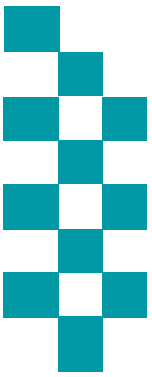


# Public Accountability Meeting



Meeting Date: 25<sup>th</sup> January 2022



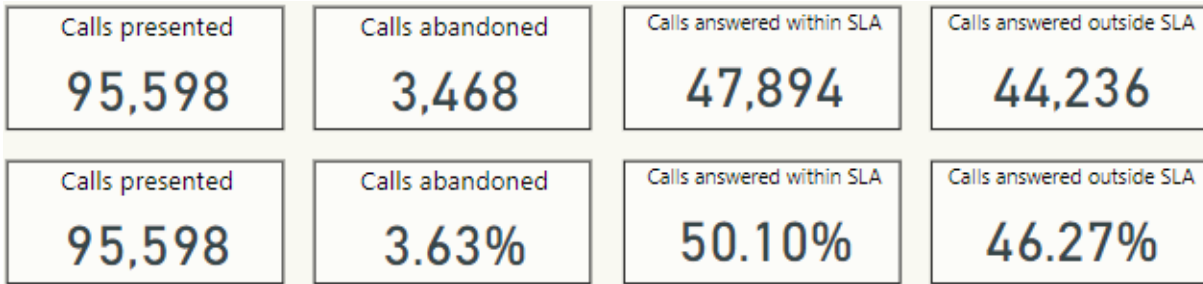
**BE SAFE**  
**FEEL SAFE**

# 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 January 2021 to December 2021

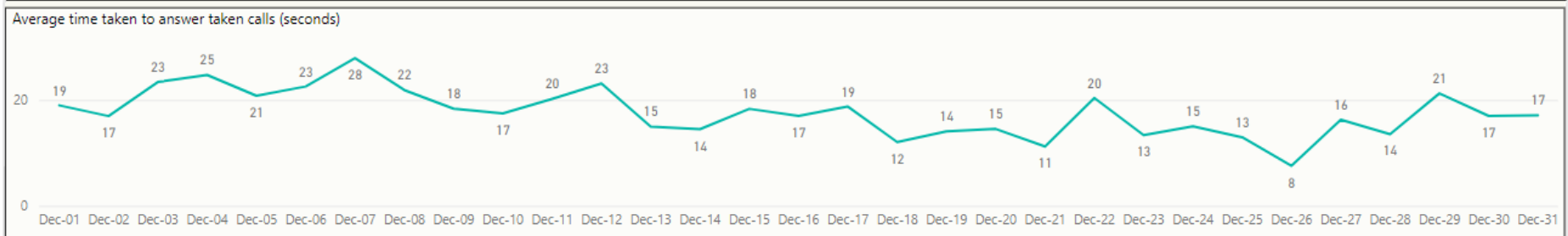
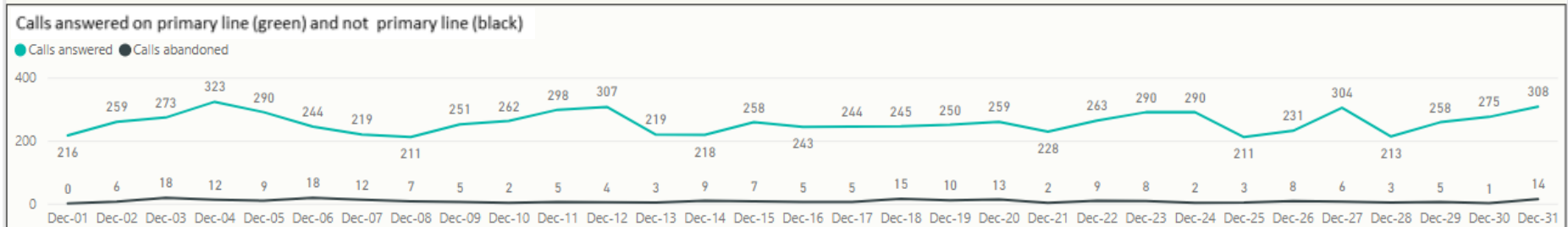
- 999 call volumes
- 999 calls answered within target time
- 999 calls answered outside target time
- 999 primary line answering rates



In December 2021 the average answer time for a 999 call was 17.75 seconds, last month average answer time was just under 21.5 seconds.

A total of 8,186 (999 calls) presented during December 2021. This has decreased by 268 compared to the previous month. 41.60% of calls were answered outside of SLA

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



# Contacting the police - 101

In December 2021, 64.70% of all received calls were either 999 or 101.

