



North Yorkshire Police

Public Accountability Meeting

HMICFRS Report

March 2023

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Future Vision for Policing

National Direction Policing UK



To help keep our communities safe

To prevent crime and criminality

To respond effectively to all appropriate demand

To develop and inspire our workforce and evolve our culture

To embed a culture of continuous improvement and innovation in policing



Our Mission & Vision



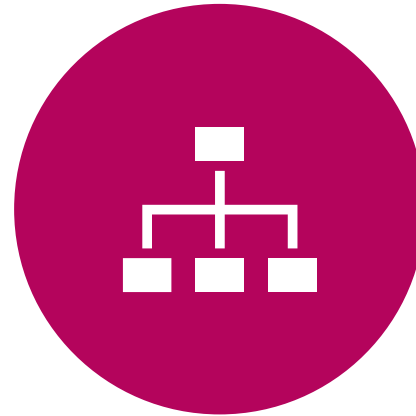
Mission: Keep people safe and feeling safe
Vision: To deliver an exemplary police service



What does exemplary mean?



BESPOKE SERVICE



EVERY PART OF THE
ORGANISATION



PARTNERSHIP

The image features a large, semi-transparent watermark of the North Yorkshire Police crest in the center. The crest includes a crown at the top, a central shield with a floral design, and the words 'NORTH YORKSHIRE POLICE' around the perimeter. The background is a blurred office interior with desks and chairs.

HMICFRS Inspection & Findings

What is PEEL?

- Police Efficiency, Effectiveness & Legitimacy (PEEL)
- Regular assessment of Police Forces in England & Wales
- Continual graded assessment
- Inspection period 2018-2022



Peel Assessment Framework



Service User assessment

- Providing a service to victims of crime
- Treating the public fairly

Operational assessment

- Preventing crime and anti-social behaviour
- Responding to the public
- Investigating crime
- Protecting vulnerable people
- Managing offenders and suspects

Organisational assessment

- Building, supporting and protecting the workforce
- Strategic planning, organisational management and value for money

HMICFRS Inspection Grading



- **Outstanding** – The force has substantially exceeded the characteristics of good performance
- **Good** – The force has demonstrated substantially the characteristics of good performance
- **Adequate** – We have identified an appreciable number of areas where the force should make improvements
- **Requires improvement** – We have identified a sufficiently substantial number of areas where the force needs to make improvements
- **Inadequate** – We have causes of concern and have made recommendations to the force to address them

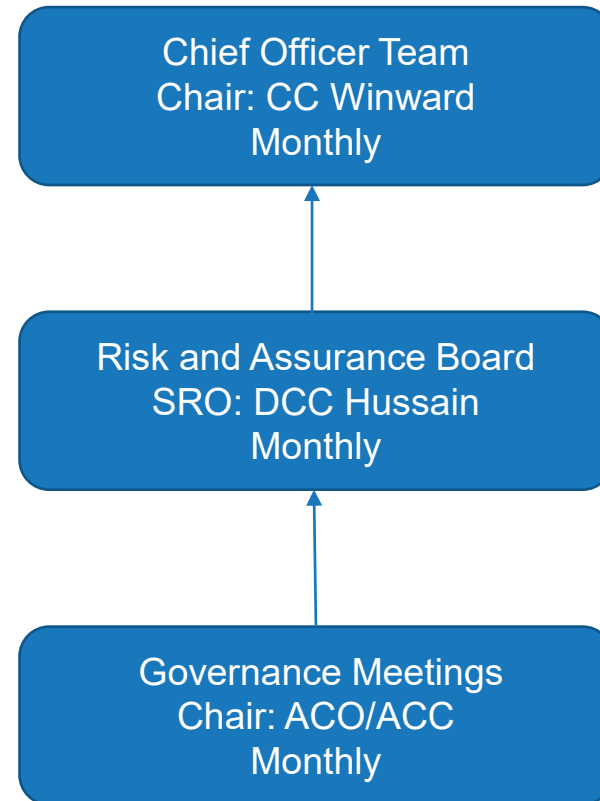


Our Gradings

Good	Engaging with and treating the public with fairness and respect
Adequate	Preventing crime and anti-social behaviour
Requires Improvement	Responding to the public
Requires Improvement	Investigating crime
Requires Improvement	Protecting vulnerable people
Adequate	Managing offenders and suspects
Requires Improvement	Building, supporting and protecting the workforce
Inadequate	Strategic planning, organisational management and value for money

Improvement Plan

A Force improvement plan has been put in place to monitor and deliver sustainable improvements



HMICFRS Findings

Engaging with & treating the public with fairness & respect - **Good**



North Yorkshire Police is good at treating people fairly and with respect

The force benefits from good partnership working

The neighbourhood teams engage with local communities to identify problems.

