVENTION</u></p> <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>27.09.16 – Action merged with Action 149 ‘Youth Commission Report’ JM requested that further detail is provided in relation to progress against achieving the goals. Action JN/ME to schedule date for presentation to be brought to CPDSB</p> <p>25.10.16 – ME advised that work is ongoing with both JN and Richard Anderson to ensure presentation comes to this Board.</p> <p>28.02.17 - Richard Anderson is to present the above presentation to the Board once the Police & Crime Plan has been published.</p>	<p>RA</p> <p>ME/JN/RA</p> <p>ME/JN/RA</p> <p>RA</p>	26.07.16	
154	<p><u>Substance Misuse:</u></p> <p>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.</p> <p>28.02.17 – Lwi to review the Health & Wellbeing minutes & papers from 8th March 2017, will update the Board.</p> <p>28.03.17 – Bill Scott attended Health & Wellbeing Board on behalf of LWi ,LWi awaiting minutes from last meeting.</p> <p>WN to talk to BS about Mental Health Conference</p>	<p>JN</p> <p>LWi</p> <p>WN</p>		

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156	<p>Community Speedwatch:</p> <p>Timetable to be created which details the roll out of the scheme</p> <p>27.09.16 – RA advised that the Community Speedwatch Co-ordinator is now in post. JM agreed that following the completion of benefit reviews a report would be presented to a future CPDSB meeting detailing the benefits realised of those areas that had received investment.</p> <p>25.10.16 – CC confirmed that a benefits review would be brought to a future meeting. ME to determine when this is to be scheduled.</p> <p>28.02.17 – DJ advised it would be appropriate to incorporate this into a wider road safety review later in the year which will involve all safety camera vans, where community speed watch will have been running for a while, may also include Newcastle University Report. To be scheduled in due course.</p> <p>28.03.17 – JM visited Athena house and viewed new safety vans. DJ advised of planned publicity/ press release Outcome of the work undertaken by Newcastle University will be fed into the Academic Board .</p>	JB		
163	<p><u>THEMATIC –PRIORITY 4: IMPROVE VICTIM CARE</u></p> <p>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.</p> <p>28.02.17 – After meeting with Victims Minister (Dr Philip Lee) on 27.02.17, JM requested a ‘State of the Nation Report’ on victim services in North Yorkshire. Will be circulated to Board members once completed to view before submitting to the Minister.</p>	JN	23.08.16	
167	<p><u>PERFORMANCE / OUTCOME UPDATE (INCLUDING PRIORITY 2 – CUT CRIME AND ANTI-SOCIAL BEHAVIOUR)</u></p> <p>To look at the inclusion of outcome based performance within the performance pack to assist in providing context in some areas.</p> <p>12.09.16 – LWI advised that the performance team have been consulted and have noted the suggestions regarding the language used and interpretation of the data and links to outcomes for the community. ACC Winward has raised at Chief Officer Team and it is understood that a review of the performance pack more generally is being considered regarding the data contained. As previously mentioned at recent Corporate Performance meetings, public consultation is being considered by the OPCC on what data they would like to see and would be meaningful and how this is translated into outcomes for the public which should address the elements raised in this action. Ongoing</p> <p>25.10.16 – CC advised that this links in with ongoing governance review currently being conducted by PK and FS. WN also advised</p>	LWi	23.08.16	

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	<p>that members of the public have an opportunity to provide their say in this regard in relation to their feedback on the Police and Crime Plan.</p> <p>28.02.17 – WN and LWi advised Stephen Murray (Performance Manager) is gathering information in relation to Satisfaction surveys. Ideas on developing futures areas of business and collaborate all information into one place that will ‘feed’ into the Performance Pack.</p> <p>LWi and ME discussed about the future of Governance and Performance meeting would ‘feed’ into this process, focusing on organisational performance opposed to operational performance in operational meetings, giving a view to the health of the whole organisation and reporting to this meeting and filtering through.</p> <p>28.03.17 – WN/LWi/SM are developing the performance approach to reflect the new Police & Crime Plan. WN to meet with SM to discuss . Findings to be shared outside this meeting. JM highlighted other methodologies for obtaining feedback from qualitative work, alongside surveys, should be used.</p>	<p>WN/LWi/SM</p> <p>WN/LWi/SM</p>		
	<u>Thematic – Priority 5: Transforming the Organisation</u>			
173	<p>Update on Wellbeing programme to be included within forward planner.</p> <p>28.02.17 – JM requested revisiting the Wellbeing programme. It was agreed that this will be taken to Senior Leadership Day 15.03.17.</p>	RH/ME	25.10.16	
176	<p>Community Messaging</p> <p>FS to provide project lead details in relation to project Athena to VT. Once information available, FS to report back to this Board any learning from this Project.</p> <p>28.02.17 – Project lead details were provided to Athena. Project Athena has now finished and final report is available and can be shared.</p>	<p>FS</p> <p>FS</p>	26.10.16	
177	<p>WN and VT to look at potential advertising campaign opportunities in relation to community messaging.</p> <p>28.02.17 – WN and Louise Wood working to invite companies to tender and obtain professional support to advertise the community messaging out to the community as best as possible. Had been delayed due to hitting ‘teething problems’ however now can be revisited.</p> <p>Simon Jones is reviewing feedback received through community messaging, interaction with OPCC/ NYP. A full and true update on this is required.</p>	<p>WN/VT</p> <p>WN/ LW</p> <p>SJ</p>		

