



# Policing and Crime Annual Report 2021 - 2022



Helping you to be safe and feel safe in North Yorkshire and York

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





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# Foreword

Welcome to my first annual report as Commissioner of the local policing body for the North Yorkshire Police area.

I was elected to this role on 26 November 2021 so this annual report, for the year between April 2021 and March 2022, covers a period for which three Commissioners held office.

Through that time, the constant has been the small but dedicated and committed team who make up the Office of the Police, Fire and Crime Commissioner and I would like to acknowledge their work during what has been a challenging period.

They have worked with each holder of the post to support the objectives of the Police and Crime Plan for 2017-21 and the priorities within that Plan continued through the 12 months covered by this report, priorities which as Commissioner I have sought to build on.

After an unprecedented time with Covid-19, the restrictions we all faced and the impact they have had, this was the year we started to return to a more normal way of life as we learned to live with the virus. It has meant a renewed focus on our ambitions – to care about the vulnerable, collaborate ambitiously, reinforce local policing and enhancing the customer experience, and how we achieve them.

Since my election, I have been looking closely at how North Yorkshire Police can work with partners to enable people in North Yorkshire and York to obtain the right help from the right service at the right time. This has included ensuring a more consistent response is delivered for those who call 101, and a more timely response to victims and witnesses. Both are works in progress and efforts continue in 2022-2023.



We can be proud of the way we have retained our resilience and supported officers and staff as an organisation over the past two years. And, it is important we say thank you. So often, North Yorkshire Police has been on the frontline alongside our partners and other emergency services to keep our communities safe and feeling safe. It is only through the hard work of individuals that we can achieve that, and I am grateful for everyone who has put themselves at greater risk to protect others.

Now that the immediate challenge of the past two years is behind us, other equally pressing challenges return to the fore and we also attempt to understand the indirect impacts of Covid on people, young and old, and communities, rural and urban.

I hope this report gives a snapshot of the 12 months - and a sense of the challenges, the changes and the improvements. Most importantly, it underlines my commitment to keeping the people of North Yorkshire and York front and centre when striving to provide the best possible policing service to keep everyone safe and feeling safe.

A handwritten signature in black ink that reads "Zoë Metcalfe".

Zoë Metcalfe

North Yorkshire Police, Fire and Crime Commissioner



# Priorities for North Yorkshire

Helping you to be safe and feel safe in North Yorkshire

we  
care

Our vision is that by 2021, North Yorkshire Police will be synonymous with exemplary service, in the round.



## 1. Caring about the Vulnerable

We will have an in-depth understanding of how we can best protect the most vulnerable people in our society and will invest in services, skills and partner relationships to deliver the best possible outcomes.



## 2. Ambitious Collaboration

We will reach out to partners and drive innovation forward to enhance policing, public protection, community safety and local justice services.



## 3. Reinforcing Local Policing

We will equip our people with the technology, skills, capacity and personal support to prevent and tackle crime and reduce demand.



## 4. Enhancing the Customer Experience

We will embed an outward-facing perspective to guide all our endeavours, providing an exemplary service that exceeds expectations, whether that be in serving the public, shaping the organisation or working with colleagues and partners.

## Priority 1

# Caring about the Vulnerable

**We will have an in-depth understanding of how we can best protect the most vulnerable people in our society and will invest in services, skills and partner relationships to deliver the best possible outcomes.**



## Objective 1

**A compassionate workforce with an excellent understanding of vulnerability in all its forms, which is better and more accurately recorded**

The North Yorkshire Safeguarding Children Partnership has developed a new Threshold Guide which provides guidance and a framework for decision-making. This is to assist professionals across all agencies and organisations who support or work with children and young people with a decision about the safety and wellbeing of a child or young person. This aims to help provide the right help and how to make a good referral, at the right time from the right service and, importantly, from the right person.

The domestic abuse charity SafeLives delivered in 2021, a series of training sessions to police officers and staff, in addition to some of the PFCC office staff, to make individuals think differently towards domestic abuse and ultimately improve the outcomes for victims and their families. This was much more than just a training course, but more a cultural change programme.

In December 2021, North Yorkshire has been proactive in delivery of WAVE training provided to door staff to help them spot the signs of controlling and coercive behaviour and 'Ask for Angela' rolled out at licensed premises including pubs and bars in York and North Yorkshire supported by the partnership work along with training for bar staff enable individuals who feel vulnerable or at risk to "ask for Angela" and staff will intervene. In addition, Street Safe where individuals have reported feeling unsafe, are mapped across licensed premises to see if there is broader issue that needs addressing.

## Objective 2

**An improved response and reduced harm to people at greater risk, including those who are vulnerable due to their mental ill-health, victims of hate crime, young people and older people. Harm will also be reduced by developing closer working practices between partners and improved sharing of relevant information.**

The OPFCC team started to develop an initial approach to preparing a new **Violence Against Women and Girls (VAWG) Strategy** for North Yorkshire during 2021. This

is being developed in collaboration with local partners and women and girls in the local community across North Yorkshire

In July 2021, IDAS (Independent Domestic Abuse Services) was commissioned to develop a '**Whole Family Approach**' providing support services for children and young people affected by domestic abuse in North Yorkshire and the City of York. The aim is for children and young people to be and feel safer in their own home while providing tailored support directly to them and their parent/s or guardian/s.

## Objective 3

**An improved response to the specific needs and vulnerabilities of communities that are hard to reach, either physically, such as isolated rural communities, or due to socioeconomic and other circumstances.**

On 29th November 2021, a new **Operating Model for the Rural Taskforce (RTF)** was launched, to enhance the level of service provided to rural communities and to protect our wildlife, whilst targeting identified high harm offenders and Organised Crime Groups. The RTF also introduced a Tactical Advisor (TacAd) model, providing both a proactive and reactive advice with guidance to investigating officers across the force on wildlife and rural matters.



In the past year, the Commissioner secured almost £430,000 from Home Office Safer Streets Fund- the second round- to be invested in the **Protect Your Home scheme** that designed to serve residents in the Selby areas of Birkin, Camblesforth, Carlton, Fairburn, Hillam, Hirst Courtney and Monk Fryston. Over 700 homes have signed up to the scheme so far with 410 already having received upgrades to their security, including video doorbells, door and shed locks, while 40 farms have also benefited from increased protection. The project is in its final phase and is under evaluation.

