North Yorkshire Police, Fire & Crime Commissioner

Consultation to inform the Police and Crime Plan 2022 - 2025

Final Report

Opinion Research Services

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North Yorkshire Police, Fire & Crime Commissioner

Consultation to inform the Police and Crime Plan 2022 - 2025

Opinion Research Services

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1. Executive Summary

Key insights and considerations

The main consultation question

1.1 This chapter summarises the main outcomes from the open questionnaire, residents' survey and qualitative discussion sessions to highlight the overall balance of opinion among participants. In particular, the chapter addresses the main consultation objective, which is to:

> *Recommend priorities for the new Police and Crime Plan to meet the needs and expectations of the public, North Yorkshire Police (NYP), partners, stakeholders and employees.*

1.2 The remaining chapters will, by contrast, present more detailed findings arranged according to the specific topics covered and questions asked during the consultation programme. The full report considers the feedback from each element of the consultation in turn because it is important that it provides a full evidence-base for those considering its findings. We trust that both this summary and full report will be helpful to all concerned.

Key findings, insights and considerations

Perceptions of NYP

1.1 While a large majority (87%) of survey respondents (henceforth referred to as residents) reported that they are satisfied with policing in their local area, this figure dropped to 60% among those responding to the open questionnaire (henceforth referred to as respondents). Agreement was lowest in relation to preventing crime, bringing offenders to justice, solving crime when it happens and, especially, visibility within the community.

Priorities: crime types

1.2 For respondents and residents, the main priorities for NYP over the next three years are to tackle:

Serious and organised crime, especially cross-border crime;

Neighbourhood crime (for example burglary, robbery, theft of and from a vehicle, theft from a person and local drug dealing/use); and

'Hidden' crime (for example child sexual exploitation, domestic abuse; modern slavery, human trafficking, organised crime etc.).

1.3 This was also borne out in the qualitative discussions, during all of which the geographic rurality of North Yorkshire was raised as a significant issue. Cross-border crime was frequently noted as a particular problem for the county, being surrounded as it is by higher crime areas – the most harm from which was thought to arise from county lines activity and the associated harm and risk of exploitation, particularly among teenagers and young adults.

1.4 Thinking particularly about 'hidden' crime, a focus on identifying premises involved in human trafficking and modern slavery was also thought to be required, as was tackling online exploitation of this nature. Furthermore, domestic abuse reports were said to have increased by 80% during the COVID-19 lockdowns – and while central government funding has been provided to manage the increase in demand and tackle domestic abuse as a priority, those working in this area feared that this is a short-term fix for what is likely to be a long-term trend.

1.5 Moreover, the rurality of North Yorkshire was again thought to impact on the nature of domestic abuse, and survivors' reactions to it. Given the nature of rural communities whereby 'everyone knows each other', there is a deep reluctance to report for fear of losing everything – and the abuse often remains unreported and so 'hidden' due to perpetrators' friendships with those to whom survivors might report (local police officers, GPs etc.). The Police and Crime Plan should, it was felt, recognise the nuances of these geographical factors and their implications.

1.6 Improving the safety of women and girls received only marginally less support as the top three priorities in the questionnaire and survey. Indeed, violence against women and girls was said to be of significant concern to the public nationally and especially in North Yorkshire following the Sarah Everard case, and understanding the repercussions of misogyny and victim-blaming was thought to be key for all police forces. More locally, a focus on ensuring the safety of the night-time economy in places like York and Scarborough was recommended in ensuring women and girls are as safe as they can be.

1.7 Tackling wildlife and rural crime, tackling anti-social behaviour and antisocial use of the roads (in conjunction with local authorities), tackling online/cybercrime, and responding to welfare concerns such as mental health crisis or when people go missing from home were also considered priorities by at least nine in ten questionnaire and survey respondents. This was largely echoed in the qualitative discussions so there is no reason to suggest why these should also not feature within the next Police and Crime Plan.

1.8 Questionnaire respondents and residents (i.e., survey respondents) felt that tackling pet theft (especially dog theft) was the least important priority from the list they were given. It should, though, be noted that this activity still received considerable support as a policing priority, so it was by no means considered unimportant – and those in the scoping discussions acknowledged the devastating effect it can have on individuals and families when it does occur.

Priorities: police activity

1.9 In terms of police activity, respondents and residents tended to prioritise:

Reducing crime and ASB (anti-social behaviour) through 'prevention' to stop it happening in the first place and 'early intervention' to stop it escalating;

Improving levels of satisfaction with the police among victims of crime;

Focusing on improving the customer service that the police provide, and making sure they are accessible and easy to contact; and

Ensuring the police have well-equipped, modern services that are fit for the future.

1.10 With particular regard to prevention and early intervention, there was some sense in the discussions that it is somewhat difficult to convince the public of the worth of investing in proactive, preventative measures over reactive, response-based ones given the latter is a much more visible manifestation of police activity. The questionnaire and survey results suggest differently however, with respondents and residents clearly placing a high value on this area of activity.

1.11 Residents felt that dealing with the impact of Covid (e.g., more calls to 101 and 999) was least important among the priorities in the list they were given, perhaps as they felt this would be a time-limited issue. NYP and OPFCC senior staff, though, were of the view that these impacts must be addressed, particularly the increased emphasis on providing a *"public safety service"* which it was felt, will be a pressure for some time to come.

1.12 Developing neighbourhood policing services in a way that means communities feel more connected to, and engaged by, their local policing team was also given slightly lower priority by residents, but senior staff and stakeholders stressed the importance of NYP making positive links with local communities. Increasing police officer visibility and improving access to NYP was considered key to this - a theme also identified in the open text responses to the questionnaire and survey, and one that is clearly important as police visibility within the community is the aspect of activity with which people are least satisfied. This, it was felt, will not only enhance communities' confidence in the police and their perceptions of safety (especially important in rural areas where fear of crime is apparently often much more prevalent than crime itself), but could also have advantages for NYP in more easily gathering intelligence from those communities in the event of future criminal activity.

1.13 Open questionnaire respondents tended to de-prioritise NYP working more in partnership with North Yorkshire FRS, as well as other emergency services and partner agencies. Conversely though, multi-agency working was considered essential by the staff and stakeholders taking part in the qualitative discussions – especially in relation to achieving the best outcomes possible in prevention and early intervention and subsequently reducing harm. Given that reducing crime and ASB through prevention and early intervention was considered a top priority by respondents and residents and that preventing crime is one of the aspects of police activity with which there was least satisfaction, members of the public would seemingly benefit from greater awareness of the advantages of partnership working in this area.

1.14 Again, it should be stressed that all the activities mentioned above received upwards of 80% support in the questionnaire and 90% support in the survey and so could, and probably should, feature in the Police and Crime Plan as priorities for NYP over the next three years.

Priorities: victim and perpetrator services

1.15 The services thought to be most important to have in North Yorkshire over the next three years were:

Support for victims of other serious crime and those who are persistently targeted, vulnerable or intimidated to help them cope and recover;

Support for victims of domestic abuse and sexual offences to help them cope and recover; and

Support for those who have suffered fire (those whose homes have burnt down for example).

1.16 There was also significant support for counselling for victims of crime (which was thought to be lacking by those providing victim support services in North Yorkshire) and for the police to better help people in mental health crisis.

1.17 Respondents and residents were less supportive of restorative justice (bringing together people harmed by crime with those responsible for the harm to find a positive way forward), as well as support for perpetrators to address the underlying causes of their criminal behaviour, and mediation or conflict resolution within communities. So, if these are to be pursued as priorities for the next three years, there will be a need for community education on their rationale and benefits.

Overall thoughts

1.18 It was suggested in the focus groups that the public and the police often have differing priorities when considering crime types. That is, although 'high-harm' crime such as domestic abuse, child sexual exploitation, modern slavery, human trafficking and organised drug dealing such as county lines must evidently be a priority for the police, residents often tend to focus on the more visible 'traditional' crime types and anti-social behaviour they see locally. The results from the questionnaire and survey do not bear this out however, with as much support seen for the former as the latter – suggesting that members of the public would expect to see tackling 'high-harm' crime as a priority within the forthcoming Plan, alongside a focus on what they tend to see and sometimes experience day-to-day.

1.19 In developing the Plan it will also be important to balance the differing needs of North Yorkshire's urban and rural communities. In the words of one focus group participant:

> *"… The plan has to make sure it's as relevant to [the] leafy little villages as the City of York or Harrogate … "*

1.20 Finally, focus group participants were keen to see the CARE[1] priorities maintained within the forthcoming plan to ensure consistency for those attempting to deliver them. Indeed, it was said that the priorities that make up the CARE acronym (please see the footnote below) remain as relevant as ever as core policing responsibilities.

[1] These are: **C**aring about the vulnerable; **A**mbitious collaboration; **R**einforcing Local Policing; and **E**nhancing the customer experience. More detail can be found here: North Yorkshire Police CARE priorities

2. Introduction

Overview of the consultation programme

Background to the consultation

2.1 The North Yorkshire Police, Fire and Crime Commissioner is responsible for setting the strategy and priorities for North Yorkshire Police through their Police and Crime Plan. The Plan must meet the expectations of local people, businesses, partners, stakeholders and employees, and set a clear direction by defining the priorities for the next three years.

2.2 First and foremost, the public shapes the Police and Crime Plan, which is devised using a balance of North Yorkshire Police information, and public and stakeholder feedback, that gives insight into local policing priorities. The Plan also needs to reflect the operational environment and needs of North Yorkshire Police, along with changes taking place across the county and the wider policing sector – and needs to look at an environment post-Covid 19, taking into account changes to a 'new normal'.

The consultation programme

Introduction

2.3 The Office of the North Yorkshire Police, Fire and Crime Commissioner (OPFCC) appointed Opinion Research Services (ORS) to undertake and report elements of its extensive consultation programme to identify day-to-day policing issues that are of concern to the public and stakeholders/partners. ORS is a spin-out company from Swansea University with a UK-wide reputation for social research and major statutory consultations (including for many UK police forces).

2.4 The consultation period ran from August 16th to November 7th, 2021, and during this period, residents, businesses, stakeholders/partners and employees were invited to provide feedback through a wide range of routes, which included all the following:

An open consultation questionnaire: this was available online (with paper questionnaires available on request) and yielded 1,437 responses;

A representative telephone survey of 902 residents (by random digit telephone dialling) to provide an accurate profile of opinions from the general population across North Yorkshire;

Two 'insight' focus groups with key senior staff from NYP and the OPFCC;

Three focus groups with stakeholders/partners with an interest in policing and crime issues; and

Written submissions.

Quantitative consultation

Introduction

2.5 ORS (with support from the OPFCC) designed an open questionnaire and telephone survey, both of which featured the same core questions around: perceptions of safety; perceptions of NYP; policing and crime priorities for the next three years; and victim and perpetrator services. There were also sections inviting respondents them to make further comments on their priorities, and to profile those responding2.

2.6 It's important to point out that post-October 1st, when asked to provide further comments, some respondents used the opportunity to call for the Commissioner to resign / be sacked or make negative comments about the Commissioner generally. Comments relating to this will therefore be referenced later in the report.

2.7 Please note that when this report refers to results based on the weighted data, the results are given as the proportion of 'all residents'; but results based on the open questionnaire refer specifically to the 'respondents' (because they are not necessarily representative of all residents).

Open consultation questionnaire

2.8 The open questionnaire was available for anyone to complete online, and paper versions were readily available on request. The questionnaire could be completed by individuals and on behalf of organisations and, in total, 1,437 responses were received, including 1,415 from individuals and 22 on behalf of organisations.

2.9 Open questionnaires are important forms of consultation, in being inclusive and giving people an opportunity to express their views; but they are not random-sample surveys of a given population – so they cannot normally be expected to be representative of the general balance of public opinion. For example, the young are usually under-represented while the elderly are over-represented; and the more motivated groups or areas are also typically over-represented compared with others.

2.10 It is important that open questionnaires are accessible to all, but without allowing multiple completions (by the same people) to distort the analysis. Therefore, while making it easy to complete the survey online, ORS monitors the IP addresses through which surveys are completed. A similar analysis of "cookies" was also undertaken – where responses originated from users on the same computer using the same browser and the same credentials (e.g. user account). After careful analysis of the raw dataset, 56 responses were not included in the final analysis, mostly on the basis of having been identified as a partially completed duplicate of response that was subsequently submitted in full.

Residents' telephone survey

2.11 A residents' survey was undertaken to ensure that a representative profile of opinions across North Yorkshire was achieved. To capture the views of the general population, 902 residents took part in structured telephone interviews with ORS interviewers during the consultation period. A survey approach was used

[2] As this consultation was also designed to inform the development of the Fire and Rescue Plan 2022 – 2025, the open questionnaire and residents' survey included questions around people's perceptions of and priorities for North Yorkshire Fire and Rescue Service (NYFRS).

because, with a population of almost 825,000, it would have been neither practical nor cost-effective to do a postal census of all households or residents.

2.12 The survey used random digit dialling combined with quota-based sampling to ensure that residents who were less likely to engage with the consultation were included and encouraged to give their views about the proposal.

2.13 The extent to which results can be generalised from a sample depends on how well the sample represents the population from which it is drawn, for different types of people may be more or less likely to take part. Such 'response bias' is corrected by statistical weighting based on a comparison of the demographic characteristics of the respondents with data for the whole population – to identify and correct any under- or over-representation.

2.14 In order to better understand how views differ between the different areas of North Yorkshire, roughly equal numbers of interviews were targeted in each district; this was taken into account in the weighting process, to give each district a proportional influence on the overall result relative to the size of its population. The remaining quotas (i.e. those for age, gender, working status and ethnic group) were designed to be representative of the overall population of North Yorkshire, based on the most recent available secondary data.

2.15 The achieved sample was compared against secondary data for district, urban/rural split, interlocked age and gender, working status, and ethnicity, and subsequently weighted by working status, district and interlocked age and gender. Weights were capped at 5 with the remainder apportioned across all cases, and a final district weight was applied. As a result of this process, the survey results should be broadly representative of the overall population of North Yorkshire to within around +/- 6 percentage points. In other words, 19 times out of 20 (95%) if the whole population was interviewed then the findings would not differ by more than ±/- 6 percentage points from the survey estimates. Considering the sample sizes, and the degrees of statistical weightings used (to compensate for different response rates from different demographic groups), the survey findings are accurate enough for reliable conclusions to be drawn about residents' views on policing issues.

Qualitative consultation

2.16 The qualitative consultation programme included:

Two online 'insight' focus groups with key senior staff from NYFRS (three participants) and the OPFCC (seven participants)

An online discussion with members of the Police, Fire and Crime Panel (five participants)

Three online focus groups with stakeholders/partners with an interest in policing and crime issues:

The first (for those working in the area of policing and the Criminal Justice System) was attended by four people representing Crimestoppers, Leaders Unlocked, and North Yorkshire County Council (2);

The second (for victim support services) was attended by four people representing IDAS (3) and the Victims/Witness Citizens' Advice Care Service; and

The third (for those with a general interest in policing and crime) was attended by three people representing North Yorkshire County Council, Yorkshire Ambulance Service, and the Yorkshire Dales National Park.

2.17 The 'insight' workshops were held prior to the start of the consultation (in late July 2021) and were designed to gather senior staff's views on the main policing and crime issues in/for North Yorkshire, and what they considered to be the key current and future policing and crime priorities. The findings from these sessions were also used to inform the design of the online questionnaire and residents' survey.

2.18 The other discussions were held in late October and early November 2021 and were again designed to gather the views of a range of organisations on what they saw as the main policing and crime issues and current and future policing and crime priorities for North Yorkshire.

Additional discussion with the new PFCC

2.19 A supplementary discussion was held with the new PFCC in January 2022 to ensure her priorities were reflected in the consultation findings.

Written submissions

2.20 Stakeholders and partners were also invited to submit their views on the key consultation issues in writing using a pro-forma template. Only one submission was received from Ryedale District Council, though several others responded to say they had completed the online questionnaire.

Nature of consultation

2.21 The key good practice requirements for proper consultation programmes are that they should:

> Be conducted at a formative stage, before decisions are taken;
>
> Allow sufficient time for people to participate and respond;
>
> Provide the public and stakeholders with enough background information to allow them to consider the issues and any proposals intelligently and critically; and
>
> Be properly taken into consideration before decisions are finally taken.

2.22 As a well-established and specialist social research practice with wide-ranging experience of consultations and engagement processes across the UK, ORS considered view is that the process undertaken by the OPFCC meets these standards. The OPFCC has been conscientious in eliciting the informed opinions of a range of stakeholders; the consultation was open, accessible and fair to all; it sought to conform with 'best practice'; and was proportional in terms of its scale and the balance of elements and methods used.

The report

2.23 This report reviews the sentiments and judgements of respondents and participants. Some verbatim quotations are used, in indented italics, not because we agree or disagree with them, but for their vividness in capturing recurrent points of view. ORS does not endorse any opinions but seeks only to portray them accurately and clearly. The report is an interpretative summary of the issues raised by participants and ORS is clear that its role is to analyse and explain the opinions and arguments of the many different interests participating in the engagement, but not to 'make a case' either way for any particular priorities.

3. Scoping workshops

Introduction

3.1 The following findings are based on three online discussions: the first with the previous PFCC and senior OPFCC staff; the second with the Chief Constable and Deputy Chief Constable of North Yorkshire Police (henceforth NYP); and the third with the new PFCC. The two former discussions were held in late July 2021 and the latter was held in January 2022 - and all were broadly designed to gather participants' views on:

- The main policing and crime issues in/for North Yorkshire and the extent to which they differ from regional and national issues; and
- Current and future policing and crime priorities.

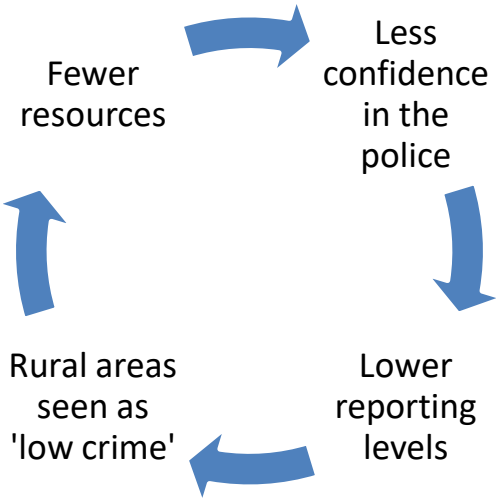
3.2 The views expressed in all discussions were similar, and so have been reported together below. Any differences have, though, been drawn out.

Main Findings

The geography of North Yorkshire poses challenges

3.3 An issue raised in all sessions was that the rurality of North Yorkshire poses significant issues in terms of policing and crime.

3.4 Firstly, policing a large geographical area (the largest force area in the country in fact) has resource implications as the service is inevitably *"stretched"*. Moreover, while North Yorkshire is highly rural, it also has some urban areas – and it is in these areas that NYP's resources tend to be concentrated due to the higher levels of crime there. This, it was said, then impacts on rural areas as follows:



"The problem of having urban areas is that the volume of crime seems to be in those areas and so the police are naturally resourced to that … Research [shows] that it has a knock-on impact on the reporting of crime in rural areas … They see fewer officers and so have less confidence in the police and so they report less, which reflects in the stats and the police resource comes down and it spirals. Understanding what is happening in rural areas is a challenge. The communities tell us this stuff is happening, but they haven't reported it and so the picture isn't recognised"

3.5 As for the impact of geography on particular crime types, cross-border crime (burglary, theft, hare coursing and tractor crimes for example) was frequently raised as a particular problem in North Yorkshire – which was said to be seen as *"easy pickings*" by criminals in higher-crime neighbouring areas.

> *"The cross-border issue … we are the safest policing area/county in England and Wales [but] we are surrounded by six of the highest areas in the crime stats which puts our cross-border element into context … we are relatively easy pickings"*

3.6 In the absence of increasing police officer numbers, technological solutions such as CCTV and automatic number plate recognition (ANPR) were thought to be essential in tackling cross-border crime, as were good relationships with neighbouring police forces, particularly as a criminal may well be causing a great deal of harm within North Yorkshire but is barely on the radar of the police force in their area of residence due to the much higher crime levels there.

> *" … Our number one person of interest that's crossing the border and committing burglary in a rural location ... might be number 100 in the force they live in ... So, us trying to influence the focus on that person by that force is difficult because the level of harm and criminality that person is causing them locally isn't a priority … because of the high levels of criminality that force area has. It's how we balance with that relationship with that neighbouring force, tackling the criminality of that person when they're causing us most harm … "*

3.7 Fear of crime is also apparently more of a factor in rural than urban areas: lower crime levels generally were said to mean higher psychological, social and economic impact when something does happen.

> *"In villages you know everyone, and people talk so the fear of crime is a lot higher"*

3.8 In light of the above, while resources are inevitably somewhat concentrated in its urban centres, participants said that a "*traditional policing model"* based purely on demand is not feasible in North Yorkshire, for cross-border crime, fear of crime and non-reporting in rural areas must also be taken into consideration.

> *"... the fear of crime and the reality of cross-border crime in these areas doesn't operate in the same way as a traditional policing model … that's the biggest challenge for us, to make sure that we provide that consistent, bespoke, professional service that delivers against the needs of those communities without just using what you might consider to be traditional data and performance targets"*

3.9 As such, the need to shape policing services to meet the differing needs of urban and rural areas is a significant challenge for NYP, who said that solutions must be place-based and unique to the area in which it is operating.

> *" … a solution to a hotspot issue in the centre of the City of York will not be the same solution to a hotspot issue in a rural community. It will involve differing policing methodologies, different partners, different outcomes for those communities"*

Certain crime types/activities are important to prioritise

3.10 Road safety (speeding and motorcycle/bicycle safety), water safety (in York in particular, with its two rivers and younger, student population) and fraud (cybercrime in particular) were considered priority areas to tackle over the next three years. Specifically, tackling the latter was thought to require heavy investment in technology, which may in itself contribute to budgetary pressures in future.

> *"There have been lots of complaints about speeding through villages"*
>
> *" ... Because we're in a rural area, 15% of our traffic are motorcycles, but 40% of RTAs [Road Traffic Collisions] involve motorcycles. We need to reduce that and protect those people but also education is needed as well. Rural roads in North Yorkshire are great for riding on with not a lot of police patrols (we are beefing that up) to stop people from speeding, apart from where camera vans are"*
>
> *"Crime is moving online, and the police is going to have to heavily invest in technology to be able to combat that type of crime. That type of investment for us has traditionally been capital investment … but the solutions are more revenue based, software based, analytical based … So, the funding model for future technology is going to significantly change … there are going to be different financial pressures on policing over the next five years or so … "*

3.11 The increase in dog theft during the COVID-19 pandemic was raised, and while the difficulties around enacting legislative changes to strengthen punishments for dog thieves were recognised, it was agreed that this is a priority for the public and so should be for the police.

> *"We've made progress on dog thefts. 130,000 people took part in a consultation about this and 69% had experience of a dog being stolen (from themselves or someone else). Police stats say there were only 18 and then the following year, 25, dogs stolen but the stats only record thefts under the Theft Act which is antiquated … The government has recognised this issue [and] the force has appointed a dog officer"*

3.12 In terms of more 'hidden' crime types, domestic abuse reports were said to have increased by 80% during the COVID-19 lockdowns. Positively, central government funding has been provided to manage the increase in demand and tackle domestic abuse as a priority.

> *"In terms of being proactive about that we have got central funding from government to increase our support for victims so that has been good because it would have been very challenging to manage that demand increase …. And COVID-19 support funds mean we have been able to access funding in preparation for the future as well"*

3.13 Violence against women and girls was said to be of significant concern to the public following the Sarah Everard case, and having decreased during lockdowns, it is now on the rise again, particularly among the younger populations in York, Harrogate and Scarborough.

> *"Safety of women and young girls was a topic for the election because of the Sarah Everard case ... Central government is also a driving force on protection of women and young girls. But we know this decision is due to public concern; we need to be sensitive around this area and demonstrate what we are doing"*

3.14 A focus on identifying premises involved in human trafficking and modern slavery was also thought to be required, as was tackling online exploitation of this nature.

