# Public Accountability Meeting
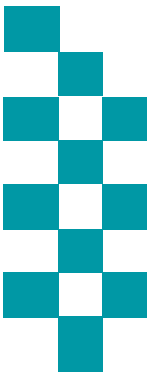
# Contacting the police - 999

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.

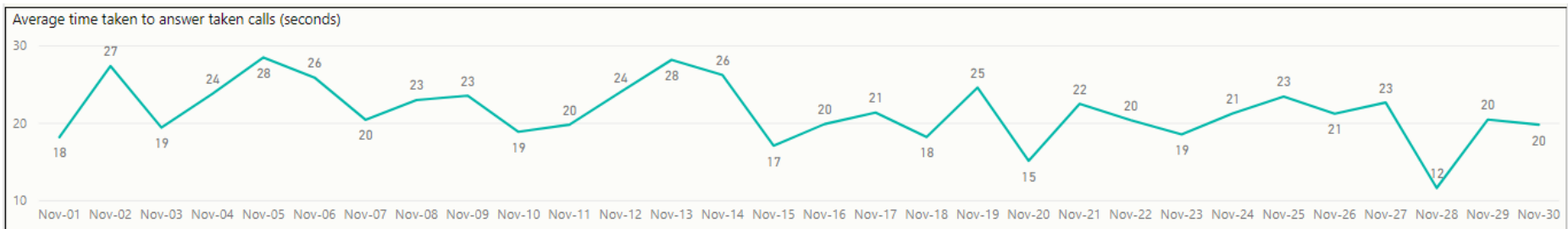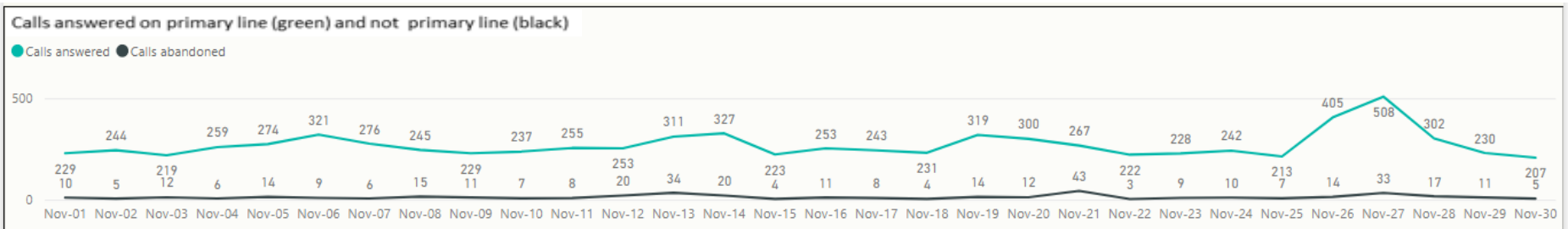The boxes below show for the 12 month period between December 2020 to November 2021
- 999 call volumes
- 999 calls answered within target time
- 999 calls answered outside target time
- 999 primary line answering rates

In November 2021 the average answer time for a 999 call was 21.5 seconds, last month average answer time was just under 20 seconds.

A total of 8,454 (999 calls) presented during November 2021. This has decreased by 575 compared to the previous month. 48.59% of calls were answered outside of SLA

| Calls presented | Calls abandoned | Calls answered within SLA | Calls answered outside SLA |
|---|---|---|---|
| 94,399 | 3,401 | 47,789 | 43,209 |

| Calls presented | Calls abandoned | Calls answered within SLA | Calls answered outside SLA |
|---|---|---|---|
| 94,399 | 3.60% | 50.62% | 45.77% |

The charts below shows 999 call volumes for November 2021, trendline for calls answered, calls not primary line, and average time to answer.

**Calls answered on primary line (green) and not primary line (black)**
● Calls answered ● Calls abandoned

| | Nov-01 | Nov-02 | Nov-03 | Nov-04 | Nov-05 | Nov-06 | Nov-07 | Nov-08 | Nov-09 | Nov-10 | Nov-11 | Nov-12 | Nov-13 | Nov-14 | Nov-15 | Nov-16 | Nov-17 | Nov-18 | Nov-19 | Nov-20 | Nov-21 | Nov-22 | Nov-23 | Nov-24 | Nov-25 | Nov-26 | Nov-27 | Nov-28 | Nov-29 | Nov-30 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Calls answered | 229 | 244 | 219 | 259 | 274 | 321 | 276 | 245 | 229 | 237 | 255 | 253 | 311 | 327 | 223 | 253 | 243 | 231 | 319 | 300 | 267 | 222 | 228 | 242 | 213 | 405 | 508 | 302 | 230 | 207 |
| Calls abandoned | 10 | 5 | 12 | 6 | 14 | 9 | 6 | 15 | 11 | 7 | 8 | 20 | 34 | 20 | 4 | 11 | 8 | 4 | 14 | 12 | 43 | 3 | 9 | 10 | 7 | 14 | 33 | 17 | 11 | 5 |

**Average time taken to answer taken calls (seconds)**

| | Nov-01 | Nov-02 | Nov-03 | Nov-04 | Nov-05 | Nov-06 | Nov-07 | Nov-08 | Nov-09 | Nov-10 | Nov-11 | Nov-12 | Nov-13 | Nov-14 | Nov-15 | Nov-16 | Nov-17 | Nov-18 | Nov-19 | Nov-20 | Nov-21 | Nov-22 | Nov-23 | Nov-24 | Nov-25 | Nov-26 | Nov-27 | Nov-28 | Nov-29 | Nov-30 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Average time | 18 | 27 | 19 | 24 | 28 | 26 | 20 | 23 | 23 | 19 | 20 | 24 | 28 | 26 | 17 | 20 | 21 | 18 | 25 | 15 | 22 | 20 | 19 | 21 | 23 | 21 | 23 | 12 | 20 | 20 |

# Contacting the police - 101

In October 2021, 65.49% of all received calls were either 999 or 101.

