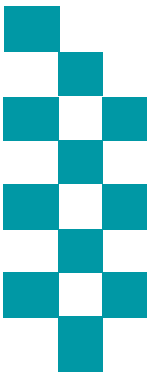


Public Accountability Board



Meeting Date: 02nd November 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 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 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 month period between October 2020 to September 2021

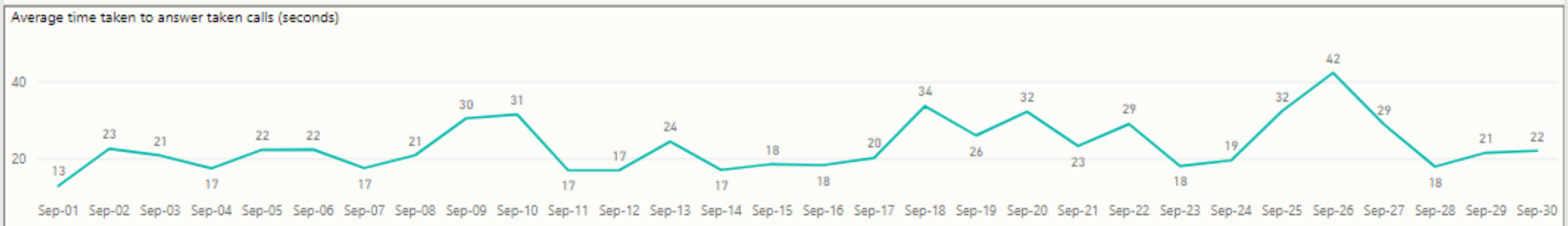
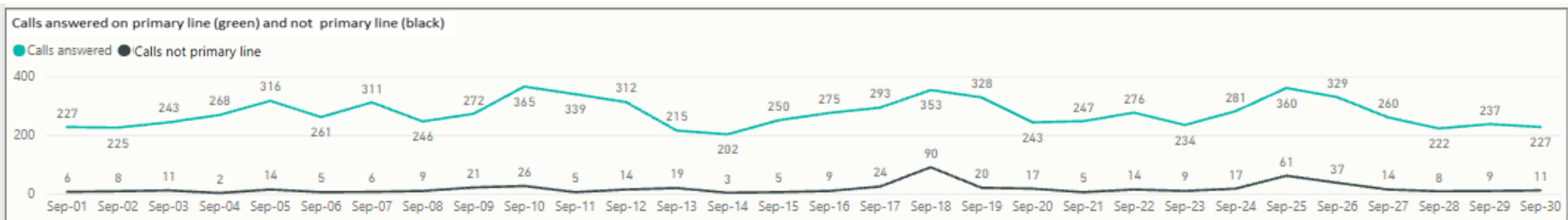
- 999 call volumes
- 999 calls answered within target time
- 999 calls answered outside target time
- 999 primary line answering rates

In September 2021 the average answer time for a 999 call was just under 24 seconds.

A total of 8,716 (999 calls) presented during September 2021. This has dropped by 855 compared to the previous month after an upward trend since February 2021.

Calls presented 90,098	Calls abandoned 2,979	Calls answered within SLA 47,121	Calls answered outside SLA 39,998
Calls presented 90,098	Calls abandoned 3.31%	Calls answered within SLA 52.30%	Calls answered outside SLA 44.39%

The charts below shows 999 call volumes for September 2021, trendline for calls answered, calls not primary line, and average time to answer.



Contacting the police - 101

In September 2021, 65.09% of all received calls were either 999 or 101. On average we receive two 101 calls for every 999 call

The boxes below show for the 12 month period between October 2020 to September 2021

