

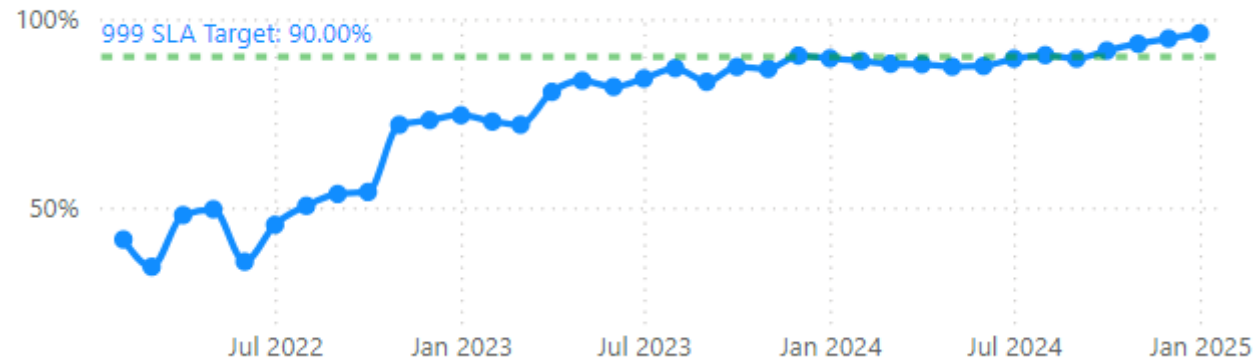
North Yorkshire Police Force Control Room (FCR)



999 Service Level Agreement (SLA) = 90% of calls answered within 10 seconds

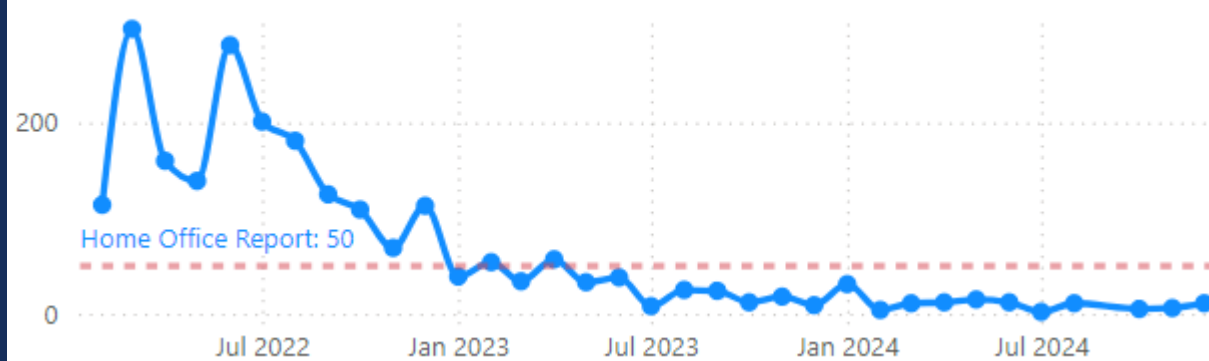


999 SLA% by Year and Month



Our monthly SLA has risen from under 50% to be consistently above 87%, with the last 3 months being over 90%

999 calls over 2 mins and 999 calls by Year and Month



BT provide a report to the Home Office when any force has over 50 calls which take over 2 minutes to answer.

We have now consistently not been on that report for over 1 year.

Average Answer Time
February 2022
00:00:30
Last Month
00:00:04



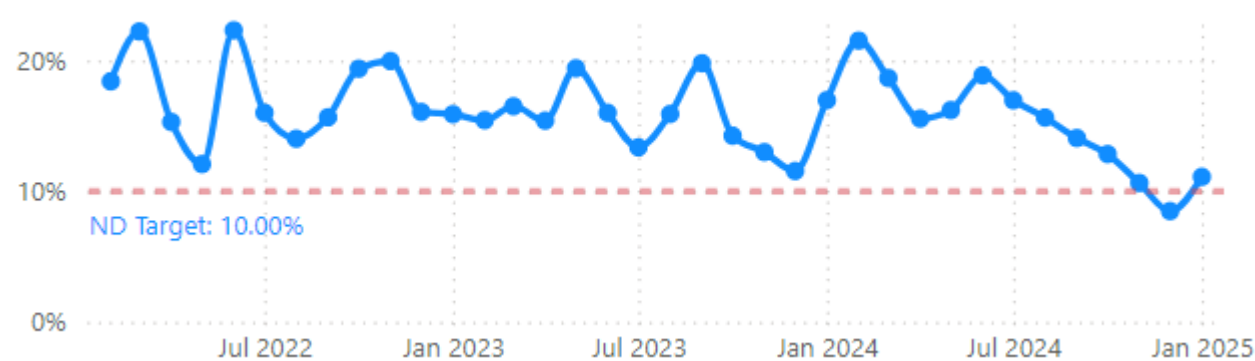
101 SLA = 80% of calls answered within 3 minutes

