

Who we are and what we do

2023-24



Contents

Foreword	4
What is the Office of the Police, Fire & Crime Commissioner?	5
Who does the Commissioner work with and what do they do?	6
Office structure	8
Our values	9
The commissioner's office performance	10
The commissioner's office information	11

Foreword



“My role as Chief Executive, is to be Commissioner Zoë's most senior advisor, and to ensure that the Commissioner's Office enables her to carry out her role effectively by having the right staff, systems, processes, policies, delivery plan and culture needed to drive excellence in Police and Fire services and to deliver positive outcomes for victims and the most vulnerable. We are proud to do so with transparency. Ultimately, it's my job to ensure that the organisation makes a positive difference for the public, every day”.

A handwritten signature in black ink, appearing to read 'Simon Dennis'.

Simon Dennis

Chief Executive & Monitoring
Officer



“To be effective as a Police, Fire and Crime Commissioner, I need to be supported by an organisation that works well and can deliver tangible results for the people of York and North Yorkshire. I look to my Chief Executive to ensure that our Office positions me to fulfil my statutory duties. Together, we hold Chief Officers to account for the delivery of effective services, ensure that what matters to the public is reflected in local policing and fire plans, and commission services to support those impacted by crime”.

A handwritten signature in black ink, appearing to read 'Zoë Metcalfe'.

Zoë Metcalfe

Police, Fire and Crime
Commissioner



What is the Office of the Police, Fire & Crime Commissioner?

The Police, Fire and Crime Commissioner (PFCC) is a politician, someone who is professionally involved in politics and who the public vote for. The Commissioner is supported by a team of staff employed by the Office of the Police, Fire and Crime Commissioner (OPFCC). The person in charge of that team, is the Chief Executive. The staff who work in the office are not political. We are an impartial organisation, which means we treat everyone equally no matter what their political view.

Just like staff in the Civil Service support people in Government to deliver their policies and promises they make to the public, staff in the commissioner's office support the Commissioner to do this.

One of the main jobs of the commissioner's office is to help the Commissioner check the work of the police and fire service and that this is done with the public. This helps you, the people of North Yorkshire and York to make your own mind up about how you feel about the police and fire service.

1. We Engage with you, the public and make information available to you on our website.
2. We look closely at the Police and Fire & Rescue Service to help the Commissioner hold the most Senior Staff to account, this means checking that they are doing the best they can to carry out the work that the public told the Commissioner matters most to them.
3. We deal with complaints, and we learn from complaints and compliments, to make the services better.
4. We make excellent support services available for people who need help. Like people who have been a victim of crime and sometimes we try to help people who have taken part in crime to try and stop this happening again.
5. We give grants (money which is given by the government or another organisation) to community groups to help local people to feel safe.
6. We work with organisations and businesses across the country to try and deliver better results for people in North Yorkshire.
7. We make sure that we look after our money, buildings, and estate and all the things we own properly.
8. We work at a national level to ask for changes which benefit the public.

Who does the Commissioner work with and what do they do?

There are lots of people involved in making sure that the commissioner's office makes a difference to the public and that can be confusing. The the box below explains explains who these people are and what they do.

Who are they?

Police, Fire and Crime Commissioner

(Voted for by the public)

- Decides who the Chief Constable and Chief Fire Officer should be and can dismiss them if necessary.
- Check that Chief Constable and Chief Fire Officer are delivering a good service for the public, but the Commissioner cannot tell them how to run their service.
- Asks the people of North Yorkshire about what is most important to them about crime, policing and fire and rescue, and puts all that information into a Plan to help make this happen.
- Decides how much the public will have to pay as part of their council tax towards policing and fire.
- Ensure that all victims of crime can get help.

Chief Constable and Chief Fire Officer

(The Chief Constable is employed by the King and the Chief Fire Officer by the Commissioner)

- Is the most senior police officer or fire and rescue officer.
- It is their job to deliver a good police force and fire and rescue service.
- The Chief Constable and Chief Fire Officer have control over their services, officers, firefighters, staff, and volunteers.
- They tell the Commissioner what they think of the Police and Crime Plan and Fire & Rescue Plan before they are agreed. Then they deliver their parts of the plans.

