

Agenda

Meeting: North Yorkshire Police, Fire and Crime Panel

Venue: Grand Meeting Room, No. 1 Racecourse Lane, Northallerton, DL7 8QZ

Date: Thursday 6 February 2020 at 10:30am

The Brierley Building (main County Hall building) is closed now until autumn 2020. All Committee meetings will be held in either No. 1 or No. 3 Racecourse Lane, Northallerton, DL7 8QZ. Please note the venue above for the location of this meeting. Please report to main reception which is located in No. 3 Racecourse Lane (former courthouse building).

Recording is allowed at County Council, committee and sub-committee meetings which are open to the public. Please give due regard to the Council's protocol on audio/visual recording and photography at public meetings, a copy of which is available to download below. Anyone wishing to record is asked to contact, prior to the start of the meeting, the Officer whose details are at the foot of the first page of the Agenda. We ask that any recording is clearly visible to anyone at the meeting and that it is non-disruptive. <http://democracy.northyorks.gov.uk>

Meeting to be adjourned at around 12:00pm, to re-convene at 12:30pm.

Business

1. **Apologies.**
2. **Minutes of the Meeting held on 16th January 2020.**

(Pages 8 to 14)

3. **Declarations of Interest.**
4. **Public Questions or Statements to the Panel.**

- Any member of the public, who lives, works or studies in North Yorkshire and York can ask a question to the Panel. The question or statement must be put in writing to the Panel no later than midday on Monday 3rd February 2020 to Diane Parsons (contact details below).
- The time period for asking and responding to all questions will be limited to 15 minutes. No one question or statement shall exceed 3 minutes.
- Please see the rules regarding Public Question Time at the end of this agenda page. The full protocol can be found at www.nypartnerships.org.uk/pcp

North Yorkshire Police, Fire and Crime Commissioner to attend for Items 5 to 9

- 5. Members' Questions.**
- 6. Progress on Issues Raised by the Panel – report by the Panel Secretariat.**
(Pages 15 to 16)
- 7. Force Control Room performance update (six-monthly report) – report from the Police, Fire and Crime Commissioner**
(Pages 17 to 20)
- 8. Drug Crime in North Yorkshire and how this is being tackled – update report from the Police, Fire and Crime Commissioner**
(Pages 21 to 25)
- 9. Precept proposals for 2020/21**
 - (a) Panel Scrutiny of the Commissioner's Precept Proposals – report by the Panel Secretariat.**
(Pages 26 to 28)
 - (b) Fire and Rescue Service Precept Proposal– report by the Police, Fire and Crime Commissioner.**
(TO FOLLOW)
 - (c) Policing Precept Proposal – report by the Police, Fire and Crime Commissioner.**
(TO FOLLOW)
- 10. Recruitment of Independent Co-opted Members to the Panel – report by the Panel Secretariat.**
(Pages 29 to 31)
- 11. Such other business as, in the opinion of the Chairman, should, by reason of special circumstances, be considered as a matter of urgency.**

- **Dates of future meetings:**

- Thursday 20th February 2020 (Precept Reserve) 1:30pm – Northallerton
- Thursday 9th April 2020 – CANCELLED.
- Thursday 9th July 2020 – 10:30am – 3 Racecourse Lane, Northallerton

Barry Khan
Assistant Chief Executive (Legal and Democratic Services)

County Hall
Northallerton
29th January 2020

NOTES:

- (a) Members are reminded of the need to consider whether they have any personal or prejudicial interests to declare on any of the items on this agenda and, if so, of the need to explain the reason(s) why they have any personal interest when making a declaration.

The Panel Secretariat officer will be pleased to advise on interest issues. Ideally their views should be sought as soon as possible and preferably prior to the day of the meeting, so that time is available to explore adequately any issues that might arise.

- (b) Tea and coffee will be available outside the meeting room before the start of the meeting will Members please help themselves.

Public Question Time

The questioner must provide an address and contact telephone number when submitting a request. The request must set out the question in full. The question/statement:

1. must relate to the Panel's role and responsibilities;
2. must not be substantially the same as a question which has been put at a meeting in the past 6 months;
3. must not be defamatory, frivolous, vexatious or offensive;
4. must not require the disclosure of confidential or exempt information; and
5. must not refer to any matter of a personal nature.





At the meeting: Once the question has been approved, the questioner will be contacted to make arrangements to attend the meeting to put the question.

Questioners must attend the meeting personally to put the question. If they do not attend their question may not be answered, although they can re-submit their question at a later date.

Any questions will normally be answered at the meeting but in some cases this might not be practicable and a written answer will be provided within 14 days of the meeting.

The full protocol for public questions or statements to the Panel can be found at www.nypartnerships.org.uk/pcp

North Yorkshire Police, Fire and Crime Panel

	Name	Photograph	Political Party
Craven District Council	Cllr Richard Foster		Conservative
Hambleton District Council	Cllr Peter Wilkinson		Conservative
Harrogate Borough Council	Cllr Michael Chambers MBE		Conservative
North Yorkshire County Council	Cllr Carl Les		Conservative
Richmondshire District Council	Cllr Helen Grant		Independent

