
NORTH YORKSHIRE POLICE AUTHORITY

PERFORMANCE AND SCRUTINY BOARD

The Minutes of the meeting held at North Yorkshire Police Headquarters, Newby Wiske, on Friday 24 February 2012.

PRESENT:-

In the Chair: Mr Tony Hargreaves JP.

Members: Mr Bill Baugh; Mr Jason Fitzgerald-Smith; County Councillor David Ireton; Mrs Rajinder Richards; Dr Craig Shaw; County Councillor Helen Swiers; and Mrs Erica Taylor JP.

Officers: Chief Constable Grahame Maxwell; Deputy Chief Constable Tim Madgwick; Temporary Assistant Chief Constable (Safer Neighbourhood Delivery) Iain Spittal; Director of Support Services Julie McMurray (for private minute 208); Internal Communications Leaders Julie Dwyer and Joanne Bartlett; Authority Assistant Chief Executive Claire Craven-Griffiths.

COPIES OF ALL DOCUMENTS CONSIDERED ARE IN THE MINUTE BOOK

199. **MINUTES**

RESOLVED –

That the Minutes of the meeting of the PSB held on 25 November 2011, having been printed and circulated, be taken as read and be confirmed and signed by the Chairman as a correct record.

200. **EXCLUSION OF THE PUBLIC**

RESOLVED –

That the public be excluded from the meeting during consideration of the Items of business listed in column 1 below, on the grounds that they involve the likely disclosure of exempt information as defined in the paragraphs of Part 1 of Schedule 12A to the Local Government Act 1972 as specified in column 2:

<u>Item No.</u>	<u>Paragraph No.</u>
9	3 and 4
10	4

201. **FOLLOW UP PERFORMANCE REPORT TO DECEMBER 2011 NYPA**

CONSIDERED –

The report of the Deputy Chief Constable (DCC) to provide an updated performance position in relation to four areas identified by NYPA following the Quarter One Performance Report presented to Members on 12 December 2011.

Regarding paragraph 2.37 Members sought clarification regarding the number of policies as the information was misleading. It was clarified that there are 233 policies, with 12 of those being the overarching polices and the remaining 221 being procedures.

Members raised concerns in regard to the limited reductions being achieved in sickness absence levels and asked what measures are being taken to address them. The Temporary Assistant Chief Constable (Safer Neighbourhood Delivery) (T/ACC (SND)) advised Members that there is a much higher level of scrutiny undertaken through the operational Performance Steering Group (PSG) with

active problem solving through the BCU Operational Board, which follows PSG. PSG receives the monthly trend data and commissioned wider review activity of the policies and procedures that guide the management of sickness. The T/ACC (SND) outlined the positive work being undertaken to address all long term sickness cases. This includes activity seeking to understand the causes of long term absence. Stress is one of the main areas that a number of ongoing cases are attributable to home life circumstances and are not work related. The Chief Constable has also commissioned a piece of work to identify and analyse the trigger points for causes of long term sickness in order to manage and support individuals more effectively. Members raised concerns on the impact of a smaller operational team if one individual is on long term sickness absence and sought reassurance that there is a single point of ownership for managing operational sickness absence (this is T/ACC (SND) and that line managers are all aware of their responsibilities to manage sickness within their teams and that they are appropriately aided by technical support from the Human Resources Directorate to ensure management action is being taken at the appropriate time and level.

Members also requested that future reports provide graphs to show the **number** of working lost instead of the **percentage** of working hours lost.

RESOLVED –

That the report be noted.

202. **SERVICE STANDARDS**

CONSIDERED –

The report of the DCC to report on the performance of the Service Standards, NYP's commitment to the public. Members enquired if NYP were confident that the Force Control Room call handling performance target (90% of 999 calls being answered within 10 seconds) would still be achieved? The DCC and Chief Constable responded that the target should be achievable going forward and that the current monthly performance is 89% of calls being answered within 10 seconds, which is still above the national standard. On 01 January 2012 there had been a significant influx of 999 calls within the first six hours after midnight which skewed the figures. After 06:00 hours on the first NYP exceeded its performance targets in January. NYP is focussed on achieving the targets set and at a cost of £2m a year less compared to the previous year.

Members noted that NYP is currently 35th nationally for the performance indicator for 'victims satisfaction with follow up' and asked what measures are being taken to improve in this key area? Members were advised that previously the follow up had been focussed on higher level victims of crime and whilst this area has been improved, there is now the need to deliver this improvement to all levels of victims.

