



Performance Scrutiny Committee Wednesday, 9 July 2014

ADDENDA

3. Minutes (Pages 1 - 8)

The minutes of the meeting held on 26 June 2014 ((PSC3b) are attached.

In the event that any Member or Officer wishes to discuss the information set out in the Exempt minute to 26 June 2014, the Committee will be invited to resolve to exclude the public for the consideration of that minute by passing a resolution in relation to that item in the following terms:

"that the public be excluded during the consideration of the exempt minute since it is likely that if they were present during that discussion there would be a disclosure of "exempt" information as described in Part I of Schedule 12A to the Local Government Act, 1972 as set out below:

3 – information relating to the financial or business affairs of any particular person (including the authority holding that information)

It is considered that in this case the public interest in maintaining the exemption outweighs the public interest in disclosing the information, in that such disclosure may prejudice the commercial position of the parties involved and would prejudice the position of the authority in its future relationships with the persons involved to the detriment of the provision of services to the public. Any disclosure may also raise anxiety with service users who received those services and/or their families and carers."

6. Thames Valley Police - Delivery Plan (Pages 9 - 22)

The Thames Valley Police Delivery Plan 2014/15 is attached.

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PERFORMANCE SCRUTINY COMMITTEE

MINUTES of the meeting held on Thursday, 26 June 2014 commencing at 10.00 am and finishing at 1.06 pm

Present:

Voting Members: Councillor Liz Brighthouse OBE – in the Chair

Councillor Neil Fawcett (Deputy Chairman)

Councillor Lynda Atkins

Councillor John Christie

Councillor Sam Coates

Councillor Yvonne Constance

Councillor Janet Godden

Councillor Mark Gray

Councillor Simon Hoare

Councillor Charles Mathew

Councillor Lawrie Stratford

Officers:

Whole of meeting Eira Hale; Sue Whitehead (Chief Executive's Office)

Part of meeting

Agenda Item

7

Officer Attending

Maggie Scott, Head of Policy; John Jackson, Director for Social & Community Services; Jim Leivers, Director for Children's Services; Frances Craven, Deputy Director, Education & Early Intervention

The Scrutiny Committee considered the matters, reports and recommendations contained or referred to in the agenda for the meeting and agreed as set out below. Copies of the agenda and reports are attached to the signed Minutes.

17/14 ELECTION OF CHAIRMAN FOR THE 2014/15 MUNICIPAL YEAR

(Agenda No. 2)

It was proposed by Councillor Hoare, seconded and

RESOLVED: that Councillor Liz Brighthouse be appointed as Chairman for the 2015/16 Municipal Year until the first meeting in 2015/16.

18/14 ELECTION OF DEPUTY CHAIRMAN FOR 2014/15 MUNICIPAL YEAR

(Agenda No. 3)

It was proposed by Councillor Stratford, seconded and

RESOLVED: that Councillor Neil Fawcett be appointed as Deputy Chairman for the 2015/16 Municipal Year until the first meeting in 2015/16.

19/14 MINUTES
(Agenda No. 5)

The Minutes of the meeting held on 13 March 2014 were approved and signed.

The Committee was advised that the minutes of the meeting held on 5 June 2014 would be submitted to the next meeting.

20/14 BUSINESS MANAGEMENT MONITORING REPORT FOR THE FOURTH QUARTER 2013/14
(Agenda No. 7)

Maggie Scott introduced the contents of the report and in response to questions confirmed that there were new performance indicators for 2014/15 that responded to feedback being smarter and more targeted than previously. She undertook to circulate a copy of the new indicators to Committee Members. She confirmed that with officers attending from Adult Services and Children, Education and Families the focus of the discussion would be on these areas, none the less members could raise questions on other areas.

Adult Social Care

John Jackson, Director for Social & Community Services and Seona Douglas, Deputy Director Adult Social Care, attended to answer questions on the performance information.

John Jackson commented that there was a danger of focussing solely on the negatives and stressed that overall performance was relatively good. In particular the latest user survey was extremely positive.

