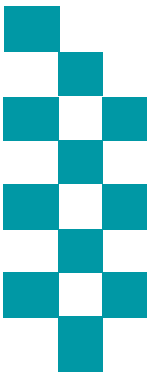# Public Accountability Board

Meeting Date: 27th July 2021

BE SAFE
FEEL SAFE

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 will 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 will 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 months July 2020 to June 2021
  - 999 call volumes
  - 999 calls answered within target time
  - 999 calls answered outside target time
  - 999 primary line answering rates

In the 30 days up to 18th July 2021 the average answer time for a 999 call was 26 seconds.

Average answer times of over 30 seconds were experienced on almost half of early mornings and late evenings during the month.

The most recent weekend, 17th & 18th July has seen a longer average speed of answer and higher call volumes, 399 and 426 respectively with the daily average being 300 during the last 30 days.

Calls presented	Not primary line	Calls answered within SLA	Calls answered outside SLA
87,660	2,401	46,691	38,568
Calls presented	Not primary line	Calls answered within SLA	Calls answered outside SLA
87,660	2.74%	53.26%	44.00%

The charts below show 999 call volumes, average time to answer and where the call wasn't answered on the primary line for the last 60

Calls answered on primary line (green) and not primary line (black)

Average time taken to answer taken calls (seconds)

64.74% of all received calls are either 999 or 101. On average we receive two 101 calls for every 999 call

The boxes below show for the 12 months July 2020 to June 2021
- 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

In the 30 days up to 18th July 2021 the average time to answer a 101 call was just under 5 minutes which is approximately 30 seconds longer than the average over the last 12 months. More calls were answered outside the SLA (2 minutes) than within it.

Abandonment rates are also higher in the last 30 days at 31.23%

Calls presented	Calls abandoned	Calls answered within SLA	Calls answered outside SLA
164,014	37,334	60,194	66,486
Calls presented	Calls abandoned	Calls answered within SLA	Calls answered outside SLA
164,014	22.76%	36.70%	40.54%

The charts below show 101 call volumes, average time to answer and abandonment rates for the last 60 days

Calls answered and calls abandoned by mmm-dd
● Calls answered ● Calls abandoned

Average time taken to answer taken calls (seconds)
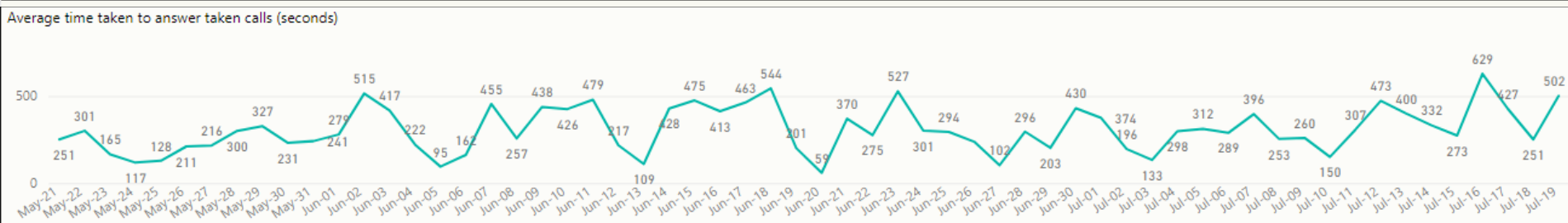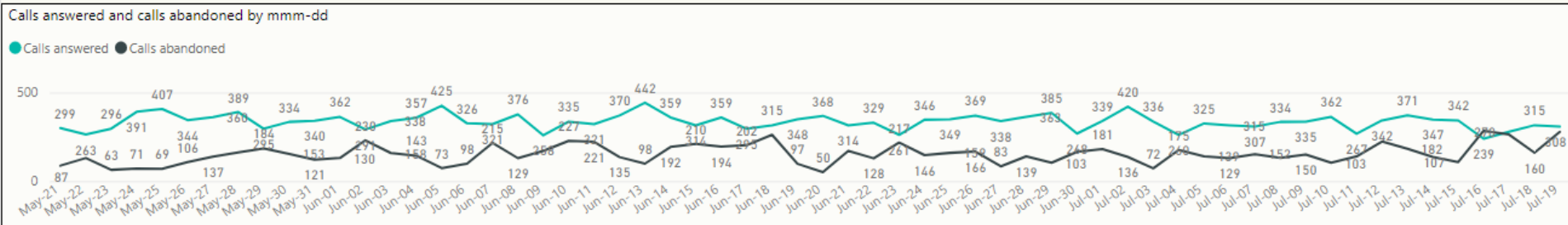
Our policing response

