





Public Accountability Board

Part a) Operational Performance



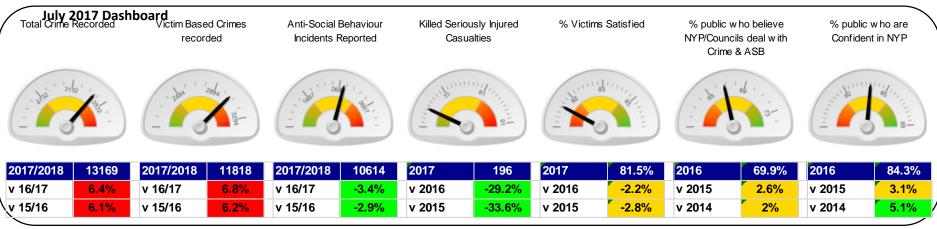
Meeting: 25 August 17

Reporting Period: Apr-Jul 2017

NB: Statistics remain provisional and subject to change

BE SAFE FEEL SAFE

EXECUTIVE SUMMARY



Summarised commentary on current trends

Crime & ASB

- NYP maintains the lowest crime rates per 1000 population in England.
- The % change on last year continues to close, although there were several high demand days in July which has kept the gap around 6%.
- NYP has seen some volume increases in damage & shop lifting
- NYP have two long standing crime trends of note an increase in recording of Sexual offences, and Violence without Injury.

Killed Seriously Injured (KSI) casualties

• Long term downward trend. Provisional figures for this calendar year show a reduction in casualties on the previous two years

Call Handling

• Performance continues to be in Exception. Several measures have been adopted to reduce the demand into the FCR. This includes the activation of a "hold for operator" option and diverting calls for Traffic Bureau. Internal Comms recently published highlights how officers and staff can do their bit to reduce demand. Revised training courses are underway for new starters and a recruitment campaign will begin in August for staff to join in January 2018

Satisfaction

- Satisfaction remains high with more than 8 in 10 victims satisfied with service.
- Data from the new survey of Victims of Domestic Violence is positive

Public Confidence

Latest data shows levels to be slightly up on last year

CRIME VOLUME CHANGE v PREVIOUS YEARS

RECORDED CRIME STATISTICS		2015/16	2016/17	2017/18	Diff 17/18 v 16/17		Diff 17/18 v 15/16		Trend	
Victim Based	Arson & Criminal Damage	1960	1899	2028	129	6.8%	68	3.5%		
	Burglary	1334	1125	1194	69	6.1%	-140	-10.5%		
	Robbery	58	53	55	2	3.8%	-3	-5.2%		
	Sexual Offences: Other	275	340	321	-19	-5.6%	46	16.7%		
	Sexual Offences: Rape	129	133	197	64	48.1%	68	52.7%		
	Theft: All Other Theft	1691	1505	1578	73	4.9%	-113	-6.7%		
	Theft: Bicycle Theft	438	492	395	-97	-19.7%	-43	-9.8%		
	Theft: Shoplifting	1385	1400	1570	170	12.1%	185	13.4%		
	Theft: Theft From Person	155	151	127	-24	-15.9%	-28	-18.1%		
	Vehicle Offences	742	746	825	79	10.6%	83	11.2%		
	Violence: Violence With Injury	1610	1593	1688	95	6.0%	78	4.8%		
	Violence: Violence Without Injury	1355	1627	1840	213	13.1%	485	35.8%		
	Total	11132	11064	11818	754	6.8%	686	6.2%		
Crimes	Drugs: Possession Of Drugs	540	476	395	-81	-17.0%	-145	-26.9%		
Against Society	Drugs: Trafficking Of Drugs	93	99	83	-16	-16.2%	-10	-10.8%		
,	Misc Crimes Against Society	150	209	274	65	31.1%	124	82.7%		
	Possession Of Weapons	54	68	66	-2	-2.9%	12	22.2%		
	Public Order Offences	442	461	533	72	15.6%	91	20.6%		
	Total	1279	1313	1351	38	2.9%	72	5.6%		
Total		12411	12377	13169	792	6.4%	758	6.1%		

Victim Based Crime

- The increases around property crime are largely caused by comparisons against low volumes in April 2016
- The rise in Burglary is non dwelling related
- Shoptheft spike in York in July
- Criminal Damage small increases in each district. In the main these are crimes reported to NYP with "unknown" offenders causing damage before "making off unseen/ unheard".