The boxes below show for the 12 month period between December 2020 to November 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 | Calls abandoned | Calls answered within SLA | Calls answered outside SLA |
|---|---|---|---|
| 162,527 | 41,992 | 56,897 | 63,638 |
| Calls presented | Calls abandoned | Calls answered within SLA | Calls answered outside SLA |
| 162,527 | 25.84% | 35.01% | 39.16% |

In November 2021 the average time to answer a 101 call was just over 4 minutes 45 seconds. When compared to the last 12 months, the average answer time was just over 4 minutes.

Abandonment rates are also high in the November 2021 at 28.23%

The charts below show 101 call volumes, average time to answer and abandonment rates for November 2021.



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



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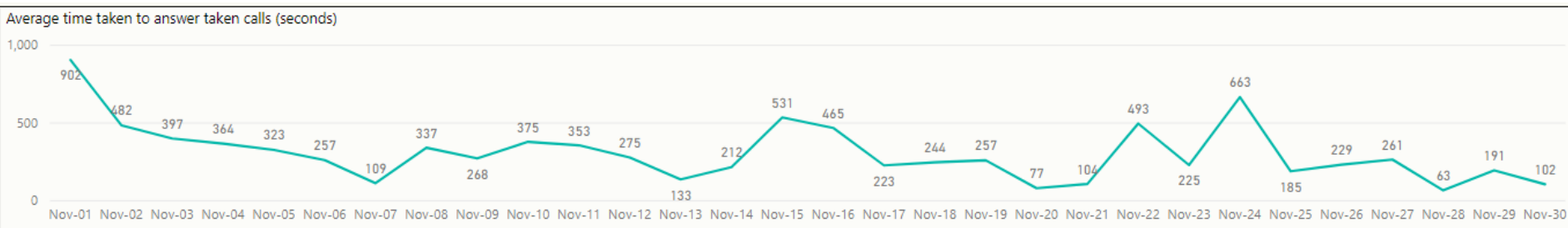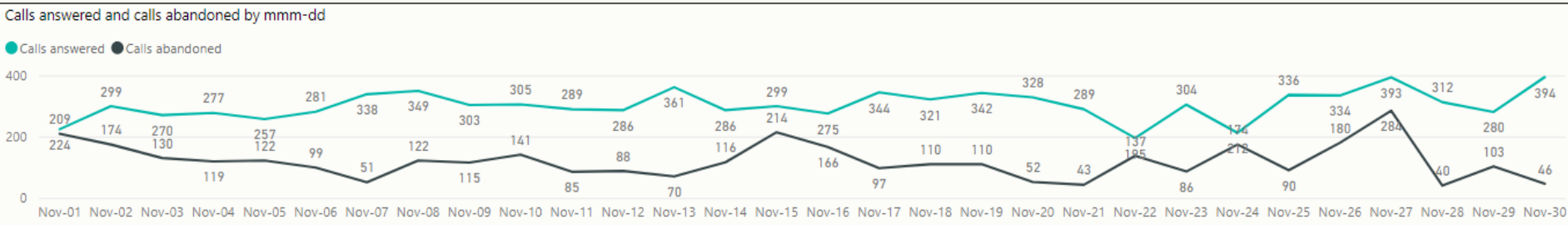
# Our policing response

For the period: **15/09/2021 - 13/12/2021 (90 days)**

Response times for Immediate grade incidents average 11 minutes 59 seconds in rural locations and 8 minutes 06 seconds in urban areas from the point an officer is dispatched to arriving at the incident, with a lead in time of 7 minutes 45 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 1 minute and 51 seconds and higher than the 2 year average in rural areas by 52 seconds.

Priority grade incidents response times average 20 minutes 03 seconds, although there may be a delay between call and dispatch to priority incidents based on resource availability.

**Immediate Grade Response** – There is a downward trend in Immediate grade deployments during the past 90 days, averaging 81.55 Incidents a day.
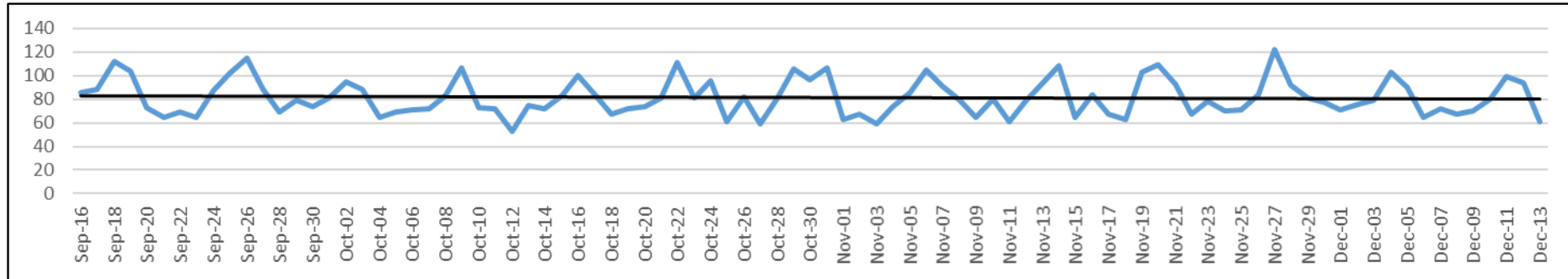


