

North Yorkshire Police / PCC for North Yorkshire  
Record of Meeting

**DRAFT**

**Meeting:** Corporate Performance Delivery and Scrutiny Board  
**Date and Time:** Tuesday 25<sup>th</sup> April 2017 – 13:32 – 15:42  
**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
Fraser Sampson (FS)	Interim Chief Executive and Monitoring Officer - OPCC
Amanda Oliver (AO)	Assistant Chief Constable
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
Thomas Thorp (TT)	Acting Chief of Staff – OPCC
Mike Stubbs (MS)	Chair of North Yorkshire Police Federation

**Apologies:**

Name	Role
Joanna Carter (JC)	Chief Executive Officer - OPCC
Dave Hannan (DH)	Chief of Staff – North Yorkshire Police
John Mackfall (JT)	North Yorkshire Police UNISON
Lisa Winward (LWI)	Deputy Chief Constable – North Yorkshire Police

**Items and Decisions:**

<b>No</b>	<b>Discussion</b>	<b>Outcome / Decision</b>
2.	<p><b><u>Minutes of Previous Meeting:</u></b></p> <p>The minutes of the previous meeting dated 28<sup>th</sup> March 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><b><u>Questions from the public:</u></b></p> <p>No questions were raised from the public to discuss.</p>	For Information
4.	<p><b><u>Thematic – Collaboration:</u></b></p> <p>A presentation was given by Amanda Oliver which was included in the agenda for the meeting.</p> <p>There was a detailed consideration of the police to police collaboration involving North Yorkshire Police (NYP). JM stressed that the importance of being able to explain the financial contribution and savings from NYP and of identifying the benefits of collaboration to the residents of North Yorkshire which is paramount. There was further discussion on existing regional and national collaboration and how these have delivered a level of service to North Yorkshire. It was recognised that much of the collaboration activity had been undertaken within the Yorkshire and the Humber setting and that better information was available in relation to the more recent Evolve collaboration (NY, Cleveland and Durham) but nonetheless, JM emphasised the need for much better information around the ‘return on investment’ in order to decide on the viability of existing collaboration arrangements and the initiation of new ones.</p>	For Information  <a href="#">Actions 199, 200 &amp; 201 Created</a>
5.	<p><b><u>Performance/ Outcome Updates:</u></b></p> <p>An outline of the performance figures attached to the agenda was provided by Amanda Oliver.</p>	For Information
6.	<p><b><u>Forward Planner:</u></b></p> <p>The following thematics were agreed:</p> <ul style="list-style-type: none"> <li>• Police &amp; Crime Plan delivery summary 12 month plan</li> <li>• Performance outcomes in regards to Police &amp; Crime Plan</li> <li>• Road Safety (August 2017)</li> </ul>	For Information
7.	<p><b><u>Twitter Questions:</u></b></p> <p>None</p>	For Information
8.	<p><b><u>Any Other Business:</u></b></p> <p>None</p>	For Information
9.	<p><b><u>Date of Next Meeting:</u></b></p> <p>Tuesday 23<sup>rd</sup> May 2017, 13:30 hrs, Snow Meeting Room, West Offices, York</p>	For Information

Actions Agreed:

No.	Action / Update	Owner	Date Issued	Date Closed
	<b><u>THEMATIC – PRIORITY 7 PARTNERSHIPS AND COMMISSIONING</u></b>		<b>01.03.16</b>	
123	<p><i>TM to provide a progress update to JM in relation to the Case Management Software.</i></p> <p><b>28.02.17</b> – JN to provide an update outside this meeting</p> <p><b>28.03.17</b> – 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>RJ</p>		
	<b><u>THEMATIC –PRIORITY 3: FOCUS ON PREVENTION AND INTERVENTION</u></b>		<b>26.07.16</b>	
150	<p><i>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</i></p> <p><b>25.10.16</b> – ME advised that work is ongoing with both JN and Richard Anderson to ensure presentation comes to this Board.</p> <p><b>28.02.17</b> - Richard Anderson is to present the above presentation to the Board once the Police &amp; Crime Plan has been published.</p>	<p>RA</p> <p>ME/JN/RA</p> <p>RA</p>		
	<b><u>Substance Misuse:</u></b>			
154	<p><i>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.</i></p> <p><b>28.02.17</b> – LWi to review the Health &amp; Wellbeing minutes &amp; papers from 8<sup>th</sup> March 2017, will update the Board.</p> <p><b>28.03.17</b> – Bill Scott attended Health &amp; Wellbeing Board on behalf of LWi ,LWi awaiting minutes from last meeting. WN to talk to BS about Mental Health Conference</p> <p><b>25.04.17</b> – BS currently attempting to organise a date for the Mental Health Conference. With general election imminent, this may not occur. WN to discuss further with BS.</p>	<p>JN</p> <p>LWi</p> <p>WN</p> <p>WN</p>		