> *"What we do know about modern slavery and exploitation there is a significant amount online and Yorkshire Police is targeting that, which includes trafficking as well. We are uncovering more and more in North Yorkshire"*

The public and the police often have differing priorities

3.15 It was suggested that the public and the police often have differing priorities when considering crime types. That is, although 'high-harm' crime must evidently be a priority for the police, residents often tend to focus on the more visible 'traditional' crime types and anti-social behaviour they see locally.

> *"If you go out and survey the public, they're never going to tell you that domestic abuse is a priority because whether it takes place or not, in their household it isn't an issue … yet for us the vast majority of homicides are domestic-related … "*
>
> *" … we have to consider that our crime is becoming more online, more global … and that isn't always what our local communities think and feel. Our communities are very traditional … they have a fear of very traditional crimes … "*

"We do find that the things we worry about in terms of keeping people safe are not the things that the people in the community worry about. When you go to a Parish Council meeting, we think they're going to ask us about the burglary figures and about drug dealing. And although drug dealing does come up more now, what the local community tell us about … is anti-social use of the roads … people littering, dog fouling, anti-social behaviour. They are … not the high-harm things that are flagged up as a result of the analytical work on the things that harm communities in terms of child sexual exploitation and criminal exploitation cross-border, organised crime, high-level drug dealing as opposed to the local stuff on the streets"

3.16 Similarly, there was said to be a disconnect between national performance measures and North Yorkshire residents' concerns and priorities, and that NYP needs to strike a difficult balance between providing a service that is appropriate for North Yorkshire's needs and reflects its residents' concerns and meeting its targets.

"There's a new national performance framework … and there are traditional measures we will be held to account against nationally. So, we need to consider the national, regional and local picture, drill into understanding the national framework for performance that we will have to contribute to and, within that, look at how we deliver a better service locally to our communities because there will be quite a lot of measures in the national performance framework that will not echo with them. They are not going to, in most of our communities in North Yorkshire, really [worry] about 'do we have fewer homicides, less gang, gun, knife crime?' It doesn't just feel like that here. Whereas some elements of the national performance framework will resonate in respect of acquisitive crime, neighbourhood crime, and then answering the phone efficiently and effectively and actually delivering that reassuring confident service to our communities … "

"It's understanding the national context and the fact that some of those national performance frameworks that we will be held to account to, and we will appear in league tables against, probably don't resonate with our local communities. So, how do we reflect that and make sure we deliver our part in that national landscape along with the things that matter most to our local communities. For me, the biggest challenge for us is striking that balance"

3.17 This, it was said, is a dichotomy that must be addressed within the forthcoming Police and Crime Plan, and within policing more widely.

"We need to be able to bridge that gap in terms of how our plans and strategic direction come together"

"It's how we balance what's really going on in terms of us tackling organised crime across border - those things that really harm people - and then some of the hidden crime such as child sexual exploitation, other exploitation that's going on that most people in North Yorkshire don't see … "

> *"I'm just very conscious that we need the police service to deliver on the things they think the public need … which may differ from what the force know they need to deliver … The plan has to make sure it's as relevant to those leafy little villages as the City of York or Harrogate which has got an element of prostitution and drug dealing and various other things"*

Prevention and early intervention will ensure a reduction in harm and less resource pressure

3.18 A successful focus on prevention and early intervention will, it was said, ultimately reduce harm to residents and pressure on police resources, because response is expensive.

> *"Most traditional policing models and some of the government performance targets sit with what we're doing in that little [portion] that is law enforcement … but we want to invest a lot of money in the overlapping bit in the middle to prevent that harm happening in the first place … that will ultimately squeeze the size of the half moon, because you need to do less responding to the bad event that's already happened, the more preventative work you do. You're actually reducing harm, reducing costs … it's always very expensive to respond to those incidents, much more so than preventing that incident from happening in the first place … "*

3.19 However, it was said that NYP must *"hold its nerve"* in maintaining its focus in this area as it doesn't deliver instant results and because it is difficult to evidence the worth of any investment (i.e., how do you prove you've prevented something from happening?).

> *" … The challenge is, that doesn't deliver results today when the Home Office and the government want the results right now and have put in place really binary performance measures about cutting crime. Actually, I don't think it's about cutting crime, it's about preventing crime … "*
>
> *" ... The trouble is, you don't get the results till four, five years … You can do it, but you need to have brave chiefs, brave commissioners and brave governments to say, it might not necessarily be within my term of office, but these are the right things to do as a result of the predictive analysis. Prevention is hard to measure … it's being able to marry up some of those interventions and preventing harm as a result of those interventions … "*

3.20 For these reasons, it was considered somewhat difficult to convince the public of the worth of investing in proactive, preventative measures over reactive, response-based ones given the latter is a much more visible manifestation of police activity.

> *"… It's difficult for the public to get a handle on this and the reactive response is what they see and understand … When we lock a drug dealer up it's a very visible act but it's investing in those things that the public don't see"*

Collaboration with North Yorkshire Fire and Rescue Service and other partners is essential, especially to achieve success in prevention and early intervention

3.21 There was a strong sense that all relevant partners must attempt to collaborate at every possible opportunity to ensure collective success in areas such as prevention and early intervention.

> *"Partnership working is key to all of this because policing deals with symptoms … say you have a Venn diagram where you've got police, local authority, health, fire and rescue service, voluntary agencies etc. The partnership working sits in the middle of that Venn diagram, and the half-moon that sticks out of the police circle is our unique responsibility as a law enforcement agency … It is a police-only solution at the [back] end whereas at the front end it is a community partnership solution with policing ... "*

3.22 Partnership working was considered particularly important in tackling anti-social behaviour (ASB), which is apparently problematic in North Yorkshire's urban areas. The example given was the positive correlation between providing adequate youth facilities and reduced levels of ASB, which was thought to demonstrate the importance of local authorities and the police working together in this space.

> *" … In terms of that collaborative space, often when you talk to communities, they say they've lost their youth services, for example … But where we see things being put back in, you do see a positive change in ASB. There's a whole raft of these conversations to be had about that collaboration … I think more strategic conversations we can have, the better"*

3.23 However, partnership working was acknowledged to be difficult given different organisations' conflicting priorities – and there was concern that NYP's pressures will increase in future as partners become increasingly unable to deal with what might be considered 'public health' issues.

> *"It's difficult getting the partners on board with that longer-term problem solving and partners investing in the resources … strategically we all say we want to work together but that is not strategically where those organisations are being pulled by budget and by performance targets"*
>
> *" … we can't escape the fact that because of other factors like the structure of other services, time and time again, the police are getting called out to those things. So, they are having to deal with them whether they like it or not. And they can't push back … If they don't go and something happens, they are personally responsible"*

3.24 Collaborative working between all relevant agencies to mitigate these pressures was strongly urged.

> *" … It takes a lot of police time and resources. In an ideal world it should not be the case that the police are called out. Obviously, we live in the real world [but] I do think there is some challenge there … We need to make it clear to partners that this can't continue anymore but maintain that trusted relationship"*

enableNY has brought challenges, but is an essential priority

3.25 enableNY, a formal collaboration between NYP and NYFRS, was thought to have had many benefits in terms of savings, estate improvements and joint-working - a shared headquarters and first combined police and fire station in Ripon for example.

3.26 Some challenges were said to remain *"down the ranks"* however, most notably due to the two organisations' cultural differences and internal politics; and the perception within NYFRS of a police takeover and within NYP that it is subsidising NYFRS.

> *"Right from the outset we've made it clear that it's an equal collaboration and I think some of the challenge has been that it doesn't always feel like that when you … have a much larger organisation and a smaller organisation. It's really hard to keep things feeling like it's on a level. Also, just because of history and the existing governance …we're very heavily legislated … whereas the FRS are not quite so heavily 'policied'. So, when it comes to, 'Let's try and create an equal collaborative organisation that's got good governance and has got processes and systems in place', there's always going to be a situation where the organisation that has been more regulated will have more policies than the organisation that hasn't … but then it feels like those policies are being forced on the smaller organisation ... because they don't exist in the other organisation and … the obvious thing is, 'Why reinvent the wheel and spend a lot of money generating something new?' It's trying not to make it feel like it's always police policies being forced on the Fire and Rescue Service … that there's some sort of collaborative journey together"*
>
> *"I think we're on a difficult journey still with Enable simply because of the politics. It's not actually the delivery of an enabling service that is the issue here. It is the fact that we have two organisations with very different cultural backgrounds ... "*

3.27 Nonetheless, maintaining enableNY as a priority was considered essential in realising its intended – and indeed anticipated – benefits.

NYP must make better connections with its communities

3.28 The importance of NYP making connections with its local communities was stressed. Ensuring residents have easy access to the police (via 101) and police officers (via social media for example) was considered key to this, as was fostering reassurance through the dissemination of positive stories.

> *"It's still an issue about 101 and how long that takes. I've talked a lot about wanting better and easier ways to report … "*
>
> *"Where [do] commissioned services fit in? [They] help in telling that story around what we're delivering ... it is a good story about reduced offending, reduced harm, repeat victimisation ..."*

> *"We know from the crime stats that people are pretty safe in North Yorkshire and the City of York. But if they don't feel their environment reflects that, that's a tough one ... We need to get out some of the positive news stories to reassure people, and there's something about the wider visibility than just the yellow jacket on the street corner. There's that feeling that you are connected to your policing service … like local communities having their local PCSO or neighbourhood officer on a Facebook account with them and they can immediately connect with that person any time of the day when they're on duty and without having to get through to the control room. You are in constant contact with them, so you're sitting in your village and a suspicious vehicle comes and you put it on Facebook and immediately that whole village and the PCSO or police service in that area are mobilised without having to pick the phone up. It feels like there's that instant communication and connection. There's probably a lot we can do there in terms of responsiveness … that provides reassurance to people that the police service is part of their community, and they can engage and contact them quickly"*

3.29 Physical visibility was certainly thought to be important, and it was suggested that NYP could be more *"savvy"* in terms of how it deploys its resources to make itself more visible to communities. Moreover, making more and better use of the whole suite of front-line police staff was recommended.

> *"I think they be a little bit more savvy about when they're using their police. For instance, on a market day, police need to be walking around so people are seeing them. They need to deploy their resources to where the people are. For me, it's about having those conversations about how they're going to use that additional policing to make it more visible … using resources in busy areas to improve perceptions"*
>
> *"The use of our whole policing family; PCSOs, specials, public safety officers … "*

3.30 However, visibility was said to relate not only to physical presence, but also to online presence. Given the rise in cybercrime, the need to strike an appropriate balance between the two was stressed.

> *"The thing about visibility is, what are we policing? The increase of online crime, we need to make sure we have enough capacity to police online spaces. The fact of our community is we need to balance this with an elderly community who expect to see police … "*

3.31 Involving communities in area-based problem-solving to identify appropriate solutions was also considered worthwhile in building stronger societies and reducing reliance on public services.

> *" … community-involved problem solving as opposed to problem solving for communities is crucial … and it links into identifying those key community assets and releasing that social capital within communities. You then don't need as much public investment because there's less reliance on public services. We will support them, provide the training and the resources to do it but ultimately the community are delivering it so when we then move to the next area we need to focus on. The footprint we leave behind is a stronger community"*

The impact of COVID-19 will be felt for some time

3.32 The impacts of COVID-19 on NYP continue to need addressing, most notably a general rise in demand, and an increased emphasis on providing a *"public safety service"*. There was a definite sense that the latter in particular will be a pressure for some time to come.

> *"The police are acting as social workers to some extent … and it gets in the way of them doing the things that we need them to do"*
>
> *"Public Safety Welfare; the force spends a significant amount of time addressing these issues, especially the impact COVID-19 has had on mental health. It has masked some of the volumes of some of those issues but now that things are becoming more relaxed those issues are increasing. It's having a huge impact on our time"*
>
> *" … when you look at that demand it is not purely police … it's the health-based approach to tackling some of these issues. Mental health in the post-Covid world is going to go through the roof"*

CARE[3] priorities should be maintained

3.33 Participants were keen to see the CARE priorities maintained to ensure consistency for those attempting to deliver them. Indeed, it was said that constantly changing organisational values and priorities can lead to confusion and disillusionment among staff.

> *"When you try and communicate a Police and Crime Plan … the translation of that plan to what people actually do on a daily basis is really key; do they understand what bit of that jigsaw puzzle they fit into and how they deliver against it? I think other forces have found that every person that comes in wants a new shiny thing and then before it's even properly embedded, there's the next new thing and the next … It just creates confusion. So … let's have a consistent message … Having the ability to retain the consistency of the CARE message will assist people in translating that Police and Crime Plan message in what they actively need to do on the ground … swapping and changing that message will be disruptive to people's ability to embed and deliver against those priorities"*

3.34 Moreover, it was said that the priorities that make up the CARE acronym (please see the footnote below) remain as relevant as ever as core policing responsibilities – though there was a sense that vulnerability needs to be better defined in terms of exactly what it means in a policing context.

> *" … They are not going to ebb and flow with time because caring for vulnerability is here forever and it's growing … partnership working isn't going anywhere either. We are always going to want to equip our front line with the best possible kit, equipment and skills, and delivering the best possible customer service is always going to be at the centre of what we deliver … "*

[3] These are: **C**aring about the vulnerable; **A**mbitious collaboration; **R**einforcing Local Policing; and **E**nhancing the customer experience. More detail can be found here: North Yorkshire Police CARE priorities

"We talk a lot about the vulnerable. What is the definition of vulnerable? It could mean so many different things, couldn't it? Is it just vulnerable from being a victim or is it vulnerable people in our communities? It's something I want to unpick a little more … "

4. Open consultation questionnaire

Introduction

4.1 The consultation programme included an open questionnaire – to offer an inclusive opportunity for anyone (residents, organisations and any other stakeholder, both inside and outside the county) to give their views. The questionnaire was available online and on paper between August 16th and November 7th, 2021, and 1,437 responses were received in total.

4.2 Of the 1,437 responses, 22 were received from organisations. Responses from organisations might represent the views of large numbers of individuals or key stakeholders who might be particularly informed, or they could raise technical arguments that cannot easily be summarised. For these reasons, ORS typically reports the views of individual respondents and organisations separately.

Respondent profile (individuals)

4.3 The table below profiles the 1,415 individual respondents to the consultation questionnaire. Figures may not always sum to 100% due to rounding.

4.4 The engagement questionnaire was publicised and made freely available to any individual or group who wished to express their views about the policing issues that are of concern to them. This means that the response profile is not necessarily representative of the North Yorkshire population (aged 16+). For example, while around a quarter of the population aged 16+ in North Yorkshire is aged under 35 (Mid-Year Population Estimates for 2020), only 7% of respondents who provided their profile details were in this age group. Likewise, people aged 55 to 74 and those living in Harrogate are over-represented in data. The open questionnaire findings should be considered in this context; nonetheless they are important and should be taken seriously alongside the deliberative results and other evidence.

Table 1: Individual questionnaire responses by demographics (Mid-Year Population Estimates 2020 for age and gender; Census 2011 for ethnic group and disability)

Characteristic	Count	% Valid responses	North Yorkshire population 16+ %
BY AGE			
Under 25	23	2%	12%
25 to 34	76	5%	14%
35 to 44	144	10%	13%
45 to 54	221	16%	16%
55 to 64	361	26%	17%
65 to 74	390	28%	15%
75 or over	195	14%	13%
Total valid responses	**1,410**	**100%**	**100%**
Not known	*5*	-	-
BY GENDER			
Male	709	58%	49%
Female	499	41%	51%

Other[4]	5	*	-
Total valid responses	**1,213**	**100%**	**100%**
Not known	*202*	-	-
BY ETHNIC GROUP			
White British	1,115	94%	97%
Not White British	73	6%	3%
Total valid responses	**1,188**	**100%**	**100%**
Not known	*227*	-	-
BY DISABILITY / LIMITING ILLNESS			
Activities limited a lot	86	7%	9%
Activities limited a little	206	17%	11%
No limiting illness/disability	933	76%	80%
Total valid responses	**1,147**	**100%**	**100%**
Not known	*190*	-	-

Table 2: Individual responses by area, compared to the North Yorkshire population aged 16+ (Census 2011)

Area	Count	% Valid responses	North Yorkshire population 16+ %
York	189	16%	26%
Selby	125	11%	11%
Ryedale	99	8%	7%
Scarborough	117	10%	13%
Hambleton	173	15%	11%
Harrogate	319	27%	19%
Craven	76	6%	7%
Richmondshire	82	7%	6%
Total valid responses	**1,180**	**100%**	**100%**
Not known	*235*	-	-

4.5 Overall, 29 individual respondents indicated they were an employee of North Yorkshire Police and 20 indicated they were an employee of North Yorkshire Fire and Rescue Service, while a further 17 stated they work in North Yorkshire or York but live elsewhere.

Duplicate and Co-ordinated Responses

4.6 It is important that engagement questionnaires are open and accessible to all, while being alert to the possibility of multiple completions (by the same people) distorting the analysis. Therefore, while making it easy to complete the questionnaire online, ORS monitors the IP addresses through which questionnaires are completed. A similar analysis of "cookies" was also undertaken – where responses originated from users on the same computer using the same browser and the same credentials (e.g. user account). There can be valid reasons where duplicate cookies might occur, e.g. where two or more respondents have used the same device to complete their questionnaires, in which case all responses are included in the data analysis and reporting. However, it can also occur when the same user has part-completed the questionnaire and then returned later, starting again from the beginning and completing it in full.

[4] Please note, no suitable secondary data is currently available for 'other'; therefore the population data above is based on male and female only.

4.7 After careful analysis of the raw dataset, 56 responses were not included in the final analysis, mostly on the basis of having been identified as a partially completed duplicate of response that was subsequently submitted in full.

Responses from organisations

4.8 Respondents had the option of responding as an individual or on behalf of an organisation. Overall, 22 respondents said that they were responding on behalf of organisations. Respondents acting on behalf of organisations were informed that, where feedback is from representatives of organisations or someone acting in an official capacity, it may be attributed to them.

4.9 15 of the organisations who responded to the engagement questionnaire are shown in Table 3 below (7 did not provide a response when asked which organisation they were representing or it was unclear which organisation they were representing), and their feedback is reported separately from that of individuals, in a dedicated section at the end of this chapter.

Table 3: Organisational responses to the open engagement questionnaire.

Organisation	
Aldwark Area Parish Council	Northallerton Over Fifties Forum
Churchfield Open Space, Wigginton	Original Richmond Business and Tourism Association
East & West Layton & Carkin Parish Council	Regent Street Neighbourhood Watch
Hambleton District and Northallerton Town Councillor	Skipton Town Council Planning Committee
Hebden Parish Council	Stanwick St John Parish Council
Hospitality owner in North Yorkshire (unnamed)	Survive Charity (2 responses)
Linton Parish Council	Yorkshire Steel Buildings

Interpretation of the data

4.10 For simplicity, the results for the open engagement questionnaire are presented in a largely graphical format, where the numbers on pie or bar charts indicate the percentage or proportion giving a particular view. Grouped percentages are used e.g. to show overall levels of agreement and disagreement. Where possible, the colours of the charts have been standardised with a 'traffic light' system in which green shades represent positive responses (such as 'agree'), red shades represent negative responses (such as 'disagree'), and beige shades represent neither positive nor negative responses. Where percentages do not sum to 100, this may be due to computer rounding, the exclusion of "don't know" categories, or multiple answers. An asterisk (*) denotes any value less than half of one per cent.

4.11 All open-ended responses have been read and classified (coded) using a standardised approach (code frame). This approach helps ensure consistency when classifying different comments and the resulting codes represent themes that have been repeatedly mentioned.

4.12 Where results are shown based on district, these are based on individual respondents' postcodes (where the information was provided).

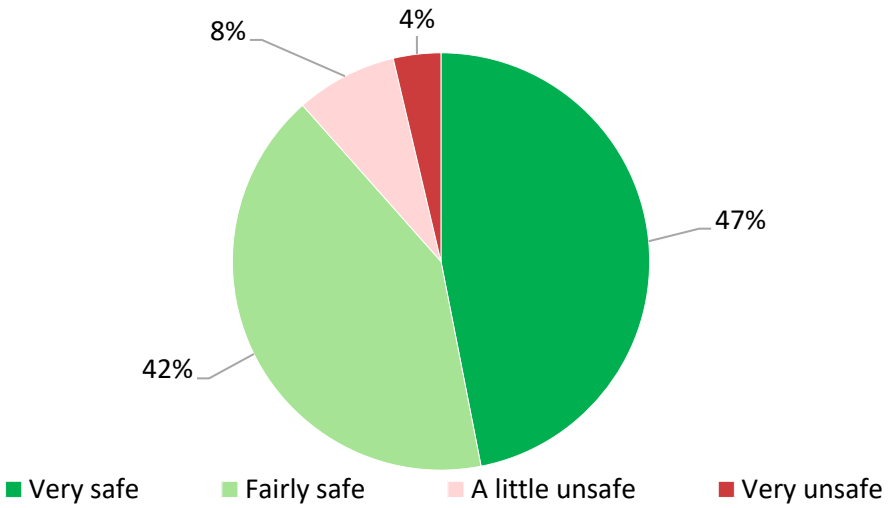
Main findings (individuals)

Perceptions of Safety

Thinking about your safety in general, how safe do you feel in your own home?

4.13 Around 9 in 10 (88%) respondents said they feel safe in their own home, with around half (47%) claiming to be feel very safe. 12% reported feeling unsafe.

Figure 1: Thinking about your safety in general, how safe do you feel in your own home?
Base: All individuals (1,413)

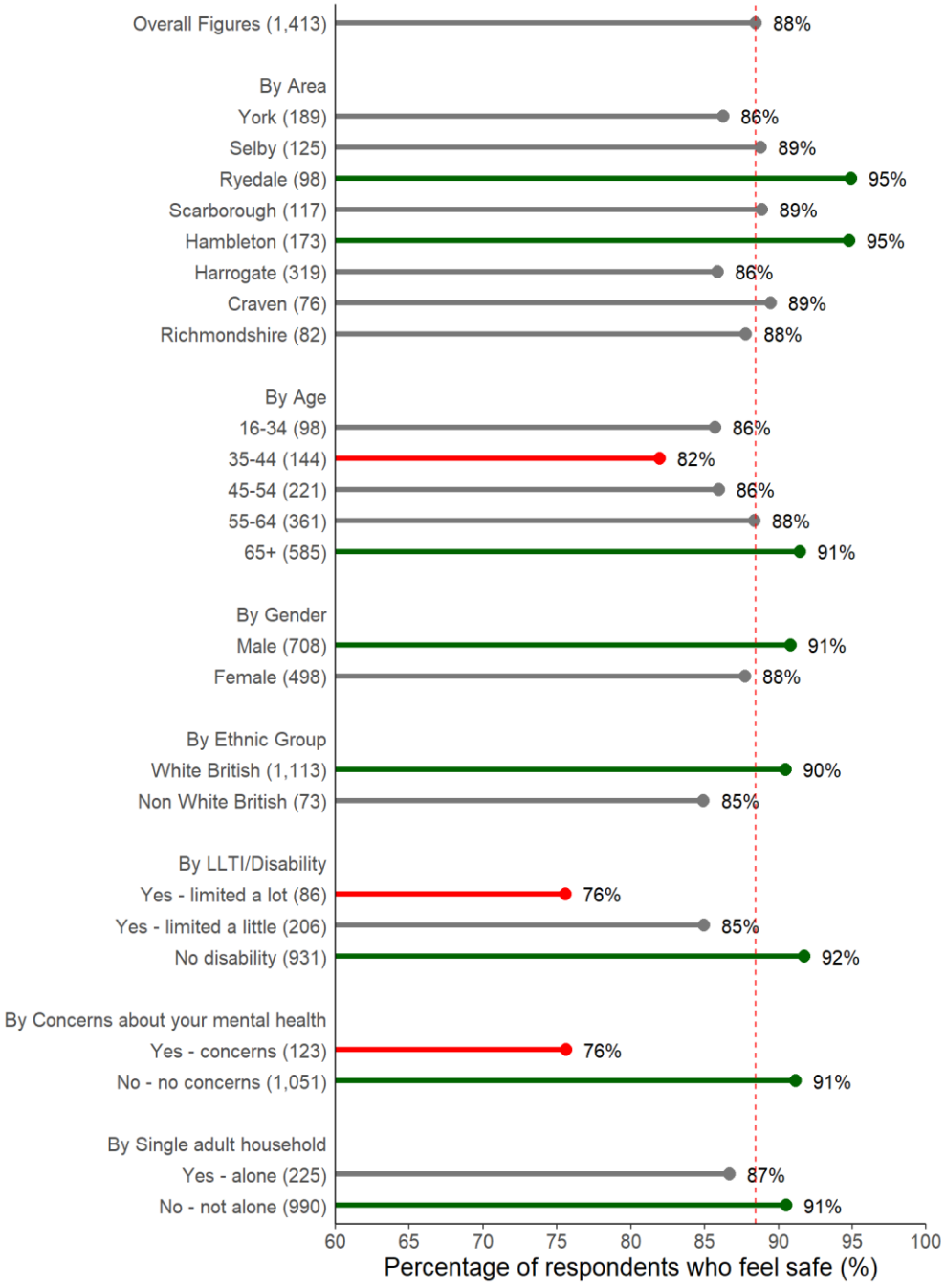


Differences by sub-group

4.14 Figure 2 below shows how the responses for this question vary across different sub-groups of the population who feel safe in their own home. Results for sub-groups which are more likely than the overall score are highlighted in green, whilst results which are less likely are highlighted in red.