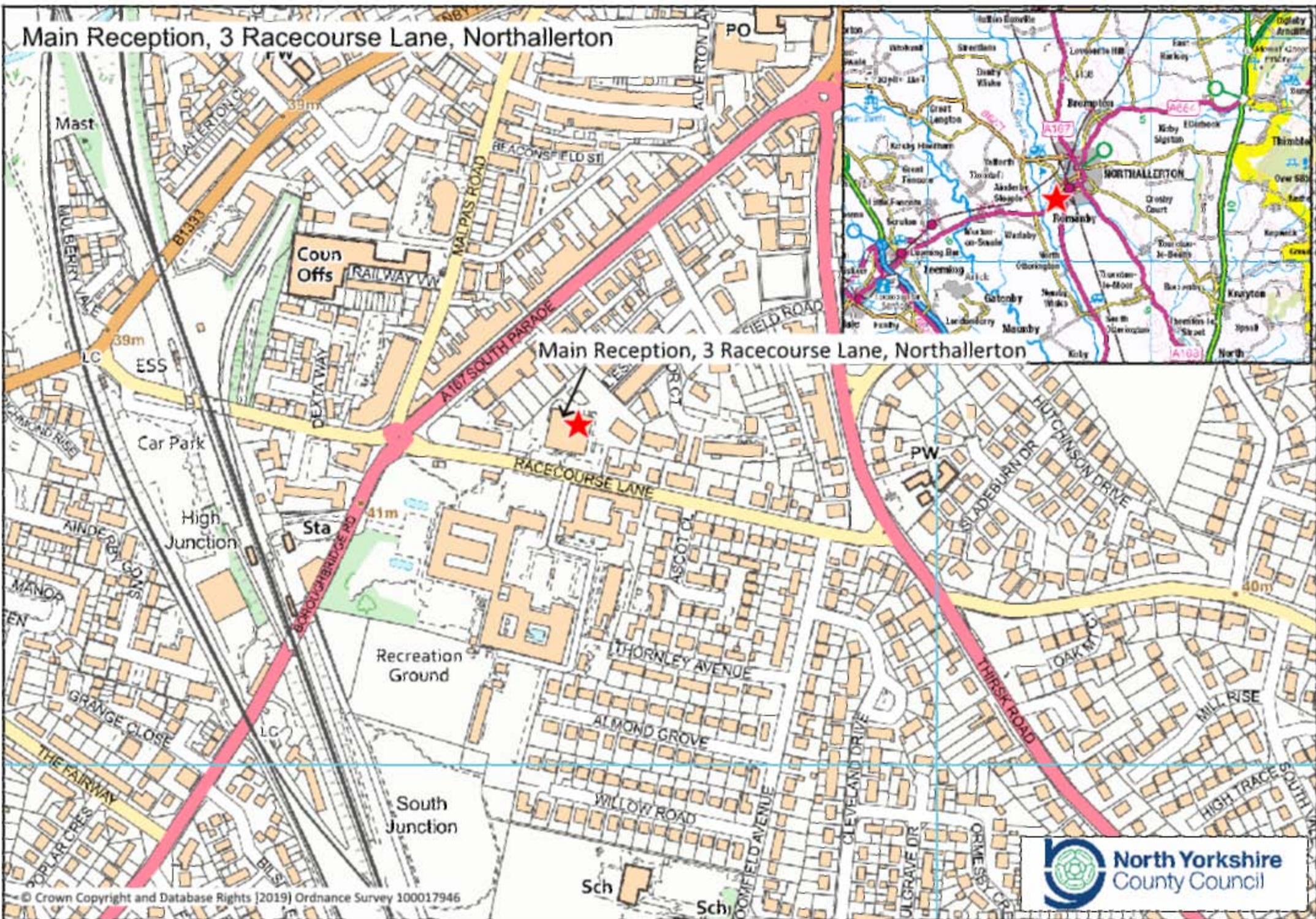
North Yorkshire Police, Fire and Crime Panel

Ryedale District Council	Cllr Tracie Middleton		Conservative
Selby District Council	Cllr Tim Grogan		Conservative
Scarborough Borough Council	Cllr Liz Colling		Labour
City of York Council	Cllr Keith Aspden		Liberal Democrat
City of York Council	Cllr Ashley Mason JP		Liberal Democrat

North Yorkshire Police, Fire and Crime Panel

Community Co-opted	Paula Stott		Community Co-opted
Community Co-opted	Santokh Singh Sidhu		Community Co-opted

Main Reception, 3 Racecourse Lane, Northallerton



North Yorkshire County Council

Police, Fire and Crime Panel

Minutes of the meeting held on Thursday 16 January 2020, commencing at 10:30am in Meeting Room 3 at 3 Racecourse Lane, Northallerton.

Present:-

Councillors: Keith Aspden (City of York Council), Liz Colling (Scarborough Borough Council), Richard Foster (Craven District Council), Helen Grant (Richmondshire District Council), Tim Grogan (Selby District Council), Carl Les (North Yorkshire County Council, in the Chair) and Peter Wilkinson (Hambleton District Council).

Community Co-opted Members: Santokh Sidhu, Paula Stott.

Julia Mulligan (Police, Fire and Crime Commissioner).

Officers from the Office of the Police, Fire and Crime Commissioner: Simon Dennis (Acting Chief Executive and Monitoring Officer), Sharon Caddell (T/Assistant Chief Executive), Michael Porter (Chief Financial Officer), Will Naylor (Deputy Police and Crime Commissioner).

Officers from NYCC: Diane Parsons (Panel Secretariat).

Copies of all documents considered are in the Minute Book

412. Apologies

Apologies were noted from Councillor Michael Chambers, Councillor Ashley Mason and Councillor Tracie Middleton.

413. Minutes of the meeting on 26th September 2019

Resolved –

That the minutes of the meeting held on 26th September 2019, having been printed and circulated, be taken as read and be confirmed and signed by the Chairman as a correct record.

414. Declarations of Interest

Councillor Keith Aspden notified that he is a Member of the LGA Fire Services Management Committee and the NJC for Fire Services.

415. Matters Arising from the Meeting Held on 26th September 2019

(a) Sale of Northallerton Police Station.

Considered –

The update report from the Commissioner on the sale of Northallerton Police Station.

Resolved –

That the Panel notes the report.

(b) Commissioner's Public Survey on the Use of Taser

Considered –

The Commissioner's report updating on the findings from her recent public survey on extending the use of Taser.

Resolved –

(a) That the report is noted; and

(b) That the Commissioner provides the Panel with a demographic breakdown of the survey respondents.

416. Public Questions or Statements to the Panel

A question had been received in advance of the meeting from Ms Donna James, which had regard to a delay in handling of a Freedom of Information Act request regarding Newby Wiske Hall and grounds; concerns regarding a lack of compliance by the Commissioner's office on handling Fols and also the probity of the Panel on holding the Commissioner to account around this. The Panel were notified that a response had been provided to Ms James by Simon Dennis, Acting Chief Executive to the Commissioner, on 15th January and as such Ms James brought an amended question to the Panel as follows:

Following submission of my original question to the Panel I received an apology yesterday (15th January) for the delay in response to my FOI request and also a partial answer to my queries from Mr Dennis in his capacity as Chief Executive and Monitoring Officer, for which I thank him. While I accept the tendered apology, I must make it clear that it does not change my position with regard to the failures of the Commissioner or the staff she is responsible for, nor does it affect my comments on the position of the Panel.

The fact that Mr Dennis was able to obtain the information I requested and provide a response to me within 24 hours in fact reinforces the comments I made originally, that the repeated delays in responding to public questions is not caused by any difficulty in obtaining the information but rather appears to be a means of causing delay.

I now note that the cost of upkeep of the building in the period since it was declared as unoccupied and up to 31 October 2019 is in excess of £469,000. Given that a further 2½ months have now passed I must assume that this cost has now risen to, or above the half million pound mark, a sad reflection of the way in which the sale has been handled.