No.	Action / Update	Owner	Date Issued	Date Closed
156	<p><b><u>Community Speedwatch:</u></b></p> <p><i>Timetable to be created which details the roll out of the scheme</i></p> <p><b>28.02.17</b> – 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 (NUR). To be scheduled in due course.</p> <p><b>28.03.17</b> – 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> <p><b>25.04.17</b> – LW to send the information from the NUR to the Academic Board, then to NYP/ OPCC with explanation on content. The full report has not been received yet. WN will bring road safety to this board, will wait for the report details and collate the information.</p>	<p>JB</p> <p>LW/WN</p>		
163	<p><b><u>THEMATIC –PRIORITY 4: IMPROVE VICTIM CARE</u></b></p> <p><i>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.</i></p> <p><b>28.02.17</b> – 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> <p><b>25.04.17</b> – TT informed the board that the report will be submitted to JM by 28.04.17. JM noted that with the approaching general election it may be sensible to have the ‘State of the Nation Report’ ready to hand to any incoming minister.</p>	<p>JN</p> <p>TT</p>	23.08.16	
167	<p><b><u>PERFORMANCE / OUTCOME UPDATE (INCLUDING PRIORITY 2 – CUT CRIME AND ANTI-SOCIAL BEHAVIOUR)</u></b></p> <p><i>To look at the inclusion of outcome based performance within the performance pack to assist in providing context in some areas.</i></p> <p><b>28.02.17</b> – 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. 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</p>	<p>LWi</p> <p>WN/LWi/SM</p>	23.08.16	

No.	Action / Update	Owner	Date Issued	Date Closed
	<p>organisation and reporting to this meeting and filtering through.</p> <p><b>28.03.17</b> – WN/LWi/SM are developing the performance approach to reflect the new Police &amp; 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><b>25.04.17</b> – Meeting on 09.05.17 to discuss the approach to the business plan from the Police &amp; Crime Plan. WN &amp; TT confirmed that they have discussed that the performance team have carried out an analysis of what has been collected and recorded from the public. From that consideration to possibilities to gain further information from the public has been deliberated, TT &amp; WN to meet and discussed further.</p>	<p><b>WN/LWi/SM</b></p> <p><b>WN/TT</b></p>		
<p><b>177</b></p>	<p><b>Community Messaging</b></p> <p><i>WN and VT to look at potential advertising campaign opportunities in relation to community messaging.</i></p> <p><b>28.02.17</b> – 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><b>28.03.17</b> – 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.</p> <p><b>25.04.17</b> – Partnership hub to provide a collective briefing as to what the next steps are outlining what is happening with the data that has been collected. JM also noted that it would be beneficial for the next meeting to have information on how are those partnerships contributing to creating a more strategic approach to demand reduction and prevention across the force area rather than isolated geographical locations, lessons learnt from them and how future pilots/ initiatives are developed from this.</p>	<p><b>WN/VT</b></p> <p><b>WN/ LW</b></p> <p><b>SJ</b></p> <p><b>WN/ME</b></p>	<p><b>26.10.16</b></p>	

No.	Action / Update	Owner	Date Issued	Date Closed
	<b><u>Thematic – Investigation Hubs</u></b>		<b>24.01.17</b>	
179	<p>Meeting to be arranged for Mark Bates to discuss demand modelling with the PCC and Deputy PCC</p> <p>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.</p> <p>25.04.17 – JM requested an update on this action.</p>	<p>PC/MB</p> <p>PC/MB/WN</p>		
	<b><u>Thematic – Non Emergency Number; 101 and Force Control Room</u></b>	LWi	<b>28.02.17</b>	
182	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		
183	A review on the retention of call handlers/ dispatcher staff to be carried out			
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		
186	OPCC to summarise a 'user friendly' version of the 101 presentation for the website.	TT		
187	The board to be updated on progress against the Buzzz review	TT/LWi		
	<b><u>Thematic – People</u></b>	LWi	<b>28.03.17</b>	
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.			
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.			
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.			
193	Risk management procedure to be revisited to allow smoother transition for work placement for school/college students. LWi to review.	LWi		

No.	Action / Update	Owner	Date Issued	Date Closed
194	Future versions of resource capability to include police staff as well as police officers and for FS to be included in this work.			
195	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.			
	<b><u>Performance/ Outcomes</u></b>		<b>28.03.17</b>	
196	Feedback is required on Op Tanus in regard to collaboration opportunities and 'feeling safe'.			
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		
198	JP to supply a HR spreadsheet with total figures for the workforce, which will be added to next month's meeting.	JP		
	<b><u>Thematic – Collaboration</u></b>		<b>25.04.17</b>	
199	In relation to savings made due to collaborative procurement JM requested to see these figures. JP to provide estimates as discussed.	JP		
200	It was agreed that the thematic collaboration report can be extended to look deeper into each individual collaboration to gain a greater perspective of need, which may be a possible starting point of benefits for future collaborations with view to resources/ parameters required, gaining an understanding of what the benefits are for the public of North Yorkshire. AO/ WN to initiate further.	WN/ AO		
201	Further to the discussions after the thematic collaboration report was presented it was suggested to organise a meeting between the 7 PCCs to discuss what specialities each force can offer to collaboration. JM/ WN to discuss with Simon Dennis (CEO Cleveland OPCC).	JM/ WN		