



Policing and Crime Annual Report 2019 - 2020



Helping you to be safe and feel safe in North Yorkshire

BE SAFE
FEEL SAFE



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Foreword

I am pleased to be able to present my 2019/20 Annual Report for policing and crime.

One of the main objectives of the last 12 months was delivering and embedding our ambitious Transform 2020 programme. I commissioned Transform 2020 to help us develop the way we work, our processes, systems, and strategic and business planning capabilities, all of which would lead to a more efficient and effective service to the public.

Implementing T2020 has been a collective effort on behalf of North Yorkshire Police, the project team in particular, my office, and the Fire Service. I'd like to take this opportunity to thank everyone for their support. There have been many difficult decisions along the way, but we now have a solid foundation for future development. The work continues to embed the changes and savings, but I know we can meet any challenges by working together.

But 2019/20 has not just been about internal policies and processes at North Yorkshire Police. My eye has very much remained on the frontline and how the public view policing in North Yorkshire. Policing in North Yorkshire is delivered by passionate, dedicated and professional officers, staff and volunteers, and it is good to see North Yorkshire remaining one of the safest counties in the country, which is testament to their hard work.

There is, of course, always more to do and I have continued to focus time and effort on matters important to communities across North Yorkshire. Whether that be a further £250,000 invested in community projects across the county and city, or pushing for changes to how burglaries are tackled to ensure better results.

Improved support and focus on domestic and sexual abuse has also been a priority. I have provided additional funding to improve services to survivors, and to develop our perpetrator programme. Of particular note was the National Rural Crime Network's report into domestic abuse in rural areas. I am proud to be the Chair of the Network, which does so much to promote the specific needs of rural communities, with this report being a good example. No one before had looked at domestic abuse through a rural lens, but now we know more and can do more. Too many rural abuse victims, of all kinds, are not receiving the kind of support they should be at the moment – and I am committed to changing that.

Finally, at the end of this financial year, we faced COVID-19 and lockdown. The impact on policing is something I will reflect on in my next report, but it has of course been profound. I am however, extremely proud of the way that both North Yorkshire Police and our communities, have responded to the pandemic in so many different ways.

I hope this report is a helpful insight into the last 12 months. There have been challenges, changes and improvements, but most important has been keeping the public of North Yorkshire and York front and centre in striving to provide the best possible policing service.



Julia Mulligan
Police, Fire and Crime Commissioner
for North Yorkshire



Julia Mulligan



There have been challenges, changes and improvements, but most important has been keeping the public of North Yorkshire and York front and centre in striving to provide the best possible policing service.

Julia Mulligan
Police, Fire and Crime
Commissioner

Listening to Residents

Listening and understanding the needs and views of local people across North Yorkshire and the City of York is of primary importance to your Police, Fire and Crime Commissioner, Julia Mulligan. The Commissioner does this through public meetings and one-to-one sessions across the area and online, and by commissioning independent research studies, consultations and surveys.

Groups such as the North Yorkshire Youth Commission and the police's Independent Advisory Groups provide essential feedback on local issues and the quality of service provided by North Yorkshire Police. Independent scrutiny panels and the custody visitors scheme also help bring independent, public scrutiny to the police.

The Office of the Police, Fire and Crime Commissioner coordinated a multi-agency stand at the Great Yorkshire Show in July 2019. Representatives from the Commissioner's Office, North Yorkshire Police, North Yorkshire Fire and Rescue and the Independent Domestic Abuse Service spoke to hundreds of visitors, exploring local concerns and offering tailored prevention advice.

In September 2019, the Commissioner received responses from over 4000 residents on whether Taser should be rolled out to more Police Officers in North Yorkshire. The results highlighted the public's trust in the police to use them responsibly, if issued.

In November 2019, due to increasing concerns being raised by communities, the Commissioner held a Drugs Summit, bringing together key partners to review and refresh our collective approach to tackling drugs, especially newer drugs markets. At the event the Commissioner set out findings from a snapshot survey, taken over the previous weekend, which generated responses from nearly 2,000 people.

In January 2020, the Commissioner consulted on the setting of the police precept with more than 2,200 members of the public responding.

In March 2020, at the outbreak of the Coronavirus pandemic, the Commissioner set up regular virtual public meetings which were broadcast live, to hear about the work of the police, fire, health and local resilience forum. The meetings also addressed concerns raised by the public. Almost 1,000 people viewed the live broadcast and more than 2,000 have watched the recording.



Engaging with communities online

 More than 3,000 people use the website each month

 Videos on the Commissioners YouTube channel have received more than 5,500 views
www.youtube.com/c/nypfcc

 [northyorkspfcc](https://www.instagram.com/northyorkspfcc)





Priorities for North Yorkshire

Helping you to be safe and feel safe in North Yorkshire

we
care

Our vision is that by 2021, North Yorkshire Police will be synonymous with exemplary service, in the round.



1. Caring about the Vulnerable

We will have an in-depth understanding of how we can best protect the most vulnerable people in our society and will invest in services, skills and partner relationships to deliver the best possible outcomes.



2. Ambitious Collaboration

We will reach out to partners and drive innovation forward to enhance policing, public protection, community safety and local justice services.



3. Reinforcing Local Policing

We will equip our people with the technology, skills, capacity and personal support to prevent and tackle crime and reduce demand.



4. Enhancing the Customer Experience

We will embed an outward-facing perspective to guide all our endeavours, providing an exemplary service that exceeds expectations, whether that be in serving the public, shaping the organisation or working with colleagues and partners.



Excellent progress has been made this year to expand support services and specialist interventions for the most vulnerable people. Significant partnership work has also gone on behind these examples to make sure that all this work is joined up to avoid vulnerable people falling through the gaps between services.



Priority 1

Caring about the Vulnerable

We will have an in-depth understanding of how we can best protect the most vulnerable people in our society and will invest in services, skills and partner relationships to deliver the best possible outcomes.

Objective 1

A compassionate workforce with an excellent understanding of vulnerability in all its forms, which is better and more accurately recorded

North Yorkshire Police (NYP) reviewed and improved the risk assessment process, 'THRIVE', used in the Force Control Room (FCR) to ensure they provide the most appropriate **response to vulnerable people** at the earliest point of contact. Training has been delivered to improve call handlers' understanding of domestic abuse and coercive control, which has resulted in **improved recording of domestic abuse** incidents and crimes.

