

Public Delivery Plan

Who we are and what we do

2023-24



Full version

Contents

Foreword	4
What is the Office of the Police, Fire & Crime Commissioner?	5
The commissioner, the Office, the Chiefs and the Panel	6
Office structure	8
Our Values	9
OPFCC planned activity 2023/24	10
OPFCC performance	23
OPFCC information	23
Appendix 1	24
Appendix 2	27

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 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.

Whilst the PFCC is a politician who is elected by the public, the OPFCC is a non-political, impartial organisation.

Like the Civil Service supports Ministers in Central Government to deliver their policies and the commitments they make to the public when they are elected, the OPFCC does likewise for the elected Police, Fire and Crime Commissioner – and does so with the same expectations of political neutrality.

One of the main roles of the OPFCC is to make sure that the PFCC exercises their powers properly and responsibly which it does through scrutiny. The OPFCC's scrutiny work is done openly, and the public can access and take part in it. This helps the people of North

Yorkshire to make their own informed opinions about whether they trust, and are confident in, the organisations which exist to protect them from harm and respond to them in an emergency.

The work of the OPFCC generally fits into 8 categories:

1. Engaging with the public and making information available to them.
2. Scrutinising North Yorkshire Police (NYP) and North Yorkshire Fire & Rescue Service (NYFRS) to enable the PFCC to hold Chief Officers to account.
3. Dealing with complaints and using learning from complaints and compliments, to improve services.
4. Making excellent support services available for people who have experienced or (in some cases) committed crime and to address the root causes of offending.
5. Giving grants to community groups to help fund initiatives supporting local people to feel safe.
6. Working with other organisations, such as Government, national agencies, local authorities, and the criminal justice system, to deliver positive outcomes for North Yorkshire.
7. Making sure the PFCC's finances, estate and all their assets are operating properly.
8. Working at a national level to lobby for changes which benefit the public, including the communities of North Yorkshire.

The Commissioner, the office, the chiefs and the panel

Often there is confusion about the difference between the roles of the PFCC, the OPFCC, the Chief Officers (the Chief Constable and Chief Fire Officer) and the Police, Fire and Crime Panel. This can lead to frustration, particularly if the public expect something that is not within a specific person or organisation's role to deliver. To help make this clearer, the roles of the PFCC, the Chief Officers and the Police, Fire and Crime Panel and the OPFCC can be summarised as:

Chief Constable and Chief Fire Officer

- Is the most senior police officer / fire and rescue officer. The Chief Constable's employer is the King. The Chief Fire Officer (and Deputy Chief Fire Officer) employer is the PFCC.
- Must deliver an effective police force and fire and rescue service.
- The Chief Constable and Chief Fire Officer have direct control over all their operational services, officers, firefighters, staff and volunteers.
- Tells the PFCC what they think of the [Police and Crime Plan](#) and [Fire & Rescue Plan](#) before they are approved - they then deliver their parts of what is written in those plans.
- Is responsible for the delivery of operational policing, fire and rescue services and how those services perform.
- The Chief Constable carries out a separate but vital range of legal powers, duties and best practice obligations of policing to victims of crime.
- Politically independent.
- Accountable to the PFCC.

Police, Fire and Crime Commissioner

- Decides who the Chief Constable and Chief Fire Officer should be and can dismiss them if necessary.
- Acts on behalf of the public to ensure that the Chief Constable and Chief Fire Officer are delivering effective services by holding them to account.
- The PFCC cannot attempt to directly control operational aspects of the police or fire and rescue service.
- Asks the people of North Yorkshire about what is most important to them about crime, policing and fire and rescue, and puts that information into the Police and Crime Plan and the Fire and Rescue Plan.
- Decides how much the public will have to pay as part of their council tax towards policing and fire and rescue services (this is called the precept).
- Ensure that all victims of crime have access to a broad range of support in line with their rights under the Code of Practice for Victims of Crime, to help them cope with and, as far as possible recover from the effects of crime. This is done through the provision or commissioning of dedicated emotional and practical support services (as defined in Article 2(1)(a) of the Victims Directive Annex 2), including bereaved family members.
- Elected into office.
- Accountable to the public via the ballot box.

Police, Fire and Crime Panel

- Reviews the person who the PFCC decides to choose as the Chief Constable, Chief Fire Officer, Chief Executive or Chief Finance Officer.
- Scrutinises the PFCC to understand how they are holding Chief Officers to account.
- The panel cannot scrutinise the Chief Constable or the Chief Fire Officer. That is the role of the PFCC.
- Reviews the draft versions of the Police and Crime Plan, the Fire and Rescue Plan and the PFCC's Annual Reports and tells the PFCC what they think should be added or changed.
- Scrutinises the PFCC to understand how they are holding Chief Officers to account for delivering the Police and Crime Plan, and the Fire and Rescue Plan, and whether they're doing a good job.
- Reviews the PFCC's plan for how much the public will have to pay as part of their council tax towards policing and fire and rescue services (the precept).
- Scrutinises the PFCC's decisions and commissioned services arrangements.
- Each council decides who their panel member will be. The panel also appoints independent members from the communities of York and North Yorkshire.
- Represents a broad cross-section of elected local representatives and the community.

Chief Executive and the OPFCC

- Ensures that the PFCC's Strategic Plans for Policing, Fire and Crime are formulated and delivered. Ensures that the PFCC's programme is delivered – and that outstanding support services are commissioned to support victims and the vulnerable. The Chief Executive is the Head of Paid Service for the OPFCC. Through the Chief Executive, the OPFCC has delegated powers to carry out many of the PFCC's powers and duties. Helps organise the PFCC's conversations with the public about their priorities – and then prepares the draft Police and Crime Plan, Fire & Rescue Plan and submits to the PFCC for approval.
- The OPFCC delivers a [Strategic Commissioning Plan](#) which ensures that we put in place outstanding support services for victims and address the root causes of offending.
- Is responsible for preparing the overall financial plans for policing, fire and crime – and overseeing the wise use of public money.
- Ensures that the PFCC carries into effect their duties to victims, by providing (in-house) or commissioning (via public, private and third sector organisations) and managing the services that are necessary to do so.
- Politically neutral.
- The Chief Executive is accountable to the PFCC. The OPFCC team are accountable to the Chief Executive.

Office structure

The OPFCC has a total of 39 posts which includes 2 Statutory Officers, 3 Directors and 10 Managers. The OPFCC's organisational workforce size is 0.7% when compared with the combined workforce costs for North Yorkshire Police (NYP) and North Yorkshire Fire and Rescue Service (NYFRS).

- The 2021/22 workforce budget for the police was £132.7 million
- The 2021/22 workforce budget for the fire and rescue service was £25.5 million.
- The 2021/22 workforce budget for the OPFCC was £1.2 million.

The OPFCC is led by the Chief Executive who is also the Monitoring Officer, a role responsible for ensuring that the PFCC carries out their role lawfully and properly. This means working closely with the Chief Fire Officer and Chief Constable and their senior teams, to make sure that decisions they take on the PFCC's behalf are also of a high standard.