I said that the response from Mr Dennis forms a partial reply. I do not accept the response provided regarding my question relating to contract terms for the upkeep of the property. Mr Dennis states, "Please see the attached sale Particulars. Until contracts are exchanged, PGL, would not be responsible for insurance and security of the building which they do not yet own".

The sale particulars provided by Mr Dennis clearly state (page 10), "In the event that North Yorkshire Police's decant to the new Police Headquarters precedes the grant of planning permission for the purchaser's development and the expiry of the relevant judicial review period, the Purchaser will be required to assume responsibility for the property and ensure appropriate insurance is in place at the Purchaser's expense and that the site is made and kept secure at the Purchaser's expense and risk pending completion". The two statements are contradictory. It is now clear from Mr Dennis' reply that North Yorkshire Police have not implemented this condition and my original request for an explanation of "why not" is still

valid and still unanswered. I find this an area in which the Commissioner has failed to achieve 'best value' in respect of this sale despite her previous comments to the contrary. Mr Dennis seems to indicate that, despite a deposit being paid by PGL, no contracts have been exchanged. This would seem unusual and perhaps he could explain the exact state of the sale process.

Furthermore, I do not accept the explanation given to my question in relation to a financial deposit paid by PGL Travel Ltd. As a member of the public I have the right to question, in detail, the accounts of the PFCC. A response which points out that the amount in question is included in the accounts but not visible does not provide a reasonable answer to my question.

In relation to my question relating to evidence to show compliance with the Public Sector Equality Duty, I must take Mr Dennis' response to indicate that the OPFCC admits that it does not hold any evidence to indicate that the PSED was taken into account during decision making. It is quite reasonable to ask whether the PSED was considered when arriving at the decision to close the footpath. If it was taken into account the Commissioner should say how this was done and if it was not taken into account she should say so.

While I understand my rights to refer these issues for internal review, I must point out that effectively this only adds delay to that already experienced and I therefore call on the Panel to advise the Commissioner that the delay is already unacceptable and that a full response should be provided without further delay.

The Chair invited Simon Dennis to respond. Mr Dennis reiterated his apology to Ms James and reassured that action will be taken. Mr Dennis highlighted the rationale for specific areas of the FoI response provided and also offered to meet with Ms James if helpful. The Panel sought reassurance that, having reviewed issues regarding compliance with FoI requests previously, this incidence was a 'one-off'. Mr Dennis sought to reassure on this point and that a review underway will assist in developing how statutory correspondence is handled.

417. Members' Questions

Speed Management Protocol

The Chair wished to record for the meeting that correspondence had been received from Newby and Scalby Parish Council, conveying concerns at the delays experienced following a request made to the NYP traffic bureau for a speed logger. The Chair noted that the Commissioner's office had provided a response from NYP, which will be sent on to the Parish Council.

Sharing arrangements with Cleveland OPCC

The Commissioner was asked whether the issues which have arisen in Cleveland in recent months have served to detract from the North Yorkshire roles for those senior officers with whom there is a sharing arrangement with Cleveland OPCC. Mr Dennis advised that there had been no impact on his role and the Commissioner confirmed that Sharon Caddell is placed within her office full time, so does not work in Cleveland. Michael Porter highlighted that additional workload had arisen for him as a result of the transfer of governance of the fire and rescue service but that nothing within the Cleveland context was taking up any more of his time.

418. Progress on Issues Raised by the Panel

Considered –

The report of the Panel Secretariat on progress against issues raised by the Panel either at or following the previous meeting.

Resolved –

That the Panel notes the report.

419. HMICFRS inspection reports for North Yorkshire Police 2018/19: Crime Data Integrity Re-Inspection 2019 and Police Effectiveness, Efficiency and Legitimacy 2018/19

Considered –

The two inspection reports of the inspectorate (HMICFRS) for North Yorkshire Police, published since the previous Panel meeting, regarding the Crime Data Integrity Re-Inspection and an assessment of Police Effectiveness, Efficiency and Legitimacy ('PEEL').

The Commissioner congratulated NYP on the significant progress made regarding improvements to the recording of crime data and this was equally echoed by the Panel.

In commenting on the PEEL report, the Panel highlighted concerns regarding the inspectorate's assessment of a lack of external scrutiny of stop and search powers. The Commissioner advised that the timing of the inspection coincided with a number of actions which were nascent at the point of inspection but not fully developed. These included local groups set up to review use of stop and search, which are now functional. In response to a Member question around the impact of stop and search on knife crime, the Commissioner advised that use of stop and search has increased dramatically nationally over the last two years and has become a tool used in tackling knife crime and also County Lines.

Following a discussion about the thresholds for stop and search and Member queries about the demographic analysis of its use in North Yorkshire, the Commissioner agreed to provide further information on demographics and location of stop and search.

Resolved –

- (a) That the Panel notes the inspection reports and the Commissioner's cover reports provided; and
- (b) That the Commissioner will provide the Panel with further information outside of the Panel meeting on the demographics and location of stop and search as deployed in the force area.

420. Fire and Rescue scrutiny: the Commissioner's 12-month report of progress following the transfer of governance and the HMICFRS inspection report of Effectiveness, Efficiency and People (2018/19)

Considered –

The Commissioner introduced her 'One Year On' report regarding progress made within the fire and rescue service (FRS) since the transfer of governance in November 2018. The Commissioner informed Panel that collaboration had moved at a pace since the transfer, assisted by the implementation of the Enable programme. In respect of the HMICFRS inspection report, the Commissioner acknowledged that there are issues around culture and diversity within the FRS which need to be tackled. However, she felt that the strong leadership of the FRS stands out in the report and would ensure that progress continues to be made.

The Commissioner was asked about strategies in place to address the challenges of diversity. The Panel were advised that there is a deep cultural issue around diversity and

understanding the benefits of this, which is not purely around officer training, but that she is working with the Chief Fire Officer to improve this. The Panel also discussed with the Commissioner around the need to review recruitment ability tests to enable a more diverse workforce.

A Member raised that the positive messages of the 'One Year On' report did not appear to marry with some of the concerns highlighted by the inspectorate in their report. The Commissioner emphasised that the two reports have different purposes. Concerns highlighted to the Commissioner included how the FRS makes the best use of its resources, national resilience arrangements and how it treats staff fairly. It was also highlighted that the inspectorate had been unable to evaluate the effectiveness of collaboration as this was "limited".

In response, the Commissioner highlighted examples of the work that had taken place since the inspection, which was undertaken 5 months after the transfer of governance; these included setting up a finance working group to look at reducing the financial shortfall and the trial of a Public Safety Officer in Craven.