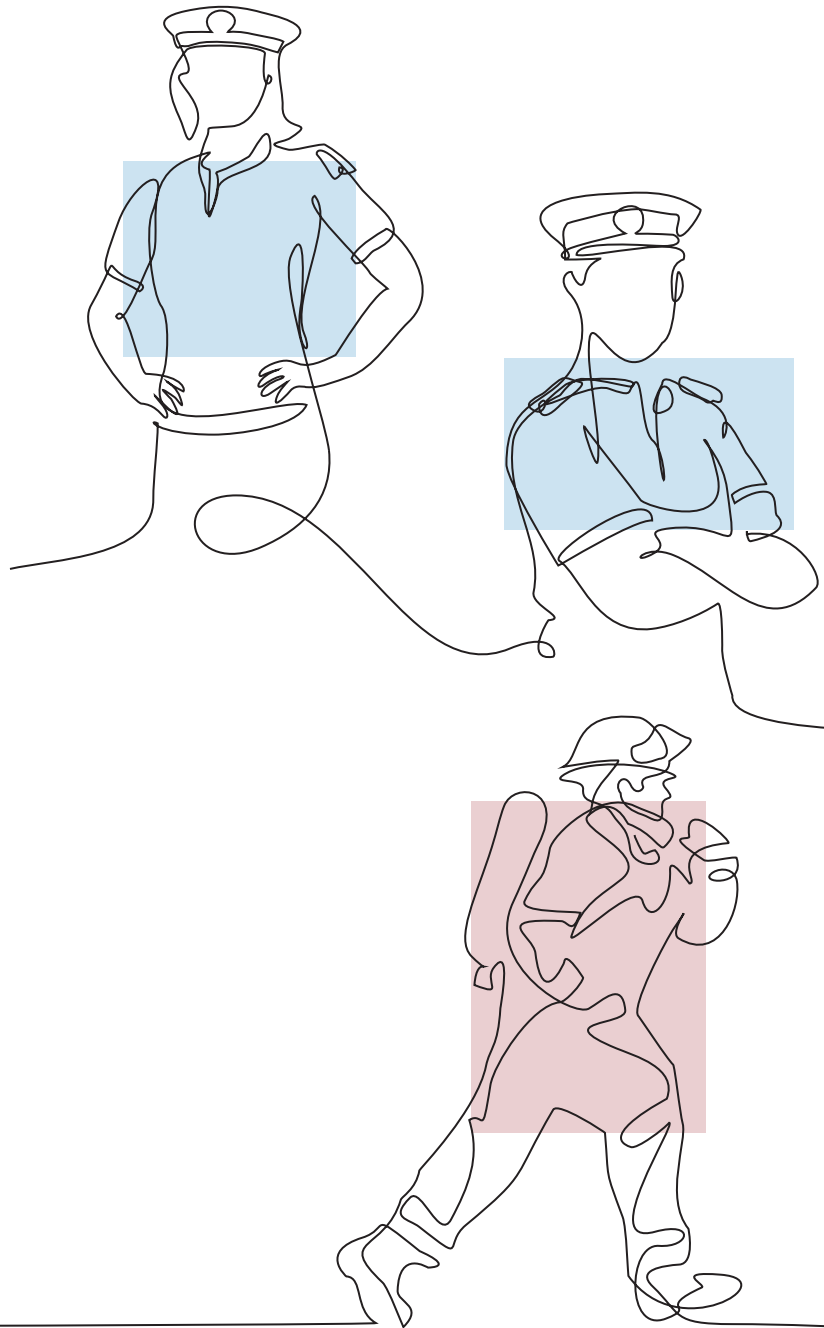
Police, Fire and Crime Panel

(North Yorkshire Council and City of York Council decide who their panel member will be. The panel also appoints independent people from the community)

- They check who the Commissioner picked as the Chief Constable, Chief Fire Officer, Chief Executive or Chief Finance Officer.
- Make sure that Commissioner is checking that the Chief Officers are doing the best they can for the public and that they are doing a good job.
- Check the Commissioner's plans and yearly reports and tells the Commissioner what they think should be added or changed.
- Checks the Commissioner's plans for how much the public will have to pay as part of their council tax towards policing and fire. Also checks the services that the Commissioner provides for the public, such as the ones for victims.

Chief Executive and the Commissioner's Office

- Makes sure that the commissioner's plans for Policing, Fire and Crime are created and delivered.
- Makes sure that the commissioner's programme is delivered and that good support services are available to support victims and those who need it the most.
- Helps the commissioner work with the public about their plans and writes the draft Police and Crime Plan, Fire & Rescue Plan for the Commissioner.
- Is responsible for preparing reports on how money will be spent on policing, fire and crime and checking that the money is used properly.



Office structure

The office has 39 posts, which includes 2 statutory officers (these are people who must be there to check that things are being carried out properly and that we do not break the law). The statutory officers are the Chief Executive officer/Monitoring officer who makes sure that the Commissioner carries out their role properly. Also, the Chief Finance Officer who makes sure that that public money is spent properly by the Commissioner, the Police Force, and the Fire & Rescue Service.

