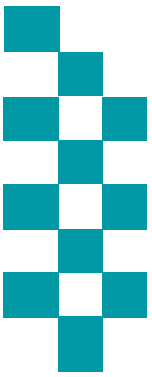


Public Accountability Board



Meeting Date: 28th September 2021



BE SAFE
FEEL SAFE

Contacting the police - 999

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 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 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 September 2020 to August 2021

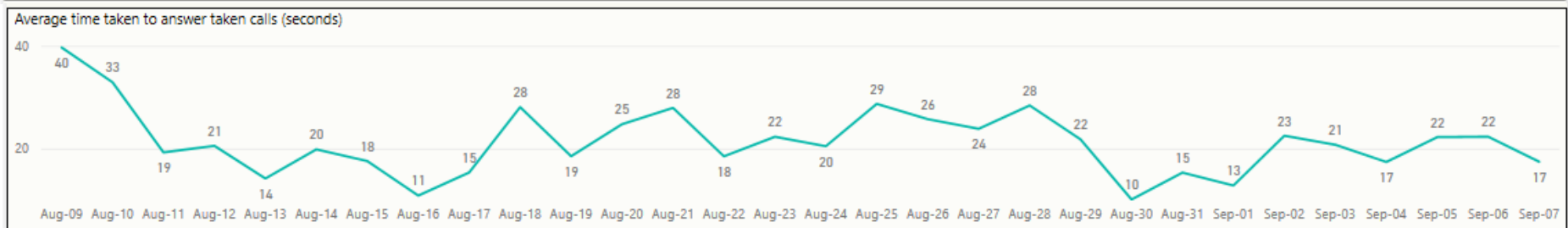
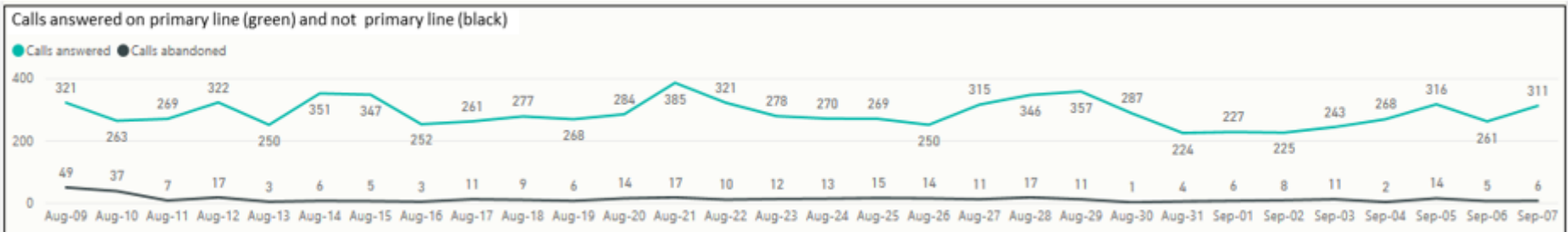
- 999 call volumes
- 999 calls answered within target time
- 999 calls answered outside target time
- 999 primary line answering rates

In the 30 days up to 07th September 2021 the average answer time for a 999 call was just under 22 seconds, which is the same as the previous period.

Average answer times of over 30 seconds were experienced occasionally during late evenings/nights.

Calls presented 88,909	Calls abandoned 2,664	Calls answered within SLA 47,369	Calls answered outside SLA 38,876
Calls presented 88,909	Calls not primary line 3.00%	Calls answered within SLA 53.28%	Calls answered outside SLA 43.73%

The charts below show 999 call volumes over the last 30 days, trendline for calls answered, calls not primary line, and average time to answer.



Contacting the police - 101

64.78% 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 September 2020 to August 2021

