

**NOTTINGHAMSHIRE POLICE AND CRIME COMMISSIONER**  
**Arnot Hill House, Arnot Hill Park, Arnold, Nottingham, NG5 6LU**

**MINUTES OF THE MEETING OF THE NOTTINGHAMSHIRE POLICE AND CRIME  
COMMISSIONER STRATEGIC RESOURCES AND PERFORMANCE MEETING  
HELD ON THURSDAY 6<sup>TH</sup> JULY 2017**

**AT GEDLING BOROUGH COUNCIL, CIVIC CENTRE, ARNOT HILL ROAD,  
ARNOLD, NOTTINGHAM, NG5 6LU**

**COMMENCING AT 10.00AM**

**MEMBERSHIP**

(A – denotes absence)

- Paddy Tipping – Police and Crime Commissioner
- Kevin Dennis – Chief Executive, OPCC
- A Charlie Radford – Chief Finance Officer, OPCC
- Craig Guildford – Chief Constable, Nottinghamshire Police
- A Rachel Barber – Deputy Chief Constable, Nottinghamshire Police
- A Paul Dawkins – Assistant Chief Officer, Finance

**OTHERS PRESENT**

- Sara Allmond – Democratic Services, Notts County Council
- Helen Kane – Executive Support Officer, OPCC
- Jackie Nash – Volunteer Manager, OPCC
- Viv Goulder – Volunteer
- Christine Shellard - Volunteer

**APOLOGIES FOR ABSENCE**

An apology for absence was received from Charlie Radford.

**DECLARATIONS OF INTEREST**

None.

**MINUTES OF THE PREVIOUS MEETING HELD ON 25 MAY 2017**

Agreed.

**VICTIMS' CODE OF PRACTICE (FORCE)**

The Chief Constable introduced the report which provided a 12 month update on progress in implementing the Victims Code of Practice.

During discussions the following points were raised:

- The Code of Practice was a key theme for responders and there had been good feedback from domestic abuse victims. When reflecting on where the Force was, the situation was now better with more still to do. An operational lead had now been appointed.
- There was a push towards self-service in relation to victims receiving updates on progress on their case with victims being able to check progress online. This was also being looked at regionally.
- There had to be a balanced approach, considering the needs of the victim as well as resource requirements.

#### **RESOLVED 2017/0024**

To note the report.

#### **VICTIMS' CODE COMPLIANCE AND QUALITY ASSURANCE (OPCC)**

Helen Kane introduced the report and gave a presentation on victims' code compliance and quality assurance, with input from Viv Goulder and Christine Shellard who were volunteers for the service.

During discussions the following points were raised:

- The telephone survey was carried out by volunteers, which was in addition to any feedback requested from the Force. There was some concern by victims about being contacted twice, but once explained they generally understood the independence of this survey. However it did mean some chose not to participate. The consent to contact issue needed to be resolved.
- It was proposed to start contacting victims in the evenings in the hope of increasing response rates.
- Volunteers were positive about the contribution they were adding to developing the service for victims.
- A suggestion of an online service for victims of car crimes was proposed.

#### **RESOLVED 2017/0025**

To note the report

#### **CHIEF CONSTABLE'S UPDATE REPORT**

The Chief Constable introduced the report and highlighted key areas within the report including the work being carried out in relation to hate crime, the recent intake of new PCSOs and the national Banking Protocol.

#### **RESOLVED 2017/0026**

To note the report.

## **PERFORMANCE AND INSIGHT REPORT**

### **RESOLVED 2017/0027**

Resolved to note the report.

## **REGIONAL COLLABORATION UPDATE (VERBAL)**

No updates to provide

## **WORK PROGRAMME**

### **RESOLVED 2017/0028**

That the contents of the report be noted.

The meeting closed at 10.50am

CHAIR