Long term trends

- The two long standing crime trends of note – an increase in recording of Sexual offences, and Violence without Injury.
- The trends are reflected nationally and have been reported on and discussed in previous meetings. The rises should not be seen as a negative but rather victims have confidence to come forward.

ANTI SOCIAL BEHAVIOUR, PUBLIC SAFETY & WELFARE AND CASUALTIES FROM ROAD TRAFFIC COLLISIONS THAT ARE KILLED & SERIOUSLY INJURED

NON CRIME STATISTICS		2015/16	2016/17	2017/18	Diff 17/18 v 16/17		Diff 17/18 v 15/16		Trend
ASB	Total	10935	10986	10614	-372	-3.4%	-321	-2.9%	-
PSW	Total	26172	27122	27803	681	2.5%	1631	6.2%	

KSI		2015	2016	2017	Diff 2017 v 2016		Diff 2017 v 2015		Trend	
	KSI Casualties	295	277	196	-81	-29.2%	-99	-33.6%		
	KSI Casualties Cyclists	54	44	23	-21	-47.7%	-31	-57.4%		
	KSI Casualties Motorcyclists	53	64	35	-29	-45.3%	-18	-34.0%		

Anti-Social Behaviour

• Is in line with last year

Public Safety & Welfare

• Long term trend is upwards this is linked to the recording of Safeguarding and Info sharing data as a PSW incident .

Killed & Seriously Injured (KSI)

- Please note these are provisional data for the period 1st January to 31st July 2017
- Long term the trend in KSIs is down. No emerging issues of note

NYP'S TACTICAL RESPONSE

	Property Crime (theft & damage)	Crimes against the Person
Cra Hmb Rich Hgt	 Op HAVEN – Focus on the Southern borders of Harrogate & Craven Op HAWK – Ongoing proactivity across Harrogate regarding thefts from quarries, quad bike thefts & burglary other. They have also been patrolling rural areas with regard to livestock theft, especially Richmond and Thirsk and in the vicinity of the A1 corridor around plant theft. Op FEROX & CHECKPOINT – rural crime in Hamb/Rich. First joint force Special Constabulary patrols with Durham completed with great success. Currently planning additional Special Checkpoint events which will double current quarterly deployments. Op Conjure- Partnership response to ASB/criminal damage in the Hydro/Saltergate area of Harrogate 	 Op Sift. Multi agency targeted work to disrupt OCG based in Harrogate who prey on the vulnerable . Involves police and partnership enforcement using a variety of powers Op Cyclone – potential CSE/drugs at a premises in Harrogate. Work ongoing
Scar Rye	 Op COUNTRYSIDE. Targets x border criminality for rural burglary & theft. Support from specialist units. Tactics include proactive stop checks Op HAWK – regular deployments. Op AMBIENCE in Castle & North Bay. Multi agency op targeting areas of town where vulnerable children & adults have been identified & supported. Homeless people located & supported, street drinking addressed & drug dealing identified & subsequently targeted by police. Operation YAHOO - problem solving plan to focus upon locations within the Scarborough Command that are known for "street dealing" drug related activity. This involves the deployment of a passive drugs dog. 	 •Op VARIETY an operation targeting OCG's from metropolitan areas who are supplying drugs. This has led to disputes between these groups with a rise in violent incidents. •Op CORNISH – targeting various crimes in the town centre of Scarb centred on drug dealing. Those include theft and associated ASB. •Op CLOCKWORK – targeting OCG activity in the Whitby area. • an Op will shortly be launched in support of a Public Space Protection Order (PSPO) which is a multi agency approach to a variety of issues in the town centre of Scarborough including anti social behaviour.
Yor Sel	 •OP LANCELOT – York races - reassurance and support. OP JOYPAD - commenced 5th June, proactive op targeting insecure premises & providing crime prevention advice & reassurance patrols. •Op XAVIER – use of mosaic data to engage with hard to reach eastern European communities to promote CMS sign up rates and reduce isolation from the police. Engagement has been conducted but low sign up rates. Further engagement being planned including through employers, partners and social media. OP CORDIAL –July 2017, this is a burglary initiative focussing on providing a better after care for victims of burglary and provide property marking, security advice, community messaging advice etc . Op Consequence – 4 days of proactivity in place for to locate wanted missing persons across the command •Op Confiscate - High visibility patrols using force resources concentrating on ASB activity on mopeds in Haxby 	•Op ERASE Multi agency meeting held and actions agreed for the year (action days, Dry Trains, rail revenue team deployed, Media plans, licensee's code of conduct refresh, urination van & prosecutions). Good news press articles to be published shortly as all agencies agree less ASB issues reported in city centre. OP SAFARI the first multi-agency meeting has taken place. Many tactics were agreed with all partners contributing. Plans are being put in place for events over the summer period under the headline "Less drinking more thinking" Multi agency action day a display planned for 080717. City NPT currently looking at a rise in Violence figures and what preventative measures can be deployed with partners. OP TANSU - local NPT are utilising data from MOSAIC to undertake proactive multi agency crime prevention & reassurance patrols. The op will target areas where there is either a real fear of crime or a crime trend.

