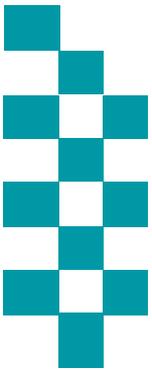# Public Accountability Board

Meeting Date: 07th December 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.

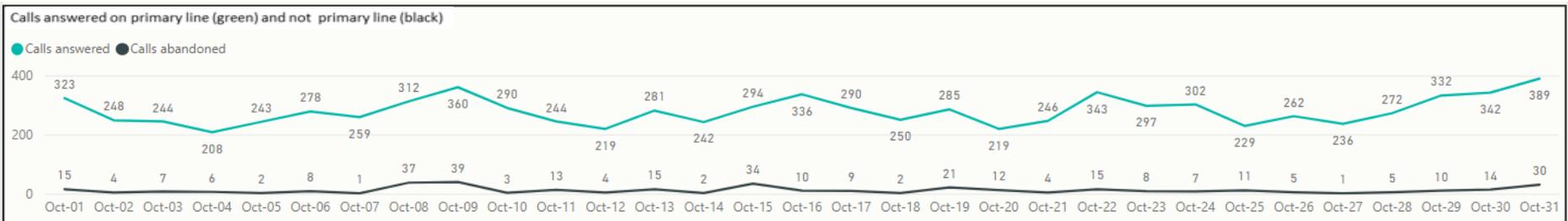The boxes below show for the 12 month period between November 2020 to October 2021
- 999 call volumes
- 999 calls answered within target time
- 999 calls answered outside target time
- 999 primary line answering rates

In October 2021 the average answer time for a 999 call was just under 20 seconds, last month average answer time was 24 seconds.

A total of 9,029 (999 calls) presented during October 2021. This has increased by 313 compared to the previous month. 42.90% of calls were answered outside of SLA

Calls presented	Calls abandoned	Calls answered within SLA	Calls answered outside SLA
91,898	3,096	48,036	40,766
Calls presented	Calls abandoned	Calls answered within SLA	Calls answered outside SLA
91,898	3.37%	52.27%	44.36%

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

Calls answered on primary line (green) and not primary line (black)

Average time taken to answer taken calls (seconds)

In October 2021, 65.49% of all received calls were either 999 or 101.

The boxes below show for the 12 month period between November 2020 to October 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	Calls abandoned	Calls answered within SLA	Calls answered outside SLA
162,834	40,287	59,412	63,135
Calls presented	Calls abandoned	Calls answered within SLA	Calls answered outside SLA
162,834	24.74%	36.49%	38.77%

The average time to answer a 101 call was just over 4 ½ minutes . When compared to the last 12 months, the average answer time was just under 4 minutes.

Abandonment rates are also high in the last 30 days at 27.95%

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

Calls answered and calls abandoned by mmm-dd
● Calls answered ● Calls abandoned

Average time taken to answer taken calls (seconds)
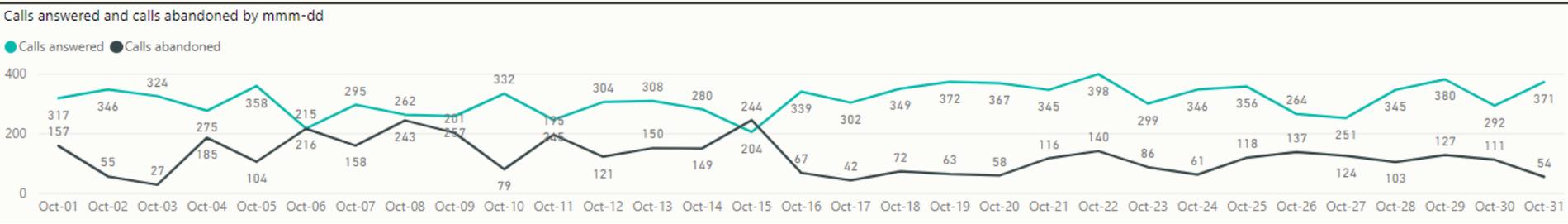
Our policing response

