

## Agenda

**Meeting:** North Yorkshire Police, Fire and Crime Panel

**Venue:** Hudson Room, City of York Council West Offices, Station Rise, York YO1 6GA

**Date:** Thursday, 12 October 2023 at 10.30 am

Members of the public are entitled to attend this meeting as observers for all those items taken in open session. Please contact the Democratic Services Officer whose details are at the foot of the first page of the agenda if you would like to find out more.

This meeting is being held as an in-person meeting that is being broadcasted and recorded and will be available to view via <https://www.northyorks.gov.uk/your-council/councillors-committees-and-meetings/live-meetings>

Recording is allowed at North Yorkshire 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 from Democratic Services. Anyone wishing to record is asked to contact, prior to the start of the meeting, the Democratic Services 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.

**PLEASE NOTE – THE MEETING WILL ADJOURN FOR A SHORT BREAK AT 11:45AM.**

### Business

1. **Welcome and apologies**
2. **Declarations of Interest**  
All Members are invited to declare at this point any interests they have in items appearing on this agenda, including the nature of those interests.
3. **Minutes of the Panel Meeting held on 20th July 2023**  
For approval by the Panel.  

**(Pages 5 - 12)**
4. **Progress on Issues Raised by the Panel**  
Update report from the Panel Secretariat.  

**(Pages 13 - 16)**
5. **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, 9<sup>th</sup> October 2023 to Diane

Parsons (contact details below).

- The time period for asking and responding to all questions will be limited to 30 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/pfcp](http://www.nypartnerships.org.uk/pfcp).

**6. Members' Questions**

**7. "Right Care, Right Person" Update**

Briefing update from the Commissioner regarding implementation of the model and welfare checks for vulnerable adults.

**(Pages 17 - 20)**

**Fire and Rescue Service report**

**8. Updates on Inspection, Risk and Resource Model Implementation and Equality, Diversity and Inclusivity.**

Composite report from the Commissioner outlining the fire service's progress against:

- the recent HMICFRS inspection outcomes,
- the implementation of the Risk and Resource Model; and
- work undertaken to promote and embed equality, diversity and inclusivity.

**(Pages 21 - 28)**

**Focus topic: Caring about the vulnerable**

**9. Strategy to Address Violence Against Women and Girls - Annual Update to Panel**

Report from the Commissioner providing an annual update on progress against the strategy for Addressing Violence Against Women and Girls.

**(Pages 29 - 40)**

**10. Tackling Hate Crime in North Yorkshire and York**

Report from the Commissioner updating on the picture across the force area and how hate crime continues to be tackled.

**(Pages 41 - 46)**

**11. Work Programme**

Report by the Panel Secretariat.

**(Pages 47 - 52)**

**12. Any other items**

- Verbal update from Martin Walker – Meeting with the Rural Task Force (August 2023).

**13. Date of Next Meeting**

Thursday, 11 January 2024 at 10:30am – County Hall, Northallerton

Barry Khan  
Assistant Chief Executive (Legal and Democratic Services)

County Hall  
Northallerton  
**Wednesday, 4 October 2023**

**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. 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) Members of the public may put questions or statements to the Panel and these must be submitted to the officer detailed below three working days in advance of the meeting, for consideration by the Chair. The full protocol for public questions can be found at [www.nypartnerships.org.uk/pfcp](http://www.nypartnerships.org.uk/pfcp)

**Contact Details:**

Diane Parsons  
Panel Secretariat  
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## North Yorkshire Council

### North Yorkshire Police, Fire and Crime Panel

Minutes of the meeting held in the Brierley Room at County Hall, Northallerton on Thursday, 20th July, 2023, commencing at 10.30 am.

Councillors Carl Les (North Yorkshire Council) in the Chair; Chris Aldred (North Yorkshire Council), Lindsay Burr MBE (North Yorkshire Council), Tim Grogan (North Yorkshire Council), Emilie Knight (City of York Council), Rich Maw (North Yorkshire Council), Heather Moorhouse (North Yorkshire Council), Michael Pavlovic (City of York Council) and Peter Wilkinson (North Yorkshire Council).

Community Co-opted Members: Fraser Forsyth and Mags Godderidge.

In attendance: Jonathan Dyson (Chief Fire Officer) (North Yorkshire Fire & Rescue Service) and Lisa Winward QPM (Chief Constable) (North Yorkshire Police).

Officers from the Office of the Police, Fire and Crime Commissioner: Zoë Metcalfe (Police, Fire and Crime Commissioner for North Yorkshire), Simon Dennis (Chief Executive & Monitoring Officer), Amanda Wilkinson (Director of Public Confidence) and Sarah Davies (Leadership Support to the Executive Team).

Officers present: Diane Parsons (Principal Scrutiny Officer).

Apologies: Councillor Danny Myers (City of York Council), Martin Walker (Co-opted Member), Tamara Pattinson and Michael Porter (Office of the Police, Fire and Crime Commissioner).

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#### Copies of all documents considered are in the Minute Book

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#### 676 Election of Panel Chair

##### Resolved –

That Councillor Carl Les be elected to serve as Chair until July 2024.

#### 677 Welcome and apologies

##### Councillor Carl Les in the Chair.

The Chair welcomed everyone to the meeting, noting that the Commissioner, her OPFCC colleagues, the Chief Constable and Chief Fire Officer were joining remotely. Apologies were noted.

#### 678 Declarations of Interest

Mags Godderidge declared that she is CEO of Survive; a charity which is commissioned by the OPFCC to provide services to survivors of domestic abuse and sexual violence.

**679 Minutes of the Panel Meeting held on 21st June 2023**

**Resolved –**

That the minutes of the meeting held on 21<sup>st</sup> June 2023, having been printed and circulated, be taken as read and confirmed and signed by the Chair as a correct record.

**680 Election of Vice Chair to the Panel**

**Resolved –**

That Councillor Danny Myers be elected to serve as Vice Chair until July 2024.

**681 Progress on Issues Raised by the Panel**

**Considered –**

The progress report regarding issues raised by the Panel at previous meetings.

It was highlighted that all actions had been completed, save for item 2 regarding health surveillance of firefighters. A report will be made available on this later in the year and as such it was proposed that this be retained on the list as a rolling reminder that this is outstanding.

**Resolved –**

That the Panel:

- (a) Notes the report provided and agrees that Items 1, 3 and 4 are completed; and
- (b) Retains item 2 (health surveillance of firefighters) on future reports until completed.

**682 Public Questions or Statements to the Panel**

The Panel were advised that no public questions or statements had been received.

**683 Members' Questions**

Reassurance was sought from the Commissioner around re-vetting protocols within North Yorkshire Police (NYP). The Panel were advised that NYP was the first force last year, as part of a pilot scheme, to run every officer and staff member through the Police National Database. This process continues on a monthly basis. The Chief Constable outlined that anything arising from the monthly search is followed up with enquiries to other forces and with interviews for officers/staff as needed. The Panel heard that the Deputy Chief Constable (DCC) oversees Professional Standards and receives a detailed report regularly of any staff or officers who are being considered for suspension. Simon Dennis also provided additional assurance around the delegated role of the Commissioner to himself and senior colleagues to meet regularly with the DCC, Force Solicitor and Head of Professional Standards on a closed circulation basis, to ensure opportunity to ask questions and review the data more thoroughly. It was agreed that the Panel will be provided with:

- redacted statistics on the numbers of officers and staff currently suspended due to investigations;
- statistics on those officers who have appeared before the Chief Constable on accelerated misconduct hearings and have been dismissed and also those who have appeared before a legally qualified Chair and the outcomes of these (it was noted that this data is also available online).

The Commissioner was also asked about the application of the 'Right Care, Right Person' model, recently introduced at NYP. The Panel discussed the development of the national agreement, which is founded on diverting a number of mental health/welfare calls away from the police and ensuring that the health service steps in as needed. Members expressed concern that third sector agencies had not been involved in consultation on the national agreement, particularly as a number of very vulnerable people are not linked in to statutory agencies/NHS but are linked in to third sector agencies and who will continue at points to need an urgent welfare check. The Chief Constable sought to reassure that the police will still act where this support is required. The Commissioner agreed to provide the Panel with a briefing on the model and also to drill down into why the third sector had not been engaged in early conversations around application of the model.

Members asked about PCSO recruitment and when communities can expect to see the NYP development plan. The Panel heard that an organisational review of NYP is underway. It had also been identified that NYP has the highest percentage PCSO workforce in the country and as such the Chief Constable felt it important to further review demand statistics and the evidence base. A lot of time and money had been spent in recent years on PCSO campaigns which were often unsuccessful. The Chief Constable intends to review what is needed for the organisation, consider where posts are needed locally and then re-open recruitment. The Panel is due to review the outcomes of the organisational review early next year.

Further to a Member query regarding how residents are supported and accounted for following large-scale fires, the Chief Fire Officer outlined the involvement of the local authority and the Local Resilience Forum in ensuring communications are adequately maintained once the fire service has been out.

The Commissioner was further asked for data on police response times and clarity on how these are being measured and over what time period. It was also highlighted that residents would like to see data on how the police are dealing with County Lines, shoplifting and burglaries. Cllr Burr also requested a meeting with the Commissioner to address longstanding locality concerns. The Commissioner agreed to do this and also to provide the data requested, although it was noted that this data is also available online.

### **Resolved –**

That the Panel will, prior to its next meeting:

- (a) receive redacted statistics on the numbers of officers and staff currently suspended due to investigations;
- (b) receive statistics on those officers who have appeared before the Chief Constable on accelerated misconduct hearings and have been dismissed and also those who have appeared before a legally qualified Chair and the outcomes of these;
- (c) receive a briefing regarding the Right Care, Right Person model and the involvement of the third sector in its development and application; and

- (d) receive data outlining police response times (with clarity on how these are measured and over what time period) and data on how shoplifting, County Lines and burglaries are being tackled.

684

### **Draft Policing and Crime Annual Report 2022/23**

Considered –

The Commissioner's draft Annual Report for Policing and Crime 2022/23.

The Commissioner introduced the draft report, highlighting a number of key areas of progress against the priorities of the Police and Crime Plan over the last year, including:

- Work underway as a result of the strategy to tackle violence against women and girls;
- NYP's efforts to improve its holistic understanding of communities, intervening early and problem-solving;
- The introduction of the Initial Enquiry Team, which has seen a high level of customer satisfaction;
- Embedding equality, diversity and inclusivity at the heart of the organisation's culture.

