

Police, Fire & Crime Panel Report

February 2022



Force Control Room Performance

This report sets out:

- the Force Control Room (FCR) performance for the period 1st January to 31st December 2021, following the update provided to the Panel in February 2021;
- the progress on the Single Online Home (SOH) to date; and
- staffing levels as of 25th January 2022.

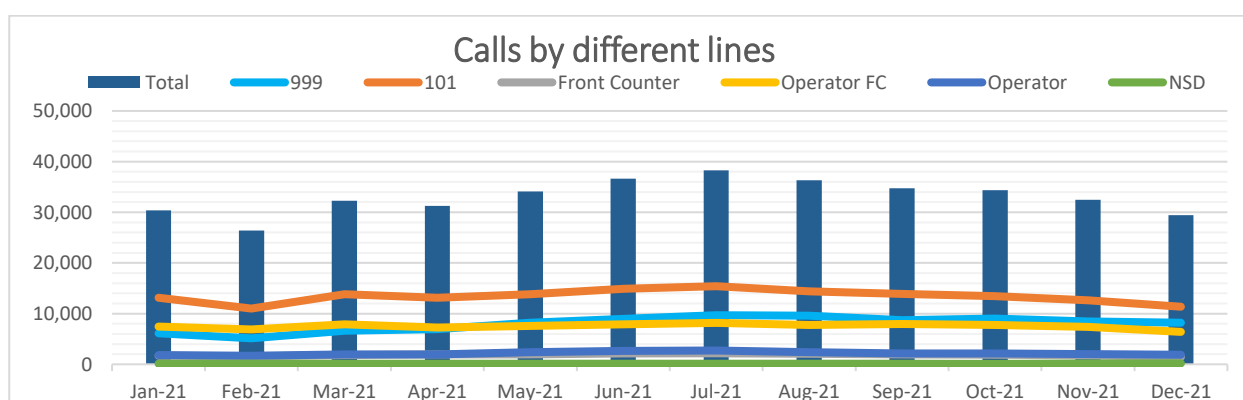
The Commissioner continues to monitor the performance of the FCR closely through her monthly Public Accountability Meetings which can be viewed online via the OPFCC website and through the engagement of her office to ensure its improvement in the future.

Call Volume

Total volume of calls handled on all lines in the FCR, from 1st January to 31st December 2021.

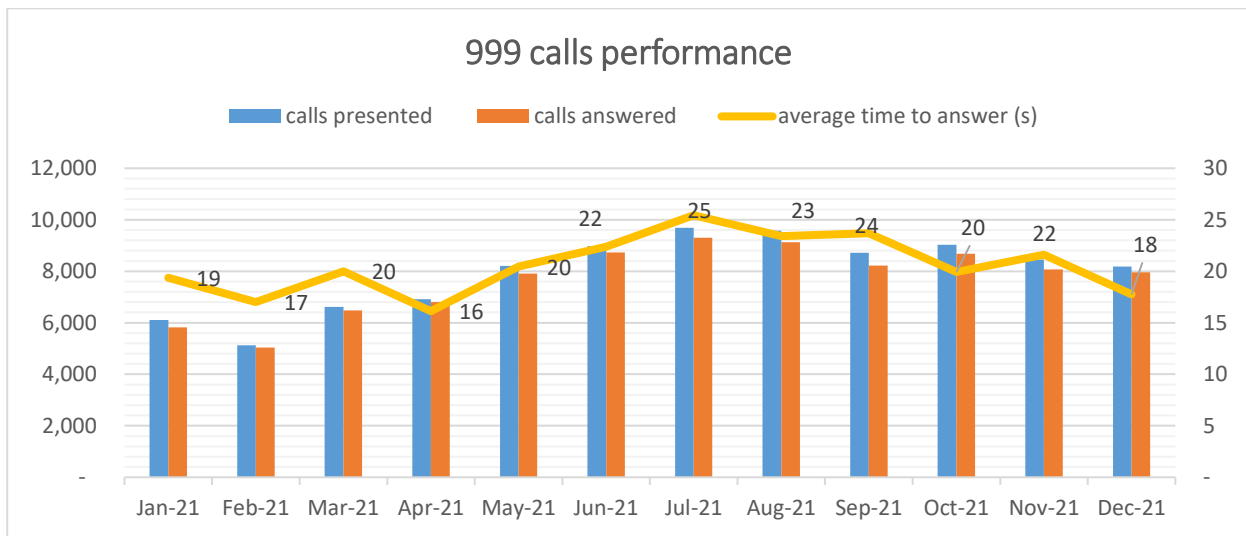
Call Type	Jan21	Feb21	Mar21	Apr21	May21	Jun21	Jul21	Aug21	Sep21	Oct21	Nov21	Dec21
999	6,107	5,131	6,615	6,914	8,203	8,983	9,689	9,571	8,716	9,029	8,454	8,186
101	13,154	11,003	13,835	13,108	13,812	14,911	15,412	14,389	13,909	13,461	12,656	11,338
Front Counter	1,718	1,553	1,821	1,923	1,956	2,157	2,169	2,084	1,979	1,867	1,756	1,462
Operator FC	7,444	6,876	7,921	7,252	7,595	7,859	8,176	7,782	7,924	7,751	7,411	6,402
Operator	1,819	1,689	1,974	1,968	2,386	2,640	2,724	2,378	2,127	2,140	1,996	1,857
Neighbourhood Service Desk (NSD)	113	124	130	98	133	106	107	93	102	92	165	159
Total	30,355	26,376	32,296	31,263	34,085	36,656	38,277	36,297	34,757	34,340	32,438	29,404

