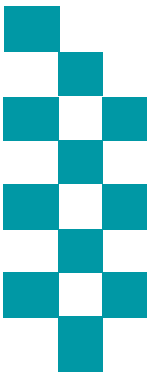


Public Accountability Meeting



Meeting Date: 22nd February 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 February 2021 to January 2022

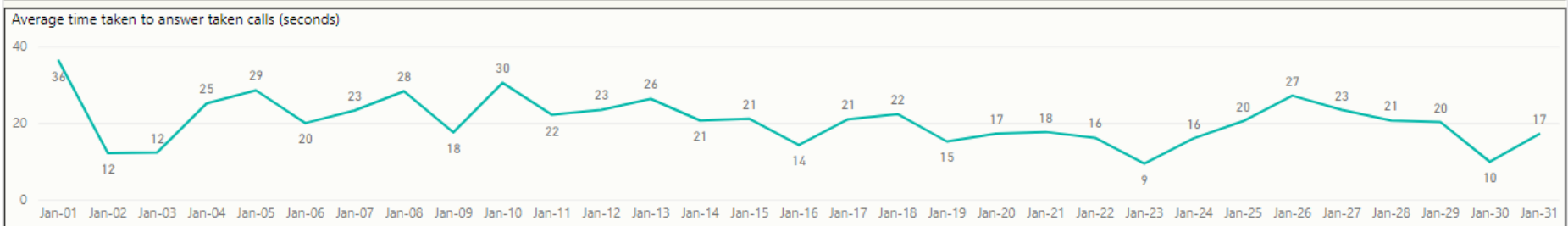
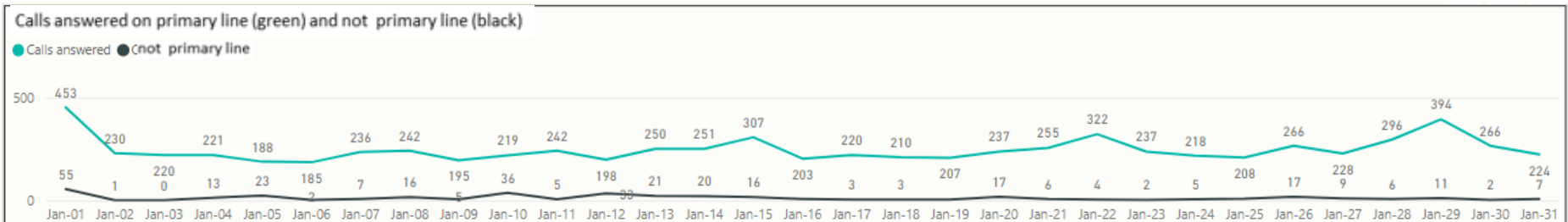
- 999 call volumes
- 999 calls answered within target time
- 999 calls answered outside target time
- 999 primary line answering rates

Calls presented 97,483	Calls abandoned 3,548	Calls answered within SLA 48,731	Calls answered outside SLA 45,204
Calls presented 97,483	Calls abandoned 3.64%	Calls answered within SLA 49.99%	Calls answered outside SLA 46.37%

In January 2022 the average answer time for a 999 call was 20.90 seconds, last month average answer time was just under 17.75 seconds.

A total of 7,992 (999 calls) presented during December 2021. This has decreased by 194 compared to the previous month. 44.80% of calls were answered outside of SLA

The charts below shows 999 call volumes for January 2022, trendline for calls answered, calls not primary line, and average time to answer.



Contacting the police - 101

In January 2022, 65.46% of all received calls were either 999 or 101.