The OPFCC also has its own Chief Finance Officer, who has similar duties to ensure that public money is spent properly by the PFCC, the Police Force and the Fire & Rescue Service.

The OPFCC is structured into three functions. With a director responsible for each portfolio:

Public Confidence, which includes:

- Inclusivity & Public Confidence (working jointly with NYP and NYFRS to drive improvements in public trust and ensuring we are a diverse and inclusive family of organisations)
- Customer Service (our innovative police and fire complaints and recognition service)
- Communications & Engagement (ensuring that the Commissioner has strong links with the communities she serves and that the public have chance to understand and influence the improvement of their police and fire services)

Delivery & Assurance, which includes:

- Delivery & Assurance (scrutinising operational and corporate performance, making sure that the Commissioner's strategic plans are delivered)
- Fire & Rescue Authority Management (ensuring the

Commissioner's governance responsibilities as Fire & Rescue Authority are discharged effectively)

- Business Management and Data Protection (making sure that the OPFCC runs smoothly and that we are exemplary in our compliance with transparency and information rules)

Commissioning & Partnerships which includes:

- Commissioning and Partnership Management (ensuring that the services we commission to help those affected by crime, are of an exceptional standard)
- Offending & Justice (supporting the Commissioner to drive improvement in the criminal justice system and addressing offending and re-offending)
- The supporting Victims Team (our innovative, in-house team devoted to helping victims cope and recover from crime, whether or not they choose to report matters 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.

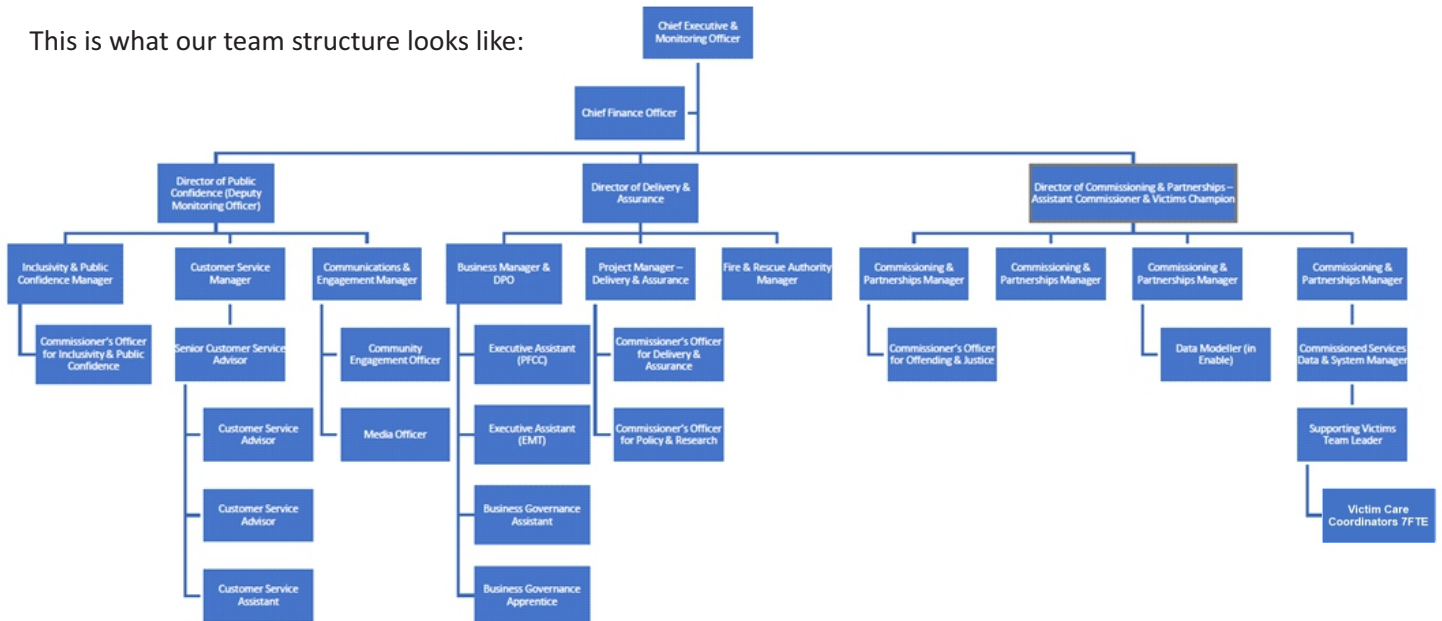
Honesty

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:



OPFCC planned activity 2023/24

The following pages contain information about the activity that the OPFCC has planned to deliver during 2023/24.

This summary Activity Plan is backed by a full project plan and assurance model, setting out the detailed granular items of work and how they contribute to the delivery of the Police & Crime Plan and the Fire & Rescue Plan.

We are proud to be responsive to local needs as and when they change, local events and things that happen at a national level. So our plans will always be adapted to reflect the public interest – and will never stand still.

PUBLIC CONFIDENCE

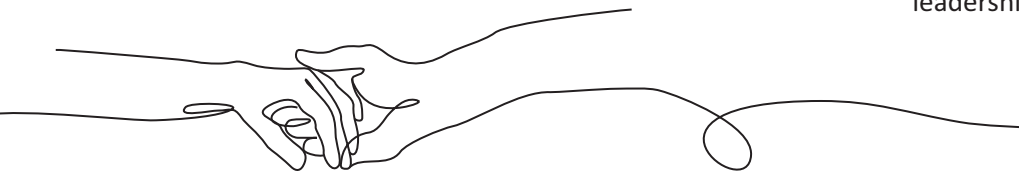
Inclusivity and Public Confidence

The team has 1 Manager and 1 Commissioners Officer. We have committed under our Assurance Model to working jointly with the Chief Constable and the Chief Fire Officer and their teams, to deliver step changes in inclusivity and public confidence for the public.

The work of this brand new OPFCC team will commence during 2023/24 and will include:

- Create and implement an overarching collegiate Equality Diversity and Inclusion Programme
- Driving forward the Commissioner's Priority to Enhance Positive Culture, Integrity and Public Trust ('the Inclusivity and Public Confidence Priority')

- Ensuring that the PFCC can demonstrate progress towards the outcomes commissioned under the Inclusivity and Public Confidence Priority, which are:
 - The public trust and have confidence in the integrity of North Yorkshire Police as an organisation and in its officers and staff.
 - Public trust in North Yorkshire Fire and Rescue Service is maintained.
 - Inclusivity, diversity and equality are at the heart of North Yorkshire Fire and Rescue Service and North Yorkshire Police organisational culture and service delivery.
 - North Yorkshire Fire and Rescue Service and North Yorkshire Police are employers of choice with a clear people focus that develops leadership, integrity and inclusivity.