For the period 21/04/2021 - 18/07/2021
Response times for Immediate grade incidents average 11 minutes 40 seconds in rural locations and 8 minutes 02 seconds in urban areas from the point an officer is dispatched to arriving at the incident, with a lead in time of 6 minutes 15 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 38 seconds and lower in rural areas by 8 seconds.

Priority grade incidents response times average just under 21 minutes although there may be a delay between call and dispatch to priority incidents based on resource availability.

Immediate Grade Response - There has been a rise in Immediate graded deployments during the last three months. This is apparent in ASB, Crime and Public Safety and Welfare (PSW) related themes.
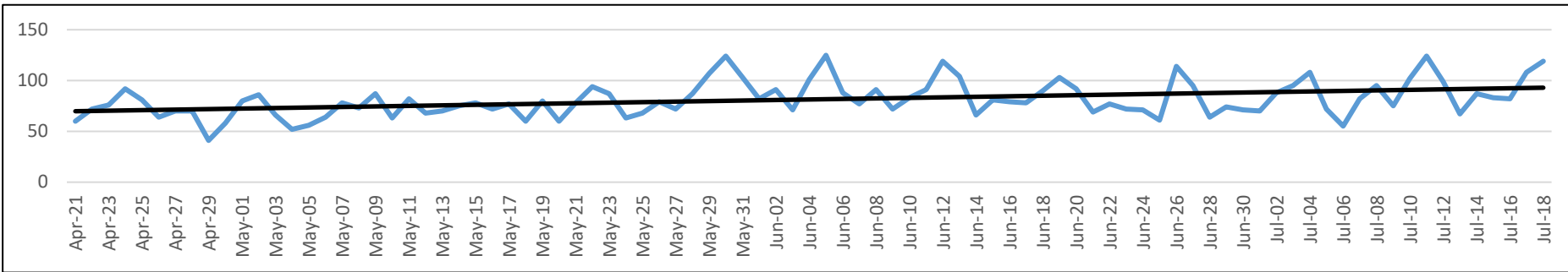
Priority Grade Response - There has been no change in priority graded deployments during the past 90 days.
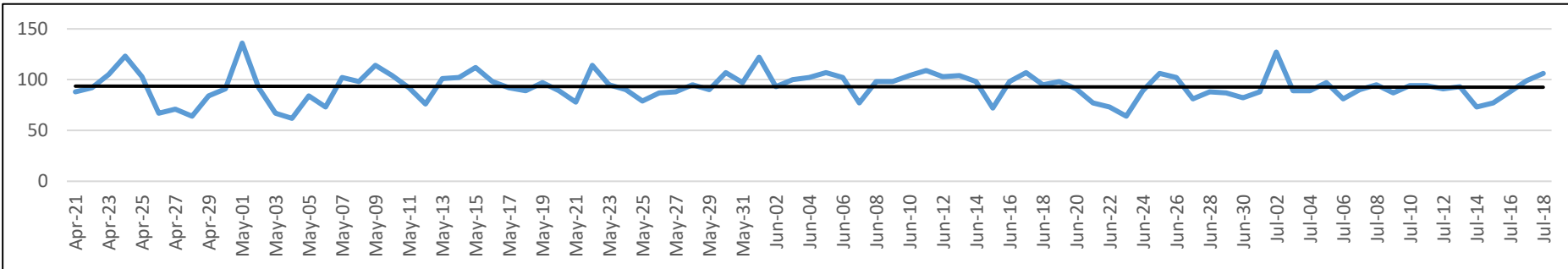
Tables show Immediate and Priority Grade deployments over the past 90 days, broken down by ASB, Crime & PSW