During discussion the following points were made:

- (1) Members generally welcomed the positive report.
- (2) Responding to questions about the development of the community involvement network John Jackson advised that it was early days but that he was excited by its potential.
- (3) John Jackson agreed to circulate the survey questions to Members. He confirmed that the satisfaction level of users with waiting and assessment times was addressed. He added that he personally saw all complaints and that there were very few each year.
- (4) Responding to a question about response levels to the survey John Jackson agreed to send Members figures on the numbers of surveys sent and returned.

- (5) There was lengthy discussion on the reablement service. John Jackson explained the national context to the service in reducing the need for ongoing care and detailed the performance of the service in Oxfordshire. Although doing reasonably well in some aspects the flow of users through the system, particularly of those in hospital was a concern. The pick up times were an issue particularly from community health where the provider was the same for both services. With regard to referrals they were exploring other ways that people could be identified such as by GPs.

During discussion Members referred to the experiences of their residents where there was a perceived gap from being discharged to obtaining services. Seona Douglas outlined the actions taken to improve matters. During discussion of the possible duplication with the hospital discharge team John Jackson emphasised the need for partners to work together. He referred to the proposed move to outcome based contracts with a report going to Cabinet in July.

The use of GPs to increase referrals was seen as sensible and there was discussion about how this could be achieved in such a way as to avoid a spike in referrals.

- (6) John Jackson explained the intention behind their approach to care homes which was to see the level of people in care homes as the lower the better and to allow people to live independently for as long as possible. The development of extra care housing was key to this approach and an indicator was included in next years monitoring. During discussion Members expressed concern that people who needed supported living would be unable to access it. John Jackson stressed that the current target was for people in registered care homes and did not include people in extra care housing or retirement homes. There had to be a range of provision and he would continue to work closely with district colleagues to encourage the provision of housing suitable for older people.

Responding to a request from a member for a report on extra care housing the Chairman referred to the pathway session that had been held on older people. There was a need to look at that again. She also suggested that a seminar was need on the implications of the care Bill.

Children, Education & Families

Jim Leivers, Director for Children's Services, and Frances Craven, Deputy Director Education & Early Intervention, attended to answer questions on the performance information.

The Chairman indicated that she wished to look at repeat plans and young people not in education employment or training (NEETs).

Frances Craven advised that with regard to NEETs the figure for those where the final destination was not known had fallen from 40% to 6.9% and was still improving. The reduction was due to the work arising from a very focussed strategy which she

would circulate to Members. The key areas included robust tracking, involvement of schools, securing education and training opportunities and links with employers backed up by effective management and the use of the early intervention hubs. There was more work to be done particularly with vulnerable groups. If members wished it she could provide a workshop for focussed discussion on the strategy.

Jim Leivers referred to the level of children on repeat plans that was running at 20% rather than the target figure of 15%. For those youngsters it meant that work to resolve their issues had been unsuccessful or not completed. However cases were increasingly complex and Ofsted had not been unhappy about the level of repeat plans. A member referred to paragraph 13 of the report that noted that a review of repeat plans suggested that a common reason for a repeat plan was a new episode of domestic violence caused by a new partner. There followed a discussion about the level of information that could be shared with a parent about the previous behaviour of a new partner, particularly where there was no criminal record. Jim Leivers added that use was made of the extended family, such as grandparents where appropriate. Councillor Brighthouse commented that the role of courts in the process was not always understood and that an information on how the Family Courts works with input from Children's Services, Legal Services, the Police and even if practicable a judge would be useful.

A Member referred to the work of the thriving families programme and queried what correlation and links there were between the work done and the targets achieved as she felt that there was insufficient proof of its effectiveness. Jim Leivers replied that it had been successful and agreed to provide the information requested.

Responding to a request for information on looked after children broken down to more local areas Maggie Scott advised that this information would be provided to Locality meetings as part of an annual discussion. Jim Leivers indicated that it was possible to provide some individual information by Division and he would circulate what was practicable.

21/14 CHILDREN'S NEEDS ANALYSIS

(Agenda No. 8)

John Courouble presented the contents of the Children's Needs Analysis which followed on from the Joint Strategic Needs Assessment and focussed on Children & Young People. In future years they would focus on other areas such as older people. During the presentation he showed how the information could be accessed through the web site and agreed to send all councillors a link.

During discussion of the findings Members welcomed the Analysis, commenting that it was an excellent piece of work that would be of practical use to them. The Chairman commented that it was important that it be used as a living document.