The total call demand started to rise from March 2021, reaching a peak in the summer. For the remaining months of 2021, 999 calls continued with a consistently higher demand than expected with November 2021 experiencing a 40% higher demand than normal call volume.

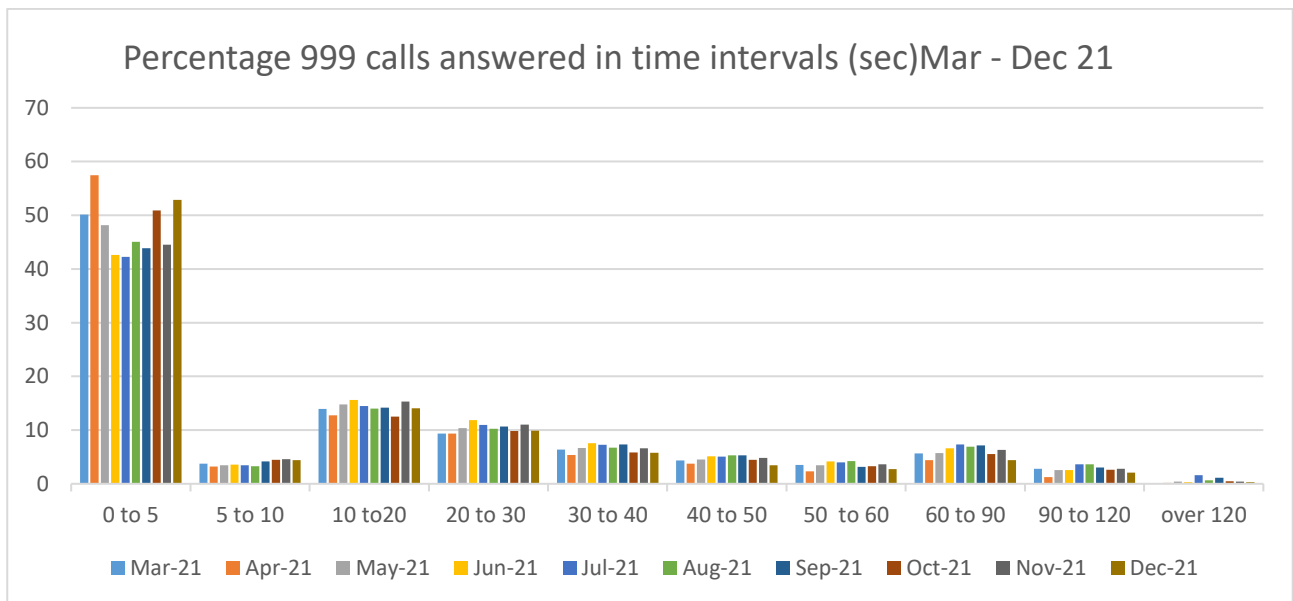


999 Overview

999 Calls



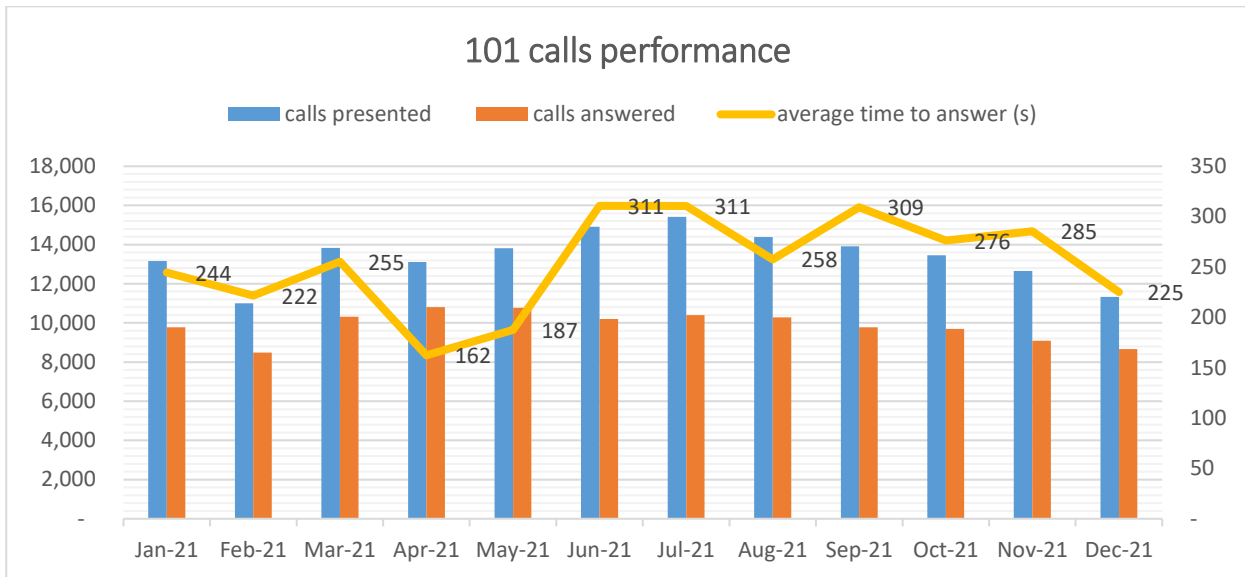
- The above graph indicates the volume of 999 calls presented and answered, as well as time average in which 999 calls have been answered between January to December 2021.