101 SLA% by Year and Month



Our monthly SLA has risen from under 40% to over 70%

Negative Discontinuance by Year and Month

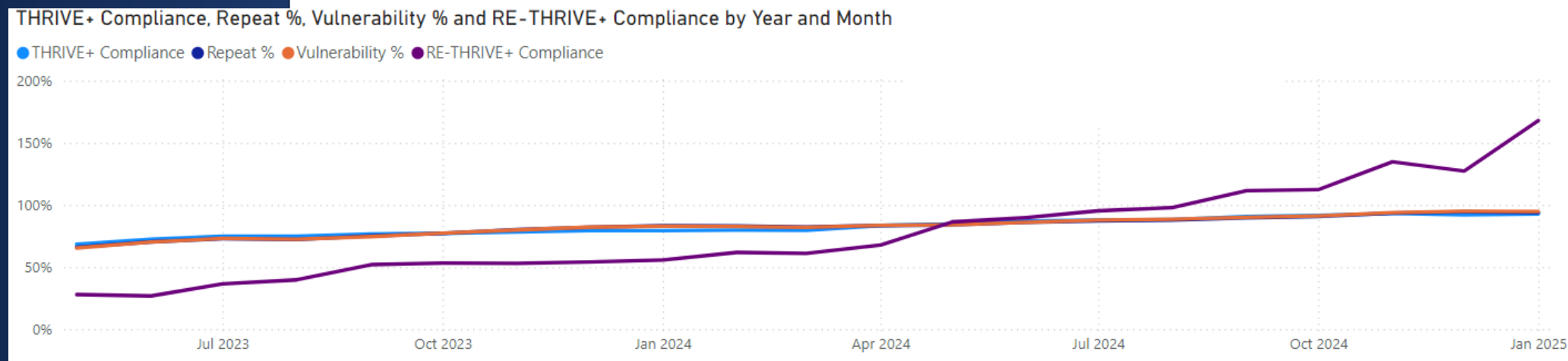


Negative Discontinuance, calls which abandon after our SLA, has steadily reduced to close to our target of 10%.

Average Answer Time
February 2022
00:05:38
Last Month
00:03:14



Our identification and recording of Vulnerability and Repeat Victims has increased from 65% to now being over 90%.



Our RE-THRIVE+ system provides continued assurance that incidents are continually reviewed to ensure that the response is appropriate for the threat, harm and risk. This is monitored against the volume of regraded incidents.