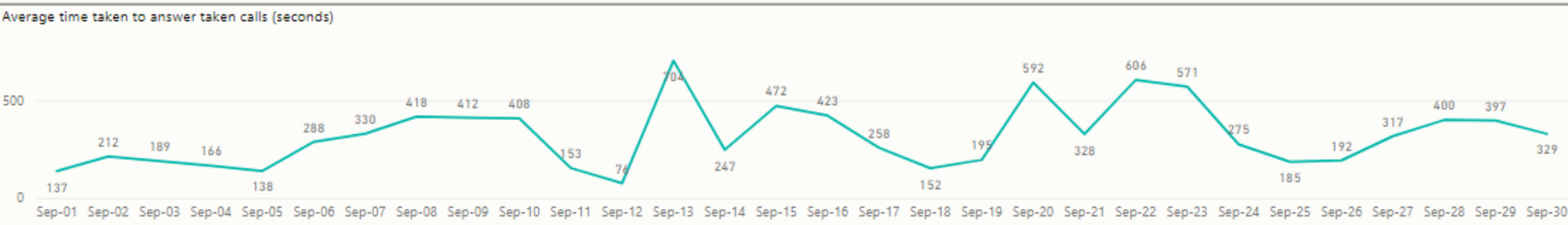
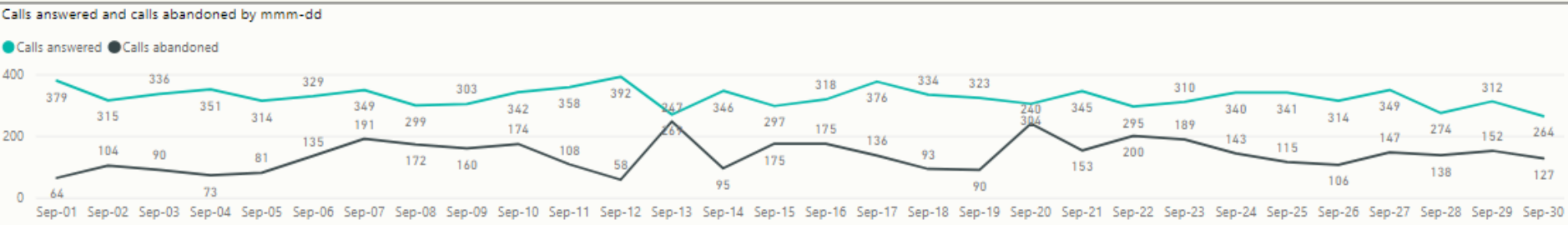
- 101 call volumes
- 101 calls answered within target time (NB Now two minutes since NYP came in line with most other forces –previously one minute)
- 101 calls answered outside target time
- 101 abandonment rates

Calls presented 162,801	Calls abandoned 39,741	Calls answered within SLA 59,303	Calls answered outside SLA 63,757
Calls presented 162,801	Calls abandoned 24.41%	Calls answered within SLA 36.43%	Calls answered outside SLA 39.16%

The average time to answer a 101 call was just over 5 minutes. When compared to the last 12 months, the average answer time was 3 minutes 45 seconds.

Abandonment rates are also high in the last 30 days at 29.70%

The charts below show 101 call volumes, average time to answer and abandonment rates for September 2021.



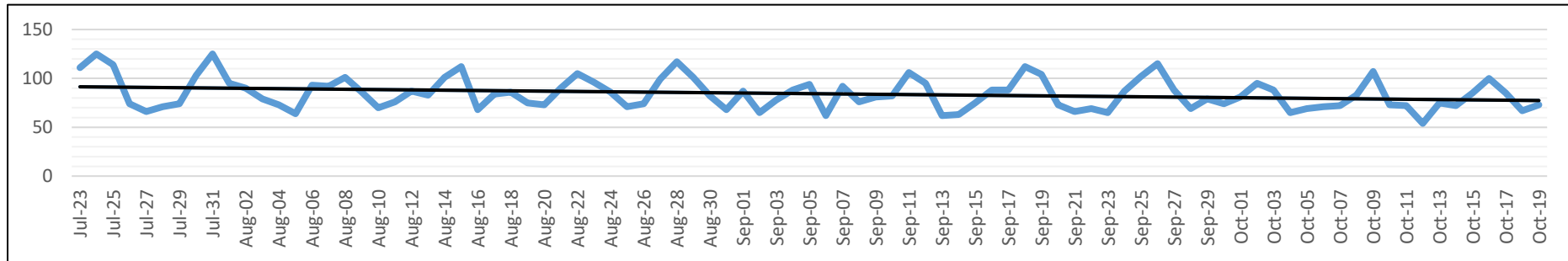
Our policing response

For the period: **22/07/2021 - 19/10/2021**

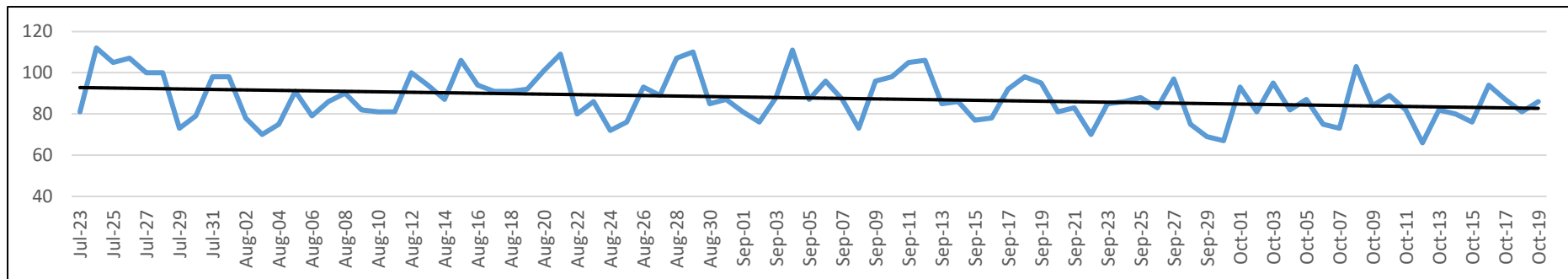
Response times for Immediate grade incidents average 12 minutes 17 seconds in rural locations and 8 minutes 13 seconds in urban areas from the point an officer is dispatched to arriving at the incident, with a lead in time of 4 minutes 36 seconds from call to dispatch. Overall times (call to at scene) in this time period are lower than the 2 year average in urban areas by 2 minutes and higher than the 2 year average in rural areas by 47 seconds.