For the period: **20/08/2021 - 17/11/2021 (90 days)**
Response times for Immediate grade incidents average 12 minutes 00 seconds in rural locations and 8 minutes 06 seconds in urban areas from the point an officer is dispatched to arriving at the incident, with a lead in time of 6 minutes 56 seconds from call to dispatch. Overall times (call to at scene) in this time period are slightly higher than the 2 year average in urban areas by 28 seconds and higher than the 2 year average in rural areas by 1 minute 3 seconds.
Priority grade incidents response times average 21 minutes 57 seconds, 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 82 Incidents a day.
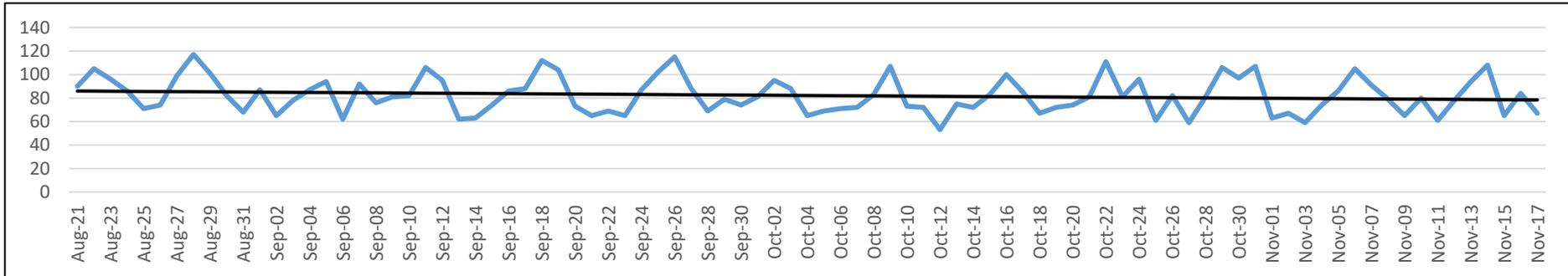
Priority Grade Response - There is a downward trend in priority graded deployments during the past 90 days, averaging 85 Incidents a day.
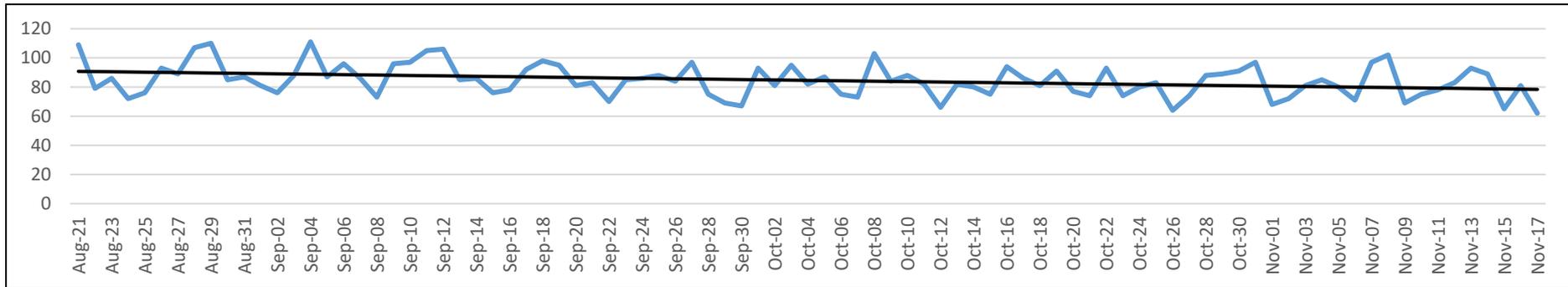
Tables show Immediate and Priority Grade deployments over the past 90 days, broken down by ASB, Crime & PSW

Immediate	Total	Average Officers P/I
ASB	657	2.55
Crime	1876	3.84
PSW	3544	2.92

| Priority	Total	Average Officers P/I
ASB	998	1.69
Crime	1324	2.32
PSW	3498	2.05

For I grades NYP deployed 1668 more resources to PSW than crime but time spent on that initial response was 1397 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.
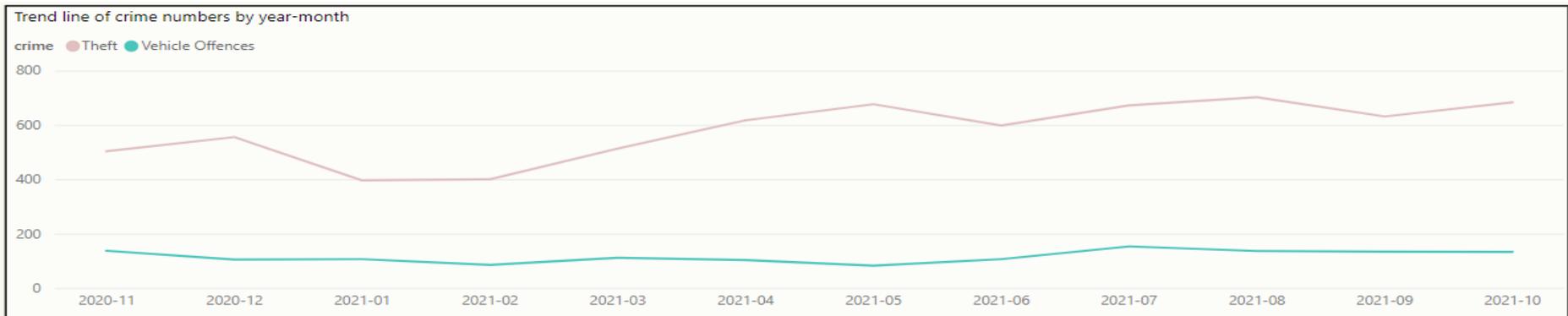
Crime volumes