There are 3 directors, and 10 managers. The office is very small when compared to North Yorkshire Police and North Yorkshire Fire and Rescue Service.

Our work is shared out to three areas within the office.

1. Public Confidence:

- Inclusivity & Public Confidence, to work with the police and fire service to make sure that the public trust us all and that we are a diverse and inclusive family.
- Customer Service to make sure that we deal with police and fire complaints properly. Also, share when people tell us that they have got a good service from the police and fire service.
- Communications & Engagement, to make sure that the Commissioner has strong links with the communities and that the public have chance to understand and be part of helping to improve their police and fire services.

2. Delivery & Assurance:

- Delivery & Assurance make sure that the performance of the services is checked and making sure that the Commissioner's plans are delivered.
- Fire & Rescue Authority Management, which makes sure that the Commissioner's responsibilities as Fire & Rescue Authority are done properly.
- Business Management and Data Protection, to make sure that the Commissioner's office runs smoothly and that we are the best we can be in our compliance with rules.

3. Commissioning & Partnerships:

- Commissioning and Partnership Management, ensure that the services that we get people to deliver help those affected by crime, are of a very high standard.
- Offending & Justice, to support the Commissioner to make things better in the criminal justice system and manage people who commit crime.
- The Supporting Victims Team is our team who are devoted to helping victims cope and recover from crime, even if they don't report things to the police.

Our values

Values & Culture Making a Positive Difference for the Public Every Day

Selflessness

We act solely in the public interest

Integrity

We avoid placing ourselves under any obligation to people or organisations that might try inappropriately to influence in our work. We do not act or take decisions in order to gain financial or other material benefits for ourselves, our families or our friends. We declare and resolve any interests and relationships.

Objectivity

We act and take decisions impartially, fairly and on merit, using the best evidence without discrimination or bias.

Accountability

We are accountable to the public for our decisions and actions and we submit ourselves to the scrutiny necessary to ensure this.

Openness

We act and take decisions in an open and transparent manner. Information should not be withheld from the public unless there are clear lawful reasons for so doing.

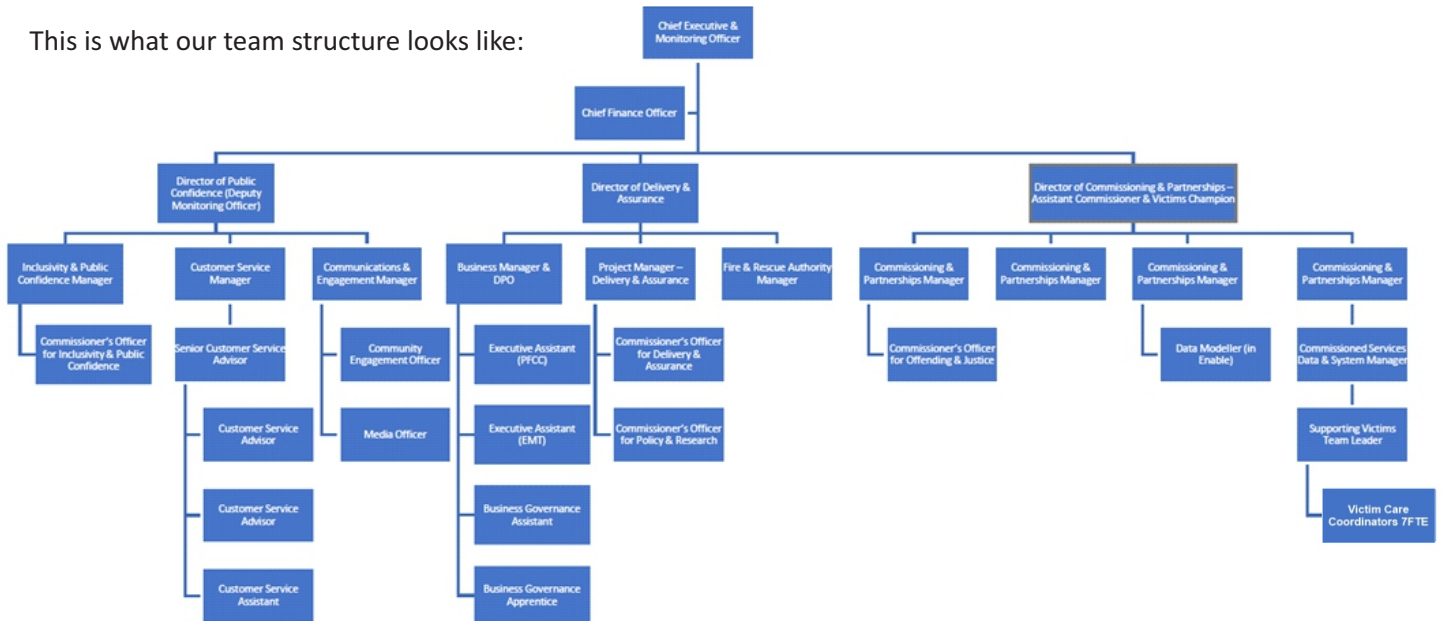
Honesty

We are truthful

Leadership

We exhibit these values in our own behaviour. We actively promote and robustly support our Values and we are willing to challenge poor behaviour wherever it occurs.