The Commissioner also highlighted her disappointment that the government has decided to put the fire precept cap at 1.99% rather than at 2.99% as this will lead to a shortfall of £200,000.

Resolved –

That the Panel notes both the Commissioner's One Year On report and the inspection report of HMICFRS.

421. Update on Spend of Additional Precept Raised in 2019/20

Considered –

The report of the Police, Fire and Crime Commissioner setting out how the 2019/20 policing precept uplift has been spent.

Members sought clarity as to the ability of NYP to recruit the police officers needed and how the reported £600,000 underspend from the 2019/20 precept uplift will be used. The Commissioner advised the Panel that she had no concerns regarding the ability of NYP to recruit police officers due to plans in place but she had been surprised that NYP had not taken into account the time taken to recruit and train officers before they can be deployed. The underspend is larger than anticipated and the Commissioner felt that this presented an opportunity to deliver officer training in areas such as around coercive control, harassment and stalking.

Members expressed concern that, following the difficult process undertaken through the Panel when considering the precept in 2019/20, there is now such a significant underspend and that this consequently leaves a lack of confidence for the Panel in the decision-making process for the next precept. It was also expressed that the uplift had been agreed on the basis of being focussed on workforce development, recruitment and retention. Members also queried whether there may be other meaningful ways to spend the underspend.

The Commissioner responded that money would not be spent purely for the sake of spending it but that there are serious issues on training within NYP which are about workforce development. The Commissioner also emphasised that it is the decision of the Chief Constable, not the Commissioner or Panel, as to how monies are spent.

Further to Member queries, Michael Porter clarified that the underspend will not be recurring year on year. It has been earmarked for recruitment and will be released to NYP once trainee officers are fully deployed as planned. If they are not recruited then this

money will be clawed back. There is a 5-month delay between officers coming in for training and being deployed to posts, but the Panel were advised that all posts are expected to be filled by the back end of this year. As such, the Panel were able to clarify that more officers have been recruited than had been represented in the report, but a number were still undergoing training.

The Panel discussed with the Commissioner around the shift towards recruiting graduates as officers and whether she was concerned that this may be discouraging potential applicants who may help to ensure a more diverse representation of the community at large. The Commissioner acknowledged the concerns raised and that there remain challenges around handling this issue but that the PEQF (Police Education Qualification Framework) does provide opportunities for entrants without degree-level qualifications.

In view of the concerns expressed by the Panel regarding the reported underspend and how this will be used, the Commissioner offered for a member of the Chief Constable's team to attend the next Panel meeting. The Chair welcomed this offer. He also advised the Commissioner that for the 2020/21 precept proposal, it will be a very hard ask for the people that the Members represent to be sympathetic to another considerable increase in view of the underspend, and that the nuances conveyed to Panel around timing and processes will not be widely understood.

Resolved –

- (a) That the Panel notes the report provided; and
- (b) That a member of the Chief Constable's team attends the next meeting of the Panel on 6th February 2020.

422. Complaints Handling by the Panel: Twelve-Month Progress Report Regarding the Complaints Sub-Committee Recommendations of 24 October 2018

Considered –

The Commissioner's report updating on progress made against the recommendations of the Complaints Sub-Committee in its report published on 24th October 2018. This also included a copy of the interim report following the recent staff survey.

Councillor Peter Wilkinson, in his capacity as Chair of the Complaints Sub-Committee which had published the recommendations last year, welcomed the Commissioner's progress report and interim survey. However, he also wished to record his frustration at the length of time taken to develop the survey, which was launched in December 2019.

Sharon Caddell advised that the frustration was shared by the Commissioner's office but that there had been an unhelpful convergence of issues such as the Transform 2020 programme staff consultations last year, so it had not been felt to be appropriate timing to launch the survey earlier than they had. In addition, the Panel heard that a majority of staff at the Commissioner's office had felt unsettled by the Sub-Committee recommendations so it was felt important that a degree of support work be put in place prior to the survey taking place.

Resolved –

That the Panel notes the report and interim survey provided.

423. Complaints Handling by the Panel: Update Report from the Complaints Sub-Committee

Considered –

The report of the Panel's Complaints Sub-Committee, which was published on 8th October 2019, in respect of its deliberations on two complaints received regarding the conduct of the Commissioner.

Resolved –

That the Panel notes the report provided by the Complaints Sub-Committee.

424. Work Programme

Considered –

The report by the Panel Secretariat, proposing a future programme of work for the Panel and setting out meeting dates for the 2020/21 financial year.

Resolved –

That the Panel notes the report.

425. Any Other Urgent Business

No urgent business was notified to the Chair.

The meeting concluded at 12:00pm.

DP

DRAFT

North Yorkshire Police, Fire and Crime Panel

6 February 2020

Progress on Issues Raised by the Panel

1	Purpose of Report
1.1	To advise Members of: <ul style="list-style-type: none"> (i) progress on issues which the Panel has raised at previous meetings; and (ii) any other matters that have arisen since the last meeting and which relate to the work of the Panel.

2 Background

- 2.1 This report will be submitted to each meeting listing the Panel's previous resolutions and/or when it requested further information to be submitted to future meetings. The table below represents the list of issues which were identified at previous Panel meetings and which have not yet been resolved. The table also indicates where the issues are regarded as completed and will therefore not be carried forward to this agenda item at the next Panel meeting.

	Date	Minute number and subject (if applicable)	Panel resolution or issue raised	Comment / date required	Complete at publication?
1	26 September 2019	407 – Drug crime in North Yorkshire	PFCC to update on outcomes of drugs summit (Nov 2019) as part of wider update on tackling drug crime.	6 th February 2020	√
2	26 September 2019	409 – Force Control Room update	Six-monthly update on performance, to include an analysis of demand and of 'nuisance calls'.	6 th February 2020	√
3	16 January 2020	415 – Taser survey	Panel to receive demographic breakdown of the public survey respondents.	4 th March 2020	X
4	16 January 2020	419 – PEEL inspection report	Panel to receive information about demographic and location of use of stop and search.	4 th March 2020	X

3 Recommendation

3.1 It is recommended that the Panel:

(a) notes the report;

(b) considers whether any of the points highlighted in this report require further follow-up.

Diane Parsons
Principal Scrutiny Officer
North Yorkshire County Council
28th January 2020

Background Documents:

None.