The boxes below show for the 12 month between January 2021 to December 2021

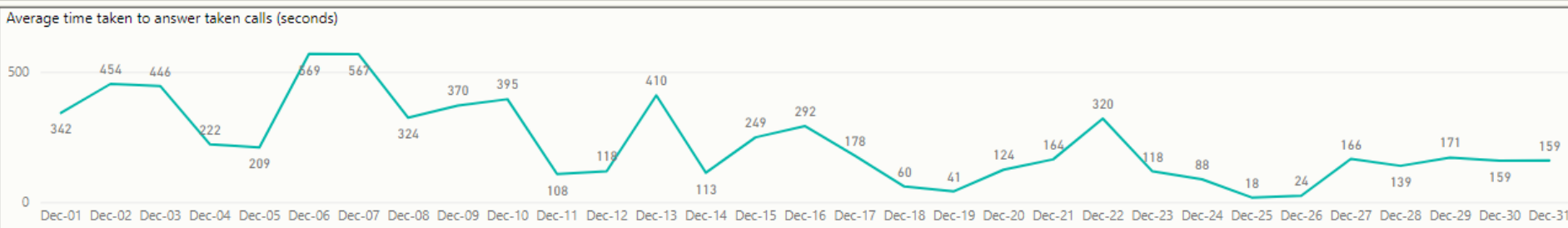
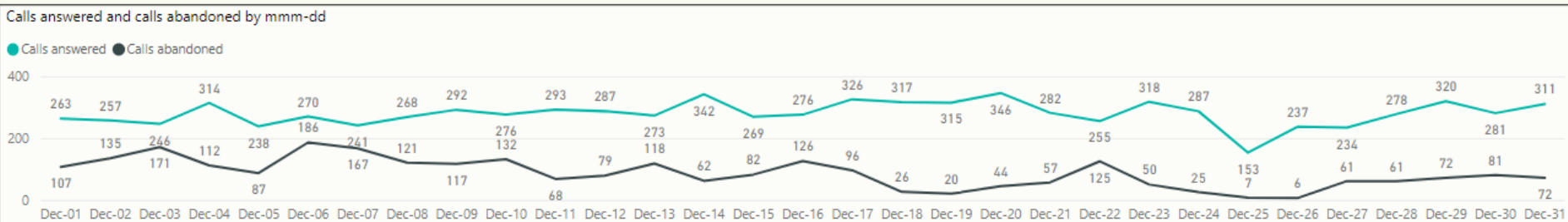
- 101 call volumes
- 101 calls answered within target time (NB Now two minutes since NYP came in line with most other forces –previously one minute)
- 101 calls answered outside target time
- 101 abandonment rates

Calls presented <b>160,988</b>	Calls abandoned <b>42,711</b>	Calls answered within SLA <b>54,968</b>	Calls answered outside SLA <b>63,309</b>
Calls presented <b>160,988</b>	Calls abandoned <b>26.53%</b>	Calls answered within SLA <b>34.14%</b>	Calls answered outside SLA <b>39.33%</b>

In December 2021 the average time to answer a 101 call was 3 minutes 45 seconds. When compared to the last 12 months, the average answer time was just over 4 minutes.

Abandonment rates have dropped compared to November 2021, but still high at 23.58% (-4.65%).