## Objective 4

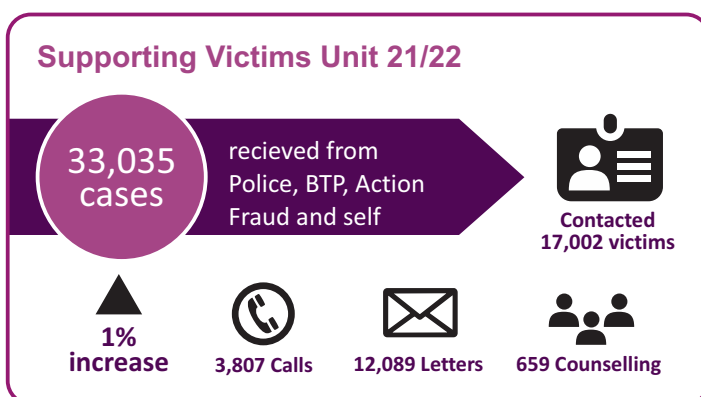
**Provide an exceptional service to victims and witnesses, offering them more specialist support throughout the criminal justice process, leading to better outcomes at court**

A multi-agency group was established in 2021 to discuss individuals who may be involved in sex work, survival sex or at risk of or victims of sexual exploitation. The group was formed following concerns raised by North Yorkshire Police that they had intelligence on individuals who would fall into this cohort and had other known vulnerabilities such as mental health issues, domestic abuse and substance misuse but there were no established pathways to share this information to better protect and safeguard these individuals. Two specialist outreach workers have been funded by the Office of the Police, Fire and Crime Commissioner who offer trauma-informed support, providing safety advice and information and invite women to local drop-ins and services where they can access further support. The support is tailored to each individual and can be practical, emotional or personal safety support/advice.



North Yorkshire Supporting Victims Team (SVT) continued receiving referrals from NYP, agencies and victims, including victims of fraud. Over the past year, the team received 33,035 referrals, a 1% increase on the year before. The huge difference in referrals to IDAS is due to a change in process where all domestic abuse cases are now sent directly to Domestic Abuse Officers who refer the cases to IDAS after they have assessed them, rather than the SVT.

SVT Data	2020/21	2021/22	Diff	% Diff
Total referrals into SVT	32,547	33,035	488	1%
Nu of direct phone contacts made by SVT	4,955	3,807	-1148	-23%
Nu of letters sent	7,163	12,089	4926	69%
Email / Text contact	377	1,106	779	193%
Referred to IVA for face to face support	389	601	212	54%
Referred to counselling	642	659	17	3%
Referred to IDAS	111	33	-78	-70%



### CASE STUDY – Operation Attitude

Operation Attitude, is a force wide operation launched in July 2021, aimed at stopping those under the age of 18 turning to a life of crime. Specially trained officers act on intelligence about young people and visit their homes to speak to them and their parents, educating them around the dangers of drugs and the risks of getting involved in County Lines gangs - where drug dealers from urban areas exploit vulnerable people, including children, and force them to deal drugs in towns and cities away from home. Police work with partner agencies, such as York City Council, to provide further support and required referrals for the young person and their family.

## Priority 2

# Ambitious Collaboration

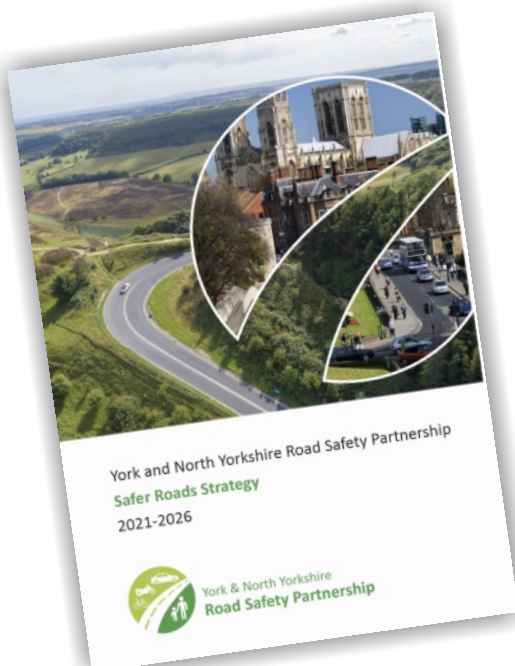
Many issues facing the police, old and new, cannot be resolved by the police alone and we need to work with others to keep people safe and prevent harm. To serve our communities best we will pursue an ambitious collaboration programme, with an open-minded and outward-facing perspective to ensure the right services are available to address both individual and community safety. By working together better, we will improve the resilience and co-ordination of services in our communities and enhance their effectiveness.



### Objective 1

Fully embrace the opportunities presented by the 2017 duty to collaborate between 'blue light' services to deliver a more efficient and effective response.

In December 2021, a new **Safer Roads Strategy for the York and North Yorkshire** Road Safety Partnership was launched. The Strategy sets out an ambition of working towards vision zero - to reduce the number of people killed and seriously injured on our roads, and to enhance the safety of all in York and North Yorkshire. Partnership includes North Yorkshire Police, North Yorkshire Fire and Rescue Service, Yorkshire Ambulance Service, City of York Council, North Yorkshire County Council, National Highways, and the Office of the North Yorkshire Police, Fire and Crime Commissioner. The aim is to ensure that they are working towards this ambitious Vision, while ensuring that the views of communities are heard throughout the process. Those who live and work alongside our roads and use them every day, know the challenges and by listening to them, and working to put in place solutions, we can begin our journey to Vision Zero.



### Objective 2

Work more closely with criminal justice partners and local authorities to deliver a more joined up service for victims and witnesses, support local justice, reduce reoffending and improve convictions rates and other justice outcomes.

The OPFCC commissioned the **Crossroads Adult Diversion scheme**, whose goal is to prevent or intervene early to divert people from the criminal justice process by addressing the underlying causes of their offending behaviour. The scheme is provided by Humankind and works with women and men aged 18+ to offer trauma-informed support to address underlying causes of offending. Each individual receives a tailored support package, the intensiveness of which will be responsive to their assessed needs. A dedicated keyworker will be allocated who will provide direct interventions, advocate, and signpost into specialist agencies where necessary.