NYP'S TACTICAL RESPONSE

Rural Crime Task Force (RTF)

- **People** Vacancies for RTF PC in Ryedale and PCSO in York / Selby filled over last month. Three Specials have joined the RTF from 1st August, with aims to recruit five more through an external campaign for transferees and new SC's. Volunteers from North York Moors, Yorkshire Dales and Angling Trust utilised for prevention message. Development of Rural Volunteer Patrol schemes across the Ryedale and Scarborough areas. An advert for a further six WCO's has been published, with an aim to train them in September.
- **Proactivity** Op Countryside ongoing in Scarborough / Ryedale command to proactively tackle cross border crime issues. Seven arrests made in two nights following proactive Op Sidekick deployment, and targeting of rural quad thieves in Craven area. Project ongoing to develop use of ANPR in rural locations. Significant wildlife prosecutions ongoing in respect of Raptor persecution and fox hunting, several of which are due in court over the coming months. Over coming months, Op Galileo (poaching), Op Woollen (prevention), Op Byway (illegal off roading), will have dates planned in. Two OCGs involved in rural crime have been scored and opportunities to disrupt their activity are being pursued.
- **Productivity** Rural Volunteer Patrol will come under the Op Harvester heading, which will monitor the results achieved from volunteers in the rural community. CBO applications ongoing for wildlife and burglary offences, which will aim to tackle those who frequently offend and cause harm.
- Problem Solving Op Byway, Galileo, Woollen and Sidekick all address problems identified on area. Project with a technology company is
 involving a pilot scheme for preventative marking of sheep their name "Op Bo-Peep". Collaborative opportunities identified in disruption of
 OCG's and protecting vulnerable members of the community. Problem Solving on wildlife crime encompasses work with partners, the
 dissemination of poaching packs to internal colleagues to aid investigation, and regional information sharing.
- **Public Service** Summer show programme has seen attendance at nine local shows to date, where officers engaged with numerous people, gathering intelligence and dispensing crime prevention advice. Quarter 2 newsletter published with further dates. Officers have continued to attend auction marts, machinery sales, livery yards, etc. to engage with the public. Rider's responsibilities events in conjunction with Op Spartan have been well attended, and the programme is now being developed further. Continued social media presence on Facebook and Twitter, with messages regularly achieving 5,000+ views.