The boxes below show for the 12 month between February 2021 to January 2022

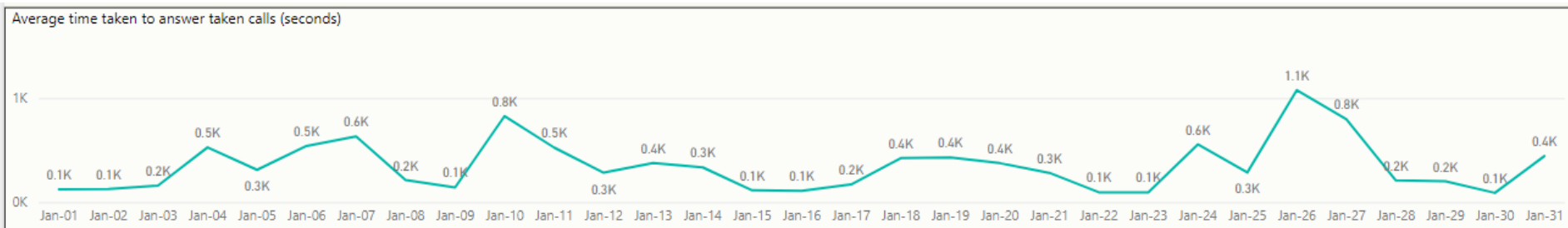
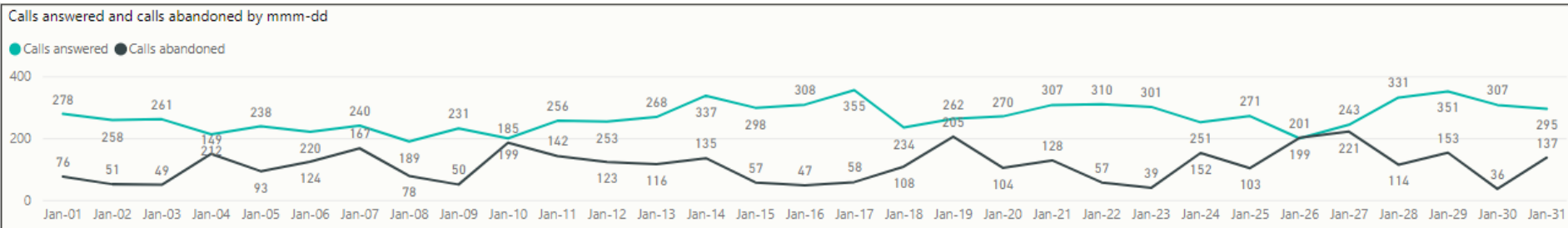
- 101 call volumes
- 101 calls answered within target time (NB Now two minutes since NYP came in line with most other forces –previously one minute)
- 101 calls answered outside target time
- 101 abandonment rates

Calls presented 159,625	Calls abandoned 42,799	Calls answered within SLA 54,470	Calls answered outside SLA 62,356
Calls presented 159,625	Calls abandoned 26.81%	Calls answered within SLA 34.12%	Calls answered outside SLA 39.06%

In January 2022 the average time to answer a 101 call was just under 5 minutes 30 seconds. When compared to the last 12 months, the average answer time was just under 4 minutes 20 seconds.

Abandonment rates have increased In January 2022 compared to December 2021, 29.33% (+5.75%).

The charts below show 101 call volumes, average time to answer and abandonment rates for January 2022.