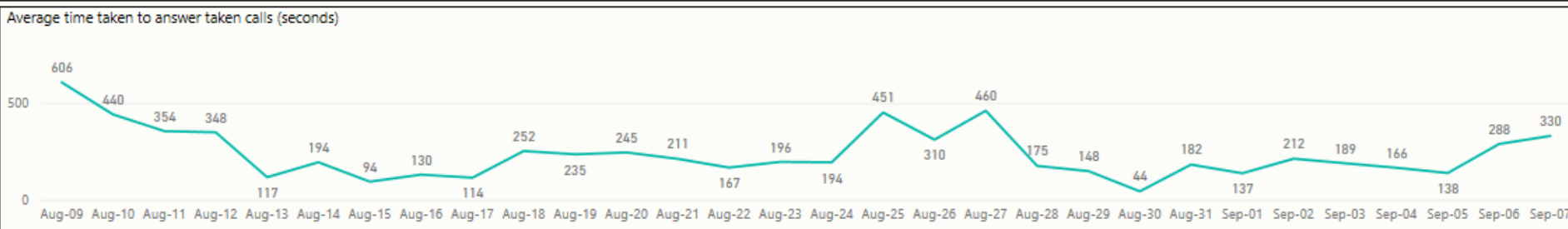
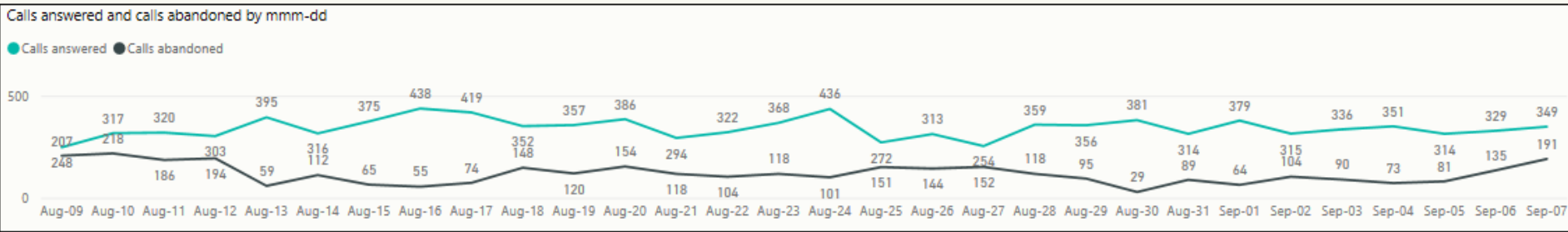
- 101 call volumes
- 101 calls answered within target time (NB Now two minutes since NYP came in line with most other forces –previously one minute)
- 101 calls answered outside target time
- 101 abandonment rates

Calls presented 163,280	Calls abandoned 38,263	Calls answered within SLA 61,170	Calls answered outside SLA 63,847
Calls presented 163,280	Calls abandoned 23.43%	Calls answered within SLA 37.46%	Calls answered outside SLA 39.10%

In the 30 days up to 07th September 2021 the average time to answer a 101 call was 3 minutes and 45 seconds, which is an improvement on the previous period by over 60 seconds. Compared to the last 12 months, the average time was 15 seconds longer.

