

North Yorkshire Police and Crime Commissioner

Annual Report 2017–2018



Helping you to feel safe and be safe in North Yorkshire



BE SAFE
FEEL SAFE



Contents

Foreword	-	3
Listening to residents	-	4
Priorities	-	5
Four policing priorities		
Priority 1: Caring about the Vulnerable	-	6
Priority 2: Ambitious Collaboration	-	8
Priority 3: Reinforcing Local Policing	-	10
Priority 4: Enhancing the Customer Experience	-	12
Local priorities	-	14
Community Fund / Community Safety Service Fund	-	16
Governance	-	18
Funding and spending	-	19
Contacts	-	19

Foreword

Welcome to my annual report for 2017/18.

Policing continues its journey of change, sometimes very visibly and sometimes less so. But whether you see it or not, the impact is being felt in communities up and down the country. North Yorkshire is no different, and whilst we start from a base of being the safest place in the country, the challenges are as apparent here as anywhere.

Why so much change? Money continues to be a challenge, although North Yorkshire is meeting this head on. Whilst protecting and improving the service in such circumstances is difficult, it is all the more so given the rapidly changing world in which the police operate.

Supporting and protecting vulnerable people, especially those with mental ill-health continues to be a priority, not least locating missing people or keeping individuals safe from themselves and others. The presence of mental health nurses in the control room is extremely helpful, and I have been able to increase their hours this year. Equally, the strain on investigators is unabating, with demand for crimes like fraud, child abuse and neglect, domestic, sexual and historic abuse cases still increasing. To help, the force has recruited approximately 40 specialist staff investigators, working alongside warranted police officers.

It is also good to see that North Yorkshire Police has continued to make progress in modernising the service, as well as keeping its commitment to community-based policing, with police officer and PCSO recruitment intakes throughout the year. Major developments also include the roll out of 'mobile working', increasing the time officers spend out and about, rather than behind a desk. It's early days, but this investment is already proving to be a game-changer, helping local teams.

The summer saw a major push around collaboration, particularly the Fire and Rescue Service. I engaged more than 3,900 members of the public in a consultation about collaboration, and the majority were keen to see more of it. Less visible is the work with criminal justice partners, but we were successful in our funding bid from the Police Transformation Fund to develop a business case for a mobile victim and witness service linking directly into our courts.

Significant efforts have also been put into improving the 101 service, which has been extremely difficult, as the number of calls continues to rise dramatically. With new ideas however, like a 'call back' function and the operator service, call waiting times have gradually reduced.

Some fair challenge has also been given by policing's independent body, Her Majesty's Inspectorate of the Constabulary and Fire and Rescue Services (HMICFRS). Firstly, about the way the police record crime in North Yorkshire, which I took particularly seriously, and which is being addressed as a priority. Secondly, there are significant improvements to be made around the efficiency of the organisation. Next year will consequently prove to be a critical one - greater efficiency, including via collaboration, is the only way to safeguard frontline services such as our highly valued local policing teams.

Notwithstanding, it is important to say that in amongst all of this, North Yorkshire Police has been assessed as 'good' by HMICFRS at effectively and legitimately keeping people safe. I'd like to thank everyone who worked so hard for this result, especially given the challenges faced. However, for this to continue - and indeed improvements to be made - yet more change is inevitable. I am however, confident that the service will respond, as it is characterised by a deep and genuine commitment to serving the people of North Yorkshire, for which we are all immensely grateful.



Julia Mulligan

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Whilst we start from a base of being the safest place in the country, the challenges are as apparent here as anywhere.