NYP have reviewed and improved how they define a **mental health** incident, aligning with the new national definition to make sure they provide the right response to someone with mental ill-health. In conjunction with the Commissioner's Office, a mental health Data Capture exercise took place over a week in December to understand better the scale and range of mental health incidents to which NYP respond. Twenty per cent of all incidents involved mental health concerns, with 10% of mental health incidents involving residents who on average had contacted NYP between one and seven times per month over the previous 6 months.

The **accuracy of crime data** recorded by NYP has improved significantly, with Her Majesty's Inspectorate upgrading their assessment from 'Requires Improvement' to 'Good'. This means that victims will be getting a better and more appropriate response and support.

Objective 2

An improved response and reduced harm to people at greater risk, including those who are vulnerable due to their mental ill-health, victims of hate crime, young people and older people. Harm will also be reduced by developing closer working practices between partners and improved sharing of relevant information

This year's precept uplift has secured dedicated **Mental Health Co-ordinator** roles across North Yorkshire. They ensure the right support is provided by NYP to reduce the need for emergency crisis interventions. The team has improved organisational and operational understanding of complex issues and has developed excellent relationships with mental health professionals, services, hospitals and other key partners.

Mental Health Triage services were reviewed and recommissioned after it was shown that they provide invaluable access for NYP to trained mental health professionals who can provide detailed advice and information to support officers helping those in crisis.

A Hate Crime Coordinator has been appointed to improve the prevention and response by NYP and make sure that they understand trends to protect and support communities quicker. The Commissioner's Youth Commission has delivered a Hate Crime 'Wake Up Call' programme to reduce hate crime by improving attitudes and behaviours. NYP participated in 'STOP' (Safeguarding Training and Prevention) with the Advocacy Alliance in Scarborough. These efforts have led to an **increase in reporting of hate crime** compared to the previous year.

**Increase in
Hate crime**

Recorded crimes

2018/19 - 584

2019/20 - 745



Objective 3

An improved response to the specific needs and vulnerabilities of communities that are hard to reach, either physically, such as isolated rural communities, or due to socio-economic and other circumstances

The National Rural Crime Network, chaired by the Commissioner, released a report, 'Captive & Controlled', looking at **domestic abuse in rural areas**. This found significant barriers for rural victims and that rurality is often used as a weapon by abusers and has made an urgent call for action from police and government. Since the report was released, a £2m fund was set up by the government to support isolated victims and raise public awareness. Locally, a task group has been established to review and address the findings for North Yorkshire and improve services and response for victims in our remote communities.

A **Women's Wellness Centre** was opened in York in October 2019 to help women who may normally experience barriers to accessing support or who are involved in, or on the fringes of, the criminal justice system. Funded by the Commissioner, the centre acts as a one-stop shop taking a trauma-informed, gender-specific approach. Various agencies use the centre to offer individual and group support, including the National Probation Service, Independent Domestic Abuse Services (IDAS), YorSexual Health and York Drug and Alcohol Services.

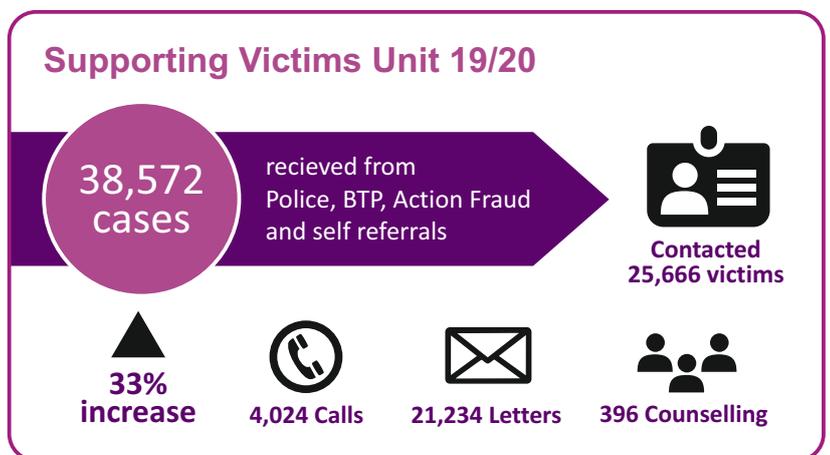
Objective 4

Provide an exceptional service to victims and witnesses, offering them more specialist support throughout the criminal justice process, leading to better outcomes at court

Support for victims of domestic abuse has been improved after a review highlighted gaps in identifying and escalating cases with multiple lower-risk incidents. As a result, medium- and high-risk cases are now automatically referred to the Independent Domestic Abuse Service for specialist support, increasing capacity within Supporting Victims to review and support standard risk cases.

The **restorative justice service** has been recommissioned and is now provided by Restorative Solutions. Previously, a review had found that there was little knowledge of the service amongst victims or police officers. However, since being recommissioned particular focus has been given to training and raising awareness and more victims are now accessing the benefits this service can bring.

At the end of 2019/20, the Supporting Victims Team received 38,572 cases via Police, British Transport Police, Action Fraud and Self referrals, an increase by a third on the previous year. Of those, the Team successfully **contacted over 25,666 victims to offer support**, also a third more than the previous year.



CASE STUDY – KYMSGAME

(“Keeping Your Mates Safe”) was launched by the North Yorkshire Youth Commission in June 2019. This is a scenario-based competitive game that aims to create conversation around risk in a peer-based setting, whilst highlighting other sources of help for young people such as Supporting Victims. Through KYMSGAME the Youth Commission was able to raise awareness and understanding of crimes, such as hate crime definitions, while gaining a better understanding about the under-reporting of incidents. Feedback on the impact of KYMSGAME and ideas for initiatives to help young people are collected and passed on to the Office of the Police, Fire & Crime Commissioner.



There has been excellent work this year to push the boundaries of collaboration and take a cross-sector approach to supporting and working with our communities. The Commissioner is very pleased with the role that North Yorkshire Police have had in leading this progress.

Priority 2

Ambitious Collaboration

Many issues facing the police, old and new, cannot be resolved by the police alone and we need to work with others to keep people safe and prevent harm. To serve our communities best we will pursue an ambitious collaboration programme, with an open-minded and outward-facing perspective to ensure the right services are available to address both individual and community safety. By working together better, we will improve the resilience and co-ordination of services in our communities and enhance their effectiveness.