Police, Fire & Crime Panel Report

February 2020



Update for Panel on FCR performance and nuisance calls

999 overview

999	Volume	Average time to answer (seconds)	Transferred to secondary /alternate lines
August 2019	9232	17	2.40%
September 2019	7687	14	1.52%
October 2019	8094	16	**540
November 2019	7617	16	1.40%
December 2019	7703	15	1.39%

** October – 2 days telephony issues

- Slight increase in volume of 1.13% since November 2019
- 4.83% decrease in volume since October 2019 (seasonal)
- Transfers to secondary and alternate lines are under national guideline of 2%

999	December 2017	December 2018	December 2019
Volume	6585	7340	7703

- 4.94% increase from December 2018 in line with national increase of 5.14%
- 16.97% increase 2017-2019
- Highest volume of 999 calls in any December since 2009
- National increase for calendar year 2019 of 7%

101 overview

101 Option 1	Volume	Average time to answer	Abandonment rate
July 2019	19153	4 min 11 sec	25.30%
August 2019	18172	3min 37 sec	22.96%
September 2019	16941	2 min 43 sec	18.76%
October 2019	16282	3 min 08 sec	15:45%

November 2019	15544	3 min 06 sec	19.11%
December 2019	14410	2 min 38 sec	18.87%

- 7% decrease in volume since November 2019
- 11% decrease in national 101 volumes since November 2019
- 10.75% national decrease since December 2018
- 10.53% decrease for the calendar year 2018-2019

Operator	Volume	Average time to answer	Abandonment rate
October 2019	10707	43 sec	17.39%
November 2019	9811	35 sec	16.49%
December 2019	8532 * (6179 + 2353)	23 sec (15 seconds when answered by front counters)	

- Operator calls are now being handled by Front Counters between 08.00 and 19:45 from 2nd December. This has reduced the volume of operator calls to FCR to 2353 calls which are now only being answered in FCR out of front counter opening hours.
- Since operator calls have been handled by Front Counter teams, the average speed of answer has been 15 seconds between the hours of 08.00 and 19.45 which is a significant improvement in answer time.

Queue Buster Call Back	Volume	Average time to call back
October 2019	4193	13 minutes 24 sec
November 2019	3927	13 minutes 37 sec
December 2019	3441	13 minutes 46 sec

Automated switchboard service (Options 2, 3 and 4)

Automated service	Volume	Voice recognition accuracy rate	Abandoned at automation
December 2018	12218	84.7%	6.8%
December 2019	10971	84.3%	7.4%

- 10% reduction in automated calls since December 2018, in line with national decrease in 101 calls.
- Option 4 removed 8th January

Control room 'calls for service'

For 2019, the calls for service into the control room was as follows

Incident type	%
Anti - social behaviour	12.6%
Crime	24.3%
Public Safety & Welfare	41.5%
Road related	14.5%
Administration	7.1%

The conversion rate for calls to incidents is 75%, with 25% being enquiries e.g. non - police matters, civil matters (family disputes which NYP advise to speak to solicitor or Citizens Advice etc.).

Nuisance calls

There is no definition of 'nuisance call', albeit some are more obviously nuisance than others. Any which control staff consider to be 'nuisance' are logged, and the scale of those can therefore be logged, measured and monitored. Equally, some of these calls are one-off calls, as a result of ignorance of policing rather than purposefully wasting police time, others call the police tens of times a day because of mental health distress (or other reasons) and others still are made specifically to waste police time. Some however are genuine misunderstandings of what policing can and cannot deal, such as various 'civil' or 'difficult neighbour' matters. With These different types of calls however are not recorded separately, so it is not easy to understand the impact these different types of nuisance calls have.

In the most general sense, senior control room staff don't see nuisance calls as a particularly concerning area of business. These calls will always have an impact, and of course any persistent callers receive multi-agency attention to reduce the demand they place on the control room. Control room staff always explain clearly to the public if their call is inappropriate and has wasted police time, and each nuisance call means a legitimate call waiting to be answered, but the scale of these is not thought to be out of step with any other control room, or are easily avoided.

North Yorkshire Police run communications campaigns to highlight the sort of inappropriate calls the control room receives, explains the things the control room are able to help with and demonstrates the sorts of calls which are inappropriate.

Nuisance calls overview

Nuisance calls are recorded in the category Public Safety/Welfare, and the main impact of these calls is that other people with genuine concerns who cannot get through to the police or get assistance as a result of the hoax call.

Since 1 January 2020 to 26 January NYP have had 420 hoax calls. This amounts to about 2% of total calls to the control room*

(*using January nuisance call figures Vs December total call data)

The breakdown of times when calls are received is as follows:-

07:00 – 16:00	85 calls
16:00 – 22:00	225 calls
22:00 – 07:00	110 calls

The average call duration for 101 calls is 5 minutes 50 seconds. There is also 40% uplift for recording information accurately and in line with several national standards following the call. Therefore the amount of time spent since 1 January 2020 on hoax calls is 57 hours. That is the equivalent of having 1 member of staff for one and a half weeks to deal with this type of call alone.

Case studies

- Police came to see me earlier and they have tampered with all my phones
- A man who is 7ft 2 has tried to take £200,000 from my suitcase and is killing my daughter (Caller well known and has no daughter – confirmed by his parents)
- Request for Police attendance. A well - known radio presenter (named) has trying to kill me since 1963
- Several reports of children playing with phone
- False reports of having car stolen (Does not own a car)
- 5 calls from same caller re Police tapping his phone line
- The IRA is working with small scale criminals in the banking sector – please investigate – hangs up.
- Call to tell Police about spiritual time travel
- 3 calls in 5 minutes “I’m bored”

Staffing

Staffing levels at end of November 2019

Role	Agreed T2020 FTE Budget	Actual FTE
Dispatchers	60	55.41
Communications	86	57.21

- October courses of Comms and Dispatch joined FCR teams 23rd December
- 10 new starters begin training on new comms course 13th January 2020
- 16 people successful at interview and assessment centre/c 6 January for intakes during April and for future courses
- Recruitment campaign continues in line with recruitment and training plan.

Context

20 comms and dispatch have gone to be Police Officers in the last 3 years and 8 people have gone to be PCSO’s. We are expecting 12 people during this year to be Officers and around 8 to be PCSO’s.

Police, Fire & Crime Panel Report

February 2020



Update on drugs

The Commissioner provided a paper on drug crime and how NYP are tackling these problems in September 2019 and an updated report is provided below. Much of the information previously provided holds true, and this update provides information on progress since September.

Tackling County Lines

In 2019 North Yorkshire Police made 222 arrests involving 118 individuals connected to county lines drug supply, up from 191 arrests the previous year. North Yorkshire is now the second biggest importer of county lines across Yorkshire and the Humber, down from first. North Yorkshire's response continues to be robust and has won funding to support its efforts. Relationships with exporting police service areas continue to flourish and produce excellent results.

