

**Title**

JOINT BUSINESS MEETING

CLOSED SESSION

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**Date**

7<sup>th</sup> July 2016

**Location**

OPCC, Balliol Business Park

**Duration**

9:30am – 13:55

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**Present:**

Ms Vera Baird - Police and Crime Commissioner - Chair  
Mr Steve Ashman - Chief Constable  
Mr Winton Keenen – Deputy Chief Constable  
Mr Darren Best - Assistant Chief Constable  
Mrs Jo Farrell – Assistant Chief Constable  
Ms Joscelin Lawson – Director of Human Resources  
Ms Elaine Snaith – Chief Executive  
Mr Mike Tait – Director of Finance  
Mr Dean Lowery – Officer of the PCC

**Invitees:**

Mr George Moratty – Superintendent, Programme of Change, Northumbria Police  
Mrs Caroline Pilling – Communications Centre Manager, Northumbria Police

**Apologies for absence:**

**Mike Mullen – Head of Estates**

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**OPEN SESSION**

**1. 101 Campaign**

A report was provided together with a verbal briefing by ACC Farrell and Caroline Pilling on the work undertaken to deliver a more effective and efficient service to members of the public when contacting Northumbria Police or utilizing the 101 service.

This has been undertaken due to the increased use of the 101 non-emergency number with 15% of the 1 million calls received by Northumbria Police yearly (400 calls per day) being non police related.

By reducing the demand put on Northumbria Police call takers this will allow for resources to be better used for policing related calls and thus improving the service offered to those that need police contact.

ACC Farrell discussed in detail the proposal to launch a campaign to give callers to the 101 number the opportunity to be connected directly with the appropriate agency to deal with their issue and also raise about the appropriate use of 101.

The Commissioner was fully supportive of the campaign however it was felt that the current wording of the website pages may need reviewing to make it clear as possible for members of the public. Discussion also took place in relation to members of the public being confused on which local authority area they belong and the possible inclusion of a map being added to the web page as one solution to this.

The Commissioner felt that even though Local Authorities have been briefed, it would be beneficial for Caroline to brief members of the Police and Crime Panel at the forthcoming meeting.

**ACTION:**

- **Corporate Communications to review the wording of web pages to make sure text is clear and easy to understand.**
- **Addition of a map on the page so people can easily distinguish the area in which they live.**
- **Caroline Pilling to prepare presentation and attend the next meeting of the Police and Crime Panel.**

**2. Volunteering**

A report was presented by ACC Farrell to update the Commissioner and Chief Constable on the current volunteering profile, the recent NP/OPCC volunteering conference and to propose a move into broadening volunteering vacancies from the current roles.

The report highlighted the introduction of the Policing and Crime Bill in 2016 by the Home Secretary, with a key feature of the bill enabling Chief Officers to designate a wider range of powers to staff and volunteers in order to give forces a more flexible workforce.

Mr Ashman discussed the current roles undertaken by volunteers such as Special Constables and Community Speed watch volunteers but stressed that there are people with specialist skills that are not being utilised. **Mr Ashman requested that potential roles be looked into in more detail and that a further report containing this information be presented.**

ACC Farrell presented the recently updated Volunteers in Policing Strategy and this was discussed in detail. The Commissioner queried why the College of Policing was included in the "Holding Police to Account" section of the strategy. It was agreed that this would be removed.

The Commissioner discussed the excellent work of other volunteering groups in Northumbria including the Street Pastor Scheme and **ACC Farrell was to make contact with the group.**

**ACTION:**

- **Mr Ashman requested that work be undertaken to identify possible future roles for volunteers within the force and this to be presented to a future JBM meeting.**

- **ACC Farrell to make contact with Newcastle Street Pastors in relation to highlighting volunteering opportunities.**

### **3. Joint Independent Audit Committee (JIAC) Update**

Mike Tait presented the Internal Audit Annual Report overview which highlights the work undertaken by the Internal Audit Service during 2015/16 and to give an overall assessment of the and independent opinion of on the effectiveness of both the Commissioner and Chief Constables internal control systems, risk management and governance arrangements.

The main findings of the report show that of the 27 audits carried out, 19 concluded that systems and procedures were operating well, 7 audits concluded that systems and procedures were operating satisfactorily and one audit identified significant weakness. No special investigations have been undertaken during the period and therefore there have been no cases of fraud or corruption.

Based on the reported internal audit activity, including advice on governance arrangements, the PCC and Chief Constable's internal control systems and risk management and governance arrangements are considered to be effective.

The Commissioner and Chief Constable discussed the unsatisfactory opinion given in relation to one of the audits and a full explanation was given. Mike Tait also confirmed that he was satisfied that this issue had been dealt with and had no further concerns.

The Commissioner and Chief Constable requested that future reports in relation to internal audit include a full explanation and that a process be adopted where they are informed immediately if the audit undertaken scores unsatisfactory or an issue arises.

### **4. Joint Independent Audit Committee Terms of Reference**

Mike Tait presented a draft Terms of Reference document for use by the Joint Independent Audit Committee. These new terms will be presented to the JIAC at the September 2016 meeting.

The Commissioner and Chief Constable agreed the terms of reference as set out.

### **5. NERSOU Update**

The Commissioner and Chief Constable were presented with several papers in relation to NERSOU.

Due to the size of the agenda and a time constraints a brief discussion took place regarding the presented report as these papers were to be presented to the Regional PCC Meeting in the coming days.

### **6. Leadership Summary Report**

**ACTION:** This item was deferred to the next JBM meeting in September 2016.

**7. A.O.B**

Mike T presented the draft ICT Strategy and Business Case paper which the Commissioner was to look at outside of the meeting.