The Panel's legal role is to review and make recommendations on the draft. Panel members therefore raised specific queries and provided recommendations to the Commissioner on the draft content as follows:

- a) It was felt that hate crime and County Lines needed to have greater profile within the report.
- b) Members suggested that it may help to bring the progress updates to life more if additional case studies could be incorporated. On a related note, it was felt that specific examples could have been provided of the positive work undertaken around the Violence Against Women and Girls Strategy.
- c) Members commended the use of the police property fund (page 16) and an observation was that this could have been given greater profile due to its positive impact.
- d) It is helpful to have the data on complaints resolved by the Complaints and Recognition Team (page 6) but Members felt it might also be useful to understand how long on average it has taken to resolve complaints, if this data can also be made available.
- e) It was highlighted that the section on domestic abuse and the force's improvements in safeguarding would benefit from more specific illustration to bring out what is being done and how things have been improved.
- f) The Panel observed that only 50% of respondents to the public trust and confidence survey either agreed or strongly agreed that they had been fairly treated in their dealings with the police. It was noted that both the Panel and public would benefit from further information on how this is happening over the coming months. Additionally, Members noted the relatively low completion rate for the survey and queried whether the approach to the survey could be reviewed to encourage a greater number of responses.
- g) It was highlighted that the Supporting Victims service is actually available by phone from 8am to 7pm over the phone (and not 9am to 5pm as indicated on page 15) and that the reference to the Adult Sexual Assault Referral service also needs to more specifically include mention that a similar service is available to children.



The Commissioner thanked the Panel for their comments, which she agreed to consider further before finalising the report. The Panel raised a couple of other points for broader review going forward.

- h) It would be helpful to receive further data in due course in relation to the Initial Enquiry Team at NYP in terms of proportions of calls handled and directed away from the main Force Control Room.
- i) Some Members wished to note that engagement with PCSOs at parish council level could be rather patchy and that they would welcome further engagement, although other Members felt that relationships at a local level were working effectively. The Panel welcomed the Chief Constable's commitment to ensuring that parish councils have attendance at least once a year from a PCSO or similar representative.

Overall, the Panel felt that the draft report read well and is accessible to communities, with many positive examples of progress made against the Police and Crime Plan.

#### **Resolved –**

That the Panel recommends that the draft Policing and Crime Annual Report 2022/23 be approved, subject to the Commissioner's further consideration of the issues raised.

**685**

#### **Draft Fire and Rescue Annual Report 2022/23**

Considered –

The Commissioner's draft Annual Report for Fire and Rescue 2022/23.

The Commissioner introduced the draft report simultaneously to that for Policing and Fire, noting a number of areas of progress against the Fire and Rescue Plan over the last year, including:

- Investment made to the fire estate;
- Improvements in the data that is held and used;
- Work undertaken to make the fire and rescue service (FRS) an employer of choice.

Members noted that the responses to the public trust and confidence survey had been particularly low for the FRS and that the Commissioner is working to enhance this going forward.

Members welcomed that the draft at page 18 noted the work done nationally to bring about a statutory basis for all fire and rescue staff members to undertake an appropriate level of DBS check. However, it was felt that the report would benefit from further clarity as to the position locally on this, namely whether and when this will be taken forward. The Chief Fire Officer explained that this has just been agreed nationally and that the service locally has ensured that it is well placed financially to undertake checks for firefighters. The Panel heard that there is ongoing dialogue nationally around this matter in terms of what level vetting is undertaken to and when, and that the service locally will then need to consider how it continues to meet this requirement. It was agreed that further information on this matter would be made available to the Panel once the position is finalised in due course.

Overall, Members felt that the draft report read well and that its content and language are accessible to communities with positive examples of progress made against the Fire and Rescue Plan.

**Resolved –**

That the Panel recommends that the draft Fire and Rescue Annual Report 2022/23 be approved, subject to the Commissioner's further consideration of the issues raised.

**686**

**Review of the balanced appointment objective**

Considered –

The report of the Panel Secretariat updating on the latest position as regards how well the Panel is meeting the 'balanced appointment objective' in terms of its membership.

The Panel is in a robust position as regards political proportionality following the recent round of appointments by constituent authorities. It was highlighted that there is notionally a gap in geographic representation in North Yorkshire. However, the Panel has a slightly better gender balance than previously and has also ensured continuation of knowledge and expertise with four returning Members and that as these are also key factors to take into account, the geographical factor is arguably within tolerance for the time being. Additionally, adjustments to membership can be difficult to achieve and, when co-options are sought through the Home Office this can be a lengthy process. As such the Panel were not recommended to seek to make further adjustments.

**Resolved –**

That the Panel:

- (a) Notes the updated position as regards meeting the 'balanced appointment objective'; and
- (b) Agrees that no further adjustments will be made to its membership for 2023/24.

**687**

**Annual Report of the Police, Fire and Crime Panel 2022/23**

Considered –

The draft Annual Report of the Police, Fire and Crime Panel 2022/23.

Members commended the draft as a fair and helpful demonstration of its work over the last year. It was agreed that a précis of the report, with a link to the full report, should be sent to all Members in both constituent authorities.

The Panel considered the issue of public engagement and it was noted that this has been heightened at points on specific issues such as the sale of the former Police HQ. Members were also advised that social media messaging is issued through North Yorkshire Council several days prior to meetings, to help raise public awareness, and that perhaps it would be helpful to share this messaging with Members so that they can also flag up within their communities.

**Resolved –**

That the Panel approves the draft Annual Report of the Panel for 2022/23.

**688 Governance changes to the Panel**

Considered –

A report from the Panel Secretariat highlighting recent updates to the Panel's governance documentation, including provision for a Substitute Member scheme.

Members agreed that involvement in the Panel is a steep learning curve and that it could be difficult for Members to step in without any prior training or development. It was therefore recommended that Substitute Members are included in any training made available to Panel Members.

**Resolved –**

That the Panel notes the update paper on governance changes to the Panel.

**689 Work Programme**

Considered –

The report from the Panel Secretariat outlining the Panel's programme of work.

The following items were suggested for inclusion at future meetings:

- Commissioning services for victims, in terms of ensuring that the right service is delivering the right intervention to victims of crime.
- County Lines.
- Right to Protest in terms of how well the Commissioner feels this is being policed in the area.

**Resolved –**

That the Panel agrees the outline work programme, with the addition of the items highlighted in the meeting.

**690 Any other items**

The Panel were advised that no urgent business had been notified to the Chair.

**691 Date of Next Meeting**

Thursday, 12<sup>th</sup> October 2023 at 10:30am – City of York Council West Offices.

The meeting concluded at 12.09 pm.  
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## NORTH YORKSHIRE POLICE, FIRE AND CRIME PANEL

12 October 2023

### Progress on Issues Raised by the Panel

#### 1.0 PURPOSE OF REPORT

1.1 To advise Members of:

- (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.

#### 2.0 BACKGROUND

2.1 This report will be submitted to the Panel as required, listing the Panel's previous resolutions and/or when it requested further information to be submitted to future meetings. The table below provides a 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.

2.2 The Panel is asked to consider whether any further follow-up is required.

	Date	Minute number and subject (if applicable)	Panel resolution or issue raised	Comment / date required	Complete at publication?
1	21 June 2023	671 – Members' Questions	Information sought on health surveillance of firefighters in NY and York.	<i>To be provided when available</i>	X – report to be brought to Panel later in the year.
2	20 July 2023	683 – Members' Questions	Provision of statistics relating to the suspension and dismissal of officers following re-vetting at NYP.	12.10.2023	√ (see Appendix A)
3	20 July 2023	683 – Members' Questions	Request for data on police response times and information on how County Lines, shoplifting and burglaries are being tackled.	12.10.2023  <i>This data is regularly published by the OPFCC – see for example <a href="#">here</a>.</i>	√

<b>4</b>	20 July 2023	684 – Draft Policing and Crime Annual Report 2022/23	Panel requested data regarding the proportion of calls diverted to the Initial Enquiry Team at NYP.	12.10.2023	√ (see Appendix A)
<b>5</b>	20 July 2023	685 – Draft Fire and Rescue Annual Report 2022/23	Panel sought information on the matter of DBS checks to be undertaken for all fire and rescue staff members.	TBC	√ (see Appendix A)

### **3.0 FINANCIAL IMPLICATIONS**

3.1 There are no significant financial implications arising from this report.

### **4.0 LEGAL IMPLICATIONS**

4.1 There are no significant legal implications arising from this report.

### **5.0 EQUALITIES IMPLICATIONS**

5.1 There are no significant equalities implications arising from this report.

### **6.0 CLIMATE CHANGE IMPLICATIONS**

6.1 There are no significant climate change implications arising from this report.

### **7.0 RECOMMENDATIONS**

7.1 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.

#### **APPENDICES:**

Appendix A – Updates against issues from the Commissioner’s office.

#### **BACKGROUND DOCUMENTS:**

None.

Barry Khan  
Assistant Chief Executive, Legal and Democratic Services  
County Hall

Northallerton  
3 October 2023

Report Author: Diane Parsons, Principal Scrutiny Officer.

	<b>Query raised</b>	<b>Response from Commissioner's office</b>
1	Provision of statistics relating to the suspension and dismissal of officers following re-vetting at North Yorkshire Police.	Since re-vetting has been re-commenced, NYP has had one officer who was removed from duties following the removal of vetting after a misconduct meeting. This decision was made to protect the public and organisation until the implications of the removal of vetting could be fully understood. The officer resigned before any formal process regarding dismissal was started.
2	Panel requested data regarding the proportion of calls diverted to the Initial Enquiry Team at North Yorkshire Police.	Calls are not diverted from the 101 service, they are answered and then sent to the IET rather than a front line officer. Since the inception of the IET in June 2022 there have been 133550 incidents of all types recorded. The IET consistently take around 1000 logs per month away from the front line.
3	Panel sought information on the matter of DBS checks to be undertaken for all fire and rescue staff members.	The FRS has, for some years, put all frontline staff through these checks, including certain staff in prevention and community safety roles who have had enhanced DBS checks. Following recent changes to the Rehabilitation of Offenders Act to include fire and rescue services, the North Yorks service is now reducing those checks from every five years to every three years and now all staff and volunteers will go through this process. The service has the funds to complete this and is now looking to allocate resources to deliver checks for the entirety of the organisations by April 2024.





## POLICE, FIRE AND CRIME PANEL REPORT

Meeting Date	12 <sup>th</sup> October 2023
Report Title	Right Care Right Person Update

Information should be accessible for all. If you require this information in a different language or format, please contact the Office of the Police, Fire and Crime Commissioner at [info@northyorkshire-pfcc.gov.uk](mailto:info@northyorkshire-pfcc.gov.uk).