Priority grade incidents response times average just over 25 minutes, although there may be a delay between call and dispatch to priority incidents based on resource availability.

Immediate Grade Response – There is a downward trend in Immediate grade deployments during the past 90 days, averaging 84 Incidents a day.



Priority Grade Response - There is a downward trend in priority graded deployments during the past 90 days, averaging 88 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
ASB	689	2.71
Crime	1897	3.87
PSW	3684	2.87

Priority	Total	Average Officers P/I
ASB	1097	1.65
Crime	1289	2.20
PSW	3652	2.10

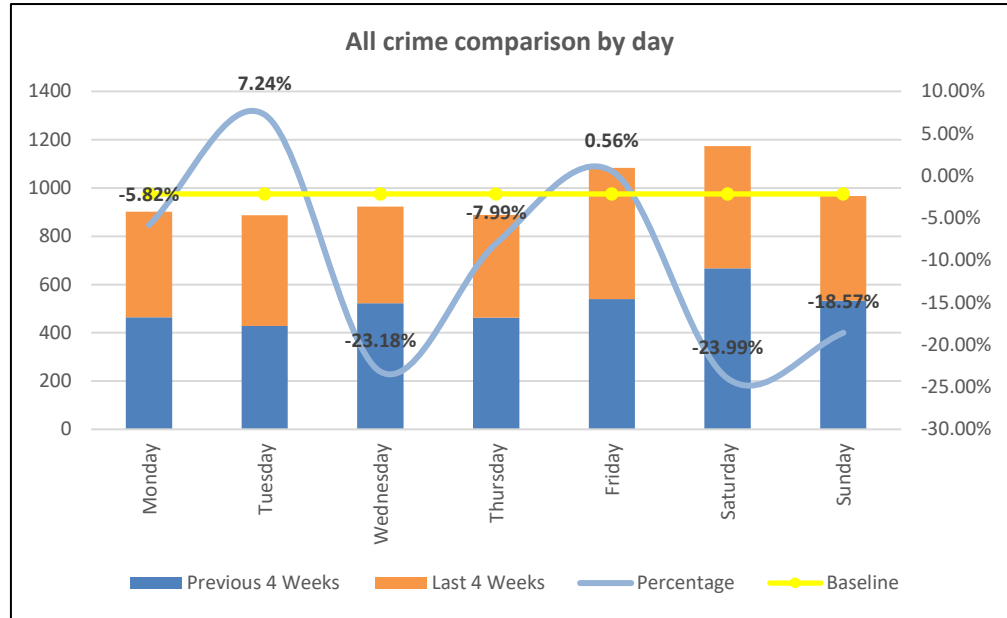
For I grades NYP deployed 1787 more resources to PSW than crime but time spent on that initial response was 1455 hours more when dealing with crime rather than PSW

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

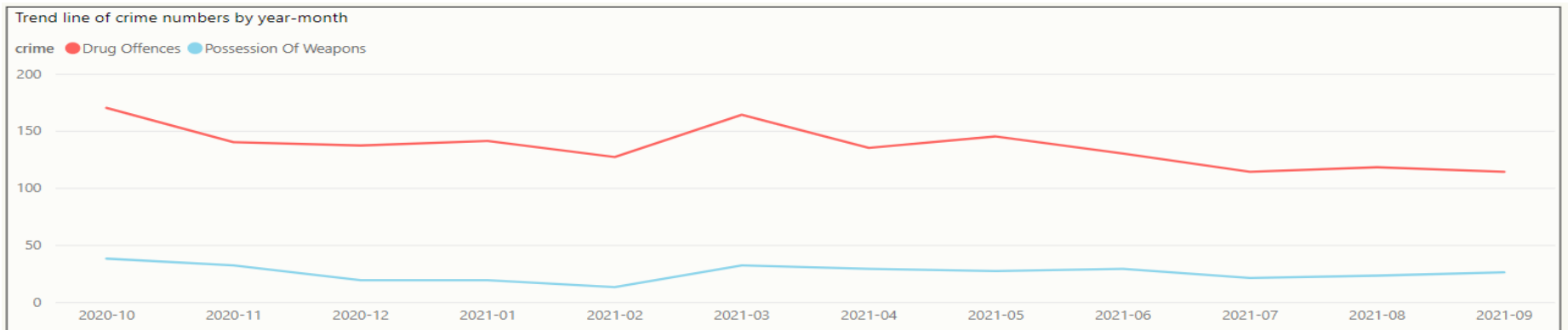
Date period: 30th August 2021 – 26th September 2021 (previous 4 weeks), compared to 27th September 2021 – 24th October 2021 (last 4 weeks). This is based on Committed Date.