4.15 Respondents who live in Ryedale and Hambleton, are aged 65+, are male, are White British, have no disability, have no concerns about their mental health and do not live in a single adult household are more likely to feel safe in their own home. In contrast, respondents aged 35-44, who have a disability which limits their activities a lot and have concerns about their mental health are less likely to say this.

Figure 2: Thinking about your safety in general, how safe do you feel in your own home? (Grouped responses by sub-group)

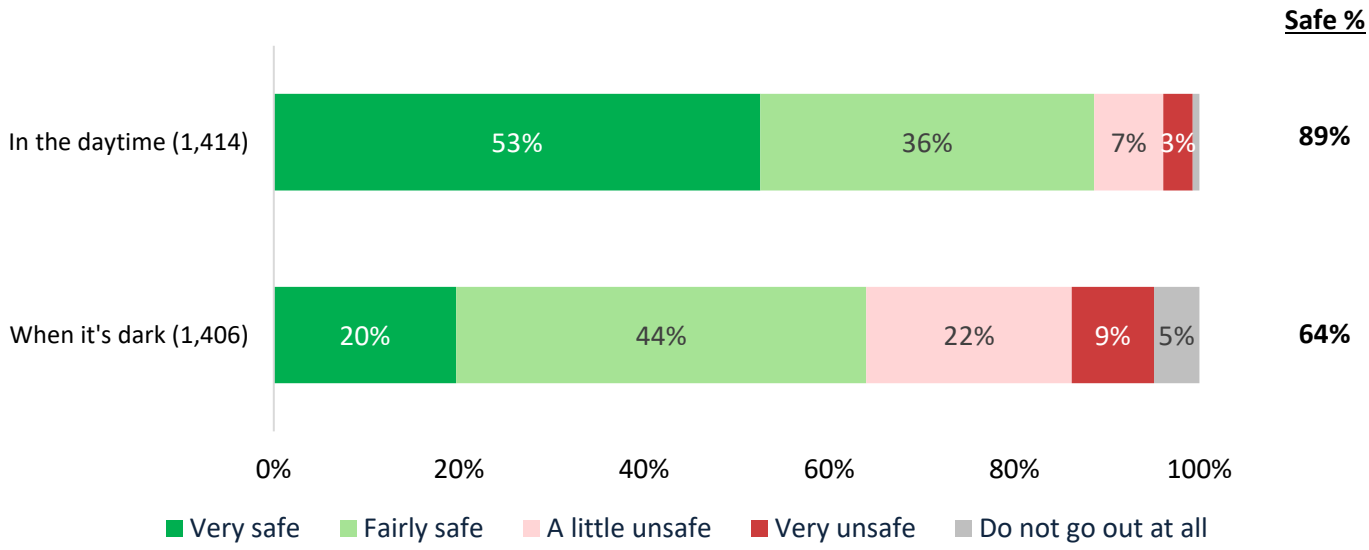


Thinking about your safety in general, how safe do you feel out and about in your local area…?

4.16 Around 9 in 10 (89%) respondents reported feeling safe when out and about in their local area in the daytime, with over half (53%) saying they feel very safe. Around 1 in 10 (11%) stated that they feel unsafe, whilst 1% do not go out at all.

4.17 Over three fifths (64%) said they feel safe when out and about in their local area when it's dark, with 1 in 5 claiming to feel very safe. Around a third (31%) reported feeling unsafe, whilst 5% do not go out at all.

Figure 3: Thinking about your safety in general, how safe do you feel out and about in your local area…?
Base: Number of residents shown in brackets

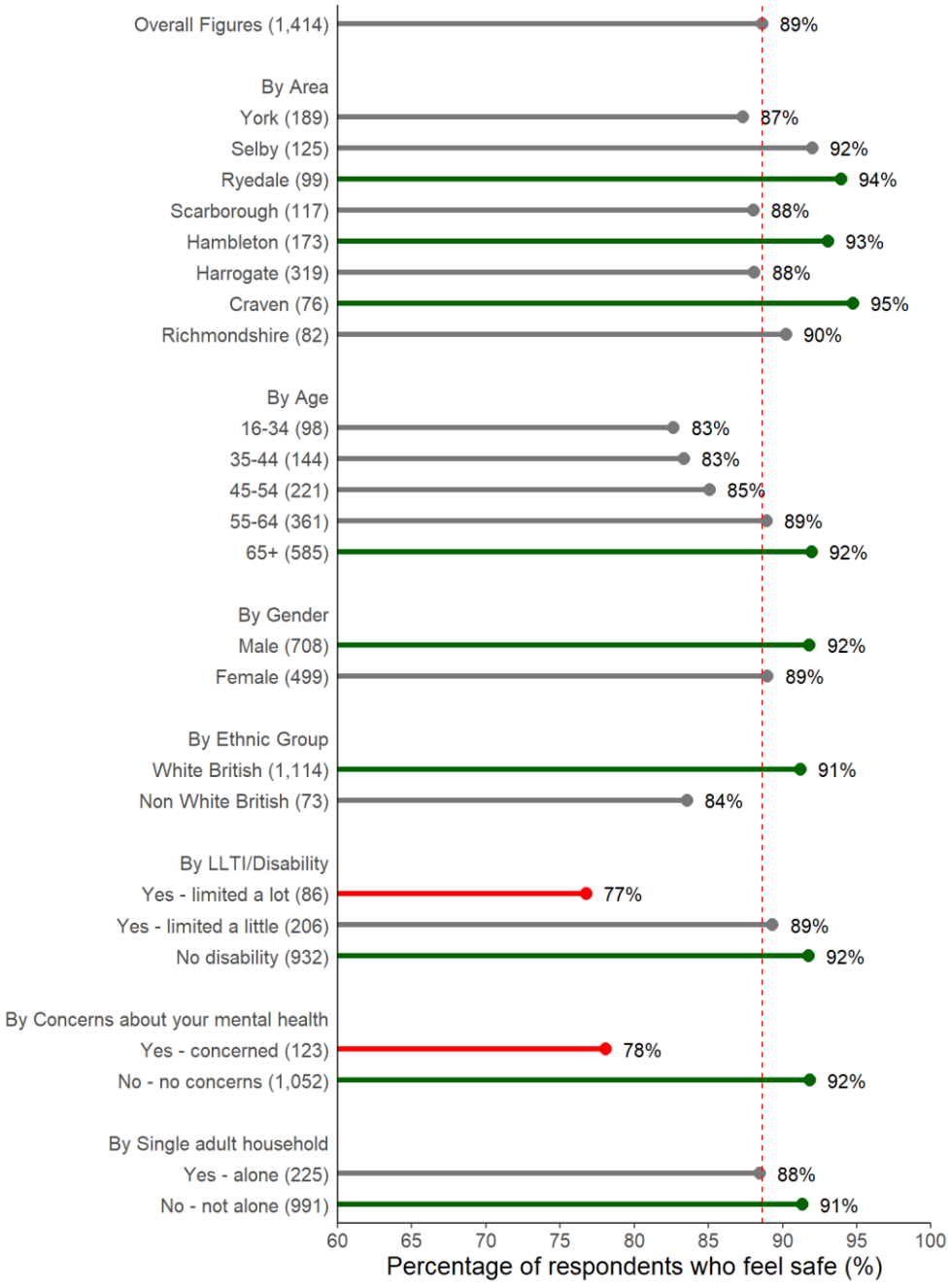


Differences by sub-group

4.18 Figure 4 below shows how the responses for this question vary across different sub-groups of the population who feel safe out and about in their local area in the daytime. Results for sub-groups which are more likely than the overall score are highlighted in green, whilst results which are less likely are highlighted in red.

4.19 Respondents who live in Ryedale, Hambleton and Craven, are aged 65+, are male, are White British, have no disability, have no concerns about their mental health and do not live in a single adult household are more likely to feel safe when out and about in their local area in the daytime. In contrast, respondents who have a disability which limits their activities a lot and have concerns about their mental health are less likely to say this.

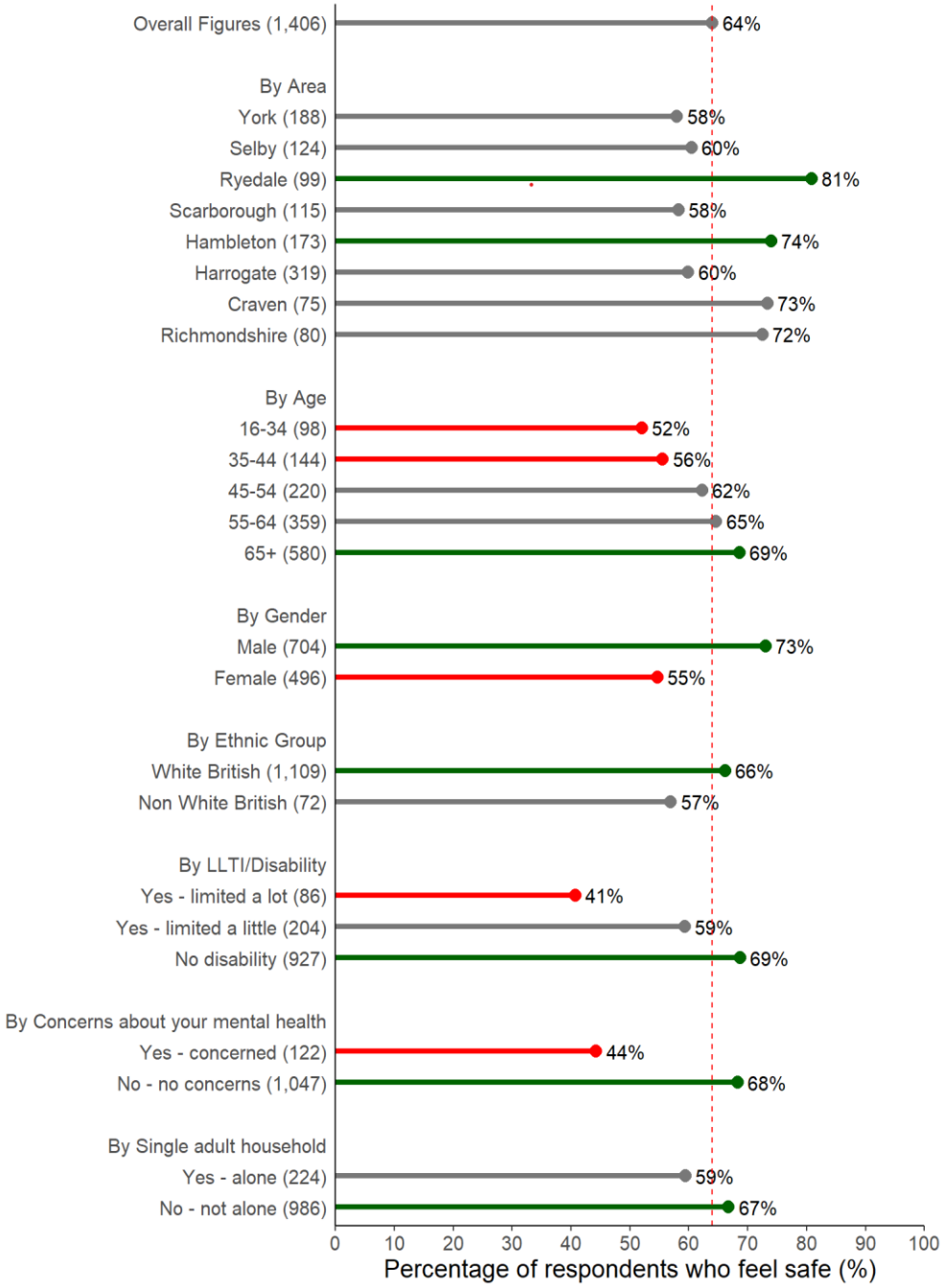
Figure 4: Thinking about your safety in general, how safe do you feel out and about in your local area in the daytime? (Grouped responses by sub-group)



4.20 Figure 5 below shows how the responses for this question vary across different sub-groups of the population who feel safe out and about in their local area when it's dark. Results for sub-groups which are more likely than the overall score are highlighted in green, whilst results which are less likely are highlighted in red.

4.21 Respondents who live in Ryedale and Hambleton, are aged 65+, are male, are White British, have no disability, have no concerns about their mental health and do not live in a single adult household are more likely to feel safe when out and about in their local area when it's dark. In contrast, respondents aged 16-34 and 35-44, who are female, who have a disability which limits their activities a lot and have concerns about their mental health are less likely to say this.

Figure 5: Thinking about your safety in general, how safe do you feel out and about in your local area when it's dark? (Grouped responses by sub-group)



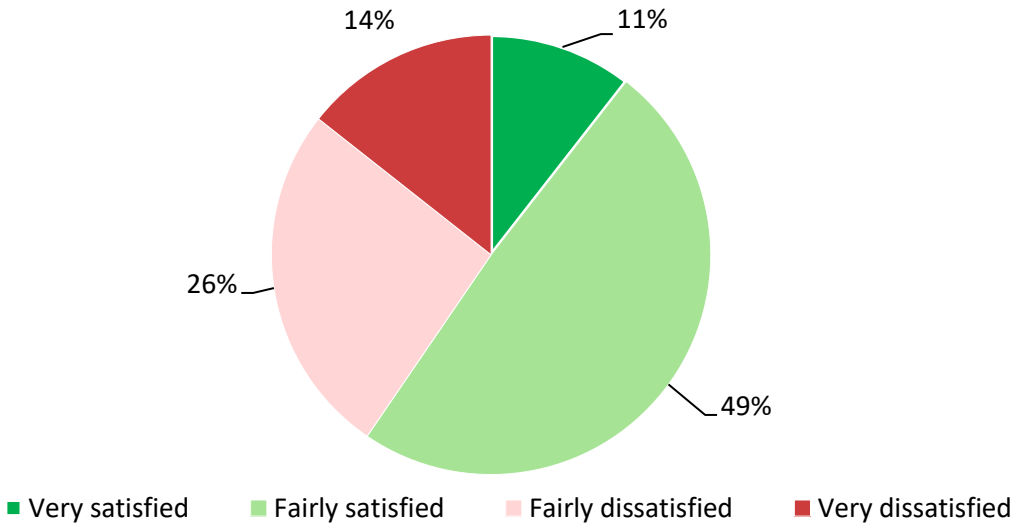
Perceptions of North Yorkshire Police

How satisfied or dissatisfied are you with the policing in your local area?

4.22 Three fifths (60%) of respondents reported that they are satisfied with the policing in their local area, with around 1 in 10 (11%) claiming to be very satisfied.

4.23 2 in 5 (40%) said they are dissatisfied with the policing in their local area, with around 1 in 7 (14%) stating they are very dissatisfied.

Figure 6: How satisfied or dissatisfied are you with the policing in your local area?
Base: All individuals (1,300)

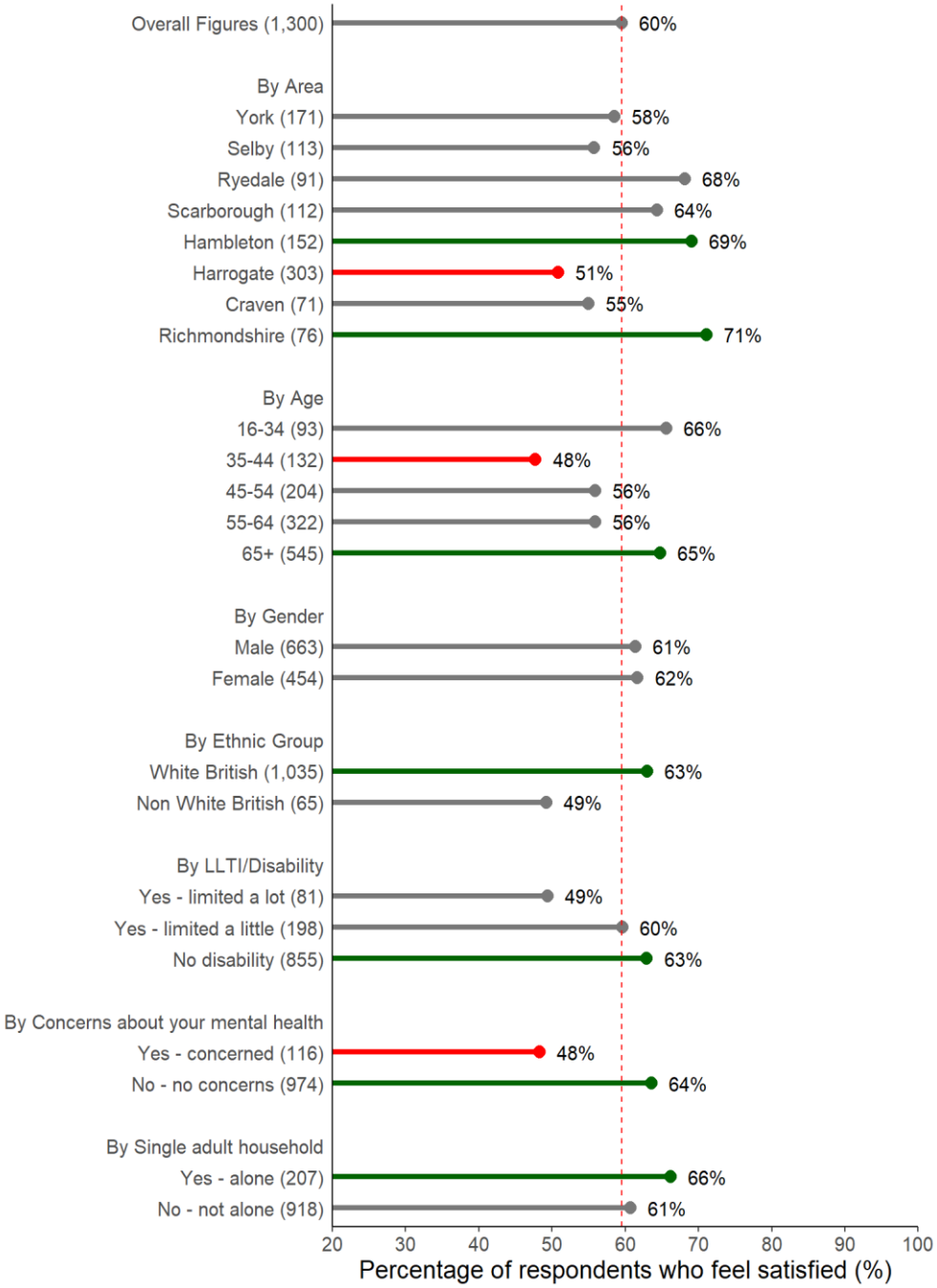


Differences by sub-group

4.24 Figure 7 below shows how the responses for this question vary across different sub-groups of the population who are satisfied with the policing in their local area. Results for sub-groups which are more likely than the overall score are highlighted in green, whilst results which are less likely are highlighted in red.

4.25 Respondents who live in Hambleton and Richmondshire, are aged 65+, are White British, have no disability, have no concerns about their mental health and live in a single adult household are more likely to be satisfied with the policing in their local area. In contrast, respondents who live in Harrogate, are aged 35-44 and have concerns about their mental health are less likely to say this.

Figure 7: How satisfied or dissatisfied are you with the policing in your local area? (Grouped responses by sub-group)

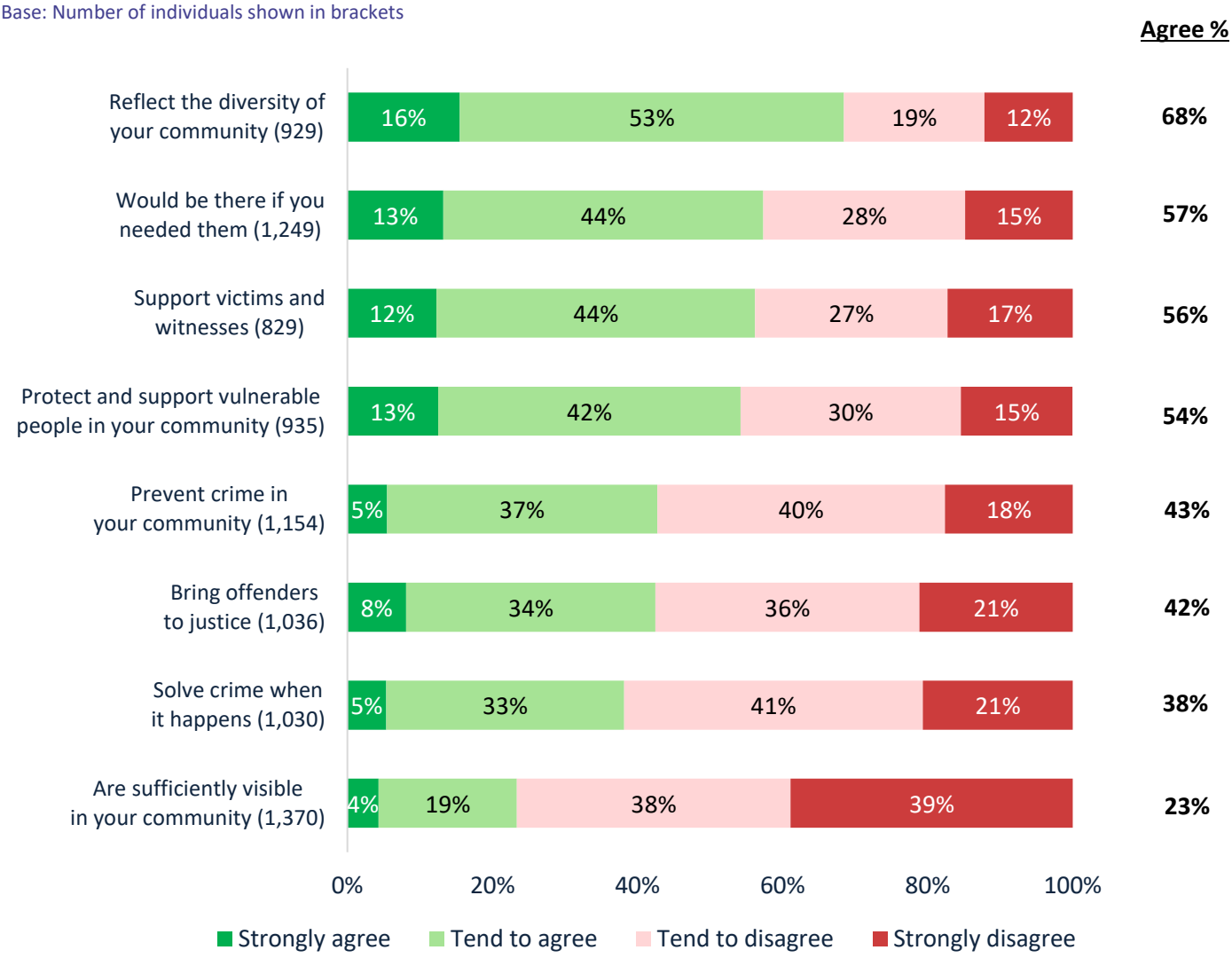


Thinking about the police in your local area, do you agree or disagree that the police…?