**The Change Direction Young People's Diversion scheme** is provided by North Yorkshire Youth. Targeting young people between 10–17-year-olds who may be at risk of entering the Criminal Justice System or are known to North Yorkshire Police. The scheme engages with young people, at an early stage before criminal behaviour becomes habitual, to improve circumstances for both the young person and the local community. The young person's engagement with the Change Direction scheme will be on a voluntary basis. The scheme is open to those who are not offending or have been involved in antisocial behaviour or committed very low-level offences.

**Project Shield** is a ground-breaking pilot project which the OPFCC supported and was developed as a result of the recommendations from the Domestic Abuse and Family Court Report, which aims to improve the response to breaches of Non-Molestation Orders (NMOs). The project was delivered by the NYP in partnership with IDAS, Her Majesty's Courts and Tribunal Service, Edge Hill University and CGI, the global IT and business consulting company. This allows police officers to more easily see if an order had been issued and help them more effectively enforce any breaches.





### Objective 3

**Widen and deepen collaboration with policing partners regionally and nationally, ensuring that the best outcomes for North Yorkshire communities are achieved, to better tackle serious and organised crime, child sexual exploitation, human slavery and trafficking, and other serious and emerging threats**

**YatH** is the collaborative arrangement for police services in the Yorkshire and the Humber, it encompasses North Yorkshire Police, South Yorkshire Police, West Yorkshire Police and Humberside Police forces. The collaboration includes shared functions such as of the Regional Scientific Support Services (RSSS), from the 1st of April 2022, North Yorkshire Forensic Collision Investigation (FCI) will join the RSSS. In addition to the Regional Organised Crime Unit (ROCU), this service includes access to regional Cyber Crime Unit, regional Operations Unit, regional Development Team, North East Region Asset Recovery Team, Regional Intelligence Unit, Regional Confidential Unit, Regional Organised Crime Threat Assessment Team, UK Protected Persons Service, Regional Undercover Online Unit and regional technical surveillance (TSU). The ROCU acts as the regional link with national law enforcement agencies as well as international law enforcement partners.

#### **CASE STUDY – MATAAC Prison Project**

North Yorkshire Police (NYP) and Local prisons started to work together under the **MATAAC Prison Project** to better protect victims of domestic abuse by preventing offenders from contacting them either directly or indirectly whilst in prison. NYP can request prisons block all contact between a prisoner and their victim, including putting in measures to prevent another prisoner contacting the victim on their behalf. If prisoners try to communicate through a third party in the community outside of prison, the prisoner will also be placed on 100% mail monitoring by the prison. Support services or victims themselves can report any subsequent contact from the prisoner to NYP who will share this with the relevant prison for appropriate action to be taken.

### Objective 4

**Maximise collaboration opportunities with local partners to improve effectiveness and make tangible efficiencies. Ambitiously develop the plans already in place to share premises and services, resulting in a willingness between partners to work more closely together.**

**A new NYP drug strategy for 2021-24** was introduced at the end of last year. NYP worked closely with The Office of the Police, fire and Crime Commissioner, North Yorkshire County Council (NYCC) and City of York Council (CYC) to inform the development of the strategy to ensure that it aligns with the National 10-year Drug Strategy, "From harm to hope: A 10-year drugs plan to cut crime and save lives". NYP's strategy vision is to reduce harm and supply of illicit drugs in North Yorkshire, while working with all partners to ensure delivering the best possible service to all our communities. The OPFCC monitor the impact this strategy and work with local partners to develop a drug campaign that can be delivered across North Yorkshire and York over the coming year.

In November 2021, NYP conducted a **Proactive Fortnight Operation** to target county lines drug dealers, those involved in cross-border and rural crime, dangerous drivers and increasing the safety of women and girls. Policing teams were bolstered with additional resources from the Roads Policing Group, Rural Task Force, and the Operational Support Unit. The operation disrupted supply lines and tried to help vulnerable people who are exploited by the gangs, such as being pressurised into allowing their homes to be used as drug dealing centres.

At the beginning of 2022, **Project Servator** marked the fifth anniversary of its deployments across North Yorkshire and the City of York. It is a policing tool aims at keeping our force area safe from harm from any type of criminality including terrorism, whilst providing a reassuring presence to the public and engaging with our local business community. The approach relies on unpredictable and highly visible police deployments, whilst at the same time, building a network of vigilance made up of business and community partners, and the general public. In September 2021, NYP launched a new mandatory training package (Disruptive Effects and See Check and Notify SCaN) for all officers and staff, to be completed within 6 months

### Priority 3

## Reinforcing Local Policing



The work of the police is rapidly changing. We must ensure people have the capability and capacity they need to proactively support local communities and are able to meet new demands alongside traditional crimes such as burglary and anti-social behaviour. We will have a specific emphasis on 'primary prevention'. The whole workforce – staff, officers, PCSOs and volunteers – will be enabled by improved technology to meet the needs of the public locally and be empowered to make local decisions to ensure the public are safe, particularly the most vulnerable.

### Objective 1

A mobile workforce, enhanced with, and effectively using technology, that encourages a flexible, dynamic and innovative approach to delivering services locally. This objective will make local policing more productive and proactive, enabling them to be more visible with greater flexibility and capacity.

**Two-way interface system (TWIF)** was introduced to North Yorkshire Police and the Crown Prosecution Service in November 2021. The system connects the Police and CPS case management systems and aims to improve the exchange of information between services by reducing the administrative functions and workloads, making the process more efficient for both services. With the overall aim of, improving outcomes throughout the criminal justice journey and benefiting the community of North Yorkshire and York as investigations can be completed quicker, more effectively and enabling victims and witnesses to be updated regularly and more efficiently.

North Yorkshire Police continued the use **Video Recording Suites (VRI)** in custody sites following the pandemic after it proved its important role to ensure victims and witnesses have full support, greater flexibility and are able to provide their best evidence. To facilitate this, the Knaresborough and Scarborough VRI suites were refurbished to create an environment that better serves victim's needs and helps them provide their best evidence. Technology provision was also improved for interviews to enable teams to better support victim and their parent/careers/guardians if applicable.

**Chronicle to cater for all Taser Officers** was expanded during 2021 to provide a 'living record' across the force of all Taser Officers, their training records, expiry dates, and all taser devices, etc. Over the previous months Chronicle was being built with the details of all Specially Trained Officers, Taser Trainers and SPOCS. Once the system is online Taser officers will receive a personal Chronicle Card which will become their individual permit providing the authority to draw a taser.