HO Level 1	Previous 4 Weeks	Last 4 Weeks	Change	% Change
Arson & Criminal Damage	440	412	-28	-6.36%
Burglary	172	146	-26	-15.12%
Drug Offences	117	83	-34	-29.06%
Fraud	189	209	20	10.58%
Misc Crimes Against Society	43	37	-6	-13.95%
Possession Of Weapons	24	29	5	20.83%
Public Order Offences	392	318	-74	-18.88%
Robbery	16	15	-1	-6.25%
Sexual Offences	97	92	-5	-5.15%
Theft: All Other Theft	258	225	-33	-12.79%
Theft: Bicycle Theft	75	65	-10	-13.33%
Theft: Shoplifting	251	264	13	5.18%
Theft: Theft From Person	20	18	-2	-10.00%
Vehicle Offences	136	97	-39	-28.68%
Violence Against The Person	1387	1197	-190	-13.70%



The table to the top left shows that crime overall has gone down by 11.34%. Over the last four weeks more crimes were committed on a Tuesday compared to the previous 4 weeks, whereas for every other day of the week fewer crimes were committed.

The 12 month trend below shows the biggest volume increase and decrease over the last 4 weeks. Although there has been an increase in possession of weapon offences, the trend remains relatively stable. The drug offences trend continues to decrease.



General Crime volumes (Committed)

12 month data

Crime	Count	%
Violence Against The Person	16063	36.46%
Theft	6816	15.47%
Arson & Criminal Damage	5244	11.90%
Fraud	4639	10.53%
Public Order Offences	3949	8.96%
Burglary	2026	4.60%
Drug Offences	1618	3.67%
Vehicle Offences	1415	3.21%
Sexual Offences	1123	2.55%
Misc Crimes Against Society	638	1.45%
Possession Of Weapons	305	0.69%
Robbery	220	0.50%
Total	44056	100.00%



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, and a reduced prevalence of Theft

90 day data

Crime	Count	%
Violence Against The Person	4334	38.99%
Theft	1919	17.26%
Arson & Criminal Damage	1448	13.03%
Public Order Offences	1133	10.19%
Fraud	579	5.21%
Burglary	512	4.61%
Vehicle Offences	381	3.43%
Drug Offences	312	2.81%
Sexual Offences	267	2.40%
Misc Crimes Against Society	105	0.94%
Possession Of Weapons	69	0.62%
Robbery	58	0.52%
Total	11117	100.00%



This data shows the volume of crime recorded on police systems in North Yorkshire and committed in the last 90 days.

30 day data (September 2021)

Crime	Count	%
Violence Against The Person	1435	38.28%
Theft	616	16.43%
Arson & Criminal Damage	462	12.32%
Public Order Offences	407	10.86%
Fraud	210	5.60%
Burglary	180	4.80%
Vehicle Offences	136	3.63%
Drug Offences	114	3.04%
Sexual Offences	104	2.77%
Misc Crimes Against Society	43	1.15%
Possession Of Weapons	26	0.69%
Robbery	16	0.43%
Total	3749	100.00%

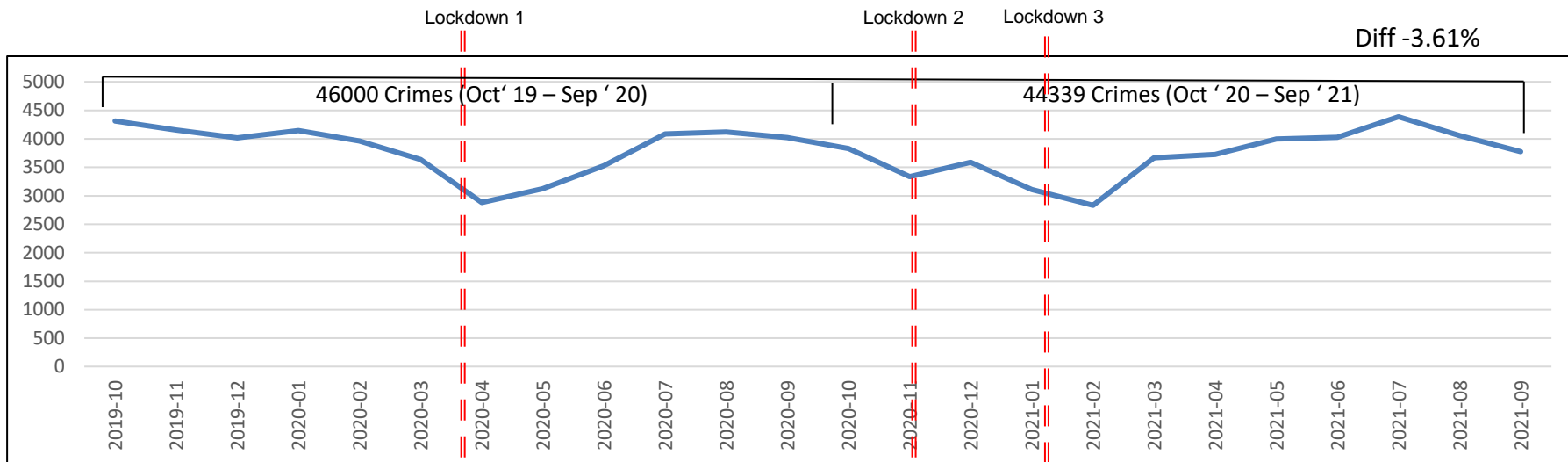


This data shows the volume of crime recorded on police systems in North Yorkshire and committed in the last 30 days.