Date period: 23rd September 2021 – 20th October 2021 (previous 4 weeks), compared to 21st October 2021 – 17th November 2021 (last 4 weeks). This is based on Committed Date.

HO Level 1	Previous 4 weeks	Last 4 weeks	Change	%Change
Arson & Criminal Damage	451	444	-7	-1.55%
Burglary	145	165	20	13.79%
Drug Offences	104	80	-24	-23.08%
Fraud	216	201	-15	-6.94%
Misc Crimes Against Society	47	31	-16	-34.04%
Possession Of Weapons	32	26	-6	-18.75%
Public Order Offences	342	322	-20	-5.85%
Robbery	15	26	11	73.33%
Sexual Offences	115	87	-28	-24.35%
Theft: All Other Theft	254	246	-8	-3.15%
Theft: Bicycle Theft	59	89	30	50.85%
Theft: Shoplifting	284	255	-29	-10.21%
Theft: Theft From Person	16	17	1	6.25%
Vehicle Offences	96	116	20	20.83%
Violence Against The Person	1312	1227	-85	-6.48%

All crime comparison by day
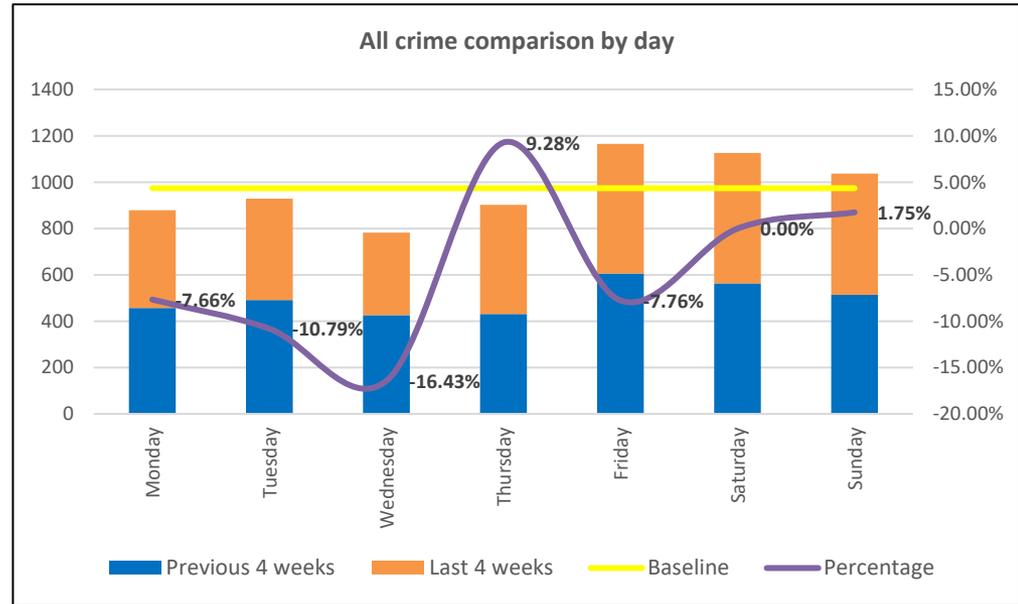
The table to the top left shows that crime overall has gone down by 4.47%. Over the last four weeks more crimes were committed on a Thursday and a Sunday compared to the previous 4 weeks, Saturday has remained the same and every other day of the week fewer crimes were committed.

The 12 month trend below shows the biggest volume increase over the last 4 weeks. Theft Crimes have seen a big rise and Vehicle Offences show a steady rise.

