

Agenda Item 2. Performance and Delivery Committee – Matters Arising

No.	Para.	Date	Topic	Action/Paper	Owner	Due Date	Outcome
13	75.1	28.02.2019	Any other business	DCC and Ms Elvy to explore whether there was any scope for the reintroduction of additional BTP related questions in the NRPS, or if there was further existing survey data that could be useful.	DCC / SE	04.09.2019	<p>In Progress</p> <p>Contact with the head of insight at Transport Focus (TF) has been made but we have yet to arrange a meeting – we are chasing regularly (last approach Aug 2019) and will update the Committee in due course.</p> <p>Responding to an offer of assistance from a TF board member at our summit we made a further approach via that board member on 7th October. No response to that email has been received at time of writing.</p>
21	36.5	16.05.2019	Strategy update	The Authority consider comms to the rail industry around how it has scrutinised the Force’s performance and what it is doing that provides assurance.	SE	04.09.2019	<p>In Progress</p> <p>BTPA reports to both RDG P&S Group meetings including matters that the Authority is looking at via its committee work.</p> <p>Scope to include committee business in a new newsletter from the BTPA CEO is being explored. The first issue to be circulated during November will be focused on the post Birmingham summit action plans. We will explore</p>

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							performance reporting in a future issue.
1	7.1	04.09.2019	Matters Arising	BTP and BTPA Executive to map out on a page how they communicate with PSA holders, outlining hotspots and gaps and any areas that need strengthening, along with how the effectiveness of any communications methods could be measured.	DCC / SE	06.11.2019	<p>In Progress</p> <p>Initial work has been carried out in response to the Chief Constable's Park Street Partners report with mapping of key relationships, frequency and methods of engagement completed by both BTPA and BTP and findings compared.</p> <p>This topic was also explored with attendees at the BTPA summit in Birmingham where relationship management was one of the four workshop topics. An action plan responding to that feedback and initial analysis has been drafted and will be shared with BTP (including the new Head of External Engagement) in due course. Agreed action plans will inform the stakeholder engagement strategy and activities from 2020.</p>
2	59.1	04.09.2019	Performance Update	The Force to explore the reasons for the under-delivery of £3 million of in-year efficiencies and the potential impacts on next year's efficiency target, with a report going to the Audit and Risk Assurance Committee (ARAC), and then flagged to the Transformation Working	TM	06.11.2019	Update included in the MTFP/Budget report at Agenda Item 4.

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				Group and SPC.			
3	59.2	04.09.2019	Performance Update	The BTPA Executive to assure itself and Committee Members that there is no link between the £3 million under delivery of in-year efficiencies and a shortage of police staff linked to the vacancy gap, and why these two factors are not linked.	SM	06.11.2019	Verbal update to be provided in the meeting
4	59.3	04.09.2019	Performance Update	The recruitment and retention strategy to be circulated to the Committee Members once it has been to the September SPC meeting.	JN / SE	06.11.2019	Complete Update to September SPC meeting distributed with papers.
5	66.1	04.09.2019	Reflection on effectiveness of meeting	For the next meeting, the DCC's key headline notes to be drawn out to be used as an Executive Summary, and this be referenced on the Agenda.	DCC / JN	06.11.2019	Complete Executive summary report distributed with meeting papers.
6	68.1	04.09.2019	Any risks to be communicated to the Audit and Risk Assurance Committee	The following risks were to be communicated for the attention of the Audit and Risk Assurance Committee: <ul style="list-style-type: none"> • Delivery of IT Capital spend, linked to having sufficient resources and capability; • Recruitment and retention; • Inexperienced officer profile; • Risk to the current year efficiency programme from the £3 million under-delivery. 	JN	06.11.2019	Complete Actions forwarded for the attention of the ARAC.

Key:

<p><u>BTP</u></p> <ul style="list-style-type: none"> • DCC – Deputy Chief Constable • TC – Director of Finance & Commercial Services • SD – Director of Strategy & Change 	<p><u>BTPA</u></p> <ul style="list-style-type: none"> • SE – Head of Strategy and Planning • SM – Chief Financial Officer • JN – Analyst
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