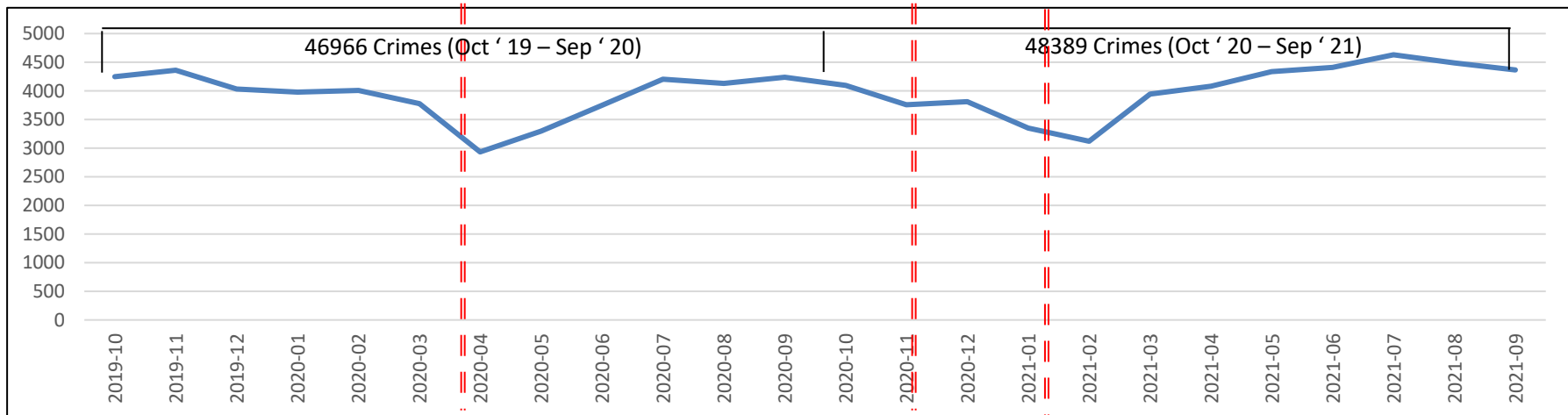
Impact of Covid19:
In the 18 months (01/04/2020 – 30/09/21) of Covid19 7,845 fewer crimes were committed and reported in North Yorkshire than in the 18 months prior to Covid19

Dealing with crime over the last 24 months

All crimes – Last 24 months (based on the date the crime was **committed**)