**Priority Grade Response** - There is a downward trend in priority graded deployments during the past 90 days, averaging 80.46 Incidents a day.
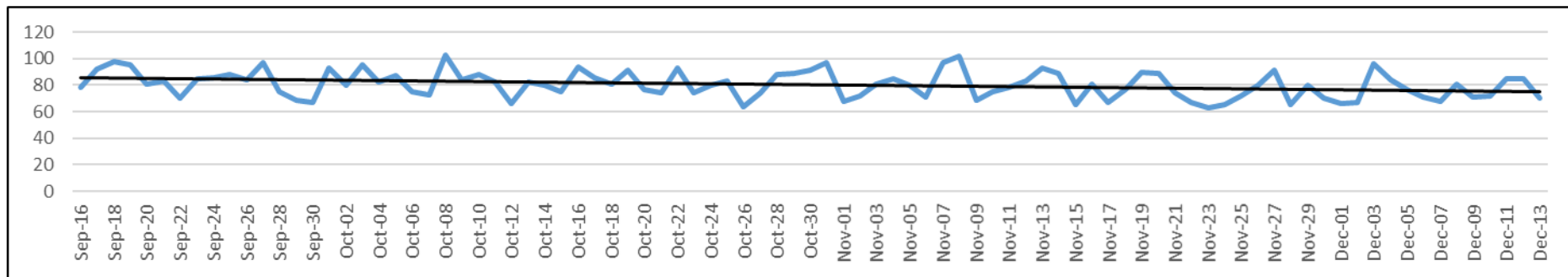


Tables show Immediate and Priority Grade deployments over the past 90 days, broken down by ASB, Crime & PSW

| Immediate | Total | Average Officers P/I |
|-----------|-------|----------------------|
| ASB       | 596   | 2.50                 |
| Crime     | 1826  | 3.93                 |
| PSW       | 3482  | 2.90                 |

| Priority | Total | Average Officers P/I |
|----------|-------|----------------------|
| ASB      | 881   | 1.79                 |
| Crime    | 1268  | 2.35                 |
| PSW      | 3336  | 2.05                 |

For I grades NYP deployed 2936 more resources to PSW than crime but time spent on that initial response was 1554 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.
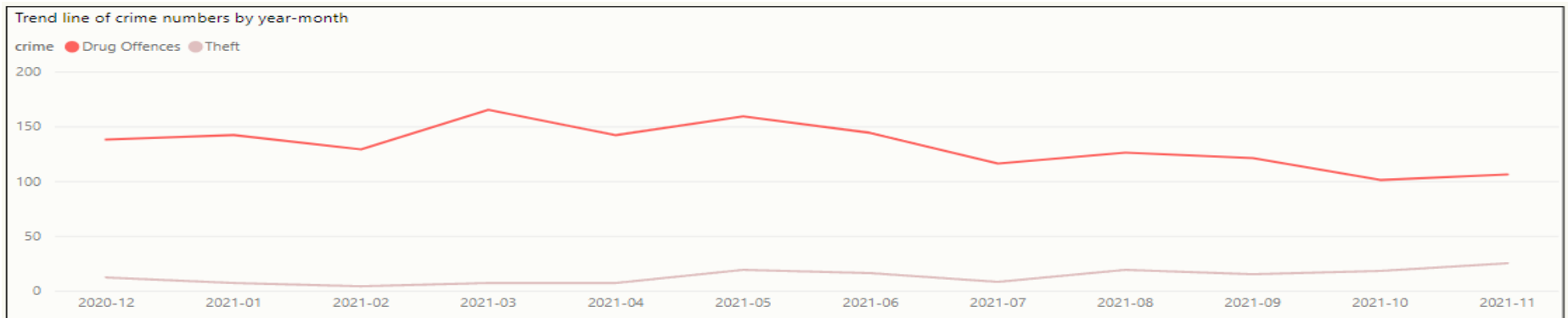
# Crime volumes

**Date period:** 19th October 2021 – 15th November 2021 (previous 4 weeks), compared to 16th November 2021 – 13th December 2021 (last 4 weeks). This is based on Committed Date.

| HO Level 1 | Previous 4 weeks | Last 4 weeks | Change | % Change |
|---|---|---|---|---|
| Arson & Criminal Damage | 457 | 349 | -108 | -23.63% |
| Burglary | 170 | 120 | -50 | -29.41% |
| Drug Offences | 88 | 94 | 6 | 6.82% |
| Fraud | 245 | 190 | -55 | -22.45% |
| Misc Crimes Against Society | 36 | 25 | -11 | -30.56% |
| Possession Of Weapons | 32 | 20 | -12 | -37.50% |
| Public Order Offences | 357 | 248 | -109 | -30.53% |
| Robbery | 27 | 22 | -5 | -18.52% |
| Sexual Offences | 119 | 83 | -36 | -30.25% |
| Theft: All Other Theft | 267 | 212 | -55 | -20.60% |
| Theft: Bicycle Theft | 87 | 60 | -27 | -31.03% |
| Theft: Shoplifting | 266 | 210 | -56 | -21.05% |
| Theft: Theft From Person | 16 | 35 | 19 | 118.75% |
| Vehicle Offences | 127 | 120 | -7 | -5.51% |
| Violence Against The Person | 1343 | 1190 | -153 | -11.39% |