Objective 1

Fully embrace the opportunities presented by the 2017 duty to collaborate between 'blue light' services to deliver a more efficient and effective response

Work developed to launch a new **public safety service** in the Craven area in April 2020, which is a pilot with the purpose of preventing vulnerability and reducing harm in communities. This scheme brings together NYP, North Yorkshire Fire and Rescue Service (NYFRS), Yorkshire Ambulance Service and other health partners, and local authorities. Two Public Safety Officers have been recruited to work with residents, businesses and organisations across the district to solve community issues, promote fire safety and health and wellbeing, monitor anti-social behaviour, support crime prevention and act as a point of contact to keep everyone safe and feeling safe.

This year, as a part of Transform 2020 (T2020), NYP has been working closely with NYFRS to prepare for a formal collaboration of enabling services called **Enable North Yorkshire (EnableNY)** from 1st April 2020. This is the culmination of a long-held ambition for the Commissioner, who in her first term sought to bring about such a collaboration with the Fire and Rescue Authority. EnableNY will ensure frontline officers, firefighters and other staff are equipped and have the best possible support to efficiently respond to future demand, channeling the greatest possible investment into frontline services.

Objective 2

Work more closely with criminal justice partners and local authorities to deliver a more joined up service for victims and witnesses, support local justice, reduce reoffending and improve conviction rates and other justice outcomes

The Commissioner continues to chair the North Yorkshire **Local Criminal Justice Partnership Board (LCJP)** which this year has reviewed agencies' compliance with the Victim's Code of Practice; has overseen a re-design of integrated offender management; and, towards the end of the financial year, oversaw the local criminal justice response to the COVID-19 crisis. The Commissioner also sits on the Yorkshire and Humber Regional Rehabilitation Partnership, which is joining-up the approach to supporting those who offend through co-commissioning and alignment of strategic priorities.

NYP participated in the regional, multi-agency 'Domestic Abuse: A Whole System Approach' project. The Commissioner has recognised the benefits of the innovative projects that emerged from DAWSA, including support and enforcement activities for repeat perpetrators of domestic abuse and support for victims of domestic abuse within family courts. She is continuing to fund these elements to provide enhanced support for victims and rehabilitation for perpetrators of domestic violence.

Objective 3

Widen and deepen collaboration with policing partners regionally and nationally, ensuring that the best outcomes for North Yorkshire communities are achieved, to better tackle serious and organised crime, child sexual exploitation, human slavery and trafficking, and other serious and emerging threats

NYP have established Operation Alliance, a robust partnership with key agencies from the public and private sectors to **combat serious and organised crime** at a strategic and tactical level. Following a visit in 2019, the National County Lines Coordination Centre highlighted the excellent work in North Yorkshire with many areas of police work singled out for praise.

NYP have also been involved in several national operations to **tackle Organised Crime Groups (OCGs)**. These include Operation ATMosphere, responding to an increase in **ATM thefts**, which used preventative tools, successful law enforcement activity and some significant sentencing of offenders to reduce the number of attacks in North Yorkshire in 2019. The National Rural Crime Network also initiated research to improve understanding of the **impact of OCGs on rural communities**.

An **Alcohol Abstinence Monitoring Requirement (AAMR)** pilot took place in North Yorkshire, Humberside and Lincolnshire to offer sobriety tags to people whose offence was committed under the influence of alcohol. An initial evaluation showed high compliance rates of 93%, and reported a positive impact on participants' lives, wellbeing and behaviour. The AAMR is now being rolled out nationwide.

Objective 4

Maximise collaboration opportunities with local partners to improve effectiveness and make tangible efficiencies. Ambitiously develop the plans already in place to share premises and services, resulting in a willingness between partners to work more closely together.

Multi-Agency Tasking and Coordination (MATAAC) was introduced to tackle serial perpetrators of domestic abuse who may not have been highlighted through other risk assessment processes. This year the Commissioner has renewed funding for MATAAC to allow time for an independent evaluation to be completed which would inform future funding decisions. Findings showed that involvement in reported domestic abuse incidents reduced after a perpetrator had become subject to MATAAC, and that MATAAC has resulted in better safeguarding of victims and their children.

2019 marked the second anniversary of **Project Servator** in York and North Yorkshire. This policing tactic brings together police officers, partner agencies, businesses and the public to disrupt a range of criminal activities including terrorism, while providing a reassuring presence for the public. Officers are usually supported by police dogs, police horses, armed police officers, CCTV operators and security staff, and ANPR (Automatic Number Plate Recognition). The project was recognised as "outstanding" by the National Project Servator Team, and NYP's engagement with strategic partners was highlighted as "excellent".



CASE STUDY – RSPCA Inspector

Twenty RSPCA Inspectors took part in training at the end of 2019, to better spot the signs of domestic abuse and know how to report. Officers from North Yorkshire Police's Rural Taskforce helped to set up this training, which was delivered in partnership between North Yorkshire Police, Independent Domestic Abuse Services (IDAS), Victim Support North Yorkshire and the RSPCA. This was the first of its kind and a fantastic example of effective partnership working. Feedback from participants was very encouraging, as the training was well received and reflected an effective joint work to tackle the crime and help safeguard those at risk, particularly those who live in rural and very isolated areas.



Excellent progress to capitalise on previous technological progress can be seen through these examples, with hard work to improve ICT now bearing fruit. Significant precept uplifts are also coming through strongly to deliver more police officers on the streets to tackle those problems most impacting our communities.



Priority 3

Reinforcing Local Policing

The work of the police is rapidly changing. We must ensure people have the capability and capacity they need to proactively support local communities and are able to meet new demands alongside traditional crimes such as burglary and anti-social behaviour. We will have a specific emphasis on 'primary prevention'. The whole workforce – staff, officers, PCSOs and volunteers – will be enabled by improved technology to meet the needs of the public locally and be empowered to make local decisions to ensure the public are safe, particularly the most vulnerable.

