APPENDIX A

North Yorkshire Police Force Policing Pledge and Harrogate District Performance Report – 3rd Quartile

The Policing Pledge sets ten areas of service standards including basic things such as answering calls promptly to how local people can have a say over how their neighbourhood is policed. It is envisaged this will improve community confidence and community engagement in local service delivery

The following is a summary comparison of North Yorkshire Police Force Policing Pledge and Harrogate District Performance for Quarter 3. It only compares those areas where there is a direct comparison for the Force and Harrogate District. More detailed information is available for the force in **APPENDIX B** and for the Harrogate District in **APPENDIX C**.

NB. No comparison information is available for pledges 4, 7 and 10.

Pledge 1

Pledge 1: Always treat you fairly with dignity and respect ensuring you have fair access to our services at a time that is reasonable and suitable for you					**Harrogate** / **Force**	
Indicator		**Nov - Jan 10**	**Nov - Jan 09**	**Change**	**Comparison to 2008/09 Average**	**Comment**
The % of victims who were satisfied with how easy it was to contact someone who could assist them?	H	89.0%	94.0%	**-5%**	94.2%	**Large decrease**
	F	91.9%	92.6%	**-0.7%**	92.0%	Decrease
The % of victims who were satisfied with the way they were treated by the police officers and staff that dealt with them	H	93.0%	96.0%	**-3%**	94.4%	Decrease
	F	92.4%	93.3%	**-0.9%**	93.1%	Decrease

Overall Comment: Harrogate lower performance than the Force (Amber compared to Green)

The performance by Harrogate and the force has decreased for both indicators when comparing Nov-Jan 2009 to Nov-Jan 2010 with the largest decreases in performance being for Harrogate regarding the % of victims who were satisfied with how easy it was to contact someone who could assist them of –5% and for the % of victims who were satisfied with the way they were treated by the police officers and staff that dealt with them of –3%.

Pledge 2

Pledge 2: Provide you with information so you know who your dedicated Safer Neighbourhood Policing Team is, where they are based, how to contact them and how to work with them					**Harrogate** / **Force**	
Indicator		**Nov - Jan 10**	**Nov - Jan 09**	**Change**	**Comparison to 2008/09 Average**	**Comment**
The % of people who are aware of their Safer Neighbourhood Team	H	38.2%	46.0%	**-7.8%**	54.3%	Decrease
	F	42.5%	50.2%	**-7.7%**	53.4%	Decrease
The % of people who know how to contact their Safer Neighbourhood Team	H	33.4%	49.0%	**-15.6%**	47.5%	**Large decrease**
	F	36.4%	43.2%	**-6.8%**	42.7%	Decrease

Overall Comment: Harrogate same performance as the Force (Both on Red)

The performance by Harrogate and the Force has decreased for both indicators when comparing Nov-Jan 2009 to Nov-Jan 2010 with the largest decrease in performance being for Harrogate regarding the % of people who know how to contact their Safer Neighbourhood Team of –15.6%.

There were also decreases in performance when comparing Nov-Jan 2010 performance to the 2008/09 average with the largest decrease being for Harrogate regarding the % of people who are aware of their Safer Neighbourhood Team in Nov-Jan 2010 (38.2%) compared to the 2008/09 average (54.3%) of -16.1%.

Pledge 3

Pledge 3: Ensure your Safer Neighbourhood Team and other police patrols are visible and on your patch at times when they will be most effective and when you tell us you most need them. We will ensure your team are not taken away from neighbourhood business more than is absolutely necessary. They will spend at least 80% of their time visibly working in your neighbourhood, tackling your priorities. Staff turnover will be minimized					**Harrogate**	
					Force	
Indicator		**Nov - Jan 10**	**Nov - Jan 09**	**Change**	**Comparison to 2008/09 Average**	**Comment**
% of time SNT officers spend working in their local area	H	95.2%	97.4%	**-2%**	97%	Decrease
	F	97.2%	97.2%	0%	97%	

Overall comment: Harrogate same performance as the Force (Both on Green)

The performance by the force for this indicator is consistent when comparing Nov-Jan 2009 to Nov-Jan 2010 but the performance for Harrogate has decreased by 2%.

Pledge 5

Pledge 5: Aim to answer 999 calls within 10 seconds deploying to emergencies immediately giving an estimated time of arrival, getting to you safely, and as quickly as possible. In urban areas, we will aim to get to you within [15] minutes and in rural areas within [20] minutes.					**Harrogate**	
					Force	
Indicator		**Nov - Jan 10**	**Nov - Jan 09**	**Change**	**Comparison to 2008/09 Average**	**Comment**
% of 'Immediate Urban' incidents attended within 15 minutes	H	75.5%	79.6%	**-4.1%**	83%	Decrease
	F	75.4%	80.2%	**-4.8%**	79%	Decrease
% of 'Immediate Rural' incidents attended within 20 minutes	H	66.0%	68.2%	**-2.2%**	68%	Decrease
	F	68.9%	72.2%	**-3.3%**	73%	Decrease
Amount of time spent at Call Handling stage taking initial details (minutes)	H	1.3	1.3	0.0	1.4	
	F	1.3	1.4	**-0.1**	1.7	Decrease
Amount of time taken at Dispatch stage before a resource is proceeded (minutes)	H	5.2	4.6	**0.6**	3.7	**Large Increase**
	F	4.9	3.8	**1.0**	4.6	Decrease

Overall comment: Harrogate lower performance than the Force (Red compared to Amber)

The performance for Harrogate and the Force had decreased generally for all 4 indicators when comparing Nov-Jan 2009 to Nov-Jan 2010.