Abandonment rates are also higher in the last 30 days at 25.69%

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



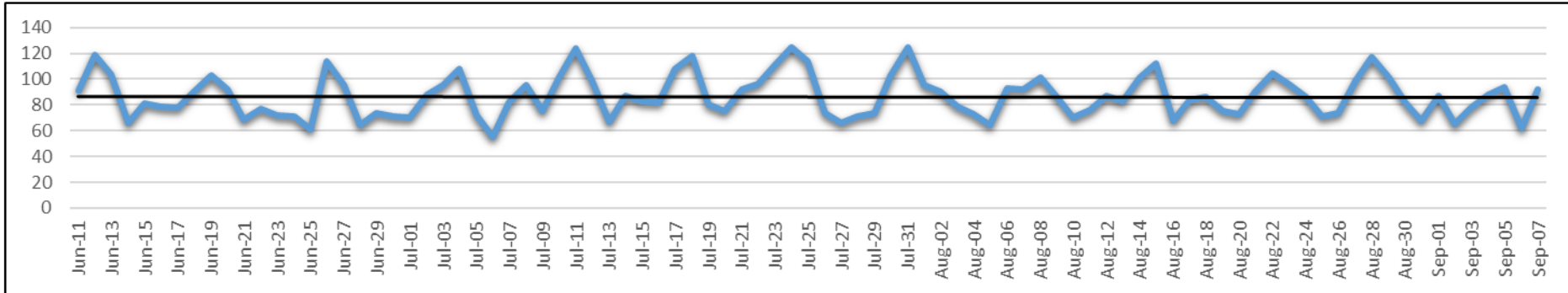
Our policing response

For the period: **11/06/2021 - 07/09/2021**

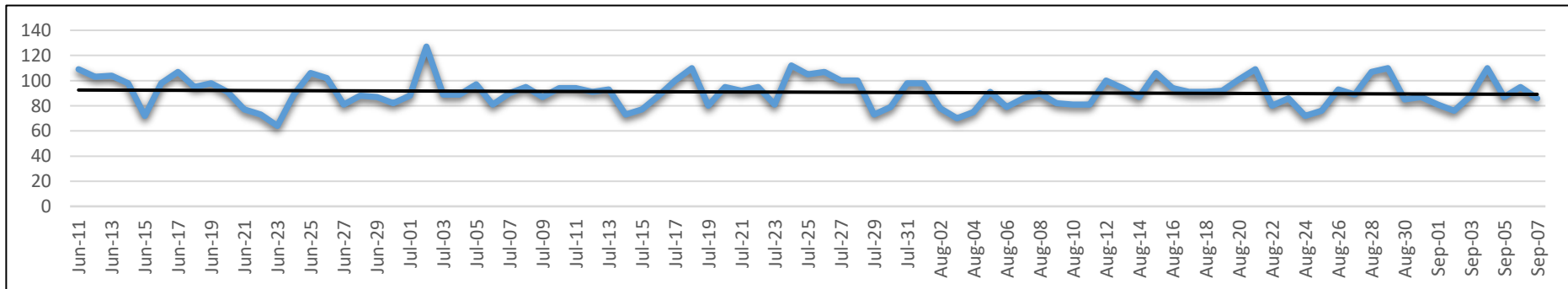
Response times for Immediate grade incidents average 12 minutes 05 seconds in rural locations and 7 minutes 46 seconds in urban areas from the point an officer is dispatched to arriving at the incident, with a lead in time of 4 minutes 18 seconds from call to dispatch. Overall times (call to at scene) in this time period are lower than the 2 year average in urban areas by 103 seconds and lower in rural areas by 74 seconds.

Priority grade incidents response times average just over 22 minutes although there may be a delay between call and dispatch to priority incidents based on resource availability.

Immediate Grade Response – Volumes have remained stable over the last 90 days averaging 87 Incidents a day.



Priority Grade Response - There is a slight downward trend in priority graded deployments during the past 90 days, averaging 91 Incidents a day.



Tables show Immediate and Priority Grade deployments over the past 90 days, broken down by ASB, Crime & PSW

Immediate	Total	Average Officers P/I	Priority	Total	Average Officers P/I
ASB	777	2.89	ASB	1184	1.71
Crime	1952	4.00	Crime	1287	2.14
PSW	3722	2.91	PSW	3764	2.08

For I grades NYP deployed 1770 more resources to PSW than crime but time spent on that initial response was 1901 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 increased volume but also on the type of deployment. PSW is Public Safety and Welfare.

Crime volumes

General Crime volumes (Committed)

3 year data

Crime	Count	%
Violence Against The Person	47491	34.29%
Theft	25837	18.66%
Arson & Criminal Damage	16447	11.88%
Fraud	11506	8.31%
Public Order Offences	9640	6.96%
Burglary	8931	6.45%
Vehicle Offences	5751	4.15%
Drug Offences	4955	3.58%
Sexual Offences	3798	2.74%
Misc Crimes Against Society	2465	1.78%
Possession Of Weapons	1007	0.73%
Robbery	665	0.48%
Total	138493	100.00%



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

12 month data

Crime	Count	%
Violence Against The Person	15649	35.74%
Theft	6828	15.59%
Arson & Criminal Damage	5277	12.05%
Fraud	4837	11.05%
Public Order Offences	3836	8.76%
Burglary	2061	4.71%
Drug Offences	1641	3.75%
Vehicle Offences	1427	3.26%
Sexual Offences	1045	2.39%
Misc Crimes Against Society	637	1.45%
Possession Of Weapons	322	0.74%
Robbery	226	0.52%
Total	43786	100.00%



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, and a reduced prevalence of Theft.