### 1. Overview

- 1.1. Right Care, Right Person (RCRP) commenced in Humberside around three years ago. It was commended to Chief Constables' Council in 2021 time which is when North Yorkshire Police (NYP) began scoping it. NYP adopted the approach in January 2023.
- 1.2. The purpose is to ensure that those who find themselves in need of assistance from public service get the correct help, from the correct professional, with the right training, at the right time.
- 1.3. This means services reviewing attendance at certain incidents, supported by legal advice.

### 2. The Process

- 2.1. The Force Control Room (FCR) is the first point of call for the Right Care, Right Person (RCRP) process. However, there may be times when contacts within partner agencies directly contact officers if they feel that they have not received the response they expect from the FCR to obtain police attendance.
- 2.2. A decision-making toolkit is used to identify the calls for service that:
  - Meet the threshold for police attendance under Concern for Welfare incident type and seek to resource these under THRIVE (Threat, Harm, Risk, Investigation, Vulnerability, Engagement) assessment principals.
  - Meet the threshold for police attendance, but not under Concern for Welfare incident type and NYP would seek to resource these.
  - Do not meet the police threshold for attendance and will be marked as non-attendance and closed.
  - Where NYP feel unsure and want to conduct further enquiries (police systems checks or liaise with a partner agency) to help in deciding.

2.3. The objective is to get it right first time and the purpose of such guidance and specific flow chart process allows the FCR to determine the specific concerns raised and to ensure that the concern is of a significant gravity to ensure that police officers are acting within their police powers.

2.4. The 'Right Care, Right Person' model aims to ensure that when there are concerns for a person then the right person with the right skills, training and experience will respond.

2.5. From the 31<sup>st</sup> of January 2023 the threshold for police intervention in concerns for welfare cases was divided into three categories:

- Immediate risk – to life or serious harm to an identified person.
- Immediate harm – it is obvious to the police that there is a risk to life presently, at this moment or in the immediate future or has already occurred.
- Serious harm – there is a risk of significant harm to the person concerned, this can be physical harm, serious neglect issues, significant mental health symptoms, all of which would amount to the suffering of potential significant injuries or psychological harm.

2.6. It is important that vulnerable people are given the right support when they need it, but the skills and support they often need are not those of a police officer.



### 3. THRIVE

3.1. THRIVE is the Threat Harm Risk Investigation Vulnerability Engagement. Taken as a whole, the THRIVE level is measured as Low, Medium, or High, and is determined by considering the Harm and the Risk associated with an incident which gives you the Threat level. 'Threat' is a risk assessment of the likelihood of something happening or getting worse, rather than an actual verbal or physical threat towards someone.

3.2. Police will attend any incident where there is an apparent immediate threat to life or risk of serious harm. All incidents are assessed using THRIVE and should police attendance be considered appropriate then a resource will be allocated. If there is a disagreement with professionals about any decision to resource, there is an escalation process within the procedures. This means that call handlers should seek the advice a Deployment Manager, or Force Incident Manager in the event of being unsure as to the appropriate response grading to give an incident.

### 4. RCRP Forum

4.1. When the RCRP working group was established in September 2022, it was a direct lift of the communication strategy adopted in Humberside as such this meant that the third sector was not involved. It is clear what immense value that the third sector provides and upon reflection they should have been engaged with within the original workshops. However, they are now fully involved in the RCRP Forum, which was developed from the initial working group, and has over 90 invitees. These include an extremely useful spread of professional and third sector providers along with NYP, OPFCC, TEWV, Acute Hospitals, Local Authorities, YAS, and the ICB.

## **5. Welfare Concerns about Vulnerable Adults**

- 5.1. 'Welfare checks' where there is no evidence of any crime, immediate threat to life or a medical emergency does not fall under a duty to act by the Police or Ambulance service. This issue is being escalated through the International Crime Bureau via the RCRP Forum and Panel which meets monthly and is attended by a member of the OFCC commissioning team.

## **6. OPFCC Activity**

- 6.1. The initial roll out of RCRP focussed on the police even though the impact would be felt wider. It was fully designed on the roll out in Humberside. However, in NYP it was owned by the Partnership Hub which has received praise from College of Policing. The analysis conducted within North Yorkshire identified that the majority of 'Concern for Welfare' calls were from Health providers. As the project has progressed and welfare calls have been declined by NYP this has come to the attention of the Third Sector. I acknowledge that the timescale of the launch did not sufficiently enable health providers and others to plan to have alternative provision to undertake welfare checks. Some have had to use Community Support Officers or Mountain Rescue services to fill that gap. However, it is widely acknowledged that it is a health commissioning gap and not a police commissioning gap.
- 6.2. The Commissioning and Partnerships team within my office have made contact with all commissioned providers, mostly third sector organisations, from NYP to clarify the RCRP expectations moving forward.
- 6.3. The Mental Health Triage team, which I fund, play a pivotal role in re-directing RCRP cases identified by FCR to appropriate services. Monitoring of this process with the Triage team is being improved as part of the Service Level Agreement with Tees Esk and Wear Valley. The Multi-Agency Panel is working well and is flagging up the importance of callers being specific in terms of the risk to life that is presented, in order that NYP can respond appropriately. This is to mitigate against miscommunication which results in non-police attendance.
- 6.4. I will continue to monitor, hold to account and challenge where necessary to ensure that people do get the Right Care and Right Person every time.

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## POLICE, FIRE AND CRIME PANEL REPORT

Meeting Date	Thursday 12 <sup>th</sup> October 2023
Report Title	Updates on Inspection, Risk and Resource Model Implementation and Equality, Diversity, and Inclusion: North Yorkshire Fire and Rescue Service

Information should be accessible for all. If you require this information in a different language or format, please contact the Office of the Police, Fire and Crime Commissioner at [info@northyorkshire-pfcc.gov.uk](mailto:info@northyorkshire-pfcc.gov.uk).

### 1. Purpose of this report

1.1. To provide an update on:

- progress against the recommendations of His Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS), following the inspection report published Jan 2023.
- Equality, Diversity, and Inclusivity, including the third-party review of the Service.
- implementation of the Risk and Resource Model.

### 2. HMICFRS Progress Update

2.1 North Yorkshire Fire and Rescue Service (NYFRS) was inspected by HMICFRS in April 2022 and received the full findings of that inspection in January 2023.

2.2 The Service received:

- two pillar areas (Efficiency and People) graded 'inadequate;'
- one pillar area (Effectiveness) graded 'requires improvement;'
- two causes of concern (with 8 recommendations);
- 24 Areas for Improvement (AFIs) across the three pillars.

#### 2.3. Causes of Concern progress against recommendations

2.4. Considerable progress has been made to address the eight recommendations and associated actions linked to the two Causes of Concern. HMICFRS revisited the Service during the week commencing 4<sup>th</sup> September 2023 and spoke to each of the Senior Responsible Owners (SROs) of the actions relating to the Causes of Concern and conducted a focus group with operational and support staff managers. The final meeting was held remotely with the Chief Fire Officer (CFO) on the 7<sup>th</sup> of September. A revisit debrief was held with members of the Strategic Leadership Team and the Police, Fire and Crime Commissioner on 13<sup>th</sup> September, wherein initial feedback was positive.

**2.5.** The inspection staff thanked the Service for the open and transparent approach provided. NYFRS await the formal letter detailing the outcome of the revisit from His Majesty's Inspector Michelle Skeer.

## **2.6. Areas For Improvement (AFIs) and Culture and Values Recommendations**

**2.7.** 24 AFI's were identified within the full inspection report. These are all on track for completion.

**2.8.** The 19 recommendations in the national HMICFRS Values and Culture Report are in progress and are being prioritised further. NYFRS has focussed upon the two causes of concern and the revisit. This is consistent with other Services given the amount of work required to resolve some of the Culture and Values recommendations. Eight recommendations are outstanding and being prioritised, with the focus of work shifting to these areas within the HMICFRS specific monthly meetings.

## **2.9. Autumn Data Collection and Thematic Inspection**

**2.10.** In July 2023, HMICFRS announced they would be undertaking a thematic Inspection into the handling of misconduct in Fire and Rescue Services (FRSs). Ten FRSs were also selected to be physically inspected; however, NYFRS is not one of these. The terms of reference for this inspection include:

- The extent to which services are identifying and investigating misconduct;
- The effectiveness of misconduct processes and how consistently they are applied;
- how confident fire and rescue service staff are in raising concerns and in misconduct processes and the role of fire and rescue authorities and other organisations in handling misconduct How confident fire and rescue service staff are in raising concerns and in misconduct processes and;
- the role of fire and rescue authorities and other organisations in handling misconduct.

**2.11.** To support their overall thematic inspection, NYFRS will send HMICFRS requested data as part of the regular autumn data collection and a staff survey will also be issued. Whilst NYFRS is not one of the ten selected for full inspection, the Service will review policies and procedures in line with the inspection terms of reference, to ensure best practice and continuous improvement.

## **2.12. Introduction of an Independent Reporting Line**

**2.13.** NYFRS has completed the procurement process for an independent reporting line, purchasing Fire and Rescue Service *'Speak Up'* powered by Crimestoppers. The line will go live on the 2<sup>nd</sup> of October 2023. This is within the deadline set out in the recommendations of the national HMICFRS Values and Culture Report published in March 2023.

**2.14.** The independent reporting line will give staff another avenue to report misconduct in the workplace anonymously, alongside further work and engagement to provide confidence to all staff that allegations will be investigated and dealt with appropriately and in a timely manner.

## **2.15. Misconduct handling**

**2.16.** Investigation, Discipline and Grievance training for Middle Managers is being sourced through ACAS and EnableNY to provide in-depth training to managers, equipping them with the skills and knowledge to resolutely undertake appropriate interventions. This training is planned for quarter four of this financial year.

### 3. Risk and Resource Model (RRM) Update

3.1. The RRM will run to (end of) 2025 with the proposed changes taking place in three stages.

- Stage one: removal of the wholetime fire engine from Huntington, transitioning it to an On-call station.
- Stage two: change the second fire engine (known as a Tactical Response Vehicle) at Harrogate to the same type as the first fire engine, namely a B type fire engine (full equipment and normal crewing levels). This will be crewed when emergency incident demand on the Service is at its greatest.
- Stage three: same change to the second fire engine at Scarborough Fire Station as Harrogate (as outlined in stage two above) after a review of the Harrogate implementation.