Objective 1

A mobile workforce, enhanced with, and effectively using technology, that encourages a flexible, dynamic and innovative approach to delivering services locally. This objective will make local policing more productive and proactive, enabling them to be more visible with greater flexibility and capacity to respond to the public

Following the Commissioner's investment in **body worn video** last year, its use has continued to be embedded. It is now used routinely during stop and search and for gathering sensitive initial evidence on response to violence, particularly domestic violence. It is also used to support the investigation of complaints and is proving useful in speeding up their resolution giving clear evidence as to what occurred.

A multi-agency Case Management System **ORCUMA FIRsT** went live in April 2019. It has been rolled out to Supporting Victims, Community Safety Hubs, Trinity (Integrated Offender Management) and other commissioned services and partner agencies to assist them to manage the services they provide to victims and resolve issues that affect communities. It enables good case management and data sharing between agencies, reducing staff time processing referrals and improving performance reporting.

Objective 2

Plan and prepare for changing and future demand, so that we improve our ability to deal with problems such as cyber enabled crime, fraud and the exploitation and abuse of children and adults

The Information and Communications Technology (ICT) roadmap that was identified through the T2020 programme has completed its first year with initiatives in flight for 2020/21 delivery. The past year was focused on staffing, contract management and rationalisation to lower the total ICT operating cost, in order to achieve savings of £1.22m. This included the replacement of 1,000 legacy tablet devices with modern higher performance laptops. Looking forward, a joint Digital Strategy is being developed covering both NYP and NYFRS centring on the public's digital interactions with these services.

Four-year predictive modelling is in place for both incident response and crime with development between ICT and Business Insight to build more effective data structures and enable more analytical tools. This modelling will support NYP's ability to meet future demand by understanding both the demand volume and the resource required to meet that demand. This has led to, for example, additional resources being put into Digital Forensics, including expansion of the ability to model and predict different scenarios.



Objective 3

A planned, co-ordinated and collaborative demand reduction/prevention strategy that addresses the causes of demand to prevent harm, will reduce crime and antisocial behaviour over the longer term

The Community Engagement Resilience Teams (CERTs) model has been developed over the last twelve months to work towards establishing an early intervention and prevention mindset within NYP. The CERT have been used to support local problem solving through tactical advice and analytical support, including early intervention support in key areas such as schools, youth work and licensing. Guidance and assistance on Problem Solving Plans have been given across all policing commands, as well as one to one training to staff members around the force including officers within the Community Safety Hubs, fraud teams and domestic violence units.

Objective 4

Make effective use of the whole policing family to provide the most appropriate service when and where it is needed.

Between the 1st and 7th June 2019, NYP celebrated National Volunteers Week to encourage young people from all backgrounds to join the Volunteer Police Cadets (VPC), including those who may be vulnerable to the influences of crime and social exclusion. **'Citizens in policing'** such as Special Constables, Police Support Volunteers and Cadets, are becoming more vital due to increasing demand and pressures on policing.

By the end of the financial year, NYP had 300 **Police Support Volunteers**. These include an expanding network of rural and neighbourhood watch volunteers, and two new Citizens in Policing Liaison Officers who support and progress this agenda, raising awareness of the value it gives to each and every community.

Objective 5

Empower communities to engage more actively with the police service. A strong positive relationship between the people and the police helps reduce harm, crime and anti-social behaviour. Two-way communication and feedback improve community resilience, generates vital community-based intelligence and increases confidence

The investment into local policing from the 2019/2020 **precept uplift** has secured additional Police Officer and Police Community Support Officer (PCSO) resources to enhance visible policing at a neighbourhood level and to provide a more effective response to online crime, with a particular focus on prevention and early intervention. This enabled the creation of a new **City Task Force** in York focused on prevention and early intervention, and the recruitment of new 'Digital' PCSOs who will help police and support digital communities.

North Yorkshire's Community Messaging reached 40,000 members in April 2019, following the launch of a new and improved smartphone app the year before. Members of the public who sign up to the system can tailor their preferences and receive updates on topics such as crime, missing people, witness appeals, and neighbourhood news and events. In the last year, 4,296 alerts were sent out by NYP to the public, businesses and Rural and Neighbourhood Watch groups across the county.



CASE STUDY - Operation Expedite

NYP's 'Expedite' Teams were introduced in September 2019, to address local crime and vulnerability issues, as well as to target offenders causing the most harm to North Yorkshire communities, through proactivity and effective investigation. Since then, the teams have made a significant impact with over 200 arrests, targeting the most prolific and demanding offenders. Using an evidence-based policing approach they have maximised investigative opportunities. In addition to establishing strong links with relevant partners in neighbouring forces and with the intelligence teams that have made a positive impact in tackling County Lines and OCG activities.



Priority 4

Enhancing the Customer Experience

The Commissioner is very pleased that NYP will be the first force to fully reflect the diversity of its communities. This has taken a lot of hard work, but NYP should be rightly proud of its achievement. Further progress to improve the ways in which communities can contact the police are also welcome.

Providing an outstanding customer service will be at the heart of everything we do. Policing will become more flexible in its approach, and we will always respond appropriately and compassionately whilst maintaining professionalism and transparency, both with the public and within the organisation.



Objective 1

Make policing more accessible by improving and widening the channels of communication by which the public can contact the police

Further upgrading and modernisation of **technology in the Force Control Room** has been completed. This has helped to manage incoming calls more effectively, and the 'call back' system has been further improved. NYP have also **diversified communication channels** by which the public can contact them, enabling better communication with local policing teams and via social media.

The national policing '**single online home**' is slowly being integrated in North Yorkshire. This has been particularly useful at the end of this financial year as lockdown started, with reporting of coronavirus incidents being done online. In the future residents will be able to find information and access services online, as well as reporting crimes or applying for licenses.

Objective 2

Effective learning from legitimate complaints, which improves the customer experience and increases confidence and trust in local policing

Following a legislative change the Commissioner has taken on responsibilities for handling police complaints. A new **Complaints and Recognition Team (CRT)**, launched in March 2020, is the main point of contact for members of the public who want to praise, or express dissatisfaction about, their experience of policing in North Yorkshire. Further information about the CRT's work can be found in the Governance section.

Feedback from complaints, scrutiny and inspections is circulated across NYP through the regular **Organisational Learning Bulletin**. The bulletin promotes examples of good practice and alerts officers and staff to learning from mistakes and opportunities to improve service levels. This supports a continuous learning culture and brings about sustained improvement in customer care across the wider organisation.