- The highest average answer times for 999 calls were 25 seconds and 24 seconds in July and September 2021 respectively. While the best performance was in April 2021, with 16 seconds, helped by call reduction and answering 60% of calls within 10 seconds.



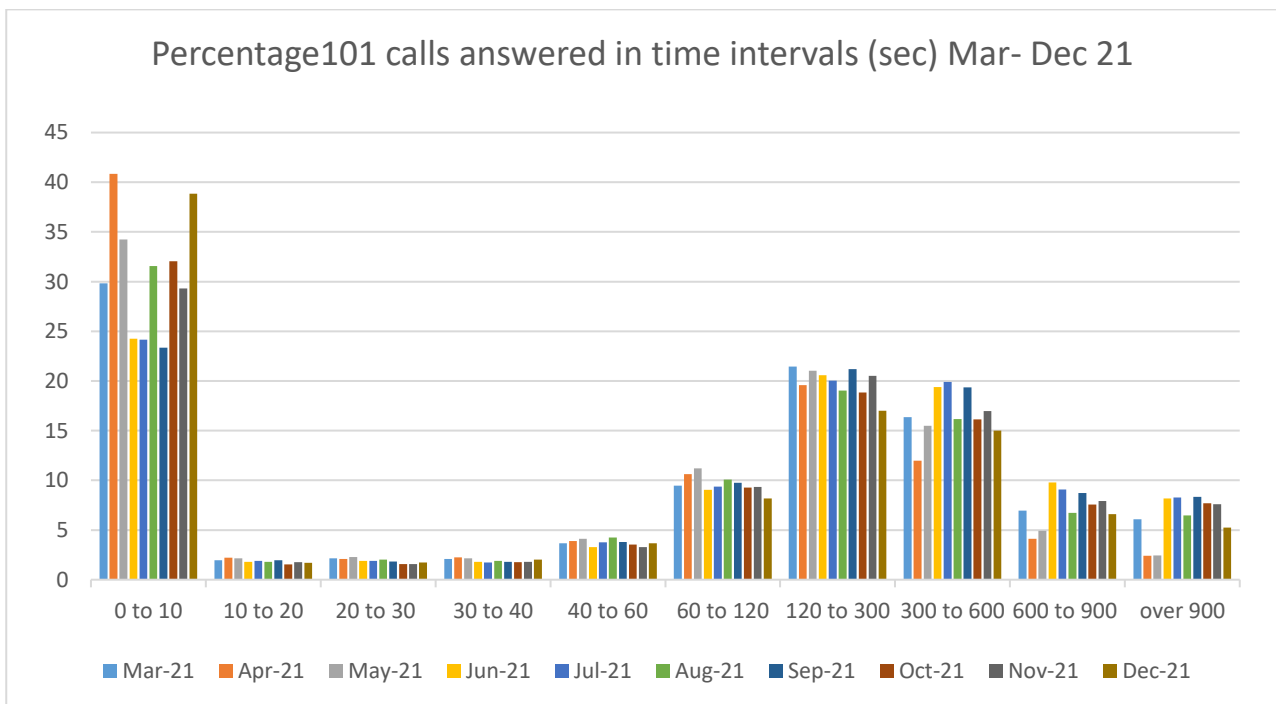
- In the six months from July to December 2021, 46.57% of 999 calls were answered in less than five seconds.
- There has been an 8% increase nationally in 999 calls and North Yorkshire Police has seen its highest ever number of 999 calls in a month.