4.26 Over two fifths of respondents agreed that the police reflect the diversity of their community (68%), with over half also agreeing that they would be there if they needed them (57%); support victims and witnesses (56%); and protect and support vulnerable people in their community (54%).

4.27 Around two fifths agreed that the police would prevent crime in their community (43%); bring offenders to justice (42%) and solve crime when it happens (38%), but only around a fifth agreed that the police are sufficiently visible in their community (23%).

Figure 8: Thinking about the police in your local area, do you agree or disagree that the police…?
Base: Number of individuals shown in brackets



Differences by sub-group

4.28 Table 4 shows how the responses for this question vary across different sub-groups of the population who stated they are agree with a series of statements about the police.

4.29 Respondents who are White British are more likely to agree with all eight statements about the police, whereas respondents who have concerns about their mental health are less likely to agree with five statements.

Table 4: Thinking about the police in your local area, do you agree or disagree that the police…? (Grouped responses by sub-group)

Thinking about the police in your local area, do you agree or disagree that the police…?	More likely to agree	Less likely to agree
Reflect the diversity of your community (68%)	Live in Selby (83%) Live in Hambleton (79%) Aged 65+ (73%) Male (74%) White British (71%) No concerns about mental health (72%) Do not live in a single adult household (71%)	Live in York (52%) Aged 35-44 (56%) Female (64%) Non-White British (50%) Concerns about mental health (58%)
Would be there if you needed them (57%)	Live in Hambleton (65%) Aged 16-34 (70%) White British (61%) No disability (61%) No concerns about mental health (61%) Live in a single adult household (64%)	Aged 55-64 (50%) Non-White British (43%) Concerns about mental health (47%)
Support victims and witnesses (56%)	White British (60%) No disability (61%) No concerns about mental health (61%)	Aged 55-64 (49%) Disability - limited a lot (40%) Concerns about mental health (40%)
Protect and support vulnerable people in your community (54%)	Aged 16-34 (66%) Male (59%) White British (58%) No disability (60%) No concerns about mental health (60%) Do not live in a single adult household (57%)	Disability - limited a lot (37%) Concerns about mental health (35%)
Prevent crime in your community (43%)	Live in Hambleton (51%) Aged 65+ (48%) White British (46%) No concerns about mental health (46%)	Aged 55-64 (35%) Non-White British (29%) Concerns about mental health (29%)
Bring offenders to justice (42%)	White British (45%) No concerns about mental health (45%)	Aged 55-64 (37%)

(Table continued overleaf)

Thinking about the police in your local area, do you agree or disagree that the police…?	More likely to agree	Less likely to agree
Solve crime when it happens (38%)	Aged 16-34 (55%) Female (45%) White British (40%)	Aged 55-64 (31%) Male (34%)
Are sufficiently visible in your community (23%)	Aged 16-34 (42%) White British (25%) No disability (26%) Do not live in a single adult household (25%)	Live in Harrogate (18%) Aged 65+ (20%) Disability - limited a lot (13%)

North Yorkshire Police Priorities

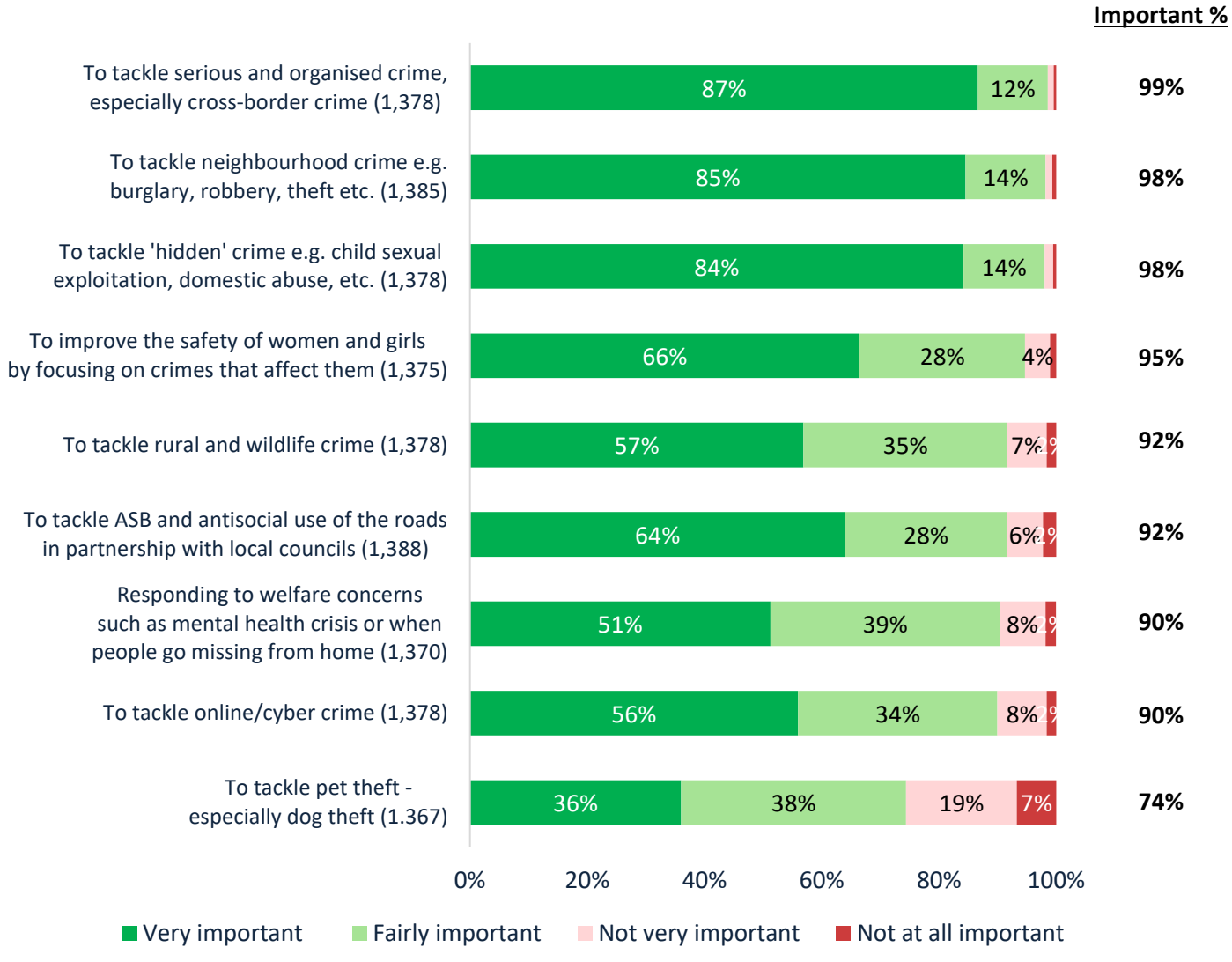
How important or not are each of these for the police in North Yorkshire in the next three years?

4.30 Respondents were presented with two separate lists of priorities for the police in North Yorkshire and asked to rate how important each is in the next three years. From the first list, the top priorities for the police in North Yorkshire in the next three years are:

- To tackle serious and organised crime, especially cross-border crime e.g. murder, serious violence, organised burglary and drug dealing (99%);
- To tackle neighbourhood crime e.g. burglary, robbery, theft of and from a vehicle, theft from a person and local drug dealing/use (98%); and
- To tackle 'hidden' crime e.g. child sexual exploitation, domestic abuse; modern slavery, human trafficking, organised crime etc. (98%).

4.31 Respondents felt that tackling pet theft (especially dog theft) is the least important priority in this list (74%).

Figure 9: How important or not are each of these for the police in North Yorkshire in the next three years?
Base: Number of individuals shown in brackets



Differences by sub-group

4.32 Table 5 shows how the responses for this question vary across different sub-groups of the population who stated they think each of the priorities for the police in North Yorkshire are important in the next three years.

4.33 Older respondents (aged 55+) and those with a disability which limits their activities a lot are more likely to say that seven of the nine priorities are important, whereas male respondents are less likely to say five of the priorities are important.

Table 5: How important or not are each of these for the police in North Yorkshire in the next three years? Grouped responses by sub-group

How important or not are each of these for the police in North Yorkshire in the next three years?	More likely to think priority is important	Less likely to think priority is important
To tackle serious and organised crime, especially cross border crime (99%)	Live in Ryedale (100%) Aged 55-64 (100%) White British (99%) Disability - limited a lot (100%)	Aged 16-34 (94%)
To tackle neighbourhood crime e.g. burglary, robbery, theft etc. (98%)	Live in Scarborough (100%) Aged 55-64 (99%) Non-White British (100%) Disability - limited a lot (100%) No concerns about mental health (99%) Live in a single adult household (100%)	-
To tackle 'hidden crime' e.g. child sexual exploitation, domestic abuse etc. (98%)	Live in Hambleton (99%) Aged 55-64 (99%) Live in a single adult household (100%)	-
To improve the safety of women and girls by focusing on crime that affect them (95%)	Live in Scarborough (98%) Female (97%) Disability - limited a lot (99%) Live in a single adult household (97%)	Male (94%)
To tackle rural and wildlife crime (92%)	Live in Richmondshire (96%) Aged 65+ (97%) No concerns about mental health (93%)	Live in York (85%) Aged 16-34 (78%) Aged 35-44 (81%)
To tackle ASB and antisocial use of the roads in partnership with local councils (92%)	Aged 65+ (96%) Female (95%) White British (93%) Disability - limited a lot (97%) Live in a single adult household (98%)	Male (90%)

(Table continued overleaf)

How important or not are each of these for the police in North Yorkshire in the next three years?	More likely to think priority is important	Less likely to think priority is important
Responding to welfare concerns such as mental health crisis or when people go missing from home (90%)	Aged 65+ (93%) Female (95%) White British (91%) Disability - limited a lot (95%) Live in a single adult household (94%)	Aged 35-44 (85%) Male (89%)
To tackle online/cyber crime (90%)	Live in York (94%) Aged 65+ (94%) Female (95%) White British (91%) Disability - limited a lot (96%) Live in a single adult household (96%)	Aged 16-34 (78%) Aged 35-44 (82%) Male (88%)
To tackle pet theft – especially dog theft (74%)	Live in Selby (84%) Live in Scarborough (82%) Live in Richmondshire (84%) Female (81%) Disability - limited a lot (84%)	Male (70%)

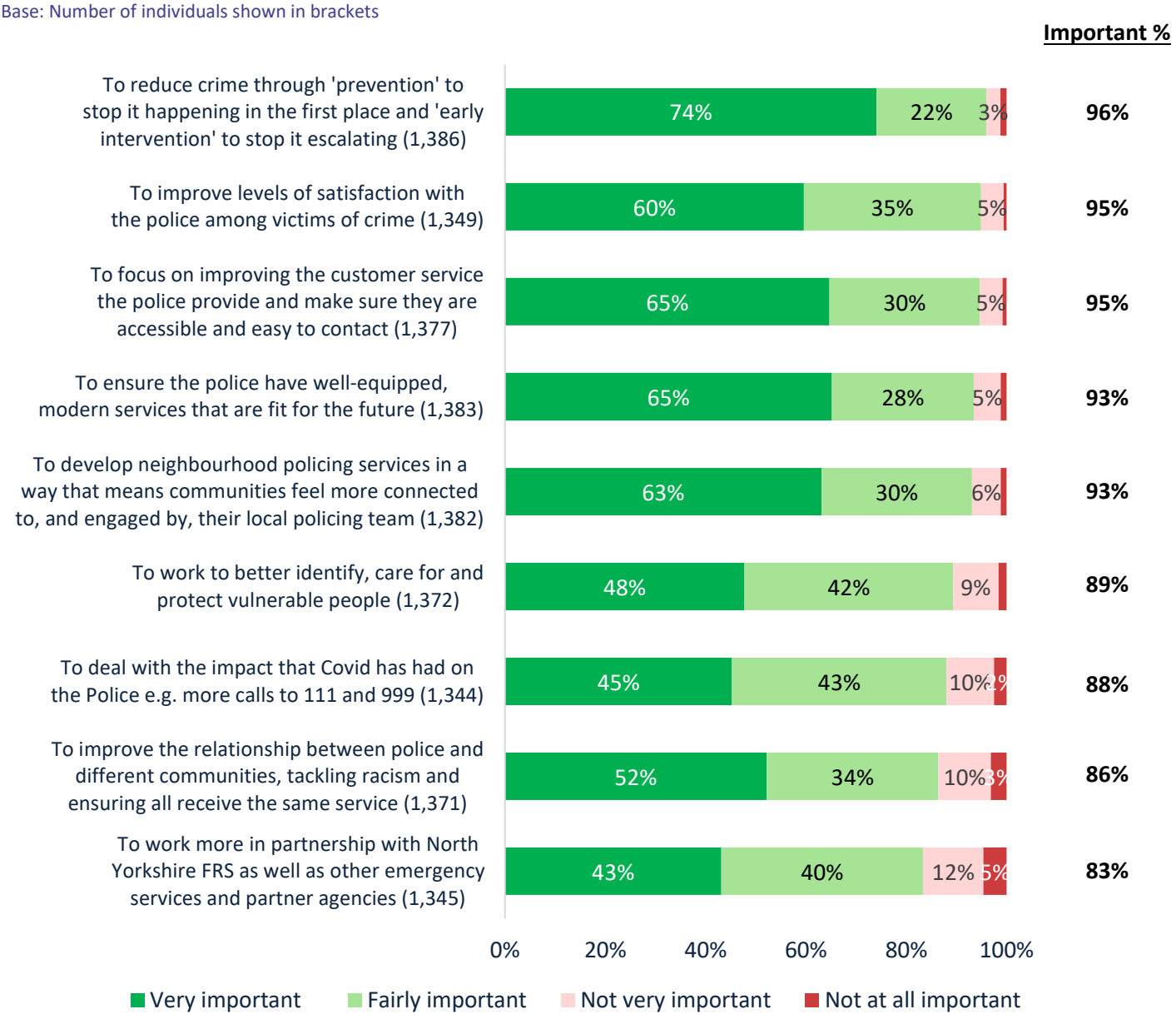
How important or not are each of these for the police in North Yorkshire in the next three years?

4.34 From the second list, the top priorities for the police in North Yorkshire in the next three years are:

- To reduce crime and ASB through 'prevention' to stop it happening in the first place and 'early intervention' to stop it escalating (96%);
- To improve levels of satisfaction with the police among victims of crime (95%); and
- To focus on improving the customer service that the police provide, and make sure they are accessible and easy to contact (95%).

4.35 Respondents felt that working more in partnership with North Yorkshire FRS, as well as other emergency services and partner agencies, is the least important priority in this list (83%).

Figure 10: How important or not are each of these for the police in North Yorkshire in the next three years?
Base: Number of individuals shown in brackets



Differences by sub-group

4.36 Table 6 shows how the responses for this question vary across different sub-groups of the population who stated they think each of the priorities for the police in North Yorkshire are important in the next three years.

4.37 Respondents aged 65+ are more likely to say that all nine priorities are important, whereas male respondents are less likely to say that four of the priorities are important.

Table 6: How important or not are each of these for the police in North Yorkshire in the next three years? (Grouped responses by sub-group)

How important or not are each of these for the police in North Yorkshire in the next three years?	More likely to think priority is important	Less likely to think priority is important
To reduce crime through 'prevention' to stop it happening in the first place and 'early intervention' to stop it escalating (96%)	Live in Richmondshire (100%) Aged 65+ (97%) Disability - limited a lot (99%) Disability - limited a little (99%) Concerns about mental health (98%) Live in a single adult household (99%)	-
To improve levels of satisfaction with the police among victims of crime (95%)	Live in Ryedale (98%) Aged 65+ (97%) Disability - limited a lot (99%)	Aged 35-44 (90%)
To focus on improving the customer service the police provide and make sure they are accessible and easy to contact (95%)	Live in Richmondshire (99%) Aged 55-64 (97%) Aged 65+ (98%) Female (96%) Disability - limited a lot (100%) Concerns about mental health (97%) Live in a single adult household (99%)	Aged 16-34 (89%) Aged 35-44 (88%) Aged 45-54 (90%) No disability (94%) Do not live in a single adult household (94%)
To ensure the police have well-equipped, modern services that are fit for the future (93%)	Live in Hambleton (97%) Live in Richmondshire (98%) Aged 65+ (96%) Female (96%) White British (95%) No disability (95%) No concerns with mental health (95%) Do not live in a single adult household (94%)	-
To develop neighbourhood policing services in a way that means communities feel more connected to, and engaged by, their local policing team (93%)	Aged 65+ (96%) Disability - limited a little (96%) Concerns about mental health (97%)	Aged 45-54 (89%)

(Table continued overleaf)

How important or not are each of these for the police in North Yorkshire in the next three years?	More likely to think priority is important	Less likely to think priority is important
To work to better identify, care for and protect vulnerable people (89%)	Live in Scarborough (95%) Aged 65+ (92%) Female (94%) White British (90%) Disability - limited a lot (98%) Concerns about mental health (94%) Live in a single adult household (93%)	Male (88%)
To deal with the impact that Covid has had on the police e.g. more calls to 111 and 999 (88%)	Live in York (93%) Aged 65+ (91%) Female (96%) White British (91%) Disability - limited a lot (94%) Live in a single adult household (93%)	Male (85%)
To improve the relationship between police and different communities, tackling racism and ensuring all receive the same service (86%)	Live in Scarborough (96%) Aged 65+ (90%) Female (94%) White British (88%) Disability - limited a lot (98%) Concerns about mental health (93%)	Aged 55-64 (82%) Male (83%)
To work more in partnership with North Yorkshire FRS as well as other emergency services and partner agencies (83%)	Live in Ryedale (91%) Live in Scarborough (89%) Aged 65+ (88%) Female (92%) White British (86%) Live in a single adult household (93%)	Live in Harrogate (79%) Male (79%)

Victim and Perpetrator Services in North Yorkshire

How important or not is it to have each of these services in North Yorkshire in the next three years?

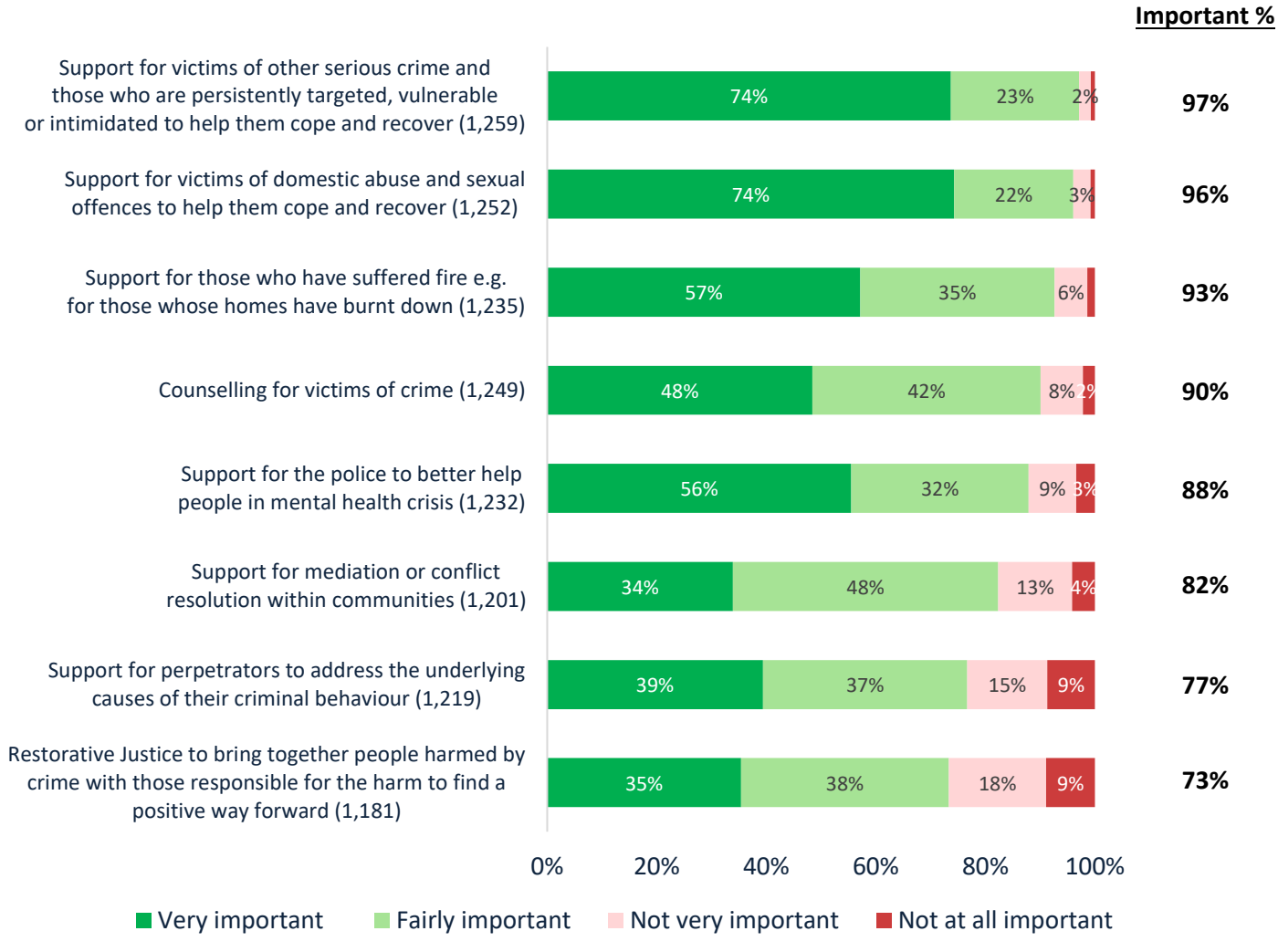
4.38 Respondents were presented with a list of services and asked to rate how important it is each to have each in North Yorkshire in the next three years.

4.39 The services which respondents think are most important to have in North Yorkshire in the next three years are:

- Support for victims of other serious crime and those who are persistently targeted, vulnerable or intimidated to help them cope and recover (97%);
- Support for victims of domestic abuse and sexual offences to help them cope and recover (96%); and
- Support for those who have suffered fire e.g. for those whose homes have burnt down (93%).

4.40 Respondents felt that restorative justice – bringing together people harmed by crime with those responsible for the harm to find a positive way forward – is the least important service in this list (73%).

Figure 11: How important or not is it to have each of these services in North Yorkshire in the next three years?
Base: Number of individuals shown in brackets



Differences by sub-group

4.41 Table 7 shows how the responses for this question vary across different sub-groups of the population who stated they think each of the services are important to have in North Yorkshire in the next three years.

4.42 Female respondents are more likely to say all eight services are important, whereas male respondents are less likely to say six of the services are important.

Table 7: How important or not is it to have each of these services in North Yorkshire in the next three years? (Grouped responses by sub-group)

How important or not is it to have each of these services in North Yorkshire in the next three years?	More likely to think service is important	Less likely to think service is important
Support for victims of other serious crime and those who are persistently targeted, vulnerable or intimidated to help them cope and recover (97%)	Live in Scarborough (99%) Female (99%) Disability - limited a lot (100%)	-
Support for victims of domestic abuse and sexual offences to help them cope and recover (96%)	Aged 65+ (98%) Female (98%) White British (97%) Disability - limited a lot (99%)	Aged 55-64 (93%)
Support for those who have suffered fire e.g. for those whose homes have burnt down (93%)	Aged 65+ (95%) Female (96%) White British (94%)	Aged 55-64 (89%) Male (91%)
Counselling for victims of crime (90%)	Female (95%) White British (91%) Concerns about mental health (95%)	Male (88%)
Support for the police to better help people in mental health crisis (88%)	Live in York (93%) Aged 65+ (90%) Female (93%) White British (90%) Do not live in a single adult household (89%)	Male (86%)
Support for mediation or conflict resolution within communities (82%)	Aged 65+ (86%) Female (88%) White British (84%)	Male (79%)
Support for perpetrators to address the underlying causes of their criminal behaviour (77%)	Female (86%) White British (79%) Concerns about mental health (84%)	Aged 55-64 (71%) Male (72%)
Restorative Justice to bring together people harmed by crime with those responsible for the harm to find a positive way forward (73%)	Aged 65+ (80%) Female (81%) White British (75%) Disability - limited a lot (85%)	Aged 55-64 (67%) Male (70%)

Additional Comments

Is there anything else important that you feel North Yorkshire Police should focus on over the next three years? Please explain what they are.