11 Lines now affect North Yorkshire down from 14, Harrogate is impacted by five, Skipton by one, Scarborough and Whitby by five, York by four. These are coming from West Yorkshire, Cleveland, Liverpool and Manchester. 655 individuals have been identified as connected to county lines offending across the area, including those being exploited by gangs.

Work to protect the most vulnerable continues apace, including safeguarding 12 individuals identified as having been trafficked to sell drugs who have been referred into support services. In 2019 a total of 130 victims of cuckooing were identified and safeguarded.

Exploitation and violence are often linked to county lines and that is true in some cases in North Yorkshire too. While the high-profile recent events in Harrogate are *not* specifically linked to county lines, there has been an increase in violence, especially directed towards vulnerable people, which has been linked to county lines. A specific police operation is now in place to respond to the escalation of violence in the area.

Drug Summit

In November 2019, the Commissioner convened a summit with local partners and agencies to look at the issue of increasing drug supply and use in North Yorkshire. The event helped to develop a new understanding between partners and several actions emerged which are now being worked on. It was agreed that a review of combined data across agencies was required to reinvigorate and establish new partnership working on cases and in areas as assessed. A new joint strategy and joint commissioning approach was also felt to be necessary, with benefits in joining up services to ensure better holistic care.

Drug dealing and how it is being tackled in North Yorkshire

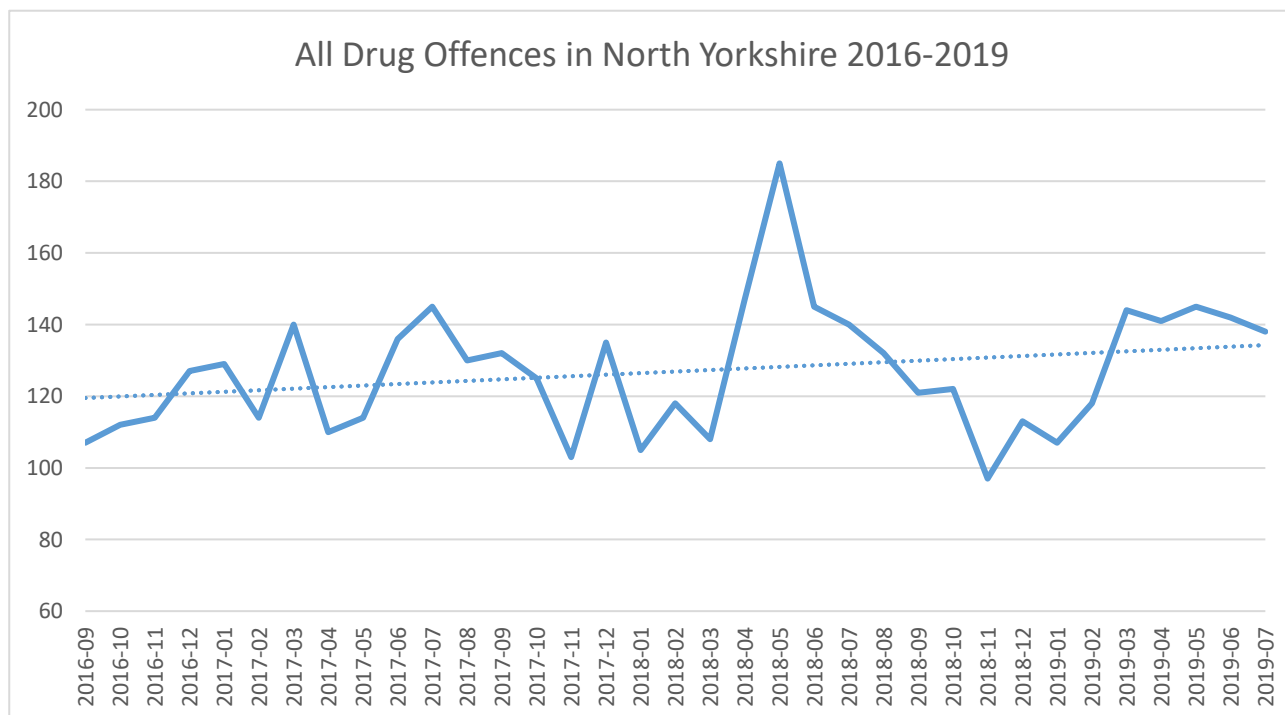
September 2019

The Commissioner has been concerned about a steady growth in drug crime, both nationally and locally, as she has made clear to Panel on several occasions. The rise of the County Lines drug trade and related crime is being felt across the country and North Yorkshire is being targeted by organised crime groups. The public are clearly aware of this and are telling us about increased visibility of drug use. They are concerned about young people being drawn into more serious drugs and crime and about violence linked to dealing.

As this report will show, North Yorkshire Police have a good understanding of the challenge and are proactively responding – disrupting trafficking routes and protecting vulnerable people. Partnership work is developing but more is required to ensure consistent, proactive and pervasive messaging to reach all communities.

Drug crime in North Yorkshire

Drug offences have risen steadily over the last three years as the graph below shows. Nationally there was an 11% rise in the year to March 2019, and North Yorkshire saw the same increase. While recorded drug offences equate to 3.6% of total crime in North Yorkshire, the impact of this crime on vulnerable people and communities is considerable. Much of this crime remains hidden.



Of the 4547 offences over the last three years, the possession of cannabis is the most recorded offence (58%). Trafficking in controlled drugs made up 16%.

Harrogate, Scarborough, York and Whitby are the hardest hit areas. Drug offences are linked to more serious crime such as modern slavery and human trafficking, fraud, violence, kidnap and serious assault which have also increased, especially in the last year as County Lines has become the predominant form of drug dealing.

In the last year, 1404 people were arrested for drug offences. 44% were for Class A drugs, 48% for Class B. A third are from outside North Yorkshire, though national gangs organising local dealers means that the impact of external groups is more significant than this suggests.

The police have a good understanding of supply and demand through those they interact with, but there is a gap in understanding true demand in North Yorkshire. Police intelligence highlights an unknown demand from affluent middle-class use linked to cocaine, which though likely to be small will increase the demand on county lines dealing and Class A supply into the county.

Nationally, drug deaths rose by 16% in the last year. North Yorkshire saw the highest increase in the YaTH region.

County Lines

County Lines (CL) is the trafficking and dealing of drugs by organised criminal groups across the country, and refers to the telephone 'lines' used to facilitate this.