Trend line of crime numbers by year-month

General Crime volumes (Committed)

12 month data	90 day data	31 day data (October 2021)

12 month data

Crime	Count	%
Violence Against The Person	16426	36.85%
Theft	6946	15.58%
Arson & Criminal Damage	5308	11.91%
Fraud	4458	10.00%
Public Order Offences	4070	9.13%
Burglary	2011	4.51%
Drug Offences	1610	3.61%
Vehicle Offences	1391	3.12%
Sexual Offences	1189	2.67%
Misc Crimes Against Society	642	1.44%
Possession Of Weapons	307	0.69%
Robbery	223	0.50%
Total	**44581**	**100.00%**

90 day data

Crime	Count	%
Violence Against The Person	4181	38.03%
Theft	1909	17.36%
Arson & Criminal Damage	1386	12.61%
Public Order Offences	1098	9.99%
Fraud	649	5.90%
Burglary	512	4.66%
Vehicle Offences	383	3.48%
Drug Offences	305	2.77%
Sexual Offences	300	2.73%
Misc Crimes Against Society	123	1.12%
Possession Of Weapons	87	0.79%
Robbery	61	0.55%
Total	**10994**	**100.00%**

31 day data (October 2021)

Crime	Count	%
Violence Against The Person	1484	37.70%
Theft	683	17.35%
Arson & Criminal Damage	509	12.93%
Public Order Offences	372	9.45%
Fraud	247	6.28%
Burglary	188	4.78%
Vehicle Offences	133	3.38%
Sexual Offences	124	3.15%
Drug Offences	99	2.52%
Misc Crimes Against Society	43	1.09%
Possession Of Weapons	30	0.76%
Robbery	24	0.61%
Total	**3936**	**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 Violent Crimes, Public Order Offences and Fraud, and a reduced prevalence of Theft

This data shows the volume of crime recorded on police systems in North Yorkshire and committed in the last 90 days.
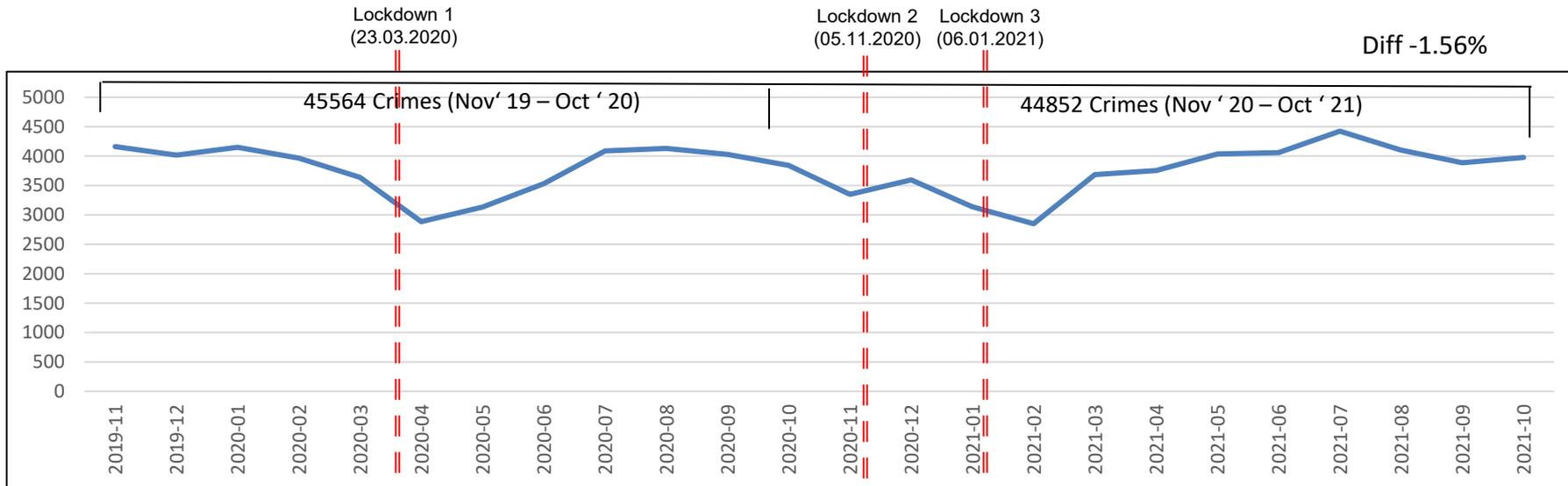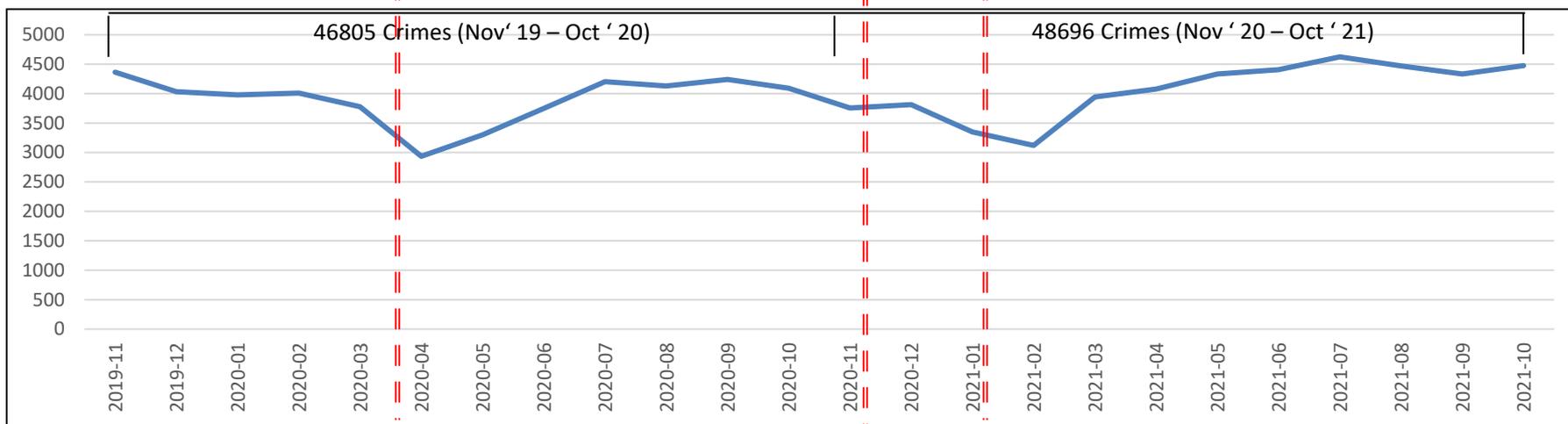
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This data shows the volume of crime recorded on police systems in North Yorkshire and committed in the last 31 days.