### Objective 2

Plan and prepare for changing and future demand, so that we improve our ability to deal with problems such as cyber enabled crime, fraud and the exploitation and abuse of children and adults.

**Online Abuse** is expected to increase as nationally as new peer to peer sharing packages are introduced and more technology tools become available alongside investigations becoming more complex. **The Online Abuse Team (OAT)** is a subset of serious crime that enables a cradle to grave approach to be adopted when dealing with all child exploitation (CEOP) packages and internal proactive peer to peer sharing identification. This has streamlined the intelligence gathering, assessment and allocation of investigative packages including adoption of high-risk packages to provide an investigative service supported by Digital Forensics specialists. Additional investment of resource (uplift of two police officers) in 2022/23 has been made into online abuse investigation, alongside internal restructuring which supports meeting short term demand.

### Objective 3

A planned, co-ordinated and collaborative demand reduction/prevention strategy that addresses the causes of demand to prevent harm, will reduce crime and antisocial behaviour over the longer term.

During the past year, the NYP prevention and intervention strategy has been introduced with a new approach developed through **Early Action Together (EAT)** programme and is focussed on solving local problems early before they escalate and create demand upon other parts of policing or partner agencies. It is acknowledged that whilst the investment in Prevention and Early intervention will drive down future demand, it will need to balance with those enforcement activities associated with crimes being committed, the impact of the prevention and early intervention on reporting of previously hidden crime and those non-recent crimes that are continuously coming to police notice. This is

long term programme of change for the organisation and the vehicle for the delivery of that ambition - releasing capacity, creating opportunities, and equipping officers and staff with the necessary skills to drive this significant change in the way the police work.

### Case Study- Cops vs Kids

In August 2021 a pilot project ran focusing on engagement and early intervention of young people through Cops vs Kids online gaming and E-sports. This project acted as a gateway to vulnerable children and young people within the community to build bridges with them and police, build trust and to help develop mutual respect between officers and young people. The projects have been delivered in partnership with the British E-sport Association (BEA) and the Youth Justice Service. BEA provided the use of seven gaming PCs including the game 'Rocket League' and the Youth Justice Service provided use of their office at Moor Lane Youth Centre to Host the event.

### Objective 4

**Make effective use of the whole policing family to provide the most appropriate service when and where it is needed. From volunteer search and rescue organisations, local Neighbourhood Watches, to Special Constables, civilian staff, police officers and partner organisations, we have a family of highly dedicated people with our citizens' best interests at heart.**

Once again, this year has proved challenging for "NYP Volunteer", but there have been many examples of amazing contributions that Special Constables and Volunteers have given. **The rural watch volunteers** of Settle, Ingleton and Bentham have given 970 hours over the year to help keep prevent rural crime. Four volunteers are part of a "rural watch Liaison volunteers' pilot", the aim of this is to support the local safer neighbourhood teams and rural task force with local intelligence and stronger collaboration with the local community.



The OPFCC Community has supported the **Skipton Youth Voice Project**, that led by the North Yorkshire Youth Commission, to give young people from under-represented groups, a voice on key issues important to them in their local community in Skipton, Craven. This peer-led project aims to enable young people from diverse backgrounds, with a wide range of life experiences, to come together, engage with other young people on these priorities and inform the work of the PFCC, North Yorkshire Police and partner agencies. The young people raised the following concerns which became the focus of the project: Cultural Divide; Racism and Stigma within the community; Relationship between community and police; and Lack of opportunities in their local area. Following the project report, the Commissioner made further visits to the community to understand these issues from the local women's group and the Commissioner, NYP and a number of partner agencies continue to support this work and address the recommendations made from this project.

### Objective 5

**Empower communities to engage more actively with the police service. A strong positive relationship between the people and the police helps reduce harm, crime and anti-social behaviour. Two-way communication and feedback improve community resilience, generates vital community-based intelligence and increases confidence.**



**The Digital PCSO team** is a team of five DPCSOs who are based across the force. They mix the 'traditional' uniformed side of being a Police Community Support Officer; patrolling and engaging with their community and supporting their local NPT's alongside using their digital skills to provide crime prevention advice and guidance to our online communities using platforms such as WhatsApp, Twitter and Facebook, and Community Messenger.

## Priority 4

# Enhancing the Customer Experience

Providing an outstanding customer service will be at the heart of everything we do. Policing will become more flexible in its approach, and we will always respond appropriately and compassionately whilst maintaining professionalism and transparency, both with the public and within the organisation.



### Objective 1

Make policing more accessible by improving and widening the channels of communication by which the public can contact the police.

#### CASE STUDY - Single Online Home (SOH)

In October 2021, the Force's website content moved onto the national police web platform 'Single Online Home' (SOH) system, although this move resulted in a significant level of demand for police to deal with but offered the public a consistent, easy-to-use way of engaging with their local police force digitally and of accessing police services and information online wherever they are in the county. This tool will help to create extra capacity and less waiting times for the public.

### Objective 2

Effective learning from legitimate complaints, which improves the customer experience and increases confidence and trust in local policing.

The Commissioners independent Complaints and Recognition Team has been in place since March 2020 and continues to be the main point of contact for dissatisfaction, recognition and reviews, working to service recover 'lower-level' complaints (expressions of dissatisfaction) where possible, and referring more serious complaints onto the Professional Standards Department (PSD). Where a complaint has been recorded under Schedule 3 to the Police Reform Act 2002, the complainant has a right to apply for a review of the outcome of the complaint and these are handled by the Commissioners Independent adjudicator. The Team engage with NYP and local managers sharing information and seeking best practice, identifying trends and learning to help improve the customer experience.

### Objective 3

More efficient and timely customer service, that is as simple, straightforward and transparent as possible. This is equally applicable to internal customers and partners, as to the public.

Under Early Action Together, an **Initial Enquiry Team** has been developed and will go live in June 2022. This is designed to work alongside call takers and pick up incidents where it is appropriate to deal with them remotely and to enable police officers within the IET to resolve customer needs over the phone, commence a primary investigation or make an appointment for attendance by an officer, if required. This provides a responsive service to customers, reduces the need for call backs or unnecessary appointments and frees up operational front-line resources to deal with other demands and focus more on prevention and early intervention.