Immediate	Total	Average Officers P/I
ASB	671	2.76
Crime	1865	4.15
PSW	3460	3.04

Priority	Total	Average Officers P/I
ASB	1368	1.83
Crime	1327	2.16
PSW	3727	2.07

For I grades NYP deployed 2780 more resources to PSW than crime but time spent on that initial response was 1900 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 increase volume but also on the type of deployment

General Crime volumes (Committed)

3 year data	12 month data	90 day data

3 year data

Crime	Count	%
Violence Against The Person	46464	33.72%
Theft	26467	19.21%
Arson & Criminal Damage	16433	11.93%
Fraud	11145	8.09%
Burglary	9304	6.75%
Public Order Offences	9187	6.67%
Vehicle Offences	5874	4.26%
Drug Offences	4997	3.63%
Sexual Offences	3758	2.73%
Misc Crimes Against Society	2475	1.80%
Possession Of Weapons	1016	0.74%
Robbery	655	0.48%

12 month data

Crime	Count	%
Violence Against The Person	15213	34.98%
Theft	6668	15.33%
Fraud	5246	12.06%
Arson & Criminal Damage	5221	12.01%
Public Order Offences	3662	8.42%
Burglary	2133	4.90%
Drug Offences	1686	3.88%
Vehicle Offences	1424	3.27%
Sexual Offences	1018	2.34%
Misc Crimes Against Society	660	1.52%
Possession Of Weapons	338	0.78%
Robbery	218	0.50%

90 day data

Crime	Count	%
Violence Against The Person	4238	38.40%
Theft	1821	16.50%
Arson & Criminal Damage	1298	11.76%
Public Order Offences	1146	10.38%
Fraud	865	7.84%
Burglary	448	4.06%
Drug Offences	363	3.29%
Sexual Offences	302	2.74%
Vehicle Offences	279	2.53%
Misc Crimes Against Society	131	1.19%
Possession Of Weapons	74	0.67%
Robbery	71	0.64%

This data shows the volume of crime recorded on police systems in North Yorkshire and committed in the last 3 years.

Around 65% of crime falls into the Home Office categories of Violence, Theft or Arson and Criminal Damage