4.43 Respondents were asked if there is anything else important they feel North Yorkshire Police should focus on over the next three years.

4.44 747 respondents provided a response to this question, from which 1,110 separate comments have been classified according to a code frame. This approach helps ensure consistency when classifying different comments and the resulting codes represent themes that have been repeatedly mentioned in a more quantifiable manner. The various comments provided by a respondent to any single text question may present a number of different points or arguments, therefore in many cases the overall number of coded comments counted in a particular question can actually be higher than the number of people responding to that open-ended question.

4.45 The most common topic mentioned by respondents was that they want North Yorkshire Police 'to develop neighbourhood policing services in a way that means communities feel more connected to, and engaged by, their local policing team' (25%).

"Be more visible and approachable to the public in town centres. This would allow the public to report problems that might prevent future anti-social activities"

"A police presence would be very good. The police are very rarely seen in Grassington, except when they are passing through very quickly, using lights and sirens, otherwise the police are noticeable by their absence. Policing traffic and parking is important to the majority of Grassington"

"A visible presence in the community. I cannot recall the last time I saw a policeman on foot in Northallerton or in our village. Speeding cars on blue lights do not demonstrate local policing"

" … I think it is very important to increase the visible presence of the police. I rarely see a policeman in Great Ayton or Stokesley. It is sad that it seems sometimes difficult to make contact"

"I realise that police can't be everywhere, but I do think that a more visual presence in the town centre would be appreciated, especially during busy times. I would like to see police on foot at these times"

4.46 Another subject frequently referenced by respondents was 'to tackle antisocial use of the roads (e.g. speeding), improve road safety and prevent illegal parking, in partnership with local councils' (16%).

> *"Every day I witness people using their mobile phones while driving, so I would like to see this policed and possibly save lives"*
>
> *"I have witnessed many occurrences of excessive speed, mobile phone use, and general poor/anti-social driving in the last few months. I realise funding is an issue, but cheaper passive measures like speed bumps and illuminating signs with happy/unhappy faces don't catch the perpetrators"*
>
> *"My experience in Pickering is that there is a problem with speeding vehicles and other dangerous driving practices, particularly in residential areas e.g. Eastgate, Outgang Road, Kirkham Lane/Whitby Road. I would like to see more and effective traffic controls to limit this unacceptable behaviour and to effectively deal with the perpetrators"*
>
> *"Police should tackle speeding along rural roads in villages, not just revenue generation in the same spots on the same roads i.e. A64, A169, A170, A171"*
>
> *"Our road safety is the worst in the country. Many people are not travelling or only travelling locally because they feel so intimidated and frightened when driving"*

4.47 Other things commonly mentioned by respondents included:

- The need to tackle general antisocial behaviour (8%);
- The need to tackle neighbourhood crime e.g. burglary, robbery, theft of and from a vehicle, theft from a person, local drug dealing/use (7%); and
- The need for more staff / police officers / recruitment / solve recruitment issues (6%).

4.48 It should also be noted that following the comments made by the previous Police, Fire and Crime Commissioner around the murder of Sarah Everard, there were many calls for him to resign or be dismissed – or generally negative comments about the situation (12%).

4.49 The Commissioner's words also seemed to raise public awareness of Violence Against Women and Girls, for subsequently there was a great deal of overt support for tackling it in response to the question of what North Yorkshire Police should focus on over the next three years, as the small selection of typical comments below demonstrate.

> *"Abuse by males towards females out in an evening is disgraceful. My daughters do not feel safe in the city at night … "*
>
> *"Ensure that complaints from and violent/sexual/abusive incidents reported by women are taken seriously, thoroughly investigated and prosecution facilitated wherever possible"*
>
> *"We must make women in particular feel safe … and not just in urban areas but also in villages and rural areas. I feel very strongly indeed that the police do not do enough to prevent or react to crimes against women … nothing else is as important to me, in terms of policing … "*

"The safety of women and girls in the streets, public places and domestically, including cracking down on 'lesser' offences such as indecent exposure, which often subsequently lead to much more serious offences against women and girls … "

"Tackling violence and misogyny against women and girls both in the community and within the police force"

"I do think there is a crisis in confidence in the police to deal with sexual and violent crimes against women and children … the police need to win back public trust, by cultural change within the organisation with a zero tolerance of misogyny … "

"Definitely need to do more to improve safety for women and girls … knowing the police are out and about would help women feel safer at all times. I know the police have suffered reputationally since the [Sarah Everard] murder but I would still run to an officer over another male"

"I have spent my whole life as a professional in a school with responsibility for 17- and 18-year-olds. The number of girls, young women, who contend with daily careless misogynistic language used to undermine their equality has resulted in an imbalance. The justice system compacts this belief with an appalling rate of convictions ..."

Views by type of respondent

4.50 As mentioned earlier, the vast majority (1,349) of individuals who responded to the engagement questionnaire were residents of North Yorkshire or York but 49 indicated they were an employee of North Yorkshire Police or North Yorkshire Fire and Rescue Service, while a further 17 stated they work in North Yorkshire or York but live elsewhere. Given the sample size for those working in the area but living elsewhere is so small, it is difficult to draw any meaningful conclusions from the results, so comparisons will only be made between residents and employees of North Yorkshire Police/North Yorkshire Fire and Rescue Service in this section.

4.51 Generally speaking, when compared to residents, employees of North Yorkshire Police/North Yorkshire Fire and Rescue Service are more inclined to say they feel safe in their own home, when out and about in their local area in the daytime and when it's dark and are more likely to be satisfied with policing in their local area.

4.52 For the perceptions of North Yorkshire Police questions, perhaps unsurprisingly once again, there are higher levels of agreement across to board from employees of North Yorkshire Police/North Yorkshire Fire and Rescue Service, when compared with residents. For example, 81% of employees agreed that the police 'would be there if you needed them' compared to 57% of residents; 77% of employees agreed the police 'support victims and witnesses' compared to 56% of residents etc.

4.53 In terms of the priorities for the police in the next three years, on the first set of questions, residents and employees top five priorities are very similar, both in terms of the priorities on each list and the order they appear (see Table 8 overleaf). Interestingly, although not one of the top resident concerns, 91% of residents said that 'responding to welfare concerns such as mental health crisis or when people go missing from home' was important and this is 12 percentage points higher when compared with employees (79% of employees stated it is important).

Table 8: How important or not are each of these for the police in North Yorkshire in the next three years?
Grouped responses by respondent type

Rank	Residents	Employees of NYP / NYFRS
1	To tackle serious and organised crime, especially cross-border crime (99%)	To tackle serious and organised crime, especially cross-border crime (100%)
2	To tackle neighbourhood crime e.g. burglary, robbery, theft etc. (98%)	To tackle neighbourhood crime e.g. burglary, robbery, theft etc. (100%)
3	To tackle 'hidden' crime e.g. child sexual exploitation, domestic abuse etc. (98%)	To tackle 'hidden' crime e.g. child sexual exploitation, domestic abuse etc. (98%)
4	To improve the safety of women and girls by focusing on crimes that affect them (95%)	To tackle antisocial behaviour and antisocial use of the roads in partnership with local councils (94%)
5	To tackle rural and wildlife crime (92%)	To improve the safety of women and girls by focusing on crimes that affect them (90%)

4.54 On the second set of priority questions, residents and employees top five priorities are slightly different, although some of the same priorities did appear in both lists but in different orders (see Table 9 below).

Table 9: How important or not are each of these for the police in North Yorkshire in the next three years?
Grouped responses by respondent type

Rank	Residents	Employees of NYP / NYFRS
1	To reduce crime and antisocial behaviour through 'prevention' to stop it happening in the first place and 'early intervention' to stop it escalating (96%)	To ensure the Police have well-equipped, modern services that are fit for the future (98%)
2	To improve levels of satisfaction with the police among victims of crime (95%)	To reduce crime and antisocial behaviour through 'prevention' to stop it happening in the first place and 'early intervention' to stop it escalating (94%)
3	To focus on improving the customer service that the police provide, and make sure they are accessible and easy to contact (95%)	To deal with the impact that Covid has had on the police as an organisation e.g. an increased number of calls to 101 and 999 (94%)
4	To ensure the Police have well-equipped, modern services that are fit for the future (93%)	To develop neighbourhood policing services in a way that means communities feel more connected to, and engaged by, their local policing team (92%)
5	To develop neighbourhood policing services in a way that means communities feel more connected to, and engaged by, their local policing team (93%)	To work to better identify, care for and protect vulnerable people across North Yorkshire (92%)

4.55

4.56 Finally, for the questions relating to victim and perpetrator services, the services which residents and employees think are most important and the same and in exactly the same order (see Table 10 below).

Table 10: How important or not is it to have each of these services in North Yorkshire in the next three years? Grouped responses by respondent type

Rank	Residents	Employees of NYP / NYFRS
1	Support for victims of other serious crime, and those who are persistently targeted, vulnerable or intimidated to help them cope and recover (97%)	Support for victims of other serious crime, and those who are persistently targeted, vulnerable or intimidated to help them cope and recover (98%)
2	Support for victims of domestic abuse and sexual offences to help them cope and recover (96%)	Support for victims of domestic abuse and sexual offences to help them cope and recover (95%)
3	Support for those who have suffered fire e.g. for those whose homes have burnt down (93%)	Support for those who have suffered fire e.g. for those whose homes have burnt down (93%)
4	Counselling for victims of crime (90%)	Counselling for victims of crime (90%)
5	Support for the police to better help people in mental health crisis (88%)	Support for the police to better help people in mental health crisis (88%)

Organisations in the consultation questionnaire

4.57 In terms of the questions concerning perceptions of safety:

- All organisations said they feel either very or fairly safe in their own home (19 out of 19) and when out and about in their local area during the daytime (20 out of 20).
- Three quarters (15 out of 20) reported they feel very or fairly safe when out and about in their local area when it's dark.

4.58 Regarding the questions relating to perceptions of North Yorkshire Police:

- Organisations were quite split in terms of their satisfaction with policing in their local area: 11 were satisfied and 8 were dissatisfied.
- Around four fifths agreed that the police reflect the diversity of their community (11 out of 14), whilst over half agreed the police would be there if they needed them (11 out of 19); protect and support vulnerable people in their community (8 out of 15); and support victims and witnesses (8 out of 15).
- Around a third agreed that the police bring offenders to justice (6 out of 17) and solve crime when it happens (5 out of 15), with fewer agreeing that the police are sufficiently visible in their community (4 out of 17).

4.59 Looking at the priorities for the police in the next three years, on the first set of questions, over three quarters said that the following things are very important:

- To tackle neighbourhood crime e.g. burglary, robbery, theft of and from a vehicle, theft from a person, local drug dealing/use (17 out of 19);
- To tackle serious and organised crime, especially cross-border crime e.g. murder, serious violence, organised burglary, drug dealing across county borders (15 out of 19);

- To tackle antisocial behaviour and antisocial use of the roads (e.g. speeding) in partnership with local councils (15 out of 19); and
- To tackle 'hidden' crime e.g. child sexual exploitation, domestic abuse, modern slavery, human trafficking, organised crime, high level drug dealing (15 out of 19).

4.60 On the second set of police priority questions, over two thirds stated that the following things are very important in the next three years:

- To focus on improving the customer service that the police provide, and make sure they are accessible and easy to contact (12 out of 18);
- To reduce crime and antisocial behaviour through 'prevention' to stop it happening in the first place and 'early intervention' to stop it escalating (11 out of 17);
- To work to better identify, care for and protect vulnerable people across North Yorkshire (11 out of 17);
- To ensure the Police have well-equipped, modern services that are fit for the future. This includes making sure they have the right buildings, equipment, technology and vehicles to carry out their work (11 out of 17); and
- To develop neighbourhood policing services in a way that means communities feel more connected to, and engaged by, their local policing team (10 out of 16).

4.61 Lastly, when considering victim and perpetrator services, the main priorities in the next three years are:

- Support for victims of domestic abuse and sexual offences to help them cope and recover (13 out of 16 answered very important); and
- Support for victims of other serious crime, and those who are persistently targeted, vulnerable or intimidated to help them cope and recover (12 out of 16 answered very important).

Text comments provided by organisations

4.62 Only 16 comments were provided by organisations but by-and-large, the comments provided tended to echo those expressed by individual respondents: as such, there were a few comments relating to antisocial use of the roads:

> *"Although perhaps covered in the anti-social behaviour section, speeding through villages in this area parish continues to be a major issue for residents, especially in Flawith. We take part in the community Speedwatch programme and have also invested in a speed matrix camera but speeding remains a significant problem and despite repeated requests the police seem unwilling to station a speed camera vehicle in the village to catch offenders"*
>
> *"To proactively record violations of road traffic legislation, e.g. right turning traffic where there is a no right turn order; traffic speeding to go through a carriageway narrowing, (even at a local blind spot!). I would like the monitoring to be carried out prior to any road traffic collisions at these sites in Skipton. If North Yorkshire Police do not have the financial or physical resources to undertake these operations, can third parties assist in any way?"*

4.63 A couple of organisations referenced the need for more staff / police officers:

> *"It is clear that there are a number of competing priorities for the police and fire services. Some of these can be enabled by better systems through which the police can be contacted. However, many of the issues which are experienced, particularly in rural locations, would be better met by increased staffing levels. This does not necessarily have to be full time staff as it could flex with seasonal demand for 'on the ground' officer support"*
>
> *"I feel that the most effective thing North Yorkshire Police can do is to have more officers and more diversity of these officers"*

4.64 One organisation also noted that the police need to be more visible in their local area:

> *"Richmond needs more police visible on the streets. Richmond should have custody cells so that on duty officers do not have to leave the area for a length time when they arrest someone. I do not feel that I would receive a quick response if I called the police in an emergency"*

5. Residents' survey

Introduction

5.1 The purpose of the telephone survey was to achieve a broadly representative sample of telephone interviews with residents of North Yorkshire aged 16 and over. The survey was conducted using a quota sampling approach with targets set on the numbers of interviews required by age, gender, working status and district (more details on these targets is provided below).

5.2 ORS targeted 900 interviews (aiming to undertake at last 100 per District area) with residents between September and November 2021, using a Computer Assisted Telephone Interviewing (CATI) methodology, with interviews undertaken by ORS's social research call centre. The survey used primarily random digit dialling, supplemented by purchased mobile sample.

5.3 In total, ORS undertook 902 interviews between September 6th and November 8th, 2021.

Respondent profile

5.4 The extent to which results can be generalised from a sample depends on how well the sample represents the population from which it is drawn, as different types of people may be more or less likely to take part. Such 'response bias' is corrected by statistical weighting based on a comparison of the demographic characteristics of the respondents with data for the whole population.

5.5 In order to better understand how views differ between areas, equal numbers of interviews were targeted in each of the eight districts; this was taken into account in the weighting process, to give each district a proportional influence on the overall result relative to the size of its population. The remaining quotas (i.e. those for age, gender, working status and ethnicity) were designed to be representative of the overall population of North Yorkshire, based on the most recent available secondary data.

5.6 The achieved sample was compared against secondary data for district, urban/rural split, interlocked age and gender, working status, and ethnicity, and subsequently weighted by working status, district and interlocked age and gender. Weights were capped at 5 with the remainder apportioned across all cases, and a final district weight was applied. As a result of this process, the survey results should be broadly representative of the overall population of North Yorkshire to within around +/- 6 percentage points.

5.7 The table on the following page shows both the unweighted and weighted profile of respondents to the survey, compared with the resident population aged 16+ (based on Mid-Year Population Estimates 2020 and Census 2011 - with the exception of working status where the Annual Population Survey has been used).

Table 11: Response profile to the residents' survey, compared with the resident population

Characteristic	Unweighted Count	Unweighted Valid %	Weighted Valid %	Resident Population 16+ %
BY AGE				
16 to 34	152	17%	27%	26%
35 to 44	97	11%	10%	13%
45 to 54	193	21%	13%	16%
55 to 64	224	25%	19%	17%
65 or over	236	26%	30%	28%
Total valid responses	**902**	**100%**	**100%**	**100%**
BY GENDER				
Male	386	43%	50%	49%
Female	515	57%	50%	51%
Other	1	*	*	-
Total valid responses	**902**	**100%**	**100%**	**100%**
BY WORKING STATUS				
Working	539	60%	54%	56%
Retired	278	31%	32%	31%
Otherwise not working	84	9%	13%	13%
Total valid responses	**901**	**100%**	**100%**	**100%**
Not known	*1*	-	-	-
BY ETHNIC GROUP				
White British	857	97%	96%	97%
Not White British	29	3%	4%	3%
Total valid responses	**886**	**100%**	**100%**	**100%**
Not known	*16*	-	-	-
BY DISABILITY / LIMITING ILLNESS				
Activities limited a lot	82	9%	10%	9%
Activities limited a little	69	8%	18%	11%
No limiting illness/disability	725	83%	82%	80%
Total valid responses	**876**	**100%**	**100%**	**100%**
Not known	26	-	-	-
BY URBAN / RURAL				
Urban	393	44%	53%	55%
Rural	509	56%	47%	45%
Total valid responses	**902**	**100%**	**100%**	**100%**
BY AREA				
York	122	14%	26%	26%
Selby	103	11%	11%	11%
Ryedale	105	12%	7%	7%
Scarborough	102	11%	13%	13%
Hambleton	125	14%	11%	11%
Harrogate	103	11%	19%	19%
Craven	117	13%	7%	7%
Richmondshire	125	14%	6%	6%
Total valid responses	902	**100%**	**100%**	**100%**

Interpretation of the data

5.9 The results of the residents survey are presented in a largely graphical format. The pie and bar charts (and other graphics) show the proportions (percentages) of residents making responses. Where possible, the colours of the charts have been standardised with a 'traffic light' system in which:

- » Green shades represent positive responses
- » Beige and purple/blue shades represent neither positive nor negative responses
- » Red shades represent negative responses
- » The bolder shades are used to highlight responses at the 'extremes', for example, strongly agree or strongly disagree

5.10 Where percentages do not sum to 100, this may be due to computer rounding, the exclusion of 'don't know' categories, or multiple answers. Throughout the chapter an asterisk (*) denotes any value less than half of one per cent.

5.11 The number of valid responses recorded for each question (base size), are reported throughout. As not all respondents answered every question, these base sizes vary between questions. Every response to every question has been taken into consideration.

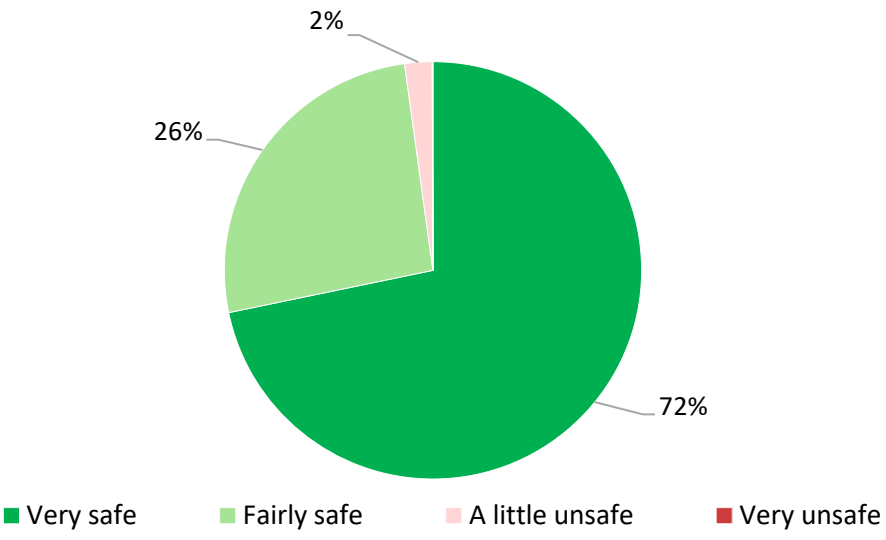
Main findings

Perceptions of Safety

Thinking about your safety in general, how safe do you feel in your own home?

5.12 Almost all (98%) residents said they feel safe in their own home, with around 7 in 10 (72%) claiming to be feel very safe. Only 2% reported feeling unsafe.

Figure 12: Thinking about your safety in general, how safe do you feel in your own home?
Base: All residents (902)

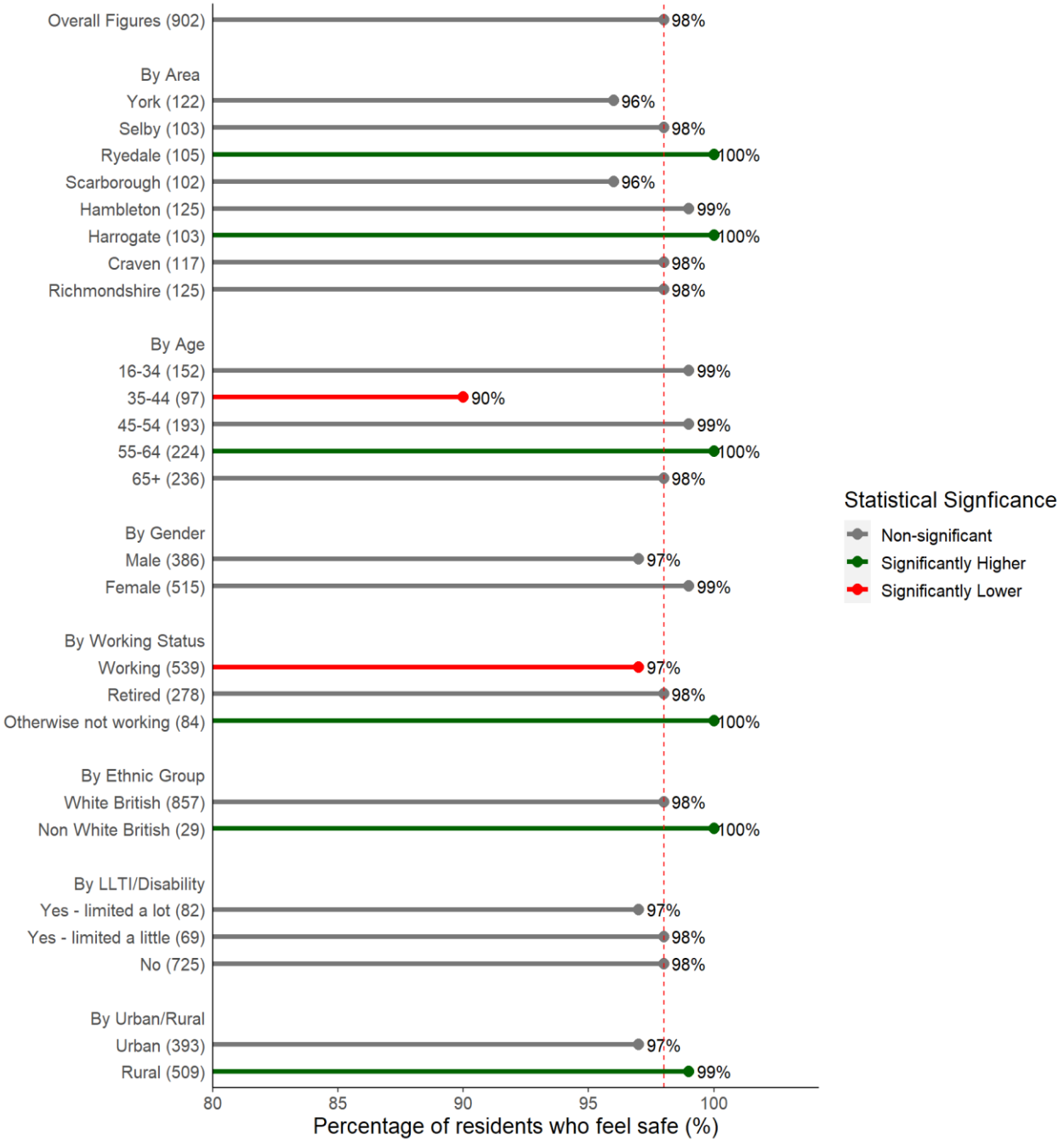


Differences by sub-group

5.13 Figure 13 below shows how the responses for this question vary across different sub-groups of the population who feel safe in their own home. Results for sub-groups which are significantly more likely than the overall score are highlighted in green, whilst results which are significantly less likely are highlighted in red.