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



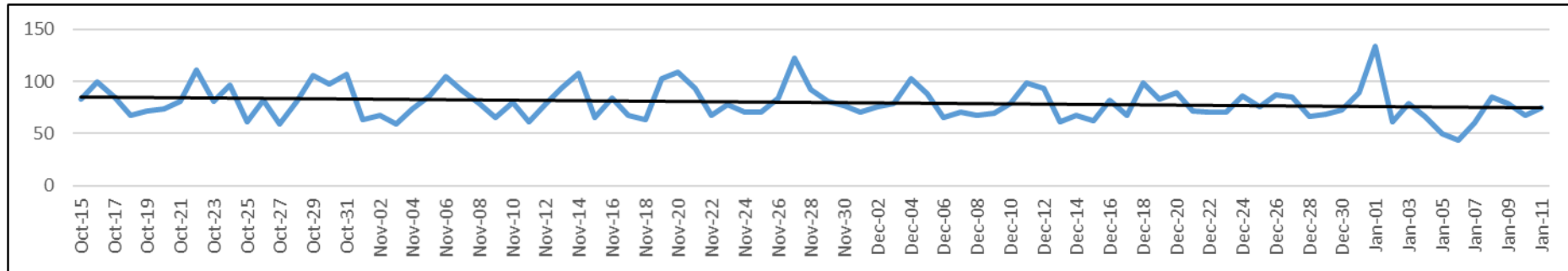
# Our policing response

For the period: **14/10/2021 - 11/01/2022 (90 days)**

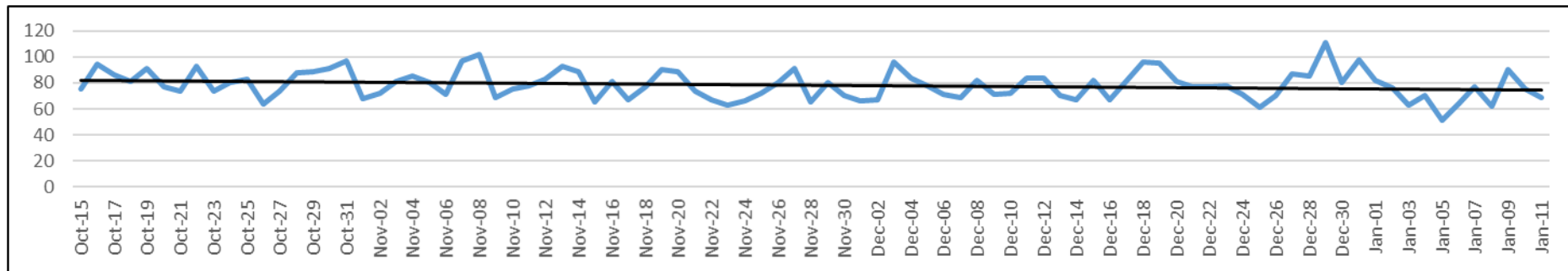
Response times for Immediate grade incidents average 12 minutes 09 seconds in rural locations and 7 minutes 58 seconds in urban areas from the point an officer is dispatched to arriving at the incident, with a lead in time of 7 minutes 34 seconds from call to dispatch. Overall times (call to at scene) in this time period are higher than the 2 year average in urban areas by 1 minute and 09 seconds and higher than the 2 year average in rural areas by 1 minute 19 seconds

Priority grade incidents response times average 20 minutes 04 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 79.66 Incidents a day.



**Priority Grade Response** - There is a downward trend in priority graded deployments during the past 90 days, averaging 78.52 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	600	2.59	ASB	816	1.87
Crime	1815	3.98	Crime	1261	2.32
PSW	3370	2.91	PSW	3328	2.08

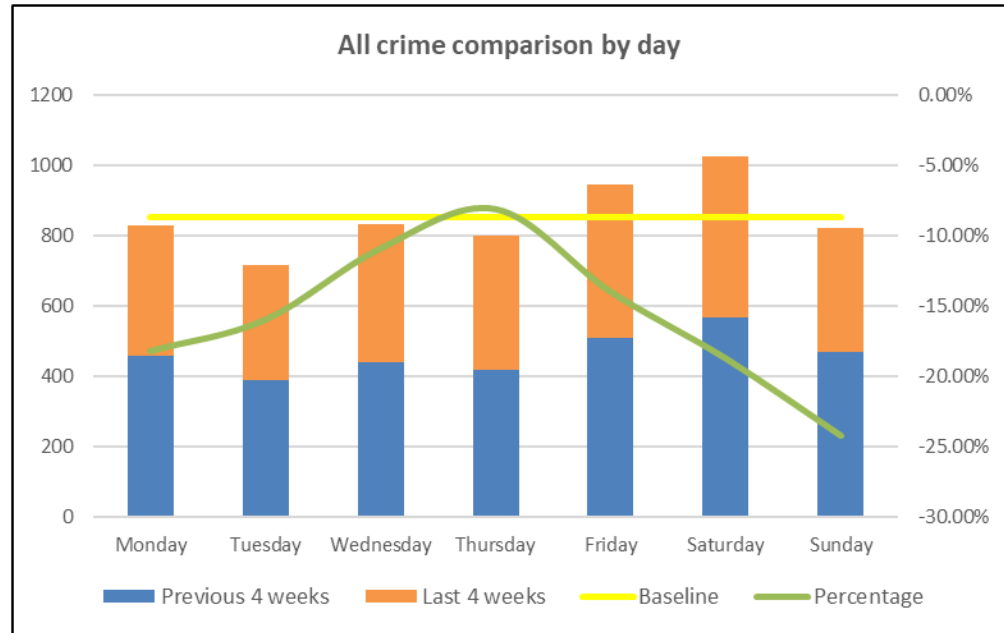
For I grades NYP deployed 1555 more resources to PSW than crime but time spent on that initial response was 2361 hours more when dealing with crime rather than PSW

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

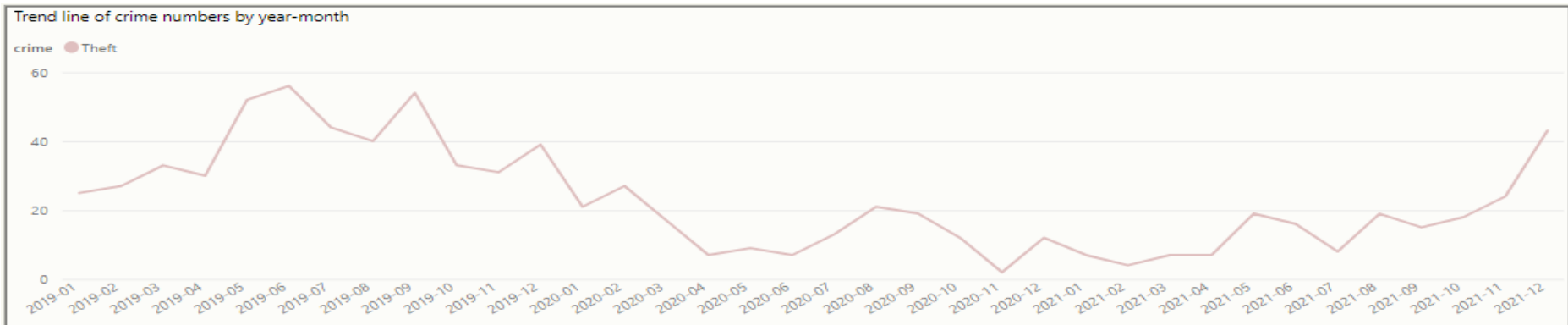
**Date period:** 17<sup>th</sup> November 2021 – 14<sup>th</sup> December 2021 (previous 4 weeks), compared to 15<sup>th</sup> December 2021 – 11<sup>th</sup> January 2022 (last 4 weeks). This is based on Committed Date.