Response Times

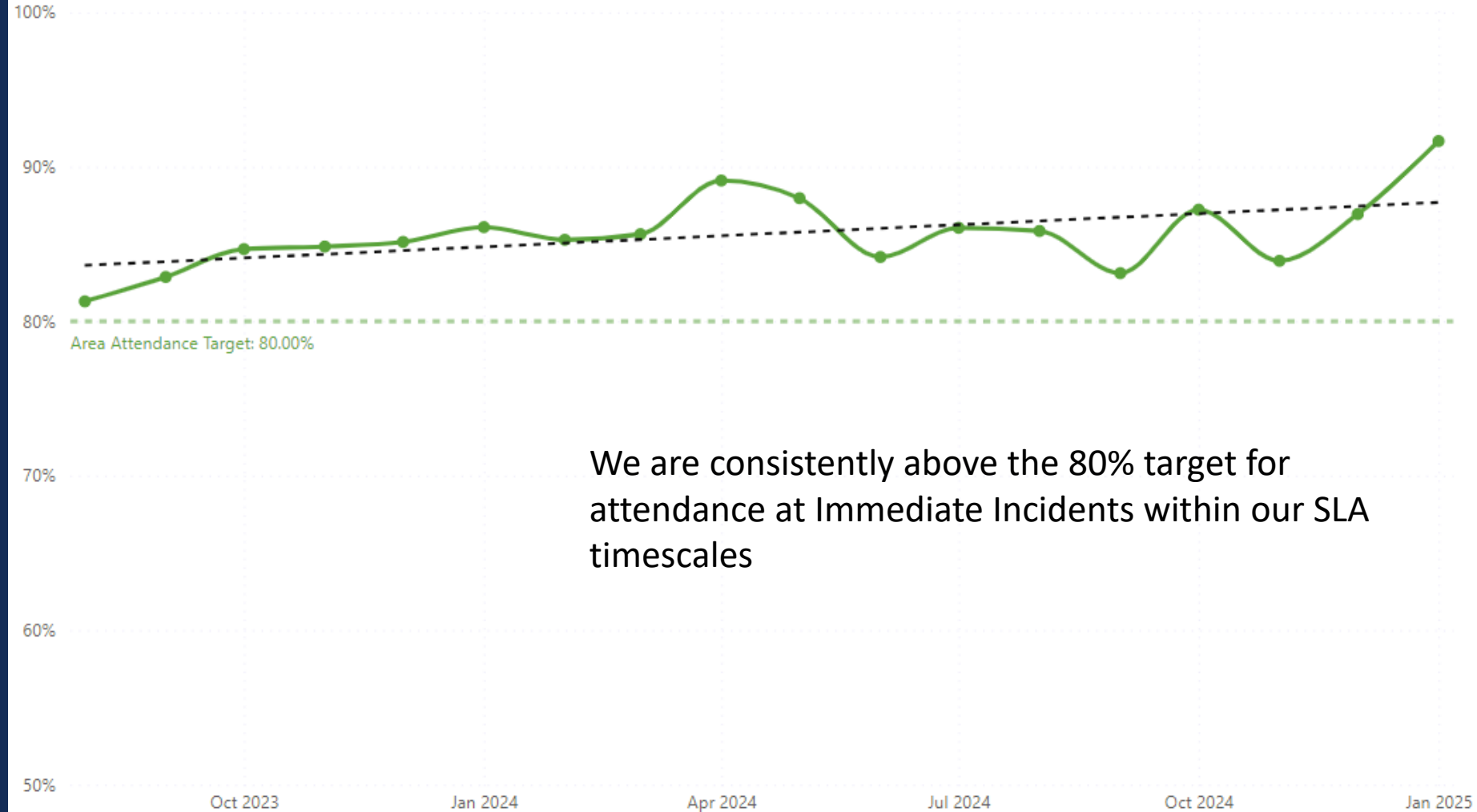
Immediate Incidents

Dispatch SLA – 2 minutes

Attendance SLA – 15 minutes Urban
20 minutes Rural



Regrade Area SLA % by Year and Month



We are consistently above the 80% target for attendance at Immediate Incidents within our SLA timescales