*Julia Mulligan
Police and Crime
Commissioner*

Julia Mulligan
Police and Crime Commissioner
for North Yorkshire



Listening to Residents

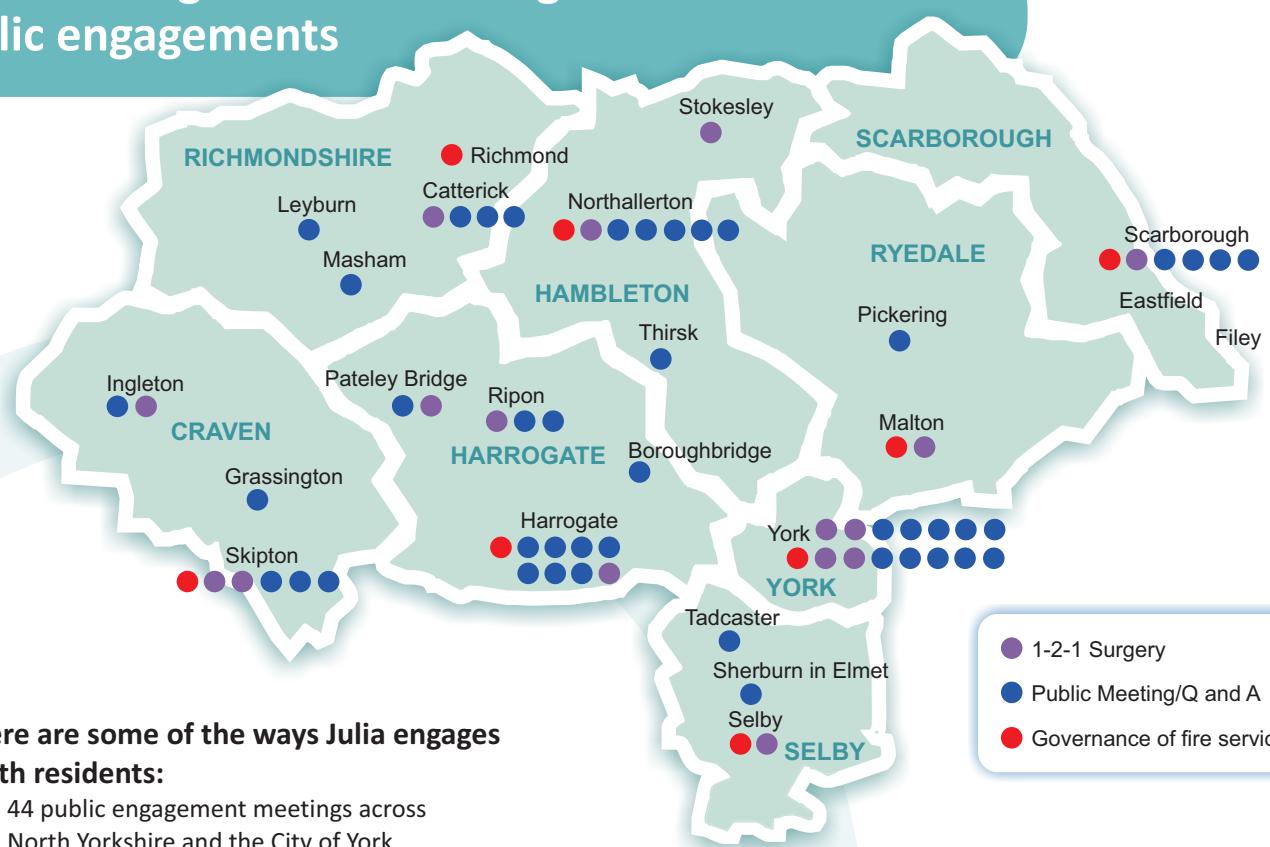
Listening and understanding the needs and views of local people across North Yorkshire and the City of York is of primary importance to your Police and Crime Commissioner, Julia Mulligan. The commissioner does this in a wide range of ways, both in setting out the Police and Crime Plan, but also informally on a day-to-day basis. This includes public meetings and one-to-one meetings in cities, towns and villages across the area, as well as online, and also through 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 Custody Visitors and Julia's Out of Court Disposal Panel also help bring independent, public scrutiny to the police.

In 2017/18 the commissioner consulted on the setting of the police precept which resulted in more than 2,000 members of the public responding.

From July to September 2017, Julia held a public consultation asking for views on three options of governing the fire service in North Yorkshire and heard the opinions of more than 2,500 people.

Map showing locations of surgeries and public engagements



Here are some of the ways Julia engages with residents:

- 44 public engagement meetings across North Yorkshire and the City of York
- 16 surgeries at which residents can meet for a one-to-one talk with the Commissioner
- 8 governance of fire service - road show

Engaging with communities online

- More than 4,000 people use the website each month
- More than 4,000 people watched the Commissioner's videos on YouTube www.youtube.com/c/nypcc
- northyorkspcc

Priorities for North Yorkshire

**Helping you to feel safe and be safe in
North Yorkshire**

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

**we
care**

A large teal word "care" with a horizontal bar underneath it. The bar is divided into four colored segments: purple, orange, blue, and green. To the left of "care", the word "we" is partially visible.

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.



Priority 1

Caring about the Vulnerable

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We want to ensure that such crimes have 'NO HOME HERE' in North Yorkshire and the City of York. We all have a role to play to help put a stop to it, and you can make a real difference by picking up the phone and reporting what you see or hear.

Det Supt Costello



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 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.

In May North Yorkshire Police started to recognise incidents carried out by men and boys targeted at women and girls, simply because of their gender, as misogyny hate crime.

Examples of this may include unwanted or uninvited sexual advances; physical or verbal assault; unwanted or uninvited physical or verbal contact or engagement; sexually graphic and explicit obscene language; use of mobile devices to send unwanted or uninvited messages or take photographs without consent or permission.

To help outline what misogyny hate crime is, North Yorkshire Police worked alongside women from York St John University and made a short film which captures women talking about their personal experiences of misogynistic behaviour, how it made them feel and their reaction to the fact that this behaviour is to be recognised and recorded by police.

In January, a new strategy to tackle young people's top policing priorities was launched

The relationship between young people and the police and online safety are just two of the priorities that North Yorkshire Police have pledged to tackle in the new Children and Young People strategy.

The strategy was developed on the back of recommendations made by the North Yorkshire Youth Commission, as well as the opinions of more than 1500 young people who took part in the Youth Commission's first "Big Conversation" – a piece of peer research into issues that affect children and young people across the county.

As well as the relationship with the police and online safety, the other key issues addressed in the strategy include: how the police deal with young

people with mental health problems, sexual abuse and child sexual exploitation, domestic abuse, drug and alcohol abuse, hate crime and missing young people and exploitation.





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 socioeconomic and other circumstances.

In June, a proactive crime-fighting operation saw police deploy across Scarborough and Ryedale to protect rural areas from cross-border criminals.

Led by North Yorkshire Police's Rural Taskforce, Operation Countryside brought together local officers and specialist units to tackle offenders who use the roads to prey on isolated communities.

Using police intelligence reports and live-time Automatic Number Plate Recognition technology to track suspicious vehicles, the operation aimed to create a 'hostile environment' for those intending to commit crime in rural Scarborough and Ryedale.