#### 3.2. Huntington

3.3. NYFRS has undertaken and fulfilled extensive consultation with the workforce at Huntington and their representative bodies. Through the consultation, NYFRS offered wholetime staff the opportunity to select a preferred option for their relocation, minimising personal impact wherever possible. The wholetime staff relocation will be completed by the end of November 2023.

3.4. NYFRS has undertaken a targeted approach to prevention activities in the Huntington area and NYFRS is working with On-call staff to improve resilience. This has included information on the On-call service and how to apply being delivered to over 20,000 domestic properties within a 3-mile radius of the station. This has already seen two new starters begin their journey of becoming On-call firefighters at Huntington.

#### 3.5. Harrogate

3.6. Work on the second stage of the RRM (Risk and Resource Model) has begun and NYFRS (North Yorkshire Fire and Rescue Service) is working closely with staff and other stakeholders, to ensure it is implemented responsibly. Once the engagement and consultation with representative bodies is complete, formal staff consultation will commence, prior to changes being implemented.

3.7. NYFRS aim for the change to commence around April 2024.

#### 3.8. Response Principles

3.9. Work to introduce response principles based on speed, strength and safety has been completed. Interactive dashboards now enable NYFRS to monitor performance and the Assurance Department scrutinises these at the monthly Service Delivery Performance Group.

3.10. The next stage of developing response standards is underway. NYFRS is working with an external data modelling company to further understand resourcing to risk, with a vision of delivering individual station area response times, aligning to the risk in each area.

#### 3.11. Craven Water Rescue

3.12. The water rescue provision is being increased in the Craven area with the introduction of a specialist water rescue unit based at Skipton Fire Station (which has good On-call availability) by upskilling and equipping existing On-call firefighters. Specialist water rescue equipment has been sourced and a new suitable training venue has been engaged. Staff will complete this training by the end of the year.

3.13. Once the training is complete this specialist water rescue capability (equipment, training, and staff) will be available to attend emergency calls. The effectiveness of this will be reported through the Service Delivery Performance Group.

#### **3.14. Automatic Fire Alarms (AFA)**

3.15. The AFA policy of reducing NYFRS response to automatic fire alarms at lower risk premises through the day has been implemented. Protection teams have undertaken county wide engagement with business stakeholders to inform them of the change and to provide support and advice about keeping their property, staff and the public safe.

3.15. There have been no challenges or issues reported from the change, enabling valuable time to be reallocated to training, community safety and prevention activities. NYFRS is continuing to provide support and education to business and will continue to monitor the impact of the change.

## **4. Equality and Diversity and Inclusion Update**

### **4.1. Estates**

4.2. In 2020 NYFRS commenced work to adapt and upgrade the estate. Funding was allocated in 2021 2022/2023 to update current welfare provision with new accessible, gender neutral showers and toilet pods. Significant progress has been made, only three stations require outstanding work. – Richmond, Acomb and Tadcaster.

4.3. The work is nearing completion at Richmond with the contractors moving on to Acomb within the next month. This should be completed by the end of the year. Tadcaster will aim for completion in early 2024, and all works are due be completed within the allocated timeline.

### **4.5. Equality and Diversity Delivery Plan**

4.6. The CFO (Chief Fire Officer) has implemented a revised Strategic and Tactical EDI (Equality, Diversity, and Inclusion) and Culture Boards, to drive progress. These will give direction to leaders across the Service to move things forward in line with the EDI Strategy.

### **4.7. Equality Impact Assessments and Staff Networks**

4.8. A review of Equality Impact Assessments and Staff Network Leads has been undertaken by the Talent and Diversity Coordinator with several recommendations being presented to the Strategic Leadership Team in October for improvement, consistency, best practice, and national benchmarking, in all areas of our EDI work. This is due for completion by March 2024. Governance of the staff networks will be through the Tactical and Strategic EDI Boards.

### **4.9. Framework for Change Project**

4.10. The CFO is collaborating with Huddersfield University, via a formal collaboration agreement, on a project to develop a research-informed toolkit and framework for co-developed organisational change within NYFRS. This will enable staff to be part of the change, develop the culture NYFRS want for a better service and ensure everyone feels valued.

4.11. The project will progress through three distinct phases to develop the toolkit and framework for change, accommodating the specific needs and experiences of the Service.

4.12. The first phase will review and foster stakeholder buy-in, ensuring that the toolkit's elements, such as recommendations for further change and codes of conduct, are tailored to NYFRSs (North Yorkshire Fire and Rescue Service) individual context. Work has now begun with the University to



plan virtual staff engagement sessions, so staff can gain an understanding of the project. Working groups and focus groups will then be set up from this moving forward.

4.13. The second phase will build upon previous research for the Joseph Rowntree Foundation and Scottish Government, to develop an innovative co-development workshop process for generating recommendations for change. NYFRS will refine this process to align with the emergency services context. NYFRS will conduct a series of 18 workshops, organised into six cohorts. Informed by insights from the first phase, in these workshops NYFRS employees will co-design a framework for change and behavioural charter.

4.14. The final phase of the project will focus on dissemination. This stage involves implementing the toolkit and framework within the organisation and exploring opportunities for broader adoption and usage. The project will help NYFRS to embed research-informed change processes, foster a strategic relationship between the University and the Service, and commercialise the research into a consultancy-based toolkit applicable to other emergency services.

#### **4.15. Core Code of Ethics (CCoE)**

4.16. After the initial implementation phase of the Core Code of Ethics NYFRS moved into the embedding phase in July 2023. A working group is in place to ensure CCoE is at the heart of everything NYFRS do as an organisation to ensure NYFRS can provide the best service to communities. This is forming part of their policy and procedure review, setting the stall on how the Service will, look, feel and be in the future. Work is ongoing to develop workshops for staff to fully understand the CCoE and a new e-learning package is in development for new starters and current staff members to complete to ensure ongoing knowledge and understanding.

4.17. An Internal Ethics Board is being developed to provide a platform for all ethical issues to be raised and discussed appropriately.

## **5. Office and Commissioner Activity**

5.1. The Chief Fire Officer and I are united in our focus. We are driving forward necessary improvements, so that we build a more inclusive working culture. I expect North Yorkshire Fire and Rescue Service to be an employer of choice with a clear people focus that develops leadership, integrity, and inclusivity, and I will be monitoring the progress that is fundamental to this aim, as part of my scrutiny and the delivery of my Fire and Rescue Plan.

5.2. Since my tenure, North Yorkshire Fire & Rescue Service is transforming and modernising, to become an exemplary Service. For example, through the community risk profile the Service now properly understands the likelihood and severity of fires, road traffic collisions, water related incidents, and other emergencies and the root causes of risk which result from age, deprivation, and other factors. This informed the development of the Risk and Resource Model, which looked at the way North Yorkshire Fire and Rescue Service would seek to deploy its people, equipment, and resources, based on the most extensive study ever undertaken of community risk assessment across North Yorkshire and York. Following consultation with the public, I made the decision in September 2022 to implement the Risk and Resource Model that will continue to keep the public safe whilst enabling increased prevention and protection work across communities, permanent investment into prevention and protection teams and improve the availability of On-call fire engines in rural areas.

5.3. My activity is aimed at robustly scrutinising and driving assurance on behalf of the public to ensure that North Yorkshire Fire and Rescue Service continue their journey to being exemplary.

5.4. In relation to HMICFRS inspection activity (including RRM implementation and EDI), I have;

- Convened immediate Online Public Meetings (OPM), live-streamed and accessible to all, following receipt of the full inspection report on 26 January 2023. During this meeting I held the Chief Fire officer robustly to account in respect of the findings of concern and areas for improvement identified by the Inspectorate.
- My office has developed a close working relationship with HMI colleagues.
- I have restructured my office to bring greater focus to Delivery & Assurance and to Public Confidence. Following which, the Office has adopted its first-ever Delivery Plan, which was presented to the Police, Fire and Crime Panel in early 2023 and published on my website in September 2023. This document sets out what we do to deliver the Police & Crime Plan, Fire and Rescue Plan and the VAWG (Violence Against Women & Girls) Strategy-
- I launched a new Assurance Framework ensuring that we continually monitor and assess delivery of outcomes against the priorities in my Police and Crime Plan and Fire and Rescue Plan. This underpins the Delivery Plan of the OPFCC and clearly sets out how I will hold the services to account for delivery.
- I have refreshed the terms of reference for my live streamed Online Public Meetings. They now include a standing agenda item for the Chief Fire Officer to report on progress against the HMICFRS improvement plan in a public forum. These inspection-focussed updates have been presented at my Fire and Rescue OPMs (Online Public Meetings) since June and additionally demonstrate how the Service is responding to the 35 recommendations set out in the national HMICFRS Values and Culture Report. This means that I publicly seek assurance that positive progress is being made.
- Scrutiny work does not stop at these meetings it continues in every Executive Board, HMICFRS Improvement Board, Risk and Assurance Board, EDI Strategic Board, Independent Audit Committee, and other frequent interactions my team and I have with Chief Officers. I expect to receive assurance that the Service is on track with their plans. My team and I continue to seek evidence of transformation in all areas for improvement.
- I have refreshed my Executive Board and published a new Terms of Reference and Agenda for this. This now includes a standing agenda item relating to HMI improvement plans. At every Executive Board I require assurance from the Chief Fire Officer that this work is on track. This has included obtaining specific assurance of progress against the causes of concern, specifically that the Recruitment and Workforce Plan had been written, submitted to HMICFRS and was in the process of being reality-tested and challenged.
- I will shortly relaunch a public trust and confidence survey which invites the public to complete a set of questions to gauge trust and confidence in fire and rescue services across York and North Yorkshire.
- The complaints function within my office has been expanded to a full Customer Service Team who independently manage complaints and expressions of dissatisfaction against North Yorkshire Fire and Rescue Service, ensuring an impartial and fair review of matters raised.
- In September, the Chief and I pledged NYFRS's commitment to the Charter for Families Bereaved through Public Tragedy. The Charter includes placing the public interest above own reputation, approaching forms of public scrutiny including inquest with openness and transparency, and recognising that the Service is accountable and open to challenge. It

formalises the Service's commitment to transparency and acting in the public interest, aligning to the Service's values and the National Core Code of Ethics, which set out the expected approach of every employee of North Yorkshire Fire and Rescue Service.

- I have commenced a programme of in person visits with crews at our On-call fire stations, to complete before the end of my tenure, listening to what is going well and where improvements are needed. The feedback to date has been consolidated and sent to the Deputy Chief Fire Officer to consider as part of the On-call Futures Project.