This is what our team structure looks like:



The Commissioner's office performance

We will report how we are doing at our Delivery and Assurance Board chaired jointly by the Commissioner and the Chief Executive.

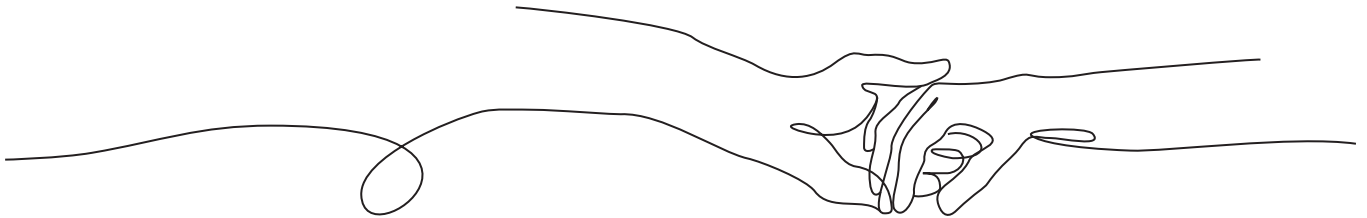
The Board will report the most important things raised at this to the Executive Board. The Executive board is made up of representatives of the Commissioner's Office and all services. At this meeting important decisions are discussed and made, and progress is checked against the Commissioner's plans. The Commissioner is in charge of this meeting.

The Commissioner with the Chief Executive will present reports to the Police, Fire and Crime Panel and publish them.

This means that the public of North Yorkshire and York will be able to see:

- What we are doing and what we have done.
- What are we trying to achieve and by when.
- The positive difference our activity is and will make for the public.

This will also be part of the Annual Reports from the Commissioner to the Panel and the public.



The Commissioner's office information

Our website contains a lot of information about our activity, our services and how we work together with policing, fire, and all of our local, regional and national partners. The website has won awards. Please visit <https://www.northyorkshire-pfcc.gov.uk/>

We also make full use of a wide range of social media channels, as well as live online broadcasts of the Commissioner's online public meetings.



01423 569 562



info@northyorkshire-pfcc.gov.uk



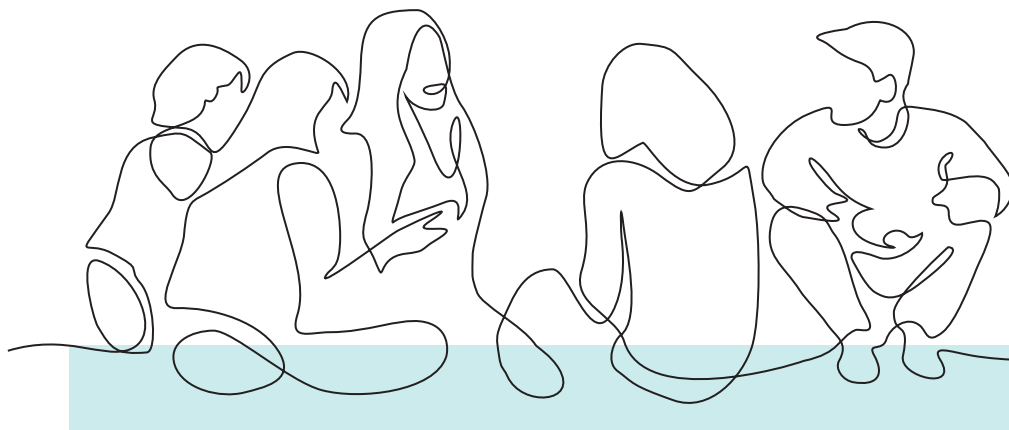
[northyorkshire-pfcc.gov.uk](https://www.northyorkshire-pfcc.gov.uk)



northyorkspfcc


A note on accessibility

If you require this information in a different language or format, please email us at opfcc@northyorkshire-pfcc.gov.uk or telephone us on 01423 569562.





North Yorkshire
Police, Fire & Crime
Commissioner



**North Yorkshire
Police**

← EAST ENTRANCE
Visitors to custody
Solicitors to custody
Property collection

WEST ENTRANCE →
General enquiries