

Commissioned services

Commissioner Zoë commissions 25 services across North Yorkshire and the City of York to:

Support Victims to cope and recover after crime;

- 11 services including support for domestic and sexual abuse, counselling and restorative justice

Enable Perpetrators, or those at risk of becoming perpetrators to address root causes and change their behaviour;

- 9 services including diversion, domestic abuse, substance misuse and youth justice

Protect and ensure better outcomes for Vulnerable People coming into contact with, or at risk of coming into contact with the police;

- Mental health first response and Women's Wellness Centre in York

Engage with Communities to understand need and improve safety by funding innovative projects;

- Youth Commission
- Community Fund
- Community Safety Services Fund

All services are free, confidential, accessible whether an individual has made a report to North Yorkshire Police or not, and unless specifically stated, are available across North Yorkshire and the City of York.

Further information on all services and funds can be found on our website:



How can Commissioner Zoë help you?

Advice Surgeries

Zoë holds one-to-one advice surgeries where you can talk to her about her role or any policing or community safety issue. She cannot intervene in police investigations, but along with her team, they can support and guide you through the complaints process.

Questions, Complaints & Comments

Zoë and her team support the public with queries, complaints and comments about the police and fire services. The Complaints and Recognition team can help resolve concerns and guide you through the police and fire complaints and compliments system.

Community Fund

The Commissioner's Community Fund is specifically for local organisations, groups or individuals who need money to help fund a new community safety project.

Since its launch, the fund has distributed well over £1.8 million, supporting hundreds of local projects.

www.northyorkshire-pfcc.gov.uk/communityfund

Contact Zoë

Write to... Office of the Police, Fire & Crime Commissioner, 12 Granby Road, Harrogate HG1 4ST

Call... 01423 569 562

Email... info@northyorkshire-pfcc.gov.uk

Go Online... northyorkshire-pfcc.gov.uk

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Zoë Metcalfe

Your Police, Fire & Crime Commissioner

- What is a Police, Fire & Crime Commissioner?
- Who is Commissioner Zoë?
- What are her priorities?
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 North Yorkshire
Police, Fire & Crime
Commissioner

Helping you to be safe and
feel safe in North Yorkshire

www.northyorkshire-pfcc.gov.uk

What is a Police, Fire & Crime Commissioner?

The Police, Fire & Crime Commissioner is the link between the public and the police and fire and rescue service – to make sure they do a good job on your behalf.

Commissioners are all publicly elected. Zoë was elected on Thursday 25 November 2021 and took up the role on Friday 26 November 2021. Elections take place every four years with the next electoral cycle due in 2024.

Zoë ensures community needs are met as effectively as possible, by setting objectives through her Police and Crime Plan and Fire and Rescue Plan.

She is supported by the Office of the Police, Fire and Crime Commissioner, who help her with public engagement and scrutiny of the police and fire services and in providing a wide range of services to help victims to cope and recover.

Who is Zoë?

Having grown up in North Yorkshire, Zoë is determined to be a commissioner for everyone; accessible to all, standing up for our emergency services, but challenging them when needed to be the best they can at protecting us and keeping us safe and feeling safe.

Born in Ripon, Zoë has lived in and around the city for most of her life and was educated in Harrogate. Before entering politics, she has had a background in the public and private sector working in education, a project manager and co runs her family property company, as well as being a single parent to Harry and Holly.

Zoë's Priorities as the Police, Fire & Crime Commissioner

Commissioner Zoë's plans set out the priorities for the Commissioner's Office, North Yorkshire Police and North Yorkshire Fire and Rescue Service and are based around the principles of caring about the vulnerable, developing ambitious collaboration, realising our potential and enhancing our service for the public.

The plans have been developed following extensive consultation within the emergency services, partners and members of the public through a series of events, surveys and engagement sessions over the past year.

Within the Police and Crime Plan, this will be achieved by:

- Actively engaging with all communities to improve public trust, confidence and satisfaction in North Yorkshire Police services, and increasing the reporting of crime and incidents, to ensure the force has a holistic understanding of need in all our communities.
- Working jointly as a trusted partner to prevent harm and damage, intervene early and solve problems to reduce the risk to the public and keep communities safe.
- Delivering the "Right People, Right Support" principles every time to ensure North Yorkshire Police has the right resources in the right places to serve the needs of everyone, wherever they are and whatever their needs.
- Maximising efficiencies to make the most effective use of all available resources.
- Enhancing the already positive culture with openness, integrity and public trust at its heart

Within the Fire and Rescue Plan, this will be achieved by:

- Ensuring that North Yorkshire Fire and Rescue Service understands the risks across our communities and works to protect people and premises.
- Working jointly as a trusted partner to prevent harm and damage, intervene early and solve problems so that the prevention of vulnerability and fire protection services are at the heart of what the service does.
- Delivering the "Right People, Right Support" principles every time so the resource and response models maximise productivity in communities and the efficiency and effectiveness of response to emergencies with a blueprint developed for a new on-call model.
- Maximising efficiencies to make the most effective use of all available resources.
- Enhancing the already positive culture with openness, integrity and public trust at its heart.

The two plans share elements which reflect the increase collaboration between the services but retain separate objectives that similarly reflect the independence and distinct remits of North Yorkshire Police and North Yorkshire Fire and Rescue Service.