Dealing with crime over the last 24 months

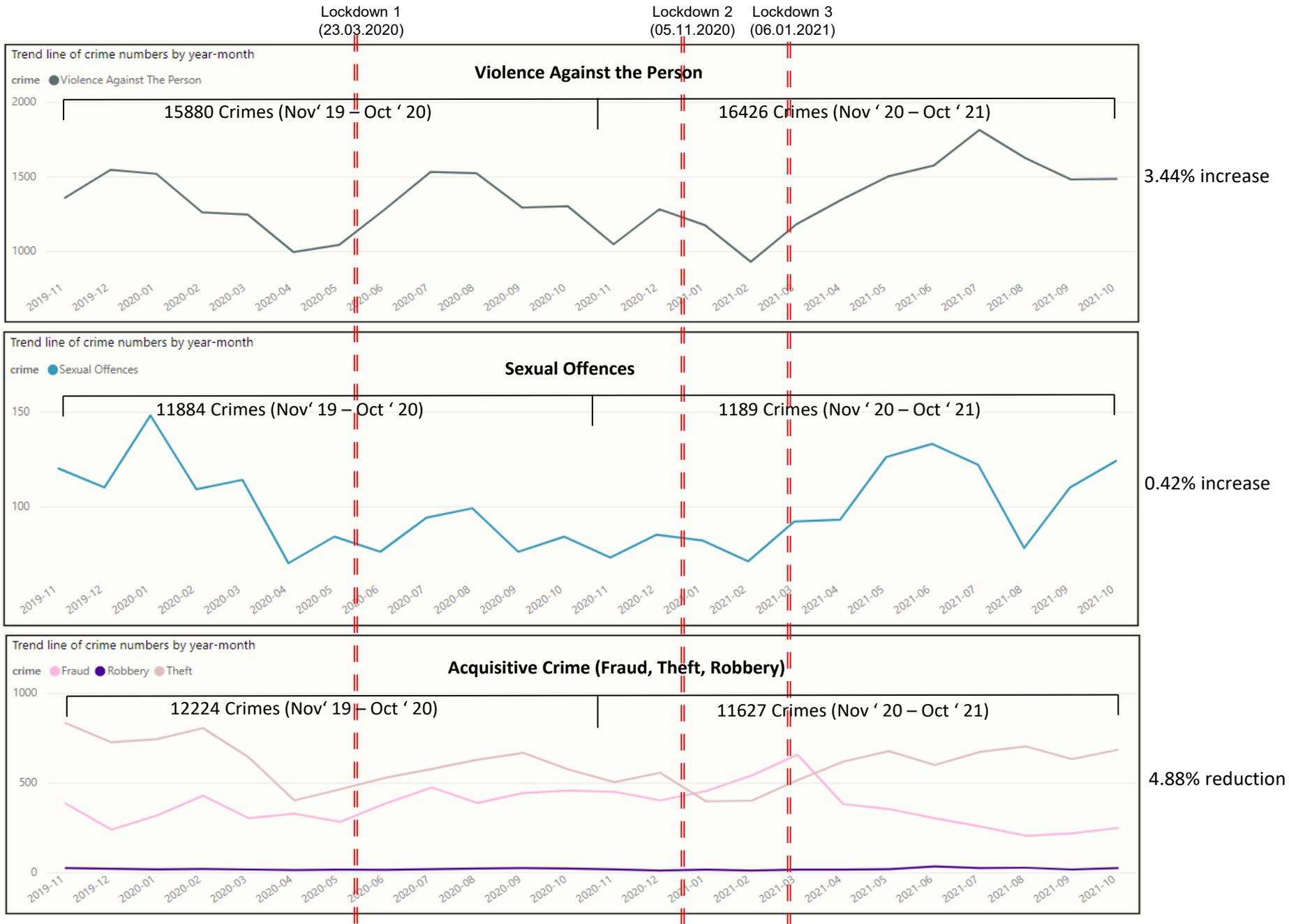All crimes – Last 24 months (based on the date the crime was **committed**)