HO Level 1	Previous 4 weeks	Last 4 weeks	Change	% Change
Arson & Criminal Damage	366	347	-19	-5.19%
Burglary	123	121	-2	-1.63%
Drug Offences	101	74	-27	-26.73%
Fraud	219	145	-74	-33.79%
Misc Crimes Against Society	33	24	-9	-27.27%
Possession Of Weapons	23	13	-10	-43.48%
Public Order Offences	263	205	-58	-22.05%
Robbery	21	21	0	0.00%
Sexual Offences	92	73	-19	-20.65%
Theft: All Other Theft	241	179	-62	-25.73%
Theft: Bicycle Theft	54	28	-26	-48.15%
Theft: Shoplifting	218	215	-3	-1.38%
Theft: Theft From Person	35	36	1	2.86%
Vehicle Offences	124	88	-36	-29.03%
Violence Against The Person	1327	1154	-173	-13.04%



The table to the top left shows that crime overall has gone down by 15.96%. Over the last four weeks less crimes were committed on every day of the week compared to the previous 4 weeks.

The 12 month trend below shows the only volume increase over the last 4 weeks, Theft from Person, which shows a sharp incline the highest monthly since September 2019.



## General Crime volumes (Committed)

### 12 month data

Crime	Count	%
Violence Against The Person	17193	38.01%
Theft	7144	15.79%
Arson & Criminal Damage	5281	11.67%
Public Order Offences	4220	9.33%
Fraud	4093	9.05%
Burglary	1895	4.19%
Drug Offences	1560	3.45%
Vehicle Offences	1402	3.10%
Sexual Offences	1282	2.83%
Misc Crimes Against Society	611	1.35%
Possession Of Weapons	307	0.68%
Robbery	246	0.54%
<b>Total</b>	<b>45234</b>	<b>100.00%</b>



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 Public Order Offences, Fraud and Drug Offences and a reduced prevalence of Theft.

### 90 day data

Crime	Count	%
Violence Against The Person	4094	39.72%
Theft	1778	17.25%
Arson & Criminal Damage	1257	12.20%
Public Order Offences	880	8.54%
Fraud	657	6.37%
Burglary	445	4.32%
Vehicle Offences	359	3.48%
Sexual Offences	302	2.93%
Drug Offences	289	2.80%
Misc Crimes Against Society	99	0.96%
Possession Of Weapons	76	0.74%
Robbery	71	0.69%
<b>Total</b>	<b>10307</b>	<b>100.00%</b>



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

### 31 day data (December 2021)

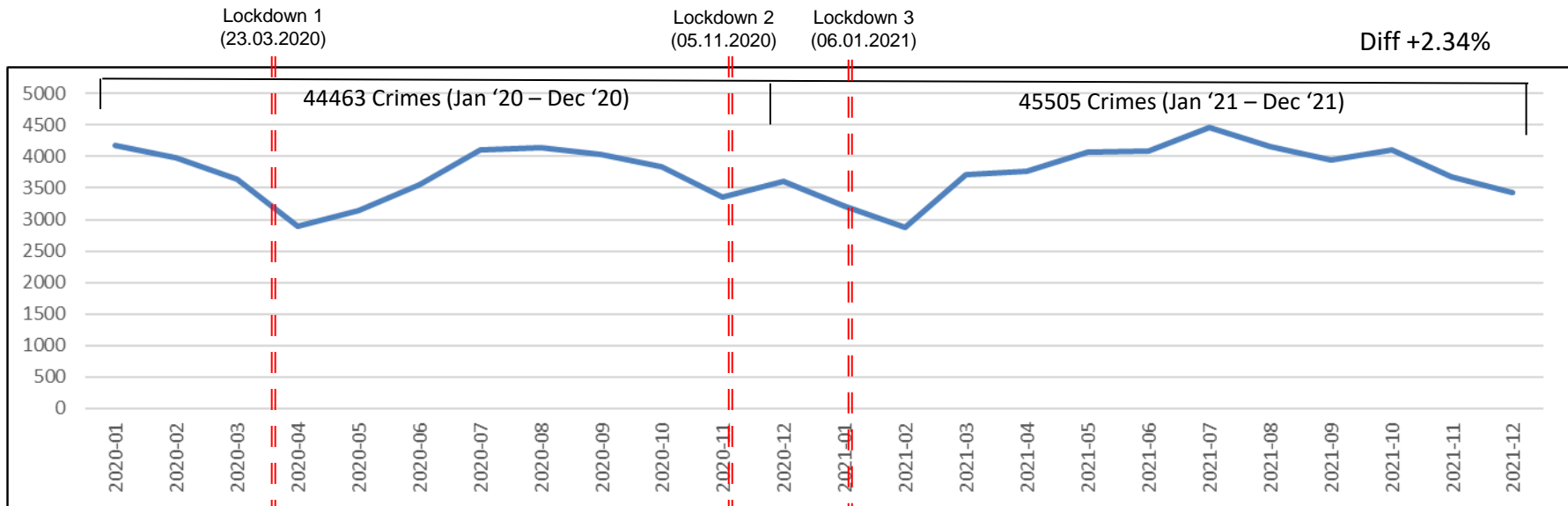
Crime	Count	%
Violence Against The Person	1472	42.93%
Theft	575	16.77%
Arson & Criminal Damage	410	11.96%
Public Order Offences	267	7.79%
Fraud	184	5.37%
Burglary	139	4.05%
Vehicle Offences	118	3.44%
Drug Offences	98	2.86%
Sexual Offences	91	2.65%
Misc Crimes Against Society	33	0.96%
Robbery	24	0.70%
Possession Of Weapons	18	0.52%
<b>Total</b>	<b>3429</b>	<b>100.00%</b>