5.5. I would like to remind Panel Members of the approach I have taken to accountability, governance and oversight has proven itself to be effective in the public interest. Notwithstanding understandable political criticism after the HMI report into NYFRS in 2022. Following this full inspection there were significant improvements, under my governance and the direction of the Chief Fire Officer. In January 2023, HMI formally acknowledged the huge strides that the Service has achieved ([North Yorkshire Fire and Rescue Service: Causes of concern revisit letter - His Majesty's Inspectorate of Constabulary and Fire & Rescue Services \(justiceinspectors.gov.uk\)](#)).

5.6. These improvements include;

- My appointment of an inspirational Chief Fire Officer and Deputy Chief Fire Officer who have in turn built a new Strategic Leadership Team. I am confident that together, we will continue to lead the Service into a strong and sustainable future, focused on the safety of our communities and valuing our people.
- We have worked closely with the Inspectorate since their visit to demonstrate that every penny of the public's money has been applied wisely, and that financial planning is sound.
- As Commissioner I know that the Service has been underfunded for a generation and I have negotiated hard and been successful with central government for precept flexibility for our Fire Service and I will continue to make the case for fairer funding. I am proactively seeking precept flexibility from central government for 2024/25.
- The Chief and I implemented a rigorous ongoing programme of improvement following the full inspection in 2022. The Chief also put into place immediate plans following this to address the two causes of concern raised. HMICFRS reviewed these at the end of January 2023, I was pleased that His Majesty's Inspectorate recognised the dedicated work that North Yorkshire Fire and Rescue Service has undertaken, at pace, to make improvements in relation to the causes of concern. I await the outcomes of the recent inspection revisit in September with optimism that it will reflect the hard work and improvements made by the Service.
- Prevention work will be further strengthened by investment in 2023 with an increase in roles which tackle the root causes of danger to communities and deliver targeted activities to help stop emergencies from happening. This is absolutely in line with the priorities in my Fire and Rescue Plan.

5.7. I will continue to hold to account and support both services to make the improvements needed for the residents of North Yorkshire and York, so that they become exemplary.

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## POLICE, FIRE AND CRIME PANEL REPORT

Meeting Date	12 October 2023
Report Title	Strategy to Address Violence Against Women and Girls

Information should be accessible for all. If you require this information in a different language or format, please contact the Office of the Police, Fire and Crime Commissioner at [info@northyorkshire-pfcc.gov.uk](mailto:info@northyorkshire-pfcc.gov.uk).

### 1. Background

- 1.1. The joint Strategy to Address Violence Against Women and Girls was launched in June 2022, and can be found on the Office of the Police, Fire and Crime Commissioner (“OPFCC”) website, together with the initial 6-month Progress Update report published in December 2022.
- 1.2. The six **Strategic Objectives** set out in the Strategy are:

**1: Listening to All Women & Girls**, including those from under-represented communities, and proactively seek feedback to inform continuous service improvements

**2: Prevention & Early Intervention**, including awareness campaigns to tackle the root causes of Violence Against Women and Girls at a cultural level, promoting a zero-tolerance approach to these behaviours

**3: Increasing Public Confidence & Trust in the Police**, including holding the police to account on their handling of reports of Violence Against Women and Girls

**4: Strengthening the Multi-Agency Approach to Address Violence Against Women and Girls**, including the wider criminal & civil court processes

**5: Enhancing Support for Victims**, including ensuring all services and agencies that come into contact with victims offer trauma aware, high quality and timely responses

**6: Facilitating Behaviour Change by Perpetrators**, including expanding the availability / scope of behaviour change interventions / programmes that focus on both enforcement and rehabilitation.

### 2. Violence Against Women and Girls Strategic Delivery Plan

- 2.2. The Delivery Plan outlines how we intend to achieve the six strategic objectives and has been co-produced by the Joint Violence Against Women and Girls Strategy Delivery Group which is made

up of representatives from local statutory partners. The Delivery Plan is underpinned by a detailed Action Tracker which sets out which partner will be responsible for leading different workstreams and by when.

2.3. This report provides an overview of what **Actions** have been taken in the past 6-months since the previous progress update published in December 2022 to achieve our **Aims** and **Outcomes** under each **Objective**, and what we plan to do next.

### 3. Delivery Plan – Progress to Date

**Objective 1:** Listening to All Women and Girls, including those from rural and under-represented communities, and proactively seeking feedback to inform continuous service improvements

3.1. Under Objective 1 there are two **Outcomes** which are:

- Proactive engagement with under-represented communities and seldom heard women
- Ensure parity of services across both urban and rural areas, and other isolated communities

3.2. To achieve these Outcomes, we **Aim** to:

- Regularly consult and proactively engage with all women and girls to ensure the voices of victims & survivors are heard & inform practice development
- Expand the gender-specific support offer of York Women’s Centre services into different areas throughout North Yorkshire and City of York, including rural and isolated areas

3.3. **Actions** taken in the past 6-months to support these Aims include:

3.4. A Violence Against Women and Girls Professionals sub-group was established in December 2022 made up of representatives from local organisations and practitioners working with women and girls to discuss key themes and shared experiences impacting the sector. A representative of this Sub-group now attends the Strategic Governance Board to feedback these discussion themes and ensure we continue to adopt a person-centred and trauma-informed approach wherever possible within our delivery activities.

A) The Suzy Lamplugh Trust interviewed victims of stalking who had been supported through the North Yorkshire Police Specialist Stalking Team; these interviews were used to inform the findings and recommendations of the independent victim-focussed review of North Yorkshire Police’s response to stalking conducted by the Suzy Lamplugh Trust.

B) North Yorkshire Council have commissioned Horton Housing to develop and pilot a new Gypsy, Roma & Traveller Domestic Abuse Community Support Officer service which commenced in November 2022 to develop trusted relationships with Gypsy, Roma & Traveller communities at 4x sites across North Yorkshire; to date around 17 women across these sites are regularly accessing support.

C) North Yorkshire Council and the City of York Council commissioned Safe Lives to undertake a Public Health Approach: Wider System Review of Domestic Abuse concluding in a full day event in June 2023; several survivors and pioneers from North Yorkshire and the wider Yorkshire Region shared their personal experiences at this event, and these survivors have been invited to share their experiences as part of training

events - for example a Survivor recently spoke at the North Yorkshire Police student officer training session at the end of June 2023.

- D) The most recent North Yorkshire Domestic Abuse Local Partnership Board meeting was attended by members of the IDAS Survivor Advisory Board which is the first time survivors have been directly part of our Domestic Abuse Strategic Governance meetings; representatives from both the North Yorkshire and York Domestic Abuse Local Partnership Boards reciprocally attend IDAS Survivor Advisory Board meetings and work continues with this group to explore other opportunities for survivors to be more involved at a strategic level.
- E) Commissioner Zoë has contributed funding through her Community Fund for St. Giles Trust to purchase a mobile provision 'Liberty Links' to deliver outreach services to women in rural and other isolated communities from August 2023; this mobile provision forms part of the Whole System Approach for Women being developed with partners across the county with the aim of improving the response to women with multiple unmet needs, those who have been victims, or at risk of violence and those who are involved with, or at risk of involvement with the Criminal Justice System.
- F) The Exploitation Risk Assessment Conferences continue to review partner intelligence for women at risk on a county-wide basis to provide an offer of support to all women at risk of sexploitation, including sexual exploitation and women affected by County Lines; with an average of 16 women per month being discussed, which is around three times as many compared to last year.

## 4. Objective 2: Tackling the root causes of Violence Against Women and Girls through Prevention and Early Intervention

4.1. Under Objective 2 there are two **Outcomes** which are:

- Increase awareness and promote zero tolerance of all forms of gender inequality and Violence Against Women and Girls
- Increase availability of Early Help and Community-led Interventions

4.2. To achieve these Outcomes, we **Aim** to:

- Develop age-appropriate materials to challenge misogyny from an early age
- Develop campaign materials to raise awareness about misogyny, stalking and street harassment
- Develop interventions for women to raise awareness and highlight the impact of Illegal Cultural Harms with the aim of enabling women to abandon harmful cultural practices and beliefs.
- Develop a network of Champions specialising in different Violence Against Women and Girls issues to help raise awareness and ensure victims can more easily access help and advice at the earliest opportunity

4.3. **Actions** taken to date to support these Aims include:

- a) City of York Council are working with Pastoral Leads within secondary schools in York to complete a mapping exercise of what is currently being delivered in relation to Healthy Relationships within schools, and if there is specific reference to misogyny;

this will inform the commissioning of a Healthy Schools Framework aligned to the existing Framework within North Yorkshire.

- b) An All About Respect Network event was held in June 2023 which aimed to take the campaign into the local community, rather than remaining a campus specific initiative to tackle Sexual Violence, Harassment and abuse. The event included inputs from a variety of agencies including the Youth Commission, North Yorkshire Police and Survive.
- c) The OPFCC secured Safer Streets Funding to raise awareness of stalking and harassment through the creation of a bespoke short film series and campaign resource pack aimed at young people aged 16 to 25yrs. The film is currently being finalised and will be officially launched in October 2023.
- d) A Task and Finish Group has been established to map scope of current Professional Champion schemes, including Domestic Abuse Matters Champions within North Yorkshire Police, Stalking Champions and Hate Crime Champions. The group are exploring options to create a network to bring these champions together to support each other and share best practice, including consideration of a virtual forum online.
- e) The Professionals Sub-group are considering options to link in with existing Community Champions Schemes and identify suitable experts on specific Violence Against Women and Girls themes such as the IDAS Community Champions who are located within diverse communities including rural localities and currently deliver inputs on Domestic Abuse to a wide range of audiences in our communities.
- f) A Task and Finish Group has been established between North Yorkshire Police and North Yorkshire Fire & Rescue Service to progress applications for White Ribbon UK Accreditation for both services.
- g) Research has been completed to identify best practice in relation to 'Safe Spaces' schemes, safety apps and other safety initiatives used in other areas to help identify which approach is most suitable for North Yorkshire; this is being considered alongside an assessment of the scope, membership and utilisation of existing schemes locally, including:
  - i) North Yorkshire Community Transformation Hubs in GP surgeries which could be used as gender specific spaces or for meeting with clients;
  - ii) TSB Plc 'Safe Spaces' in their banks and Boots stores;
  - iii) New York Licensees Code of Conduct and proposals for venues to indicate their support of this work through a logo in the window to become 'Safe Spaces'; and
  - iv) North Yorkshire Fire & Rescue Service and IDAS' pilot 'Safe Space' initiative at Scarborough fire station.