5.14 Residents who live in Ryedale and Harrogate, are aged 55-64, are otherwise not working, are non-White British and live in a rural area are significantly more likely to feel safe in their own home. In contrast, residents aged 35-44 and who are working are significantly less likely to say this.

Figure 13: Thinking about your safety in general, how safe do you feel in your own home? (Grouped responses by sub-group)

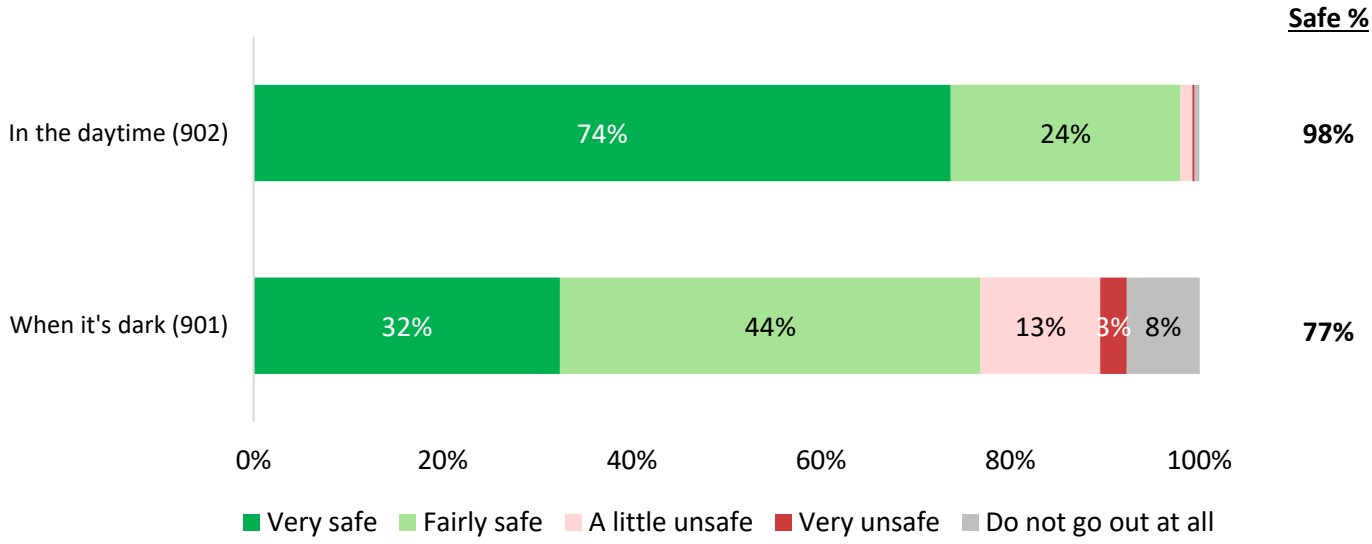


Thinking about your safety in general, how safe do you feel out and about in your local area…?

5.15 The vast majority (98%) of residents reported feeling safe when out and about in their local area during the daytime, with only 2% saying that they feel unsafe.

5.16 Around three quarters (77%) said they feel safe when out and about in their local area when it's dark, with around 1 in 7 (15%) stating that they feel unsafe and 8% not going out at all.

Figure 14: Thinking about your safety in general, how safe do you feel out and about in your local area…?
Base: Number of residents shown in brackets

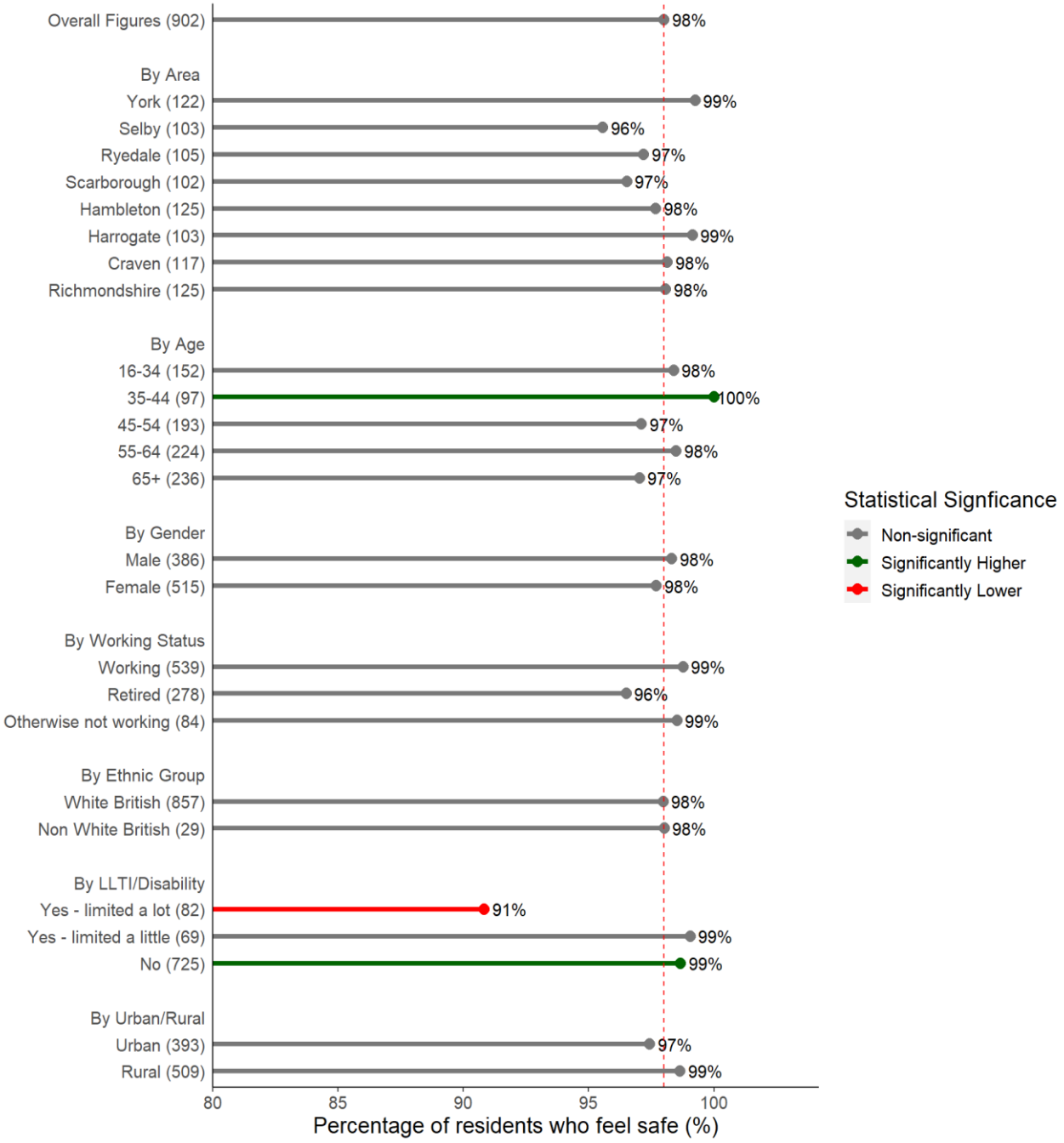


Differences by sub-group

5.17 Figure 15 below shows how the responses for this question vary across different sub-groups of the population who feel safe out and about in their local area in the daytime. Results for sub-groups which are significantly more likely than the overall score are highlighted in green, whilst results which are significantly less likely are highlighted in red.

5.18 Residents aged 35-44 and those with no disability are significantly more likely to feel safe out and about in their local area in the daytime, whilst in contrast, residents who have a disability which limits their activities a lot are significantly less likely to say this.

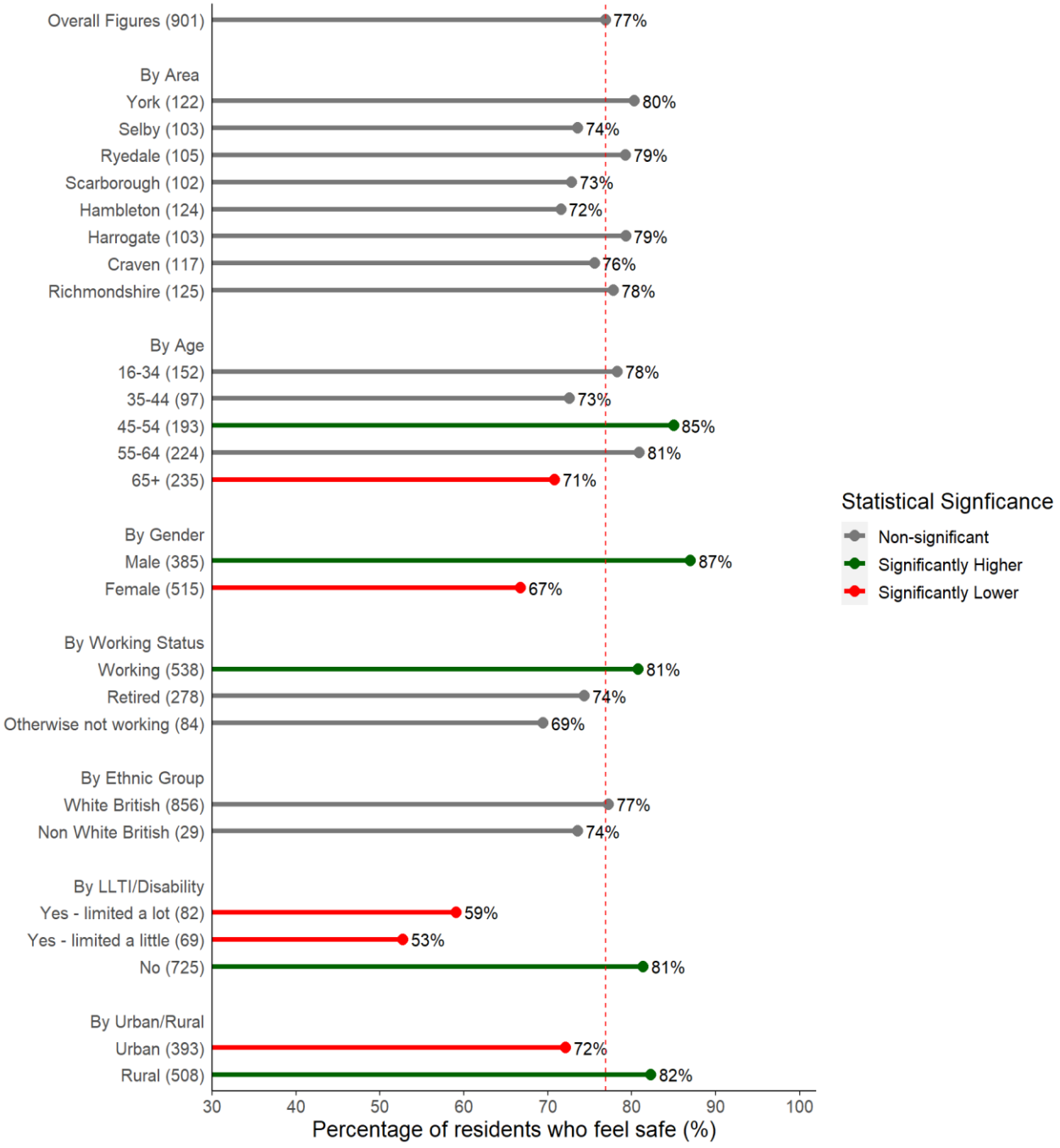
Figure 15: Thinking about your safety in general, how safe do you feel out and about in your local area in the daytime? (Grouped responses by sub-group)



5.19 Figure 16 below shows how the responses for this question vary across different sub-groups of the population who feel safe out and about in their local area when it's dark. Results for sub-groups which are significantly more likely than the overall score are highlighted in green, whilst results which are significantly less likely are highlighted in red.

5.20 Residents aged 45-54, who are male, who are working, who have no disability and live in a rural area are significantly more likely to feel safe out and about in their local area when it's dark. In contrast, residents aged 65+, who are female, who have disability which limits their activities (a lot and a little) and who live in an urban area are significantly less likely to say this.

Figure 16: Thinking about your safety in general, how safe do you feel out and about in your local area when it's dark? (Grouped responses by sub-group)



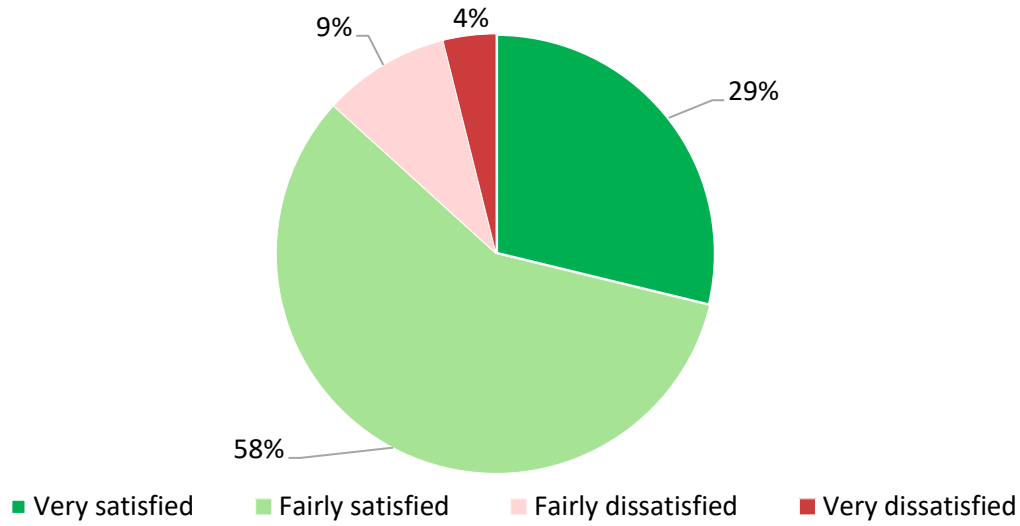
Perceptions of North Yorkshire Police

How satisfied or dissatisfied are you with the policing in your local area?

5.21 Over four fifths (87%) of residents reported that they are satisfied with the policing in their local area, with around 3 in 10 (29%) claiming to be very satisfied.

5.22 Around 1 in 10 (13%) said they are dissatisfied with the policing in their local area.

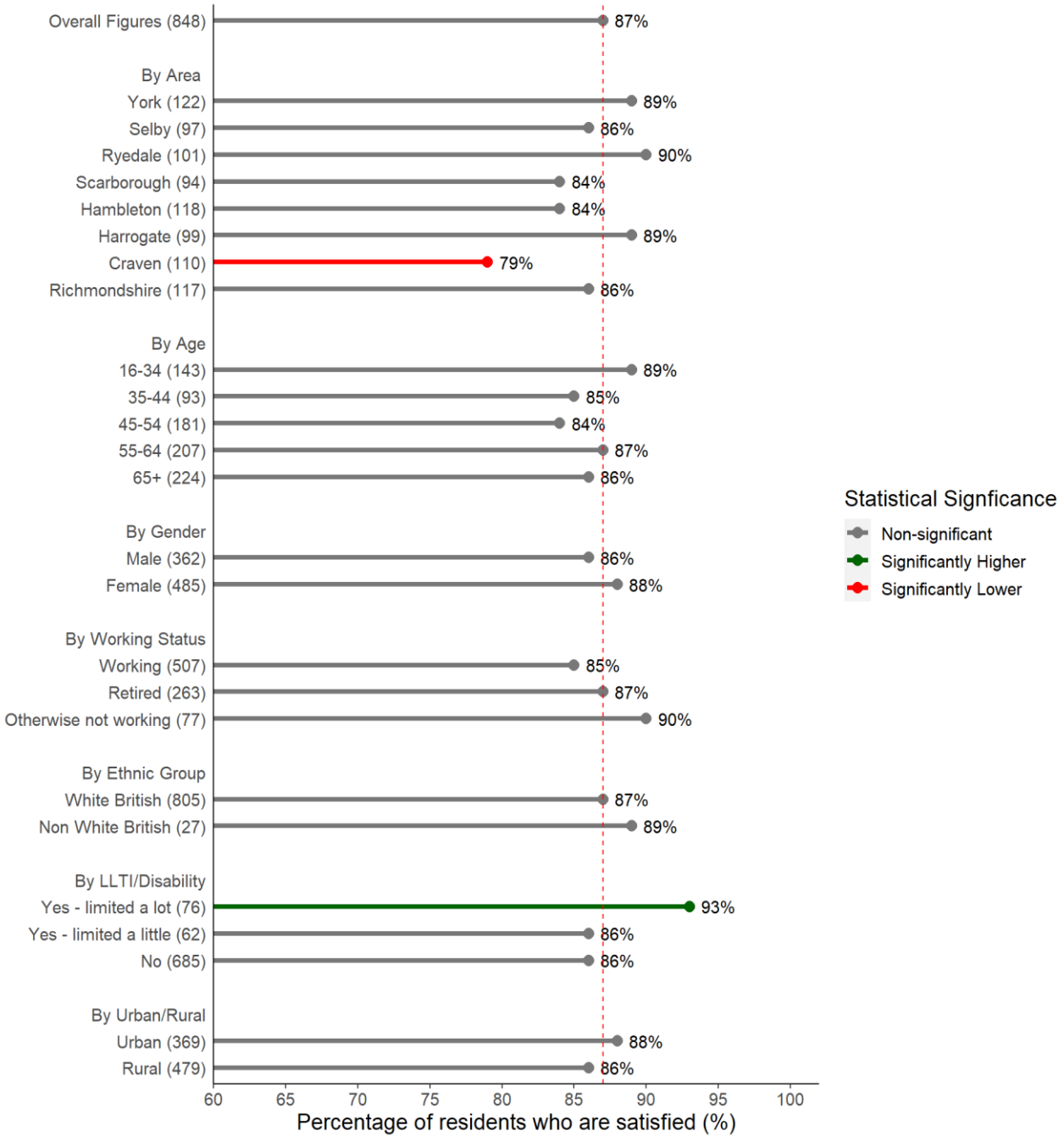
Figure 17: How satisfied or dissatisfied are you with the policing in your local area?
Base: All residents (848)



5.23 Figure 18 below shows how the responses for this question vary across different sub-groups of the population who are satisfied with the policing in their local area. Results for sub-groups which are significantly more likely than the overall score are highlighted in green, whilst results which are significantly less likely are highlighted in red.

5.24 Residents who have a disability which limits their activities a lot are significantly more likely to be satisfied with the policing in their local area, whilst in contrast, residents who live in Craven are significantly less likely to say this.

Figure 18: How satisfied or dissatisfied are you with the policing in your local area? (Grouped responses by sub-group)

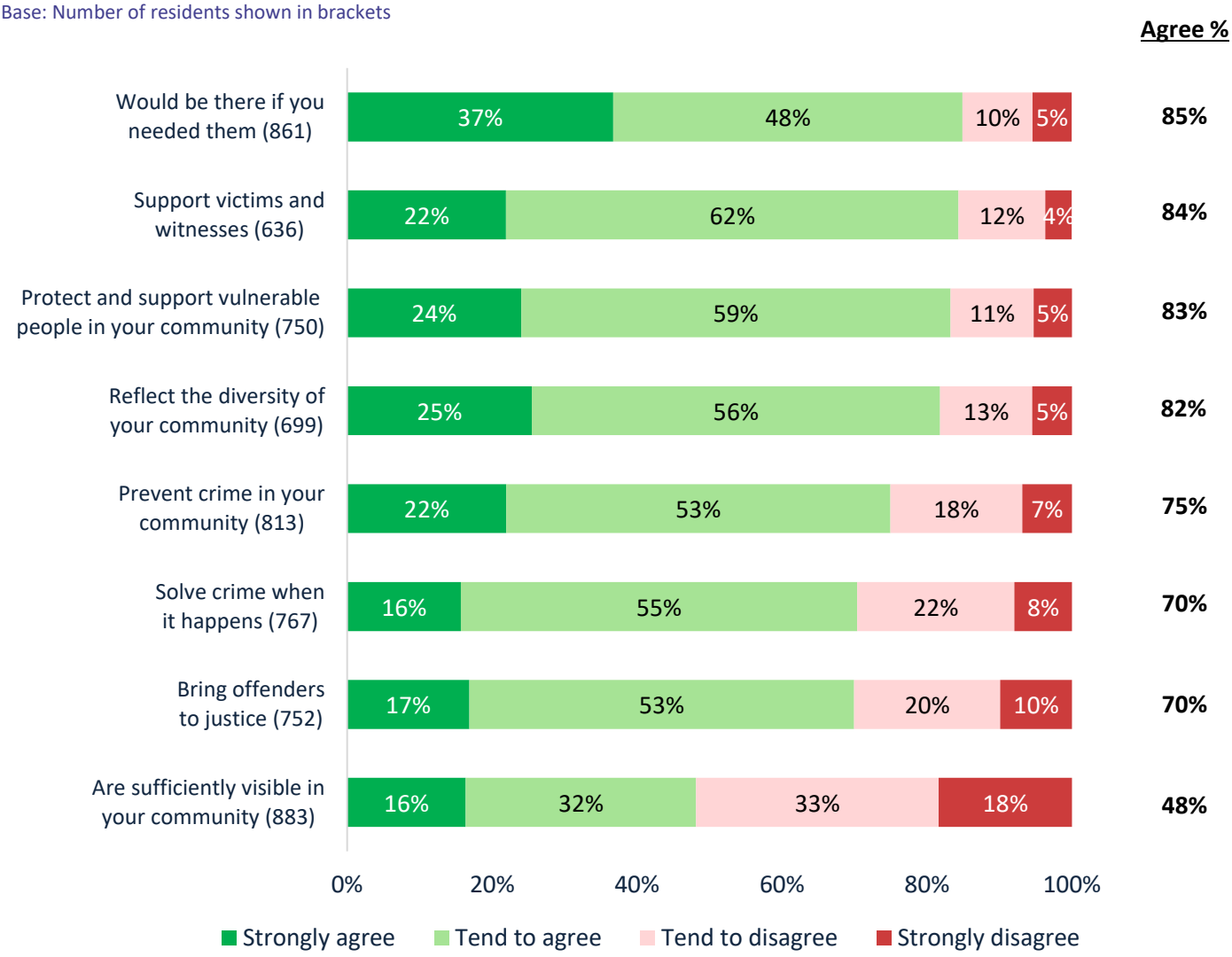


Thinking about the police in your local area, do you agree or disagree that the police…?

5.25 Over four fifths of residents agreed that the police would be there if they needed them (85%); support victims and witnesses (84%); protect and support vulnerable people in their community (83%); and reflect the diversity of their community (82%).

5.26 Between three quarters and 7 in 10 agreed that the police prevent crime in their community (75%); solve crime when it happens (70%); and bring offenders to justice (70%), whilst less than half agreed that the police are sufficiently visible in their community (48%).

Figure 19: Thinking about the police in your local area, do you agree or disagree that the police…?
Base: Number of residents shown in brackets



Differences by sub-group

5.27 Table 12 shows how the responses for this question vary across different sub-groups of the population who stated they are agree with a series of statements about the police.

5.28 Residents who live in Ryedale, are aged 16-34 and who have a disability which limits their activities a lot are significantly more likely to agree with three of eight statements about the police, whereas residents who live in Craven are significantly less likely to agree with four statements.