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	28.03.17 – WN liaising with LW about potential marketing of Community Messaging, (this was initially linked with the Community Mapping exercise (report to be circulated) . . LWi advised of an engagement event next month, the Partnership Hub are attending to share experiences of Community Messaging. 11.04.17 update – report; ‘Using Mosaic to inform Community Engagement’ circulated.	PC	28.03.17	11.04.17
179	Thematic – Investigation Hubs Meeting to be arranged for Mark Bates to discuss demand modelling with the PCC and Deputy PCC 28.02.17 – PC advised he is putting together working group with Steve Thomas to look at demand of investigation of serious crime teams and further modelling. PC to advise further on Mark Bates return.	PC/MB	24.01.17	
180	<u>Performance/ Outcome Update:</u> TT to look at how public satisfaction is measured in consideration of the work completed on the victim needs assessment. 28.02.17 – TT advised he is looking at bringing in public views as a whole. Will update when further progress is made. Closed		24.01.17	
181	TM to give an update when the Evaluation from the University of Newcastle report is due. 28.02.17 – DJ advised discussion were had with Traffic Bureau, they are awaiting further data analysis from the County Council, anticipated July/ August. See Action 156 Closed		24.01.17	
182	<u>Thematic – Non Emergency Number; 101 and Force Control Room</u> Headings shown on the pie chart on slide 9 (Monthly Incident Volume) are to be split into urban and rural and figures to be shown as such	LWi	28.02.17	
183	A review on the retention of call handlers/ dispatcher staff to be carried out			
184	Terms of reference for the customer service project are to be shared with the Board. Update – Draft ToR circulated 08/04/2017	LWi	28.02.17	08.04.17
185	A review is to be carried out in reference to the options given on the 101 automated service, including the order in which the options are given and which options are most abandoned.	LWi	28.02.17	
186	OPCC to summarise a ‘user friendly’ version of the 101 presentation for the website.	TT	28.02.17	
187	The board to be updated on progress against the Buzz review	TT/LWi	28.02.17	

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	Performance/ Outcome Updates:		28.02.17	
188	DH to explore the current and potential practice of using Ebay, Gumtree and Facebook as part of investigations of stolen items 28.03.17 – No updates, will be followed up outside meeting	DH	28.02.17	
189	Costs are to be compared and reported back in regards to drug and drink checks 28.03.17 – No updates, will be followed up outside meeting	DH	28.02.17	
	<u>Thematic – People</u>		28.03.17	
190	The board would like to have sight of the Force Control Room Peer review from Police Service – Northern Ireland to gain an understanding of how the key findings will contribute to the Improvement/Action Plan.		28.03.17	
191	Details of dip samples from internal & external recruits and internal customers who have asked HR to facilitate their recruitment needs. Initially start with Head of Functions who have recruited during the last 12 month period for initial feedback to include areas of difficulties and positives. May need to consider utilising external agencies to carry out this work to alleviate capacity issues and possible bias.		28.03.17	
192	Review of how HR scrutinises the effectiveness of services delivered by external agency worker suppliers (active contract management/supplier management) also explore other opportunities for short notice recruitment.		28.03.17	
193	Risk management procedure to be revisited to allow smoother transition for work placement for school/college students. LWi to review.	LWi	28.03.17	
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197	Rural Task Force (RTF) popularity/ knowledge needs to be highlighted. PC to consider effective channels to raise awareness of the RTF with LW with the suggestions of Rangers/ National Parks, working with NFU etc.	PC/LW	28.03.17	
198	JP to supply a HR spreadsheet with total figures for the workforce, which will be added to next month's meeting.	JP	28.03.17	

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