There is a focus on early intervention and prevention

The force works with local organisations in the community safety hubs to solve local problems and are effective in reducing vulnerability

HMICFRS Findings

Preventing crime & anti-social behaviour - Adequate



Areas for Improvement - To review our approach to problem solving and our neighbourhood policing model

Innovative Practice - Op Ambience, tackling drug/alcohol misuse and knife crime with young people

The force identifies and visits vulnerable people in partnership

Good Practice - prevention & early intervention & Professionalising neighbourhood policing

- **Improvements** – Problem solving system recording, consistency and timeliness

Workforce organisational redesign project in progress to ensure we meet demand in the right areas

HMICFRS Findings

Responding to the public – Requires Improvement



Areas for Improvement - Improve time it takes to answer calls for service and the identification of vulnerable and repeat callers

Review effectiveness of response to emergency and priority calls, minimising risk to victims of crime

Good Practice – Understanding daily demand and the associated risk and vulnerability.

Improvements – investment in resources, training and uplift in staff have improved call handling and response times

999 call compliance up from 50% to 75%

I-Grade attendance times reduced by almost 6 ½ minutes – 31% reduction to 14 mins 14 seconds

HMICFRS Findings

Investigating crime – Requires Improvement



Areas for Improvement - Review operating model for investigations
Victims Codes of Practice Compliance
Reduce backlog within its digital forensic unit

Good Practice - The force are undertaking effective investigations with room for improvement and investigations are effective and timely with appropriate levels of supervision

▪ **Improvements** – Demand modelling, capital investment and recruitment campaign to minimise vacancies

Direct entry detectives – 27 started training with another cohort planned for 2023

HMICFRS Findings

Protecting vulnerable people – Requires Improvement



Areas for Improvement - Review operating model for protecting vulnerable people

Improve strategic oversight of protecting the vulnerable

Ensure resources are allocated to meet demand

Good Practice - The force are good at understanding the nature and scale of vulnerability & providing ongoing safeguarding support to victims

The force benefits from good partnership working

- **Improvements** – A review of safeguarding has led to investment, staff restructure and dedicated safeguarding units – 21 new posts from uplift created and the introduction of dedicated safeguarding investigators

HMICFRS Findings

Managing offenders and suspects – Adequate



Areas for Improvement - Performance monitoring and supervisory oversight of managing registered sex offenders

Adhere to authorised professional practice (APP) when completing home visits for the management of registered sex offenders.

Clearly record activity to reduce risk

Good Practice - Effective in apprehending and managing suspects and offenders to protect the public from harm

Effectively risk assesses Registered Sex Offenders

Dedicated online child abuse team

- **Improvements** – Review of sex offenders management in line with APP and performance framework now in place with better recording through dedicated systems

HMICFRS Findings

Building, supporting and protecting the workforce – **Requires Improvement**



Areas for Improvement - Develop an effective workforce plan, with strategic oversight aligning resources with the right skills

Develop a detailed wellbeing plan with preventative focus to better support staff

Good practice - Officers and staff are proud to serve the communities of North Yorkshire

The force has restarted its work to make its workforce more representative of the communities they serve

The force has promoted the code of ethics and an ethical culture

- **Improvements** – A workforce review is in development for completion by the 31st March 2023 and will ensure we plan effectively and provide strategic oversight across the force

A Wellbeing Strategy is now in place with local delivery plans being developed

HMICFRS Findings

Strategic planning, organisational management and value for money – Inadequate



Causes for Concern – NYP should within 3 months

Ensure the force has effective oversight of enabling services

Develop an effective workforce plan

Develop & align departmental operational and strategic plans

Areas for Improvement - Utilise data to develop a detailed understanding of demand

Ensure capability and capacity meets demand

Review technology to meet requirements, improve services to communities and efficiency for staff

Improvements – Review of Enabling Services conducted and a new force governance structure has been implemented