## Objective 4

**A healthy, happy and confident workforce that better reflects the diversity of our community and can fulfil our priorities.**

In 2020, NYP have created a **Pledge which is to promote a happy, healthy, engaged and productive workforce** and to support this there is an annual theme, and this year the focus is on **“your mental health workout.”** The aim of this year's theme is to encourage the workforce to consider mental health in a similar way to physical health – every individual has psychological weak spots or injuries - just like physical muscles, when they get used, they may feel tender or uncomfortable.

NYP continue to develop **leaders who understand how their personal leadership style impacts** both positively and negatively on those around them and every individual within their sphere of influence. This is important not only in upskilling managers but also to ensure we have a diversity in leadership which people can associate with.

At present, **the diversity** can only be measured in terms of gender and race, further protected characteristics data is being collected on a voluntary as part of the Safe to Say programme of work that will enable a more enriched picture of workforce diversity. Further positive action is ongoing to improve race diversity in North Yorkshire Police's workforce. While females currently represent 47.2% of the workforce and within police staff roles.



The current recruitment of 20,000 officers into policing as a part of the government **Uplifting Policing Programme (UPP)** gives a unique opportunity to improve the diversity of policing locally, especially into firearms department, which have nationally struggled to recruit a diverse workforce. Therefore, NYP have devised an action plan which has started to look at welfare provisions around Firearms training and support and whether the training can be broken into modules and more manageable around family life, providing bespoke fitness training and support.

Accordingly, dozens of extra police officers were hired in North Yorkshire over the last year as part of the Government's national recruitment drive. Home Office figures show that there were 1,563 police officers in North Yorkshire Police in December 2021, up from 1,511 a year before.

# Tackling your priorities

North Yorkshire remains the safest place with the lowest crime rate in England and Wales.

From April 2021 to March 2022, the Office of National Statistics show there were 47,296 crimes recorded in North Yorkshire, giving a crime rate of 56.9 per 1,000 of the population which is a twenty-one per cent increase compared to the previous year.

## Craven Priorities

Burglary, Road safety, Crime prevention, County Lines

Theft of quads from farms affects the livelihoods of the victims and causes significant community impact. As a number one priority NYP have supported prevention initiatives through local farm watches and conducted intelligence led operations and investigations against active criminals by working alongside our Rural Task Force.

Craven teams have worked extensively with the Fire Service and NYCC in reducing the risk of serious and fatal collisions especially involving motorbikes in the Dales.

Prevention work has been bolstered by Operation Boundary with enforcement days using internal and external colleagues including specialist resources from around the force.

**Burglary** ▼ -29% (decrease from 225 crimes to 160)    **Crime** ▲ +2% (increase from 2443 crimes to 2488)  
**Road** ▲ +7% (increase from 2433 to 2597)

## Harrogate Priorities

Burglary, Anti-Social Behaviour, Vehicle Crime, County Lines

The police have been successful in securing 3 closure orders on premises where ASB is prevalent and caused significant unrest in the community. This had a positive impact and calls for service were reduced. Partners work with businesses to further reduce demand and limit WI-FI hot spots where young people congregate.

Operation Night is a NTE initiative with the increase in reports of Spiking. NPT work with the CSH, Licencing and Venues delivering WAVE training and are running a Get Yourself Home Safely scheme driven by the CSH and partners.

County lines and Cuckooing come hand in hand. Expedite team engage with vulnerable people to support them and prevent ongoing exploitation. The police proactively target the lines and have executed several warrants at premises, ensuring that offenders are brought to justice and victims are safeguarded and supported.

**Burglary** ▼ -16% (decrease from 485 crimes to 406)    **Road** ▲ +17% (increase from 6490 to 7602)  
**ASB** ▼ -36% (decrease from 5516 incidents to 3543)    **Cyber** ▼ -12% (decrease from 1224 crimes to 1077)

## Richmondshire Priorities

Drug offences, Burglary, Anti-social behaviour

NYP are working in conjunction with Richmondshire District Council, and other partners to reduce ASB, the Misuse of Controlled Drugs and prevent young people from offending throughout Richmondshire, such as the ongoing work to reduce ASB around the Falls in Richmond and at remote beauty spots.

The volunteer network of farmers, gamekeepers and residents allow for additional eyes and ears throughout the rural Dales communities and help prevent and detect rural crime and poaching offences.

NPT support the Richmondshire Pub Watch as well as the recently established Community Alcohol Partnership (CAP), which brings together key local partners and seeks to reduce alcohol related harm among our young people, improve their health and wellbeing and in turn improve our communities.

**Drugs** ▼ -35% (decrease from 54 crimes to 35)  
**Burglary** ▲ +22% (increase from 83 crimes to 101)  
**ASB** ▼ -45% (decrease from 1694 incidents to 939)



## Selby Priorities

Drug offences, Burglary, Anti-social behaviour, Cyber crime

To tackle the ASB, the local neighbourhood team have been working with Selby District Council, the North Yorkshire Schools Liaison Team and schools in the district to identify children who are vulnerable to Adverse Childhood Experiences, the impact of which may manifest in anti-social behaviour. This work will continue as the partnership seeks to strengthen links through the Community Safety Hub.

Operation Dusk has been a pro-active initiative that seeks to tackle rural crime, especially burglaries. It has involved a partnership between the local neighbourhood team, Roads Policing Group and Operational Support Units, as a result it has been made a number of arrests.

Note: percentages are rounded to the nearest whole number.

### Hambleton Priorities

Burglary, Road safety, Mental health, Drug Misuse and Safeguarding Vulnerable People

NYP are working with the Safer Hambleton Hub, Hambleton District Council, Broadacres and North Yorkshire Youth to reduce ASB and divert young people away from crime...

NPT continue to work alongside multiple volunteers in terms of Street Angels, Rural Watch, Living Rooms, Churches, and Parish Councils to tackle our priorities.

Work with NYCC allows the police to effectively safeguard the most vulnerable in the area and has prevented multiple members of our community from becoming victims of cuckooing and county lines crime groups.

