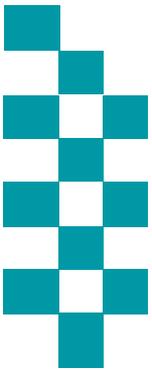


Public Accountability Board



Meeting Date: 31st August 2021



BE SAFE
FEEL SAFE

Contacting the police - 999

The service level target for emergency calls is to answer 90% in ten seconds which is set out in the Public Emergency Call Service (PECS) agreement. FCR will comply with the PECS requirement to provide a primary line, a secondary line and an alternative line to enable emergency calls to be routed. FCR will also provide a critical line for BT to contact NYP in case of difficulty in having the calls transferred and answered.

The boxes below show for the 12 months August 2020 to July 2021

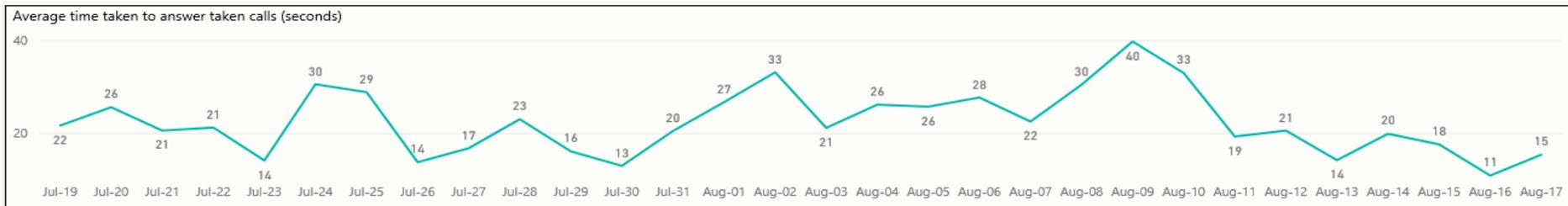
- 999 call volumes
- 999 calls answered within target time
- 999 calls answered outside target time
- 999 primary line answering rates

In the 30 days up to 17th August 2021 the average answer time for a 999 call was 22 seconds, compared to 26 during the previous period.

Average answer times of over 30 seconds were experienced occasionally during late evening and during the night.

Calls presented 88,646	Calls not primary line 2,508	Calls answered within SLA 47,441	Calls answered outside SLA 38,697
Calls presented 88,646	Calls not primary line 2.83%	Calls answered within SLA 53.52%	Calls answered outside SLA 43.65%

The charts below show 999 call volumes over the last 30 days, trendline for calls answered, calls not primary line, and average time to answer.



Contacting the police - 101

64.78% of all received calls are either 999 or 101. On average we receive two 101 calls for every 999 call

The boxes below show for the 12 months August 2020 to July 2021

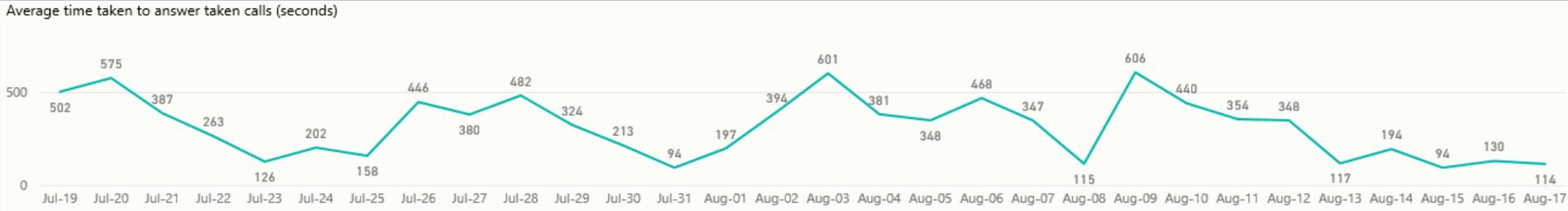
- 101 call volumes
- 101 calls answered within target time (NB Now two minutes since NYP came in line with most other forces –previously one minute)
- 101 calls answered outside target time
- 101 abandonment rates

In the 30 days up to 18th July 2021 the average time to answer a 101 call was just under 5 minutes which is approximately 90 seconds longer than the average over the last 12 months. More calls were answered outside the SLA (2 minutes) than within it.