Objective 3

More efficient and timely customer service, that is as simple, straightforward and transparent as possible. This is equally applicable to internal customers and partners, as to the public

The Corporate Communications Team has been effectively using social media, traditional media and other methods where appropriate to address the public or disseminate information within the organisation. In 2019, NYP attracted more than 1,170,000 visitors to their website – a 13% increase compared to the previous year and more than the total population of York and North Yorkshire – and 125,000 followers on Facebook. A recent social media campaign, which allowed NYP to reach more users of social media channels such as Snapchat, has been commended by the National County Lines Coordination Centre.



CASE STUDY - Direct entry inspector program

In 2019, NYP successfully ran a direct entry inspector program where 21 new inspectors were selected from a pool of 113 applicants - the highest number nationally for a non-metropolitan force. Of those, 15 have been promoted from within the force, four transferees from outside of NYP and two direct entry candidates (one female and one white male Muslim).

Objective 4

A healthy, happy and confident workforce that better reflects the diversity of our community and can fulfil our priorities

NYP recruitment has recently introduced a **strength-based approach** to recruitment, promotion and mentoring processes, replacing the traditional competency-based approach. This new approach has shown benefits on both an individual and an organisational level, resulting in higher performance, better engagement, increased productivity and reduced turnover. It is ultimately a fairer approach that leads to increased diversity in demographics, ways of thinking and creative ideas, and is more efficient financially as it aids retention of high calibre staff.

This has been further supported by a roll-out of **Intent Based Leadership** to all managers in the Force, which empowers staff to make decisions and be confident that they will be supported. This approach aims to reduce bureaucracy, create motivation and facilitate quicker and better responses to problems.

The Positive Action Team have been very active over the last twelve months to build a diverse workforce. The team has had significant success such that, from January 2020, 3.37% of NYP officers were Black, Asian and Minority Ethnic (BAME), 36.62% were women and 2.9% with disability. Being an inclusive service means not only representing different communities but also enabling NYP to reflect back their communities' needs, challenges and concerns. To achieve this, a lot of activities and meetings have been conducted by the three Positive Action Coordinators to promote the positive action work around the county and the organisation.



Tackling your priorities

North Yorkshire remains one of the safest places to live, work and visit in England. This was confirmed in the most recent Office of National Statistics 'Crime in England and Wales, year ending March 2020' bulletin. From April 2019 to March 2020, there were 47,287 crimes in North Yorkshire, giving a crime rate of 57.4 per 1,000 people which is a four per cent increase compared to the previous year.

The largest increase was in fraud offences which has been a result of changes in the recording methods in this type of crime. Violent crimes continue to increase which links to County Lines drug trafficking.

It is very reassuring to see a further decrease in anti-social behaviour which means some of the targeted hotspot initiatives are working in local areas. Below is a summary of the progress made against the local priorities identified for each district and borough, and the City of York.

Craven Priorities

Burglary, Road safety, Crime prevention

Craven continue to run Operation Light, working with the NFU and the farming community to stop quad bike theft, and prevent crime. The Operation is supported by three Rural Watch schemes, volunteers from Wharfedale, Settle and South Craven, acting as eyes and ears and reporting through WhatsApp groups to police. The teams also support Operation Checkpoint, which is a cross border operation tackling rural crime.

A number of Craven officers are currently being trained in Project Servator tactics to detect criminal and terrorist activity, as well as to reassure the public. This should go live in November within Craven. In addition, a pilot Enhanced Community Safety Hub is in place to tackle Child Sexual Exploitation and Child Criminal Exploitation.

Burglary ▼ -10% (decrease of 35 crimes to 318)
Road ▼ -9% (decrease of 217 to 2322)
Crime ▲ +15% (increase of 358 crimes to 2793)

Harrogate Priorities

Burglary, Anti-social behaviour, Road safety, Cybercrime

With the local Pub Watch Scheme police have supported a 'ban from 1 banned from all' policy for anti-social behaviour, drugs and violence. The police act on intelligence relating to drugs and alcohol to target offenders.

Working with local partners, police are raising awareness and putting support in place for those most at risk of being exploited by criminal drug gangs. Expedite are a proactive team that focus predominantly on county lines and vulnerable victims of cuckooing.

Operation Disarm works hard to reduce knife crime and keep our communities safe. This has been achieved through stop/search tactics, intelligence gathering and investigation, resulting in a number of arrests and significant custodial sentences.

Burglary ▼ -6% (decrease of 49 crimes to 829) **Road** ▼ -20% (decrease of 1759 to 7092)
ASB ▼ -8% (decrease of 352 incidents to 3987) **Cyber** ▲ +53% (increase of 69 crimes to 200)

Richmondshire Priorities

Drug offences, Burglary, Anti-social behaviour

NYP are working with Richmondshire District Council, Broadacres Housing, YMCA and 4Youth to reduce ASB and prevent young people from offending. In the Yorkshire Dales, NYP are working with National Park Rangers to reduce ASB at remote beauty spots. NYP also support the Pub Watch Scheme 'Banned from 1, Banned from all' tackling ASB, drugs and violence in pubs.

The volunteer network of farmers, gamekeepers and residents allows the police to have eyes and ears across the rural Dales communities and helps prevent and detect rural crime and poaching offences. Operation Checkpoint and Borderwatch are good examples of this collaborative work across Richmondshire.

Working with local fraud prevention ambassadors, Citizens Advice and Age UK, NYP are educating elderly people about fraud and providing tips on how to stay safe and keep their money safe.

Drugs ▲ +121% (increase of 29 crimes to 53)
Burglary ▲ +22% (increase of 28 crimes to 156)
ASB ▼ -12% (decrease of 109 incidents to 804)

RICHMONDSHIRE

CRAVEN

HARROGATE

Skipton

Ripon

Harrogate

Selby Priorities

Drug offences, Burglary, Anti-social behaviour, Cyber crime

Operation Armour targets drug dealing activities in Selby Town. Criminals involved with organised gangs have been identified and proactivity, disruption and investigations remain a local priority. Proactive Operation Dusk targets cross border nighttime criminality which has had a positive impact in identifying, arresting and sentencing offenders.

Selby Neighbourhood Policing Team manage the local response to ASB, to ensure an appropriate response is allocated. Cybercrime is addressed through the Fraud Protocol which identifies vulnerability within the community alongside advising, educating and safeguarding victims.