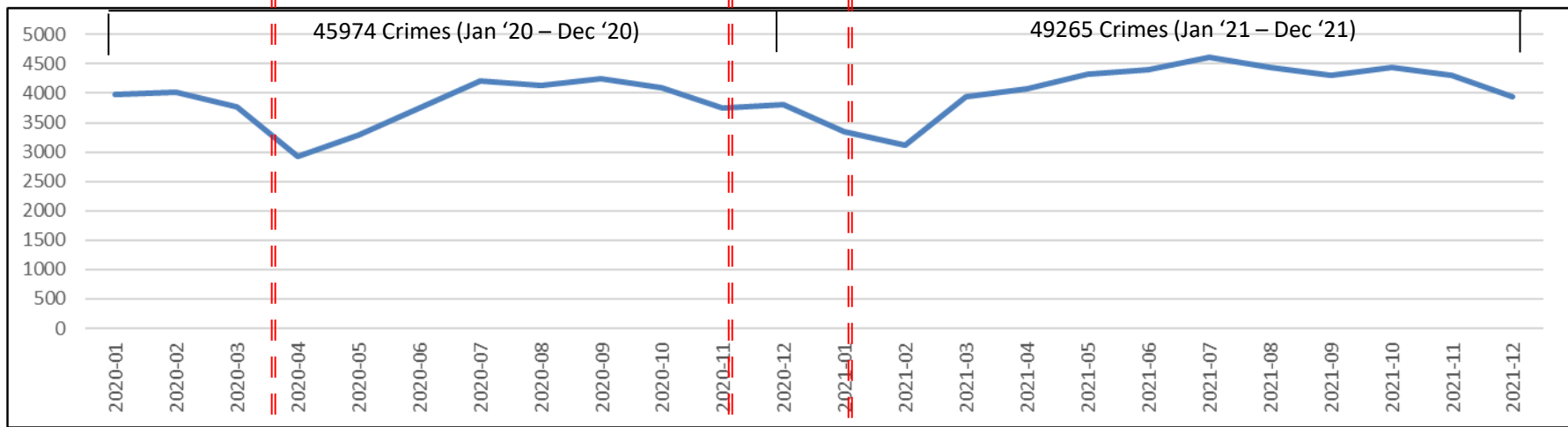
This data shows the volume of crime recorded on police systems in North Yorkshire and committed in the last 31 days.