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 1.56% in comparison to the previous 12 months

The number of crimes recorded by North Yorkshire Police in the past 12 months increased by 4.04% 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)

Lockdown 1 (23.03.2020)   Lockdown 2 (05.11.2020)   Lockdown 3 (06.01.2021)

Violence Against the Person

Trend line of crime numbers by year-month

crime ● Violence Against The Person

15880 Crimes (Nov' 19 – Oct ' 20)   16426 Crimes (Nov ' 20 – Oct ' 21)

3.44% increase

Sexual Offences

Trend line of crime numbers by year-month

crime ● Sexual Offences

11884 Crimes (Nov' 19 – Oct ' 20)   1189 Crimes (Nov ' 20 – Oct ' 21)

0.42% increase

Acquisitive Crime (Fraud, Theft, Robbery)

Trend line of crime numbers by year-month

crime ● Fraud ● Robbery ● Theft

12224 Crimes (Nov' 19 – Oct ' 20)   11627 Crimes (Nov ' 20 – Oct ' 21)

4.88% reduction

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 (15.34%) relates to any positive outcome including charges, cautions, warnings, restorative disposal etc. 39.49% of resolved related to a charge.
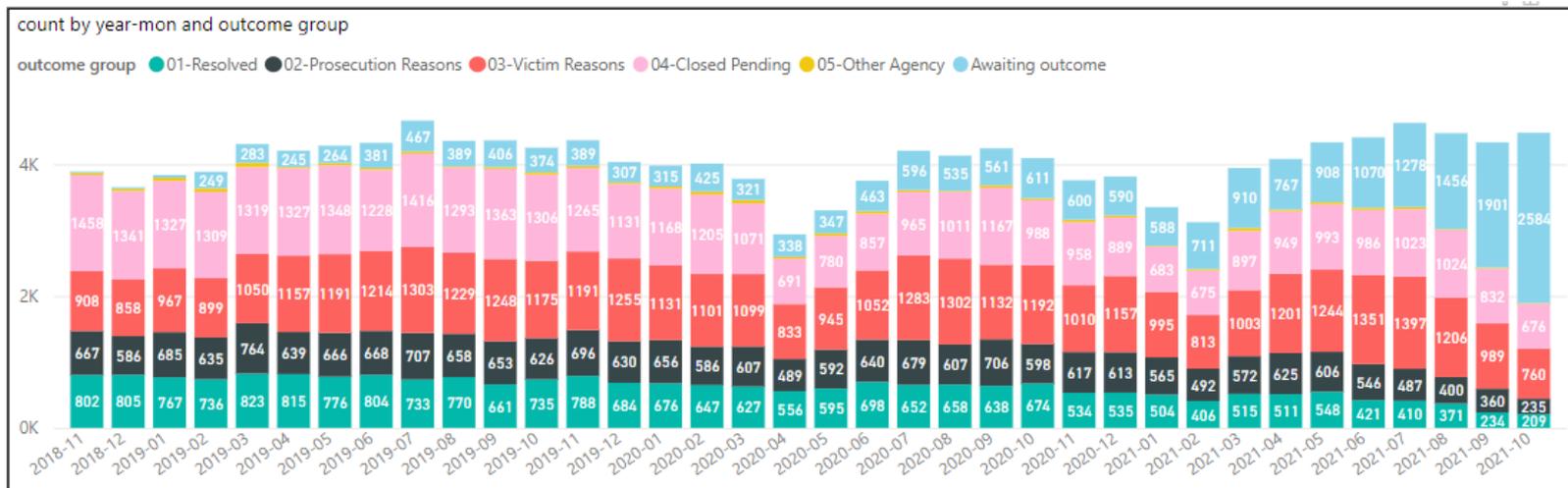
Prosecution reasons (14.82%) is where prosecution is prevented due to evidential difficulties or not in the public interest.

