



**Durham Police Crime & Victims'  
Commissioner/ Chief Constable**



**Joint Independent Audit Committee  
Training Day**

**Friday 20<sup>th</sup> April 2018**

**10am -14:30pm**

**Darbley Room, Police HQ, DH15TT**

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**Minutes**

**1. Attendance/Apologies**

**Chair**

Mrs E Davies

**Members**

Cllr E Bell

Mrs J Flynn

Mrs D Murphy

Mr D Shingleton

**Office of the Police, Crime and Victims' Commissioner**

Mr A Reiss, Mr C Oakley, Mr J Cain, Mrs J Connor

**Durham Constabulary**

Mr G Ridley, Mr S Winship, Mrs C Turnbull, Mrs G Routledge

**Internal Audit**

Mr S Carter,

**External Audit**

Mr C Kneale

**Apologies**

Mr R Humphries

Mrs Davies welcomed everyone to the meeting and introduced the Committee's new members.

**2. Declarations of Interest**

*To remind members of the Committee of the need to record any personal interest in items on the agenda. If a member has a personal interest that is a prejudicial interest, he/she must withdraw from the room during consideration of that item of business.* Mrs Davies asked the Committee if they had any Declarations of Interest – nothing was declared.

**3. Minutes of the meeting held on 27<sup>th</sup> March 2018**

Minutes of the meeting held on Tuesday 27<sup>th</sup> March 2018 were recorded as a true record. Minutes now available to view on the PCVC website.

#### **4. Digital Investigations and Intelligence Presentation**

Mrs Turnbull presented to the Joint Audit Committee an insight into the world of Digital Investigations and Intelligence.

Mrs Turnbull explained that she is part of a new team set up in July 2016 by Durham Police to tackle the new and emerging threat of computer crime, digital threats and online fraud. The team has specially trained detectives and police staff who not only investigate digital crimes but also gather intelligence and stay up to date with the latest digital threats, viruses and scams. They then share this information with the public in the hope they do not become the victims of online fraudsters.

The Committee agreed that early Intervention will raise awareness of risk. They were assured by the figures presented for the last year showing that Cyber Security and Safety awareness training had been delivered to over 10,000 young people and adults in County Durham and Darlington.

Mrs Turnbull said working in partnership is key to their success, together with the Safe Durham Partnership team they work in conjunction with "Get Safe Online" who are the UK's leading source of unbiased, factual and easy to understand information on online safety. (Leaflets were distributed to the Committee).

Mrs Davies thanked Mrs Turnbull for the presentation and the Committee were particularly impressed with the thought that has gone into accessing some hard to reach groups.

#### **5. PCVC and Chief Constable breakdown of Staff and Senior Manager Roles**

Mr Reiss presented the PCVC Plan on a Page (POAP) to the Joint Audit Committee and explained the roles and responsibilities of the PCVC and the PCVC staff.

Mr Ridley updated the Committee on the top team and explained the breakdown of commands looking at the biggest risk area and all other areas across the force.

The Committee members thanked both Mr Ridley and Mr Reiss for their breakdown of staff roles.

#### **6. Commissioning Presentation**

Mr Oakley presented to the Committee how the money is spent and how the PCVC makes decisions he also explained about the three groups of local services necessary to make a reality of the PCVC vision. These groups are the Police Service, the Local Criminal Justice Services and Services to prevent crime and anti-social behaviour and keep communities safe.

Mr Oakley explained that commissioning forms a crucial part of establishing, maintaining and improving these local services, and ensuring that they are producing the outcomes that communities need. Commissioning involves understanding where gaps exist and what services are necessary, working in partnership to ensure they are delivered well, and evaluating their effectiveness.

Moving forward Mr Oakley suggested there is a need to pool budgets with local councils and partner agencies to be able to tackle issues together. The Committee asked what difference this is making and what proof does Mr Oakley have that the need is there. He replied the key to this is identifying needs, testing through pilots, establishing a plan, do and then review cycle, putting outcomes for users at the heart of our thinking and seeking to achieve the best value for the use of public monies.

Mrs. Davies thanked Mr Oakley for his comprehensive update.

## **7. Complaints Process**

Mr Winship delivered a presentation on the principles of good complaints handling, looking at getting it right, being more customer focused, resolving complaints in a timely fashion and putting things right whilst continually seeking to improve the service.