All crime comparison by day
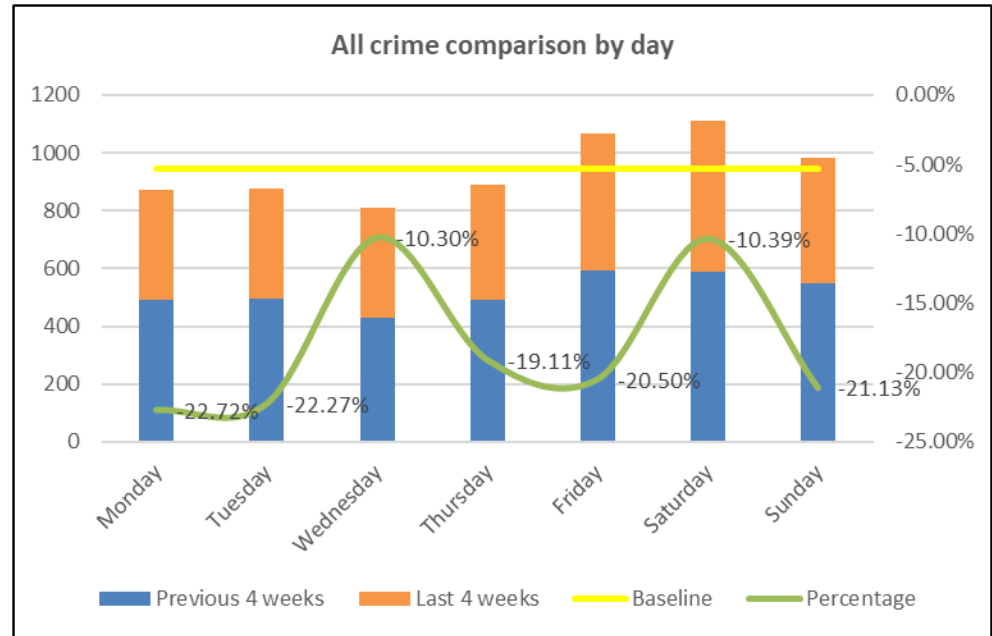
The table to the top left shows that crime overall has gone down by 18.12%. Over the last four weeks less crimes were committed on every day of the week compared to the previous 4 weeks.

The 12 month trend below shows the biggest volume increase over the last 4 weeks. Theft from person has seen a slight rise and Drug Offences shows a decline.



Trend line of crime numbers by year-month

# General Crime volumes (Committed)

| 12 month data | 90 day data | 30 day data (November 2021) |
|---|---|---|

**12 month data**

| Crime | Count | % |
|---|---|---|
| Violence Against The Person | 16869 | 37.38% |
| Theft | 7096 | 15.72% |
| Arson & Criminal Damage | 5330 | 11.81% |
| Fraud | 4285 | 9.49% |
| Public Order Offences | 4194 | 9.29% |
| Burglary | 1955 | 4.33% |
| Drug Offences | 1590 | 3.52% |
| Vehicle Offences | 1385 | 3.07% |
| Sexual Offences | 1256 | 2.78% |
| Misc Crimes Against Society | 630 | 1.40% |
| Possession Of Weapons | 310 | 0.69% |
| Robbery | 230 | 0.51% |
| **Total** | **45130** | **100.00%** |

**90 day data**

| Crime | Count | % |
|---|---|---|
| Violence Against The Person | 4148 | 38.63% |
| Theft | 1864 | 17.36% |
| Arson & Criminal Damage | 1321 | 12.30% |
| Public Order Offences | 997 | 9.28% |
| Fraud | 668 | 6.22% |
| Burglary | 469 | 4.37% |
| Vehicle Offences | 366 | 3.41% |
| Sexual Offences | 338 | 3.15% |
| Drug Offences | 299 | 2.78% |
| Misc Crimes Against Society | 112 | 1.04% |
| Possession Of Weapons | 85 | 0.79% |
| Robbery | 72 | 0.67% |
| **Total** | **10739** | **100.00%** |

**30 day data**

| Crime | Count | % |
|---|---|---|
| Violence Against The Person | 1355 | 38.05% |
| Theft | 636 | 17.86% |
| Arson & Criminal Damage | 436 | 12.24% |
| Public Order Offences | 313 | 8.79% |
| Fraud | 245 | 6.88% |
| Burglary | 154 | 4.32% |
| Vehicle Offences | 122 | 3.43% |
| Drug Offences | 106 | 2.98% |
| Sexual Offences | 100 | 2.81% |
| Possession Of Weapons | 36 | 1.01% |
| Misc Crimes Against Society | 33 | 0.93% |
| Robbery | 25 | 0.70% |
| **Total** | **3561** | **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 Violent Crimes, Public Order Offences and Fraud, and a reduced prevalence of Theft

This data shows the volume of crime recorded on police systems in North Yorkshire and committed in the last 90 days.