There are also variances between the Force and Harrogate performance for the 2008/09 averages particularly for the % of 'Immediate Rural' incidents attended within 20 minutes with the Force at 73% and Harrogate at 68% (-5%).

Pledge 6

Pledge 6: Answer all non-emergency calls promptly. If attendance is needed, send a patrol giving you an estimated time of arrival and: If you are vulnerable/upset or calling about an issue that we have agreed with your community will be a neighbourhood priority and attendance is required, we will aim to be with you within 60 mins. Alternatively, if appropriate, we will make an appointment to see you at a time that fits in with your life and within 48 hours. If agreed that attendance is not necessary we will give you advice, answer your questions and / or put you in touch with someone who can help.					Harrogate	
					Force	
Indicator		**Nov - Jan 10**	**Nov - Jan 09**	**Change**	**Comparison to 2008/09 Average**	**Comment**
% of Incidents attended within 60 minutes (Vulnerable)	H	63.7%	78.1%	**-14%**	87%	**Large decrease**
	F	62.3%	71.1%	**-9%**	82%	**Large decrease**
% of Incidents attended within 60 minutes (Priority)	H	65.5%	76.5%	**-11%**	75%	**Large decrease**
	F	74.7%	58.3%	**16%**	56%	**Large Increase**
% of 'PRIORITY' incidents attended within 60 minutes	H	69.0%	67.6%	**1%**	62%	Increase
	F	69.3%	53.0%	**16%**	52%	**Large Increase**
% of 'SCHEDULED' incidents attended within 48 hours	H	61.0%	65.3%	**-4%**	59%	Decrease
	F	57.6%	48.5%	**9%**	44%	**Large Increase**

Overall comment: Harrogate lower performance than the Force (Red compared to Amber)

The performance for the % of Incidents attended within 60 minutes (Vulnerable) has decreased for both the Force and Harrogate when comparing Nov-Jan 2010 with Nov-Jan 2009 with-9% and –14% respectively. When comparing Nov-Jan 2010 performance with the 2008/09 average there is also a decrease in performance of -19.7% for the Force and –23.3% for Harrogate.

The performance for the % of Incidents attended within 60 minutes (Priority) differs between the Force and Harrogate when comparing Nov-Jan 2010 with Nov-Jan 2009 with the Force performance increasing by 16% and Harrogate performance decreasing by –11%.

The performance for the % of 'PRIORITY' incidents attended within 60 minutes has increased for both the Force and Harrogate when comparing Nov-Jan 2010 with Nov-Jan 2009 by 16% and 1% respectively.

The performance for the % of 'SCHEDULED' incidents attended within 48 hours when comparing Nov-Jan 2010 with Nov-Jan 2009 has increased by 9% for the Force and decreased for Harrogate by –4%

Pledge 8

Pledge 8: Provide monthly updates on progress, and on local crime and policing issues. This will include the provision of crime maps, information on specific crimes and what happened to those brought to justice, details of what action we and our partners are taking to make your neighbourhood safer and information on how your force is performing.					Harrogate	
					Force	
Indicator		**Nov - Jan 10**	**Nov - Jan 09**	**Change**	**Comparison to 2008/09 Average**	**Comment**
% of people who feel well informed about what the police have been doing over the last 12 months	H	60.4%	35.1%	**25%**	41%	**Large Increase**
	F	63.1%	44.6%	**19%**	44%	**Large Increase**

Overall comment: Harrogate same performance as the Force (Both on Green)

The performance for the % of people who feel well informed about what the police have been doing over the last 12 months has increased for both the Force and Harrogate when comparing Nov-Jan 2010 with Nov-Jan 2009 by 19% and 25% respectively.

Pledge 9

Pledge 9: If you have been a victim of crime agree with you how often you would like to be kept informed of progress in your case and for how long. You have the right to be kept informed at least every month if you wish and for as long as is reasonable.					**Harrogate** / **Force**	
Indicator		**Nov - Jan 10**	**Nov - Jan 09**	**Change**	**Comparison to 2008/09 Average**	**Comment**
% victims who were provided with progress updates without asking	H	64.0%	48.0%	**16%**	49%	**Large Increase**
	F	62.0%	47.7%	**14%**	47%	**Large Increase**
The % of victims who were satisfied with how they were kept informed of progress	H	68%	56%	**12%**	68%	**Large Increase**
	F	64%	65%	**-1%**	65%	Decrease

Overall comment: Harrogate same performance as the Force (Both on Amber)

The performance for the % victims who were provided with progress updates without asking has increased for both the Force and Harrogate when comparing Nov-Jan 2010 with Nov-Jan 2009 by 14% and 16% respectively.

The performance for the % of victims who were satisfied with how they were kept informed of progress when comparing Nov-Jan 2010 with Nov-Jan 2009 has increased for Harrogate by 16% and decreased for the Force by –1%