**Burglary** ▼ -3% (decrease from 191 crimes to 185)

**Road** ▲ +4% (increase from 4202 to 4386)

**Mental health** ▼ -7% (decrease from 2667 crimes to 2484)

### Scarborough Priorities

Burglary, Drug offences, Anti-social behaviour

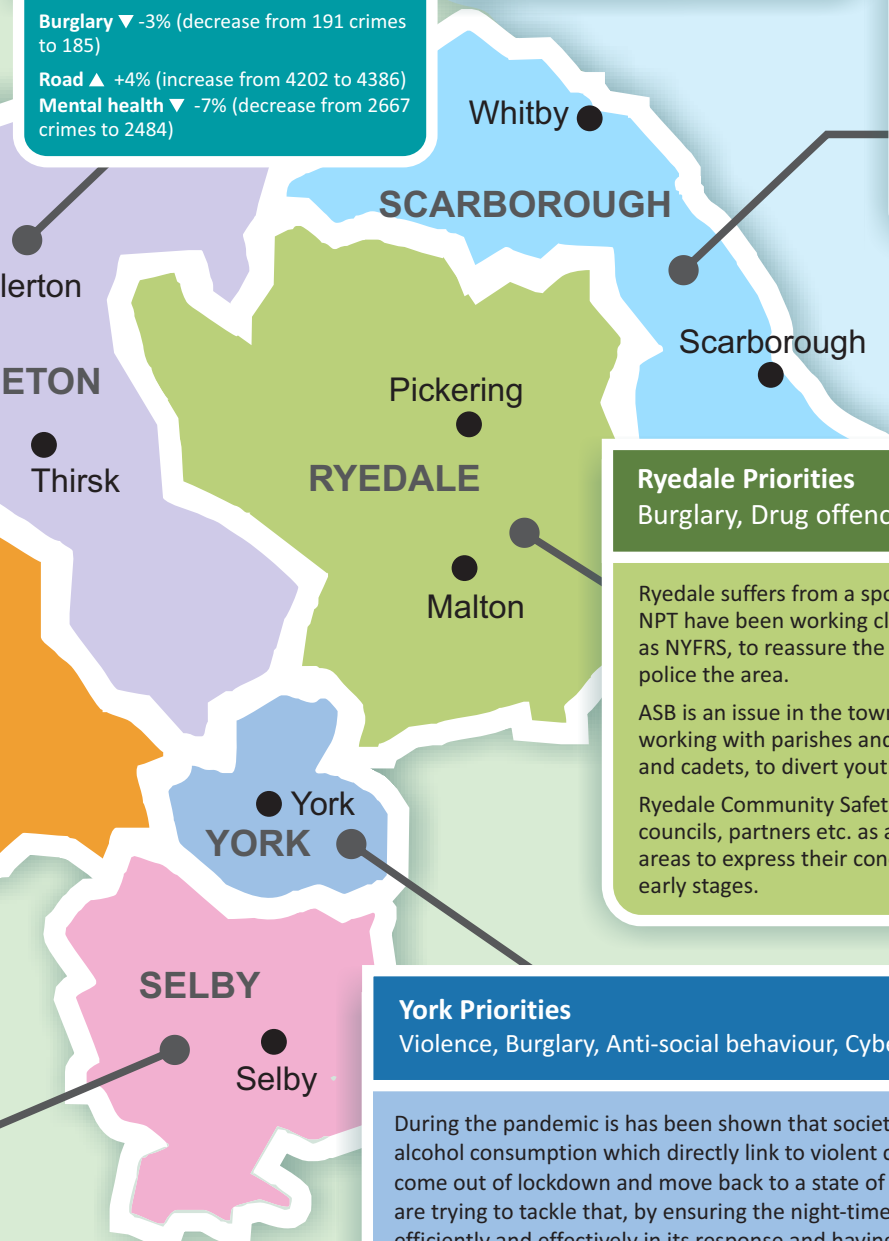
The focus in Scarborough is currently on the use of targeted hot spot policing using evidence-based research to identify the right time to be in the right place to deter crime and ASB.

Multi-agency problem solving plans are incorporated into day-to-day business, such as Op Ambience and Op Culture to focus the best resource to the issue, be those civil interventions or criminal. Through the early identification of youths involved in committing ASB has enabled the police team to offer tailored multi-agency support through weekly youth tasking discussions and signposting to relevant community resources for early intervention and prevention.

**Burglary** ▼ -20% (decrease from 340 crimes to 272)

**Drug** ▼ -12% (decrease from 460 crimes to 405)

**ASB** ▼ -43% (decrease from 7454 incidents to 4217)



### Ryedale Priorities

Burglary, Drug offences, Anti-social behaviour, Road safety

Ryedale suffers from a sporadic burglary issue, primarily in the rural areas. The Ryedale NPT have been working closely with the RTF, Rural WhatsApp groups and agencies such as NYFRS, to reassure the rural community, conduct reassurance patrols and proactively police the area.

ASB is an issue in the towns, primarily due to youths or alcohol. Ryedale NPT are working with parishes and volunteer groups to instigate after school clubs, mini-police, and cadets, to divert youths away from this behaviour.

Ryedale Community Safety Hub have started Community MAPS to link in with our parish councils, partners etc. as a way of providing updates, but also for a conduit for these areas to express their concerns. So far, this has been very successful and is still in the early stages.

### York Priorities

Violence, Burglary, Anti-social behaviour, Cyber crime

During the pandemic it has been shown that society has increased its alcohol consumption which directly links to violent crime increase as we come out of lockdown and move back to a state of normality. The police are trying to tackle that, by ensuring the night-time economy is policed efficiently and effectively in its response and having more visible presence to prevent it. The latter itself has led to more violent crime being reported.

Over the last 12 months York command have heavily invested in early intervention through school liaison officers, the community safety HUB and PCSO with targeted activity to drive down anti-social behaviour. In addition to work with the two Universities in York to promote safety for new students during fresher's week.

**Burglary** ▲ +51% (increase from 86 crimes to 130)

**Drug** ▼ -17% (decrease from 71 crimes to 59)

**ASB** ▼ -44% (decrease from 1715 incidents to 961)

**Road Safety** ▲ +5% (increase from 2653 to 2791)

**Violence** ▲ +32% (increase from 4257 to 5623)

**Burglary** ▲ +14% (increase from 493 crimes to 563)

**ASB** ▼ -32% (decrease from 9415 incidents to 6448)

**Cyber** ▼ -11% (decrease from 1583 crimes to 1414)

**Drug** ▼ -25% (decrease from 193 crimes to 144)

**Burglary** ▲ +27% (increase from 202 crimes to 276)

**ASB** ▼ -42% (decrease from 3335 incidents to 1944)

**Cyber** ▼ -18% (decrease from 700 crimes to 574)

# Community Fund

Launched in May 2013, the Commissioner's Community Fund is specifically for local organisations, groups or individuals who need money to help fund a new community safety project or scheme.