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 proportions of Public Order Offences and Fraud.
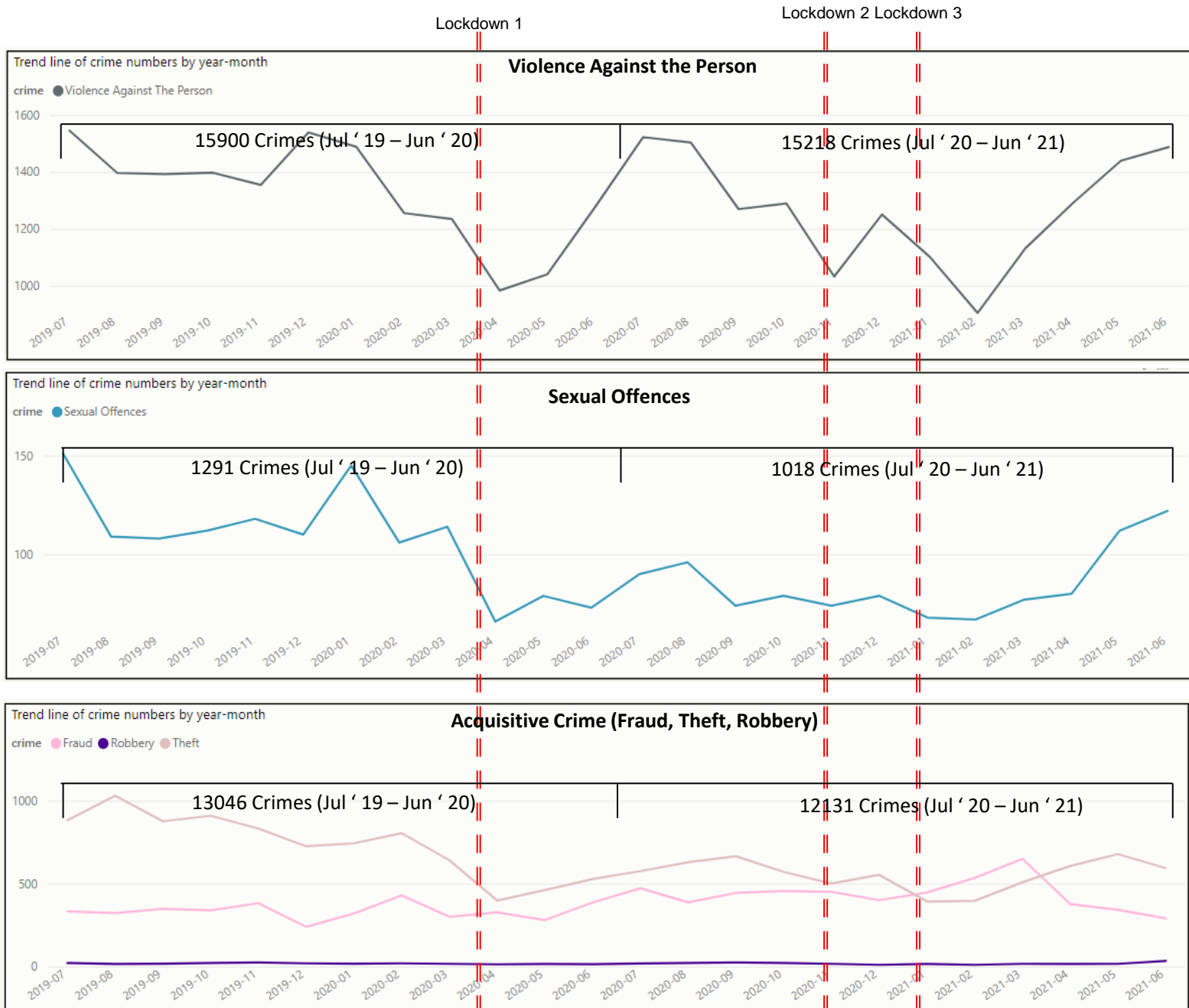
This data shows the volume of crime recorded on police systems in North Yorkshire and committed in the last 90 days. Proportions are relatively consistent but with Violence more prevalent

Impact of Covid19:
In the 15 months (01/04/2020 – 30/06/21) of Covid19 9,283 fewer crimes were committed and reported in North Yorkshire than in the 15 months prior to Covid19

Dealing with crime over the last 12 months

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

Lockdown 1   Lockdown 2   Lockdown 3

46785 Crimes (Jul ' 19 – Jun ' 20)   43487 Crimes (Jul ' 20 – Jun ' 21)

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

47764 Crimes (Jul ' 19 – Jun ' 20)   47606 Crimes (Jul ' 20 – Jun ' 21)

The number of crimes committed in North Yorkshire Police in the past 12 months fell by 7.0% in comparison to the previous 12 months
The number of crimes recorded by North Yorkshire Police in the past 12 months fell by 0.3% 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 12 months (Committed)

Violence Against the Person

Trend line of crime numbers by year-month

crime ● Violence Against The Person

15900 Crimes (Jul ' 19 – Jun ' 20)

15218 Crimes (Jul ' 20 – Jun ' 21)

4% reduction

Sexual Offences

Trend line of crime numbers by year-month

crime ● Sexual Offences

1291 Crimes (Jul ' 19 – Jun ' 20)

1018 Crimes (Jul ' 20 – Jun ' 21)

21% reduction

Acquisitive Crime (Fraud, Theft, Robbery)

Trend line of crime numbers by year-month

crime ● Fraud ● Robbery ● Theft

13046 Crimes (Jul ' 19 – Jun ' 20)

12131 Crimes (Jul ' 20 – Jun ' 21)

7% reduction

Lockdown 1

Lockdown 2 Lockdown 3

Dealing with crime over the last 12 months – Violent crime

The purpose of this slide is to outline the proposed content of the August meeting thematic in order to ensure ahead of time that all relevant areas are covered. The list below has been compiled to include the keys point within the theme of violent crime and also to provide a wider explanation of the breadth and depth of recording of violent crime.