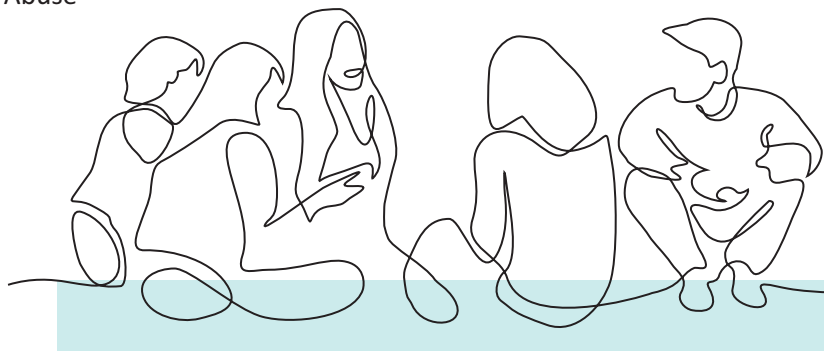


Customer service

The team has 1 Manager, 1 Senior Customer Service Adviser, and 3 Customer Service Advisers.

The work of this team during 2023/2024 will include:

- Delivering the police and fire and rescue services complaints and recognition functions
- Managing complaints against the Chief Constable and Chief Fire Officer
- Managing and delivering analysis and insight of information from complaints and recognition, to learn and help improve services
- Working with an Independent Adjudicator to manage and deliver the PFCC's duties to review police complaints where a member of the public is dissatisfied with the outcome
- Providing specialist advice to the PFCC about customer service to include the draft of a Customer Service Strategy
- Delivering administrative and secretarial support to Independent Scrutiny Panels
- Recruiting, inducting and training Independent Scrutiny Panel members
- Organising and supporting the Domestic Abuse Scrutiny Panel
- Organising and supporting the Out of Court Disposals Scrutiny Panel
- Organising and supporting the Stop and Search Scrutiny Panel
- Organising and supporting the Community Review Groups
- Organising and supporting the Lay Observer Scheme
- Providing oversight of the Independent Ethics Advisory Board
- Supporting delivery of other scrutiny activity
- Providing 'constituency casework' support to the PFCC
- Enabling the delivery of Police Appeal Tribunals, and appointing Legally Qualified Chairs to chair Police Misconduct Panels and Independent Members to assist
- Managing the process for small claims for compensation
- Managing data systems to ensure compliance with policies and legislation

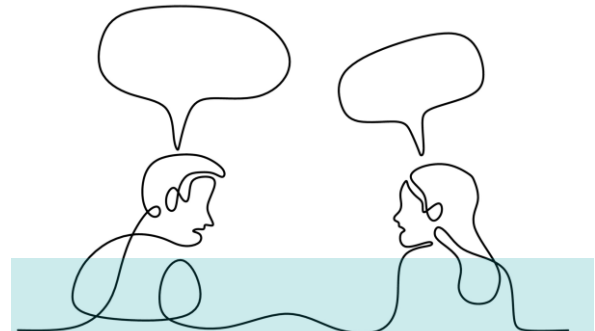


Communications and engagement

The team has 1 Manager, 1 Community Engagement Officer and 1 Media Officer.

The work of this team during 2023/2024 will include (but may not be limited to):

- Managing media requests and responses
- Delivery of targeted awareness raising campaigns throughout the year
- Managing statutory information on the OPFCC website
- Managing social media channels
- Promote and Facilitate Stakeholder, Partners & Councillor engagement
- Managing and building the stakeholder database
- Deliver consultation with the public about the annual precept (and any new or revised strategic plans)
- Delivery of consultations required by the PFCC's Scrutiny Panels
- Deliver PFCC advice surgeries
- Delivery of Community Engagement Events & Activities (directly or in collaboration with stakeholders/partners)
- Delivery of the PFCC's engagement blog and newsletter
- Co-ordinating delivery of the PFCC's Annual Report
- Creating marketing materials and promoting the Home Office funded Burglary Prevention Project, encouraging residents and businesses to take part.
- Providing specialist communications advice to projects (such as the Safer Streets funded Stalking and Harassment Project).
- Delivery of all communications in relation to PFCC activity (for example responses to inspection reports).
- Publicising the PFCC's Community Fund
- Publicising the PFCC's Public Accountability Meetings
- Publicising the work of the Local Criminal Justice Partnership
- Publicising the work of Supporting Victims/Commissioning and partnerships
- Publicising the work for the Violence against women and girls (VAWG) strategy
- Publicising the Police and Crime and Fire and Rescue Plans
- Delivery of a child exploitation prevention campaign
- Internal Communications
- Mayoral Combined Authority communications



DELIVERY AND ASSURANCE

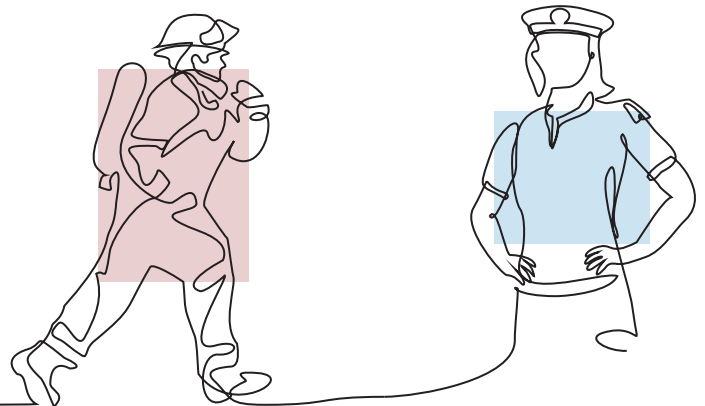
The Delivery and Assurance Team's activity focuses on supporting the PFCC to hold the Chief Constable and Chief Fire Officer to account for delivering the police and crime plan and the fire and rescue plan, and for delivering effective services to the people of North Yorkshire. The team is also responsible for delivering a variety of projects.

The team has 2 Managers (1 of which is the Fire and Rescue Authority Manager) and 2 Commissioners Officers.

The work of this team during 2023/2024 will include (but may not be limited to):

Delivery

- Enable the transition of the OPFCC to the Mayoral Combined Authority through project management support.
- Deliver the Safer Streets Burglary Prevention Project
- Deliver the Safer Streets Stalking and Harassment Project
- Submit Home Office project funding statutory returns
- Prepare and submit new Safer Streets funding applications
- Complete procurement activities to enable delivery of projects
- Establish the new Public Safety Service Manager post
- Design and commission an evaluation of road safety partnership work, through academic review
- Implement project management software and training
- Design and delivery of fair funding lobbying activity
- Contribute to the National Rural Crime Network
- Implement a staff online training platform
- Ensure recruitment, performance management and development arrangements for the Chief Fire Officer and Deputy Chief Fire Officer are effective



Assurance

- Prepare an Assurance Framework and Plan, linked to Police & Crime Plan and Fire & Rescue Plan Priorities Outcomes, as well as the national inspectorate's criteria for progress towards Outstanding.
- Plan and deliver Public Accountability Meetings
- Prepare strategic briefings for the PFCC for scrutiny work and a broad range of events
- Deliver scrutiny reviews
- Prepare and submit the PFCC's responses to HMICFRS reports
- Monitor progress towards the Outcomes and Priorities in the Police and Crime Plan and the Fire & Rescue Plan
- Create briefing packs for the PFCC for meetings and events
- Support improvements to ensure an inclusive culture and working environment in NYFRS
- Create a meaningful public facing assessment of NYFRS performance
- Ensure that the PFCC carries out the totality of their responsibilities as the Fire and Rescue Authority
- Manager efficient delivery of fire governance and arrangements
- Ensure timely and effective implementation of the new Risk and Resource model.