NYP'S TACTICAL RESPONSE

Operation Hawk is an NYP initiative to tackle travelling criminality and rural crime with the emphasis on the patrolling of our borders and targeting of vehicles and persons involved in criminal activities. In July the RCT have arrested 12 offenders recovered 4 stolen vehicles and seized 5 vehicles, the team has seized property to the value of £110170 (Inc. Drugs, cash and stolen vehicles). The NARCT have arrested 9 offenders, recovered 1 stolen vehicles and seized 24 vehicles. The teams have seized property to the value of £135,470 including Cash, Drugs and vehicles note:

- The RCT carry out enquiries in relation to a stolen Mini Digger from Sherburn in Elmet. It transpired that a Ford transit and Citroen Berlingo were suspected as being involved in the theft. ANPR analysis showed the Citroen to be mobile and in convoy with the transit. The RCT deploy to the area and with assistance with WYP officers stop the transit and arrest the occupant for theft of the Mini Digger, also arrested from the Berlingo were two males for conspiracy to steal. The mini digger was located and recovered.
- The NARCT respond to a report of a shop lifter at Monks Cross, York. Once at the location the officers find a female with self harm injuries to her wrists and her face. When officers approach the female she held secateurs to her throat, to prevent the female causing further harm to herself the officer Taser the female, detain her and treat her injuries. A ambulance attended and safe guarding measures put in place.
- The RCT were contacted by Cleveland Police with regards to an o going OCU investigation into drugs supply. It was suspected that a male had a unknown commodity in a vehicle and were travelling within NYP area. After an ANPR activation the RCT deploy and intercept the vehicle causing it to stop. Within the vehicle was 1 occupant and a search revealed 1KG of cannabis, 1KG of MDMA tablets and £25,000 cash, the occupant was arrested.
- The RCT get behind a vehicle that has failed to stop for police on previous occasions, the vehicle is an BMW 1 series and is sighted near Wetherby again it fails to stop. A pursuit follows into the WYP area and FSU and dog officers assist. The vehicle is abandoned on the M1 and 3 occupants decamp, NPAS is deployed and 2 suspect detained and arrested. The vehicle was identified as being stolen from a burglary 2in1 in Leeds.

While not committed with their primary roles RPG/FSU/Dogs/RTF/NST deploy onto Op Hawk as well as supporting local policing, successes include:

- A report came in of an males outside a address with baseball bats. FSU deploy and once there are informed that the male from the address had been outside with a meat clever. The address was contained and after successful negotiations the male was detained and the meat clever recovered.
- RPG and FSU deploy as a result of a ANPR activation on a stolen vehicle from the Thames Valley area. The vehicle was sighted on the A1 Southbound and a pre-emptive box tactic was used. The vehicle was stopped without damage or injury and the 2 occupants were arrested
- FSU carryout enquiries in relation to a male who was wanted for possession of an offensive weapon knife and bottle of ammonia that he was intending to use against arresting officers. The male is sighted in York and officers attend and carryout a area search, the male is located and challenged where he was red dotted to ensure compliance. After the male was detained and searched he was found to be in possession of a knife and a bottle of ammonia.
- FSU attend a wooded area near Tadcaster due to a report of a suicidal male with a knife. The male is located on the A64 flyover and officer speak to him. After speaking with the male along with the Crisis team the male agreed to calm down and return to his family members.
- FSU respond to a report from a taxi driver of a vehicle driving erratically and swerving on the carriageway. Unit gets behind the vehicle on the A 64 and the vehicle is caused to stop, within the vehicle was a female and 3 children aged 1, 9 and 13 years. A road side breath test is carried out and the female blows 59 and is arrested. The vehicle and children are taken to York Police station to await the father arrival and safe put in place.

Operation Checkpoint is a Multi Force Operation whereby local officers along with Farm watch and NYP officers from all the Proactive teams carry out cross border patrols targeting cross border criminality and rural crime. The next Op Checkpoint date is 13th September 2017

Other Operations

Op Crew – This operation was carried out to protect the community and reassure the community. During part of the Horse Fair various vehicles attending the fair were found to have no insurance of road tax. Prior to exiting the fair at least 10 vehicles were stopped and instructed that they would not be permitted to use their vehicles on the roads without first obtaining vehicle road tax.