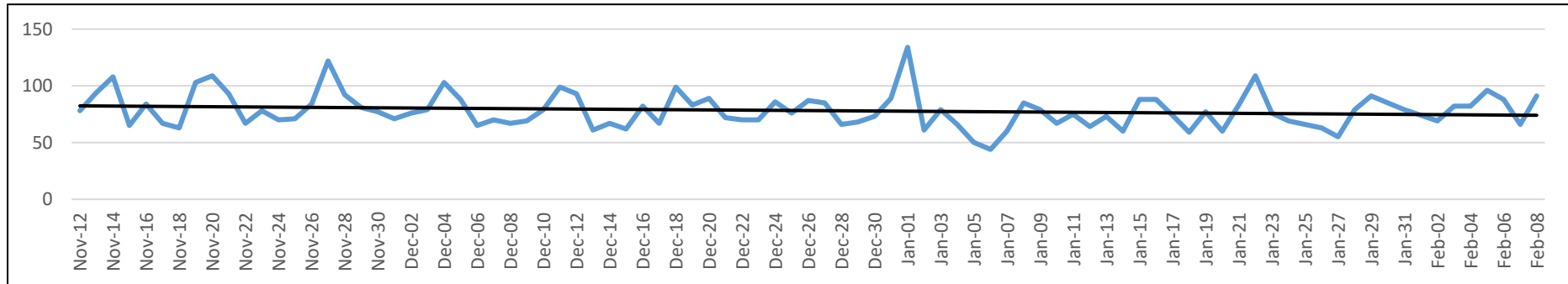
Our policing response

For the period: **11/11/2021 - 08/02/2022 (90 days)**

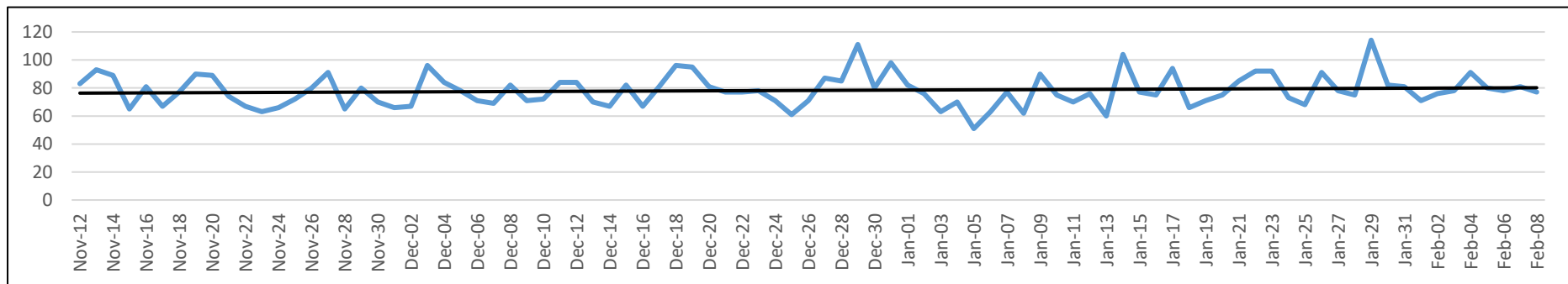
Response times for Immediate grade incidents average 12 minutes 25 seconds in rural locations and 7 minutes 52 seconds in urban areas from the point an officer is dispatched to arriving at the incident, with a lead in time of 6 minutes 43 seconds from call to dispatch. Overall times (call to at scene) in this time period are higher than the 2 year average in urban areas by 1 minute and 25 seconds and higher than the 2 year average in rural areas by 1 minute 03 seconds

Priority grade incidents response times average 20 minutes 42 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 78.23 Incidents a day.



Priority Grade Response - There is an upward trend in priority graded deployments during the past 90 days, averaging 78.21 Incidents a day.



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

Grade	ASB	Crime	PSW	Total	Average Officers P/I
Immediate	588	1804	3269	5661	2.72
Priority	750	1303	3329	5382	1.87

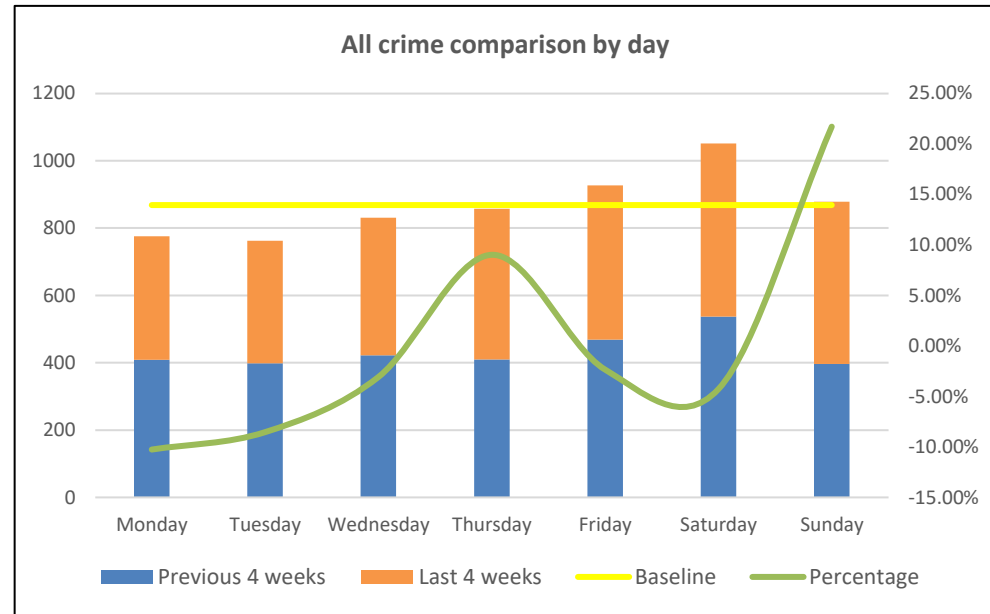
For I grades NYP deployed 1465 more resources to PSW than crime but time spent on that initial response was 2083 hours more when dealing with crime rather than PSW