22/14 FORWARD PLAN

(Agenda No. 9)

The Chairman referred to the number of matters raised during the meeting and it was agreed that she consider with Eira Hale how best to take them forward.

23/14 EXEMPT ITEM
(Agenda No. 10)

RESOLVED: that the public be excluded for the duration of item 11 in the Agenda since it is likely that if they were present during those items there would be disclosure of exempt information as defined in Part I of Schedule 12A to the Local Government Act 1972 (as amended) and specified in relation to that item in the Agenda and since it is considered that, in all the circumstances of each case, the public interest in exemption outweighs the public interest in disclosing the information.

PUBLIC SUMMARY OF PROCEEDINGS HELD IN PRIVATE

24/14 ADULT SOCIAL CARE: CONTRACT MANAGEMENT
(Agenda No. 11)

The information contained in the report (PSC11) is exempt in that it falls within the following prescribed category:

3 – information relating to the financial or business affairs of any particular person (including the authority holding that information)

It is considered that in this case the public interest in maintaining the exemption outweighs the public interest in disclosing the information, in that such disclosure may prejudice the commercial position of the parties involved and would prejudice the position of the authority in its future relationships with the persons involved to the detriment of the provision of services to the public. Any disclosure may also raise anxiety with service users who received those services and/or their families and carers.

Over 15,000 adults in Oxfordshire receive support services that are funded by the Council in some way. These services are provided by over 300 external suppliers. The county council has a strong commitment to work with its suppliers to ensure that good quality services are available for people who need support.

Through the presentation of two case studies the Committee considered how the Council worked with providers to ensure that they meet the required levels of performance and quality of care.

..... in the Chair

Date of signing 2014

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By virtue of paragraph(s) 3 of Part 1 of Schedule 12A
of the Local Government Act 1972.

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Foreword

Recorded crime levels have fallen considerably over the last five years but we have also seen changes to the patterns of crime. The delivery plan demonstrates our commitment to tackle these new emerging crime trends, with actions targeting cyber crime and fraud. We remain determined to deliver policing which best serves all our communities, including the vulnerable and isolated. There has been a significant shift in demand for policing. More calls to the police relate to concerns for safety and welfare and we are working with partners to address this. We have made significant progress in identifying harm and risk and we are building the organisational capacity and capability to tackle it.

1 It is essential that all those working in the police act ethically, and are seen to do so, in order for the public to trust and support the police. Seeing police activity as legitimate encourages the public to comply with the law and co-operate with the police. This is why we will continue to develop an ethics based culture and will seek to embed the Code of Ethics within our working practices.

Policing in the Thames Valley, as in all areas, is being delivered against a backdrop of austerity and the requirement to make significant savings looks set to continue. The number of staff we employ will not keep pace with the growth in population and it is likely that staff numbers will continue to fall. In order to maintain levels of service we are looking at ways to create capacity by reducing demand through emphasis on crime prevention, the use of technology and self service. Staff will need to be better skilled, empowered to respond as professionals and freed from unnecessary organisational complexity.

Our aims and values

OUR AIM

Working in partnership to
make our community safer

OUR VALUES

**To foster the trust and confidence of
our community, we will:**

- Treat everyone fairly and with respect
- Act with courage and integrity
- Take pride in delivering a high quality service and keeping our promises
- Engage, listen, and respond
- Learn from experience and always seek to improve.

Delivery Plan Measures

- Reduce the level of total violence against the person compared to 2013/14
- Increase the percentage of domestic abuse related violence with injury prosecution files submitted to the Crown Prosecution Service assessed as trial ready
- Maintain the outcome rate for violence against the person with injury at the level achieved in March 2014
- Reduce the level of domestic burglary compared to 2013/14
- Maintain the outcome rate for domestic burglary at the level achieved in 2013/14
- Maintain the outcome rate for rape at the same levels achieved in 2013/14
- Increase the percentage of rape prosecution files submitted to the Crown Prosecution Service assessed as trial ready
- Obtain 168 cash detention orders
- Increase the hours of active duty worked by Special Constables

3

Diagnostic Indicators

- Monitor the outcome rate for domestic abuse-related violence against the person with injury; maintain at a higher level than non domestic abuse-related violence against the person with injury
- Monitor the repeat victimisation rate domestic abuse related violent crime
- Monitor the percentage of violence with injury (excluding domestic abuse) prosecution files submitted to the Crown Prosecution Service assessed as trial ready
- Monitor the levels of:
 - Rural crime
 - Metal theft
 - Theft from vehicle
- Monitor the outcome rate for non-rape sexual offences
- Monitor victim satisfaction levels
- Call handling performance to be monitored against the national call handling standards
- Monitor BME staff representation levels.