Abandonment rates are also higher in the last 30 days at 31.45%

Calls presented 164,446	Calls abandoned 37,527	Calls answered within SLA 61,477	Calls answered outside SLA 65,442
Calls presented 164,446	Calls abandoned 22.82%	Calls answered within SLA 37.38%	Calls answered outside SLA 39.80%

The charts below show 101 call volumes, average time to answer and abandonment rates for the last 60 days



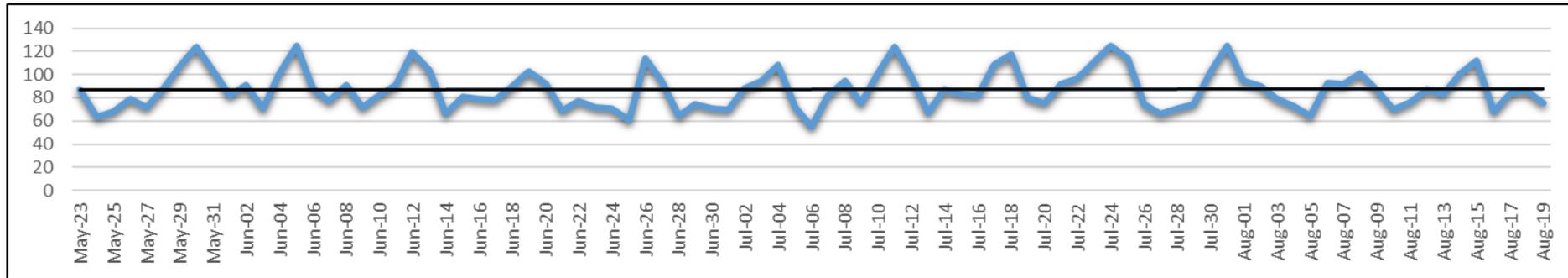
Our policing response

For the period: **22/05/2021 - 20/08/2021**

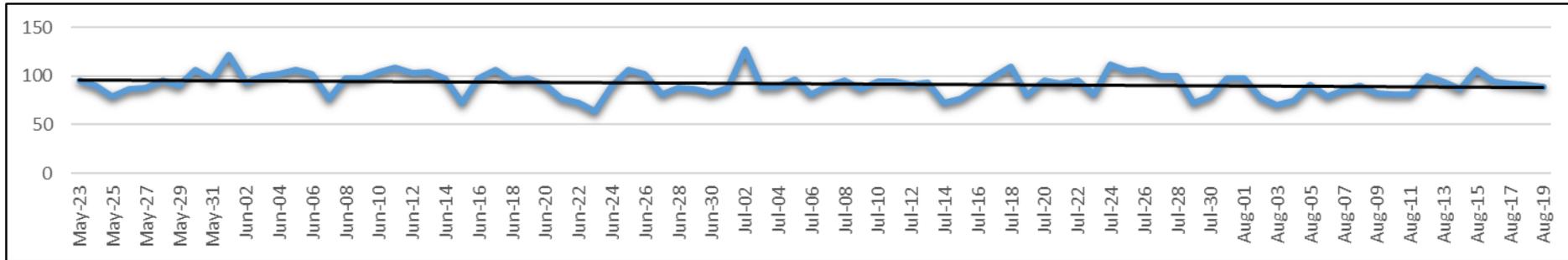
Response times for Immediate grade incidents average 11 minutes 51 seconds in rural locations and 7 minutes 56 seconds in urban areas from the point an officer is dispatched to arriving at the incident, with a lead in time of 4 minutes 41 seconds from call to dispatch. Overall times (call to at scene) in this time period are lower than the 2 year average in urban areas by 83 seconds and lower in rural areas by 54 seconds.

Priority grade incidents response times average just under 22 minutes although there may be a delay between call and dispatch to priority incidents based on resource availability.

Immediate Grade Response – Volumes have remained stable over the last 90 days averaging 87 Incidents a day.



Priority Grade Response - There is a downward trend in priority graded deployments during the past 90 days, averaging 92 Incidents a day.



Tables show Immediate and Priority Grade deployments over the past 90 days, broken down by ASB, Crime & PSW

Immediate	Total	Average Officers P/I	Priority	Total	Average Officers P/I
ASB	744	2.78	ASB	1267	1.76
Crime	1996	4.06	Crime	1312	2.10
PSW	3724	2.92	PSW	3769	2.07

For I grades NYP deployed 2776 more resources to PSW than crime but time spent on that initial response was 2192 hours more when dealing with crime rather than PSW

Therefore our ability to provide initial response to communities needs to be considered not just on an increased volume but also on the type of deployment. PSW is Public Safety and Welfare.