VIOLENT CRIME EXPLANATION
- Injury vs non-injury violence
- Recording and legislative changes
- Comparing when the crime was committed and when it was reported to North Yorkshire Police

VIOLENT CRIME TRENDS (3 years)
- Injury vs non-injury violence
- Possession of weapons
- Assaults on emergency workers
- The use of violence and weapons within Serious and Organised Crime
- Prevalence of Domestic Abuse within violent crime
- The impact of Covid19 on trends within violent crime

VIOLENT CRIME DATA COMPARISON
- A comparison of violent crime rates in North Yorkshire with other police forces assessed by Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services as being the most similar

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 (12.22%) relates to any positive outcome including charges, cautions, warnings, restorative disposal etc. 40.15% of resolved related to a charge.

Prosecution reasons (22.35%) is where prosecution is prevented due to evidential difficulties or not in the public interest.

Victim reasons (57.26%) is where victim declines to support of which 99.02% have a named suspect

Closed pending (0.34%) is where the investigation is complete but no suspect has been identified

Awaiting outcome (7.54%) is either still under investigation or awaiting review or closure by the Crime Management Unit

01-Resolved	2807
02-Prosecution Reasons	5135
03-Victim Reasons	13154
04-Closed Pending	77
05-Other Agency	0
Awaiting outcome	1733

Count of outcome by year-month and outcome group

outcome group ● 01-Resolved ● 02-Prosecution Reasons ● 03-Victim Reasons ● 04-Closed Pending ● 05-Other Agency ● Awaiting outcome
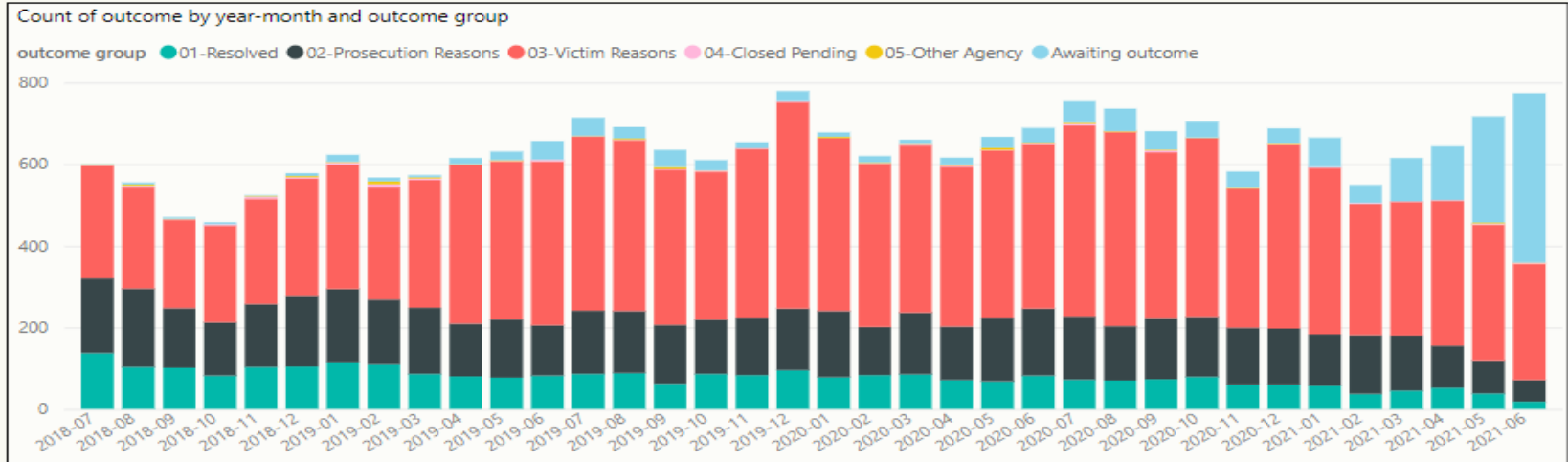
Some complex investigations take significant time to resolve due to complexity of forensic or digital examinations hence resolved volumes lag