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

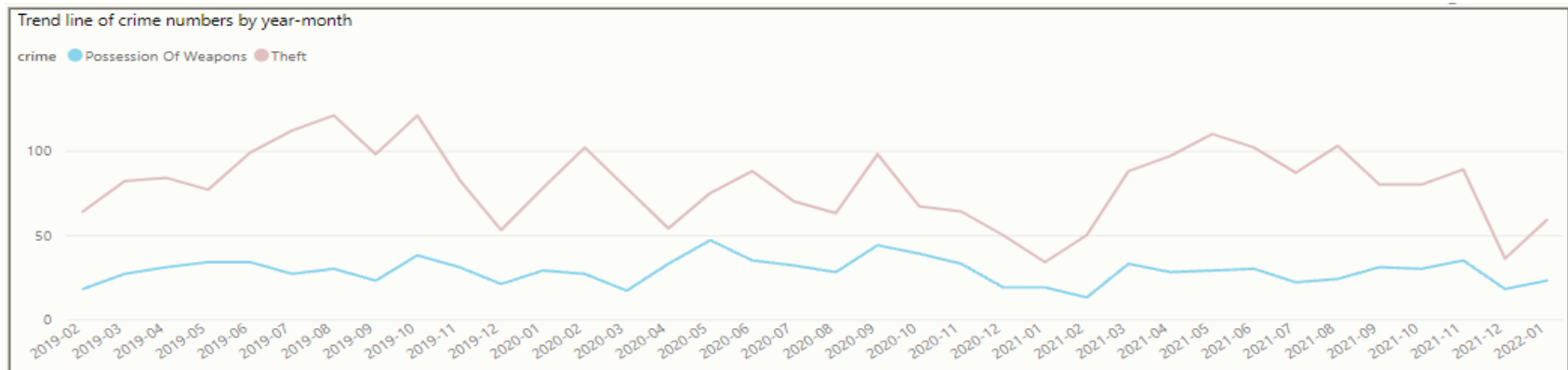
Date period: 15th December 2021 – 11th January 2022 (previous 4 weeks), compared to 12th January 2022 – 08th February 2022 (last 4 weeks). This is based on Committed Date.

HO Level 1	Previous 4 weeks	Last 4 weeks	Change	% Change
Arson & Criminal Damage	365	386	21	5.75%
Burglary	138	131	-7	-5.07%
Drug Offences	82	92	10	12.20%
Fraud	179	211	32	17.88%
Misc Crimes Against Society	28	29	1	3.57%
Possession Of Weapons	15	22	7	46.67%
Public Order Offences	229	255	26	11.35%
Robbery	21	18	-3	-14.29%
Sexual Offences	86	62	-24	-27.91%
Theft: All Other Theft	208	213	5	2.40%
Theft: Bicycle Theft	34	55	21	61.76%
Theft: Shoplifting	224	237	13	5.80%
Theft: Theft From Person	36	16	-20	-55.56%
Vehicle Offences	97	98	1	1.03%
Violence Against The Person	1299	1216	-83	-6.39%
Grand total	3041	3041	0	0



The table to the top left shows that crime overall has remained exactly the same over two periods – 3041 crimes during the previous 4 weeks compared to 3041 crimes during the last 4 weeks. Over the last four weeks more crimes were committed on a Thursday and a Sunday compared to the previous 4 weeks, all other days fewer crimes were committed.

The 12 month trend below shows the highest volume increase over the last 4 weeks, Possession of weapons and Bicycle Theft. Possession of weapon crimes appears to be relatively stable, and bicycle theft has increased compared to last month however the trend is lower compared to previous months.



General Crime volumes (Committed)

12 month data

Crime	Count	%
Violence Against The Person	17476	38.23%
Theft	7348	16.07%
Arson & Criminal Damage	5358	11.72%
Public Order Offences	4265	9.33%
Fraud	3907	8.55%
Burglary	1932	4.23%
Drug Offences	1529	3.34%
Vehicle Offences	1420	3.11%
Sexual Offences	1299	2.84%
Misc Crimes Against Society	612	1.34%
Possession Of Weapons	316	0.69%
Robbery	253	0.55%
Total	45715	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 Violence Against the Person and Public Order Offences, and a reduced prevalence of Theft.

90 day data

Crime	Count	%
Violence Against The Person	4137	41.05%
Theft	1700	16.87%
Arson & Criminal Damage	1206	11.97%
Public Order Offences	820	8.14%
Fraud	661	6.56%
Burglary	421	4.18%
Vehicle Offences	347	3.44%
Drug Offences	298	2.96%
Sexual Offences	255	2.53%
Misc Crimes Against Society	98	0.97%
Possession Of Weapons	69	0.68%
Robbery	66	0.65%
Total	10078	100.00%



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

31 day data (January 2022)