Op Sift - Operation in the Harrogate area targeting OCG's connected with the local and travelling community which has resulted in serious assaults taking place between 2 feuding parties

NOTABLE INVESTIGATIONS

- Op Corkscrew Male found guilty of Manslaughter sentenced to 13 years imprisonment.
- Op Clue Guilty plea to manslaughter. Awaiting sentence.
- **Op Essence** Claudia LAWRENCE
- Op Woodcutter Trial scheduled for October 2017 for 2 persons now indicted with section 18 assault.
- **Op Conifer.** Murder investigation. York. 06/03/17. 19 year old male charged with murder and currently on remand. 24/07/17 male pleaded guilty to murder sentenced to life imprisonment with minimum term of 24 years. Male sentenced to 18 months suspended sentence for assisting offenders.
- **Op Concise**. Murder investigation commencing 13/04/17 at Catterick. 51 year old male charged and currently remanded in custody.
- **Op Concert**. Investigation relating to sexual offences in York 13/07/17 and 15/07/17. Male charged and currently remanded to custody for an offence of sexual assault.

VICTIM BASED CRIME BY DISTRICT v PREVIOUS YEARS

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CHANGE 17/18 v 16/17

CHANGE 17/18 v 15/16

•Shop theft – York

• Downward trend in **Criminal Damage** in Harrogate to the end of July.

The above is a presentation of year on year							
statistics. For latest local data displayed on a							
map for your area go to <u>www.police.uk</u> and							
enter your postcode							

38.3%

28.2%

371

295

ASB BY DISTRICT v PREVIOUS YEARS

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•Coming soon- Operation to tackle ASB, crime in the Valley gardens Harrogate . Planned multi agency response

•**OP CONFISCATE** – York North (outer) ASB involving mopeds, this is a repeat of an issue that occurred at the start of 2017, therefore the operation has been resurrected and additional support has been requested.

NO OF ASB	2017/18			
SELBY	1138			
CHANGE 17/18 v 16/17	142	14.3%		
CHANGE 17/18 v 15/16	74	7.0%		

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FORCE CONTROL ROOM (FCR)

999 EMERGENC	Y CALLS	NON EMERGENCY CALLS				
Avg Ans Speed	% Ans in 10sec	% to 2nd Line	Avg Ans Speed	% Abandoned		
19 Sec	53.4%	4.9%	252 Sec	32%		
The second secon		2.6	and the second s			
Trend High	Trend Low	Trend High	Trend High	T rend High		
			National Avg 16/17 tbc	National Avg 16/17 tbc		

Background:

- Current FCR performance indicators have been outside normal range since July 2016.
- Demand has been increasing on 999 and 101.

July update:

- Gold strategy has been in place to address resourcing and performance matters and Gold/Silver meetings taking place with a detailed action plan.
- Several measures have been adopted to reduce the demand into the FCR. This includes :
 - the activation of a "hold for operator" option
 - diverting calls for the Traffic Bureau.
 - internal Comms highlights how officers and staff can do their bit to reduce demand.
 - External comms asking the public to use 101 in the correct circumstances
- In terms of managing call demand and workload within the FCR:
 - I.T. systems failures have magnified existing challenges
 - We are projected to have Q Buster installed on the 30th August which will give the caller the option for a 'call back' so they won't have to wait
 - The CROM function will be taken out of the FCR on 5th September which will mean that the staff will not get tied up with administrative work.