## 5. Objective 3: Increasing Public Confidence and Trust in the Police

5.1. Under Objective 3 there are two **Outcomes** which are:

- Increase confidence in reporting Violence Against Women and Girls offences
- Identify learning opportunities and ensure continuous service improvements

5.2. To achieve these Outcomes, we **Aim** to:



- Support police officers to adopt a trauma aware response to ensure the right support is offered when victims do report
- Better identify and respond to Violence Against Women and Girls ‘gateway offences’, Illegal Cultural Harms, and stalking offences at an earlier point.
- Develop the Rape and Domestic Abuse Scrutiny Panels to review cases which have not attained the required evidential level for prosecution or otherwise resulted in a failed prosecution

5.3. **Actions** taken to date to support these Aims include:

- a) Commissioner Zoë has supported a pledge with the Suzy Lamplugh Trust to increase the number of stalking cases reported to North Yorkshire Police. To support this, the OPFCC commissioned the Suzy Lamplugh Trust to conduct an independent victim-focussed review of current practices and responses to reports of stalking, with recommendations where necessary to improve processes. This review is now complete, and the overall assessment by the Trust is encouraging that North Yorkshire Police has already implemented a number of steps to improve its response; the Trust identified a number of positive areas of work but did make recommendations in relation to potential areas for development. The OPFCC and North Yorkshire Police accept these findings which will be published shortly alongside a report which sets out the progress made to date against each recommendation and further planned work to address the remaining areas of improvement.
- b) North Yorkshire Police have now trained a further 13 response officers to be specialist Sexual Offences Liaison Officers (“SOLOs”) bringing the total number of available SOLOs across force to 37 officers to provide an enhanced service to the victims of rape and other sexual offences for both recent and non-recent incidents. North Yorkshire Police’s ambition is to increase this number of trained SOLOs to 50 by the end of 2023, with a further training course planned for October 2023.
- c) North Yorkshire Police launched Op. Pledge in June 2023 to further enhance the Domestic Abuse Pledge launched in February 2022 and better support police officers or staff who are victims of Domestic Abuse.
- d) Following a review of the Domestic Abuse Independent Scrutiny Panel arrangements earlier this year, a new Progress Tracker has been introduced to improve recording of feedback from the panel and the actions taken by North Yorkshire Police to address these to continuously drive improvement in Domestic Abuse investigations.

## 6. Objective 4: Strengthening the Multi-Agency Approach to Address Violence Against Women and Girls

6.1. Under Objective 4 there are three **Outcomes** which are:

- Improve joint Safeguarding and Risk Management Approaches
- Improve the experiences of those going through Criminal Justice Processes
- Improve the experiences of those going through Civil and Family Court Proceedings

6.2. To achieve these Outcomes, we **Aim** to:

- Promote the use of special measures in court

- Explore options for establishing Court Observers Panels to observe rape and sexual abuse trials and/or domestic abuse cases with a view to highlighting best practice and providing constructive feedback
- Work with the legal professionals, court staff and judges to prevent further victimisation within the family court process

6.3. **Actions** taken to date to support these Aims include:

- a) The MARAC/MATAC Steering Group continues to review current arrangements, including meeting attendance and engagement by all key stakeholders and to ensure learning from meetings is shared at an organisational level to continuously drive improvements.
- b) North Yorkshire Council have recruited an independent chair for Multi-Agency Child Exploitation (“MACE”) meetings, and work is ongoing to try and correlate as far as possible the processes in York and North Yorkshire so that they are more consistent; City of York Council have also introduced a pilot where health records are flagged for children identified as medium and high risk of exploitation with the intention to roll this approach across North Yorkshire as well.
- c) North Yorkshire Police have employed a Special Measures Advisor within the Witness Care System as part of a 12-month pilot which started in February 2023; this Special Measures Advisor is currently taking a proactive approach to reviewing cases pre-charge, and if it is felt that Special Measures are needed then they will reach out to the officer in the case (“OIC”) to advise on an application for the identified required Special Measures, which will in turn raise overall awareness of suitable Special Measures to be applied for in future cases. In the initial 4 months of the pilot, the Special Measures Advisor has referred 51 Victims of Violence Against Women and Girls Offences back to the OIC for a Special Measures Application to be made, with 10 applications subsequently granted by the Courts.
- d) A pilot commenced in April 2023 for IDVAs to be available ‘on call’ to attend York Court should somebody need support in-court, whether or not they are an existing IDAS client; this pilot will be reviewed after 6-months of delivery to consider how it could be rolled out at other courts throughout North Yorkshire.
- e) The Domestic Abuse & Family Court Working Group continues to meet regularly to consider how best to disseminate accurate information about the family court process and improve information sharing between family courts and police; the Chair of the Working Group now also attends the Joint Violence Against Women and Girls Strategy Delivery Group to provide regular updates.

## 7. Objective 5: Enhancing Support Services for Victims

7.1. Under Objective 5 there is one **Outcome** which is:

- Ensure high quality services are available to everyone at their time of need

7.2. To achieve this Outcome, we **Aim** to:

- Explore options to jointly commission where possible a range of services to offer trauma-aware support for victims of all forms of Violence Against Women and Girls
- Create a new Victims' Centre including dedicated, modern Sexual Assault Referral Centre (“SARC”) and Child Sexual Assault Assessment Service (“CSAAS”) facilities, and Video

Recorded Interview (“VRI”) suites to provide an improved service for all victims of sexual violence or abuse

- Consider the gendered nature of exploitation and implement practice development locally where appropriate

7.3. **Actions** taken to date to support these Aims include:

- a) Additional national funding totalling £931,880 has been allocated by the OPFCC in 2022/23 to maintain increased capacity and availability of specialist domestic abuse and/or sexual violence support services including (but not limited to) Counselling and Talking Therapy services, the Halo Project’s ‘By & For’ Independent Sexual Violence Advisor (“ISVA”) service for women and girls from Black and Minoritised communities and the New Beginnings Peer Support Service for Survivors of Domestic Abuse.
- b) Demand locally continues to grow for these specialist support services for victims and survivors of domestic abuse and/or sexual violence and there was a 12% increase in referrals into these local support services in 2022/23 in comparison to 2021/22, and a 154% increase in those who have accessed these services reporting positive outcomes as a result of the support they received.
- c) The new Regional Adult (16yrs+) Sexual Assault Referral Centre service commenced in April 2023; this service was jointly commissioned with NHS England and Police & Crime Commissioners/Mayor across the Yorkshire & Humber Region to provide additional service resilience through a 24/7 service across four SARC premises, including one located in York.
- d) Building work is shortly due to commence on the new Victim’s Centre following stakeholder input into the plans to ensure it will meet the needs of all victims and survivors who will use the new SARC and CSAAS facilities, and two VRI suites which will be available in the new building.
- e) Changing Lives have secured funding to employ a ‘net reach’ worker and a ‘net reach’ caseworker to identify women who advertise sexual services online and who are at risk of tech abuse to help understand local and national trends and reach out to offer support to these women.

## 8. Objective 6: Facilitating Behaviour Change by Perpetrators

8.1. Under Objective 6 there are two **Outcomes** which are:

- Increase availability of interventions for perpetrators of Violence Against Women and Girls offences that focus on both enforcement and rehabilitation
- Increase availability of interventions for those with Dual Status and those with Multiple Unmet Need

8.2. To achieve these Outcomes, we **Aim** to:

- Develop a range of services and interventions for perpetrators of Stalking
- Develop an appropriate domestic abuse perpetrator service offer for those who are high risk but don’t meet the criteria for a statutory programme
- Pilot interventions for perpetrators of online sexual offending
- Seek to divert women that offend or are at risk of offending from the criminal justice system (where appropriate) where their offending is linked to any Violence Against Women and Girls they have been subjected to

8.3. **Actions** taken to date to support these Aims include:

- a) A permanent Detective Sergeant post has been included from this year within the Specialist Stalking Team within North Yorkshire Police to provide more robust oversight of investigations, increase applications for Stalking Prevention Orders (where appropriate) and liaise with other forces to identify good practice.
- b) The OPFCC has committed a further £42,240 until March 2024 for the Stalking Project Worker co-located with the police Stalking Team to continue to offer the +Choices Perpetrator Programme to low risk perpetrators who are willing to voluntarily address their stalking behaviours; this specialist Stalking Project Worker received 16 referrals in 2022/23 and has supported 1 perpetrator of stalking to successfully complete the programme to date.
- c) The OPFCC has completed research into perpetrator programmes and interventions available/delivered nationally, including those for High Risk and/or repeat perpetrators of Domestic Abuse and online sexual offending to inform commissioning of pilot programmes / interventions to meet gaps in current service provision from 2023/24.
- d) In the interim, the OPFCC has committed further funding totalling £138,000 until March 2024 to maintain increased frontline capacity to meet increasing need and demand for the +Choices: Domestic Abuse Perpetrator Programme which received 30% more referrals in 2022/23 in comparison to 2021/22; alongside delivery of Early Intervention & Prevention activities to continue to support agencies to work more effectively together in identifying and managing risk from perpetrators of domestic abuse.

## 9. Delivery Plan - Next Steps

### 9.1. **Objective 1:** Listening to All Women and Girls, including those from rural and under-represented communities, and proactively seeking feedback to inform continuous service improvements

- A new Violence Against Women and Girls Public Survey will be launched by the OPFCC on 31<sup>st</sup> July 2023; the survey will be anonymous and available year-round for anyone affected by Violence Against Women and Girls, including men, boys, transgender and non-binary people to share their experiences and views on what more we should be doing collectively to address these issues.
- The OPFCC are also currently exploring specific consultation opportunities with students and Armed Services Communities, and a questionnaire has been developed to seek the views and experiences of those working in the Night-time Economy who can also be subject to harassment and racial Hate Crime.
- Mindful Photography and Photo Voice sessions will be delivered from 3<sup>rd</sup> June – 29<sup>th</sup> July 2023 in partnership with City of York Council, York's Our City Hub and In Her Shoes (Migrant women) group, culminating in an exhibition and presentation by the facilitator at the Our City Festival in September 2023.
- Survivor experiences collated by Safe Lives as part of the Wider System Review will be used to shape our Joint Domestic Abuse Strategy Objectives from 2023/24, and North Yorkshire

Council and City of York Council are exploring options to develop a dedicated survivor voice resource.

- The new mobile provision of the Whole System Approach for Women will help us to collate data around what is needed to ensure parity of service across rural and other isolated communities and uncover any further hidden harms. Longer-term, we plan to establish more permanent support hubs in areas where there is need and demand for support to continue so that the mobile provision can move to other areas and support more women.