Business governance

The team has 1 Manager, 2 Executive Assistants, 1 Business Governance Assistant and 1 Business Governance Apprentice.

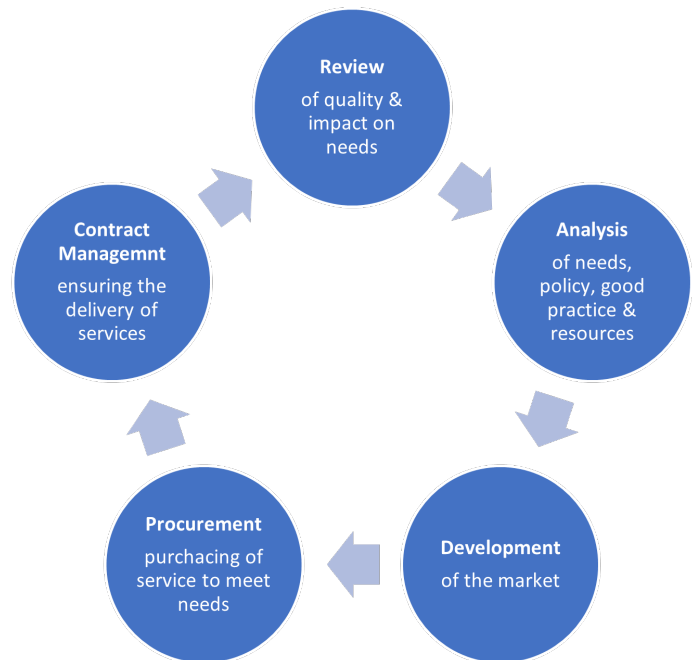
The work of this team during 2023/2024 will include (but may not be limited to):

- Providing executive support to the PFCC and senior managers
- Providing secretariat support for senior officer meetings
- Ensuring the delivery of the Independent Custody Visitor Scheme
- Providing administrative support to projects
- Co-ordinating preparation activity for the Police, Fire and Crime Panel
- Delivering finance, human resources, and procurement activity
- Providing general office management activities (eg business continuity, risk management, and expenses)
- Enabling compliance with data / information legislation and requests (eg Freedom of Information and Subject Access requests)
- Managing the OPFCC's building and facilities

COMMISSIONING, CRIMINAL JUSTICE AND PARTNERSHIPS

The Commissioning, Criminal Justice & Partnerships team activity falls into 7 Key Categories:

1. Developing the PFCC's Strategic Commissioning Plan (please also see Appendix 1)
2. Delivering against the PFCC's Strategic Commissioning Plan, including responsibility for the end to end PFCC Commissioning Cycle for all services:
 - a. Detailed information on the 25 key services currently commissioned can be found on the PFCC's website: [Commissioned services - Police, Fire and Crime Commissioner North Yorkshire \(northyorkshire-pfcc.gov.uk\)](https://www.northyorkshire-pfcc.gov.uk/commissioned-services-police-fire-and-crime-commissioner-north-yorkshire):
 - i. Eleven Victim services
 - ii. Nine Perpetrator schemes / programmes / interventions
 - iii. Two Vulnerable People's services
 - iv. Three Community Engagement / Safety services / funds
3. Operational delivery of our unique, innovative in-house Supporting Victims service – our team of Victim Care Coordinators provide immediate support to victims of crime over the phone, undertaking needs assessments and making referrals into specialist cope and recovery support services (whether or not victims report to the police): [What we do | Supporting Victims | North Yorkshire](#)

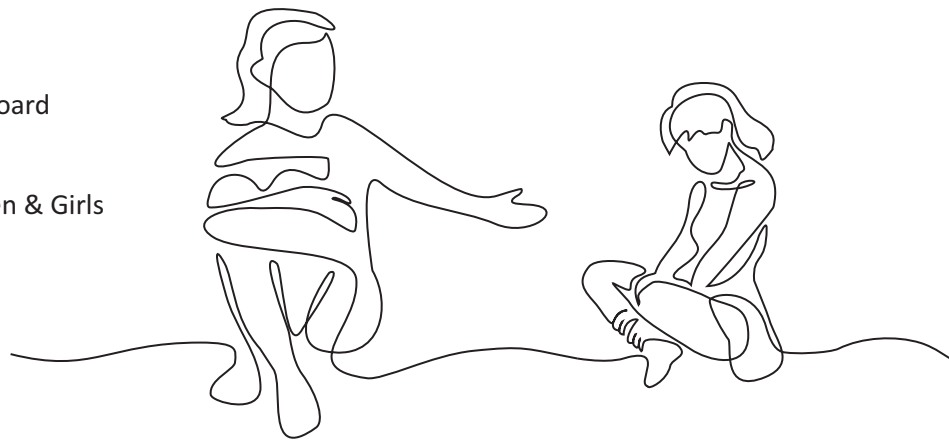


4. Management of two partnership Funds for the PFCC, running four funding rounds for each per year:
 - a. [Community Fund: Apply for the Community Fund - Police, Fire and Crime Commissioner North Yorkshire \(northyorkshire-pfcc.gov.uk\)](#)
 - b. [Community Safety Services Fund: Community safety - non-commissioned services - Police, Fire and Crime Commissioner North Yorkshire \(northyorkshire-pfcc.gov.uk\)](#)
5. Securing additional funding from central government departments for North Yorkshire and the City of York in relation to service delivery for the public – mainly Ministry of Justice (MoJ) and Home Office (HO)
6. Enabling the PFCC to drive improvement in the Criminal Justice System, including offending and re-offending
7. Leading on Partnership working for the PFCC
 - a. [Locally including:](#)
 - i. Community Safety Partnerships
 - ii. Local Criminal Justice Partnership
 - iii. Domestic Abuse Local Partnership Board
 - iv. Safeguarding Boards
 - v. Overarching Violence Against Women & Girls (VAWG) Strategy

b. [Regionally including:](#)

- i. Regional Reducing Reoffending Partnership
- c. [Nationally including:](#)
 - i. Association of Police & Crime Commissioners (APCC) – Victims portfolio
 - ii. Victims Commissioner
 - iii. Domestic Abuse Commissioner

The team includes four Commissioning & Partnership Managers, each with end to end commissioning cycle responsibility for a specific portfolio of commissioned services; a Data & Systems Manager, with responsibility for our case management system; a Commissioners Officer for Criminal Justice; a Data Modeller; and a Team Leader and team of Victim Care Coordinators within our Supporting Victims Team.