By July, it had resulted in several drug and traffic related arrests including possession with intent to supply class A drugs, drink driving and driving without insurance.

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.

A programme to deliver mental health training to Officers and staff got underway in early 2018. The training has been developed through a partnership between the police, the University of York and Tees Esk and Wear Valleys NHS Foundation Trust (TEWV).

The bespoke training is being delivered by mental health professionals from TEWV as part of a plan to train all front-line staff – from police officers to call handlers.

The training is a result of the "Connect – Mental Health" partnership which involves academic research, consultation with service users, and a randomised control trial. The project was launched in 2015 after the force successfully applied for a £1m grant from the College of Policing's Police Knowledge Fund.

The training will increase awareness and identification of mental health vulnerabilities, improve the recording of incidences involving people with mental ill-health, enhance skills in communicating with people in mental distress, provide a clearer understanding of referral pathways into mental health services, and aid multi-agency working.



Through my time as Police and Crime Commissioner, I have focused on improving the quality of care available for victims of any crime in North Yorkshire.

*Julia Mulligan
Police and Crime Commissioner*



CASE STUDY

The PCC has continued to invest in, and improve, victim services in North Yorkshire. Having brought victim services in-house in 2016/17, the PCC continued to expand the services available through Supporting Victims in North Yorkshire. Support for fraud victims has been integrated to mean that there is now dedicated support for victims of fraud that can be provided, and greater support for hate crime victims has been developed, commissioned and being brought in for the beginning of April 2018. This is alongside work and investment being put into further developing already existing support for victims of domestic abuse and violence, restorative justice services, and advisory and counselling services, providing one of the most comprehensive support services for victims in the country.



Priority 2

Ambitious Collaboration

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I engaged more than 3,900 members of the public in a consultation about collaboration, and the majority were keen to see more of it.

Julia Mulligan
Police and Crime
Commissioner



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 that improves public safety and the resilience of services in our community.

Launched in November 2017, the Yorkshire and Humber Emergency Services Prevention and Early Intervention Consensus Statement has seen emergency and health services in Yorkshire and the Humber commit to a deeper level of collaboration that aims to increase the quality of life for local people.

Among the signatories are Chief Constable Dave Jones from North Yorkshire Police, Julia Mulligan, Police and Crime Commissioner for North Yorkshire, Chief Fire Officer Nigel Hutchinson from North Yorkshire Fire and Rescue Service and Rod Barnes, Chief Executive of Yorkshire Ambulance Service NHS Trust.

Police, ambulance and fire and rescue services share a long history of effective collaborative working, and the signing of the new consensus statement to extend this partnership approach is the first such regional agreement in the country.

With demand for health and social care rising, the main focus of the emergency services is to use their joint intelligence and skills to support communities with ill-health prevention and early intervention where problems are identified.

This includes greater sharing and development of referral pathways into key

services such as falls prevention and support for mental health, alcohol and drug problems, advice to keep homes warm and social support to combat loneliness and isolation

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 re-offending and improve conviction rates and other justice outcomes.

During 2017, North Yorkshire Police informed local people about national changes in the way suspects are dealt with following arrest, the changes to bail aim to deliver swifter justice for victims in North Yorkshire.

In cases such as sexual assaults, serious physical assault and cases where there are issues of vulnerability for either the suspect or the victim, for example, then bail will continue to be applied.

These national changes mean much more scrutiny around bail, with the introduction of a new authorisation process including a judicial review of the applied bail at the three months stage.

The aims of the bail reform are centred around three key areas:

- Proportionality and necessity of bail and police intervention
- Timing of enquiries involved in an investigation will become key
- Transparency and accountability of actions and decision making

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.

During 2017, North Yorkshire Police took part in a multi-agency operation to identify and protect victims of modern slavery and human trafficking.

Along with colleagues from the Health and Safety Executive, Trading Standards and Immigration Services, officers visited a number of sites in York, including car washes and restaurants, to check that workers were able to work freely and legally and that the correct standards for working and in some cases living conditions were being upheld.

Employees were spoken to, to check they were receiving the minimum wage, right-to-work paperwork was correctly held and that they were free to leave the employment if they chose to.

As part of the exercise, a number of arrests were made for immigration offences.

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.

A multi-agency operation was launched in Scarborough last summer to help improve the quality of life for residents and visitors.

The scheme, known as Operation Culture, was introduced following feedback from the local community and aims to tackle those who bring the most long-term and on-going harm to the area.

Scarborough Neighbourhood Police Team work in conjunction with Scarborough Borough Council's Public Space Protection Order (PSPO) to deal with anti-social behaviour in relation to street drinking, users of psychoactive substances (legal highs) and those who urinate/defecate in public places. It has seen an increased number of officers present in the town, along with other partner agencies, actively deterring those causing a disruption in the town centre.



We hope this operation will demonstrate the commitment of North Yorkshire Police and our community partners in tackling perpetrators of inconsiderate and unlawful behaviour that blights the enjoyment of the town for residents and visitors alike.

*Acting Police Sergeant
Mike Tinsley*

CASE STUDY



For vulnerable victims and witnesses in isolated or hard to reach areas, especially in our rural communities, getting to support services or to court

to see, and contribute to, justice being served can be very difficult. Working closely with criminal justice partners, especially the courts and witness services, the PCC won funding from the Home Office to develop a service that will bring the court room to the public, at their home or in their community. This would see victims and witnesses able to give their evidence from a specially equipped and designed van that will provide

a virtual link into the courtroom so that they can see and hear what is happening and give their evidence. This means that they wouldn't have to take the same bus or train as other witnesses or even the defendant in their case which can happen. Trials will be less likely to be deferred due to witnesses being absent, and therefore justice will be quicker, more local and outcomes will better.