90 day data

Crime	Count	%
Violence Against The Person	4531	39.79%
Theft	1856	16.30%
Arson & Criminal Damage	1434	12.59%
Public Order Offences	1210	10.63%
Fraud	656	5.76%
Burglary	498	4.37%
Vehicle Offences	385	3.38%
Drug Offences	312	2.74%
Sexual Offences	263	2.31%
Misc Crimes Against Society	103	0.90%
Robbery	76	0.67%
Possession Of Weapons	64	0.56%
Total	11388	100.00%

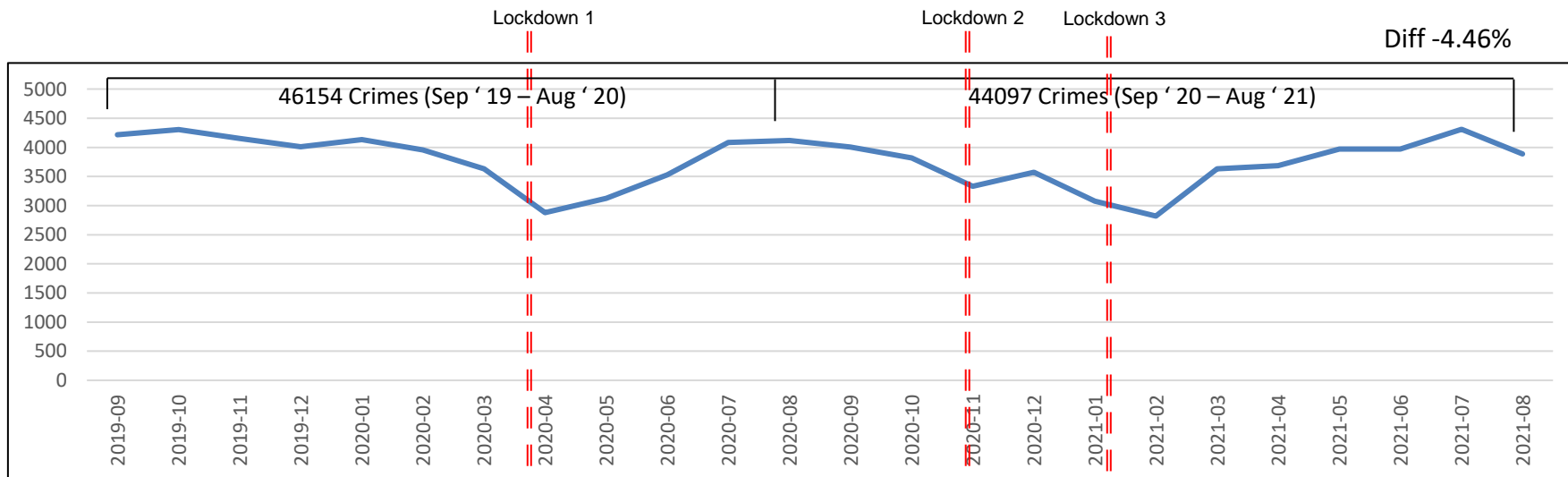


This data shows the volume of crime recorded on police systems in North Yorkshire and committed in the last 90 days. Proportions are relatively consistent. Crime profile becoming more similar to pre-pandemic.

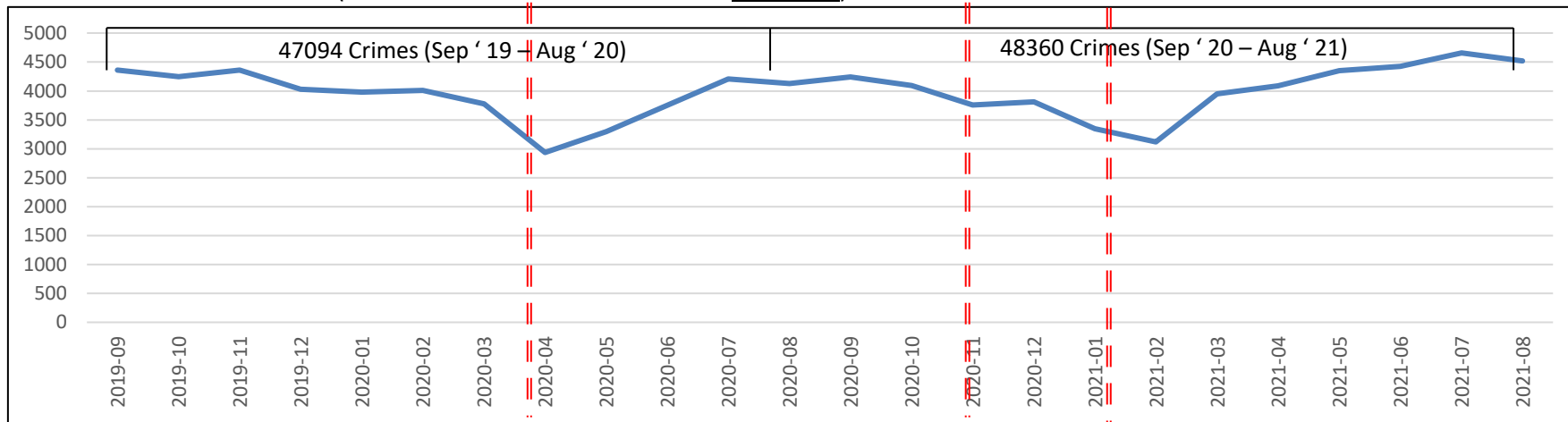
Impact of Covid19:
In the 17 months (01/04/2020 – 31/08/21) of Covid19 8,383 fewer crimes were committed and reported in North Yorkshire than in the 17 months prior to Covid19