The fund is only available for new projects led by people based or operating solely or mainly within North Yorkshire and the City of York.

Funds from £500 up to £20,000 can be awarded for specific projects that support communities within North Yorkshire to "Be Safe and Feel Safe", including:

- Diversionary activities for children and young people
- Promoting safety and reducing the fear of crime and anti-social behaviour
- Support for victims
- Improving community cohesion
- Preventing crime and anti-social behaviour
- Supporting the purchase of specific pieces of equipment in key community locations

Nearly £1.5 million has been awarded since the fund's inception. Project examples can be found on <https://www.northyorkshire-pfcc.gov.uk/for-you/fund/>

The Community Fund now incorporates the Police Property Fund. Each year, NYP seize property as part of criminal investigations or confiscate property by order of court. Where property remains unclaimed, the Police (Disposal of Property) Regulations 1975 enable auctioning to raise funds for community and voluntary initiatives – particularly projects which have a positive impact on reducing crime and disorder at a local level.

## Financial Information

- FY21/22 £187,948.98 was awarded to 25 projects.

## Community Fund Project Examples 2021-22

### Poems and Pictures limited were awarded £9,400

For a countywide author visit to schools to raise awareness of county lines, The Project is aimed towards Years 6 and 7 pupils to engage in early intervention; schools will be targeted using an informed approach, in partnership with NYP and NYCC.

### Adfam@home, £19,656.00

A countywide pilot project for online services to support families with a loved one in prison, affected their substance misuse, to prepare them for release or provide support in the community.

### The Martial Way, Craven awarded £19,617

To support delivery of martial arts and wrestling sessions at Broughton Road Community Centre to local young people. A key focus of the project is to divert young people from engaging in anti-social or offending behaviour. The project links with NYP, NYFRS and other partners to ensure a targeted approach to referrals and support with delivery of additional sessions.

### Age UK, York, £3,362

Awarded to support production of 2,000 trusted Home Services Directories, so that older people can live safely and independently in their own homes. The directory is also available online, with details of tradespeople and service provider as well as information on how to be scam aware. Age UK also carry out appropriate checks in line with online trusted trader schemes.

Other communities that benefit from funding include, Upper Wharfedale rural watch group in craven, Resurrection Bikes in Harrogate, Ripon Crimestoppers Trust, Future Networks in Scarborough, Filey skate park, York City Football Club, Broadacres Housing Association in Hambleton, Ripon Cathedral Scout Group, York Boat Rescue, and Northallerton Amateur Boxing Club.





# Community Safety Services Fund

The Community Safety Services Fund is available to any local community service or organisation in North Yorkshire or the City of York.

The proposed project must benefit North Yorkshire communities directly and be supported by the appropriate Community Safety Partnership (Safer York Partnership or North Yorkshire Community Safety Partnership).

A representative panel from each Community Safety Partnership reviews all applications.

The maximum amount available for each application is £20,000. Projects/initiatives must support a pro-active, sustainable, outcomes focused approach to diversion and early intervention, addressing (re)-offending, (re)-victimisation and Community Safety priorities, using one of the following service delivery models:

- Community Based Volunteer Services
- Targeted Prevention and Early Intervention Services (Diversionary / Positive Activities)
- Targeted Early Intervention
- Emotional Health projects

Examples of projects can be found here:

<https://www.northyorkshire-pfcc.gov.uk/for-you/partnership/non-commissioned-community-safety-services/>

## Financial Information

- In the Financial Year 21/22 £62,970 was awarded. This includes four grants awarded and the contributions towards mediation and Anger Management Services.

## Community Safety Services Fund Project Examples 2021-22

### **North Yorkshire Road Peace Support Group was awarded £19,400**

To pilot a Countywide peer-to-peer victim support for road crash victims in North Yorkshire, including seriously injured victims and bereaved families. A specialist road crash victim-focused Resilience Building Programme to support bereaved families to cope and recover following road crash death. Programmes will link with existing services, specifically Supporting Victims Service and Brake to support an holistic approach to road crash victims.

### **The Hood Project provided by Ad Astra Plus CIC in York was awarded £6,600**

To support work with mentors and services in Yorkshire, to help 20 targeted students lower their anti-social behaviour and gain the confidence and skills to work towards their aspirations. The hope is to create a professional guide and support network for disadvantaged post 16 students in York.

### **Clean Slate Solutions, £10,650.00**

Funding will support the expansion of a pilot employment project for those released from prison. Clean Slate Solutions will ensure a targeted approach to referrals with partner agencies, including Youth Justice Services (YJS), Probation, North Yorkshire Police, OPFCC commissioned services. Over the project 50 participants aged 18-25 will be targeted.

### **Box Clever, Catterick Boxing club, £14,840.00**

Funding will support delivery of 8-month boxing and issue-based sessions project for 32 young people.



# Governance

**The Commissioner, in her role as Local Policing Body, is assured of adequate arrangements for the effective management of governance, financial and operational matters.**

## Police and crime Plan

In response to the pandemic, the Government extended the previous Commissioner's term to May 2021 and with that the Police and Crime Plan to May 2022. Commissioner elections were held in May 2021 but the subsequent Commissioner resigned in October 2021 and a by-election was held to elect the current Commissioner. This process has delayed the renewal of the Plan which had been hoped to be published within the 2021/22 financial year.

Between 16 August and 7 November 2021, the Office of the Police, Fire and Crime Commissioner consulted with the public, businesses and partners, gathering views, thoughts, concerns and priorities which have all fed into the development of the new Police and Crime Plan. An open online survey was conducted as well as a representative telephone survey using Opinion Research Services (ORS), an independent market research company, receiving over 2,000 responses. 16 public events were held across the seven districts and the City, engaging with over 3,500 people. A number of focus groups were conducted, involving over 20 partner organisations, and a similar number provided written responses as well.