Priority 3

Reinforcing Local Policing

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North Yorkshire Police's Chief Constable, Dave Jones, said they displayed "inspirational teamwork, courageous decision making and professionalism in dismantling a sophisticated international drugs market and protecting the public from further harm.



The work of the police is rapidly changing. We must ensure people have the capability and capacity they need to proactively support local communities. Expanding their knowledge, skills and confidence to do their jobs well, so that we can meet new demands alongside traditional crimes such as burglary and anti-social behaviour, is vital. Neighbourhood policing remains the bedrock of policing in North Yorkshire, and all our endeavours will strive towards delivering an exceptional service that meets the needs of the public and reduces demand. We will make sure local policing is visible and present in communities, both physical and virtual, working with those communities and our partners to ensure the public feel safe. We will have a specific emphasis on 'primary prevention', by which we mean intervening earlier alongside the most appropriate partners, to prevent potential harm or the escalation of problems. 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.

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.

A police team dedicated to serving North Yorkshire's rural communities celebrated its first anniversary and its 100th arrest during 2017.

Now in its third year, North Yorkshire Police's Rural Taskforce is leading the way when it comes to dealing with crime and other issues that affect those who live and work in the countryside.

The Rural Taskforce builds on the work already carried out by North Yorkshire Police's Neighbourhood Policing Teams, response officers and proactive policing colleagues in tackling rural crime head-on and is able to respond to trends in crime flexibly and proactively by using information gathered from colleagues, communities, and partners alike.



On patrol with innovative new “handheld office” devices

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.

North Yorkshire Police officers and staff helped bring down a “sophisticated” international drugs market on the dark web.

A pair of criminals were jailed for more than 17 years for conspiracy to import fentanyl and other potent drugs and sell them on the dark web – an operation that earned them around £450,000.

26 North Yorkshire Police officers and staff members have each received a Chief Constable's Commendation for their role in the investigation.

The scale and complexity of the investigation meant it drew on specialisms from an array of teams across North Yorkshire Police.

They include the neighbourhood policing team, investigation hub, crime analysts, the cybercrime team, digital forensic experts, covert teams and North Yorkshire Police's organised crime unit

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 anti-social behaviour over the longer term.

A successful police crime prevention campaign returned to York last summer. Operation Joypad witnessed dozens of officers, PCSOs, Special Constables and volunteers take to the streets to ensure the city's homes are protected against criminals.

Following the previous year's operation, there was a significant decrease in burglaries across the city, down 25% on the previous year, therefore police have been working closely with residents to ensure that trend continues.

Officers patrolled residential areas of the city, identifying any potentially vulnerable or insecure properties. Residents are offered crime prevention advice and the opportunity to security mark their property using the force's dot peen property marking machines.

Social media such as Twitter and Facebook, and the North Yorkshire Community Messaging system are also be used to promote widespread crime prevention messages throughout the operation.

Key areas for Joypad patrols were identified using a combination of public sector data, crime statistics, local knowledge and police intelligence.

Objective 4

Make effective use of the whole policing family to provide the most appropriate service when and where it is needed. From volunteer search and rescue organisations, local Neighbourhood Watches, to Special Constables, civilian staff, police officers and partner organisations, we have a family of highly dedicated people with our citizens'.

86 Special Constables (volunteer police officers) gave up 1,168 hours of their own time to policing North Yorkshire in just one week covering the National Special Constabulary Weekend and an extended week of action, culminating in three major events in York, Knaresborough and Skipton.

To round off a busy week the special constables also support three major events across the county – York Pride, the Great Knaresborough Bed Race and Skipton Gala, showcasing the varied and important role that they have within North Yorkshire Police.



The Great Knaresborough Bed Race



We want to reassure communities that we are working together to keep everyone safe. "The aim of Project Servator is to combine effective police deployments with increased levels of vigilance within our communities, to deter, detect and ultimately disrupt a broad spectrum of criminality, everything from pickpocketing to terrorism.

*Chief Inspector
Fiona Willey*

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 improves community resilience, generates vital community-based intelligence.

An innovative police scheme that deploys teams of officers to deter, detect and disrupt criminal and terrorist activity in crowded places was launched in York in April 2017.

The tactic, known as Project Servator, sees the deployment of both highly visible and covert police officers and staff alongside other resources such as dogs, firearms, ANPR (Automatic Number Plate Recognition) and CCTV cameras in busy town and centres and at large events.

Following the successful launch, the initiative has enhanced the force's existing crime prevention and public safety tactics and has been rolled-out at other key locations and events across the county.

The deployments are by design highly unpredictable and are intelligence-led. The public will see officers specially trained to deter, disrupt and detect crime using tactics developed and tested over a five-year period by the Centre for Protection of National Infrastructure (CPNI) in partnership with City of London Police.

Key to the success of Project Servator is the support of people living, working and visiting the county to be extra eyes and ears for the police, reporting any suspicious behaviour to help make it even harder for criminals to succeed.

**PROJECT
SERVATOR**






Priority 4

Enhancing the Customer Experience

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Neighbourhood policing is at the heart of our service, and the innovative Community Messaging system helps us keep in touch with residents and businesses quickly, efficiently and effectively.