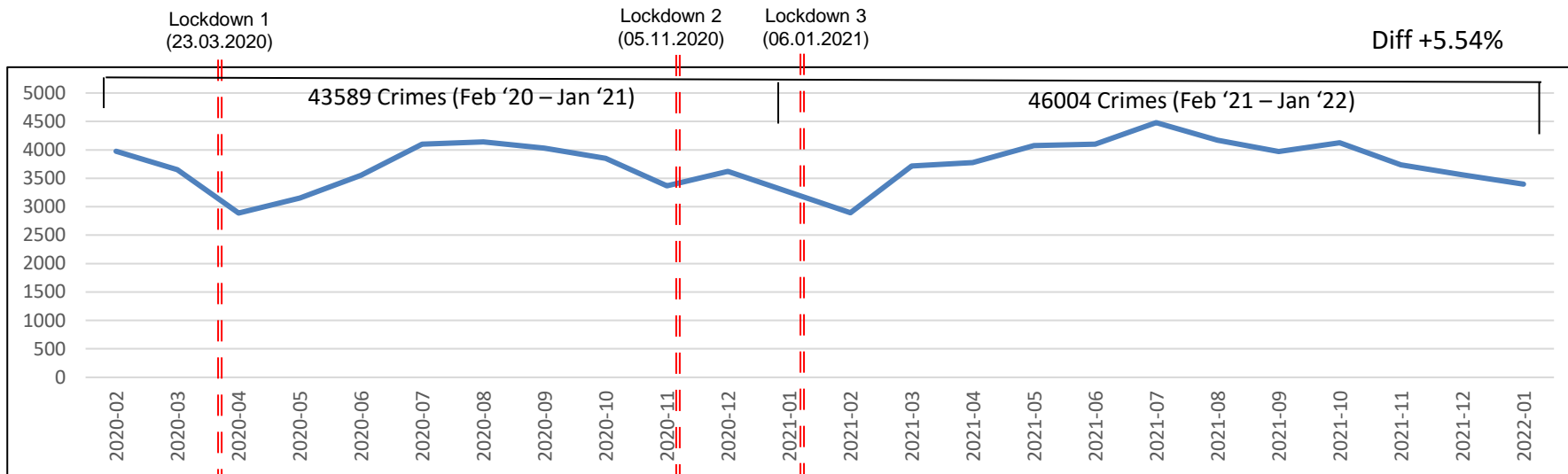
Crime	Count	%
Violence Against The Person	1351	39.97%
Theft	573	16.95%
Arson & Criminal Damage	415	12.28%
Fraud	255	7.54%
Public Order Offences	253	7.49%
Burglary	167	4.94%
Vehicle Offences	114	3.37%
Drug Offences	98	2.90%
Sexual Offences	76	2.25%
Misc Crimes Against Society	30	0.89%
Robbery	25	0.74%
Possession Of Weapons	23	0.68%
Total	3380	100.00%



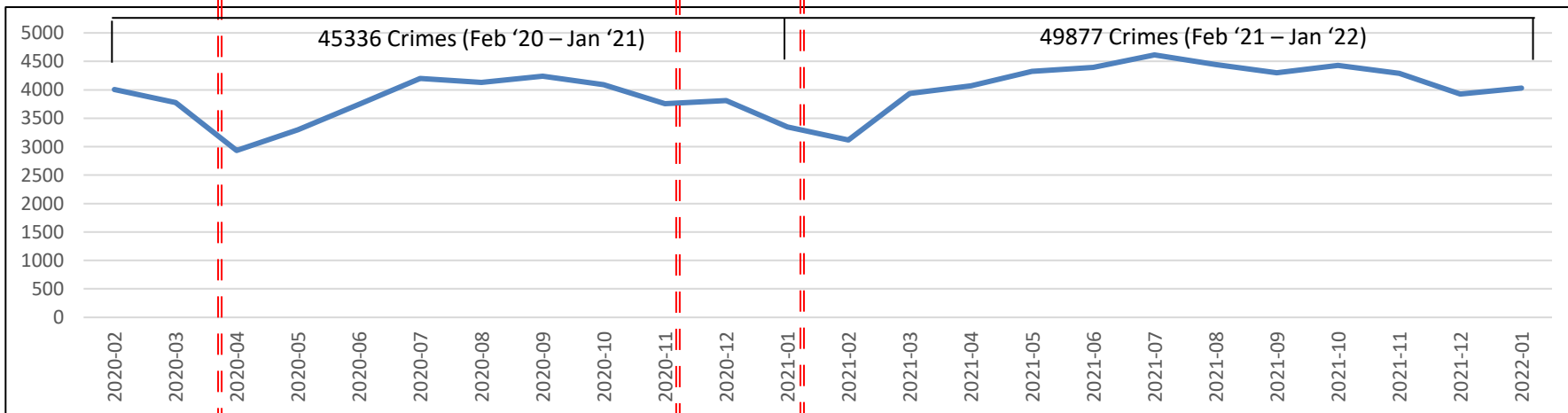
This data shows the volume of crime recorded on police systems in North Yorkshire and committed in the last 31 days.