Crime volumes

General Crime volumes (Committed)

3 year data

Crime	Count	%
Violence Against The Person	46980	33.98%
Theft	26124	18.89%
Arson & Criminal Damage	16473	11.91%
Fraud	11355	8.21%
Public Order Offences	9449	6.83%
Burglary	9101	6.58%
Vehicle Offences	5838	4.22%
Drug Offences	4980	3.60%
Sexual Offences	3801	2.75%
Misc Crimes Against Society	2493	1.80%
Possession Of Weapons	1008	0.73%
Robbery	663	0.48%



This data shows the volume of crime recorded on police systems in North Yorkshire and committed in the last 3 years.

Around 65% of crime falls into the Home Office categories of Violence, Theft or Arson and Criminal Damage

12 month data

Crime	Count	%
Violence Against The Person	15543	35.43%
Theft	6756	15.40%
Arson & Criminal Damage	5304	12.09%
Fraud	5028	11.46%
Public Order Offences	3795	8.65%
Burglary	2090	4.76%
Drug Offences	1667	3.80%
Vehicle Offences	1427	3.25%
Sexual Offences	1058	2.41%
Misc Crimes Against Society	652	1.49%
Possession Of Weapons	325	0.74%
Robbery	224	0.51%



This data shows the volume of crime recorded on police systems in North Yorkshire and committed in the last 12 months.

When comparing the 12 month figures against the three year trend we have seen an increase in proportions of Public Order Offences and Fraud.

90 day data

Crime	Count	%
Violence Against The Person	4560	39.80%
Theft	1832	15.99%
Arson & Criminal Damage	1403	12.25%
Public Order Offences	1231	10.74%
Fraud	703	6.14%
Burglary	494	4.31%
Vehicle Offences	345	3.01%
Drug Offences	334	2.92%
Sexual Offences	300	2.62%
Misc Crimes Against Society	108	0.94%
Robbery	78	0.68%
Possession Of Weapons	69	0.60%



This data shows the volume of crime recorded on police systems in North Yorkshire and committed in the last 90 days. Proportions are relatively consistent. Crime profile becoming more similar to pre-pandemic.

Impact of Covid19:
In the 15 months (01/04/2020 – 31/07/21) of Covid19 8,715 fewer crimes were committed and reported in North Yorkshire than in the 15 months prior to Covid19

Assurance presentation:

Please would the Chief Constable provide assurance that:

- NYP officers are aware of the major crimes and problems affecting rural communities.
- NYP officers have a good understanding of the impact of COVID 19, and the associated lockdowns, on rural communities.
- NYP officers are actively engaging and maintaining two-way communication with the diverse rural communities.
- NYP can allocate adequate resources, including the Rural Task Force, to effectively support victims and prevent crimes in rural locations.

Victims journey

Victim Code and how we treat, engage and support victims of crime

Niche is a records management system used by North Yorkshire Police which works around crimes and occurrences being recorded and is useful as a method of counting crimes as required by the Home Office. The victim code is more complex in that a single victim can be subject to multiple crimes as part of a single investigation or a victim can be subject to multiple crimes over a time period each subject to a different investigation. This means that reporting on the victim journey can be complex.

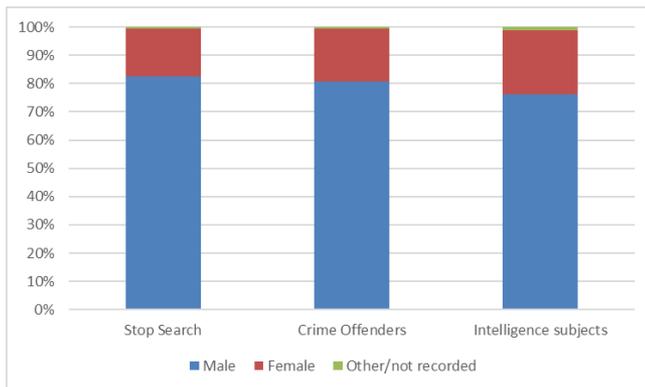
Our organisational approach to building oversight of the victim Journey

1. Dip sampling: It is proposed that the default position is the ongoing dip sampling managed by the Criminal Justice Department but using those networked into investigation clusters by Business Insight to give a better and more accurate picture of compliance.
2. Build some business rules to enable data to be more easily surfaced from Niche that provides more meaningful analytics
3. Seek to build a dashboard that automates and counts victim updates from an investigative perspective (see right)
4. Develop a picture of those rights which cannot be subject to data analytics but require qualitative assessment and agree an approach to understanding how they can be assessed and assured.