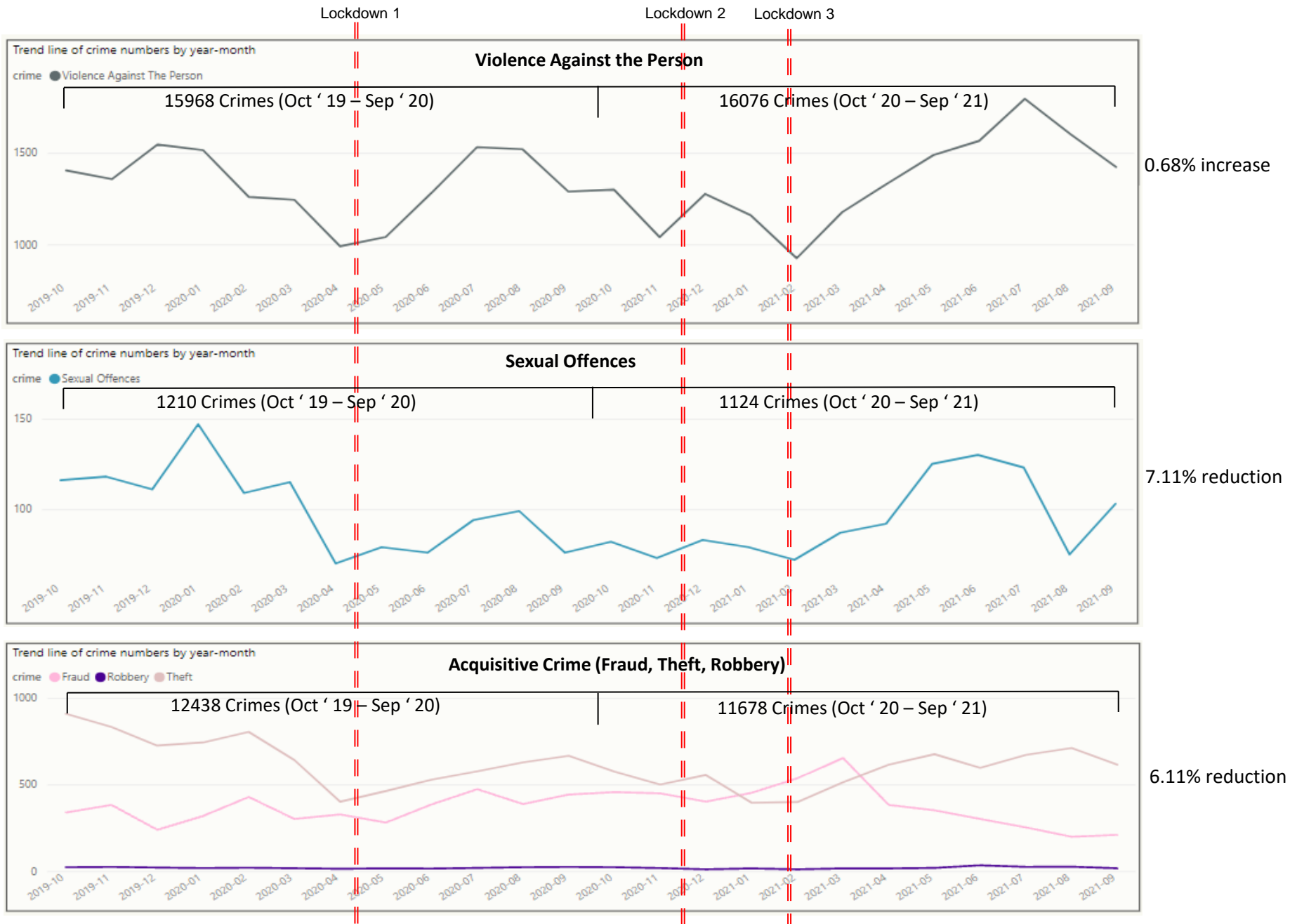


All crimes – Last 24 months (based on the date the crime was **recorded**)



The number of crimes committed in North Yorkshire Police in the past 12 months fell by 3.61% in comparison to the previous 12 months. The number of crimes recorded by North Yorkshire Police in the past 12 months increased by 3.03% in comparison to the previous 12 months. This situation is the result of continued historic reporting of crimes, typically sexual and violent crime.

Dealing with crime over the last 24 months (Committed)



Crime investigative outcomes – All Crimes

Outcomes (these are based on date crime recorded on system and resolution against that date for last 3 years)

*Please note NYP count outcomes differently to the Home Office. NYP count the outcomes based on the date the crime was recorded, and the Home Office count the outcomes based on when the outcome was recorded, irrespective of when the Crime was recorded.

Resolved (15.56%) relates to any positive outcome including charges, cautions, warnings, restorative disposal etc. 39.75% of resolved related to a charge.

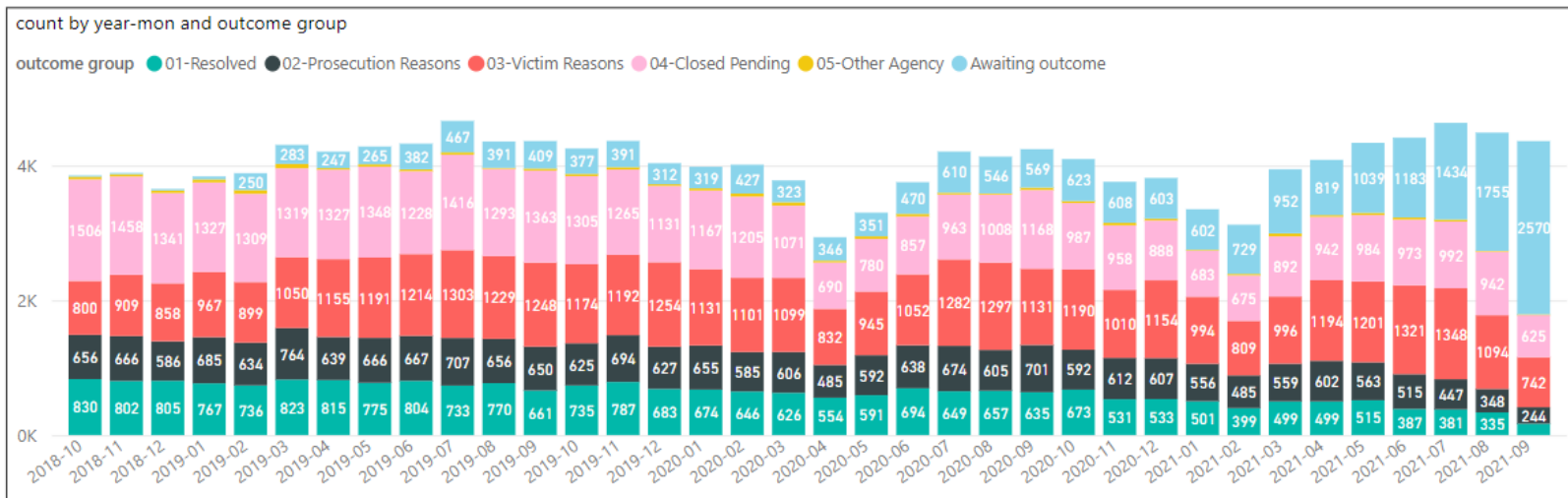
Prosecution reasons (14.79%) is where prosecution is prevented due to evidential difficulties or not in the public interest.