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 surfa   om Niche that provides more meaningful analytics

3. Seek to build a dashboard that automates and counts victim upc   rom an investigative perspective (see right)

4. Develop a picture of those rights which cannot be subject to dat   ytics 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

Victims journey

Referrals

Most victims of crime in North Yorkshire are referred to the Supporting Victims team where their needs are assessed. The victim needs and information sharing consent for sexual crime and domestic abuse are captured and assessed on the back of the completion of a Public Protection Notice module in Niche.

In addition, All those affected by crime, regardless of whether or not they choose to report this to the police, are able to access Supporting Victims at www. supportingvictims.org for independent advice, together with emotional and practical support.

Victims may be referred to an external agency or one of four PFCC commissioned services
1. Independent Sexual and Domestic Abuse Advisors – a commissioned services provided by IDAS
2. Independent Victim Advisors – a commissioned services provided by Victim Support
3. Counselling – a commissioned services provided by Community Counselling
4. Restorative Justice Service – a commissioned services provided by Restorative Solutions

Complaints

Contact made with the Complaints and Recognition Team in the Professional Standards Department (PSD) in Quarter 1 – April to June 2021

Total = 376

Top 5
|		
A4 General Level of Service	53	(Complaint Group A refers to Delivery of Duties and Service)
L6 Schedule 3 referral to PSD	51	(Schedule 3 of the Police Reform Act 2002) (Complaint Group L is classed as Other)
L7 Unable to proceed – insufficient details	48	
L4 Service Recovery	38	
L8 General correspondence	28	

Matters relating to investigation
|		
B7 Evidential Procedures	6	(Complaint Group B refers to Police Powers, Policies and Procedures)
L2 Victims Code	1	

Each police force is required to record all uses of force by its staff and officers. The term Use of Force is broad and includes tactics from conversations and handcuffs through to Taser and firearms. Ages are officer-perceived.

Date period: 01/04/2018 – 30/06/2021 - Throughout this period a total of 12494 Use of Force forms have been submitted
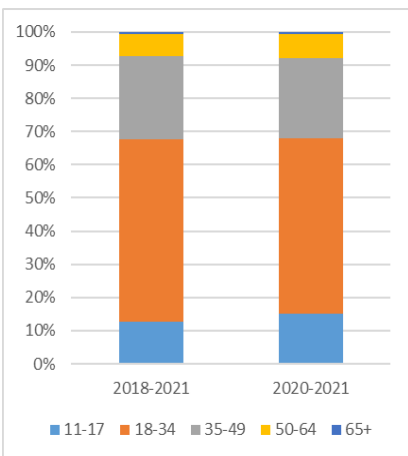
The age profile for the last 3 years and the last 12 months is almost identical. 18-34 year olds are most often the subject with a small increase in the proportion of reports involving 11-17 year olds. In the last year 65% of contacts with this age group have comprised tactical communications.
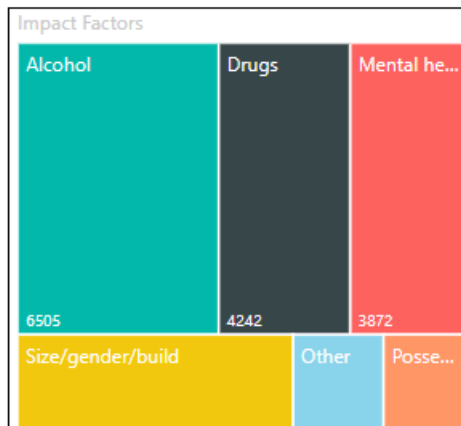

Alcohol (52%), Drugs (34%) and Mental Health (31%) are the most frequently recorded factors across all age groups.