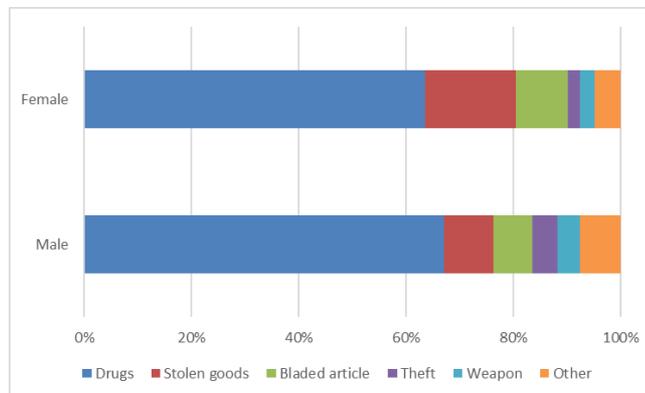
This is in addition to the routine supervisory checks which are already in place

Force legitimacy (Use of Force – Age)

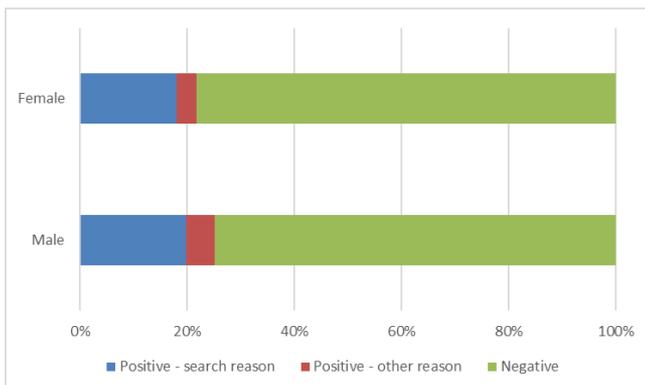
Date Period: 01/08/2020 – 31/07/2021



The gender profile of Stop and Search for the last 12 complete months is very similar to the gender breakdown of crime offenders and people shown as being subjects of intelligence reports. Females are more prevalent in the intelligence data as they may be included in the context of vulnerability not just offending.



The reason for a stop and search record varies more than other factors. Whilst overall similar, females are more likely to be stopped in relation to stolen and goods and males in relation to theft and weapons. These data should be viewed in the context of the differential in volumes across the genders as shown above, in that the number of females is much smaller and therefore small changes in numbers will result in large percentage changes.



The search outcomes are similar for both genders. The data refer to

- 1) Positive outcome linked to the initial reason for the search
- 2) Positive outcome linked to a reason different to that for the search (e.g searched for drugs but weapon found)
- 3) No further action

Workforce

Figures below as at 01st August 2021

Police Officers

Officer Long-term FTE Target	1563.00
Annual FTE Budget	1564.00
Actual Officer Numbers	1514.98

The 1524.91 is below the planned target and work is ongoing to review projections and recruitment plans. Retirements will be reviewed on a regular basis to analyse the potential effect of a pension remedy on early police officer retirement. Legislation and guidance is expected through this financial year, once confirmed individuals will be able to make their decisions about retirement and this will be tracked on a regular basis. The next intake for Student Officers is September 2021.

PCSO

Officer Long-term FTE Target	221.00
Annual FTE Budget	221.00
Actual Officer Numbers	222.16

The 222.16 is above the planned target and work is ongoing to review projections and recruitment plans. This work will include any trends on leavers particularly the numbers of PCSOs becoming Student Police Constables.