The work of the team during 2023/24 will include delivery against the 9 Key Commissioning Commitments outlined in the Police & Crime Plan 2022-25. The table below outlines the progress made against these Commitments up to January 2023:

9 Key Commissioning Commitments 2022-25	Progress Update January 2023
<p>1. Code of Practice for Victims of Crime: https://www.gov.uk/government/publications/the-code-of-practice-for-victims-of-crime – we will work in partnership to monitor and improve local delivery against the 12 Victims' Rights</p>	<p>Through the Victim & Witness Board of the LCJP we monitor partnership delivery against the 12 Victims' Rights; and support the Victims Law: Plans to put victims back at the centre of justice system published - GOV.UK (www.gov.uk) implementation.</p>
<p>2. Victim Experience – we will work in partnership to seek victim feedback at key points in the criminal justice process, to identify and address key recurring issues</p>	<p>Supporting Victims, needs assessment & referral to cope & recovery support services, satisfaction survey launched, full year results due 31st March 2023; Brief survey to measure Public Trust & Confidence in NYP went live 7th November 2022 on OPFCC website: Commissioner Zoe launches survey to measure public trust and confidence in North Yorkshire Police - Police, Fire and Crime Commissioner North Yorkshire (northyorkshire-pfcc.gov.uk) (over 450 responses in first 3 weeks); Mirrored survey developed for NYFRS to go live January 2023; Amended OPFCC Perceptions Survey made available online and link provided to those completing brief T&C survey to gather more detailed information, live December 2023; Working group to be established to review & agree one surveying approach, linked to T&C and Perceptions work to gather Victim Satisfaction / Experience Feedback Quarter 1, 2023/24</p>
<p>3. Victims Needs Assessment 2022 – we will undertake a new Victim Needs Assessment, aligned to the research we undertook in 2014 and 2016, to inform the continuous improvement of locally commissioned cope and recovery support services: https://www.northyorkshire-pfcc.gov.uk/for-you/victims/victim-assessment/</p>	<p>New VNA commissioned, delivered by Victim Support's Research Arm, report due March 2023.</p>

9 Key Commissioning Commitments 2022-25	Progress Update January 2023
<p>4. VAWG Strategy – we will develop an ambitious and innovative, overarching local VAWG Strategy, to keep women and girls safe in North Yorkshire and the City of York. Together with North Yorkshire Police, North Yorkshire Fire and Rescue Service, and other statutory partners we will agree joint strategic objectives, and actions for delivery to tackle VAWG, including tracking the level of trust and confidence in North Yorkshire Police.</p>	<p>Strategy launched June 2022 - 1st bi-annual VAWG Strategic Governance Board held 1st December 2022, used to launch Delivery Plan i.e. What's been achieved in 1st 6 months / What's planned for next 6 months: Addressing violence against women and girls in North Yorkshire & City of York (northyorkshire-pfcc.gov.uk)</p> <ul style="list-style-type: none"> ● White Ribbon Day – 25th Nov. - OPFCC is now a White Ribbon supporter organisation: White Ribbon Day 2022: A promise from Commissioner Zoë and her team - Police, Fire and Crime Commissioner North Yorkshire (northyorkshire-pfcc.gov.uk) ● # 16 Days of Action from 25th November – OPFCC produced videos to showcase 6 key services for women & girls: #16Days of Action - Police, Fire and Crime Commissioner North Yorkshire (northyorkshire-pfcc.gov.uk) ● APCC Victims in Focus report – NY featured for our work seeking out victims voice / listening to victims and our unique in-house Supporting Victims Team: Innovative schemes to help victims in North Yorkshire and York feature in latest national report - Police, Fire and Crime Commissioner North Yorkshire (northyorkshire-pfcc.gov.uk) ● Consultation continuing, student event planned for February 2023
<p>5. Perpetrator Behaviour Change – we will expand the availability and awareness of, and engagement with early intervention behaviour change programmes in relation to perpetrators of Domestic Abuse, Sexual Violence, Stalking, Illegal Cultural Harms, and Hate Crime.</p>	<p>We have undertaken a review of existing perpetrator behaviour change services in York & North Yorkshire to identify gaps / overlap and good practice nationally. From Q4, 2022/3 we will commence commissioning to fill gaps and address identified need. We will bid for additional Home Office Domestic Abuse Perpetrator Funding to support service development, February 2023.</p>

9 Key Commissioning Commitments 2022-25	Progress Update January 2023
<p>6. Victims' Centre – our new Victims' Centre will improve the accessibility and experience of sexual violence victims accessing forensic medical and crisis services via our Sexual Assault Referral Centre and Child Sexual Assault Assessment Services and provide a dedicated Video-Recorded Interview (VRI) suite for these victims, as well as a separate VRI suite for other vulnerable victims and witnesses.</p>	<p>We purchased a new property in York in May 2022 and will undertake a refurbishment programme during 2023. We anticipate that the new Victims Centre for SARC & CSAAS will open to the public in Quarter 3, 2023/24.</p>
<p>7. Women's Centre – we will pilot expanding the provision available through our Women's Centre in York into North Yorkshire, specifically rural Scarborough to ensure that women in rural or isolated communities are able to receive a dedicated gender-specific and trauma-aware service.</p>	<p>Two full-time Outreach Workers now in post, based at York Women's Centre, supporting women on a County-Wide basis. Women are supported across a range of pathways and are offered specialised provision if experiencing, or vulnerable to sexual exploitation, selling or exchanging sex or have cuckooing and county-lines involvement. A multi-agency steering group consisting of both statutory and third-sector organisations has been formed and plans are underway to take support services to women, particularly in rural and isolated areas of the County.</p>
<p>8. Road Traffic Collision Victim Adviser service – we will extend our pilot project providing cope and recovery support for victims of road traffic collisions who are seriously injured and the families of those bereaved</p>	<p>Service specification is under development for commissioning Quarter 2, 2023/4 – the service will link to our existing Counselling and Restorative Justice services.</p>
<p>9. Engaging with Communities – our North Yorkshire Youth Commission will establish and deliver the Good Citizen Award, celebrating young people aged 10-25 making a positive impact in their community. This initiative will support young people to develop and demonstrate six key qualities: empathy, proactiveness, honesty, respect, passion, and creativity.</p>	<p>Our Youth Commission are now delivering the Good Citizen Award – 18 young people have received the Award and 4 additional projects are underway.</p>

The work of the team during 2023/24 will include delivery against the PFCC's Strategic Commissioning Plan 2020-25 which identifies a number of Objectives for 2022/23 and 23/24. The table below outlines the team's progress against them as of January 2023:

5 Key Objectives 2022-24	Progress Update January 2023
<p>1. Serious Violence Duty – Act on the PFCC's duty to convene</p>	<p>Home Office have earmarked £30k 2022/23, £260k p/a 2023-25 for North Yorkshire to come via the OPFCC, OPFCC application submitted to Home Office January 2023 - Police, Crime, Sentencing & Courts Act '22 requires specific authorities (Police, Fire, Justice, Health, LAs – written to potential SROs & agreed Community Safety Partnership structure to lead) to work together to develop & implement a strategy to prevent & reduce serious violence – final guidance released 16 Dec. '23: Serious Violence Duty - GOV.UK (www.gov.uk) - Duty starts January 2023 - Needs Assessment & Strategy due within a year – Working Group being established, first session 1st February 2023 – initial meeting with Crest January 2023, Home Office support & evaluation partner.</p>
<p>2. Community Remedy review</p>	<p>Existing options reviewed with partners – consulted the public on revised options for 6 weeks, launched 21st November – lining up with Restorative Action week – closed 10th January: Have your say on how anti-social behaviour offenders make amends in North Yorkshire and York - Police, Fire and Crime Commissioner North Yorkshire (northyorkshire-pfcc.gov.uk) – to ensure victims of low level anti-social behaviour have a voice – revised offer to be published March 2023.</p>
<p>3. New Full Sutton Prison create local links</p>	<p>We have been working in partnership with the national team developing the new prison to ensure the procurement process for an outsourced provider is reflective of the local landscape.</p>
<p>4. Review support available for bereaved relatives in relation to Sudden Death</p>	<p>Review undertaken, report created, options being considered for implementation in 2023/24.</p>
<p>5. Safer Streets 4 – VAWG – Street Harassment</p>	<p>Funding awarded 2022/3 and 23/4 = £90,095 - Suzy Lamplugh Trust to reviewing NYP Stalking Processes and delivering Stalking Advocacy and Stalking Champions Training - Rural Media to develop a bespoke film to raise awareness of stalking amongst 16-25 year olds and Animations for Bitesize Content to support stalking training.</p>

N.B. The PFCCs Strategic Commissioning Plan 2020-25 identified a number of Commissioning Priorities for delivery in 2022/23. Appendix 2 outlines the team's progress against them as of January 2023.

N.B. In addition to the above in 2022/23 the team generated additional funding for the PFCC of £1,360,983 (as of January 2023) for the financial year 22/23 and over £1m per year for 23/24 and 24/25. Appendix 2 provides an overview of income generated in 2022/23 for financial years 22/23; 23/24 and 24/25.

The work of the team will include delivery against the following Commissioning Priorities identified for 2023/24 within the PFCC's Strategic Commissioning Plan 2020-25:

10 Commissioning Priorities	Delivery Plan 2023/24
One new service is due to be Commissioned	
1. Independent Road Collision Victim Adviser Service (non crime)	On the back of a successful pilot project funded via the Community Safety Services Fund 2021-23 – cope and recovery service for road accident victims – for those seriously injured or bereaved family members – Commission Quarter 2, 2023/24.
One existing service will be considered for Contract Extension	
1. Youth Commission	Contract 2 + 1 + 1 years from December 2021 - Youth (10-25) engagement work to inform PFCC / NYP / NYFRS approach across key priorities for young people – Contract review Quarter 1, 2023/24.
Eight existing services are due to be Re-commissioned	
1. Domestic Abuse Victims Service (IDVA) (co-commissioned with CYC & NYCC)	Contract extended to March 2024, to be Re-commissioned 23/24 – cope and recovery service for DA victims
2. Independent Sexual Violence Adviser (ISVA) Service (co-commissioned with CYC & NYCC)	Contract extended to March 2024, to be Re-commissioned 23/24 – cope and recovery service for SV victims
3. Adult Domestic Abuse Perpetrator Programme (co-commissioned with CYC & NYCC)	Contract extended to March 2024, to be Re-commissioned 23/24 – voluntary behaviour change programme for DA perpetrators
4. Young People Showing Signs & Symptoms of Abusive Behaviour Programme (co-commissioned with CYC & NYCC)	Contract extended to March 2024, to be Re-commissioned 23/24 – voluntary behaviour change programme for young people
5. Child Sexual / Criminal Exploitation & Missing Service	Contract extended to September 2023 to allow for Re-commissioning

10 Commissioning Priorities	Delivery Plan 2023/24
6. CS/CE Parent Liaison Officer (PLO) Service	Contract extended to March 2024 to allow for Recommissioning
7. Restorative Justice (RJ) & Mediation Services	If extended in Quarter 4, 2022/23 contract term will end May 2024 – Recommission 23/24, consider inclusion of Mediation going forward – RJ enables victims and perpetrators to meet directly or correspond indirectly, providing victims the chance to explain the impact of crime and holding perpetrators to account, helping them take responsibility and make amends
8. Women's Wellness Centre (York) Service	Contract extended to August 2024 - Recommission 23/24 – Adult women, 18+ that: have multiple, acute and complex needs; are chronically excluded; and / or are at risk of being, or are involved with the criminal justice system

OPFCC performance

We will report our specific objectives, timelines and progress to a new internal Delivery & Assurance Board chaired jointly by the Commissioner and the Chief Executive.

The Board will report by exception to the Executive Board, the joint strategic decision making and scrutiny body for North Yorkshire Police, North Yorkshire Fire & Rescue Service, EnableNY and the OPFCC, also chaired by the Commissioner.

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

As a result, the public of York and North Yorkshire will be able to see:

- Our activities and deliverables
- What are we looking to achieve and by when - and the positive difference our activity will make for the public – in other words, the outcomes (aligned to those in the Police and Crime Plan and the Fire and Rescue Plan).
- How we can demonstrate our progress towards those outcomes and how successful we have been.

The overall performance information will form part of enhanced statutory Annual Reports from the Commissioner to the Panel and the public.

OPFCC information

Our website contains a wealth 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 received regular best practice awards for transparency. 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 public accountability work.

To contact the Office of the North Yorkshire Police, Fire and Crime Commissioner:



01423 569 562



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



info@northyorkshire-pfcc.gov.uk



[northyorkspfcc](#)

Appendix 1

On behalf of the Police Fire and Crime Commissioner (PFCC) the Director of Commissioning, Criminal Justice & Partnerships is responsible for developing a Strategic Commissioning Plan and commissioning services across North Yorkshire and the City of York to:

1. Support Victims to cope and recover after crime;
2. Enable Perpetrators, or those at risk of becoming perpetrators to address root causes and change their behaviour;
3. Protect and ensure better outcomes for Vulnerable People coming into contact with, or at risk of coming into contact with the police; and
4. Engage with Communities to understand need and improve Safety.

All services are free, confidential, accessible whether an individual has made a report to North Yorkshire Police or not and, unless specifically stated, are available across North Yorkshire and the City of York.