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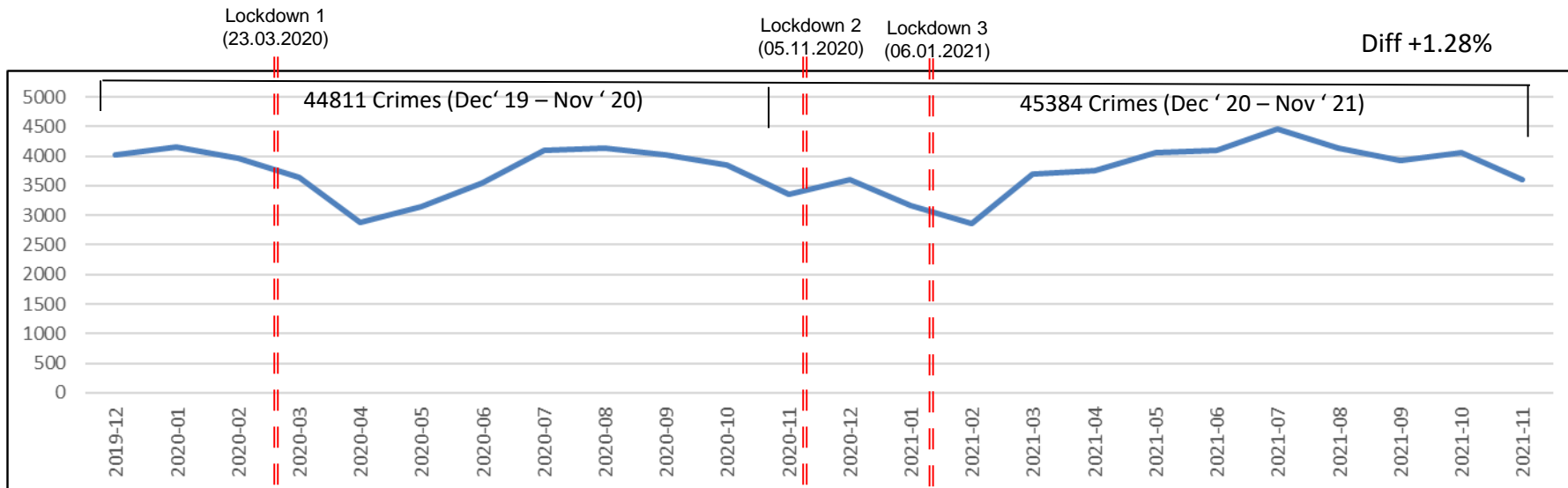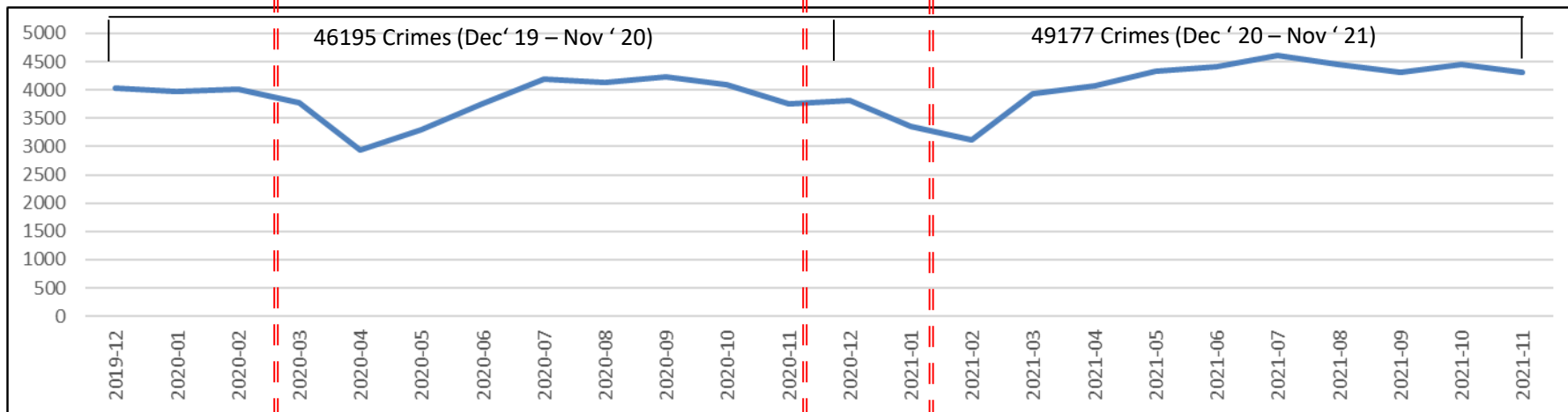This data shows the volume of crime recorded on police systems in North Yorkshire and committed in the last 30 days.