For those aged 11-17 years these remain the predominant factors but at lower proportions. Being in a crowd is a greater factor for that age group.

Taser

Date period: 01/04/2018 – 30/06/2021 - Throughout this period there has been a total of 824 records of Taser use. Records include all possible actions going through the increasing stages of drawn, aimed, arced, red dotted or fired. Use of this tactic is less prevalent in the 11-17 year age group who represent 12% of all Use of Force subject but 5% of those against whom Taser was used (any stage).
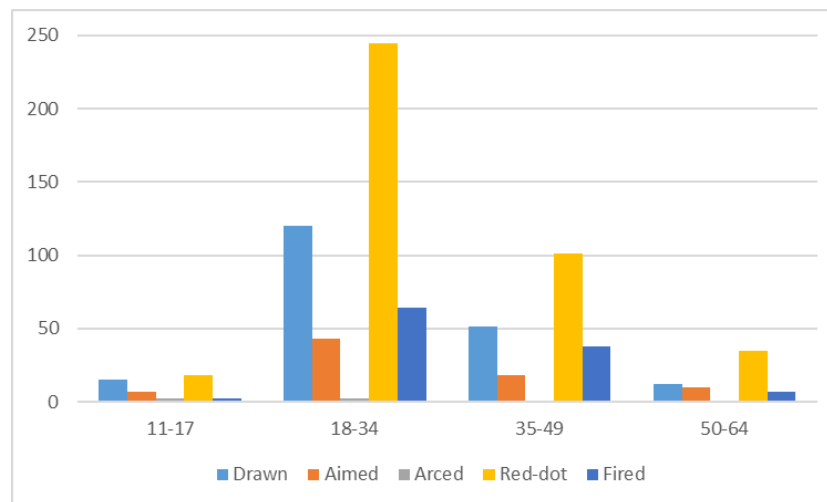
Workforce

Figures below as at 01st July 2021

Police Officers

Officer Long-term FTE Target	1563.00
Annual FTE Budget	1564.00
Actual Officer Numbers	**1524.91**

The 1524.91 is below the planned target and work is ongoing to review projections and recruitment plans. Retirements will be reviewed on a regular basis to analyse the potential effect of a pension remedy on early police officer retirement. Legislation and guidance is expected through this financial year, once confirmed individuals will be able to make their decisions about retirement and this will be tracked on a regular basis. The next intake for Student Officers is September 2021.

PCSO

Officer Long-term FTE Target	221.00
Annual FTE Budget	221.00
Actual Officer Numbers	**225.01**

The 225.01 is above the planned target and work is ongoing to review projections and recruitment plans. This work will include any trends on leavers particularly the numbers of PCSOs becoming Student Police Constables, for example five PCSOs resigned and became Student Officers in the June intake.

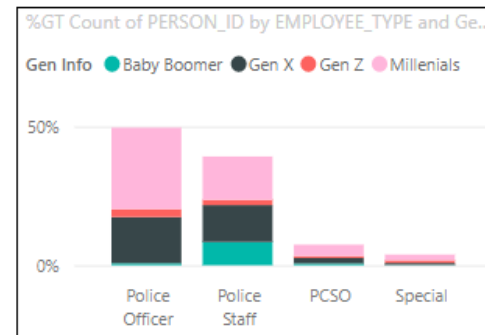## Police Staff, Specials, Volunteers

	Police Staff	Specials	Volunteers
Total Staff FTE	1079.06	112.00	199.00

The actual Staff figures have reduced by two from the previous month FTE. The next intake of Special Constables is scheduled for July 2021.

Workforce Diversity

Self-defined ethnicity	% of Total
White	95.48%
Black, Asian, Minority Ethnic	3.75%
Not Stated	0.77%

Gender	% of Total
Male	52.50%
Female	47.50%

%GT Count of PERSON_ID by EMPLOYEE_TYPE and Ge...