Dealing with crime over the last 24 months

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

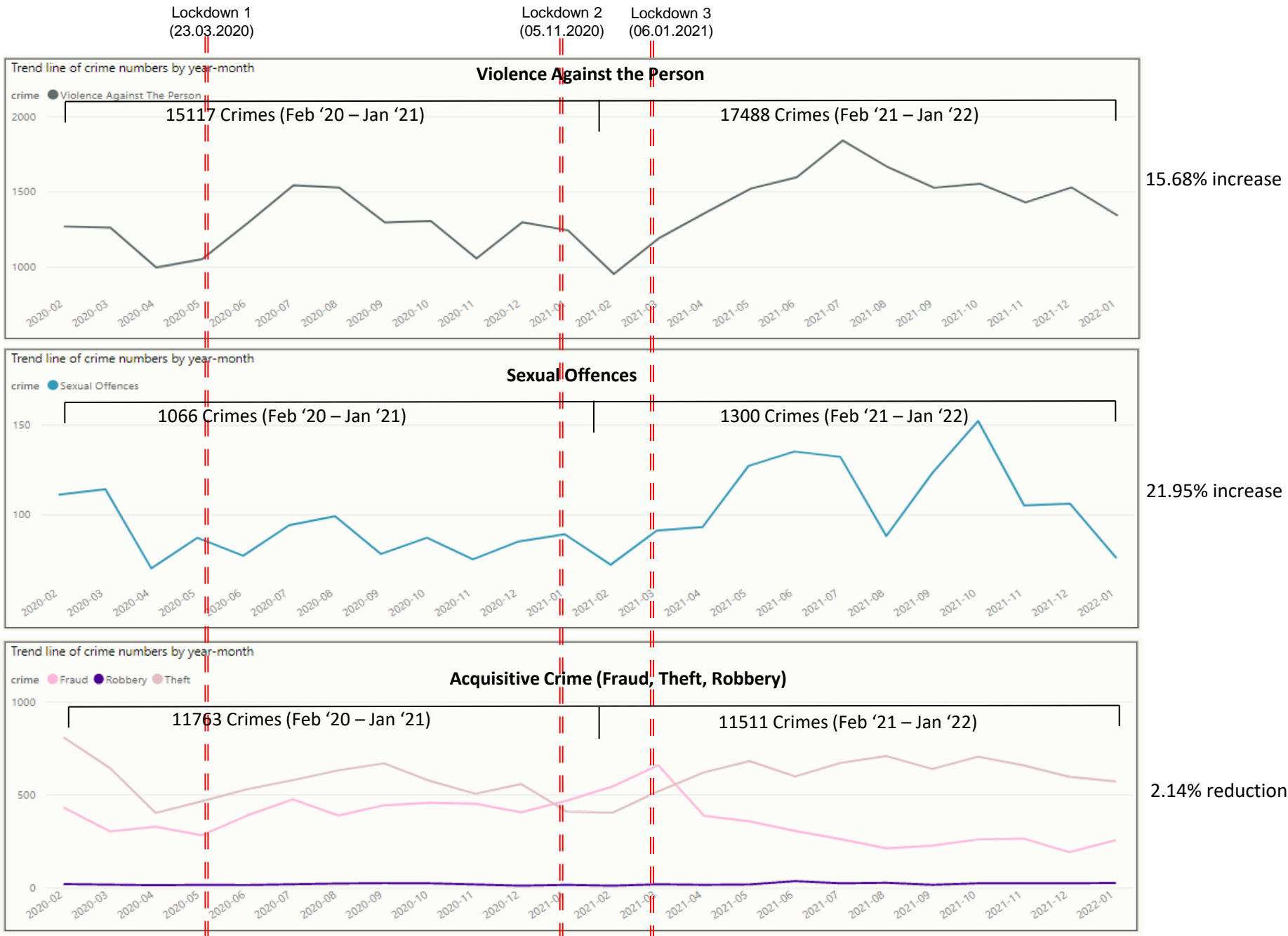


All crimes – Last 24 months (based on the date the crime was **recorded**)



The number of crimes committed in North Yorkshire Police in the past 12 months increased by 5.54% in comparison to the previous 12 months. The number of crimes recorded by North Yorkshire Police in the past 12 months increased by 9.10% 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 (14.86%) relates to any positive outcome including charges, cautions, warnings, restorative disposal etc. 37.90% of resolved related to a charge.