North Yorkshire is the biggest importer of CL in the Yorkshire and Humber region, with 20 unique deal line telephone numbers linked to 14 different CLs. These target those places that are best connected by rail and road links: Harrogate is impacted by seven lines, York by four, Scarborough and Whitby by two, and Skipton by one. Six lines originate in West Yorkshire, three in Manchester, two in Liverpool, one in Cleveland. The main drugs supplied are heroin and crack cocaine. These lines have also been linked to child sexual exploitation, firearms, the trafficking of young people both local and from out of area, the exploitation of vulnerable adults, and to serious violence. 102 individuals have been linked to CL offending.

Violence tends to appear where rival gangs vie for control of an area, or where local dealers try to profit from rival gangs. Repercussions have ranged from violent threats, to kidnap, to serious assault by hammer, knife or machete.

Exploitation and Cuckooing

Seven lines are involved in cuckooing which is when dealers take over the home of a vulnerable person and operate their drug dealing from that address. 74 addresses have been identified in the last 12 months. In August alone 27 victims of cuckooing were identified. Most are drug users and tend to be vulnerable to exploitation. However, they are likely to live in both affluent areas with good transport links, as well as more deprived areas.

CL relies heavily on the exploitation of young people and vulnerable adults to traffic and supply drugs between areas. This results in complex safeguarding issues: the police need to arrest to preserve evidence, but by 'catching' the individual make them vulnerable to reprisals. The individual needs to be returned to their home location, identified to social services and their local police, and considerable work is often required to understand whether they are a suspect or a

victim. In the last three years a number of under 16s and over 100 16-18 year olds have been identified.

North Yorkshire Police's response

North Yorkshire Police's response to CL is led strategically by the Serious Organised Crime Partnership Board, chaired by the Deputy PCC, with a prevention sub-board chaired by NYCC's Community Safety lead. Operationally, a Silver Command group oversees the co-ordination of intelligence and tactical operations. The Partnership's Disruption sub-board and Organised Crime Group Mapping meeting co-ordinate the tactical work across partners.

To assess their progress, NYP invited the National County Lines Co-ordination Centre to undertake a peer review in July 2019. Their opinion was positive, with national best practice being identified in NYP's response to cuckooing and its processes to identify and safeguard vulnerable victims. The review also noted the clear strategic leadership for the response and the clear buy-in from the Chief Officer Team. NYP were found to have a good understanding of the threat, risk and harm associated with their CLs. Nonetheless, several areas for improvement were identified, mainly around increased partnership work and a better understanding of demand. These are now being addressed.

The Commissioner would highlight the following areas to the Panel to illustrate NYP's response.

- Cuckooing and exploitation

In relation to cuckooing and exploitation, the Commissioner is particularly pleased that, in line with her Police and Crime Plan, NYP have responded particularly carefully to protecting and caring for vulnerable persons. As stated above, 74 addresses of concern have been identified in North Yorkshire, compared to a total of 11 in the rest of the Yorkshire and Humber region.

As a net importer of CL, NYP have also taken a caring response to the exploitation of vulnerable young people. They have worked hard to improve links with social and children's services in Manchester, Liverpool and Leeds, ensuring that when a child is returned they are not left uncared for and that there is direct access to support services for the child and their family.

- Operation Expedite

Op Expedite sees a dedicated team dynamically and proactively seeking to disrupt and deter CL activity to make North Yorkshire a 'no go' area for drug dealing. Started in Harrogate, this is now being rolled out in York, Scarborough and more widely across the County Command, as was mentioned by the Commissioner in May 2019. This involves work at railway stations to intercept traffickers at the earliest opportunity, as well as to spread information and awareness. It includes enhanced use of stop and search and search warrants to disrupt dealing and remove drug stores.

- Organised Crime Team

The OCT has gained extra resource to focus on investigating, prosecuting and dismantling the higher tier of organised criminality behind CL. This involves close work with the

‘exporting’ police services in Manchester, Liverpool, Cleveland and West Yorkshire to link intelligence and activity and build cases against groups. As a result, NYP has seen increased support from these areas, with a greater awareness of the impact in North Yorkshire and a more collaborative approach to disrupting activity at source.

Challenges and future plans

As highlighted by the NCLCC report, challenges around partnership work and understanding demand still exist. Gaining the most accurate and full picture of local demand and dependency levels will require a deeper sharing of partnership data across, police, health, local authority and third sector. This has proved productive in other areas, and work has been started through the Partnership Board to achieve this.

This is directly linked to the better management of vulnerability. Other areas are making good use of a vulnerability tracker in partnership and this is under active consideration for North Yorkshire. This will improve predictions around cuckooing so that early intervention can help to prevent vulnerable people being targeted and exploited.

Better understanding will help identify any gaps in substance misuse services that need to be filled, and will also help to improve referral pathways so that care can be better coordinated.

It will also help to understand what training is required. NYP are developing a range of training courses for partners so that frontline workers can help identify vulnerability and criminality, and so that better intelligence can be built across the partnership.

The Commissioner has called for a North Yorkshire Drugs Summit later this year to launch a co-ordinated campaign which will see partners working together to deliver information across schools, businesses and in communities about supply, enforcement, prevention and intervention services. Crimestoppers are hoping to deliver Operation Fearless in North Yorkshire, providing a worker who will work with schools to build education on the dangers of drugs and weapons.

As part of this campaign, the Commissioner and NYP are, and will be, reiterating encouragement to the public to report *all* concerns about drug use to help build a better intelligence picture. Police and partners alike are concerned that the public are seeing but not reporting, whether because they think it won’t help or because they fear reprisals.

North Yorkshire Police, Fire and Crime Panel

6 February 2020

Panel Scrutiny of the Commissioner's Precept Proposals

1 Purpose of Report

- 1.1 To outline the key statutory provisions for the Panel's scrutiny of the Commissioner's Council Tax precept proposals.

2 Schedule 5 of the Police Reform and Social Responsibility Act 2011 and Part 2 of the Police and Crime Panels (Precepts and Chief Constable Appointments) Regulations 2012 set out the statutory process for scrutiny of the Commissioner's Council Tax precept proposals. The guidance note below sets out the key provisions and timescales from the governing legislation.

3 The Commissioner must notify the Panel of her proposed precepts for both policing and fire and rescue by 1st February.

4 The Panel must review the proposals and make a report to the Commissioner by 8th February. The report may include recommendations, including recommendations as to the precept that should be issued for the financial year.

5 The Panel may, having reviewed the proposed precept, choose to exercise its power of veto. This can only be done where the decision to veto is made by at least two-thirds of voting members of the Panel (that is, 8 members).

6 It is for the Panel to determine how a response from the Commissioner to a report or recommendations is to be published.