*Superintendent
Richard Anderson*



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.

The services we provide will be more easily accessible and will be available in a variety of ways to meet the needs of all communities. Our communication will always be open, honest and clear and we will continue to modernise how people can interact with us. Feedback from the public will drive change in the organisation and tangibly effect how policing services are delivered.

This approach will improve the public's experience and perception of our service, and as confidence and trust in our police service improves across all communities, we expect to see an increase in reporting which will further help our intelligence gathering, effective response, prevention and detection of crime.

Objective 1

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

This year we have seen a dramatic increase in the number of calls, both 101 and 999, made to the police's force control room.

In response, and to ensure that we continue to provide outstanding customer service we saw changes in the force control room.

- The introduction of an operator service. A caller can now hold for the operator if they are unsure which department they require or have a general question. The function was introduced on 2 August and takes an average of 324 calls per day.
- The introduction of a call-back facility on the non-emergency line. This allows a caller to request a call back during times of high demand rather than wait in a queue for their call to be answered. An average of 115 callers per day request this option. The abandonment rate of non-emergency calls is also showing a downward trend.
- From September, Crime Recording and Occurrence Management (CROM) administrative tasks, which were performed by Force Control Room staff, are now carried out by a separate department. This has taken 14,000 admin tasks away from control room staff per month, allowing them to focus on call handling and customer service.

In addition, longer-term projects to introduce changes in how we work will be implemented in the new year and these will have an impact on the Force Control Room. In the first quarter of 2018, the force will be upgrading its command and control system with a more modern and user friendly version which will help speed up processes and contribute to overall efficiency.

During the first half of 2018, a phased roll-out of operational mobile devices saw a gradual reduction in requests for system checks – such as people, vehicle, and address checks – from front-line officers, as the new devices allowed them to conduct their own checks on the spot.



Objective 2

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

Extensive work has been undertaken internally at North Yorkshire Police to understand the potential to change the complaints model, as well as customer service more widely. This has led to the development of two business cases. The first focusses on the future of police complaints specifically, which will be taken forward in the new financial year. The second business case was on a suite of customer service tools, which whilst are not a way for the public to make complaints, provide the police with a much better way to understand the service they are providing to the public. This will in turn help the Chief Constable and Commissioner see trends in feedback, or specific instances of concern, and react accordingly.



On both business cases, while not completed in the financial year, extensive work has been carried out which will prove vital in taking this objective forward in the next financial year.

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.

In Northallerton, police, fire and the local library joined together to provide a “keeping safe community drop-in” service to reach local people.

In a pilot scheme led by Police Support Volunteers, the drop-in will operate every two weeks, on a Friday at Northallerton Library.

August 2017 saw the number of people signing up to the North Yorkshire Community Messaging System reach more than 2,000.

The system that is free to sign up to, allows people to register to receive the latest crime, safety and community news happening in their local neighbourhoods.

As North Yorkshire is the largest county in England, community messaging can be used to share messages and appeals across a wide area very quickly, particularly in rural areas.

Objective 4

A healthy, happy and confident workforce that better reflects the diversity of our community and can fulfil our priorities, through putting customer service and our values at the heart of the recruitment process, as well as ensuring we nurture and support our people.

November saw the third North Yorkshire Police Annual Awards event. Held at Sandburn Hall, York, winners, their families and senior officers celebrated the achievements of officers and staff who have embody the force's values of courage, compassion and inspiration.

PC Richard Farrar of York was the public choice winner on the night, following his

courageous act to apprehend an armed thief singlehandedly, on a busy Saturday night in York city centre.

Sergeant Simon Wilson of Northallerton was awarded the Lifetime Achievement Award for a Police Officer, for his ongoing commitment to supporting communities by setting up successful interventions to tackle crime and anti-social behaviour.

Mick Gill, force kennel manager at Solberge, was awarded the Lifetime Achievement Award for Police Staff for his 30 years of hard work caring for literally hundreds of police dogs.

Special Sergeant Phillip Brette of Stokesley was awarded the Glenn Goodman trophy for his exemplary work on cross border crime. This award – one of North Yorkshire Police's premier honours – is given in memory of SC Glenn Goodman, who was tragically shot dead by an IRA gunman whilst on duty in Tadcaster in 1992.



I was delighted to support this award once more and to hear about the courage and compassion shown by the finalists. The public showed a tremendous amount of support and appreciation of those who went above and beyond, often in incredibly challenging and dangerous circumstances.

*Julia Mulligan
Police and Crime
Commissioner*



PC Richard Farrar of York - Public choice winner

CASE STUDY - 101 – call back facility:

Extensive work has been undertaken in the North Yorkshire Police control room, over a number of years, to improve the service to the public and reduce waiting times. Further investment was made in 2017, with one in particular being the implementation of a new 'call back' service on 30th August 2017. This means that at peak times members of the public ringing 101 now have the option to be called back by control room staff rather than waiting on the phone. Customers can select a call back very quickly, within 15 seconds of calling, and on average will receive a call back within 15 minutes, and often much quicker. This has helped improve customer service, make sure that call handlers can answer an increasing number of emergency 999 calls, as well as giving customers more choice on how to have contact with the police in the way which best suits them.