Victim reasons (27.38%) is where victim declines to support of which 82.55% have a named suspect

01-Resolved	22318
02-Prosecution Reasons	21558
03-Victim Reasons	39841
04-Closed Pending	38919
05-Other Agency	1145
Awaiting Outcome	21713

Awaiting outcome (14.92%) is either still under investigation or awaiting review or closure by the Crime Management Unit

Closed pending (26.75%) is where the investigation is complete but no suspect has been identified

count by year-mon and outcome group

outcome group ● 01-Resolved ● 02-Prosecution Reasons ● 03-Victim Reasons ● 04-Closed Pending ● 05-Other Agency ● Awaiting outcome

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

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)

Each police force is required to record all uses of force by its staff and officers. The term Use of Force is broad and includes tactics from conversations and handcuffs through to Taser and firearms. Ages are officer-perceived.

Date period: 01/09/2018 – 31/10/2021 - Throughout this period a total of 13018 Use of Force forms have been submitted
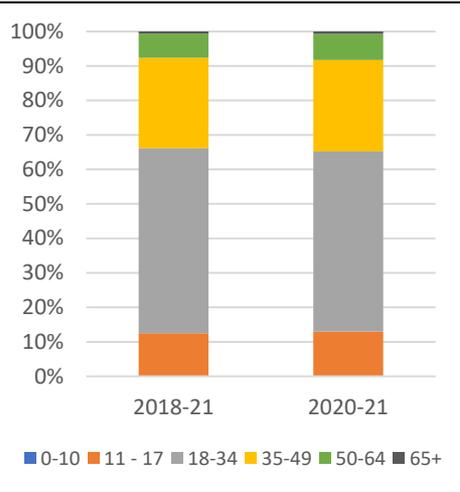
The age profile for the last 3 years and the last 12 months is almost identical. 18-34 year olds are most often the subject with a small increase in the proportion of reports involving 11-17 year olds. In the last year 62% of contacts with this age group have comprised tactical communications.
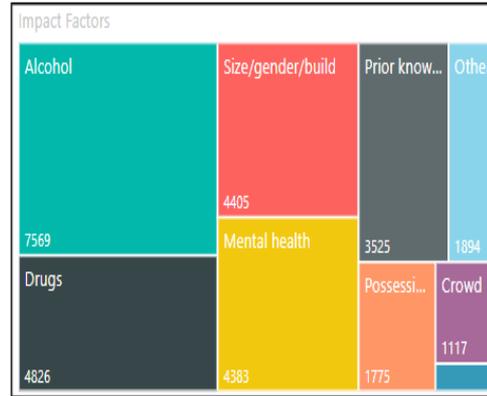

Alcohol (25.46%) and Drugs (16.218) are the most frequently recorded factors across all age groups.

For those aged 11-17 years these remain the predominant factors but at lower proportions. Being in a crowd is a greater factor for that age group.

Taser

Date period: 01/09/2018 – 31/10/2021 - Throughout this period there has been a total of 807 records of Taser use. Records include all possible actions going through the increasing stages of drawn, aimed, arced, red dotted or fired. Use of this tactic is less prevalent in the 11-17 year age group who represent 12.29% of all Use of Force subject but 5.58% of those against whom Taser was used (any stage).
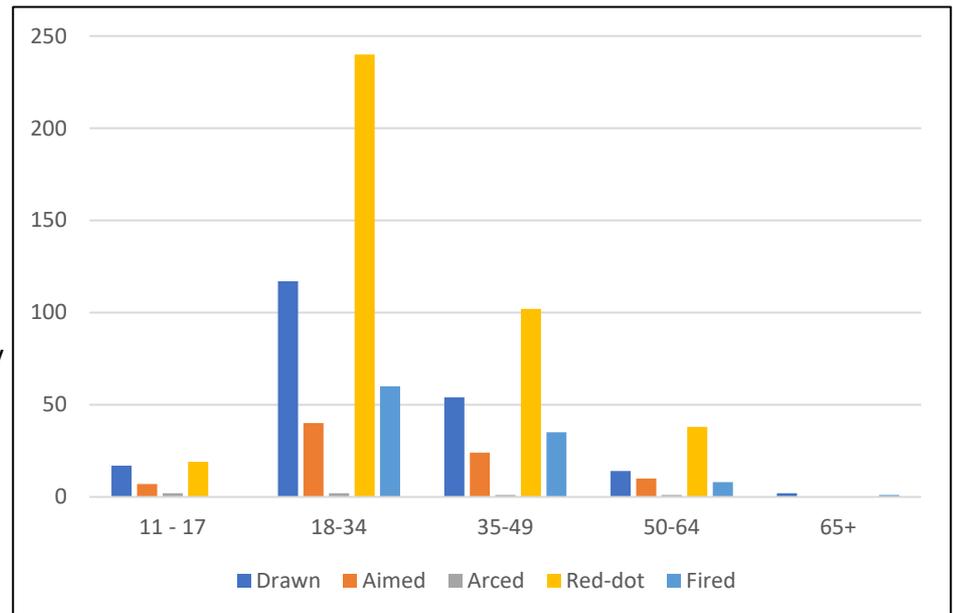
Workforce

