



Working to keep your community safe

**DRAFT Policing and Crime
Annual Report
2021-2022**

Helping you to be safe and feel safe in North Yorkshire

Contents

Foreword	3
Priorities	6
Priority 1 – Caring About the Vulnerable	6
Priority 2 – Ambitious Collaboration	9
Priority 3 – Reinforcing Local Policing	12
Priority 4 – Enhancing Customer Experience	16
Tackling your priorities	19
Community Fund	24
Community Safety Service Fund	25
Governance	26
A new approach to complaints and recognition	27
Funding and spending	28
Contacts	29

Foreword

Welcome to the first annual report since I became Commissioner, the elected local policing body for the North Yorkshire Police area.



I took up the role on 26 November 2021 so this annual report, for the year between April 2021 and March 2022, covers a period during which three Commissioners and one Acting Commissioner have held office.

Through that time, the constant has been the small but dedicated and committed team who make up the Office of the Police, Fire and Crime Commissioner and I would like to acknowledge and praise their work during what has been a turbulent period. This has positioned me well to quickly move to fulfil my pledge to restore and enhance public confidence in the role of Commissioner

My team have worked with each holder of the Commissioner role to deliver the principles and objectives of the Police and Crime Plan for 2017-21. The priorities within that Plan continued through the 12 months covered by this report.

After an unprecedented time with Covid-19, the restrictions we all faced and the impact they have had, this was the year we started to return to a more normal way of life as we learned to live with the virus. It has meant a renewed focus on our ambitions – to care about the vulnerable, collaborate ambitiously, reinforce local policing and enhancing the customer experience, and how we achieve them.

Since my election, I have been looking closely at how North Yorkshire Police can work with partners to enable people in North Yorkshire and York to obtain the right help from the right service at the right time. This has included a renewed focus on ensuring a consistent response is delivered for those who contact the police, and a more timely response to victims and witnesses. Both are works in progress and efforts continue in 2022-2023.

We can be proud of the way we have retained our resilience and supported officers and staff as an organisation over the past two years. And, it is important we say thank you. So often, North Yorkshire Police has been on the frontline alongside our partners and other emergency services to keep our communities safe and feeling safe. It is only through the hard work of individuals that we can achieve that, and I am grateful for everyone's commitment to protect and support our communities in North Yorkshire and York during this time.

Now that the immediate challenge of the past two years is behind us, other equally pressing challenges return to the fore and we also attempt to understand the indirect impacts of Covid on people, young and old, and communities, rural and urban.

During the summer of 2021, my Office held a substantial consultation to gather views on what the priorities for the Service should be going forward. They engaged with over 3,500 of you through 16 events and received responses from over 2,000, creating a comprehensive understanding of what the public's priorities are and the way in which you would like to see your Service be shaped in the future. My new Police and Crime Plan will be published in due course.

This report gives a snapshot of the 12 months between April 2021 and March 2022 - and a sense of the challenges, the changes and the improvements that the Service has faced. My thanks to the Chief Constable and her team for their hard work and commitment during this period.

Zoë Metcalfe

North Yorkshire Police, Fire and Crime Commissioner

Signature redacted by NYCC prior to publication



Priorities for North Yorkshire

Helping you to be safe and feel safe in North Yorkshire

Our vision is that by 2021, North Yorkshire Police will be synonymous with exemplary service, in the round.

we
care



1. Caring about the Vulnerable

We will have an in-depth understanding of how we can best protect the most vulnerable people in our society and will invest in services, skills and partner relationships to deliver the best possible outcomes.



2. Ambitious Collaboration

We will reach out to partners and drive innovation forward to enhance policing, public protection, community safety and local justice services.



3. Reinforcing Local Policing

We will equip our people with the technology, skills, capacity and personal support to prevent and tackle crime and reduce demand.



4. Enhancing the Customer Experience

We will embed an outward-facing perspective to guide all our endeavours, providing an exemplary service that exceeds expectations, whether that be in serving the public, shaping the organisation or working with colleagues and partners.

Priorities

Priority 1 – Caring About the Vulnerable

We will have an in-depth understanding of how we can best protect the most vulnerable people in our society and will invest in services, skills and partner relationships to deliver the best possible outcomes.

Objective 1

A compassionate workforce with an excellent understanding of vulnerability in all its forms, which is better and more accurately recorded

The North Yorkshire Safeguarding Children Partnership has developed a new **Threshold Guide** which provides guidance and a framework for decision-making. This is to assist professionals across all agencies and organisations who support or work with children and young people with a decision about the safety and wellbeing of a child or young person. This aims to help provide the right help and how to make a good referral, at the right time from the right service and, importantly, from the right person.