Note: percentages are rounded to the nearest whole number.

Hambleton Priorities

Burglary, Road safety, Mental health

NYP are working in partnership with Housing Associations, Mental Health Services, Social Care, Youth Justice and the Safer Hambleton Hub to reduce crime and anti-social behaviour and target those individuals who cause the highest demand.

Operation Checkpoint continues the collaboration between NYP's Rural Taskforce, neighbouring forces and Rural Watches to tackle cross-border crime targeting rural areas. Operation Bright provides advice to residents on how to keep their property and themselves safe.

Burglary ▼ -22% (decrease of 83 crimes to 288)
Road ▼ -16% (decrease of 843 to 4456)
Mental health ▲ +36% (increase of 530 incidents to 2010)

Scarborough Priorities

Burglary, Drug offences, Anti-social behaviour

Police are continuing to work closely with partners to tackle issues of drugs, anti-social behaviour and fear of crime through "Operation Thunderstorm". This multi-agency response involves a combination of engagement and enforcement action and has already seen a number of drugs warrants executed and arrests.

Work continues with regional forces and British Transport Police to reduce the use of the railways in relation to county lines. Joint days of actions have taken place with some great successes from our Expedite team, in addition to planned enforcement activities happening over the next few months.

A new initiative has been introduced with Public Health England to reduce the number of drug deaths in the area, alongside forming a small multi-agency task force to replicate a model used in Teesside which has proved successful.

Burglary ▼ -10% (decrease of 59 crimes to 538)
Drug ▼ -7% (decrease of 28 crimes to 357)
ASB ▼ -16% (decrease of 903 incidents to 4747)

Ryedale Priorities

Burglary, Drug offences, Anti-social behaviour, Road safety

The Neighbourhood Team continue to support rural watch and volunteer schemes to increase resilience to cross border acquisitive crime in our remote and rural areas. Whilst crime in rural locations is well below national averages, the impact of the few instances we do have, can have a significant detrimental impact on the community. The team address early signs, including poaching and suspicious activity and conduct visits to local farms and businesses to increase awareness and target harden.

Multi-agency approach to speed enforcement is in place in towns and villages to target speeding hotspots which provides enforcement in vulnerable areas and is further supported by the use of Safety Camera Vans.

Enhanced Fraud Awareness training has raised officer awareness of emerging trends and scams and understanding of banking protocol reports. The team have an increased number of Fraud Ambassadors and are better able to identify and support potential victims.

Burglary ▼ -9% (decrease of 15 crimes to 151)
Drug ▼ -36% (decrease of 25 crimes to 44)
ASB ▼ -8% (decrease of 77 incidents to 902)
Road ▼ -13% (decrease of 417 to 2867)

York Priorities

Violence, Burglary, Anti-social behaviour, Cyber crime

York Outer have introduced Operation Cordial which is aimed at providing enhanced crime prevention advice to not just the residents of a burgled premise but the entire street, this includes home visits to provide a property marking service making items less desirable to thieves.

The City Task Force continue to make progress tackling issues that are of concern in the city centre, this includes nighttime economy, shop theft and city centre drug dealing.

Operation Liberate runs during school holidays and on other key nights and has helped significantly reduce ASB. This approach includes engaging with youths, educating parents of youths and working with key partners in relation to any youths who pass through the "ASB process."

Violence ▲ +3% (increase of 128 crimes to 4299)
Burglary ▼ -17% (decrease 176 to 857)
ASB ▼ -15% (decrease of 1125 to 6489)
Cyber ▲ +65% (increase 121 to 307)

Drug ▲ +1% (increase of 2 to 141)
Burglary ▲ +8% (increase of 36 to 484)
ASB ▼ -13% (decrease of 300 incidents to 2036)
Cyber ▲ +34% (increase of 32 to 125)

Community Fund

Launched in May 2013, the Commissioner's Community Fund was set up specifically to support local organisations, groups or individuals who need access to funding to develop the evidence base for new and innovative community safety schemes.

Funding is only available for new projects led by people based or operating solely or mainly within North Yorkshire and the City of York.

Funds between £500 up to £20,000 can be awarded for specific projects that support communities within North Yorkshire to "Be Safe and Feel Safe", including:

- Diversionary activities for children and young people
- Promoting safety and reducing the fear of crime and anti-social behaviour
- Support for victims
- Improving community cohesion
- Preventing crime and anti-social behaviour
- Supporting the purchase of specific pieces of equipment in key community locations

Over £1million has been awarded since the fund's inception. Project examples can be found on <https://www.northyorkshire-pfcc.gov.uk/for-you/fund/community-fund-projects-2019-20>.

The Community Fund now incorporates the Police Property Fund. Each year, NYP seize property as part of criminal investigations or confiscate property by order of court. Where property remains unclaimed, the Police (Disposal of Property) Regulations 1975 enable auctioning to raise funds for community and voluntary initiatives – particularly projects which have a positive impact on reducing crime and disorder at a local level.

Financial Information

- FY19/20 budget of £250,000 plus an additional £25,000 from Police Property Fund
- FY19/20 £206k awarded to 30 projects

Community Fund Project Examples 2019-20

Colburn Youth Project Targeted Group, Richmondshire, awarded £15,000.00

Building on the pilot 6-week dance and DJ project, funding was awarded to expand the targeted scheme and range of activities and learning with an identified group of young people in a priority location.

Positive impact and engagement of young people was seen from the initial project and this funding will enable further diversionary activity to be provided at key times.

Alarmingly Safe Project, Scarborough, awarded £598.00 from the Police Property Fund

Funding will provide Yorkshire Coast Sight Support's 150 visually impaired (and new) members with a UNIKIA clip on panic attack personal alarm safety security key, 140db loud.

The project is aiming to support vulnerable individuals enabling them to feel safe and empowered, especially at night. The project will also link with the We Care scheme in York to explore widening reach.

The Island – Our Space and Time Zone, York, awarded £19,125.00

The Island supports vulnerable children and young people aged between 8 and 18 in York, to build confidence, resilience, self-esteem and potential through positive mentoring and unique programmes.

Volunteer mentors, including police officers, will provide a positive role model for this key group of young people and support them to develop positive change in their behaviour, whilst enabling access to local activity.