Table 12: Thinking about the police in your local area, do you agree or disagree that the police…?
(Grouped responses by sub-group)

Thinking about the police in your local area, do you agree or disagree that the police…?	Significantly more likely to agree	Significantly less likely to agree
Would be there if you needed them (85%)	Live in Ryedale (91%) Aged 16-34 (90%) Disability - limited a lot (92%)	Live in Craven (74%)
Support victims and witnesses (84%)	Otherwise not working (95%)	Working (81%)
Protect and support vulnerable people in your community (83%)	Live in Ryedale (93%) Female (86%) Disability - limited a lot (93%)	Male (80%)
Reflect the diversity of your community (82%)	Live in a rural area (85%)	Working (80%)
Prevent crime in your community (75%)	Otherwise not working (84%) Disability - limited a lot (84%)	Live in Craven (63%)
Solve crime when it happens (70%)	Live in Ryedale (80%) Aged 16-34 (77%) Female (75%)	Live in Craven (61%) Aged 55-64 (63%) Male (66%) Live in a rural area (67%)
Bring offenders to justice (70%)	-	-
Are sufficiently visible in your community (48%)	Aged 16-34 (59%) Working (52%) Non-White British (70%)	Live in Craven (29%) Aged 65+ (41%) Retired (41%)

North Yorkshire Police Priorities

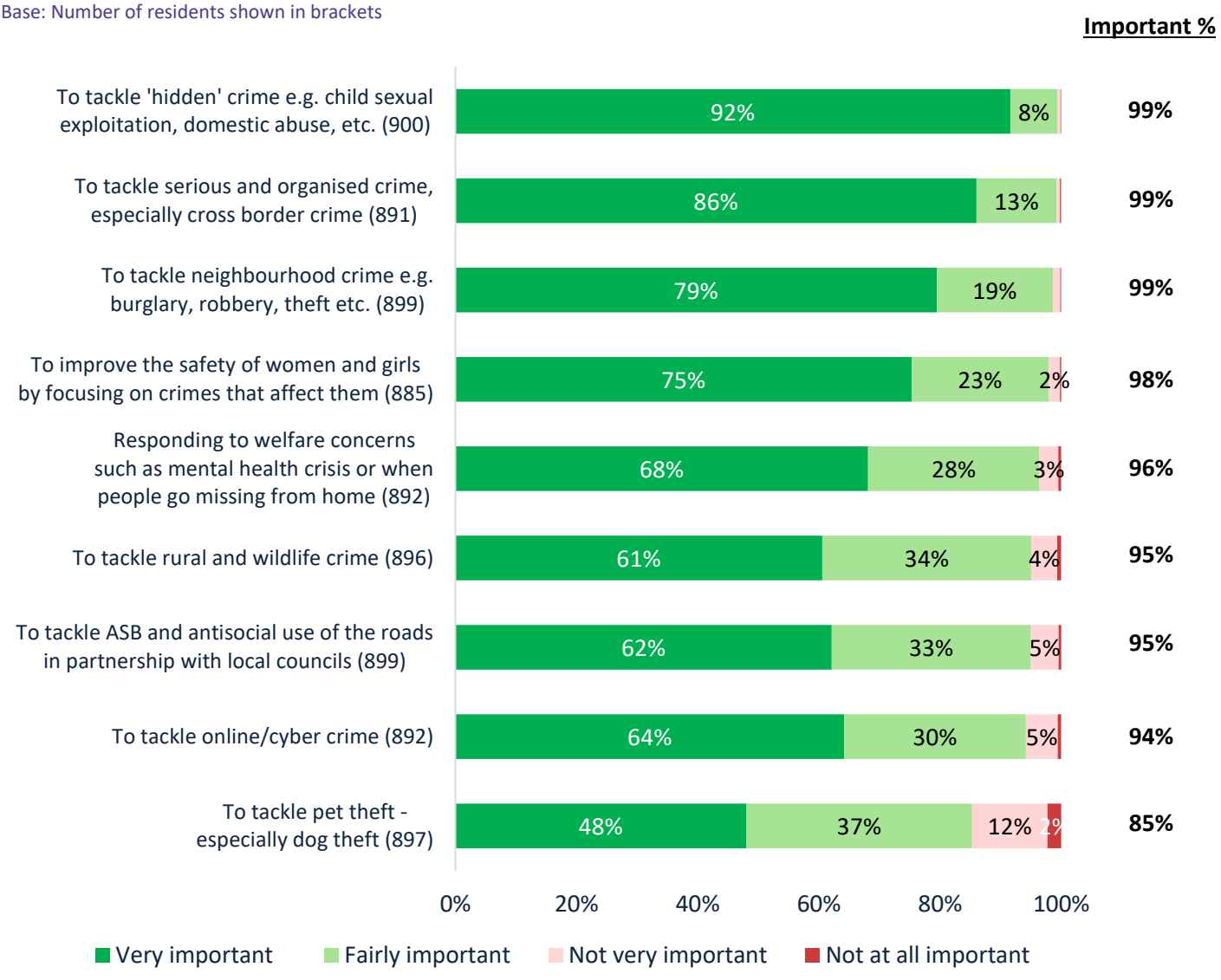
How important or not are each of these for the police in North Yorkshire in the next three years?

5.29 Residents were presented with two separate lists of priorities for the police in North Yorkshire and asked to rate how important each is in the next three years. From the first list, the top priorities for the police in North Yorkshire in the next three years are:

- To tackle 'hidden' crime e.g. child sexual exploitation, domestic abuse; modern slavery, human trafficking, organised crime etc. (99%);
- To tackle serious and organised crime, especially cross-border crime e.g. murder, serious violence, organised burglary and drug dealing (99%); and
- To tackle neighbourhood crime e.g. burglary, robbery, theft of and from a vehicle, theft from a person and local drug dealing/use (99%).

5.30 Residents felt that tackling pet theft (especially dog theft) is the least important priority in this list (85%).

Figure 20: How important or not are each of these for the police in North Yorkshire in the next three years?
Base: Number of residents shown in brackets



Differences by sub-group

5.31 Table 13 shows how the responses for this question vary across different sub-groups of the population who stated they think each of the priorities for the police in North Yorkshire are important in the next three years.

5.32 Residents who live in Scarborough are significantly more likely to say that six of the nine priorities are important, whereas residents who have no disability are significantly less likely to say six of the priorities are important.

Table 13: How important or not are each of these for the police in North Yorkshire in the next three years? (Grouped responses by sub-group)

How important or not are each of these for the police in North Yorkshire in the next three years?	Significantly more likely to think priority is important	Significantly less likely to think priority is important
To tackle 'hidden crime' e.g. child sexual exploitation, domestic abuse etc. (99%)	Live in York (100%) Live in Scarborough (100%) Live in Hambleton (100%) Otherwise not working (100%) Non-White British (100%) Disability - limited a lot (100%) Disability - limited a little (100%)	No disability (99%)
To tackle serious and organised crime, especially cross border crime (99%)	Live in York (100%) Live in Selby (100%) Live in Scarborough (100%) Live in Hambleton (100%) Live in Richmondshire (100%) Aged 45-54 (100%) Otherwise not working (100%) Non-White British (100%) Disability - limited a lot (100%) Disability - limited a little (100%)	Live in Ryedale (94%) No disability (99%)
To tackle neighbourhood crime e.g. burglary, robbery, theft etc. (99%)	Live in Selby (100%) Aged 35-54 (100%)	-
To improve the safety of women and girls by focusing on crime that affect them (98%)	Aged 16-34 (100%) Non-White British (100%) Disability - limited a lot (100%) Disability - limited a little (100%)	Aged 65+ (96%) No disability (97%)
Responding to welfare concerns such as mental health crisis or when people go missing from home (96%)	Live in Scarborough (99%) Live in Richmondshire (100%) Female (98%) Non-White British (100%) Disability - limited a lot (99%) Disability - limited a little (100%)	White British (96%) No disability (96%)

(Table continued overleaf)

How important or not are each of these for the police in North Yorkshire in the next three years?	Significantly more likely to think priority is important	Significantly less likely to think priority is important
To tackle rural and wildlife crime (95%)	Live in Ryedale (99%) Live in Scarborough (99%) Live in Hambleton (100%) Aged 55-64 (99%) Otherwise not working (98%) White British (96%) Disability - limited a lot (98%) Disability - limited a little (100%) Live in a rural area (98%)	Live in York (90%) Working (93%) Non-White British (78%) No disability (94%) Live in an urban area (92%)
To tackle ASB and antisocial use of the roads and partnership with local councils (95%)	Live in Scarborough (98%) Aged 65+ (98%) Retired (97%) Disability - limited a little (99%)	-
To tackle online/cyber crime (94%)	Live in Scarborough (98%) Aged 65+ (97%) Female (97%) Disability - limited a little (100%)	Male (92%) No disability (93%)
To tackle pet theft – especially dog theft (85%)	Live in Selby (92%) Live in Ryedale (92%) Live in Hambleton (91%) Live in Richmondshire (92%) Aged 16-34 (90%) Female (89%) Otherwise not working (94%) Live in a rural area (88%)	Live in York (77%) Male (82%) Retired (80%) Non-White British (68%)

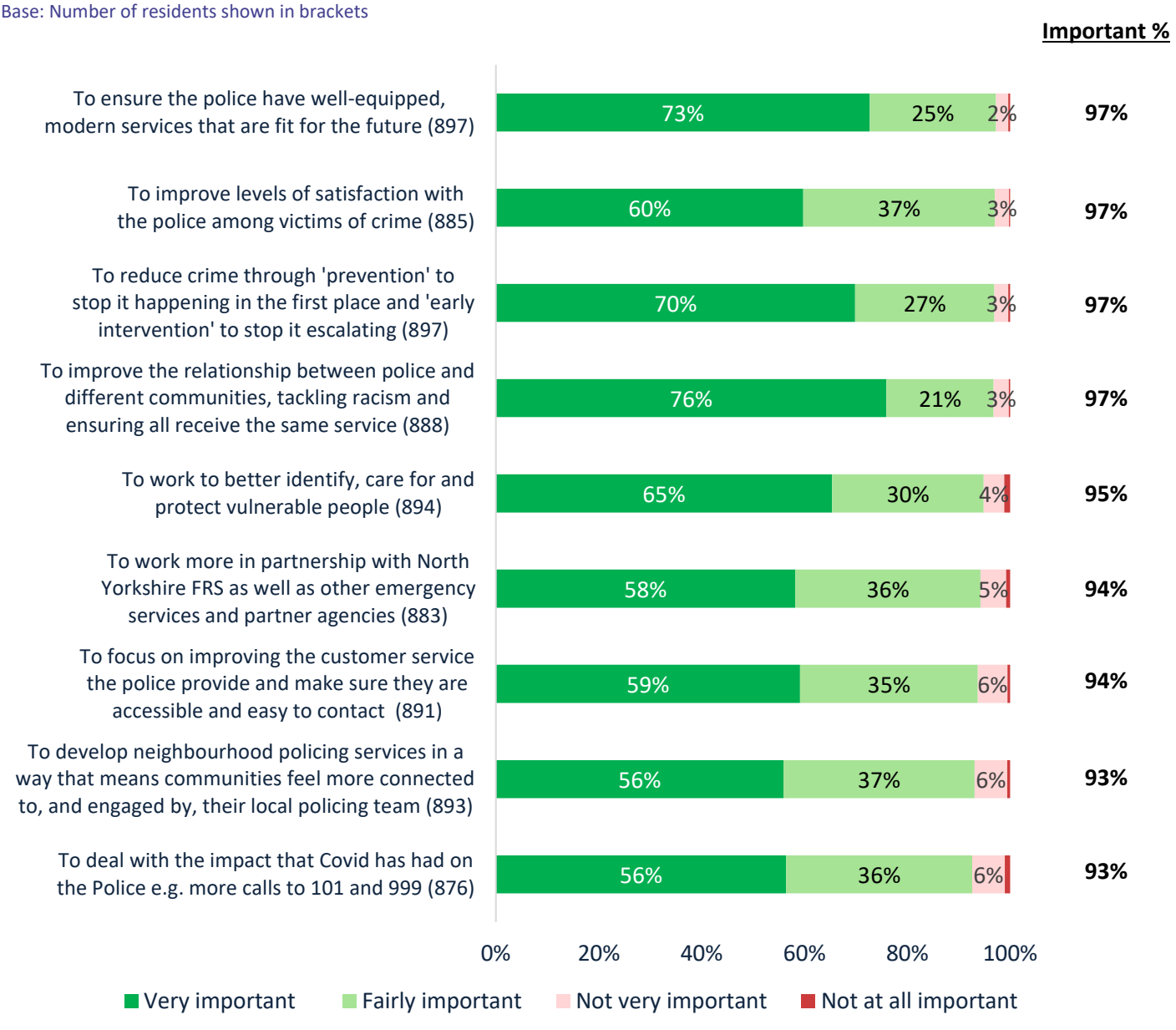
How important or not are each of these for the police in North Yorkshire in the next three years?

5.33 From the second list, the top priorities for the police in North Yorkshire in the next three years are:

- To ensure the police have well-equipped, modern services that are fit for the future (97%);
- To improve levels of satisfaction with the police among victims of crime (97%);
- To reduce crime and ASB through 'prevention' to stop it happening in the first place and 'early intervention' to stop it escalating (97%); and
- To improve the relationship between police and different communities, tackling racism and ensuring all receive the same service (97%).

5.34 Residents felt that dealing with the impact of Covid e.g. more calls to 101 and 999 is the least important priority in this list (93%).

Figure 21: How important or not are each of these for the police in North Yorkshire in the next three years?
Base: Number of residents shown in brackets



Differences by sub-group

5.35 Table 14 shows how the responses for this question vary across different sub-groups of the population who stated they think each of the priorities for the police in North Yorkshire are important in the next three years.

5.36 Female residents are significantly more likely to say that six of the nine priorities are important, whereas male residents are significantly less likely to say four of the priorities are important.

Table 14: How important or not are each of these for the police in North Yorkshire in the next three years? (Grouped responses by sub-group)

How important or not are each of these for the police in North Yorkshire in the next three years?	Significantly more likely to think priority is important	Significantly less likely to think priority is important
To ensure the police have well-equipped, modern services that are fit for the future (97%)	Female (99%) Live in a rural area (98%)	Male (95%)
To improve levels of satisfaction with the police among victims of crime (97%)	-	Live in Craven (92%)
To reduce crime through 'prevention' to stop it happening in the first place and 'early intervention' to stop it escalating (97%)	Live in Richmondshire (99%)	Female (96%)
To improve the relationship between police and different communities, tackling racism and ensuring all receive the same service (97%)	Aged 45-54 (99%) Female (99%) Working (98%) Disability - limited a lot (99%)	Male (95%) Retired (94%) No disability (96%)
To work to better identify, care for and protect vulnerable people (95%)	Live in Scarborough (100%) Live in Richmondshire (98%) Aged 16-34 (97%) Female (97%) Otherwise not working (98%) Disability - limited a little (98%)	Aged 55-64 (91%) Male (93%)
To work more in partnership with North Yorkshire FRS as well as other emergency services and partner agencies (94%)	Live in Selby (97%) Aged 65+ (97%) Retired (96%) White British (95%) Live in a rural area (96%)	Aged 45-54 (90%) Non-White British (79%) Live in an urban area (92%)
To focus on improving the customer service the police provide and make sure they are accessible and easy to contact (94%)	Live in Harrogate (98%) Aged 65+ (99%) Female (95%) Retired (97%) Live in a rural area (96%)	Aged 16-34 (89%) Working (92%)
To develop neighbourhood policing services in a way that means communities feel more connected to, and engaged by, their local policing team (93%)	Female (95%)	Aged 45-54 (88%)

(Table continued overleaf)

How important or not are each of these for the police in North Yorkshire in the next three years?	Significantly more likely to think priority is important	Significantly less likely to think priority is important
To deal with the impact that Covid has had on the police e.g. more calls to 101 and 999 (93%)	Female (96%) White British (94%)	Live in Craven (86%) Aged 45-54 (88%) Aged 55-64 (89%) Male (90%)

Victim and Perpetrator Services in North Yorkshire

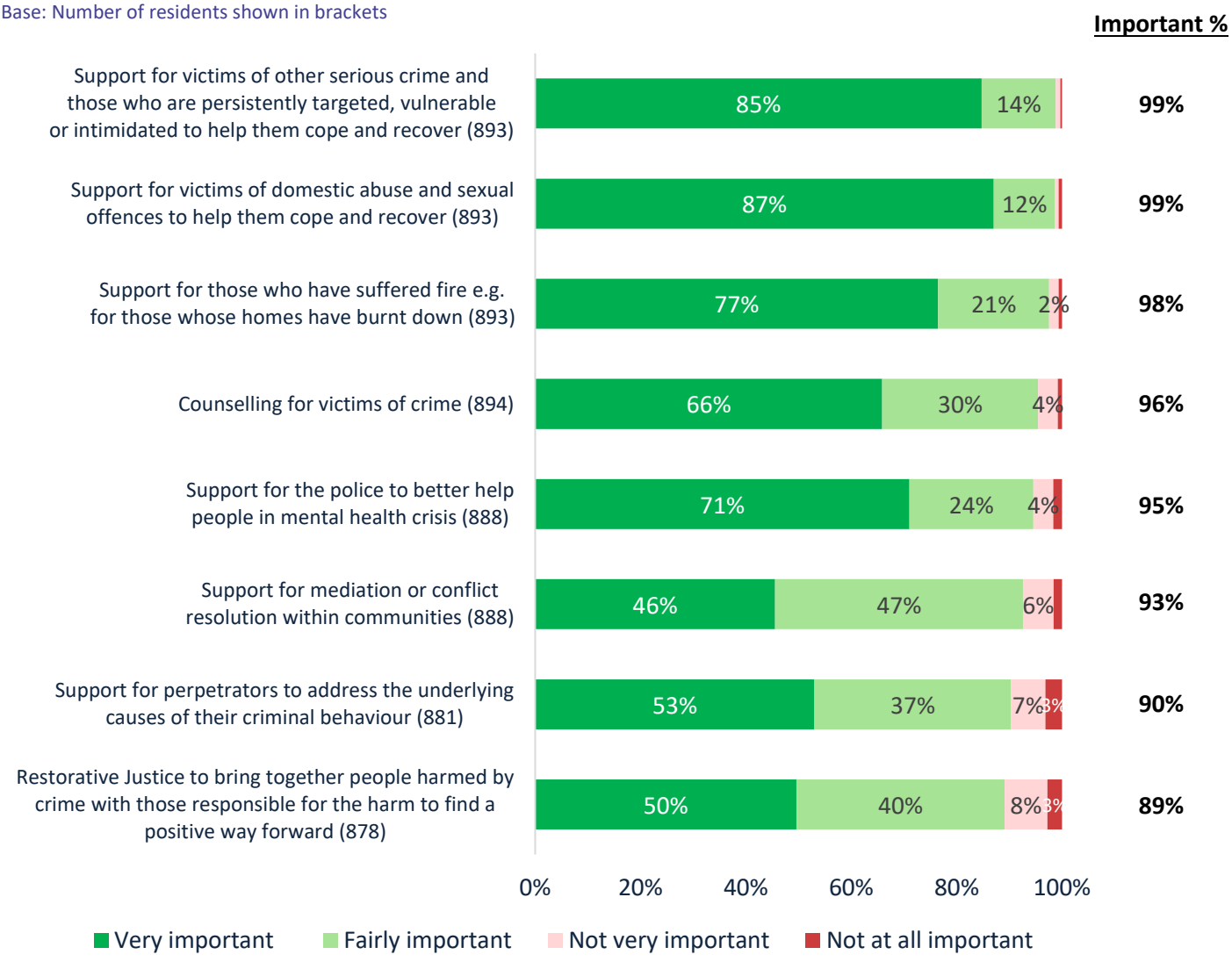
How important or not is it to have each of these services in North Yorkshire in the next three years?

5.37 Residents were presented with a list of services and asked to rate how important it is to have each in North Yorkshire in the next three years. The services which residents think are most important to have in North Yorkshire in the next three years are:

- Support for victims of other serious crime and those who are persistently targeted, vulnerable or intimidated to help them cope and recover (99%);
- Support for victims of domestic abuse and sexual offences to help them cope and recover (99%); and
- Support for those who have suffered fire e.g. for those whose homes have burnt down (98%).

5.38 Residents felt that restorative justice – bringing together people harmed by crime with those responsible for the harm to find a positive way forward – is the least important service in this list (89%).

Figure 22: How important or not is it to have each of these services in North Yorkshire in the next three years?
Base: Number of residents shown in brackets



Differences by sub-group

5.39 Table 15 shows how the responses for this question vary across different sub-groups of the population who stated they think each of the services are important to have in North Yorkshire in the next three years.

5.40 Female residents are significantly more likely to say that seven of the eight services are important, whereas retired and male residents are significantly less likely to say four of the services are important.

Table 15: How important or not is it to have each of these services in North Yorkshire in the next three years? (Grouped responses by sub-group)

How important or not is it to have each of these services in North Yorkshire in the next three years?	Significantly more likely to think service is important	Significantly less likely to think service is important
Support for victims of other serious crime and those who are persistently targeted, vulnerable or intimidated to help them cope and recover (99%)	Live in Hambleton (100%) Live in Richmondshire (100%) Female (100%) Otherwise not working (100%) Non-White British (100%) Disability - limited a little (100%)	Retired (97%)
Support for victims of domestic abuse and sexual offences to help them cope and recover (99%)	Live in York (100%) Live in Richmondshire (100%) Aged 35-44 (100%) Aged 45-54 (100%) Working (100%) Non-White British (100%)	Retired (97%)
Support for those who have suffered fire e.g. for those whose homes have burnt down (98%)	Live in York (100%) Aged 16-34 (100%) Female (99%)	-
Counselling for victims of crime (96%)	Aged 16-34 (98%) Female (97%)	Male (94%)
Support for the police to better help people in mental health crisis (95%)	Aged 16-34 (98%) Female (96%) Working (97%)	Aged 65+ (91%) Retired (90%)
Support for mediation or conflict resolution within communities (93%)	Female (96%)	Male (89%)
Support for perpetrators to address the underlying causes of their criminal behaviour (90%)	Live in York (94%) Aged 16-34 (96%) Female (93%) Working (93%)	Aged 55-64 (86%) Male (87%) Retired (86%) White British (90%)
Restorative Justice to bring together people harmed by crime with those responsible for the harm to find a positive way forward (89%)	Aged 16-34 (94%) Female (93%) Live in rural areas (92%)	Male (85%)

Additional Comments

Is there anything else important that you feel North Yorkshire Police should focus on over the next three years? Please explain what they are.

5.41 Residents were asked if there is anything else important they feel North Yorkshire Police should focus on over the next three years.

5.42 404 residents provided a response to this question, from which 599 separate comments have been classified according to a code frame. This approach helps ensure consistency when classifying different comments and the resulting codes represent themes that have been repeatedly mentioned in a more quantifiable manner. The various comments provided by a respondent to any single text question may present a number of different points or arguments, therefore in many cases the overall number of coded comments counted in a particular question can actually be higher than the number of people responding to that open-ended question.

5.43 The most common topic mentioned by residents was that they want North Yorkshire Police 'to develop neighbourhood policing services in a way that means communities feel more connected to, and engaged by, their local policing team' (37%).

"I believe the Police and Crime Commissioner, who are mainly ex-Police, fulfil a task that wouldn't be required if the Police liaised correctly with the public, and if there are ex-Police links they may want to protect and close ranks rather than serve the public"

"I think they should go back to the old times where there were more bobbies on the beat. There needs to be more engagement in the community and creating better relationships"

"Improve community relationships. I also believe their face-to-face communication is poor, especially when talking to teens"

"Increase in visibility and accessibility is very important and there should be more community police officers who go around - that will help in getting to know them well"

"More engagement with the community and need more staff and visibility in the community. Engaging more with young people"

"Should be seen - make themselves visible for people. If they are to be seen, then maybe more crime would be stopped. We don't see them about anymore"

"Visibility, and build stronger relationships with locals and to help spread awareness on preventative measures"

5.44 Another subject frequently referenced by residents was the need for '*more staff / police officers / recruitment / solve recruitment issues*' (13%):

"Getting more officers. Cutting down on the response times"

"Getting more Police. There is more crime and people do not report as there are not enough police and resources"

"Have more Police available, so when it is closing time in the pubs, they have the Police elsewhere when needed. A better police presence as you can go months without seeing one around here"

"Increasing recruitment, getting their numbers up. Improve the quality. When is there ever an inspector / or sergeant out of the office? Generally they do a good job but need more staff"

"More recruitment for the Police and acquire more money to recruit more staff"

"They need more police in order to do the jobs that they need to do. They need more money to do the job and for manpower"

5.45 Other things commonly mentioned by residents included:

- The need to tackle antisocial use of the roads (e.g. speeding), improve road safety and prevent illegal parking, in partnership with local councils (8%);
- The need for more funding, resources and training (6%);
- Quicker response times and better customer service for 999 call outs and 101 calls (6%);
- The need to tackle neighbourhood crime e.g. burglary, robbery, theft of and from a vehicle, theft from a person, local drug dealing/use (6%);
- The need to tackle general antisocial behaviour (5%); and
- The need for more transparency / trust / accountability / communication and regular updates and information for the public about local policing (5%)

6. Stakeholder engagement

6.1 The following findings are based an online discussion with members of the Police, Fire and Crime Panel[5], three online focus groups with stakeholders/partners with an interest in policing and crime issues, and one written submission.