Dealing with crime over the last 12 months

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

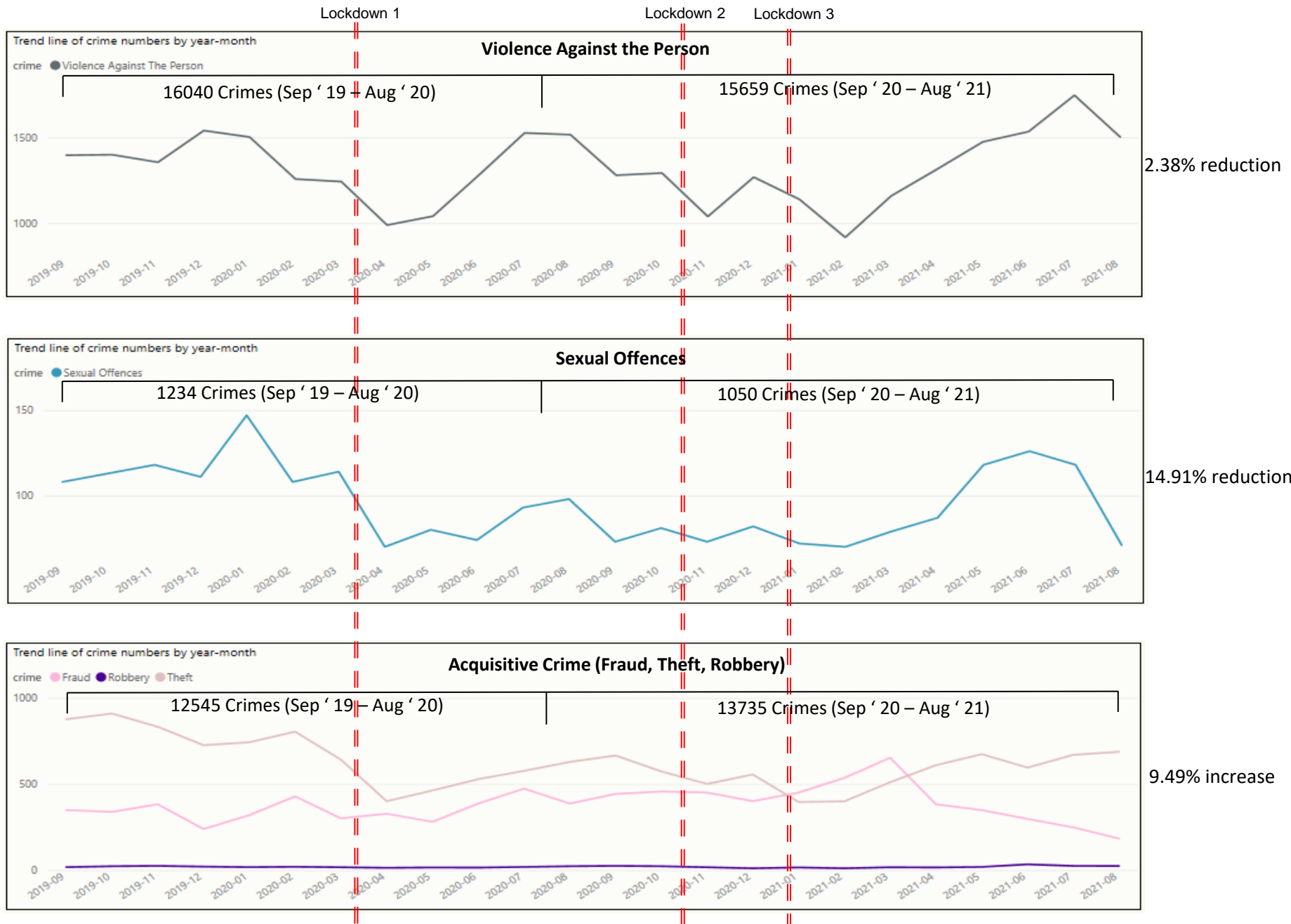


All crimes – Last 24 months (based on the date the crime was **recorded**)