In September 2021, NYP held the first **Suicide Awareness and Prevention conference** across NYP and NYFRS. The conference was live streamed, with six hubs across the county, allowing colleagues from both services to take part as a group and for other partners to attend. The aim of the conference was to break the stigma around suicide, encouraging people to talk, seek help and be able to spot signs in colleagues, friends, and family. Over 200 police and fire officers and staff attended the conference, which was supported by Samaritans and The Jordan Legacy, and as a result of the positive feedback, will become an annual event.

The domestic abuse charity SafeLives delivered in 2021, a series of training sessions to police officers and staff, in addition to some of the PFCC office staff, to make individuals think differently towards domestic abuse and ultimately improve the outcomes for victims and their families. This was much more than just a training course, but more a cultural change programme.

The recent legislative changes with the inception of the new **Domestic Abuse Act 2021** saw the City of York Safeguarding Children Partnership and the City of York Council hold a Domestic Abuse Practice Week session in October 2021. Throughout this event, the Yorkshire, and Humber Multi-Agency Safeguarding Trainers Group (YHMAST) also hosted a Regional Domestic Abuse Webinar Series called 'Domestic Abuse from a Child's Perspective'.

In December 2021, North Yorkshire has been proactive in delivery of WAVE training provided to door staff to help them spot the signs of controlling and coercive behaviour and '**Ask for Angela**' rolled out at licensed premises including pubs and bars in York and North Yorkshire supported by the partnership work along with training for bar staff enable individuals who feel vulnerable or at risk to "ask for Angela" and staff will intervene. In addition, Street Safe where individuals have reported feeling unsafe, are mapped across licensed premises to see if there is broader issue that needs addressing.

Objective 2

An improved response and reduced harm to people at greater risk, including those who are vulnerable due to their mental ill-health, victims of hate crime, young people and older people. Harm will also be reduced by developing closer working practices between partners and improved sharing of relevant information

The OPFCC team started to develop an initial approach to preparing a new **Violence Against Women and Girls (VAWG) Strategy** for North Yorkshire during 2021. This is being done in collaboration with local partners and women and girls in the local community across North Yorkshire. The strategy will be ambitious and challenge the police, Commissioner's office, and wider partners, to ensure women and girls, whether they are victims or not, feel safer in North Yorkshire and York.

In July 2021, IDAS (Independent Domestic Abuse Services) was commissioned to develop a **'Whole Family Approach'** providing support services for children and young people affected by domestic abuse in North Yorkshire and the City of York. The aim is for children and young people to be and feel safer in their own home while providing tailored support directly to them and their parent/s or guardian/s. IDAS are working in collaboration with York St John University and other key stakeholders to significantly improve the overall evidence base of actual needs of children and young people living in households where domestic abuse occurs and identify the most effective interventions to meet these needs and inform future service development and strategic planning.

Case Study- Operation Attitude

Operation Attitude, is a force wide operation launched in July 2021, aimed at stopping those under the age of 18 turning to a life of crime. Specially trained officers act on intelligence about young people and visit their homes to speak to them and their parents, educating them around the dangers of drugs and the risks of getting involved in County Lines gangs - where drug dealers from urban areas exploit vulnerable people, including children, and force them to deal drugs in towns and cities away from home. Police work with partner agencies, such as York City Council, to provide further support and required referrals for the young person and their family.

Objective 3

An improved response to the specific needs and vulnerabilities of communities that are hard to reach, either physically, such as isolated rural communities, or due to socioeconomic and other circumstances

Operation Dusk was launched In February 2022 by NYP as a response to the increased burglaries in the rural villages in the Selby district. As dark falls officers are taking to the roads across the district with a focus on remote villages. High visibility and plain clothed patrols are taking place with additional support from the force's Roads Policing Group and dog section. The operation has already seen success. With possible thieves been deterred,

and incidents that have helped gather intelligence. Officers have also conducted several stops on vehicles which led to three being seized as the drivers failed to display insurance.

On 29th November 2021, a new **Operating Model for the Rural Taskforce (RTF)** was launched, to enhance the level of service provided to rural communities and to protect our wildlife, whilst targeting identified high harm offenders and Organised Crime Groups. The RTF also introduced a Tactical Advisor (TacAd) model, providing both a proactive and reactive advice with guidance to investigating officers across the force on wildlife and rural matters.