Reaching Out – Harrogate Pride in Diversity Project, awarded £2,360.00

Funding will enable the purchase of key resources to support this LGBTQ+ partnership project to deliver a pop-up exhibition at Harrogate Pride.

The project, aiming to increase awareness and pro-actively engage people vulnerable to hate crime / incidents includes "oral history recordings", loaned objects and photographs, based on the experiences of individuals from a cross-section of Harrogate's LGBTQ+ community.

Community Safety Services Fund

The Community Safety Services Fund is available to any local community service or organisation in North Yorkshire or the City of York.

Projects supported by this fund must also be supported by the local Community Safety Partnership. Projects must support a proactive, sustainable, outcomes focused approach to diversion and early intervention, addressing (re)-offending, (re)-victimisation and Community Safety priorities, using one of the following service delivery models:

- Community Based Volunteer Service
- Targeted Prevention and Early Intervention Services (Diversionary / Positive Activities)
- Targeted Early Intervention Emotional Health projects

Project examples can be found on <https://www.northyorkshire-pfcc.gov.uk/for-you/partnership/non-commissioned-community-safety-services/community-safety-services-fund-2019-20/>.

A panel that includes representatives from each Community Safety Partnership reviews all applications. The maximum amount available for each application to this fund is £20,000.

Financial Information

- FY19/20 budget of £145,000.00
- FY19/20 - £123k awarded to 10 projects



Community Safety Services Fund Project Examples 2019-20

Women's Diversion Scheme, York, awarded £19,784.00 (12 months) and £6,575.00 (additional 3 months to ensure service continuity prior to alternative funding)

Funding will support the continuation of this countywide diversionary scheme for a further 15 months, enhancing and developing links with Liaison and Diversion services and other key partners across the county to reduce reoffending and protect vulnerable people within the North Yorkshire community.

Street Angels and Safe Haven, Kingdom Faith Trust, Scarborough, awarded £5,766.00 (July-Sep 2019) and £14,861.00 (Sep 2019 for 12 months, supported by Public Health)

This initiative supports vulnerable people in the nighttime economy in Scarborough to stay safe and feel safe, and supports the emergency services to help reduce crime and ASB.

The project provides emergency aid, defibrillator, and a calming presence in the centre of Scarborough, acting as Ambassadors for the town.

Prince's Trust Achieve Phase 2, Countywide, awarded £10,000.00

Building on the successful Achieve Phase 1, this funding will enable further development and expansion of the Achieve Programme. The scheme aims to target young people who have completed the North Yorkshire Fire and Rescue Service's LIFE course, providing follow-up to support their continued engagement in a positive, diversionary intervention.

Anger Management, Arch Resolution, Countywide, awarded £10,000, FY 20/21 commitment of funding up to £20,000

Aims to provide Community Safety Hubs with a service that supports their objectives, sees an improvement in the referred clients' behaviours as defined by the Community Safety Referral Matrix and impacts positively on the community.

York Women's Wellness Centre, £400k MOJ Capital grant, £65K p/a ongoing contract value, £15,000 ongoing commitment from Community Safety Services Fund

In early 2019, the Commissioner was successful with a capital grant application to the Ministry of Justice's Female Offender Community Investment Fund. The capital grant has been used to refurbish a property which the Commissioner is leasing from the NHS for a period of ten years. The building has been transformed to create a safe, pleasant, women-only environment, to support vulnerable women and provide early, targeted support to female offenders or those at risk of offending.

Governance

This year has seen the continued implementation of the Commissioner's transformation programme – Transform 2020, and the embedding of new strategic leadership from the Chief Constable and of new working relationships with the Fire and Rescue Service.

The Commissioner is pleased with the continued change in culture and approach, led by the Chief Constable. The Commissioner welcomes the shift to focus on prevention and early intervention with the development of a new target operating model for neighbourhood policing. Collaboration has increased markedly between police and fire, with a number of strategic collaborations having been accomplished as set out in the Commissioner's One Year On report.

The new governance structure across police, fire and Enable has been embedded with joint meetings being held to manage change projects jointly. The Commissioner's Executive Board and Public Accountability Meeting have continued to bring the two Services together to support the strategic development of the two organisations in partnership and account for their performance and progress against their respective Plans to the public.

Transforming the Organisation

This year has seen the second stage of the Commissioner's ambitious transformation programme, Transform 2020, be implemented. Following on from the work conducted by Price Waterhouse Coopers, far-reaching changes to departmental structures and working practices, processes and procedures has been implemented. A new governance structure has been implemented and embedded to place transformative change at the core of the organisation so that NYP can continue to evolve and adapt overtime as part of its everyday business.

The Commissioner recognises that change is never easy and is very grateful to all staff and officers who have helped in this process and have ensured that the organisation becomes fit for the future.

As part of this, work has moved on apace to establish and embed Enable North Yorkshire, the collaboration between NYP, NYFRS and the OPFCC on support services. Heads of Functions for the new service have been recruited, and work undertaken to bring together teams from both organisations.





Assessing the quality of service to the public

The Commissioner represents the public and holds the police to account for the quality of the service they provide to our communities.

The Commissioner undertakes this mainly through her Public Accountability Meetings. These are held monthly and take a 'deep dive' look at topics of public interest that impact across departments and areas of the police's work. The Commissioner wants to understand how the police are joining up their work and taking a comprehensive approach to preventing and tackling crime and delivering the Police and Crime Plan.

This year topics for the police have included mental health, custody and arrest rates, stop and search and use of force, modern slavery and human trafficking, and domestic abuse, as well as reviewing progress against each priority of the Police and Crime Plan. The meetings also consider police performance data, allowing the Commissioner to assess performance against public priorities.

The Commissioner is happy that the public of North Yorkshire are receiving a good service and that NYP are responding well to tackle and prevent crime. She is pleased that North Yorkshire remains one of the safest places in England. This year there has been a continued drop in reports of anti-social behaviour. The Commissioner is particularly happy with NYP's response to increases in burglary the previous year. The introduction of dedicated burglary coordinators and teams has seen a decrease in burglary rates. The Commissioner continues to be concerned about increases in organised criminal activity, which has seen an increase in drug-related and violent crime. However, the Commissioner is assured that the police understand these risks and are working to tackle these crimes and make our communities safer.