The number of crimes committed in North Yorkshire Police in the past 12 months fell by 4.46% in comparison to the previous 12 months. The number of crimes recorded by North Yorkshire Police in the past 12 months increased by 2.69% 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)



Crime investigative outcomes – All Crimes

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 (15.80%) relates to any positive outcome including charges, cautions, warnings, restorative disposal etc. 40.05% of resolved related to a charge.

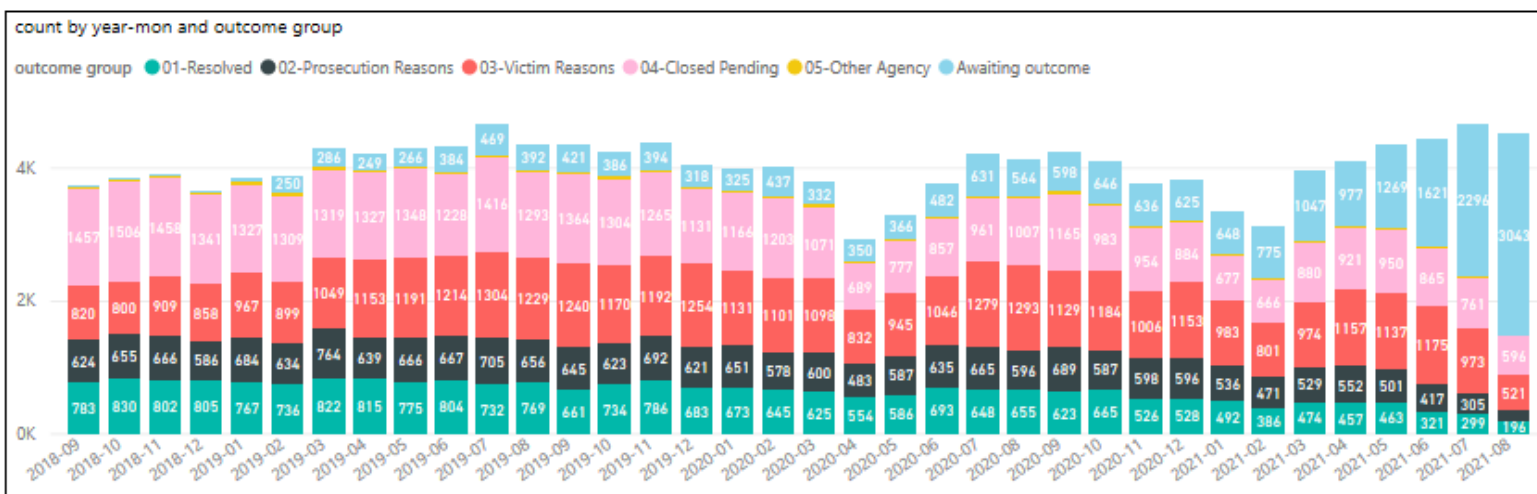
Prosecution reasons (14.72%) is where prosecution is prevented due to evidential difficulties or not in the public interest.

Victim reasons (26.43%) is where victim declines to support of which 82.81% have a named suspect

Closed pending (27.30%) is where the investigation is complete but no suspect has been identified

01-Resolved	22813
02-Prosecution Reasons	21259
03-Victim Reasons	38167
04-Closed Pending	39426
05-Other Agency	1144
Awaiting Outcome	21603

Awaiting outcome (14.96%) is either still under investigation or awaiting review or closure by the Crime Management Unit



Some complex investigations take significant time to resolve due to complexity of forensic or digital examinations hence resolved volumes lag

Victims journey

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.