Police Officers

Officer Long-term FTE Target	1567.00
Annual FTE Budget	1564.00
Actual Officer Numbers	1547.38

The actual officer number at 01st November 2021 is 1547.38 against the new target of 1563, 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. 6 transferees commenced with NYP in October 2021.

PCSO

Officer Long-term FTE Target	221.00
Annual FTE Budget	221.00
Actual Officer Numbers	204.71

The actual PCSO number at 01st November 2021 is 204.71. 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 214.78 which is 6.22 less than the target for March 2022.

Police Staff, Specials, Volunteers

	Police Staff	Specials	Volunteers
Total Staff FTE	1073.70	112.00	215.00

The Police Staff figures increased by 0.74 from the previous month, Special Constables reduced by 3 from the previous month and volunteers increased by 17 from the previous month.
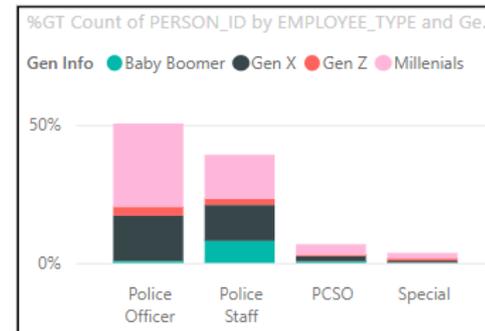
Figures below as at 19th November 2021

Workforce Diversity

Self-defined ethnicity	% of Total
White	95.48%
Black, Asian, Minority Ethnic	3.72%
Not Stated	0.80%

Gender	% of Total
Male	52.68%
Female	47.32%

%GT Count of PERSON_ID by EMPLOYEE_TYPE and Ge…
Gen Info ● Baby Boomer ● Gen X ● Gen Z ● Millenials

Mid point 2019 Population Data

District	Female	Male	White population	Other Ethnicities
North Yorks	50.80%	49.20%	97.04%	2.96%

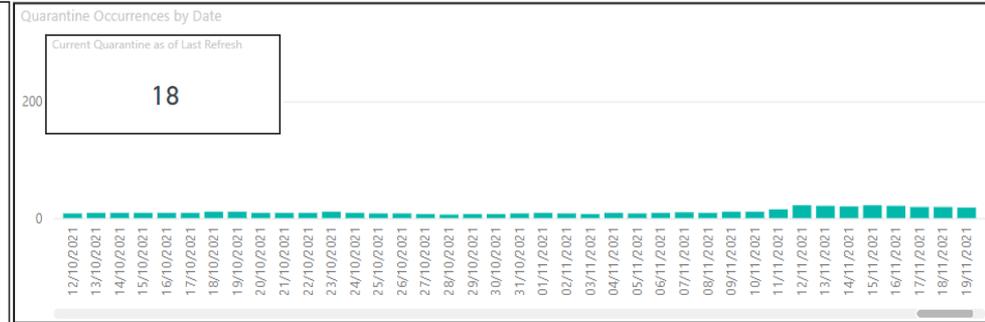|	
Baby Boomer	Born 1946-1964
Generation X	1965-1980
Millennials	1981-1995
Generation Z	1996 onwards

Workforce – Absence and Wellbeing

Figures below as at 19th November 2021

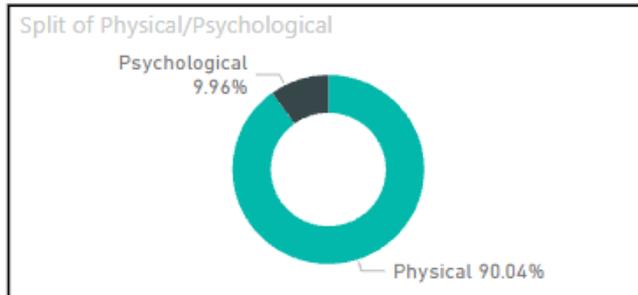## Covid 19 sickness absences

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
2486 occurrences of physical sickness averaging 46 working hours in length.
271 occurrences of psychological sickness averaging 151 working hours in length.

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

Coronavirus	267
Cold/Flu	224
Coronavirus Symptoms	174
Migraine	162