Independent Scrutiny Panels

The Commissioner has three established Independent Scrutiny Panels that meet quarterly to assess specific areas of police business to make sure the public are receiving a high quality service. These three Panels are made up of representatives from the police, partners organisations and members of the public to review Out of Court disposals, Domestic Abuse and as of December 2019, Stop and Search and Use of Force, including the use of Taser. This includes a lay observer scheme and community feedback panels to help the Service improve their performance.

The Out of Court Disposal Panel Independent Chair, Jonathan Mortimer, has reported to the Commissioner that the panel has on each occasion it has met randomly selected numerous crime outcomes which have resulted in an out of court disposal to scrutinise the decision making process of the police. The Panel has found that in a substantial majority of cases, out of court disposals are being imposed in accordance with the National Guidelines, that police officers are on the whole exercising their discretion to impose an out of court disposal appropriately and that the overall outcome is just. The Panel has also concluded that although there has been a continuing improvement in how police officers record their decision making process and the extent to which they take the views of victims into account, there are still improvements to be made and the Panel frequently provides feedback to the officers and supervisors concerned so that improvements can be made.

The Domestic Abuse Panel Independent Chair, Gemma Linfoot-King, has assured the Commissioner that the panel are satisfied that NYP are taking action to improve their handling of domestic abuse cases. The panel continues to work closely with NYP to ensure that actions are taken on particular cases they review, and to ensure organisational learning is implemented.

A new approach to complaints and recognition

In February 2020, new Regulations came into force as a result of changes to the police complaints system made by the Policing and Crime Act 2017. This enabled the Commissioner to take on responsibility for aspects of the complaints process. In North Yorkshire, the Commissioner decided to take on the full range of responsibilities available to her, creating a new team to support the public in resolving their concerns. This means that the Commissioner's Office is now the main point of contact for all police complaints, working to service recover where possible, and referring more serious complaints into the Professional Standards Department (PSD) or Independent Office for Police Conduct for investigation. The team will continue to keep the customer informed and updated if they wish. The Commissioner is also now the review body for police complaints, and has appointed an Independent Adjudicator to do this on her behalf.

The Complaint and Recognition Team (CRT) is independent of the police and puts the customer at the heart of the process. The CRT aim to make sure that the system is easy to understand and more transparent, to resolve complaints and dissatisfaction quickly to the satisfaction of the customer and workforce without apportioning blame, and to ensure that customers understand the outcomes of their complaints and are happy that they have been treated fairly.



The CRT are also responsible for helping the Commissioner and Chief Constable to identify trends from the concerns being raised to help make improvements to the service and address any systemic issues. They will have a key role in developing organisational learning, helping the workforce be empowered to be innovative and risk-tolerant without fear of blame and recrimination.

Recruitment of the team and initial training was undertaken at the beginning of the year and the service went live at the beginning of March. Early indications are that the customer-centric approach is enabling the CRT to successfully resolve more complaints than originally anticipated, with fewer cases being referred to PSD and fewer reviews being requested.

Customers can contact the team by:

-  Online: <https://www.northyorkshire-pfcc.gov.uk/how-can-we-help/complaints/>
-  Email: customerservice@northyorkshire-pfcc.gov.uk
-  Call: [01609 643 339](tel:01609643339) between 8.30am to 5pm Monday to Thursday
8.30am to 4.30pm on Friday

Write to: Complaints and Recognition Team
Office of the North Yorkshire Police, Fire and Crime Commissioner
12 Granby Road
Harrogate
North Yorkshire
HG1 4ST

Funding and Spending

Funding Breakdown 2018/19	Actual £000s	%*
Core Grant (including Legacy Grants)	77,083	45.5
Precept (including Collection Surplus)	77,298	45.6
Grants (Ringfenced)	4,994	2.9
Non Grant Income (including project income)	10,082	5.9
Total Funding (including efficiencies/productivity gains)	169,456	100

Expenditure Breakdown 2018/19	Actual £000s	%*
Salary Costs	125,151	73.8
Other non salary employee costs	1,880	1.1
Police Injury pension costs	3,920	2.3
Premises costs	4,510	2.7
Supplies and Services	22,477	13.3
Transport costs (including fuel)	2,706	1.6
Financial costs	487	0.3
North Yorkshire Police Total	161,131	95
Office of the Police and Crime Commissioner	882	0.5
Commissioned Services	3,764	2.2
Project costs	3,623	2.1
Total Expenditure	169,401	99.9
Budgeted transfers to earmarked reserves	212	0.1
Total expenditure and budgeted reserves transfers	169,613	100
Deficit on the provision of services	-157	0.1

* Due to rounding, percentages may not add up to 100%

Financial Position

In 2019/20 the overall budget available to the Commissioner was overspent by £157k, which is less than 0.1% of the overall budget in the year. Work continued during the year on the Transform 2020 programme and further focus will be required on this area to ensure that as much of the £10m savings

planned within that programme are delivered as soon as possible. The organisation remains in a strong position financially and continues to increase the overall number of Police Officers and PCSOs that are employed within the Force to further enhance service delivery.

Contacts



North Yorkshire Police

Tel: 101 for all non-emergency enquiries
Website: www.northyorkshire.police.uk



Crimestoppers

Report Crime Anonymously
Tel: 0800 555 111
Website: www.crimestoppers-uk.org



Information for everyone

If you require this report in another language, Braille, large print or as an audio tape please contact the Office of the Police, Fire and Crime Commissioner.

Supporting Victims

Support for victims of crime in North Yorkshire
Tel: 01609 643 100
Email: www.supportingvictims.org



You can contact the Police, Fire and Crime Commissioner in the following ways:

Office of the Police, Fire and Crime Commissioner, 12 Granby Road, Harrogate, HG1 4ST

- 01423 569 562
- info@northyorkshire-pfcc.gov.uk
- northyorkshire-pfcc.gov.uk
- @Julia_Mulligan (Personal Account)
- [northyorkspfcc](https://www.facebook.com/northyorkspfcc)
- [youtube.com/c/nypfcc](https://www.youtube.com/c/nypfcc)



As the Police, Fire and Crime Commissioner for North Yorkshire I am committed to being active, visible and available to the public.

I welcome the opportunity to hear your views.

Julia Mulligan