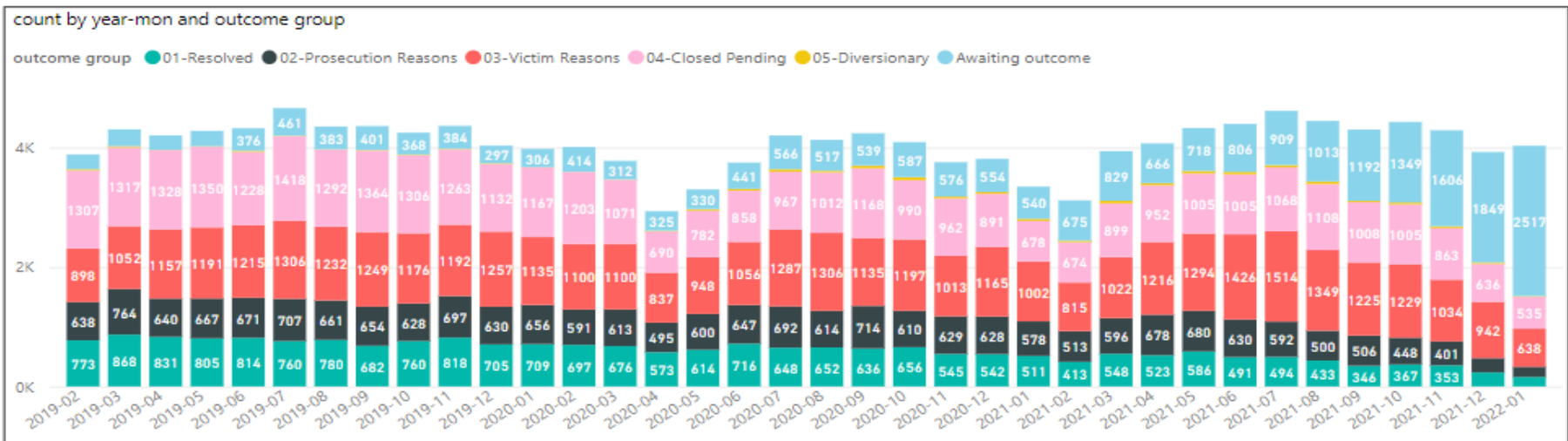
Prosecution reasons (14.62%) is where prosecution is prevented due to evidential difficulties or not in the public interest.

Victim reasons (27.98%) is where victim declines to support of which 82.61% have a named suspect

Closed pending (25.65%) is where the investigation is complete but no suspect has been identified

01-Resolved	21719
02-Prosecution Reasons	21377
03-Victim Reasons	40910
04-Closed Pending	37502
05-Other Agency	854
Awaiting Outcome	23840

Awaiting outcome (16.31%) 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.

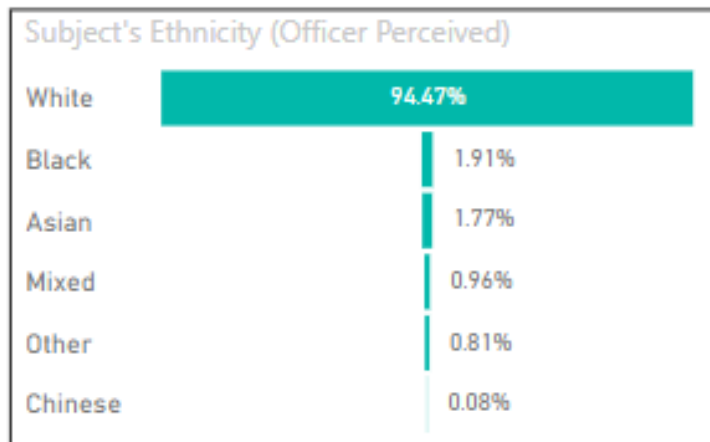
Our organisational approach to building oversight of the victim Journey

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

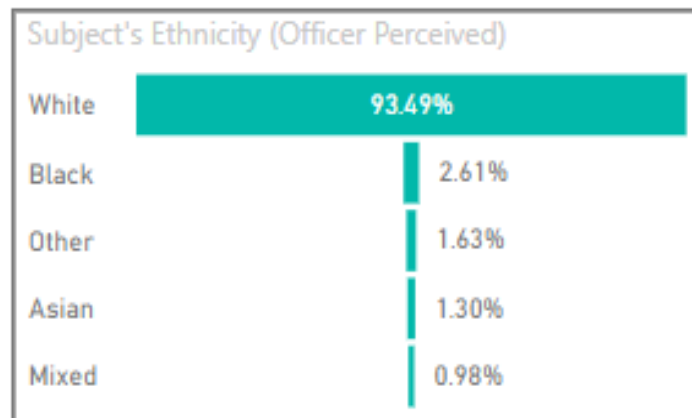
Force legitimacy (Use of Force – Ethnicity)

Date period: 01st February 2021 – 31st January 2022 – There have been 4809 Use of Force forms submitted during this period, of which 307 involving the use of a Taser.



Graph to the left shows the breakdown by Ethnicity where force was used during the last 12 months.