Tackling your priorities

North Yorkshire remains the safest place to live, work and visit in England. This was confirmed in the Office of National Statistics' (ONS) 'Crime in England and Wales, year ending March 2018' bulletin. In 2017/18 there was a total of 38,478 crimes in North Yorkshire during the 12-month period, giving a crime rate of 47.1 per 1,000 of the population. This reflects a 5 per cent increase in crime in comparison to the previous year, significantly lower than the national average of 15 per cent.

Concerns are often felt very locally, and there have been small increases in certain types of crime which have personal impact that can affect how safe our communities feel. 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, Police visibility, Cross border crime, Road safety, Crime prevention

With cross border crime being a concern for many, your local policing team are running high-profile operations and working closely with the Rural Taskforce to tackle the theft of quad bikes and machinery.

The use of technology is helping address many types of rural crime, such as, mobile automatic number plate recognition, which is constantly used in the fight against burglary, and to keep our roads safe.



Harrogate Priorities

Anti-social behaviour, Burglary, Police visibility, Protecting vulnerable people, especially those with mental ill-health

Local police are working with 'Rural Watches' in Masham and Pateley Bridge to prevent and detect rural crime. They have also launched Operation Woollen to provide free security checks and crime prevention advice for farms and businesses, helping to reduce burglary.

To further crack down on anti-social behaviour, the local policing team in Harrogate Town is running Operation Conjure, a partnership response to tackle anti-social behaviour and criminal damage.

Crime ▲ +15.96% (increase of 1032 crimes to 7500)
ASB ▲ +1.81% (increase of 93 incidents to 5217)



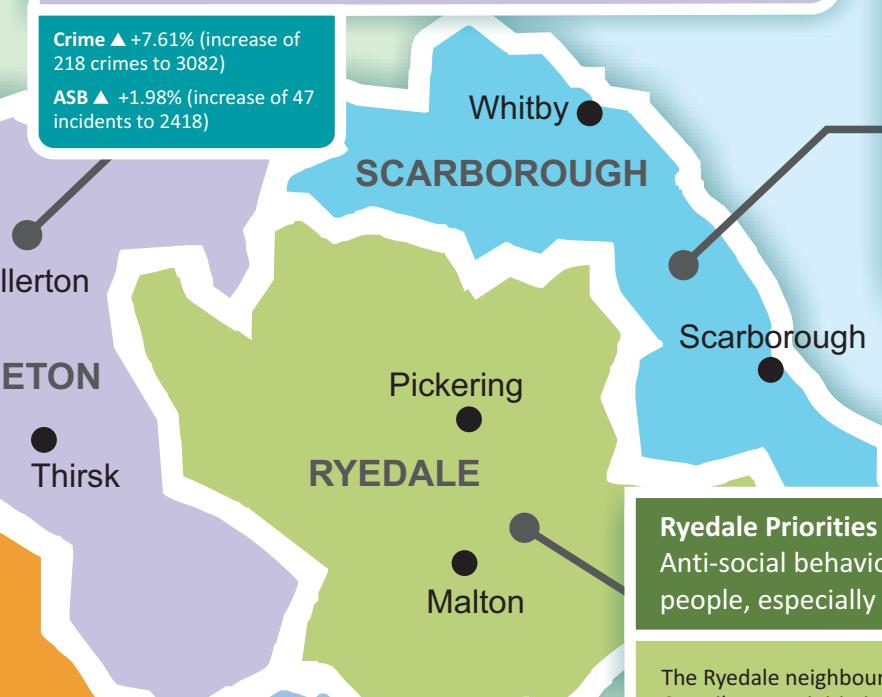
Hambleton Priorities

Burglary, Police visibility, Protecting vulnerable people, especially those with mental ill-health, Road safety

Police officers in Hambleton are now equipped with mobile devices, which means fewer trips back to the station and more time out and about, visible in the local area. They also run a 'keeping safe community drop-in' service, being provided by local police and fire teams at Northallerton library, helping to reassure local people and keep them safer.

Joint patrols with Bedale Mobile Watch volunteers and neighbouring forces are increasing the 'eyes and ears' on the ground resulting in effective stop checks and arrests of offenders visiting our rural communities.

Crime ▲ +7.61% (increase of 218 crimes to 3082)
ASB ▲ +1.98% (increase of 47 incidents to 2418)



Scarborough Priorities

Drug dealing and its impact on local communities, Anti-social behaviour, Burglary, Police visibility

Operation Ambience continues, with local police and their partners in the Community Impact Team working together to address drug and alcohol abuse in the town, especially street-drinking. This work also involves schools and parents.

To better protect vulnerable and exploited people, the neighbourhood team is working with taxis and those involved in the tourist industry to raise awareness of their responsibilities in relation to: child exploitation, modern slavery, mental health and domestic abuse.

Crime ▼ -1.60% (decrease of 126 crimes to 7734)
ASB ▼ -8.22% (decrease of 543 incidents to 6062)

Ryedale Priorities

Anti-social behaviour, Burglary, Protecting vulnerable people, especially those with mental ill-health, Road safety

The Ryedale neighbourhood team is working with partners on Operation Contribute, an initiative to identify and support vulnerable young people and adults who are at risk of exploitation, as well as identifying those who are exploiting them.

Social media and the Community Messaging System are extensively used in Ryedale to provide crime prevention advice and raise awareness of crime trends and appeals for information, focussing on burglary. You can sign up to the Community Messaging at www.nycm.co.uk

Crime ▲ +2.45% (increase of 38 crimes to 1587)
ASB ▲ +3.64% (increase of 41 incidents to 1167)

York Priorities

Burglary, Police visibility, Anti-social behaviour, often related to the daytime drinking and the night-time economy, Online and Cyber crime

Local officers are working hard with the City of York Council to tackle anti-social behaviour (ASB) in the City. At the centre of this work is the multi-agency Community Safety Hub which is designed to tackle the issue from all angles, dealing with all the different issues in one go.