101 Overview

101 Calls

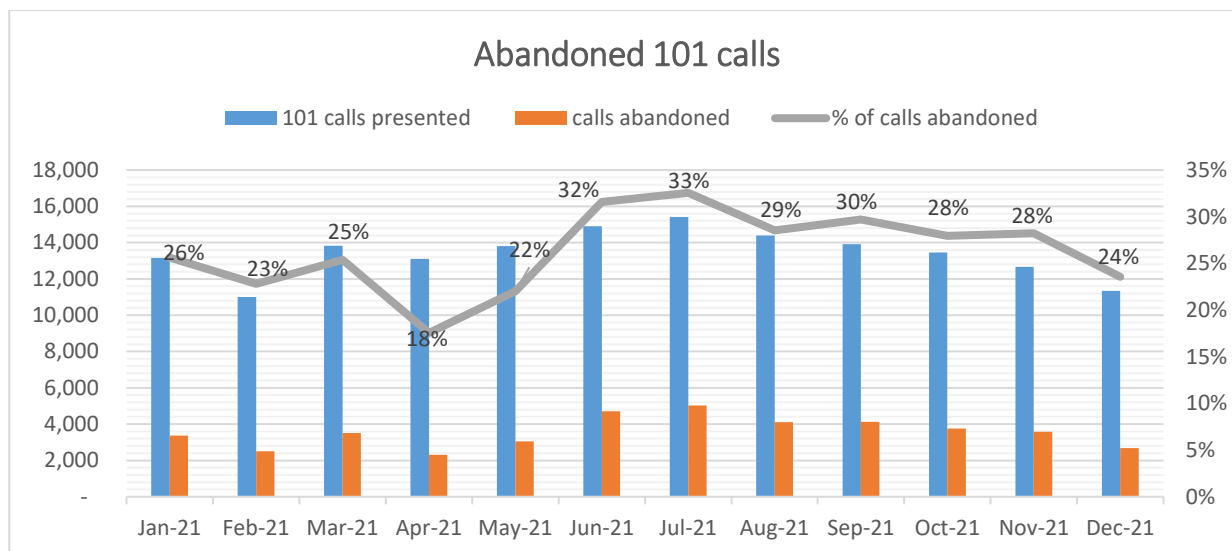


The target time for answering non-emergency calls is now two minutes, compared to the one minute previously set to ensure North Yorkshire Police is in line with most other forces.



- Between July and December 2021, the average number of calls answered in under five seconds was 29.88%, with 48.28 % answered in less than two minutes.
- The increase in volume of 999 calls has had a negative impact on call handling performance for 101 as the 999 calls have to be prioritised. There was an average of 7.27 % of calls that waited more than 15 minutes between July and December 2021.

Abandoned 101 calls



- Abandoned 101 calls have increased from 26% in January 2021, reaching the highest rate in July by 33% and then dropped to 24% in December.

Control Room 'calls for service'

The calls for service are categorised below according to the national standard for incident recording themes.

Incident Type	%
Anti-Social Behaviour	15.3
Crime	20.75
Public Safety and Welfare	34.4
Road Related	12.85
Administration	16.23

Single Online Home (SOH)

Single Online Home is the new national police web platform which integrates local police websites with national infrastructure and data to improve accessibility and online reporting options. The key benefit of the platform is to offer the public a consistent, easy-to-use way of engaging with their local police force digitally and of accessing police services and information online.

During 2020 and 2021, North Yorkshire Police adopted a number of functions including the online reporting of Covid regulation breaches followed by crime, anti-social behaviour, fraud, road traffic incidents and the application and management of firearms and explosive licensing.

In October 2021, North Yorkshire Police moved onto the platform entirely migrating all services previously hosted on the North Yorkshire Police home page to SOH. The services available via SOH continue to be expanded.

North Yorkshire Police is actively monitoring the impact of online reporting on its demand and call handling times to determine future resourcing and avoid any detrimental impact on 999 and 101 call times.

Staffing

Staffing levels as of 25th January 2022

Role	Budgeted FTE	Actual FTE
Leadership	3	3
Crime Recording	18	18
Crime Management	11	11
Dispatchers	60	57
Communications	86	73
Front counters	39.5	33.5
System Administration	3	3

Covid measures have reduced the numbers that can be trained per intake, so fewer recruits have been taken on in the last year. A training plan for 2022/23 has been developed and there are intakes planned for March, June, September and December 2022.