# Dealing with crime over the last 24 months

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

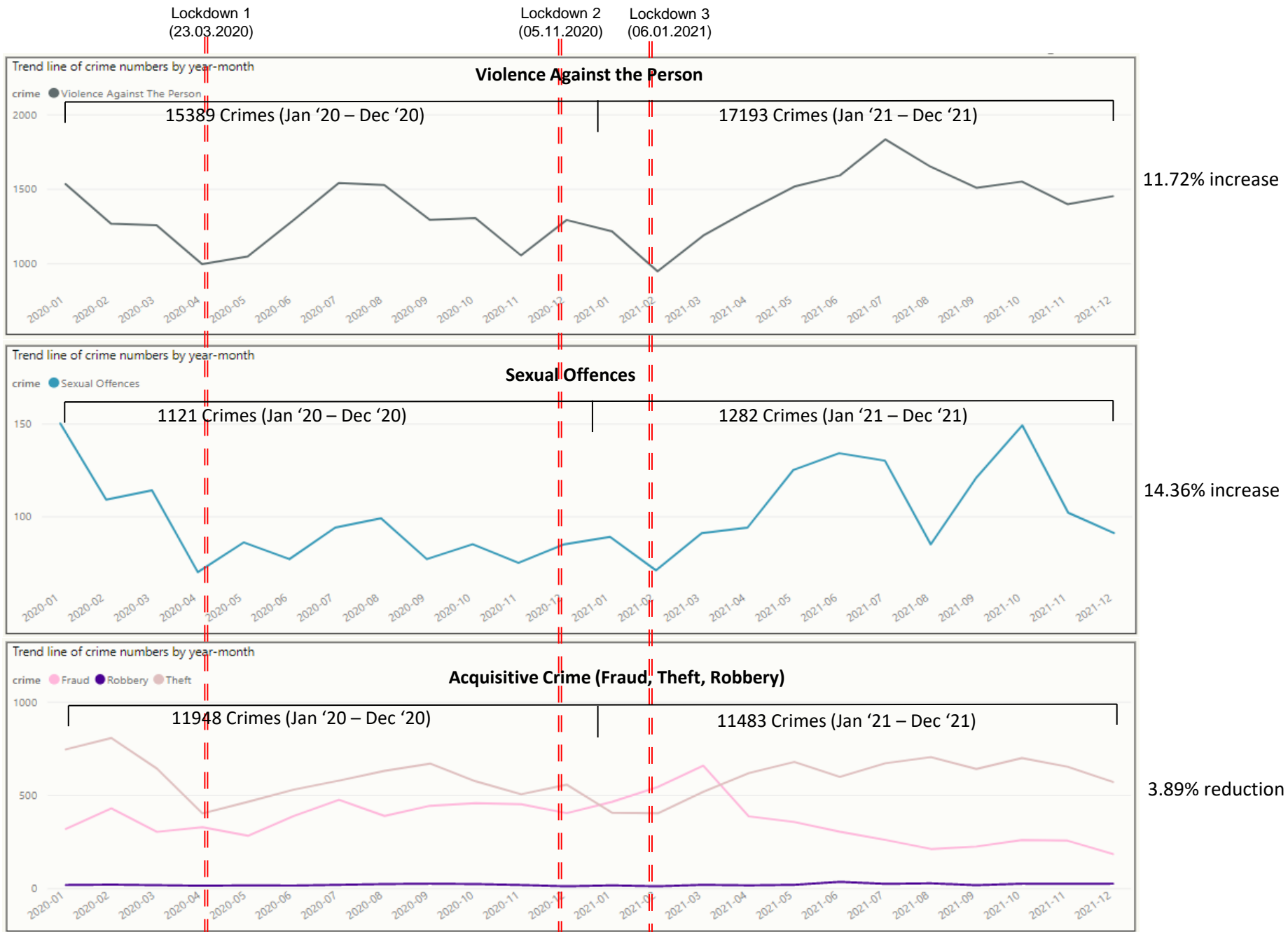


All crimes – Last 24 months (based on the date the crime was **recorded**)



The number of crimes committed in North Yorkshire Police in the past 12 months increased by 2.34% in comparison to the previous 12 months. The number of crimes recorded by North Yorkshire Police in the past 12 months increased by 7.16% 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 (14.79%) relates to any positive outcome including charges, cautions, warnings, restorative disposal etc. 38.92% of resolved related to a charge.

Prosecution reasons (14.62%) is where prosecution is prevented due to evidential difficulties or not in the public interest.

Victim reasons (27.63%) is where victim declines to support of which 82.61% have a named suspect

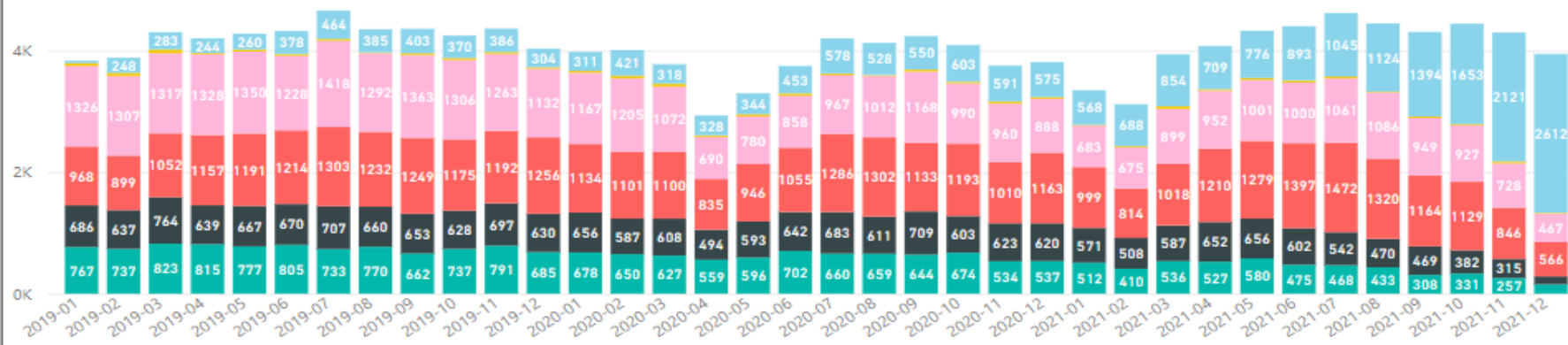
Closed pending (25.89%) is where the investigation is complete but no suspect has been identified