To address one form of online crime, North Yorkshire Police has improved the way they work with partners to support vulnerable people, especially children who may be at risk of exploitation in the area. New support services for parents of exploited children have also been introduced.

Crime ▲ 6.51% (increase of 741 crimes to 12117)
ASB ▼ -6.82% (decrease of 613 incidents to 8381)

Crime ▲ +15.34% (increase of 533 crimes to 4008)
ASB ▼ -8.74% (decrease of 268 incidents to 2798)



Community fund

“

So far Julia has awarded £1,185,513 to support 145 local projects, all of whom are helping to make their communities safer. In 2017/2018 Julia awarded £177,361 to fund 24 projects.



Cliff Street Wonderland project

Launched in May 2013, Julia's Community Fund is specifically for local organisations, groups or individuals who need money to help fund a new community safety project or scheme. The fund is only available for new projects led by people based or operating solely or mainly within North Yorkshire and the City of York. Funds from £500 up to £20,000 are available for projects that support communities within North Yorkshire to "Be Safe and Feel Safe".

Whitby in Bloom, Cliff Street Wonderland, Scarborough was awarded £5,862 to support the development of a new community garden and the purchase and installation of crime prevention equipment. The project involves people on the Community payback scheme, offering them the opportunity to gain a greater understanding of the issues faced by locals, encouraging a decrease in the levels of anti-social behaviour and reducing the chances of repeat offending. Whitby in Bloom promotes horticulture for the benefit of the public and those who live in or visit Whitby.

Gargrave Playground Association, a local charity was awarded £5,000 to buy a double perch and swings, to meet the needs of age groups from junior to teenage years, support keeping fit and developing team working skills.



The village had agreed that there was a general lack of provision for families and young people and the Parish Council recognised and supported the need to create somewhere for everyone to meet and play safely.

The playground, that creates a sense of community and belonging, offers children and young people a place where they can play safely and have all the fun and challenges a playground provides.

This new, multi-generational outdoor hub reduces the sense of social isolation for both parents and grandparents who care for young families, especially for those who do not own a car or living on a low income.

The drug and alcohol recovery service for North Yorkshire was awarded £1,661 to purchase four desktop PCs and an all-in-one printer, scanner and copier. The new equipment enables volunteers and mentors to undertake online training whilst offering clients one-to-one support, develop desirable skills and knowledge around technology.

As a service, NY Horizons has been commissioned to support clients to not only address their substance or alcohol misuse, but to also start exploring the next steps they can take in other areas of their life.



One service user, who has been sober for seven months, puts her recovery down to the support provided by NY Horizons. She said: “They were extremely patient with me, they helped me to stop drinking by providing the support that I needed. And now there is always someone I can ring when I feel vulnerable.”

She added: “These computers will help a lot of people. It's a homely environment for people like me who may not feel comfortable in a different setting. I am more likely to do an educational course now. I am looking into doing alcohol and drugs counselling because of the life experience I have, so I am sure the computers will help with that.”



The Harrogate Homeless Project, No Second Night Out, was awarded £20,000. No Second Night Out provides a targeted response, the principle aim being to provide a solution to rough sleeping for those aged over 18 who are not owed a statutory duty. Referrals are made directly by clients, members of the public, Police, Probation, Prisons, Hospital, Mental Health, GPs, Local Authority, North Yorkshire Horizons as well as voluntary sector organisations. Anyone sleeping rough is offered emergency shelter, a comprehensive assessment and a sustainable offer of accommodation.

The Alcohol Education Trust was awarded £13,785 to provide alcohol-education and training across the whole of North Yorkshire.

The Trust support children to learn to stay safe around alcohol through work in schools, youth/sports clubs across Britain. They train teachers, guide parents and provide engaging fun interactive resources that build knowledge, resilience and life skills to help them learn how to look after themselves and others around alcohol.

Find out more about the Community Fund and the projects that have benefitted from it here:
www.northyorkshire-pcc.gov.uk/communityfund



Community Safety Services Fund

The Community Safety Services Fund is available to any local community group or organisation in North Yorkshire or the City of York; where projects benefit North Yorkshire communities directly and the projects are supported by the Community Safety Partnership (Safer York Partnership or North Yorkshire Community Safety Partnership).

The Local Intervention Fire Education (LIFE) scheme addresses the problems of young people, aged between 13 and 17, particularly those who have offended, are at risk of offending or have been victims of crime. It highlights the consequences of anti-social behaviour and teaches discipline, fire safety awareness, life skills and values.

Josh, who attended one of the courses in early 2018 said “As well as practical firefighting skills, the experience taught me about teamwork, communication, and it changed my perspective on life. It made me look at my life choices and the consequences of my actions, so that I now have a different outlook on my behaviour.”

Scarborough, Whitby and Ryedale MIND Changing Mindsets project was awarded £9,340 to deliver two emotional health programmes of tailored training in Scarborough to individuals who are at risk of offending/reoffending and individuals at risk of becoming a victim/repeat victimisation.

The project delivers two programmes, one focused directly on mental health awareness, management of triggers/symptoms and developing coping strategies. The second focussing on behavioural and attitude changes, developing self-management skills and practical strategies for building/maintaining support networks, engaging with community resources and develop participation in meaningful activities.