Mr Winship spoke about the triage team which should be set up by the summer of 2018. He highlighted who can complain, who can be complained about, he gave examples of criteria for not recording a public complaint and identified mandatory referral criteria.

Mrs Davies commended Mr Winship on the useful presentation which fits in with the role of the Joint Audit Committee when they inspect the complaints files. Mrs Davies asked that queries raised on files are minuted and updated at the following meeting by Mr Winship to ensure the appropriate outcome has been achieved feeding back trends of behaviour, lessons learned and looking at ways to improve.

## **8. Overview and Use of Taser**

Mr Ridley gave the Committee an overview on the use of Taser in Durham Constabulary. He showed how the Taser works and how when the officer aims at the subject a red light marks the spot where the Taser will be deployed (the majority of time once the Taser is drawn this helps deter potentially violent situations as the offender moderates their behaviour).

The Committee were shown a Taser and how when fired creates an electrical circuit which disrupts the body's muscular motor nerves which are required for maintaining posture and balance. Effective Taser deployment causes incapacitation and produces a sensation of intense pain.

Mr Ridley went on to show statistics at how often the Taser has been drawn but not discharged and how often it had been fired over the last two years. He explained about the three day training programme and outlined the number of police officers who can use Taser. The committee questioned whether training is given to all new recruits and PCSOs. Mr Ridley said the training does not take place for officers at this early stage of their career and there are no plans for PCSOs to be trained in this area. Mr Ridley hopes that in the future all police officers are Taser trained.

Mrs Davies thanked Mr Ridley for his presentation.

## **9. HMICFRS Value for Money Profiles**

Mr Ridley presented the HMICFRS Value for money (VfM) profiles that provide comparative data on a wide range of policing activities. For instance: does your force spend more or less than other similar forces? Does it receive fewer or more 999 calls? How does the crime rate differ from other force areas?

Mr Ridley explained it is important to note that the profiles highlight what these differences are, but not why they exist. There are many reasons why (for instance) a force might spend more on a particular function than other forces, or pay its officers more or less than other forces. The profiles are based on data provided by the police forces to the Chartered Institute for Public Finance and Accountancy and the Home Office.

Mr Ridley commented on workforce modernisation. He spoke about the pressurised environment police officers and staff now work under, also of collaborations with other forces where economies of scale have been achieved through joint purchasing for example, Fleet.

Mrs Davies and the Committee commended Mr Ridley for his comprehensive report.

## **10. Plan on a Page (PoP)**

Mrs Routledge updated the Committee on Plan on a Page which is the force's key strategy document - a single point of reference which describes the objectives Durham Constabulary will focus on during 2018/19. It shows how all of the activity is linked to a common goal, which is to achieve the force Vision.

Mrs Routledge confidently showed the Committee how the plan worked starting with the Value for Money section and showing how each element fed into the consistent, meticulous plan.

Mrs Davies and the Committee thanked Mrs Routledge for the excellent whistle stop tour of Durham Constabulary's Plan on a Page.

## **11. Treasury Management Training**

Mr Ridley guided the Committee through the presentation explaining how the committee are required to monitor and approve Treasury Management policies and strategy. Treasury management is undertaken by Durham County Council under the terms of a service level agreement. During the year additional training on Treasury management is provided by Mr Ridley.

Mr Ridley explained the objective was to ensure that members fully understood the current policies and strategies and were able to effectively question and challenge. Challenge is provided on borrowing and the timing of redemptions to ensure that the best use of reserves is made.

Mr Ridley updated the Committee on the capital spend and the need for further I.T. investment which comes at a cost.

Mrs Davies is content that Treasury management is well managed and does not exceed the set limits and thanked Internal Audit and Mr Ridley for their updates throughout the year.

**Any other business:-**

Internal Audit Services 2 Year Audit Plan: April 2018- March 2020 (copy attached)

Meeting closed at 14:30 p. m.

Date of next meeting: Tuesday 8<sup>th</sup> May 2018

Time: 11.00 Place: Dixon Room, Police HQ, DH1 5TT

**Alan Reiss**  
Chief of Staff

**G Ridley**  
Chief Finance Officer