Graph to the right shows the breakdown by Ethnicity where Taser was recorded as a tactical option during the last 12 months. Taser use can range from drawn, aimed to red dotted and fired. There were 31 occasions (10.10%) where a taser was fired in the last 12 months. The majority of the records show the taser was 'red-dotted', accounting for 164 records (53.42%).



Workforce

Figures below correct as at 01st February 2022

Police Officers

Officer Long-term FTE Target	1563.00
Annual FTE Budget	1564.00
Actual Officer Numbers	1587.87

The actual officer number at 01st February 2022 is 1587.87, against the target of 1563. This is now above target, which is due to the large intake of Student Officers in January 2022 as part of Op Uplift 2021-22. It is also 52.98 FTE above the average for the year, and represents an increase of 6.34% since the start of the year. Retirements will be reviewed on a regular basis to analyse the potential effect of a pension remedy on early police officer retirement.

PCSO

Officer Long-term FTE Target	221.00
Annual FTE Budget	221.00
Actual Officer Numbers	203.62

The actual PCSO number at 01st February 2022 is 203.62, an increase of 3.78 FTE. The increase is due to 11 new PCSO starters, and there have been 7 PCSO leavers – 6 of which went on to become Police Officers. The 2021-2022 average PCSO number is 216.91 which is 4.09 less than the target for March 2022.

Police Staff, Specials, Volunteers

	Police Staff	Specials	Volunteers
Total Staff FTE	1065.30	104.00	363.00

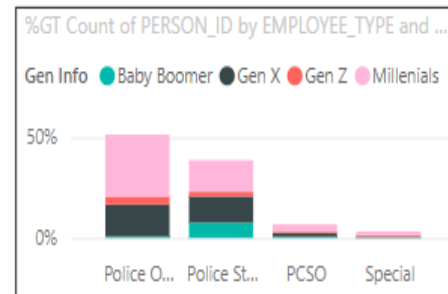
The Police Staff figures decreased by 7.28 from the previous month, Special Constables decreased by 6 and volunteers have remained the same compared to the previous month.

Figures below as at 10th February 2022

Workforce Diversity

Self-defined ethnicity	% of Total
White	95.57%
Black, Asian, Minority Ethnic	3.60%
Not Stated	0.83%

Gender	% of Total
Male	53.04%
Female	46.96%



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

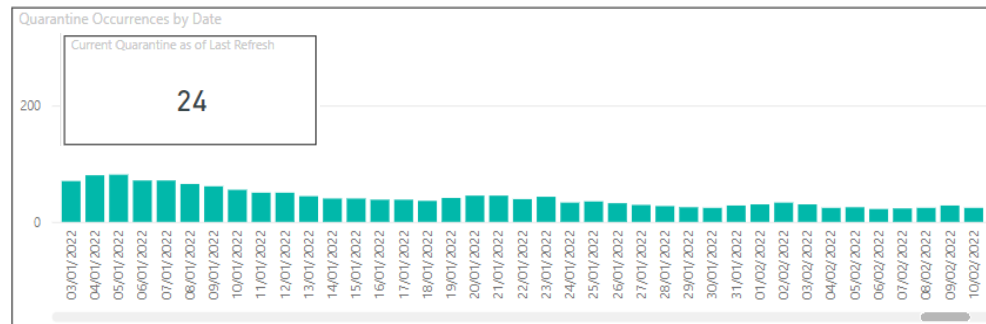
Workforce – Absence and Wellbeing

Figures below as at 10th February 2021

Covid 19 sickness absences



Covid 19 self-isolation

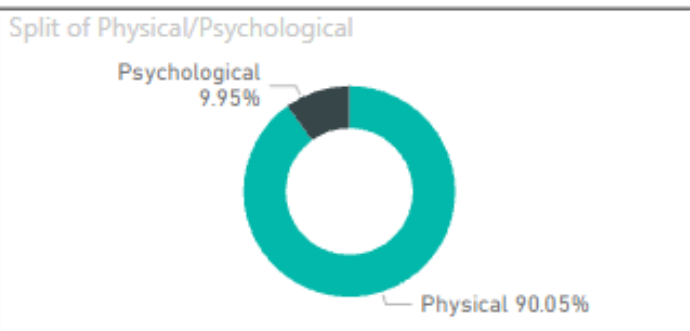


Sickness

Visual displays all sickness split by physical/psychological based on the last 12 months (Feb '21 – Jan '22).

During the last 12 months there has been 2994 occurrences of physical sickness averaging 45 working hours in length. 331 occurrences of psychological sickness averaging 178 working hours in length.

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



Coronavirus	464
Cold/Flu	327
Coronavirus Symptoms	229
Migraine	161