01-Resolved	21613
02-Prosecution Reasons	21351
03-Victim Reasons	40360
04-Closed Pending	37815
05-Other Agency	1144
Awaiting Outcome	23803

Awaiting outcome (16.29%) is either still under investigation or awaiting review or closure by the Crime Management Unit

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

# 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.

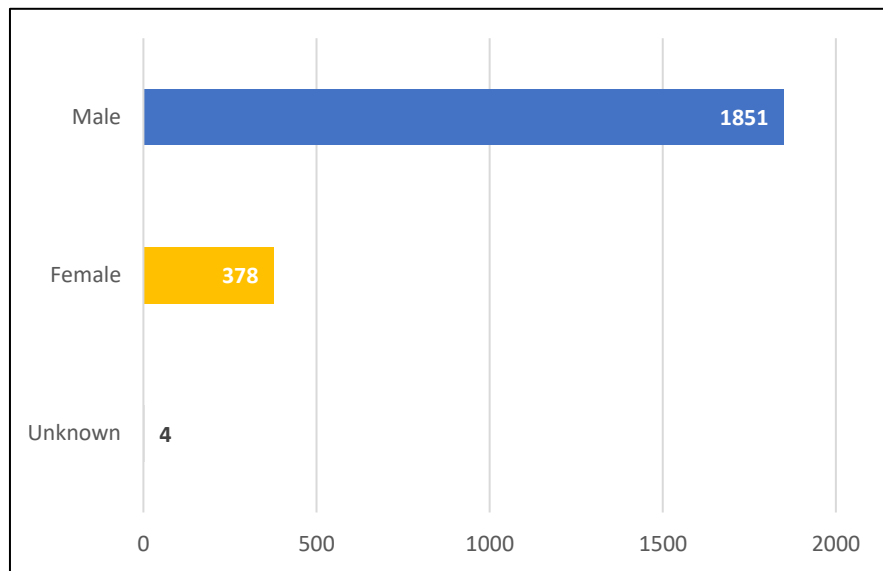
Our organisational approach to building oversight of the victim Journey

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

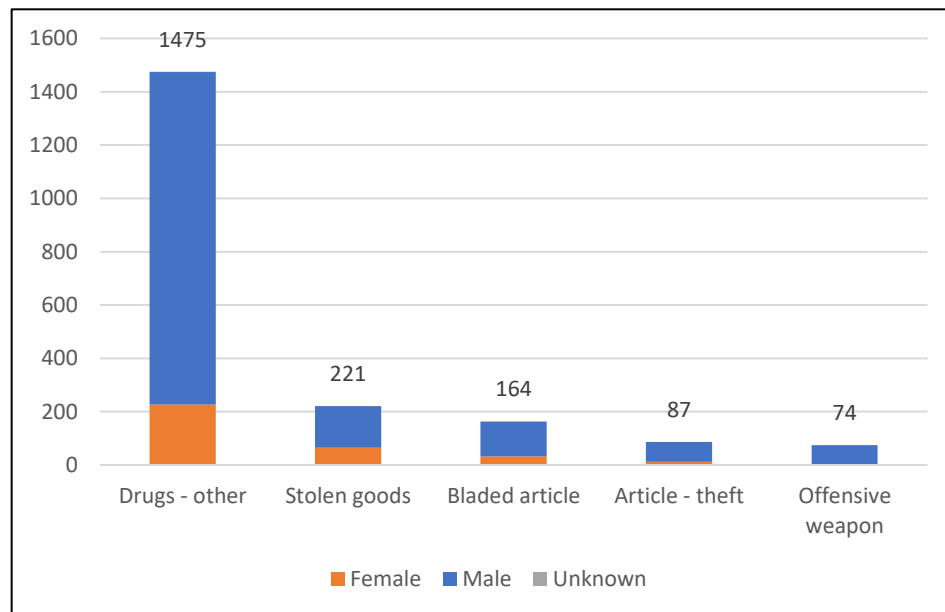
# Force legitimacy (Stop Search – Gender)

**Date Period:** 01/01/2021 – 31/12/2021 – during this period there have been 1632 Stop Search Incidents, with 2233 nominals searched.



The chart to the left displays the number of nominals searched broken down by gender. Males account for 82.89% of all nominals searched during this period.

The chart to the right shows the top 5 reasons for a search. 68.80% of all nominals searched were recorded with a reason of drugs, stolen goods 10.31%, bladed article 7.65%, article – theft 4.06% and offensive weapon 3.45%. There were 18 different reasons for a search recorded during this period.



# Workforce

Figures below correct as at 01<sup>st</sup> January 2022

## Police Officers

Officer Long-term FTE Target	1563.00
Annual FTE Budget	1564.00
Actual Officer Numbers	<b>1543.93</b>

The actual officer number at 01<sup>st</sup> January 2022 is 1543.93, 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.