Key to Abbreviations

DCC	Deputy Chief Constable
ACC C	Assistant Chief Constable Crime
ACC NP&P	Assistant Chief Constable Neighbourhood Policing and Partnerships
ACC RC&CT	Assistant Chief Constable Regional Crime and Counter Terrorism
ACC OPS	Assistant Chief Constable Operations
DoI	Director of Information
DoF	Director of Finance
DoP	Director of People

1 Cut crimes that are of most concern to the community

The main purpose of the police is to cut crime by working with partners on crime prevention and reduction and by effective investigation and enforcement. We will focus on reducing and solving crimes that are of most concern across Thames Valley, particularly violence and domestic burglary and will support the victims of these crimes.

	Action	Allocation
5 1.1	Reduce violence and levels of domestic burglary.	DCC
1.2	Improve the outcome rate for violence with injury, for domestic burglary and for rape.	DCC
1.3	Continue to promote safety in the night time economy through education and partnership working.	ACC NP&P
1.4	Implement changes prescribed in The Anti Social Behaviour, Crime and Policing Act.	ACC NP&P
1.5	Support business communities in preventing and tackling crimes that affect them.	ACC NP&P
1.6	Tackle youth violence and gang related criminality.	ACC C
1.7	Increase the use of analytical technology in order to prevent and detect crime and continue to explore the possibilities of prediction.	ACC C
1.8	Working with regional and national agencies to develop and improve the Forces response to Cyber crime.	ACC C

2 Increase the visible presence of the police

We are committed to increasing the availability and visibility of the police. To achieve this we will tailor patrol strategies according to analysis of where crime occurs and where uniformed presence will have greatest impact. We will maintain the level of Special Constables and continue to increase their contribution to policing in the Thames Valley. We will work with partners to support those experiencing mental health crisis.

	Action	Allocation
2.1	Maximise the contribution that Special Constables make to policing whilst maintaining their numbers and minimising their loss from policing.	ACC NP&P
2.2	Maximise patrol and uniformed deployment in the most efficient and operationally productive way.	ACC OPS
2.3	Increase the effectiveness of stop and search whilst minimising its negative impact.	ACC NP&P
2.4	Work with partners to improve outcomes for people experiencing mental health crisis.	ACC NP&P
2.5	Pilot the Mental Health Street Triage in Oxford.	ACC NP&P
2.6	Review the approach to Neighbourhood Policing in light of best practise Nationally and emerging evidence from the College of Policing.	ACC NP&P

3 Protect our communities from the most serious harm

We will work closely with our partners to protect the public from harm. We will identify and safeguard the most vulnerable people and communities and will tackle the criminals who prey on them. We will identify victims and perpetrators of child sexual exploitation and bring offenders to justice. We will work with other police forces and national agencies to tackle serious organised crime.

	Action	Allocation
3.1	Improve the protection of vulnerable people by working with our partners to implement Multi Agency Safeguarding Hubs across force areas.	ACC C
3.2	Tackle those who prey on the most vulnerable or isolated individuals and communities.	ACC C
3.3	Continue to identify those at risk of Child Sexual Exploitation by supporting and safeguarding the vulnerable, bringing to justice the perpetrators and by actively investigating missing children reports.	ACC C
3.4	Ensure the new organisational structure for tackling serious crime works effectively.	ACC RC&CT
3.5	Deliver the relevant parts of the Government's Serious and Organised Crime Strategy (SOCS).	ACC RC&CT
3.6	Target criminals by maximising our use of the Proceeds of Crime Act and asset recovery opportunities. Obtain 168 Cash Detention Orders in 2014/15.	ACC C
3.7	Target Organised Rural Crime.	ACC C
3.8	Develop strategies to encourage engagement and help reluctant victims through the criminal justice process.	ACC NP&P
3.9	Expand and develop wider sources of data to include information held by both the public and commercial sectors.	ACC C
3.10	Raise awareness of female genital mutilation (FGM) among staff and officers and encourage referrals of FGM by partners.	ACC C
3.11	To improve the action fraud process and support vulnerable victims of fraud.	ACC C
3.12	Work with other agencies and develop intelligence to target those individuals and Organised Crime Groups engaged in human trafficking and slavery.	ACC C