In 2021/22 services commissioned on behalf of the PFCC received over 51,000 Referrals; worked directly with (Engaged) almost 18,000 individuals to make progress against areas of assessed need; and consistently received over 90% cope & recovery service Satisfaction Rates from victims of crime.

Detailed information on the 25 key services currently commissioned can be found on the PFCC's website:

[Commissioned services - Police, Fire and Crime Commissioner North Yorkshire \(northyorkshire-pfcc.gov.uk\)](https://www.pfcc.gov.uk/commissioned-services-police-fire-and-crime-commissioner-north-yorkshire):

- Eleven Victim services
- Nine Perpetrator schemes / programmes / interventions
- Two Vulnerable People's services
- Three Community Engagement / Safety services / funds

Eleven Victim services:

1. Supporting Victims needs assessment and onward referral into specialist support service - provides telephone-based support for any victim of crime to assess their cope and recovery needs and refer them into specialist services:
<https://www.supportingvictims.org/about/what-we-do/>
2. Independent Victim Adviser (IVA) service - provides face to face support in the community for victims of Serious Crime, those who are Persistently Targeted, and Vulnerable or Intimidated victims (Hate Crime, Fraud, non-domestic Stalking).
3. Independent Sexual Violence Adviser (ISVA) service - provides face to face support for any victim or survivor of all forms of sexual violence or abuse, including historic child sexual abuse; all ages and genders, regardless of sexual orientation.
4. Domestic Abuse Victims Community Based Support services (Independent Domestic Violence Adviser service) - provides immediate safety planning and advice, and longer-term practical and emotional support where required through specially trained workers for any direct victim or survivor of domestic abuse; all ages and genders, regardless of sexual orientation.
5. Child Sexual and/or Criminal Exploitation (CSCE) service – the 'Hand in Hand' service works with children and young people who have been a victim of, or who are at risk of becoming a victim of exploitation and those that are repeatedly reported as missing.
6. CSCE Parent Liaison service - works with parents or guardians of children and young people who have been a victim of, or are at risk of becoming a victim of extra-familial exploitation and those that are repeatedly reported as missing.
7. Support services for children and young people affected by domestic abuse - for all families with dependent children and young people (C&YP) living in households

where domestic abuse occurs; all genders and regardless of sexual orientation; providing 1 to 1 emotional and practical support through specially trained workers for C&YP aged 10 years and over, with supported group work and peer support networks for (non-abusive) parents joint working with victim services to ensure that support plans are co-ordinated and support the family's common goals.

8. Sexual Assault Referral Centre (SARC) services – provides crisis support and forensic medical services to collect any evidence for all adult victims of rape or sexual assault aged 16 years or over; all genders and regardless of sexual orientation.
9. Child Sexual Assault Assessment Service (CSAAS) - provides crisis support and forensic medical services to collect any evidence for all children and young people aged 0 to 16 years who have disclosed sexual abuse or assault, or where it is suspected. Older young people up to their 19th birthday may also be seen by the CSAAS if they have additional needs or it is deemed to be clinically appropriate.
10. Counselling service and Anger Management service - The Counselling service is all aged and person-centred to support victims of crime to cope and recover. The service aims to enable victims to either support themselves independently or be supported through an appropriate peer support network by the end of provision. The Anger Management service provides Community Safety partners with a preventative intervention that aims to achieve an improvement in the referred clients' behaviour which impacts positively on community safety.
11. Restorative Justice service & Mediation service - The Restorative Justice service brings those harmed by crime and those responsible for the harm into communication with each other. This enables everyone affected by the incident to play a part in repairing the damage and finding a positive way forward. The Mediation service provides Community Safety partners with a service that supports the resolution of disputes

to prevent criminality. The service supports Anti-Social Behaviour disputes, Boundary disputes, Verbal Abuse, Communication Breakdown, Cultural Differences and Family Mediation.

Nine Perpetrator schemes / programmes / interventions:

1. Crossroads: Adult Women's Diversion scheme; and
2. Crossroads: Adult Men's Diversion scheme - Intervention is offered to individuals who are at risk of entering the criminal justice system, at risk of becoming a first-time offender and those committing low to moderate levels of offending; to address the underlying causes of offending and achieve behaviour change in order to divert them from the criminal justice system and reduce reoffending.
3. Change Direction: Young People's Diversion scheme - A prevention and early intervention scheme for young people aged 10-17, who may be committing antisocial behaviour or low-level offences; to address the underlying causes of offending and achieve behaviour change in order to reduce the number of young people entering the criminal justice system as a first-time entrant, reduce crime and antisocial behaviour incidents in local areas and reduce re-offending.
4. +Choices: Interventions for Adult Perpetrators of Domestic Abuse - provides triage and emergency, temporary (up to 7 nights) accommodation where required, 1 to 1 motivational interventions and structured Perpetrator Programmes, including both 1 to 1 and group delivery options for anyone aged 16 years and over who is a low to medium risk perpetrator of domestic abuse who wants to address and change their abusive behaviour; all genders and regardless of sexual orientation.
5. Respect: Interventions for Young People Displaying Abusive Behaviours - specialist 1 to 1 support for young people aged 10 to 16 years who are demonstrating abusive behaviour towards their family members and/or within intimate relationships with other young people; family interventions and support for parent/guardians

including Parent Information Packs providing advice on safety planning, boundary setting and behaviour management; all genders and regardless of sexual orientation.

6. North Yorkshire Substance Misuse Service - The PFCC provides an annual financial contribution towards the Public Health contract commissioned by North Yorkshire County Council to support criminal justice elements of substance misuse provision and partnership working. This includes an arrest referral pathway for individuals where drug and alcohol is a contributing factor to their offending.
7. York Substance Misuse Service – As above in partnership with City of York Council.
8. North Yorkshire Youth Justice Service - The PFCC provides an annual financial contribution to support North Yorkshire Youth Justice Service delivery across service priorities including the Youth Outcomes Panel, victim liaison and restorative practice, as well as contributing to the service's overall infrastructure and performance management.
9. York Youth Justice Service - As above in relation to York Youth Justice Service.

Two Vulnerable People's services:

1. Mental Health Triage in the Force Control Room - A nurse led service aiming to ensure people coming into contact with North Yorkshire Police who are displaying signs of mental ill-health and other vulnerabilities can be triaged/assessed by a mental health professional and referred on for targeted help. The service, which is telephone only, delivers across North Yorkshire and the City of York.
2. Women's Centre, York - The Women's Centre engages and offers support to women who have multiple, acute and unmet needs and those who are chronically excluded or are, or are at risk of being, involved with the criminal justice system. The service takes a gender and trauma-aware approach.