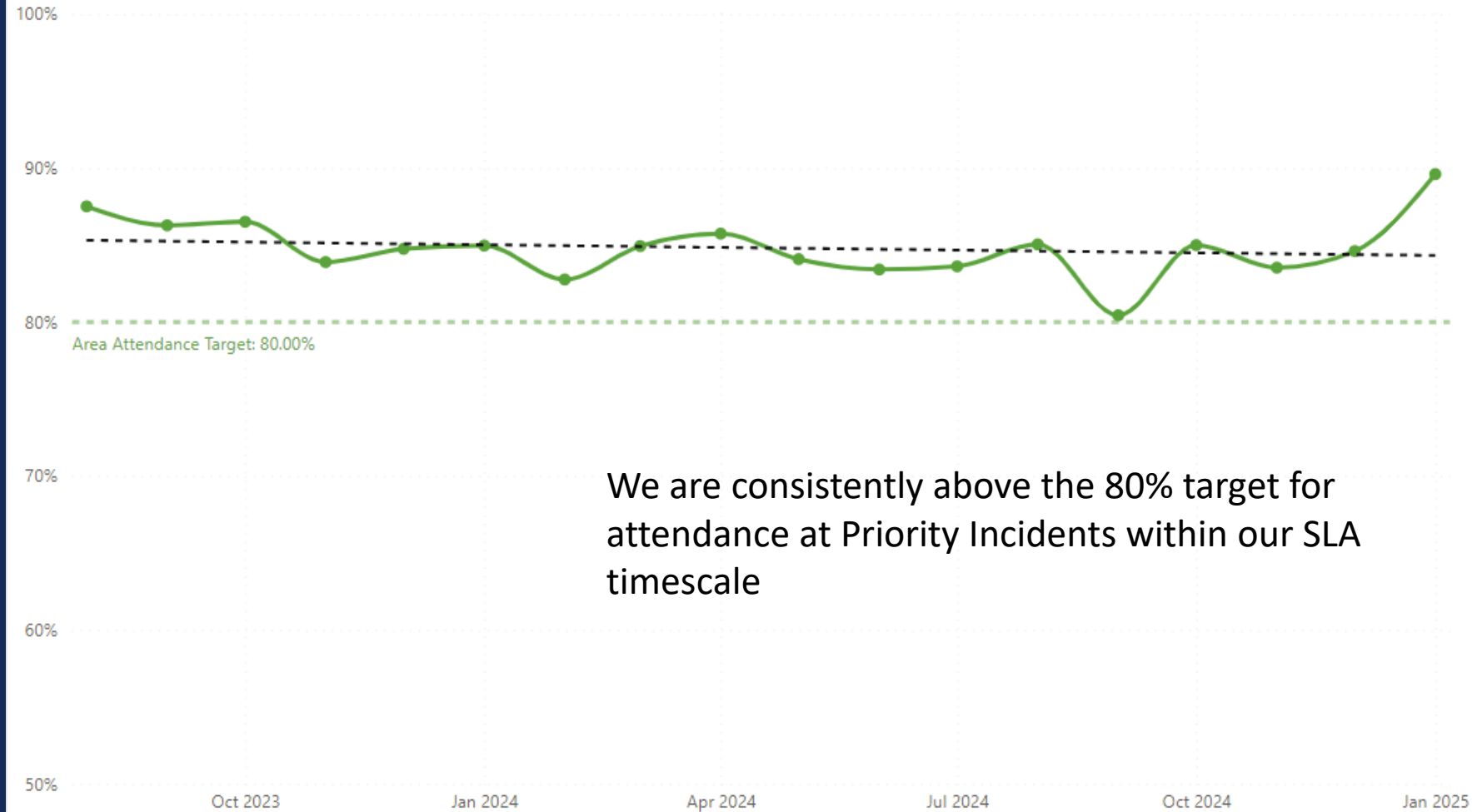
Response Times

Priority Incidents

Dispatch SLA – 20 minutes
Attendance SLA – 60 minutes



Regrade Area SLA % by Year and Month



We are consistently above the 80% target for attendance at Priority Incidents within our SLA timescale

Next Steps

Channel Choice

- Live Chat
- Increased Single Online Home (SOH) reporting forms
- Switchboard

Technology

- Seamless Platform
- Citizens Engagement Portal
- Video Response

People

- Recruitment Continuation
- Power hour delivery schedule
- Wellbeing



Online Public Meeting – Right Care Right Person (RCRP) update

- **What is ‘Right Care Right Person?’**

Aims to reduce harm by ensuring individuals and communities receive the right support, from the most appropriate agency, first time.

RCRP is an operational model that provides guidance on the way NYP respond to health-related calls – aimed at making sure that the right agency deals with these calls as opposed to police being the default first responder where there are concerns about an individuals mental or physical health.

Currently RCRP is only applied to calls from acute hospitals, mental health services and social care. The strategic intention is to extend this further to include direct calls from the public.

Progress

- Phase 1 – Acute and Mental Health Hospitals - 31 January 2023.
- Phase 2 – Social Care - 31 March 2023
- Phase 3 – Integration of RCRP into BAU and established joint Strategic Governance
- The RCRP Panel meeting ensures as public services we are delivering the right care via the right people – reviewing case studies and appropriate use of lived experience.
- Jointly Chaired meeting which addresses RCRP concerns.
- Led to other joint work & understanding, especially around the use of S.136.
- Over 130 attendees from many different services including mental health services, ambulance, lived experience and social care



Bringing the legal duties to life...

- Report of a male patient who has absconded from hospital having removed a cannula from his arm. The male had capacity to make his own decision to leave and no serious risk was identified. The hospital continues to have a duty of care and the police have no powers to return him.
- Call from 111 NHS help line to state a female had disclosed taking a number a tablets. Ambulance had been called. No police attendance as most appropriate service aware and in attendance



RCRP Strategic Group

- Established September 2024. Jointly Chaired by ACC Catherine Clarke & Tees Esk and Wear Valley Chief Executive - Brent Kilmurray.
- Currently exploring implementation of RCRP to children and members of the public.
- December 2024 subgroup met to discuss RCRP Children implementation with variety of partners. Further work on going to understand wider forces application & lessons learnt.
 - In line with the national steer from College of Policing & following publication of '*Implementation principles for incidents involving children*' which were written and agreed by the Association of Directors of Childrens Services, Department of Education and other safeguarding partners



FCR Training



Joint training delivered by North Yorkshire Police & Tees Esk Weir Valleys Mental Health Triage Manager to FCR staff.

FCR is pivotal in the delivery of RCRP. Training has included -

- The importance of using the RCRP tool kit when taking calls
- Working through a tabletop exercise based using a previous MH related call. Provides staff an opportunity to think about Threat, Harm & Risk and application of National Decision Model.
- Provides insight & learning into other options open to MH services and highlights the advantages of RCRP.
- Positive feedback regarding this training. Local Policing Support continue to dip sample incidents tagged with RCRP qualifiers on a monthly basis.