Where the Panel does not exercise the veto

7 The Commissioner must have regard to the Panel's report and any recommendations made therein. The Commissioner must provide a response to the Panel's report and publish this response.

8 The Commissioner may subsequently:

- (a) issue the proposed precept as the precept for the financial year; or
- (b) issue a different precept, but only if this would be in accordance with a recommendation made in the Panel's report to do so.

9 If the Panel fails to make a report to the Commissioner by 8th February then the scrutiny process effectively comes to an end and the Commissioner may issue the proposed precept.

Where the Panel does exercise the veto

- 10 Where the requisite majority vote is passed in favour of a veto of the proposed precept (see paragraph 5), the Panel must include a statement within its report that it has vetoed the proposal.
- 11 The Commissioner must not issue the proposed precept as the precept for the financial year.
- 12 The Commissioner must have regard to and respond to the Panel's report (including any recommendations therein), and publish her response, including her revised precept proposal, by 15th February.
- 13 Where the panel's report indicates that they vetoed the precept because it was:
 - too high, the revised precept must be lower than the previously proposed precept.
 - too low, the revised precept must be higher than the previously proposed precept.
- 14 On receipt of a response from the Commissioner notifying them of her revised precept, the Panel must review the revised precept and make a second report to the Commissioner by 22nd February. The Panel may indicate whether it accepts or rejects the revised proposal (although there is no further power of veto) and may make recommendations on the revised precept.
- 15 The Commissioner must have regard and respond to the Panel's second report and any recommendations – and publish this response – by 1st March 2020.
- 16 The Commissioner may then:
 - (a) issue the revised precept as proposed; or
 - (b) issue a different precept, although:
 - they must not issue a precept that is higher than the revised precept if the revised precept was lowered following the Panel's initial report on the first proposed precept indicating it was vetoed because it was too high;
 - they must not issue a precept which is lower than the revised precept if the revised precept was raised following the Panel's initial report on the first proposed precept indicating it was vetoed because it was too low.
- 17 Where the Panel fails to make a second report to the Commissioner by 22nd February, the Commissioner may issue the revised precept proposal.

18 Recommendation

- 18.1 The Panel is asked to note the report.

Diane Parsons
Principal Scrutiny Officer
North Yorkshire County Council

28th January 2020

Background Documents:

None.

North Yorkshire Police, Fire and Crime Panel

6 February 2020

Recruitment of Independent Co-opted Members

Purpose of the report

1. To recommend a process for selecting two people to be Independent Co-opted (“Community”) members of the Panel.

Background

2. The Police Reform and Social Responsibility Act 2011 requires that at least two members of the Panel are co-opted by the Panel and are independent, that is they are not a:
 - member of the staff of the police, fire and crime commissioner for North Yorkshire;
 - member of the civilian staff of the area police force;
 - member of staff of the fire and rescue authority (as applicable where the Commissioner has assumed governance);
 - Member of Parliament, the National Assembly for Wales, the Scottish Parliament or the European Parliament; or
 - member of a local authority which is covered by the force area.
3. Guidance from the Home Office also indicates that serving police officers should not be eligible to serve as a member of a Panel.¹
4. The Panel’s Arrangements set out that co-opted Members appointed to the Panel may be re-appointed for a further term of four years provided that the balanced appointment objective is met by that re-appointment. The balanced appointment objective in this regard is concerned with the Panel having the necessary balance of skills, knowledge and expertise to ensure the effective functioning of the Panel.
5. The term for the two current co-opted members to the Panel ends prior to the October 2020 meeting of the Panel; that is, once appointments have been offered in the summer, they will need to be formally agreed through the Panel at its meeting of 15th October 2020.

Process when appointing independent co-opted members

6. The Panel arrangements (paragraph 4.23) state that:

“The Panel shall put in place arrangements to ensure that appointments of co-opted Members are undertaken following public advertisement in accordance with the following principles:

¹ Under section 1(2)(a) of Schedule 1 to the Police Regulations 2003 (S.I. 2003/527) a member of a police force may not “take any active part in politics”. The Home Office would regard co-option to a Panel, for the purpose of scrutinising an elected PFCC, as taking an active part in politics, and accordingly as being prohibited for police officers.

- a) *The appointment will be made on merit of candidates whose skills, experience and qualities are considered best to ensure the effective functioning of the Panel;*
- b) *The selection process must be fair, objective, impartial and consistently applied to all candidates who will be assessed against the same predetermined criteria; and,*
- c) *The selection process will be conducted transparently with information about the requirements for the appointment and the process being publicly advertised and made available with a view to attracting a strong and diverse field of suitable candidates.”*

7. LGA guidance (published 2012) sets out that “planning for the appointment of co-optees must take account of the fact that the panel will need to be involved at key points in the process of seeking, short-listing and appointing co-optees”.
8. The process for appointing the independent co-opted members in 2016 started before the end of March with the creation of a small task group of Panel Members, whose role it was to oversee the arrangements for recruitment and selection, which were administered through the County Council.
9. The vacancies were advertised widely via press releases, websites and relevant networks in early May 2016, including parish council networks, the voluntary and community sector, community safety partnerships and health sector publications. Interviews were held in July 2016.
10. By initiating this work in early spring, the newly-appointed independent co-opted members were able to begin their induction to the Panel prior to the October 2016 meeting and as such this also benefited the continued effective functioning of the Panel.

Next steps in appointing independent co-opted members for 2020

11. The Panel is invited to consider conducting a similar process for the recruitment, shortlisting and interviewing of two members for when the period of office of the current two individuals expires at the beginning of October 2020.
12. In terms of the position as regards the current members, Santokh Sidhu will have served the maximum tenure of eight years in October 2020. Paula Stott has served a single term and as such may apply again.
13. Given the size of the Panel and the potential for a reasonable number of applications to be received, it would be impractical for the entire Panel to be involved in every stage of the process.

Recommended

14. The Panel appoint a task group of no more than five Panel members, in accordance with the Panel rules of procedure, to:
 - review the application pack material and recommend changes where appropriate;

- oversee the arrangements for recruitment;
 - agree the shortlisting of applicants to around five or six for interview;
 - interview all shortlisted applicants (only three of the five members need serve);
and
 - agree two applicants to be recommended to the Panel for co-option.
15. The task group should ideally comprise the Chair and Vice Chairs (if willing and available), plus two further Members of the wider Panel.
16. The process be concluded by no later than the end of September so that the task group recommendations can be considered at the October 2020 meeting.

Diane Parsons
Principal Scrutiny Officer
North Yorkshire County Council

28th January 2020

Background Documents:

None.