

Title
JOINT BUSINESS MEETING

Date	Location	Duration
15 th June 2017	Victory House, Balliol	10:10am – 11:15am

Present:

Vera Baird – Police and Crime Commissioner (Chair)
Steve Ashman – Chief Constable
Elaine Snaith – OPCC Chief Executive
Winton Keenen – Deputy Chief Constable
Joscelin Lawson – Director of Human Resources
Mike Tait – Director of Finance
Mike Mullen – Director of Asset Management
Lee Gosling – Chief Insp, Northumbria Police
Dean Lowery – Officer of the PCC

Apologies:

OPEN AGENDA

1. Minutes from the Previous Meeting

The minutes of 1st June 2017 were agreed as a true and accurate record with the below updates provided:

- **Item 2** – The Director of HR confirmed that the further breakdown of staff survey results will be presented following receipt of further statistical information from Durham University which is expected on the 7th July 2017.
- **Item 3** – The Deputy CC confirmed that the appropriate adult scheme was appearing to be working well however a formal evaluation will be undertaken in the future and the findings presented to JBM.

2. Provisional Year End and Update on 2016/17 Final Accounts

The Director of Finance presented an update report which provided advance notice of the processes to be completed prior to the presentation and signature of the draft Statement of Accounts and Annual Governance Statements which are due to be presented to the Group Finance Meeting.

In relation to the Draft Statement of Accounts the Revenue Outturn was highlighted and the group position is slightly better than reported at the end of Quarter 3 with a group underspend of £2.414m made up of a £0.769m underspend by the Police and Crime Commissioner, £0.527m underspend by the Chief Constable and an underspend of £1.118m in relation to Capital Financing.

The Director of Finance highlighted that the provision set aside for historical overtime claims has been slightly increased to £2.150m however it is thought that the bulk of these claims have already been made however a small number are still emerging. It was confirmed that claims can be made up to 6 years later but the majority have been dealt with which may result in an underspend to this amount. A more detailed position in relation to this figure will be provided within the final accounts.

The Capital outturn was reported as £8.603m resulting in an under spend on the Capital Programme of £4.605m.

The Coverall general reserves were reported as £11.865m, reflecting an increase in reserves of £2.457m primarily as a result of the group position being better than expected. There was however a requirement to use general reserves in year of £3.578m.

ACTION: That the report be noted

3. Customer Service

Helen Ferguson, Northumbria Police HR delivered a power point presentation highlighting the Customer Service project is being undertaken to improve the service offered to members of the public in response to changes in public expectations.

Helen discussed the technology that will be used including “My Street” mobile application, “Your Northumbria” which is a community messaging service allowing the force to directly provide messages to individuals that sign up to the service and “Hootsuite” which is a social media platform which will be used by the force Corporate Communications Department and could be extended to other departments.

The Deputy Chief Constable highlighted the “My Street” application which has been effective in a piloted area in diverting people away from calling the 101 non-emergency number to report issues such as street lighting or reports of noise.

Helen discussed the force customer service operating model which purpose is to be more effective and delivering the best experience for both the public and staff. This is split into three main areas with a detailed description of each area being provided:

- Tier 1 – Self Service
- Tier 2 – Service Centre
- Tier 3 – Centre of Excellence

The Commissioner highlighted that she felt that officers updating members of the public in relation to the contact they have had is still and has been an issue for some time. The Director of HR stated that other IT systems that are currently in the process of being replaced or updated such as NPICS will allow prompts to be given to officers in relation to updating members of the public.

The Commissioner also highlighted previous work that was undertaken in relation to the force website where an increased amount of information was added which was hoped would alleviate the amount of calls made to the 101 number and she did not feel this has worked. The Director of HR stated that the information that people will

need is on the website however the actual platform is poor and not easily accessible including not being able to respond online to questions asked such as utilising web chat. The Commissioner was then presented with the new designs for both the force Intranet and Internet websites with an overview of each provided.

ACTION: That the report be noted

4. Forward Plan

It was agreed that the “Eye Detection/Polygraph Testing” item be removed from the forward plan.

5. Any Other Business

There was no further business to discuss.

6. Future Meeting Date

The next meeting of the JBM will take place on 29th June 2017 at 10am, OPCC Office, Victory House.