Victim reasons (26.95%) is where victim declines to support of which 82.69% have a named suspect

Closed pending (27.00%) is where the investigation is complete but no suspect has been identified

01-Resolved	22648
02-Prosecution Reasons	21532
03-Victim Reasons	39227
04-Closed Pending	39306
05-Other Agency	1161
Awaiting Outcome	21702

Awaiting outcome (14.91%) is either still under investigation or awaiting review or closure by the Crime Management Unit



Some complex investigations take significant time to resolve due to complexity of forensic or digital examinations hence resolved volumes lag

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.

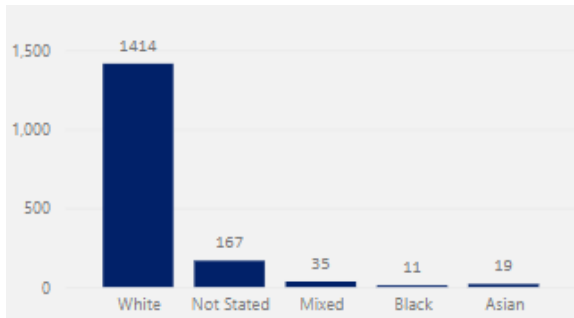
This is in addition to the routine supervisory checks which are already in place

Force legitimacy (Stop Search – Ethnicity)

Date Period: 01/10/2020 – 30/09/2021

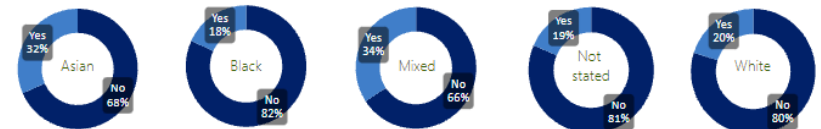
North Yorkshire is a safe place to live and attracts numerous visitors that enjoy its iconic sights and beautiful landscapes. In addition it attracts those who wish to cause harm. This section looks at the differential between residents and non-resident stop and search information (please note that some stop searches do not contain residential status)

Residents (77% of the total where place of residence is recorded)



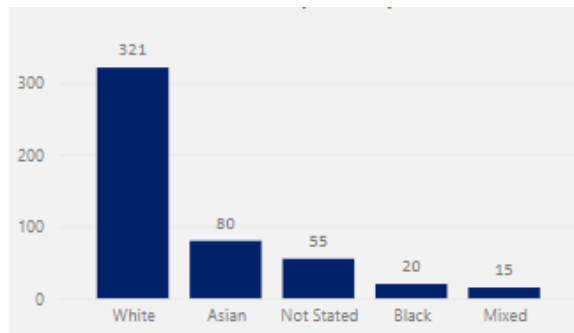
Black, Asian, Mixed account for 4.39% of those searches where self-defined ethnicity was recorded. Where it was officer defined it was 3.58%

Stops by ethnicity and if further action was taken



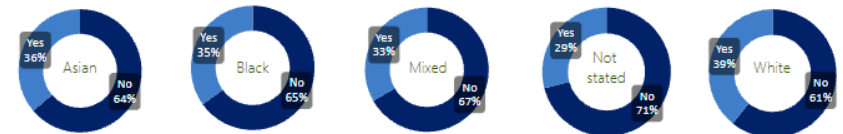
Stop searches where a positive outcome resulted (arrest, caution, penalty notice, summons or warning) ranged from 18% (Black) to 34% (Mixed)

Non-residents



Black, Asian, Mixed account for 26.38% of those searches where self-defined ethnicity was recorded. Where it was officer defined it was 26.49%

Stops by ethnicity and if further action was taken



Stop searches where a positive outcome resulted (arrest, caution, penalty notice, summons or warning) ranged from 29% (Not Stated) to 36% (Asian) which is an increase in positive outcome rate across all ethnicities when compared to residents.

Overall whilst there appears disproportionate stop search numbers based on ethnicity this is mainly reflected in stop search of non-residents. The higher positive outcome rates for non-residents supports the view that this is intelligence led, focussed on those who come into North Yorkshire to cause harm.

Workforce

Figures below correct as at 01st October 2021

Police Officers

Officer Long-term FTE Target	1567.00
Annual FTE Budget	1564.00
Actual Officer Numbers	1549.67

The actual officer number at 01st October 2021 is 1549.67 against the new target of 1567, which includes the increase from Op Uplift for 2021-22. This 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. 28 Student Officers and 19 transferees commenced with NYP in September 2021.