Members queried the value and context of including attendance at community engagement meetings (paragraph 2.41 of the report) and agreed that this information should be reported annually instead of quarterly.

RESOLVED -

That the report be noted;

203. **NEIGHBOURHOOD WATCH IMPROVEMENT PLAN – UPDATE 2011**

CONSIDERED –

The report of the T/ACC (SND) to provide an update on the progress to date of the Neighbourhood Watch (NHW) Improvement Plan. The T/ACC (SND) informed Members that it is timely for a review of NHW to ascertain how NYP engage with NHW co-ordinators, how the system can be enhanced and how NHW can be used to support NYP further. Members asked if NYP had sufficient support for NHW, especially during the review and were advised that the Head of Volunteers would be available and if necessary individuals will be seconded onto the review. Members also requested that during the review, that how information is distributed from co-ordinators to local residents in their NHW areas

be evaluated, as there appears to be some areas where the information is not circulated appropriately, in comparison to some areas where the NHW co-ordinators are extremely effective and timely in forwarding on information to residents.

RESOLVED –

That the report be noted;

204. **RESTORATIVE JUSTICE MONITORING REPORT**

NYPA Member Mr Tony Hargreaves JP declared a prejudicial interest in this item.

CONSIDERED –

The report of the T/ACC (SND) to provide an update of the progress of the Restorative Justice (RJ) programme within NYP and the introduction of the Community Resolution Disposals (CRD). Members asked what process's are in place to ensure that any CRD that are issued are appropriate to the offence. The T/ACC (SND) responded that the CRD Procedure has been circulated to all officers which includes which offences are eligible for a CRD; who can administer a CRD (PCSOs can recommend where they believe a CRD would be beneficial and the CRD will be applied by an officer); what form the CRD should take (i.e. a written or verbal apology, a form of reparation or a payment of compensation); victim and offender consent; etc. In addition to this, each CRD issued is checked by the officer's superintendent.

Members also asked if CRD are an easy option for officers to deal with an offender. The DCC advised that in some instances the CRD can actually take longer and require more involvement from the officer than normal procedures due to ascertaining the victim's opinions and ensuring the CRD is followed up correctly and appropriately, however positive feedback from victims is indicating that this is a preferred method of resolving minor offences.

RESOLVED -

That the report be noted.

205. **REVIEW OF POLICE CRIME AND INCIDENT REPORTS**

CONSIDERED –

The report of Her Majesty's Inspectorate of Constabulary (HMIC) to review 'Police Crime and Incident Reports'. The DCC reported that overall work is continuing to improve Data Quality within the Force Control Room (FCR) by strengthening links with FCR management and identifying single points of contact to take specific responsibilities to follow through actions identified. In November 2011 there were around 5,000 outstanding audit tasks waiting for the FCR to complete which have been reduced to just 250 by January 2012 and which the FCR are attempting to reduce further.

HMIC will be returning to complete a follow up review in March 2012, when NYP will take the opportunity to flag up their concerns regarding national changes which do not necessarily add value but require staff to be re-trained in the areas of change.

RESOLVED –

That the report be noted.

206. **NORTH YORKSHIRE POLICE SUPPORT AND CHALLENGE MEETING**

CONSIDERED –

Members considered correspondence from HMIC which provided a summary of the progress made by NYP in delivering savings and exploring opportunities to transform efficiency whilst improving performance.

RESOLVED –

That the letter be noted.

The public was excluded from the meeting during consideration of the remaining item of business and have no right to inspect the relevant documents.

207. **PRIVATE MINUTES**

RESOLVED –

That the private minutes of the meeting of the PSB held on 25 November 2011, having been printed and circulated, be taken as read and be confirmed and signed by the Chairman as a correct record.

208. **UPDATE ON THE RE-PROVISION OF HARROGATE POLICE STATION**

CONSIDERED –

The report of the Chief Officer, Resources (COR) to provide an update in respect of the activity and progress with the work to re-provide Harrogate police station and the planned future activities and timelines.

The Performance and Scrutiny Board Chairman, who also attends the Estates Transformation Board which has reported in fine detail the progress of the new station, praised the work by the DSS and her team on their resilience and dedication to bringing the project in under budget and avoiding any significant delays. Members endorsed the Chairman's comments and also commended the Chairman for his input to the project.

RESOLVED –

- (i) That the progress made in respect of the Harrogate re-provision be noted;
- (ii) That the progress made in respect of the Harrogate Town Centre Local Police Station and arrangements in respect of occupation and opening be noted;
- (iii) That the spend against budget as at 31st December 2011 be noted.