4 Improve communication and use of technology to build community confidence and cut crime

We will continue to improve the way we communicate with the public and will publish more information about our services and outcomes. We will streamline the way that the public contact the police making best use of technology.

	Action	Allocation
4.1	Use technology to enable easy access to Thames Valley Police services and productive two-way communication.	DoI
4.2	Ensure that our external communications effectively convey to the public what we do and the outcomes of our actions in conjunction with the OPCC.	DoI
4.3	Use technology to effectively target crime prevention advice to those at risk to ensure relevance and effectiveness.	DoI
4.4	Streamline service requests appropriately and efficiently for the public and Thames Valley Police.	DCC
4.5	Further develop our use of Social Media for both community engagement and intelligence purposes.	DoI
4.6	Embed the records management system and expand its use to support operational policing.	ACC C

5 Increase the professionalism and capability of our people

We will continue to reduce bureaucracy and improve our processes. We will provide high quality support and training to our staff so that they have the professional expertise and the freedom and responsibility to deliver the best possible service to the public. We will improve our service through our use of evidence based practice and knowledge management.

	Action	Allocation
5.1	Continue to promote a culture based on integrity and ethical behaviour and implement the Code of Ethics.	DoP
5.2	Continue to work with and support the College of Policing.	DoP
5.3	Continue to enhance our capability and productivity.	DoP
5.4	Strengthen our approach to evidence based management and policing.	DoP
5.5	Increase the representation of people from diverse backgrounds in our workforce to more closely reflect the population of the Thames Valley.	DoP
5.6	Continue to promote and enhance our reputation as an employer of choice.	DoP
5.7	Introduce the Certificate in Knowledge of Policing entry requirement for student officers.	DoP
5.8	Simplify our policies and processes.	DCC
5.9	Improve the effectiveness and efficiency of criminal justice through improving the skills of our staff and exploiting technology.	ACC NP&P
5.10	Develop the Knowledge Management Strategy to support professional and effective operational service delivery.	DoI

6 Reduce costs and protect the front line

We will continue to work hard to improve the efficiency of our business. We will make further savings through our productivity strategy and our collaboration programmes. As in previous years the focus will be on reducing non-pay costs.

	Action	Allocation
6.1	Deliver the cost reductions identified in the productivity strategy 2014/15-2015/16.	DCC
6.2	Continue to develop the productivity strategy for 2015-16- 2016-17 and beyond.	DCC
6.3	Identify new opportunities to deliver services through collaboration or partnership.	DCC
6.4	Reduce non-pay costs by £6.8m in 2014/15 to achieve a total reduction of £20.0m over the four year CSR period ending 2014/15.	DoF
6.5	Rationalise our estate and optimise the use of space.	DCC
6.6	Reduce our carbon footprint.	DCC
6.7	Improve efficiency by enabling more agile working.	DCC

Equality Objectives

In accordance with the Equality Act 2010 public bodies are required to publish four-year Equality Objectives. These Objectives are incorporated within the Thames Valley Police Single Equality Scheme Delivery Plan.

Equality Objective 1

To increase BME representation of officers and staff throughout the Force to more closely reflect the ethnic breakdown of the population of the Thames Valley.

Equality Objective 2

To develop the understanding of disability by all TVP officers and staff; to recognise the skills and abilities that those with disability have rather than focus on their disability.

Equality Objective 3

To maintain a focus on the appropriate and effective use of Stop & Search, to ensure its use is understood & communicated to the communities of Thames Valley.

Equality Objective 4

To establish effective initiatives to prevent and respond to incidents of disability-related harassment.

If you would like this document in a different language please contact:

Tel: 01865 846645

Email: tpv3@thamesvalley.pnn.police.uk

Jeśli chciał(a)byś otrzymać ten dokument w innym języku, prosimy o kontakt

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