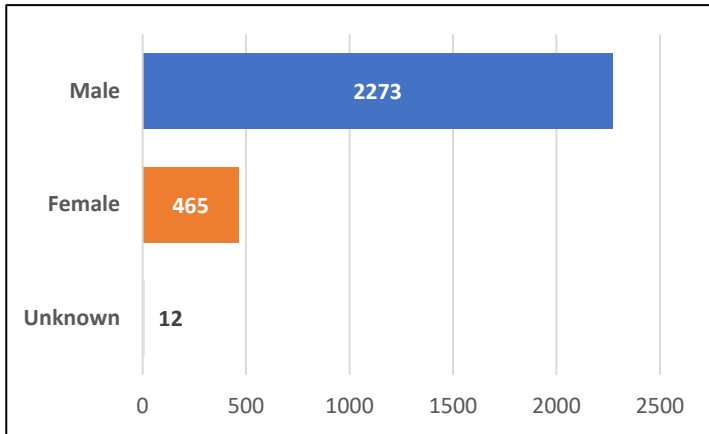
Our organisational approach to building oversight of the victim Journey

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 surfaced from Niche that provides more meaningful analytics
3. Seek to build a dashboard that automates and counts victim updates from an investigative perspective (see right)
4. Develop a picture of those rights which cannot be subject to data analytics but require qualitative assessment and agree an approach to understanding how they can be assessed and assured.

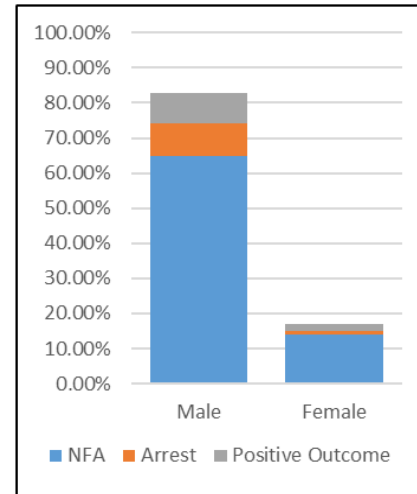
This is in addition to the routine supervisory checks which are already in place

Force legitimacy (Stop Search – Gender)

Date Period: 01/09/2020 – 31/08/2021 – during this period there have been 2101 Stop Search Incidents, with 2750 nominals searched.

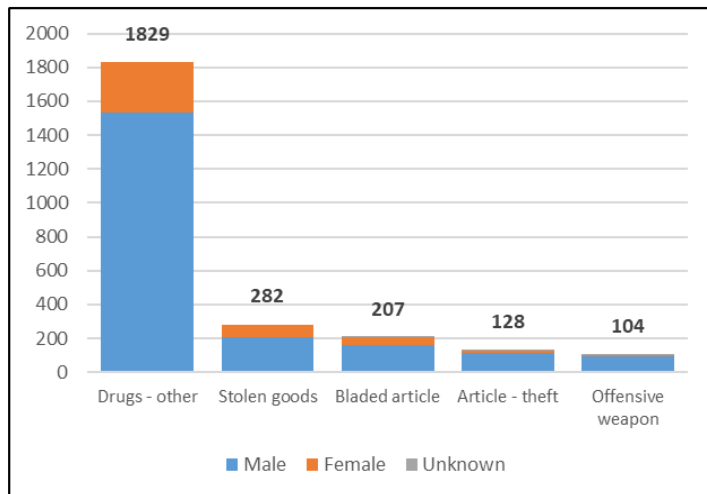


This chart displays the number of nominals searched broken down by gender. Males account for 82.65% of all nominals searched during this period.



Above shows the nominals searched broken down by outcome. No further action accounts for 79.20% of all incidents, positive outcome is 10.44% and Arrest is 10.36%. There is a marginal increase in positive outcome and arrest against NFA for males compared to females.

*The chart only displays Male and Female, unknown accounts for 0.44% which is too small to display – all of which resulted in NFA.



The chart to the left shows the top 5 reasons for a search. 66.51% of all nominals searched, were recorded with a reason of drugs, stolen goods was 10.25%, bladed article 7.53%, article – theft 4.65% and offensive weapon 3.78%. There were 19 different reasons for a search recorded during this period.

Workforce

Figures below as at 01st September 2021

Police Officers

Officer Long-term FTE Target	1563.00
Annual FTE Budget	1564.00
Actual Officer Numbers	1510.61

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 this month.

PCSO

Officer Long-term FTE Target	221.00
Annual FTE Budget	221.00
Actual Officer Numbers	217.44

The 217.44 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.