Gen Info ● Baby Boomer ● Gen X ● Gen Z ● Millenials

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
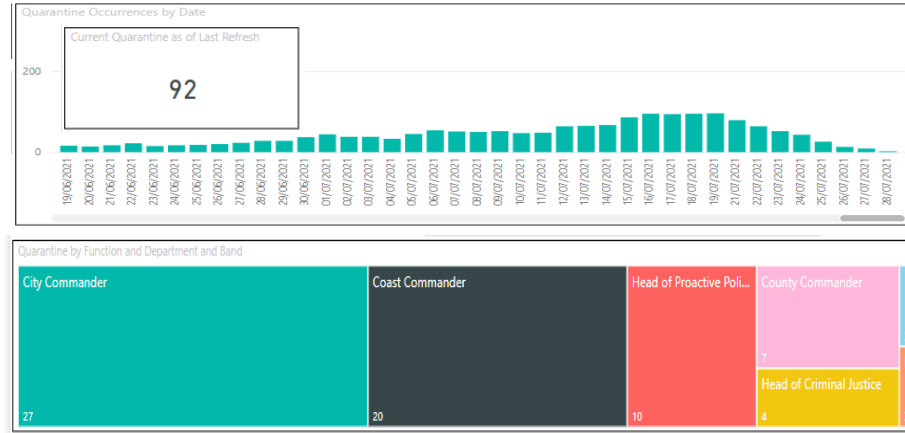Millennials   1981-1995
Generation Z   1996 onwards

Workforce – Absence and Wellbeing

Figures below as at 27th July 2021
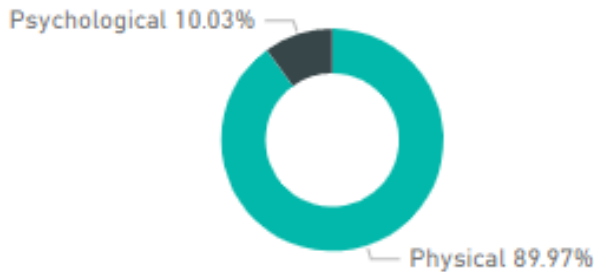
Covid 19 sickness absences
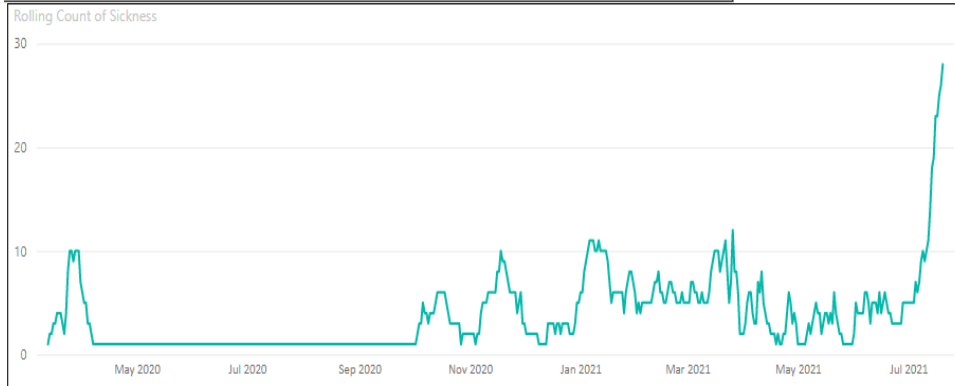
Covid 19 self-isolation

Sickness

Visual displays all sickness split by physical/psychological based on the last 12 months.

During the last 12 months there has been
    2057 occurrences of physical sickness averaging 46 working hours in length,
    235 occurrences of psychological sickness averaging 163 working hours in length

The top 5 absence reasons by total working hours lost in that time have been
Stress (General)	19171
Cov19	9366
Anxiety	8541
Stress (Work)	6039
Back pain	5396