

Home Secretary
c/o Gareth Redmond
Head of Police Transparency Unit
Home Office, Marsham Street
London SW1P 4DF

12th January 2015

Dear Home Secretary

North Yorkshire's Police and Crime Commissioner's (PCCs) response to the HMIC's first PEEL Assessment dated November 2014

The HMIC PEEL assessment is a valuable tool for Commissioner's to assess how effectively the local policing service is operating and serving our communities. Having said that, there still seem to be gaps in the approach taken by HMIC, and their focus remains on outputs over outcomes. This does not sit consistently with the outcome focussed performance framework we are developing at the moment. Notwithstanding that, overall I was pleased that North Yorkshire Police was recognised for the determined way it tackles crime and anti-social behaviour through strong neighbourhood policing and partnership working. This is especially so at a time of austerity when funding has been reduced and achieving value for money and providing a sustainable service has never been more crucial.

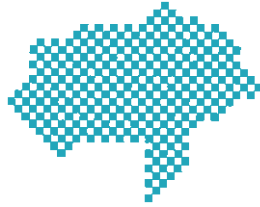
The policing area continues to be one of the safest and low-crime areas in the country with a 16% reduction in crime since June 2010. The detection rate for crimes (excluding fraud) for the 12 months report period to June 2014, was 29% - this is higher than the 26% average for England and Wales.

Anti-social behaviour has also been reduced by 8% during the past year, which is down to the way our policing teams engage with their local communities and resolve issues with a partnership approach. Our commitment to tackle this issue head-on is demonstrated by the introduction of the Anti-Social Behaviour Hub in York which has enhanced the partnership approach. This will be boosted by the development of a new Youth Engagement Strategy.

The HMIC assessment highlights that North Yorkshire Police is an organisation that puts victims and vulnerable people at the very heart of the service we deliver, particularly with the recent introduction of the 'THRIVE' system in the Force Control Room to deploy resources to victims based on threat, harm, risk, investigation, vulnerability and engagement. This is precisely the commitment made by myself and the Chief Constable and it is clear that our dedicated officers and police staff are more than meeting this challenge, which makes me very proud. Funding from the Ministry of Justice for victims services for domestic and sexual abuse will also mean more victims will be able to access more services.

It is also notable that the victim satisfaction rate in North Yorkshire has risen to 88.2% from the already high level of 86.6% in the previous year. This shows that North Yorkshire Police is treating people professionally and with care, sensitivity and compassion. This is an outstanding achievement but we are determined to keep pushing up the standards.





HMIC also confirms that North Yorkshire Police actively promotes and adheres to the new Code of Ethics for policing, and maintains a high-level of professional standards throughout the organisation and leads the way in locally resolving complaints from members of the public. The Chief Constable and I are in the process of implementing the Code of Ethics locally, but we are taking care to make sure it is done properly and reflects the needs of the organisation and the people it serves.

The true value of HMIC reports lie not only in highlighting areas of strength, but also the areas where improvements in performance can be made. I see this as a positive and healthy process for a publicly-funded service such as the police.

Areas for improvement that the report highlighted were helpful. One of those areas was services to victims which has already improved in North Yorkshire, and will continue to do so as we introduce a new Victim Unit. Another specific area was the management of the Integrated Offender Management scheme. This has been address via the Chief Constable's review of the Operational Policing Model and has resulted in additional officers joining the IOM team. Following that review he is also implementing a new Cyber Crime unit. Other feedback from the PEEL report has also been taken into consideration and steps will be taken to ensure the continual improvement of police services in North Yorkshire.

I acknowledge the recommendations within the Crime Inspection and the Police Integrity and Corruption Inspection from HMIC in our continuous effort to improve operational performance and service. I also look forward to working with HMIC as the newly introduced and far-reaching PEEL assessment is developed and the methodology behind it.

Yours sincerely

**Julia Mulligan
North Yorkshire's Police & Crime Commissioner**