Three Community Engagement / Safety services / funds:

1. Youth Commission - The Youth Commission enables young people, aged between 10 and 25, to inform, support and challenge the work of the Police, Fire and Commissioner, North Yorkshire Police and North Yorkshire Fire and Rescue Service: [About the Youth Commission - Police, Fire and Crime Commissioner North Yorkshire \(northyorkshire-pfcc.gov.uk\)](https://www.northyorkshire-pfcc.gov.uk/about-the-youth-commission-police-fire-and-crime-commissioner-northyorkshire) – [including the Good Citizen Award: Good Citizen Award - Police, Fire and Crime Commissioner North Yorkshire \(northyorkshire-pfcc.gov.uk\)](https://www.northyorkshire-pfcc.gov.uk/good-citizen-award) - Between March and December 2022 the Youth Commission engaged with over 1,400 young people between 10 and 25. Responses were analysed and informed key findings and recommendations for change: [Youth Commission Reports - Police, Fire and Crime Commissioner North Yorkshire \(northyorkshire-pfcc.gov.uk\)](https://www.northyorkshire-pfcc.gov.uk/youth-commission-reports-police-fire-and-crime-commissioner-northyorkshire)
2. Community Fund - The Community Fund is specifically for local organisations, groups or individuals who want to apply for financial support to deliver a new community safety project or scheme: [Apply for the Community Fund - Police, Fire and Crime Commissioner North Yorkshire \(northyorkshire-pfcc.gov.uk\)](https://www.northyorkshire-pfcc.gov.uk/apply-for-the-community-fund-police-fire-and-crime-commissioner-northyorkshire)
3. Community Safety Services Fund - In addition to working directly with the Community Safety Partnerships (CSP) and providing target hardening and communications funding for local authorities and strategic funding for CSPs, the PFCC has also provides funding to support community safety issues, through a mix of commissioned and non-commissioned services. The Community Safety Services Fund is available to any local community group or organisation in North Yorkshire or the City of York wanting to apply for financial support; the proposed project must benefit local communities directly and be supported by the appropriate CSP (Safer York Partnership or North Yorkshire Community Safety Partnership): [Community safety - non-commissioned services - Police, Fire and Crime Commissioner North Yorkshire \(northyorkshire-pfcc.gov.uk\)](https://www.northyorkshire-pfcc.gov.uk/community-safety-non-commissioned-services-police-fire-and-crime-commissioner-northyorkshire)

Appendix 2

Appendix 2: Commissioning Priorities Delivered 2022/23

The PFCCs Strategic Commissioning Plan 2020-25 also identified a number of Commissioning Priorities for delivery in 2022/23. The table below outlines the team's progress against them as of January 2023.

13 Commissioning Priorities 2022/23	Delivery Plan 2023/24
Three services were Re-commissioned:	
1. Re-commission Counselling & Anger Management Service for Victims of Crime	Contract extended to October 2023 to ensure counsellor continuity for clients & allow for re-commissioning, new service to commence July 2023 – MoJ funding increase, £80k p/a from April 2023 allocated.
2. Re-commission Sexual Assault Referral Centre (SARC) for Victims of Crime	Crisis Support and Forensic Examination for adult rape and sexual assault victims – co-commissioned with NHS England, PCC's for South Yorkshire and Humberside and West Yorkshire Mayor – SY PCC contract holder – Contract re-commissioned with NHS England as lead contractor – contract awarded to incumbent provider, Mountain Healthcare Limited, to commence April 2023.
3. Re-commission Case Management System (CMS) for all commissioned services	Contract re-commissioned, awarded to incumbent provider, Orcuma First, commenced November 2022 (2+1+1 years).
Ten services had their Contracts Extended:	
1. Extend Restorative Justice (RJ) Service for Victims of Crime & Mediation Service	Contract extended with Restorative Solutions to May 2023. Quarter 4, 2022/23 review to decide if extending to May 2024.
2. Extend Mental Health Triage in the Force Control Room (FCR) Service for Vulnerable People	FCR, telephone-based triage support from Mental Health Professionals for Police Officers coming into contact with those in mental health crisis – Contract extended with TEVV to December 2024, Street based service decommissioned, FCR service 100% increase, 2 Mental Health Professionals per 12 hour shift.
3. Extend Child Sexual Assault Child Sexual Assault Assessment Service (CSAAS) for Victims of Crime	Current contract ends March 2023 – Crisis Support and Forensic Examination for child rape and sexual assault victims – Contract to be extended, rolling annual, NHS England lead commissioner, PFCC co-funds.


4. Extend Women's Wellness Centre (York) Service for Vulnerable Women	Adult women, 18+ that: have multiple, acute and complex needs; are chronically excluded; and / or are at risk of being, or are involved with the criminal justice system – Contract extended to August 2024.
5. Extend Child Sexual / Criminal Exploitation & Missing Service for Victims of Crime at Vulnerable Young People	Contract could have been extended to March 24 - Contract extended to September 2023 to allow for early re-commissioning in 2023/24.
6. Extend CS/CE Parent Liaison Officer (PLO) Service for Parents / Guardians of Young People being, or at risk of being Exploited	Contract extended to March. 2024 to allow for re-commissioning in 2023/24.
7. Extend Domestic Abuse Victims Service (IDVA) (co-commissioned with CYC & NYCC) for Victims of Crime	Contract extended Quarter 4, 22/23, to be re-commissioned 23/24 – cope and recovery service for DA victims.
8. Extend Independent Sexual Violence Adviser (ISVA) Service (co-commissioned with CYC & NYCC) for Victims of Crime	Contract extended Quarter 4, 22/23, to be re-commissioned 23/24 – cope and recovery service for SV victims.
9. Extend Adult Domestic Abuse Perpetrator Programme (co-commissioned with CYC & NYCC) for Perpetrators of Crime	Contract extended Quarter 4, 22/23, to be re-commissioned 23/24 – voluntary behaviour change programme for DA perpetrators.
10. Extend Young People Showing Signs & Symptoms of Abusive Behaviour Programme (co-commissioned with CYC & NYCC) for those at Risk of Offending	Contract extended Q4 22/23, to be re-commissioned 23/24 – voluntary behaviour change programme for young people.

In addition to the above in 2022/23 the team generated additional funding for the PFCC of £1,360,983 (as of January 2023) for the financial year 22/23 and over £1m per year for 23/24 and 24/25. The table below provides an overview of income generated in 2022/23 for financial years 22/23; 23/24 and 24/25:

Funding description	22/23	23/24	24/25
Ministry of Justice (MoJ) Funding Awarded			
1. Additional IDVA / ISVA capacity	£482,670	£482,670	£482,670
2. New additional IDVA / ISVA capacity	£103,168	£130,285	£130,285
3. DV/SV Fund	£318,925	£318,925	£318,935
4. Victims of Crime- Cope & Recovery– Counselling	£83,553	£83,553	£83,553
Home Office Funding Awarded			
5. DA Perpetrator Fund	£320,000		
6. Safer Streets Fund– VAWG– Street Harassment	£52,667	£37,418	



North Yorkshire
Police, Fire & Crime
Commissioner



**North Yorkshire
Police**

← EAST ENTRANCE
Visitors to custody
Solicitors to custody
Property collection

WEST ENTRANCE →
General enquiries