## PCSO

Officer Long-term FTE Target	221.00
Annual FTE Budget	221.00
Actual Officer Numbers	<b>199.84</b>

The actual PCSO number at 01<sup>st</sup> January 2022 is 199.84. 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 214.00 which is 7.00 less than the target for March 2022.

## Police Staff, Specials, Volunteers

	Police Staff	Specials	Volunteers
Total Staff FTE	1072.58	110.00	363.00

The Police Staff figures decreased by 3.82 from the previous month, Special Constables decreased by 2 and volunteers increased by 50 from the previous month. The number of volunteers has significantly increased over the past couple of months due to a data cleansing exercise.

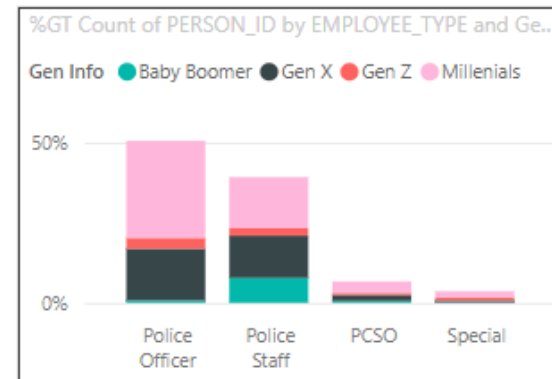
Figures below as at 13th January 2022

## Workforce Diversity

Self-defined ethnicity	% of Total
White	95.59%
Black, Asian, Minority Ethnic	3.64%
Not Stated	0.77%

Gender	% of Total
Male	52.87%
Female	47.13%

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



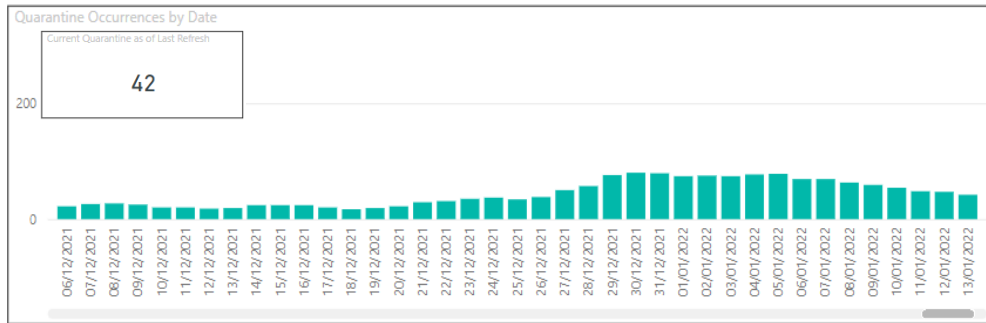
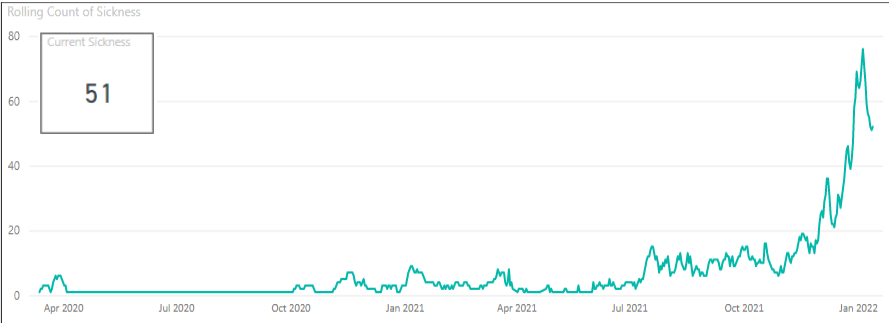
Baby Boomer Born 1946-1964  
 Generation X 1965-1980  
 Millennials 1981-1995  
 Generation Z 1996 onwards

# Workforce – Absence and Wellbeing

Figures below as at 13<sup>th</sup> January 2021

## Covid 19 sickness absences

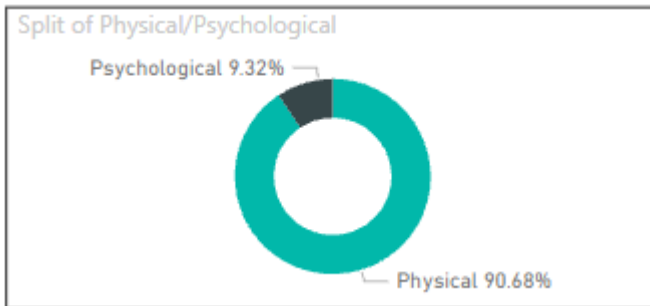
## Covid 19 self-isolation



## Sickness

Visual displays all sickness split by physical/psychological based on the last 12 months (Jan '21 – Dec '21).

During the last 12 months there has been 2910 occurrences of physical sickness averaging 49 working hours in length. 299 occurrences of psychological sickness averaging 161 working hours in length.



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

Coronavirus	402
Cold/Flu	313
Coronavirus Symptoms	221
Migraine	160