# Dealing with crime over the last 24 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 increased by 1.28% in comparison to the previous 12 months
The number of crimes recorded by North Yorkshire Police in the past 12 months increased by 6.46% 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 24 months (Committed)
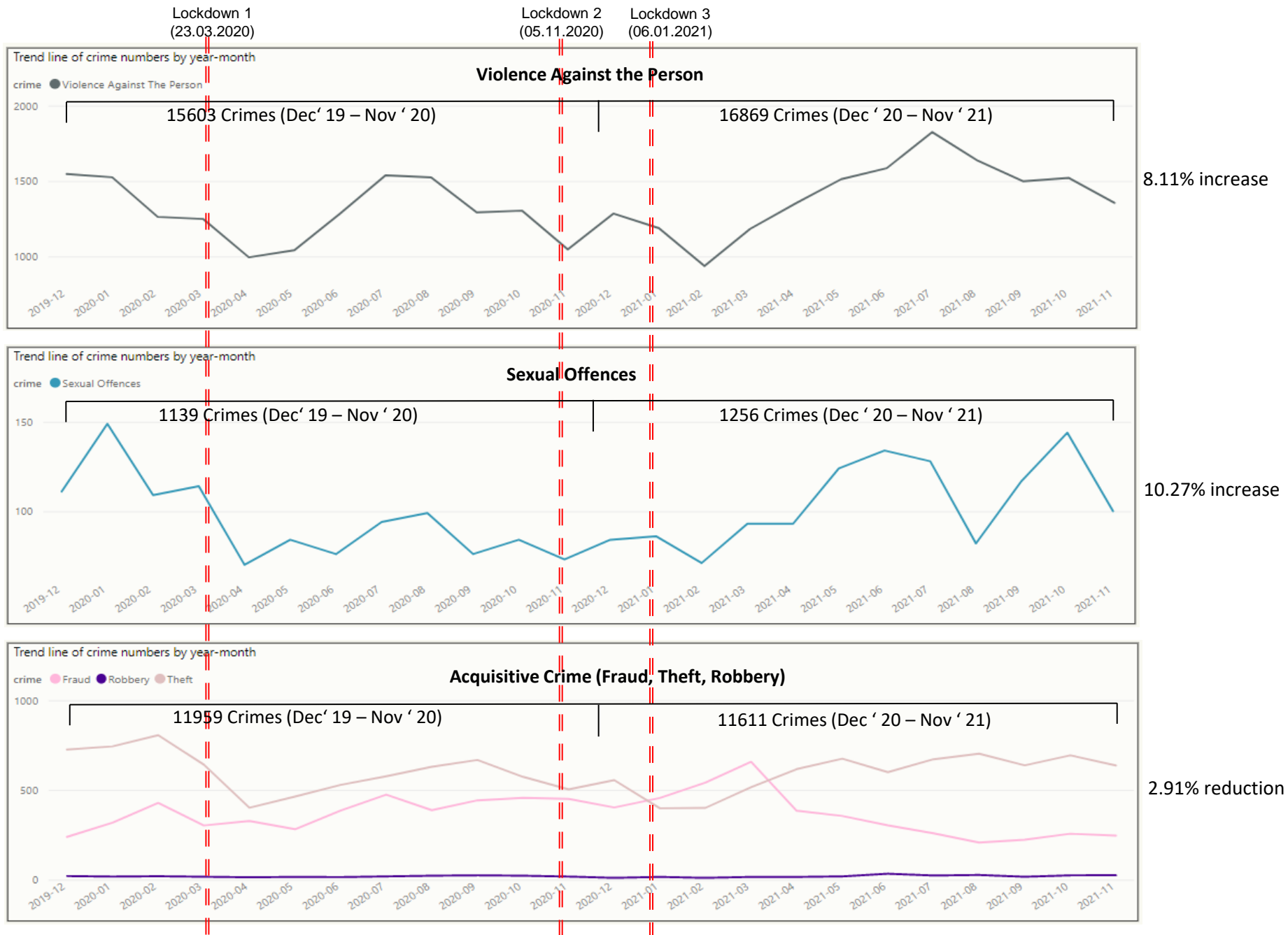
Outcomes (these are based on date crime recorded on system and resolution against that date for last 3 years)
*Please note NYP count outcomes differently to the Home Office. NYP count the outcomes based on the date the crime was recorded, and the Home Office count the outcomes based on when the outcome was recorded, irrespective of when the Crime was recorded.

Resolved (15.11%) relates to any positive outcome including charges, cautions, warnings, restorative disposal etc. 39.16% of resolved related to a charge.

Prosecution reasons (14.76%) is where prosecution is prevented due to evidential difficulties or not in the public interest.

Victim reasons (27.38%) is where victim declines to support of which 82.61% have a named suspect

| 01-Resolved | 22041 |
| 02-Prosecution Reasons | 21523 |
| 03-Victim Reasons | 40300 |
| 04-Closed Pending | 38451 |
| 05-Other Agency | 1156 |
| Awaiting Outcome | 22368 |

Awaiting outcome (15.34%) is either still under investigation or awaiting review or closure by the Crime Management Unit

Closed pending (26.37%) is where the investigation is complete but no suspect has been identified