Police Staff, Specials, Volunteers

	Police Staff	Specials	Volunteers
Total Staff FTE	1072.46	116.00	194.00

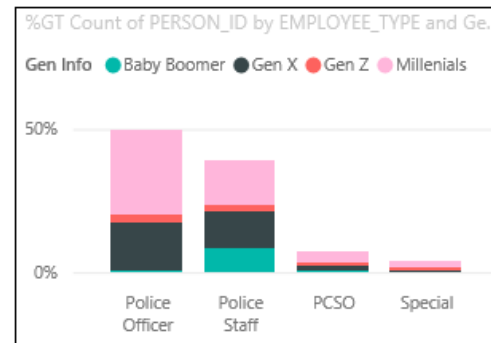
The Police Staff figures reduced by 2.79 from the previous month and the Special Constables reduced by 2 from the previous month.

Figures below as at 08th September 2021

Workforce Diversity

Self-defined ethnicity	% of Total
White	95.42%
Black, Asian, Minority Ethnic	3.81%
Not Stated	0.77%

Gender	% of Total
Male	52.52%
Female	47.48%



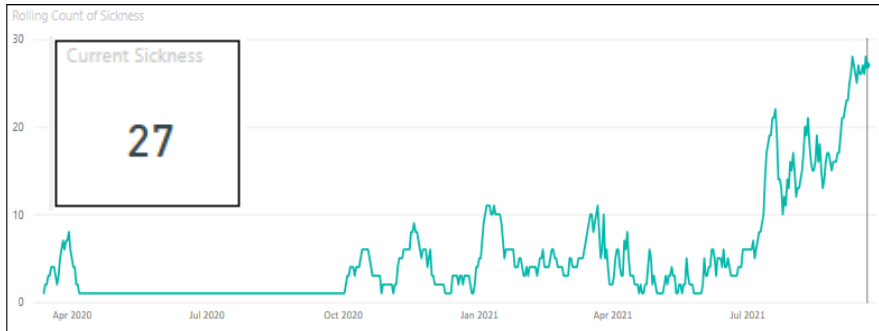
Mid point 2019 Population Data				
District	Female	Male	White population	Other Ethnicities
North Yorks	50.80%	49.20%	97.04%	2.96%

Baby Boomer Born 1946-1964
 Generation X 1965-1980
 Millennials 1981-1995
 Generation Z 1996 onwards

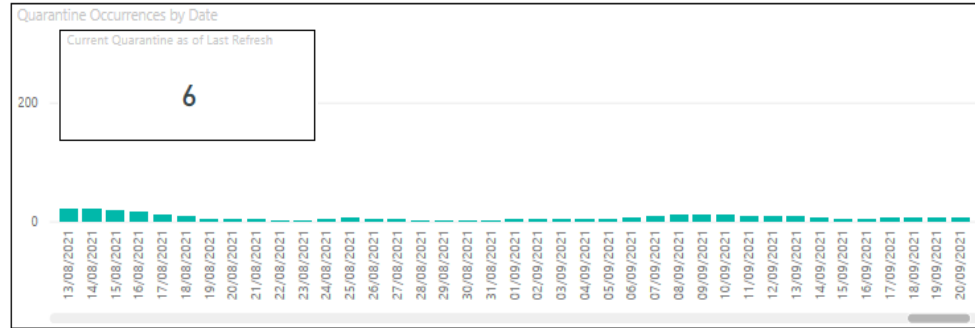
Workforce – Absence and Wellbeing

Figures below as at 20th September 2021

Covid 19 sickness absences

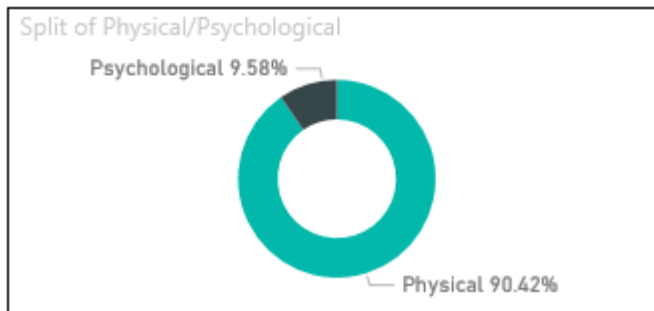


Covid 19 self-isolation



Sickness

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



During the last 12 months there has been
 2266 occurrences of physical sickness averaging 45 working hours in length.
 240 occurrences of psychological sickness averaging 147 working hours in length.

The top 4 absence reasons (by count) in the last 12 months have been:

Coronavirus	220
Coronavirus Symptoms	176
Migraine	157
Cold/Flu	143