On 16 March 2022, the Commissioner submitted the draft Police and Crime Plan to the Police Fire and Crime Panel for review. The Plan reflects public concerns and priorities raised during the consultation and sets a realistic expectation of what the Service should achieve and the change people should see. The final Plan will be published on the Commissioner's website in due course.

## Assessing the quality of service to the public

The Commissioner represents the public and holds the police to account for the quality of the service they provide to our communities. The Commissioner undertakes this mainly through Public Accountability Meetings. These are held monthly and take a 'deep dive' look at topics of public interest that impact across departments and areas of the police's work. The Commissioner wants to understand how the police are joining up their work and taking a comprehensive approach to preventing and tackling crime and delivering the Police and Crime Plan. This year topics for the police have included serious and organised crime, training of police staff, road safety, violence against the person, the victim journey and the initial police contact/response to the public, as well as reviewing progress against each priority of the Police and Crime Plan. The meetings also consider police performance data, allowing the Commissioner to assess performance against public priorities.





## Independent Scrutiny Panels

The Commissioner has three established Independent Scrutiny Panels that meet quarterly to assess specific areas of police business to make sure the public are receiving a high-quality service. These three Panels are made up of representatives from NYP, partners organisations and members of the public to review Out of Court disposals, Domestic Abuse and Stop and Search and Use of Force, including the use of Taser. This includes a lay observer scheme and community feedback panels to help the Service improve their performance. Panel work has recommenced after the pandemic and regular meetings online and hybrid have been occurring with annual reports due to be published in due course.

## A new approach to complaints and recognition

During the financial year, the Complaints and Recognition Team (CRT) received in total 1326 complaints, 8 per cent less than the year before. The team service was successful to recover 1053 cases, while 273 cases were referred to Professional Standards (PSD). Of these approximately 36% were formally assessed because service recovery was not achieved, and 64% met the threshold for formal recording.

Single Online Home (SOH), a national web-based application, was introduced officially by the force giving customers the option/opportunity to share their feedback online with the Complaints and Recognition Team. This service helps ensure all mandatory information is received by the team at the earliest stage possible.

During the same period, the CRT also received 58 valid review applications, 48% increase on the year before. The purpose of the review is to look at whether the handling and/or the outcome of your complaint was reasonable and proportionate. Reasonable and proportionate means assessing what is appropriate in the circumstances, taking into account the facts and the context in which the complaint has been raised, within the framework of legislation and guidance.

Further information can be found at <https://www.policeconduct.gov.uk/complaints-reviews-and-appeals>.



In addition to that, 40 review outcomes were finalised by the Commissioners Independent Adjudicator, of these 15 were upheld and 8 Part upheld with recommendations accepted by the NYP. For the 17 cases that were not upheld, the case handling/outcome was determined as reasonable and proportionate by the Independent Adjudicator.

In that period, 214 appreciations for the North Yorkshire police were received, slightly up from 210 on the previous year, these were shared with the force and where applicable individual officers or teams and information is collated to share best practice and to celebrate when things have gone well.

# Funding and Spending

Funding Breakdown 2021/22	Actual £000s	%*
Core Grant (including Legacy Grants)	-88,103	47.2
Precept (including Collection Surplus)	-81,945	43.9
Grants (Ringfenced)	-8,255	4.4
Non Grant Income (including project income)	-8,303	4.4
<b>Total Funding</b> (including efficiencies/productivity gains)	<b>-186,606</b>	<b>100</b>

Expenditure Breakdown 2021/22	Actual £000s	%*
Salary Costs	134,049	72.8
Other non salary employee costs	2,660	1.4
Police Injury pension costs	4,326	2.3
Premises costs	4,506	2.4
Supplies and Services	20,810	11.3
Transport costs (including fuel)	3,076	1.7
Financial costs	577	0.3
<b>North Yorkshire Police Total</b>	<b>170,005</b>	<b>92.3</b>
Office of the Police and Crime Commissioner	1,202	0.7
Commissioned Services	6,073	3.3
Project costs	2,593	1.4
<b>Total Expenditure</b>	<b>179,873</b>	<b>97.7</b>
Budgeted transfers to earmarked reserves	4,230	2.3
<b>Total expenditure and budgeted reserves transfers</b>	<b>184,103</b>	<b>100</b>
<b>Surplus on the Provision of Services</b>	<b>2,503</b>	<b>-1.3</b>

\* Due to rounding, percentages may not add up to 100%

## Financial Position

In 2021/22 the overall budget available to the Commissioner underspent by £2.5m, which is 1.3% of the overall expenditure in the year.

Work continued during the year on the delivery of additional Police Officers, with overall Police Officer numbers now in excess of 1,580. The 2021/22 underspend will be used to bolster reserves, reduce borrowing in future years and contribute towards increased inflationary costs.

The organisation remains in a strong position financially and will continue to increase the overall number of Police Officers during 2022/23 to further enhance service delivery.

# Contacts



## North Yorkshire Police

Tel: 101 for all non-emergency enquiries  
Website: [www.northyorkshire.police.uk](http://www.northyorkshire.police.uk)



## Crimestoppers

Report Crime Anonymously  
Tel: 0800 555 111  
Website: [www.crimestoppers-uk.org](http://www.crimestoppers-uk.org)



## Information for everyone

If you require this report in another language, Braille, large print or as an audio tape please contact the Office of the Police, Fire and Crime Commissioner.

## Supporting Victims

Support for victims of crime in North Yorkshire  
Tel: 01609 643 100  
Email: [www.supportingvictims.org](http://www.supportingvictims.org)



### You can contact the Police, Fire and Crime Commissioner in the following ways:

Office of the Police, Fire and Crime Commissioner, 12 Granby Road, Harrogate, HG1 4ST

- 01423 569 562
- [info@northyorkshire-pfcc.gov.uk](mailto:info@northyorkshire-pfcc.gov.uk)
- [northyorkshire-pfcc.gov.uk](http://northyorkshire-pfcc.gov.uk)
- [northyorkspfcc](https://www.instagram.com/northyorkspfcc)
- [youtube.com/c/nypfcc](https://www.youtube.com/c/nypfcc)



As the Police, Fire and Crime Commissioner for North Yorkshire I am committed to being active, visible and available to the public.

I welcome the opportunity to hear your views.

*Zoë Metcalfe*