## 9.2. **Objective 2: Tackling the root causes of Violence Against Women and Girls through Prevention and Early Intervention**

- City of York Council will continue to assess the scope and content of existing delivery of packages including misogyny in schools by reviewing the materials shared by schools in York to determine any gaps in existing provision, and then work with schools to ensure domestic abuse and healthy relationships are included within the RE curriculum. Longer-term we aim to gather similar information from schools throughout North Yorkshire to inform the commissioning of a Healthy Schools Framework aligned to the existing Framework within North Yorkshire.
- City of York Council are also developing resources that will aim to increase awareness of domestic abuse, providing practical examples of different forms of abuse such as coercive control to be shared via local partnership boards and local stakeholders with schools, colleges and universities.
- The All About Respect team are now exploring options to create a more consistent online induction programme across all educational institutions and reviewing existing materials to confirm if some modules require updates/re-filming. Furthermore, following the successful All About Respect Network event, opportunities are being explored to develop an awareness raising package to promote a zero-tolerance approach to gender inequality and Violence Against Women and Girls in the wider community setting outside of campus.
- We will link into Further Education Task and Finish Group in North Yorkshire to explore further opportunities for co-production and awareness raising amongst 6th Form/College aged students.
- North Yorkshire Fire & Rescue Service are developing interventions with a Violence Against Women and Girls related theme for the LIFE course, and exploring the use of positive male role modelling, linking in with the North Yorkshire Youth Commission and Community Safety Hubs around developing early interventions for Young People who have experienced Adverse Childhood Experiences (“ACEs”).
- We will work with North Yorkshire Police to promote ‘Operation Vigilant’ to prevent sexual offending in the night-time economy and make women and girls feel safer.
- We will commission pilot delivery of the Halo Project’s ‘Talk, Listen, Change’ Illegal Cultural Harms programme from 2023/24 to raise awareness and support women to abandon harmful cultural practices and beliefs.
- The Violence Against Women and Girls Champions Task and Finish Group will explore options to host a virtual forum to bring together Champions online & share best practice.
- The Violence Against Women and Girls Professionals Sub-group will develop training content and supporting materials based on their specialisms across different locations and settings

including workplaces, faith-based and educational settings, with training opportunities mapped as part of the Whole System Approach development.

- We will continue to work with partners and local business to explore other options to expand the membership and availability of 'Safe Spaces' and other safety initiatives including –
  - Working with Morrisons Supermarket to discuss potential 'Safe Spaces' scheme using their stores
  - Explore opportunities to create 'safer' environments through planning and continuous improvements across parks and public spaces, including public transport links
  - Roll-out vulnerability training for night-time economy workers county-wide.

### 9.3. **Objective 3: Increasing Public Confidence and Trust in the Police**

- The Domestic Abuse Matters Change Programme will be firmly embedded within the North Yorkshire Police Strategic Plan including regular strategic review and consideration of how enhanced practice can be adopted by partner agencies.
- We will regularly review Public Trust & Confidence Survey results to identify Victim Satisfaction Measures for North Yorkshire Police's response to Violence Against Women and Girls.
- We will work with North Yorkshire Police to develop mechanisms to consistently capture victim satisfaction feedback on their response to Violence Against Women and Girls, and specifically in relation to stalking and police perpetrated domestic abuse.
- We will work in partnership with the Halo Project to produce a campaign to raise awareness and encourage reporting of illegal cultural harms.
- We will complete further consultation and engagement with existing victim and survivors forums to establish how they would like to be represented and/or directly involved in scrutiny and engagement opportunities including the Domestic Abuse and Rape Scrutiny Panels.
- We will ensure learning from both panels is shared at an organisational level to continuously drive improvement in domestic abuse and rape and serious sexual offences cases by publishing annual overviews of high-level findings of each panel to ensure transparency and greater accountability.

### 9.4. **Objective 4: Strengthening the Multi-Agency Approach to Address Violence Against Women and Girls**

- The Domestic Abuse Local Partnership Boards will use the findings and recommendations made by Safe Lives following the Whole System Review to determine how agencies can work more effectively in identifying and safeguarding victims and managing risk from perpetrators of domestic abuse.
- We will work with the Local Criminal Justice Partnership to identify appropriate actions to be undertaken by police, CPS and court staff to improve the experiences of those going through Criminal Justice processes.

- We will undertake consultation with local courts to explore options for establishing Court Observers Panels to observe rape and sexual offences trials and/or domestic abuse cases with a view to highlighting best practice and providing constructive feedback.

## 9.5. **Objective 5: Enhancing Support Services for Victims**

- The OPFCC will re-commission support services for child exploitation from January 2024, including increasing the upper age range from 18 years to 25 years and including a requirement for potential providers to demonstrate how they will support women and girls in particular who may be affected by exploitation as aligned to our Violence Against Women and Girls Strategy.
- The OPFCC, North Yorkshire Council and City of York Council will jointly commission a holistic package of support services from April 2024 for anyone affected by domestic abuse, including victims, survivors, perpetrators and their children.
- Following the regional workshop hosted by NHS England to consult with partners and stakeholders on what an improved Child Sexual Assault Assessment Service might look like, we will continue to work with our local stakeholders and NHS England to re-commission a Child Sexual Assault Assessment Service which meets the needs of children and families in North Yorkshire.
- We will review and develop the Modern Slavery Partnership to ensure it supports effective identification and support for victims by raising awareness and promoting information sharing.
- We will continue to develop the work successfully piloted in York to offer a dedicated offer of support to women involved with sex working, survival sex and at risk of, or a victim of sexual exploitation throughout North Yorkshire.

## 9.6. **Objective 6: Facilitating Behaviour Change by Perpetrators**

- North Yorkshire Police are completing profiles of known Stalking Perpetrators, both stranger and domestic-related stalking incidents, to enable the OPFCC to commission a pilot programme for perpetrators of all stalking types, including interventions to be delivered as part of a 'Positive Requirement' attached to Stalking Prevention Orders.
- We will explore co-commissioning and funding opportunities to deliver pilot provision for a mandatory referral route for domestic abuse perpetrators.
- We are working with the Probation Service to fund pilot provision of additional Circles programmes for non-probation managed perpetrators of sexual offences.
- We will continue to improve the local evidence base of underlying and contributory factors to offending by monitoring individual outcomes for women supported through the Crossroads Diversion Service, which will inform the development of the Whole System Approach for Women.

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## POLICE, FIRE AND CRIME PANEL REPORT

Meeting Date	12 <sup>th</sup> October 2023
Report Title	Hate Crime Update

Information should be accessible for all. If you require this information in a different language or format, please contact the Office of the Police, Fire and Crime Commissioner at [info@northyorkshire-pfcc.gov.uk](mailto:info@northyorkshire-pfcc.gov.uk).

### 1. Hate Crime Update

1.1. The Hate Crime team within North Yorkshire Police (NYP) are part of the Partnership Hub and liaise directly with partners including North Yorkshire County Council; York City Council and the Crown Prosecution Service to ensure that victims receive the appropriate support and after care.

### 2. Scrutiny

2.1. In the last quarter the Partnership Hub have reviewed 236 hate crimes, this includes reviewing investigation plans, checking crimes are correctly recorded, that strands of diversity are identified, what were/are the safeguarding risks and ensuring referrals to support agencies have happened. This type of scrutiny ensures compliance with national and internal standard for hate crime reporting.

2.2. The agencies and support that are included for referrals include Supporting Victims and other NYP teams, such as Safeguarding or Schools, support with Victim Personal Statement writing, adherence to the Victims Codes of Practice, checking hate crime forms and vulnerability risk assessments are completed, with identification of repeat victims and offenders.

2.3. All crimes remain under review until finalisation, advice and feedback is provided to officers and escalated to supervisors when standards fall below expected level. These reviews have led to an increase in referrals to the CPS (Crown Prosecution Service) for consideration of prosecution and sentencing uplift.

### 3. Victim Care

3.1. NYP have introduced an enhanced response to Hate Crime, which includes cases being discussed at Daily Management Meetings, in the same way as other high impact offences. This is to ensure continuity of victim care and that safeguarding and investigative opportunities are maximised.

- 3.2. Care Packs have been recently introduced, which NYP have sent out over 50 packs to victims so far. Included in these packs are support and signposting information which includes information leaflets from support services and organisations specific to the strand of diversity, Supporting Victims and NYP info about hate crime. These are also available in easy-read format and a variety of languages. A letter from ACC Foskett is also included. (Annex A)
- 3.3. A satisfaction survey has also been introduced which is conducted by volunteers. This is to provide feedback which is then shared with officers in charge and supervisors. The surveys began in June, with 35 attempted calls, 20 been successful and in July, 45 were attempted with 17 successful. It is early days for these so responses are still being collated.

#### 4. Champions

- 4.1. NYP have designated Hate Crime Champions who are subject matter experts to assist colleagues in dealing with reports of hate crime as they do not have capacity to provide CPD (Continuing Professional Development) certification training to all officers and staff.
- 4.2. Funding has been secured to apply to have Hate Crime Awareness and Hate Crime Champions courses accredited by NCFE (*formerly the Northern Council for Further Education, is an awarding organisation and registered educational charity providing qualifications in England, Wales, and Northern Ireland*), which will be delivered to coincide with Hate Crime Week.
- 4.3. There are also Community Hate Crime Champions who are members of staff and volunteers from partner organisations who will assist with greater reporting and understanding of hate crime in the community and be better able to help victims and recognise perpetrators. They will understand what hate crime is, how to report it, the importance of reporting, blockages to reporting, support services available to victims.

#### 5. Police, Fire and Crime Panel Training

- 5.1. On the 27<sup>th</sup> of September 2023, members of the Partnership Hub presented some training to the panel.

#### 6. Hate Crime in North Yorkshire

Recorded Strand/Characteristic	Number
Race	574
Transgender	38
Age Related	2
Disability	116
Misogyny	51
Vulnerable	10
Sexual Orientation	254
Sex Worker	1
Asylum Seeker/Migrant worker	2
Religion	29
Gypsy/Traveller	15
Alternative/Sub-culture	1
Total	1093

District	Number reported
Craven	63
Hambleton	63
Harrogate	178
Richmond	36
Ryedale	55
Scarborough	217
Selby	99
York	378

- 6.1. See table above for reported instances.
- 6.2. The most common type of hate crimes are violent crimes and Public Order Offences, and most violent crimes and PO offences occur in the Night-Time Economy (NTE) in York. The NTE brings a higher proportion of BAME (Black, Asian, or Minority Ethnic) people into York. For example, door staff and taxi drivers, these workers are public facing and often come into conflict with members of the public.
- 6.3. Additionally licensed premises must report crimes to the police to uphold the licensing objectives and to provide a duty of care to their staff. Often the hate element of the crime is linked to another offence e.g., assault on door staff or a make off without payment from a taxi. Due to the large student population of York and changing working patterns peaks in the NTE is no longer limited to Friday and Saturday nights.
- 6.4. There were 49 crimes recorded under 'Op Hampshire', which are offences against officers.