FORCE CONTROL ROOM

- In terms of boosting the staffing with the FCR:
 - More staff are going through training. The October course is taking 16 new starters (12 comms and 4 dispatch) and the January course is taking 20 (12 dispatch and 8 comms).
 - Training programme has been revised to reduce the training time, and rather than having one to one tutorship there is now a "unit" where all new trainees are being tutored in a separate room in a group which will have less impact on the abstraction rate of fully skilled staff.
- Impact of these measures
 - At the start of August the Operator line went live and within the first 8 days the line has taken over 2000 calls .
 - Agency staff are being recruited to boost this function until longer term recruitment embedded.
 - An initial assessment of the types of calls being handled by Operators shows the broad split of calls was 60% for other departments/people/forces and 40% for FCR.
 - It was noted from this assessment that there is a surge in demand classed as "Quick queries dealt with by operator" from 17% in the day to around 42% in the evenings and weekends. This includes matters that may have been dealt with by other agencies or services had it been made in standard office hours, as well as other matters unrelated to policing.
 - It is not possible to identify the impact that this has yet made on the Enquirer line (press 1 Auto-switchboard option)
 - However we are able to identify some key statistics :
 - The abandonment rate at **automated switchboard level** has reduced by 56% (from 64 calls per day -1 January 2017 to 1 August 2017 to 36 calls per day) This indicates that callers are waiting for the operator rather than hanging up.
 - The **recognition rate accuracy** has increased from 82% (1 January 2017 to 1 August 2017 to 88.5%) This is likely to be callers waiting for the operator because they do not know who to ask for or asking for departments or people who are not known. Names of depts./people who are not in directory are being captured and added to the auto switchboard directory
- National context:
 - There is no national dataset readily available , however based on sample of forces that responded to a survey we can say:
 - Forces are seeing a rise in demand nationally
 - NYP's abandonment rate over the last 3 months is <u>not</u> an outlier
 - NYP's average speed of answer in the last 3 months is **<u>not</u>** an outlier

GLOSSARY

Reading the performance data

- The numbers shows performance against the previous year
- The dashboard graphic for operational crime, ASB and KSI data is an assessment of the latest month against a normal month based on the 2016/17 reporting period. The position of the needle describes the month results relative to a linear average. This allows for factors such as seasonal trends or the impact of single one off events to be explained. As the desired direction of travel can be up or down (e.g. increasing crime is negative but an increasing resolution % positive) the graphics alternate the red/green colouring accordingly.

Glossary

- ASB = <u>Anti-S</u>ocial <u>B</u>ehaviour
- CMS = Community Messaging System
- Crimes Against Society = These are crimes which do not have a "named victim" i.e.. the offence is against The Crown. These are usually (but not always) are as the direct result of police intervention/proactivity e.g a drugs operation. In North Yorkshire & City of York approx 10% of crimes are "Against Society" therefore it is important to make the clear distinction from Victim Based Crime.
- Fraud Offences = These are not included in the crime statistics as they are not reported by forces to the Home Office. Instead these crimes are passed to Action Fraud and statistics are collated by that agency
- I Grade = priority assigned by control room for an incident requiring Immediate police response
- KSI = A casualty <u>K</u>illed or <u>Seriously Injured as a result of a Road Traffic Collision on a public road</u>
- MCU = <u>Major Crime Unit</u>
- MO = <u>M</u>odus <u>O</u>perandi
- NPS = <u>New P</u>sychoactive <u>Substances</u> is the official term for Legal Highs
- NTE = <u>Night Time E</u>conomy
- NRCT = <u>N</u>orthern <u>R</u>oads <u>C</u>rime <u>T</u>eam Roads Policing with some firearms capability
- NST = <u>N</u>eighbourhood <u>Support Team a specialist unit which is deployed around the force through tactical bidding process</u>
- OPL = Over Prescribed Limit typically the term used to describe failing a breath test
- P&CP = <u>Police & Crime Plan document setting out the Police & Crime Commissioner's priorities</u>
- PCC = <u>Police & Crime Commissioner</u>
- PCSO = <u>Police Community Support Officer</u>
- PSG = <u>Performance Steering Group is an internal meeting chaired by a Chief Officer monitoring statistics & trends</u>
- Resolved Outcome = A crime where an offender has been dealt with through sanction or restorative justice.
- RPG = <u>R</u>oads <u>P</u>olicing <u>T</u>eam
- Sanction Detection = A historical method of looking at how crimes were resolved. A sanction detection includes where an offender is Charged, Cautioned, given a Penalty Notices for Disorder or Cannabis Warning or Fixed Penalty Notices, and where an offender has crimes Taken Into Consideration (TIC see below).
- TIC = <u>Taken Into Consideration</u> is typically where an offender admits to further offences to avoid potentially being pursued for these at a later date.
- TTCG = <u>Tactical Tasking & Co-ordination Group is an internal meeting which directs resources to tackle specific problems</u>