Police Staff, Specials, Volunteers

	Police Staff	Specials	Volunteers
Total Staff FTE	1075.25	118.00	177.00

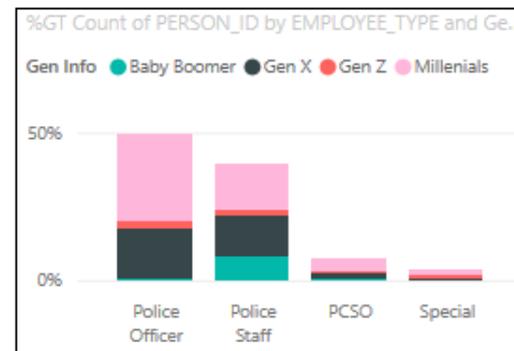
The Police Staff figures reduced by 3.81 from the previous month and the Special Constables reduced by 22 from the previous month.

Figures below as at 17th August 2021

Workforce Diversity

Self-defined ethnicity	% of Total
White	95.49%
Black, Asian, Minority Ethnic	3.74%
Not Stated	0.77%

Gender	% of Total
Male	52.45%
Female	47.55%



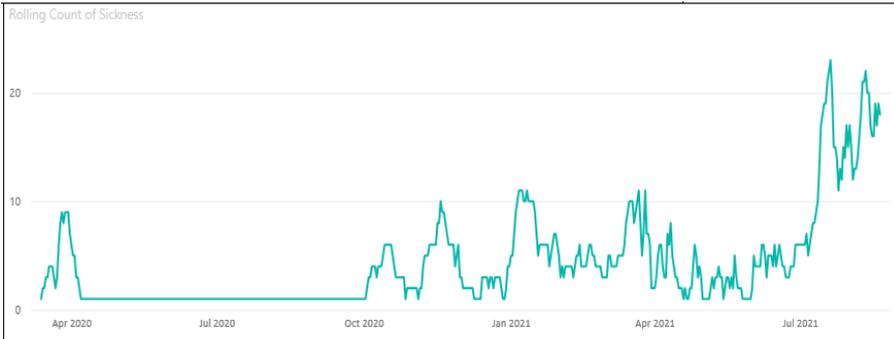
Mid point 2019 Population Data				
District	Female	Male	White population	Other Ethnicities
North Yorks	50.80%	49.20%	97.04%	2.96%

Baby Boomer Born 1946-1964
 Generation X 1965-1980
 Millennials 1981-1995
 Generation Z 1996 onwards

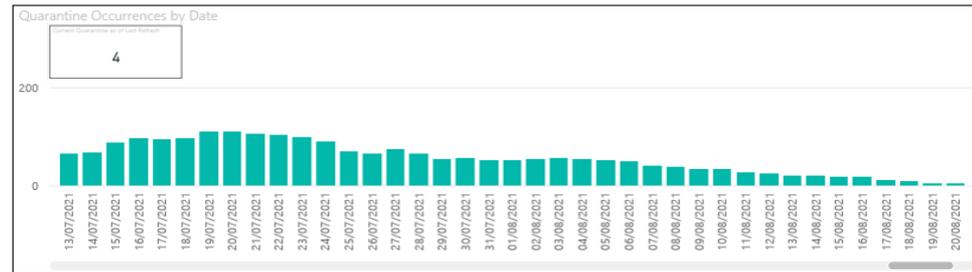
Workforce – Absence and Wellbeing

Figures below as at 20th August 2021

Covid 19 sickness absences

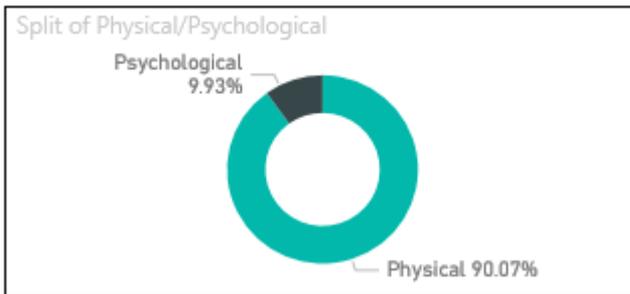


Covid 19 self-isolation



Sickness

Visual displays all sickness split by physical/psychological based on the last 12 months.



During the last 12 months there has been
 2204 occurrences of physical sickness averaging 44 working hours in length.
 243 occurrences of psychological sickness averaging 149 working hours in length.

The top 4 absence reasons (by count) in the last 12 months have been:

Coronavirus	199
Coronavirus Symptoms	175
Migraine	160
Cold/Flu	138