## 7. OPFCC (Office of the Police, Fire, and Crime Commissioner) Activity

- 7.1. Hate crime is a priority for me and within my Office. The Supporting Victims service, offer support to people who have experienced crimes such as hate crimes with assistance provided by skilled Victim Care Co-ordinators. They are also an Independent Reporting Centre for Hate Crime, providing a 'report and support' service: [I or someone I know is experiencing personal abuse | Supporting Victims | North Yorkshire](#)
- 7.2. My office has commissioned services for victims such as the Independent Victim Advisor service which provides face to face support in the community for victims of crime, such as hate crimes, whether they have made a report to NYP. I have also commissioned Restorative Solutions, who deliver Hate Crime Awareness Courses to offenders as part of the Out of Court Disposal process to address and challenge their offending behaviour and to prevent re-offending.
- 7.3. The North Yorkshire Youth Commission have prioritised discrimination with the aim of encouraging both victims and witnesses of discrimination and hate crime to report their experiences to the Police or independent reporting centres. [North-Yorkshire-Youth-Commission-Final-report-to-Commissioner-Zoe-2022-2023NYCC-Report-2023-final.pdf \(northyorkshire-pfcc.gov.uk\)](#)

### Annex A

#### Letter from ACC Foscett

Dear XXXXX

I am writing to you as the Assistant Chief Constable for North Yorkshire Police following your recent report. I want to assure you that we recognise and understand that the effects and impact of hate crime can last for a long time, especially if you have suffered repeatedly.

I was once the victim of a hate crime attack myself many years ago and in a force many miles away from North Yorkshire. I know how I felt at the time, not believing for one moment that the local constabulary would take my report seriously. I do not want that to be the case here in North Yorkshire.

Hate crime is a personal attack on someone simply because of who they are. It can be distressing and confusing, and as such some people find it helps to talk to someone who understands. The information in the pack is intended to offer additional support/information after an incident, or any time after a crime has taken place; this is in addition to the ongoing support you should expect from officers and staff in my organisation.

I want you to be reassured that North Yorkshire Police will listen to you. We will do so in confidence, offer information, practical help, and emotional support, while progressing your investigation.

Victim Care is at the front and centre of our investigations and what this means for you is that you should expect to be kept informed of the progress of the investigation in a timely manner. Details of the officer in charge of your investigation are shown below. It is their responsibility to ensure that you receive a Victim of Crime booklet which offers details on how investigations are progressed, and the opportunities for support should you need it.

However, should you ever feel that our staff have not achieved the standards I have described above, I would urge you to contact the officers who are dedicated to scrutinising our response to hate crime so that they can look to improve the service we deliver on my behalf. We would also welcome positive feedback on our officers/staff and any ideas you may have as to how we can improve our service further.

Finally, may I just add that I am sorry that you have experienced a crime or incident that many people will never have to. I do personally understand the impact of this and you have my assurances that as a force, we will do our best to ensure that we bring offenders to justice.

Sincerely

Elliot Foskett  
Assistant Chief Constable  
Hatecrime@northyorkshire.police.uk

The officer in charge of your case is:

Incident No:

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## NORTH YORKSHIRE POLICE, FIRE AND CRIME PANEL

12 October 2023

### Work Programme

#### 1.0 PURPOSE OF REPORT

1.1 To invite the Panel to consider its future work programme.

2.0 The Panel is responsible for setting its own work programme taking into account the tasks that the Panel must undertake and the priorities defined by the Commissioner within the context of the [Police and Crime Plan](#) and [Fire and Rescue Plan 2022/25](#).

3.0 The work programme at Appendix A highlights those issues which have been previously agreed or which have been added since the last meeting in discussion with the Chair and Vice Chair.

4.0 The work programme looks at key topics and areas of interest under the rubric of the Commissioner's four CARE principles, as drawn from the two key statutory plans. These are:

- **Caring about the vulnerable**
  - Includes:- (NYP) Making all women and girls safer; Embed compassion for victims and the vulnerable; Prevent harm before it happens; Tackle hidden harms (e.g. wildlife crime, rural crime).
  - (FRS) Prevent harm and damage before it happens; Enhance our role in achieving wider public safety; Embed compassion for the vulnerable.
- **Ambitious collaboration**
  - Includes:- (NYP and FRS) Enhance collaboration; Take a whole system approach to tackling core problems.
- **Realising our potential**
  - Includes:- Maximise funding to improve our services; Properly skill and equip our people; (NYP only) Improve trust and confidence in our police; Develop our people and organisation to meet our communities' needs; (FRS only) Build a diverse and inclusive workforce.
- **Enhancing our service for the public**
  - Includes:- Embed a customer and community focus; Promote a more visible presence in communities.

5.0 There is some statutory business that the Panel has to undertake and slot in to the future work programme such as reviewing the Commissioner's precept proposals. However, the topics selected for consideration by the Panel under the CARE principle themes are propositional. As such, Panel members are invited to consider the appropriateness of the suggestions given for forthcoming agendas.

6.0 Members are also reminded that it is preferable for the Panel to agree just a couple of key substantive reports to come to each meeting; and perhaps just one thematic report where this is taken in addition to statutory reporting. This is to ensure that sufficient time can be given to each discussion and also to ensure that the ask of the Commissioner's office is not overly burdensome.

- 7.0 There is a need, currently, for a degree of flexibility in the forward programme. Following the recent notice of resignation from the Chief Constable, it is likely that the Panel will need to hold a confirmation hearing sometime in early 2024, and this may or may not coincide with a meeting date that has already been scheduled. Panel members will be kept apprised of developments as the process for recruitment is developed.
- 8.0 Additionally, Members are asked to agree that the April 2024 meeting is postponed so as to avoid the restricted pre-election period ahead of the May 2024 elections (roughly beginning mid-March 2024). This will mean that the Panel is likely to need to convene towards the end of May/early June 2024, once the Mayor has been elected. An alternative date will therefore be proposed, once the arrangements for a confirmation hearing, as highlighted above, have also been confirmed.
- 9.0 An implication of needing to consider scheduling further meeting dates in 2024 is that there are a couple of potential items of business identified by Panel Members recently which have not as of yet been scheduled in against a specific date. These have been identified at the end of Appendix A. Any items not currently scheduled will be slotted in to a future date once the meeting programme is established.
- 10.0 All full Panel meetings will continue to be held in person and venues are highlighted on the programme where these have been confirmed.

#### **11.0 FINANCIAL IMPLICATIONS**

- 11.1 There are no significant financial implications arising from this report.

#### **12.0 LEGAL IMPLICATIONS**

- 12.1 There are no significant legal implications arising from this report.

#### **13.0 EQUALITIES IMPLICATIONS**

- 13.1 There are no significant equalities implications arising from this report.

#### **14.0 CLIMATE CHANGE IMPLICATIONS**

- 14.1 There are no significant climate change implications arising from this report.

#### **15.0 RECOMMENDATIONS**

- 15.1 That the Panel:
- (a) agrees its outline work programme; and
  - (b) agrees to postpone the April 2024 meeting on the basis that a more suitable date can be arranged to follow the Mayoral election.

#### **APPENDICES:**

Appendix A – Police, Fire and Crime Panel Work Programme 2023/24



**BACKGROUND DOCUMENTS:**

None.

Barry Khan  
Assistant Chief Executive Legal and Democratic Services  
County Hall  
Northallerton  
3 October 2023  
Report Author: Diane Parsons, Principal Scrutiny Officer.

<p><b>January 2024</b></p>	<p>Thursday 11<sup>th</sup> January 2024 at 10:30am County Hall, Northallerton</p>	<p><b>Focus on: Realising our potential</b></p> <ul style="list-style-type: none"> <li>• HMICFRS inspection re-visit outcomes for NYFRS (to be published Oct 2023).</li> <li>• 'Pre-precept' reports for policing and fire and rescue.</li> <li>• Organisational review of North Yorkshire Police.</li> <li>• Enhancing neighbourhood and response policing.</li> </ul> <p><u>Other reports:</u></p> <ul style="list-style-type: none"> <li>• EnableNY progress report, with identified savings and efficiencies.</li> <li>• Report from the Monitoring Officer/Panel Secretariat outlining implications for Panel governance following Mayoral devolution.</li> </ul>
<p><b>February 2024</b></p>	<p>Monday 5<sup>th</sup> February 2024 at 10:30am (PRECEPT) County Hall, Northallerton</p>	<p><b>Precept proposals</b> for policing and fire and rescue.</p> <p><b>Focus on: Enhancing our service for the public</b></p> <ul style="list-style-type: none"> <li>• Report updating on Force Control Room performance, including impact of the PFCC's investment in early 2023.</li> </ul>
	<p>Monday 19<sup>th</sup> February 2024 at 1:30pm County Hall, Northallerton</p>	<p><b>Precept reserve meeting</b> (if needed).</p>

<b>April 2024</b>	<p>Thursday 25<sup>th</sup> April 2024 at 10:30am</p> <p><b><i>Date to be changed due to pre-election restrictions – to be advised</i></b></p>	<p><b>Focus on: Tackling hidden harms</b></p> <ul style="list-style-type: none"> <li>• Wildlife and rural crime – to include a range of crime areas such as raptor persecution, farm thefts etc and progress on applying sanctions.</li> </ul> <p><b>Focus on: Ambitious collaboration</b></p> <ul style="list-style-type: none"> <li>• Cross-border collaboration for NYP and PFCC.</li> <li>• Tackling County Lines and pervasive drug crime.</li> </ul>
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**Other Issues for Consideration – to be scheduled**

<p><b>Focus On: Caring about the vulnerable</b></p> <p>Scrutiny of commissioning of victims' services</p>	<p>A look at how services are commissioned and how the PFCC ensures that the right interventions are put in place for victims.</p>
<p>Update on the Right to Protest and policing in North Yorkshire.</p>	<p>Update/progress note from the Commissioner.</p>

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