count by year-mon and outcome group

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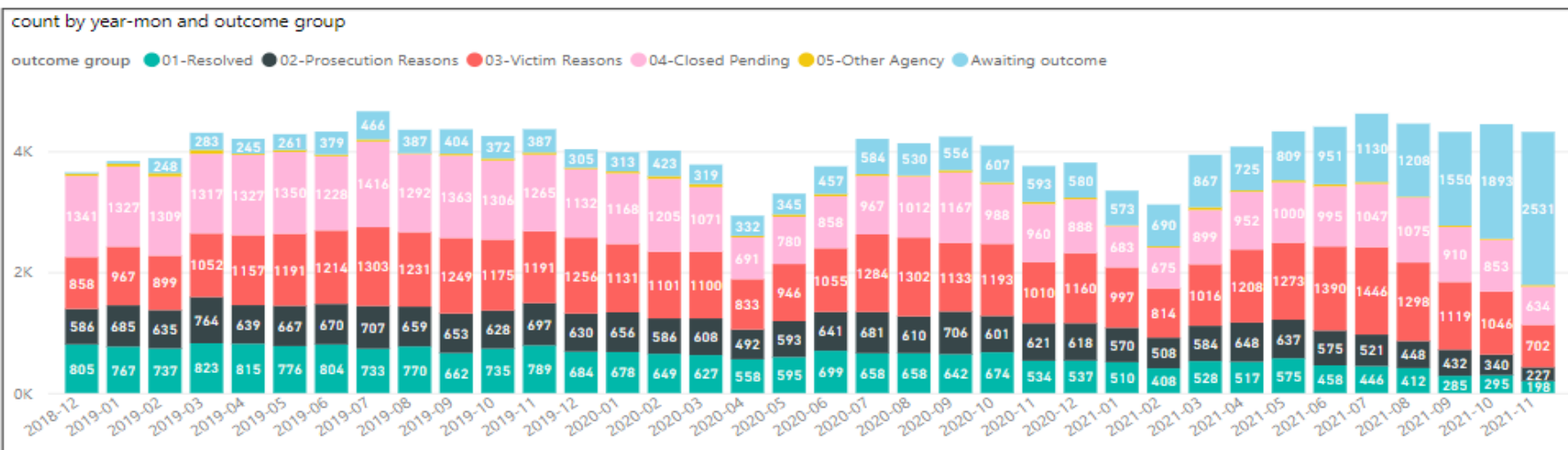
Some complex investigations take significant time to resolve due to complexity of forensic or digital examinations hence resolved volumes lag

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 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**: 01/12/2020 – 30/11/2021 – during this period there have been 1725 Stop Search Incidents, with 2362 nominals searched.
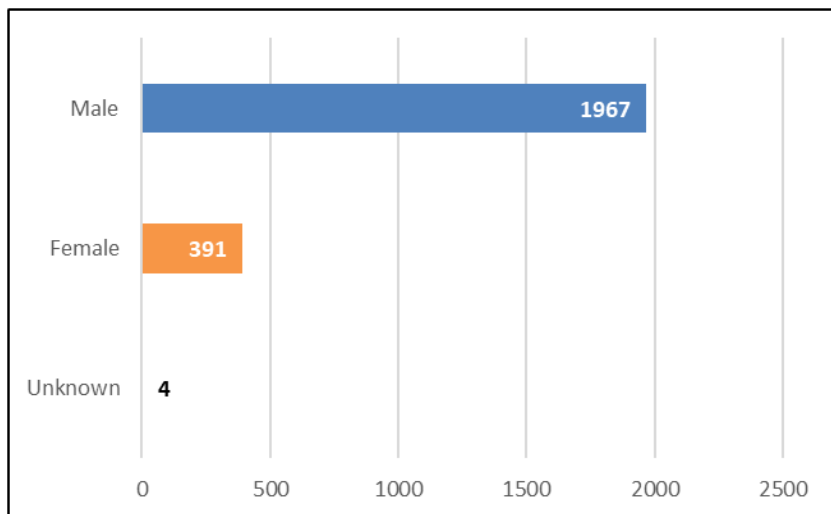


The chart to the left displays the number of nominals searched broken down by gender. Males account for 83.27% of all nominals searched during this period.

The chart to the right shows the top 5 reasons for a search. 66.48% of all nominals searched were recorded with a reason of drugs, stolen goods 10.14%, bladed article 7.61%, article – theft 3.63% and offensive weapon 3.47%. There were 18 different reasons for a search recorded during this period.
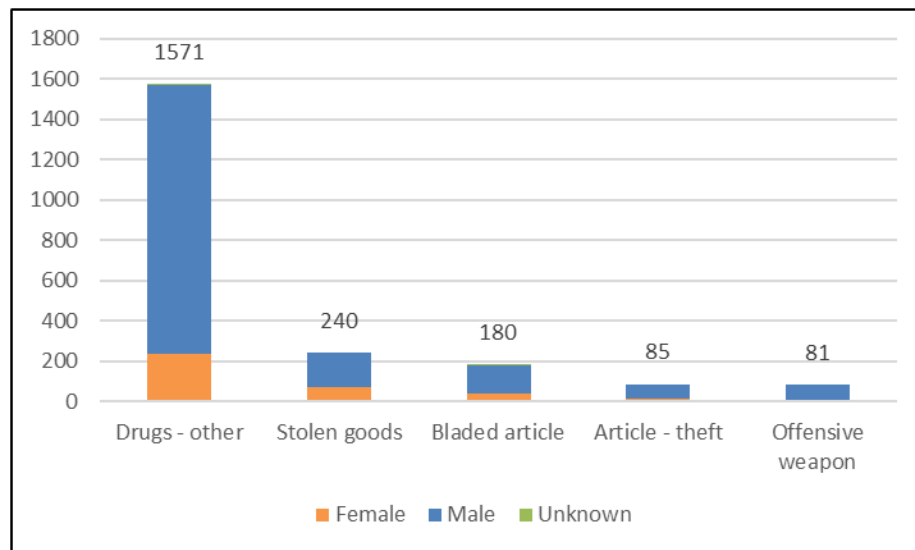
# Workforce

**Figures below correct as at 01st December 2021**

### Police Officers

| | |
|---|---|
| **Officer Long-term FTE Target** | 1563.00 |
| **Annual FTE Budget** | 1564.00 |
| **Actual Officer Numbers** | **1542.23** |

The actual officer number at 01st December 2021 is 1542.23, which includes the increase from Op Uplift for 2021-22. This 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.