York Youth Offending Team (YOT) and Remedi's Restorative Thinking and Being Restorative with Families programmes was awarded £5,100 to support a greater victim-led, restorative approach.

The approach focuses on the young person developing a restorative mindset and aims to increase the number of young people and victims motivated to engage in Restorative Justice processes.

The families element complements the initial training and ensures that families understand and have involvement in restorative elements of Community Orders. The approach focuses on groups and one-to-one work that can be undertaken with families to engage them all. This method is particularly helpful in cases where a family member is the victim of the offence, for example cases of adolescent to parent abuse.

York YOT will be able to train volunteers in this specific method and also cascade training throughout wider support services.

Governance

Public Accountability Meetings



This year the PCC has reshaped the format of her public accountability meetings where she scrutinises the work that the police are doing. Taking a 'deep dive' look at topics that impact across departments and areas of the police's work, the PCC is looking at how NYP join up their work and make sure that there is a comprehensive approach to preventing and tackling crime.

Topics this year include, for example, local policing, burglary, rural crime, mental health, road safety and domestic abuse. By taking this approach, the PCC's Policy and Scrutiny team are able to develop a better assessment of the Police's approach and performance, and to take a view of best practice from across the country and internationally to support the PCC in working with the Chief Constable to drive improvement and better outcomes for the public.

Transforming the Organisation

The PCC has been looking to improve the efficiency of North Yorkshire Police for some time. HMICFRS conducted their annual Police Effectiveness, Efficiency and Legitimacy (PEEL) inspections and found NYP to be good at effectively and legitimately keeping people safe and reducing crime, but requiring improvement for efficiency, confirming much of the Commissioner's analysis.

This year the PCC has continued to put in place measures to ensure that North Yorkshire Police can improve their effectiveness and efficiency, and make savings to reinvest into frontline services. Ensuring the organisation is able to continue to adapt to new types of crime and deal with

changes to public services is vital to make sure that North Yorkshire Police can continue to deliver the service that the public expect.

Transform 2020 is the flagship transformation programme that the Commissioner has launched. This will deliver a new operational and organisational design that can continually adapt to meet local and national public and policing need. This is about more than making savings or incremental reform, but an ambition to make transformative change part of our core organisation and culture.

Collaboration

The Commissioner continues to champion collaboration between services locally, regionally and nationally. Collaboration between rural police services and partners to improve policing in rural areas has been further taken forward by the National Rural Crime Network, of which the PCC is Chair. This year the NRCN has published research on the funding of rural police forces, rerun the National Rural Crime Survey, and commissioned research into hidden vulnerability to domestic abuse in rural areas.

Working closely with criminal justice partners, the Commissioner has developed a proposal for a video evidence service enabling vulnerable victims and witnesses in hard to reach areas greater access to justice.

The Commissioner has also prepared and consulted on a business case for the transfer of governance of North Yorkshire Fire and Rescue Service to the PCC, finding possible savings of over £6.6 million, which has been submitted to the Home Secretary. This would see greater collaboration between police and fire services, reinvesting savings into frontline services for the public.



Policing is about keeping people safe, and overall as a Force we achieve some very positive results. North Yorkshire remains the safest county in England, we are one of only two Forces to have actually reduced crime in this inspection period, and our public confidence rate is the highest in the country.

Assistant Chief Constable Phil Cain





Funding and Spending

Funding Breakdown 2017/18		Actual £000s	%
Core Grant (including Legacy Grants)		75,660	49.1
Precept (including Collection Surplus)		66,029	42.9
Grants (Ringfenced)		4,149	2.7
Non Grant Income (including project income)		8,215	5.3
Total Funding (including efficiencies/productivity gains)		154,053	100

Expenditure Breakdown 2017/18		Actual £000s	%
Salary Costs		114,979	74.6
Other non salary employee costs		2,543	1.7
Police Injury pension costs		3,810	2.5
Premises costs		4,574	3.0
Supplies and Services		20,165	13.1
Transport costs (including fuel)		2,917	1.9
Financial costs		879	0.6
Budgeted transfers to/from reserves and provisions		(3,468)	(2.3)
North Yorkshire Police Total		146,399	95.0
Office of the Police and Crime Commissioner		974	0.6
Commissioned Services		3,450	2.2
Project costs		5,049	3.3
Total Expenditure		155,872	101.2
Additional transfer from General Reserve		(1,819)	(1.2)

Financial Position

North Yorkshire Police has a good history of using its resources responsibly, providing value for money to the public, while keeping North Yorkshire one of the safest places in the country.

Due to policing demands this year, the service has used general reserves to cover an overspend of £1.8 million. This equates to 1.2% of overall funding for 2017/18.

The main areas of overspend have been analysed in detail and measures have been put in place to reduce over-expenditure. As detailed in the Governance section, a Transformation programme has also been instigated to drive efficiency throughout the organisation.

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 and Crime Commissioner at:
Tel: 01423 569 562
Email: info@northyorkshire-pcc.gov.uk

Supporting Victims

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

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

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

- 01423 569 562
- info@northyorkshire-pcc.gov.uk
- northyorkshire-pcc.gov.uk
- @Julia_Mulligan (Personal Account)
- northyorkspcc
- youtube.com/c/nypcc



As the Police 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

Police and Crime
Commissioner
North Yorkshire