6.2 The discussions were held in October and November 2021 and were broadly designed to gather participants' views on:

- The main policing and crime issues in/for North Yorkshire and the extent to which they differ from regional and national issues; and
- Current and future policing and crime priorities.

6.3 The views expressed across all meetings and submissions were similar, and so have been reported together below.

Main Findings

The geography of North Yorkshire poses challenges

6.4 An issue raised in most sessions was that the rurality of North Yorkshire poses significant issues in terms of policing and crime. Cross-border crime (hare coursing, wildlife crime and acquisitive crime for example) was frequently raised as a particular problem for the county, being surrounded as it is by higher crime areas.

> *"Where I come from in the rural areas, cross-border crime is always going to be a big problem. It's as basic as people coming across with lurchers to go hare coursing, but actually that's usually a reconnaissance trip. They are coming back to do more acquisitive crime and it's actually quite violent acquisitive crime because if you are unfortunate enough to come face-to-face with the gang, they are prepared to give you physical harm just to get out of the way"*
>
> *"North Yorkshire has the reputation of having the worst wildlife crime in the country and that's a reputation we don't want to have. It might only affect a small number of people, but it is a big priority for some"*
>
> *"The criminality that surrounds North Yorkshire … the counties all around it they have significantly greater crime problems than we have"*

[5] About the Police, Fire and Crime Panel

6.5 The biggest threat arising from cross-border criminality, though, was thought to be county lines activity and the associated harm and risk of exploitation – particularly for teenagers and young adults.

> *"We've had threats from Leeds, Manchester, Liverpool … the bigger city areas where they try and take over smaller markets and expand their network. There's the threat that poses to child exploitation in North Yorkshire; the recruitment of younger people … "*
>
> *"… the potential threat of county lines … the harm that brings because what you have is competing organised crime units who will look at trying to flood the market with new or changing substances which in itself brings a threat to individuals in North Yorkshire who misuse drugs in terms of … introducing new substances to a market which may not have a tolerance … From a national perspective, that's something we've seen in terms of … the increase of drug related deaths … that is being seen at the local level as well"*
>
> *"The main issue for me would be travelling criminality in terms of county lines. The problem is with the cutbacks the police have seen, there are fewer patrols out there with greater calls on police time … so with things like county lines, we are quite vulnerable to be able to respond in a significant way … and our young people are vulnerable to criminality as a result of that"*

6.6 A cohort of young people thought to be particularly susceptible to exploitation was looked after children from out of area, who have been sent to North Yorkshire as their home counties do not have space for them. The lack of local support networks (both formal and informal) around these young people was thought to make them very vulnerable to county lines and other forms of exploitation.

> *"Most of our looked after children remain in North Yorkshire … whereas a number of other local authorities don't have the capacity for them, so they send them here. That means they don't have the support network they need around them. Their social worker and family network is not here … that safety network. That makes them very vulnerable to things like county lines, exploitation etc."*

6.7 On the subject of substance misuse also, more action was thought to be needed in tackling drug use among older, middle-class residents – and educating young people on the dangers of buying drugs online.

> *"Just on the drugs point … there is very little attention on middle-class drug use which is definitely an issue in York but evades most attention and most scrutiny … they are the ones that need pulling aside and going, 'What are you doing buying this? Look at the damage you are doing down the line; somebodies house is being cuckooed, they are being involved in county lines, look at what happens in Colombia where your cocaine comes from … '"*

> *" … What we are seeing is an evolving drugs market … there is a digital market now … and what that brings about is a potential fear around what young people have access to. [We need to] put in place some form of resource that could be disseminated across professionals so they can do more in terms of education … empowering young people with information and knowledge to keep themselves safe. I would like to see that commitment moving forward"*

6.8 Fear of crime is also apparently more of a factor in rural than urban areas: lower crime levels generally were said to mean higher psychological, social and economic impact when something does happen, no matter how 'low key'. This was again said to pose a challenge in shaping policing services to meet the differing needs of urban and rural areas, and something that will need to be addressed in the forthcoming Plan.

> *"The local communities within the Dales get very focused on individual incidents that might be low key anti-social behaviour in scale, but it becomes a major thing to them … but you have to think about what's going on in the urban centres as well"*
>
> *"What's important in the rural communities is not important in the big scheme of things and I think it's being reasonable … and understanding that … Major crime is not significant but actually, some of our stuff is quite high profile, especially with regard to wildlife crime"*

Certain crime types/activities are important to prioritise

6.9 Road safety (speeding and motorcycle/bicycle safety), water safety, hate crime and cybercrime were considered priority areas to tackle over the next three years.

> *"There are a few that are a bit more specific for North Yorkshire, like the rural crime. The road network is incredibly rural and that leads to a lot of speeding and road traffic collisions so there is certainly police prevention work there … we still have a disproportionately high number of fatalities on our roads compared with other parts of the country"*
>
> *"River safety in particular … in the summer months, you always have kids/teenagers jumping into the Ouse and the role of the police officers in more deliberately patrolling on their bikes is important. It is just that. I don't know if anyone has arrested anyone but knowing they are there every hour, so people are not going to do anything too stupid"*
>
> *"Hate crime more widely … I'm quite keen to see more third-party reporting centres … because people that are subject to hate crimes are far more likely to go to the friendly faces of local organisations and charities than they are necessarily straight to the police"*
>
> *"Technology and equipment are vital for the future for the Police. Cyber-crime/fraud/bullying/ hate crime is on the increase and very sophisticated [so] to protect our most vulnerable is vital. The use of data intelligence is vital so investing in data analysts and data architects"*

6.10 In terms of more 'hidden' crime types, domestic abuse reports were said to have increased during the COVID-19 lockdowns. Those working in this area feared that although they have received short-term funding to deal with the increase, the rise will be a long-term trend.

> *"We've seen a huge increase in referrals but one of my biggest concerns is this isn't just a short-term thing. This is going to have an ongoing impact for years and years, particularly with those children who have been affected as well … We've had additional funding … but it's all pretty short-term funding … and this is a long-term problem"*

6.11 It should also be noted here that the rurality of North Yorkshire again impacts on the nature of domestic abuse, and survivors' reactions to it. Given the nature of rural communities whereby 'everyone knows each other', there is a deep reluctance to report for fear of losing everything.

> *"I … think there is a significant amount of domestic violence, there are children who are neglected or living in violent family situations and for me, that would always be my priority … it does happen even in the beautiful Yorkshire Dales and that has to be a priority for all police"*
>
> *"Rural domestic violence is very real, very deep. It's almost impossible because the local community know the perpetrator, they know the victim, but they don't want to say anything, and they close up. The local doctor knows; he or her has both the perpetrator and the victim … rural domestic violence is so hidden and yet so visible. Everyone knows about it, but nobody will say anything or do anything about it … "*
>
> *" … also with rurality you get isolation. It's quite difficult if you are a victim and the community that you live in is close knit and very small … "*
>
> *"There was a good report that the last PCC put together around the hidden nature and isolation of domestic abuse victims in rural areas … You might be in a community where your partner knows the local copper … the local doctor and they go drinking in the pub together so it's very difficult to break some of those barriers. Rural life is often seen as an idyllic life but there are additional factors that can cause harm and can cause harm for generations*"
>
> *"If you are considering leaving, you are not just leaving your partner necessarily, you are leaving everything you know in your whole community"*

6.12 The need for police officers to recognise these added complications was stressed, as was the general need to look 'beyond the incident' to establish the bigger picture in domestic abuse cases.

> *"There are some training issues with police … they sometimes don't understand the processes involved and also don't understand that if a victim is not ready to report and they go against that, that has implications on their risk further down the line … The other training issue for some is arriving at the incident and seeing the incident, not the bigger picture. Therefore, less likely to offer the correct support or referral to agencies. Us all working together to increase that awareness is really important"*

6.13 Violence against women and girls was said to be of significant concern to the public nationally and especially in North Yorkshire following the Sarah Everard case. Learning from the experiences of the Metropolitan Police and understanding the repercussions of misogyny and victim-blaming was thought to be key for all police forces, and several participants felt that NYP has taken a step in the right direction in recognising misogyny as a hate crime.

> *"I think it will be very hard … not to say protection of women and girls"*
>
> *"The whole country needs to grapple with this, but in particular given the attention given to North Yorkshire, we need to make sure that the Plans appropriately address that"*
>
> *"We see one of the main issues in North Yorkshire being around women and girls' safety both in the home and on the streets … And we would like to see a real commitment from the next Commissioner to ensure that there's funding to specialist agencies to provide support that's essential"*
>
> *"I do think that the police in North Yorkshire, like other police forces, have to learn from the experiences of the Met Police and really commit to rooting out sexism within their own ranks … a commitment to understanding how misogyny works at all levels of society and … access to effective supervision and ongoing training to understand the nature of misogyny and victim blaming … I think there are a lot of positives in North Yorkshire and it's one of the areas where misogyny is a hate crime. We've got a Chief Constable who's a woman. There's a lot of work done on equality issues so there's much that's been achieved … but I do think we need to galvanise behind that call to action … that needs a drive and an energy and a commitment through the Police Plan; the understanding of victim blaming and how that and misogyny and sexism underpins the experiences of lots of our survivors … "*

6.14 Related to this, ensuring the safety of the night-time economy in places like York and Scarborough was thought to be key in ensuring women and girls are as safe as they can be. NYP's support of the Street Angels[6] was praised in this respect.

> *" … you see the nightlife in York and Scarborough, so making sure, especially since unlocking, that those city/town centres in the evening late and early morning are as safe as they can be"*
>
> *"Another thing is about nightlife … there is a need for collaborative working with other organisations because we all know the police can't be omnipresent … we have Street Angels for example, that go around with the police and stuff"*

[6] Street Angels are out on the streets late on a weekend night to be there for people when needed, particularly those who are vulnerable or are in difficulty. Wearing distinctive blue jackets, they are a visible presence on the streets helping to improve the safety of those using the night-time economy.

6.15 A focus on identifying and clamping down on premises involved in human trafficking and modern slavery was also thought to be required, as was tackling online exploitation of this nature.

> *"One particular problem we have in Scarborough is a lot of ex/old guest houses that rent rooms out with no questions asked. They basically become like brothels for the weekend and a lot of the girls are Romanians who are trafficked etc. … I don't think many people do know it goes on"*

Prevention and early intervention will ensure a reduction in harm and less resource pressure

6.16 Many stakeholders/partners stressed the importance of NYP maintaining a focus on prevention and early intervention in all aspects of its work, not only to prevent harm but also to reduce the pressure on the response side of the service. The new community safety hubs[7] will, it was felt, help with this.

> *"The development of the community safety hubs looking at early and effective intervention is vital in keeping our communities safe and protecting our most vulnerable"*
>
> *"There needs to be a balance on prevention and response. If investment is made in early and effective intervention (in partnership with other agencies) through the community safety hubs, then over time this will hopefully have an impact on reducing the pressure on response … "*
>
> *"One of the things that always gets cut is that community engagement and development and now more than ever that's what we do need … I'd like to see more investment in that … engagement being at the forefront for prevention"*

6.17 The recent commitment from both NYP and the OPFCC to steer young adults at risk of criminality, substance misuse and/or exploitation away from the Criminal Justice System and into appropriate diversionary schemes was praised. Reassurance was sought that this commitment would be maintained.

> *"I've seen a real commitment from North Yorkshire Police … What is fantastic is that it's not just looking at enforcement but actually looking at the role that officers could play in education and harm reduction … in terms of diversion … opportunities to avoid criminalisation or custodial sentences … The police are on board with the culture shift … away from enforcement"*
>
> *"Over the last six months there was a commitment from the OPFCC to a number of diversionary schemes … ways of looking at working with young adults or persons at risk of exploitation or of going down the path of substance misuse to offer mentoring; trying to integrate back into employment or education or training. For me, it would be understanding as well if that commitment is going to be maintained … "*

7 North Yorkshire and York's Community Safety Hubs are multi-agency teams that coordinate partnership activity to address issues that have an impact on the safety of communities. They have a focus on those most in need of help in order to intervene at the earliest opportunity and promote community resourcefulness.

6.18 In considering the more 'hidden' types of crime discussed earlier, several participants felt that prevention and early intervention strategies are lacking for high-harm crime types such as domestic abuse, sexual violence against women and girls, county lines and modern slavery/human trafficking. Current strategies such as NYP's Domestic Abuse Matters were said to be positive, but reactive.

> *"To a certain extent some things are changing … for example the police are doing their Domestic Abuse Matters training so there's been a big investment in that … But in terms of early intervention, community approach, not so much"*
>
> *"It would be good to see more proactivity in preventative strategies relating to complex and structural issues like targeting sexual violence and domestic abuse; particularly with regards to use of data and intelligence/education etc."*
>
> *"It would also be good to see cross-area prevention for modern slavery/sex trafficking/county lines type of activity. To stop the spread and also to educate locally that if they spot it, report it, stop it"*

6.19 The final quotation above demonstrates the importance of community education on modern slavery in particular, which was said to be susceptible to 'Good Samaritan Syndrome' whereby people report what they consider suspect practices, which turn out to wholly legitimate.

> *"It is hidden and any information/more information and more public awareness campaigns in terms of this type of crime would be welcome. It is an area that is probably most victim of the 'Good Samaritan' syndrome. The two incidences I've been involved in, where people have reported modern slavery practices, haven't been modern slavery at all … so more awareness in terms of what it actually means might help … "*

Partnership working is essential to success

6.20 There was a strong sense that all relevant partners must attempt to collaborate at every possible opportunity to ensure collective success in areas such as prevention and early intervention – and that NYP and the OPFCC should always seek to take advice from experts to develop a proper understanding of complex issues. The Police and Crime Plan must, it was said, be 'strong on this'.

> *"It's about working with third parties that have more experience and more knowledge around these things … people who have a proper understanding, that have solutions"*
>
> *"We value the partnership working that is already in place in this whole arena … and any ways that we can enhance that partnership working would be good. The police don't have the only solution to abuse and violence and a lot of the work needs to be done around prevention and the culture that underpins the abuse around women and girls particularly, so it is really important that we work in partnership … "*
>
> *"A lot of the issues that exist around vulnerability, especially of young people, isn't something the police can solve alone; they don't have the resources or the skills and experiences that other groups can bring … The Plan needs to be really strong on joint working as it's as important as it's ever been to bring everyone together"*

6.21 The success of partnership working during the COVID-19 lockdowns was noted, as was the need to build on this to better provide for individuals, families and communities – especially those with complex needs requiring multi-agency input.

> *"Partnership is key to the development of the police service. The great [multi-agency] response to COVID showed how well all public services, community/charities and volunteer groups can work together. Building on this work is key to the success of NY police as no single agency can work in isolation … Individuals, families, and communities are interconnected and all impacting on one another. Some individuals can be working with multiple services due to the complexity of their needs … police, mental health service, social care, housing, education … Joining up agencies can help people find the right services at the right time"*

6.22 Moreover, while the reliance on virtual communication has been problematic in some respects, it has also had positive impacts – for example in allowing easier engagement between a wide range of partners, often across boundaries. This engagement, it was said, needs to be maintained and developed.

> *"I was just thinking of the opportunities that Zoom does provide; learning and sharing best practice with people outside of area … "*

NYP must make better connections with its communities

6.23 The importance of NYP making connections with its local communities was stressed. Increasing police officer visibility and improving access to NYP was considered key to this – as was making attempts to engage with all sectors of the community, including those considered 'harder to reach'.

> *"Visibility of police officers … so that they are more part of the community"*
>
> *" ... people do want to see bobbies and PCSOs on the beat … I think somehow, we are losing sight of neighbourhood policing teams and I think there is a lack of confidence in the community about the police service because they don't see their PCSOs as often as they should … "*
>
> *"Something I hear constantly, and you see online constantly, is that people are just not bothering calling 101 because you are just not getting a response … on the phone for 10, 15, 20 minutes to 101 and just not getting an answer. When you have been so proactive to go and contact the police and you are not getting anywhere with it, it really has an impact on trust and relationships because people will say, 'What's the point?' The two things [are] contactability and presence … "*
>
> *"I've seen a lot of mistrust; a perception that the police aren't there to protect them … that if you're engaged with the police, you're a grass … It's an us and them mentality. There's a big divide … I almost wish that was a higher priority sometimes … to try to reach those that are more hard to reach or more at risk"*

6.24 This, it was felt, will not only enhance communities' confidence in the police and their perceptions of safety, but could also have advantages for NYP in more easily gathering intelligence from those communities in the event of future criminal activity.

> *"When you look at how policing is done in Britain … it's built on consent and acceptance. Basically, accepting that the police are there as part of the community. So, I think there needs to be more visibility (more police officers and PCSOs out on the streets) but they need to really engage with every element of the community … turn up at town fetes and things like that and just chat to people so the communities can have more confidence in the police as well. That will work both ways because if there is ever any information to get, it can come from within the community … "*

6.25 Several other important steps in developing good community engagement and relationships were noted, specifically: feeding back on outcomes, communicating the good work being done 'behind the scenes', disseminating 'good news stories' and capitalising on the increase in community spirit that's evident in many areas as a result of COVID-19.

> *"One thing that's not done often enough is feeding back outcomes … how often do you hear 'what's the point reporting it to the police because nothing happens'? Well things do happen behind the scenes, people just don't hear about it"*
>
> *"Promoting good news stories. We're fatigued with everything, and we've not got the capacity to hear much more in the way of negative stories. So, we need something coming out from the police and PCC that are good news stories that makes the community feel proud and safer"*
>
> *"We do have an opportunity now … through COVID we've seen communities starting to form more of a sense of belonging. We're seeing lots of community groups that are building, and we need to develop that … how do we all support that?"*

6.26 Involving communities in place-based activity to identify appropriate solutions to problems was also considered worthwhile in building stronger, proud and more resilient societies.

> *"More place-based working, being more accessible and working with key agencies and community groups on community resilience. Working on identifying the communities' key priorities and working in partnership to help resolve any key issues … "*
>
> *"We need to work together to empower communities … that's really key to get pride in the community and making it unattractive for those criminals coming in. What we really want is that community resilience"*
>
> *"We need creative ways to bring communities together … and getting the community to say what they want"*

Non-traditional approaches to justice have their place within the system

6.27 One participant was particularly keen to see the more widespread adoption of non-traditional approaches to justice such as restorative justice and community mediation.

> *"On restorative justice … I just like the approach of it where, for example, there's one person who'd used racial slurs against somebody. What they did was they got them to meet the victim who explained to them that, 'It may be a word to you, but I've put up with this since childhood, this has stopped me getting jobs, I do this every time I go down the street'. And the person has thought, 'Actually yeah, this is an individual I have affected by doing this'. I thought that was a really good way around … the slightly lesser crimes that are out there. We need to look at different way of doing things"*

6.28 They acknowledged, though, the need for community education on the benefits of such approaches given the apparently widespread desire for punitive action against even lower-level criminals.

> *"All you've got to do is to look at reactions to any crime and it's always the same … 'Bang them up' … The reality is that unless you do look at the other side of it, you are never going to reduce this crime … enabling reform as opposed to just punishing … a considered approach to 'how do we stop this happening again?'"*

Some victim and perpetrator services are lacking

6.29 Counselling and therapy services for victims and survivors were thought to be lacking in North Yorkshire, as is (locally and nationally) appropriate pre-trial therapy that does not run the risk of jeopardising evidence.

> *"When it comes to counselling, that's something where we struggle to refer on to particularly at the end of a court case. People might want more than the emotional support that's available to them. They might be thinking about counselling and psychological therapies, and we often end up having to refer people either to their GP or through IAPT[8] to get those services and the availability isn't great"*
>
> *"The pre-trial therapy that's available for people is much less because there's a worry that the notes will be seized, and the defence will use that as a way of [saying] their evidence isn't reliable … There is a space for a really specialist counselling service who really understand somebody during the investigation but won't impact [the trial]"*

6.30 With regard to the latter, the apparently excessive delays in cases getting to court currently were said to have a significant impact, as many victims are actively discouraged from seeking pre-trial therapy due to the evidential risk and so are waiting a long time to receive the help they need to cope and recover from their trauma. Moreover, the effect of these delays on support services has been considerable, due to the effort required in keeping victims engaged with the criminal justice process for such lengths of time.

[8] About IAPT

"Trial delays in relation to witnesses who are due to give evidence being able to access post trial therapy … That obviously has significant negative implications … "

"The length of the investigations and the time it takes does have implications on services; the work involved in keeping people engaged in that process for longer"

6.31 It was, though, acknowledged that such delays are not for NYP to solve in isolation, and that a multi-agency effort is required to address the situation.

"The difficulty is that it's a multi-agency approach that's needed, so there are lots of actions that's not just for North Yorkshire Police to be looking at. I think those are the biggest issues in the landscape at the moment but it's very difficult for me to say what North Yorkshire Police could do to improve that"

6.32 Another issue raised in terms of accessing victim services was that those living very close to North Yorkshire's borders with other counties are unable to access support options across those borders even when they are the nearest ones to them. More cross-border arrangements would, it was felt, greatly benefit those who find themselves in this situation.

"Thinking about the boundaries of North Yorkshire, the reality is we only have one very clear boundary and that's the Yorkshire coast. When you get to areas like just outside Brotherton you've got people who might well be in North Yorkshire, however their community is either in South Yorkshire or West Yorkshire or the East Riding and you have difficulty around how services are contracted … as you get into the more rural areas of North Yorkshire, the thing that determines who the service provider is or who you might be able to get support from is the course of a medieval stream or some kind of county/parish boundary that happens to just fall on this side of a fence … and you have people who maybe aren't able to access the services that they need because of where their council tax is paid to"

6.33 Perpetrator services were said to be essential in breaking cycles of abuse and violence, but also problematic for two main reasons: firstly, that providing them can be seen as diminishing the suffering of victims and survivors; and secondly that many perpetrators know how to 'play the system'. To mitigate against the latter, victim involvement in such programmes was considered essential.

"We can work with victims to recognise abusive behaviours earlier in a relationship or understand the impact of what's happened to them. But unless the people who were subjecting others to violence change their behaviours, then it continues … "

"A lot of third parties who deal with victims feel uncomfortable about giving assistance to perpetrators … because it's always seen to be tarnishing what they stand for … but I think it does need to be looked at … There's organisations that will deal with the victims but there are also some that will deal with the perpetrators and the trouble is if you don't deal with some of the perpetrators as soon as they have served their sentence or paid their fine or whatever, they are going to be out there doing it again … "

> *"I'm still not 100% or close to that convinced about the effectiveness of some of the perpetrator focus … perpetrators are really, really clever at manipulating professionals … And that's where the victim liaison work becomes really important to get their voice into those programmes"*

6.34 Finally, it was said that NYP - and the Criminal Justice System as a whole - though improving, still has some way to go in putting victims at the heart of its activity.

> *"20, 30, 40 years ago, victims had virtually no place in the Criminal Justice System, and over the years it's improved dramatically but there are still huge gaps in how the police deal with victims … I think they still have a problem that needs to be addressed. They say they are victim-based but they have to show it and … I think there is still a long way to go"*

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