### PCSO

| | |
|---|---|
| **Officer Long-term FTE Target** | 221.00 |
| **Annual FTE Budget** | 221.00 |
| **Actual Officer Numbers** | **200.84** |

The actual PCSO number at 01st December 2021 is 200.84. This is below the planned target and work is ongoing to review projections to inform future recruitment. This work will include any trends on leavers particularly the numbers of PCSOs becoming Student Police Constables. The 2021-2022 average PCSO number is 214.00 which is 7.00 less than the target for March 2022.

### Police Staff, Specials, Volunteers

| | Police Staff | Specials | Volunteers |
|---|---|---|---|
| **Total Staff FTE** | 1076.40 | 112.00 | 313.00 |

The Police Staff figures increased by 2.70 from the previous month, Special Constables has stayed the same, and volunteers increased by 98 from the previous month. The number of volunteers has significantly increased due to a data cleansing exercise.
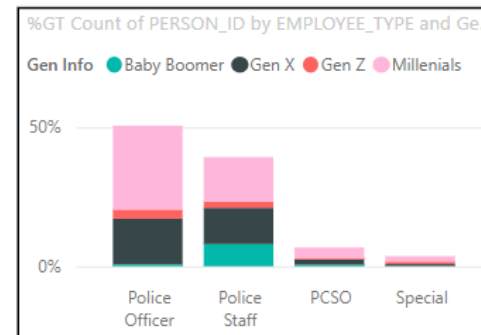
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**Figures below as at 19th November 2021**

### Workforce Diversity

| Self-defined ethnicity | % of Total |
|---|---|
| White | 95.48% |
| Black, Asian, Minority Ethnic | 3.72% |
| Not Stated | 0.80% |

| Gender | % of Total |
|---|---|
| Male | 52.68% |
| Female | 47.32% |



%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 |

**Figures below as at 15th December 2021**

## Covid 19 sickness absences
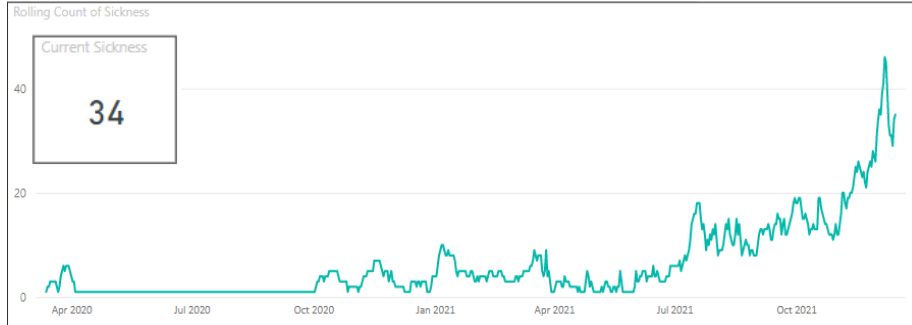


## Covid 19 self-isolation
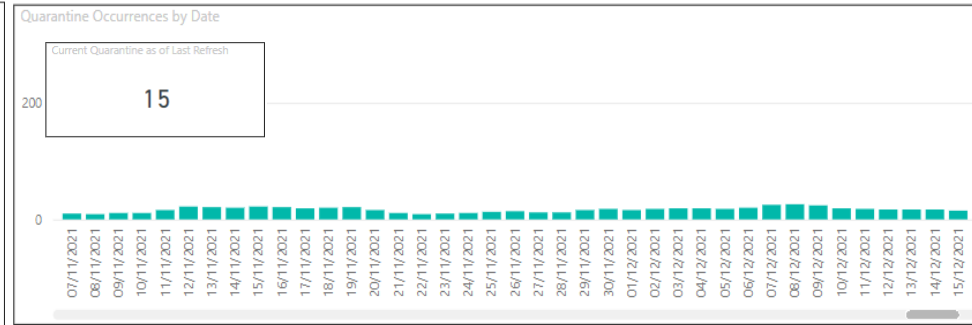


## Sickness

Visual displays all sickness split by physical/psychological based on the last 12 months (Dec ' 20 – Nov ' 21).



During the last 12 months there has been
2647 occurrences of physical sickness averaging 50 working hours in length.
294 occurrences of psychological sickness averaging 165 working hours in length.

The top 4 absence reasons (by count) in the last 12 months have been:
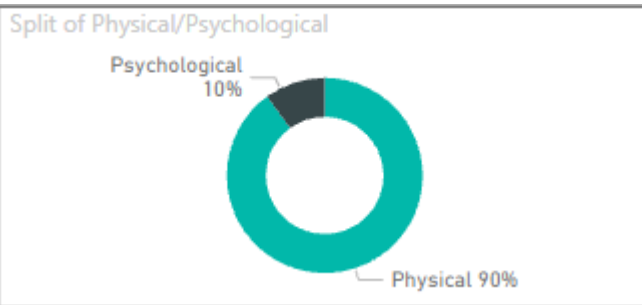
| | |
|---|---|
| Coronavirus | 299 |
| Cold/Flu | 257 |
| Coronavirus Symptoms | 180 |
| Migraine | 167 |