PCSO

Officer Long-term FTE Target	221.00
Annual FTE Budget	221.00
Actual Officer Numbers	211.62

The actual PCSO number at 01st October 2021 is 211.62. This is below the planned target and work is ongoing to review projections to inform future recruitment. This work will include any trends on leavers particularly the numbers of PCSOs becoming Student Police Constables. The 2021-2022 average PCSO number is 216.74 which is 4.26 less than the target for March 2022.

Police Staff, Specials, Volunteers

	Police Staff	Specials	Volunteers
Total Staff FTE	1072.96	115.00	198.00

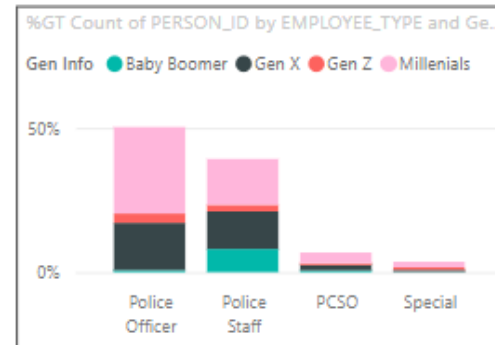
The Police Staff figures reduced by 0.50 from the previous month and the Special Constables reduced by 1 from the previous month.

Figures below as at 22nd October 2021

Workforce Diversity

Self-defined ethnicity	% of Total
White	95.46%
Black, Asian, Minority Ethnic	3.74%
Not Stated	0.80%

Gender	% of Total
Male	52.62%
Female	47.38%



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

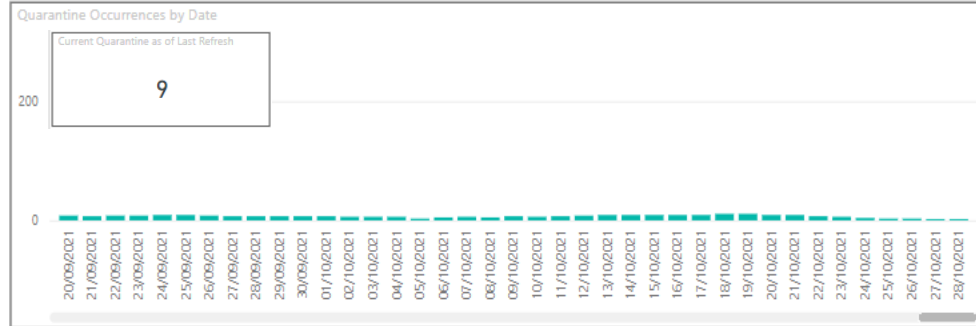
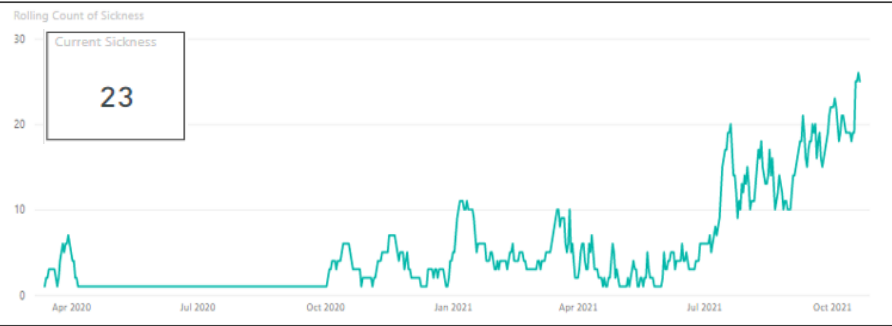
Baby Boomer Born 1946-1964
 Generation X 1965-1980
 Millennials 1981-1995
 Generation Z 1996 onwards

Workforce – Absence and Wellbeing

Figures below as at 21th October 2021

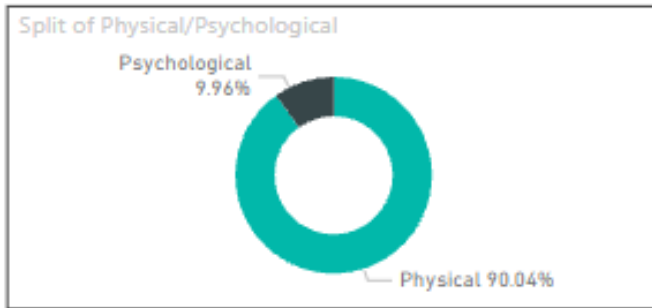
Covid 19 sickness absences

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 2451 occurrences of physical sickness averaging 45 working hours in length. 271 occurrences of psychological sickness averaging 150 working hours in length.

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

Coronavirus	265
Cold/Flu	194
Coronavirus Symptoms	174
Migraine	165