In the past year, the Commissioner secured almost £430,000 from Home Office Safer Streets Fund- the second round- to be invested in the ***Protect Your Home scheme*** that designed to serve residents in the Selby areas of Birkin, Camblesforth, Carlton, Fairburn, Hillam, Hirst Courtney and Monk Fryston. Over 700 homes have signed up to the scheme so far with 410 already having received upgrades to their security, including video doorbells, door and shed locks, while 40 farms have also benefited from increased protection. The project is in its final phase and is under evaluation.



Objective 4

Provide an exceptional service to victims and witnesses, offering them more specialist support throughout the criminal justice process, leading to better outcomes at court

North Yorkshire Police established a new dedicated **Stalking Team** during the year to better identify and address all forms of stalking at the earliest opportunity. The Team is comprised of a Detective Constable with extensive experience of investigating stalking offences and two Stalking Victim Support Officers who offer bespoke personal safety planning and implement specialist safeguarding measures as necessary to reduce further risk of harm. In January 2022, the Team was strengthened by a specialist Stalking Perpetrator Support Worker employed by Foundation UK as part of the commissioned +Choices: Support Services for Adult Perpetrators to specifically engage with perpetrators of stalking and support them to complete a bespoke behavioural change programme.

A multi-agency group was established in 2021 to discuss individuals who may be involved in **sex work, survival sex or at risk of or victims of sexual exploitation**. The group was formed following concerns raised by North Yorkshire Police that they had intelligence on individuals who would fall into this cohort and had other known vulnerabilities such as mental health issues, domestic abuse and substance misuse but there were no established pathways to share this information to better protect and safeguard these individuals. Two specialist outreach

workers have been funded by the Office of the Police, Fire and Crime Commissioner who offer trauma-informed support, providing safety advice and information and invite women to local drop-ins and services where they can access further support. The support is tailored to each individual and can be practical, emotional or personal safety support/advice.

North Yorkshire Supporting Victims Team (SVT) continued receiving referrals from NYP, agencies and victims, including victims of fraud who are referred to the team via Action Fraud, a national helpline. Service levels have been maintained during the year, and the team continued to be home-based. Over the past year, the team received 33,035 referrals, a 1% increase on the year before in line with the slight increase in general crime. SVT contacted 17,002 victims in 2021/22, with 3,807 contacted directly by phone.



The huge difference in referrals to IDAS is due to a change in process where all domestic abuse cases are now sent directly to Domestic Abuse Officers who refer the cases to IDAS after they have assessed them, rather than the SVT.

SVT Data	2020/21	2021/22	Diff	% Diff
Total referrals into SVT	32,547	33,035	488	1%
Nu of direct phone contacts made by SVT	4,955	3,807	-1148	-23%
Nu of letters sent	7,163	12,089	4926	69%
Email / Text contact	377	1,106	779	193%
Referred to IVA for face to face support	389	601	212	54%
Referred to counselling	642	659	17	3%
Referred to IDAS	111	33	-78	-70%

Priority 2 – Ambitious Collaboration

Objective 1

Fully embrace the opportunities presented by the 2017 duty to collaborate between ‘blue light’ services to deliver a more efficient and effective response

In December 2021, a new **Safer Roads Strategy for the York and North Yorkshire** Road Safety Partnership was launched. The Strategy sets out an ambition of working towards vision zero - to reduce the number of people killed and seriously injured on our roads, and to enhance the safety of all in York and North Yorkshire. Partnership includes North Yorkshire Police, North Yorkshire Fire and Rescue Service, Yorkshire Ambulance Service, City of York Council, North Yorkshire County Council, National Highways, and the Office of the North Yorkshire Police, Fire and Crime Commissioner. The aim is to ensure that they are working towards this ambitious Vision, while ensuring that the views of communities are heard throughout the process. Those who live and work alongside our roads and use them every day, know the challenges and by listening to them, and working to put in place solutions, we can begin our journey to Vision Zero.

Objective 2

Work more closely with criminal justice partners and local authorities to deliver a more joined up service for victims and witnesses, support local justice, reduce reoffending and improve convictions rates and other justice outcomes

The OPFCC commissioned the **Crossroads Adult Diversion scheme**, whose goal is to prevent or intervene early to divert people from the criminal justice process by addressing the underlying causes of their offending behaviour. The scheme is provided by Humankind and works with women and men aged 18+ to offer trauma-informed support to address underlying causes of offending. Each individual receives a tailored support package, the intensiveness of which will be responsive to their assessed needs. A dedicated keyworker will be allocated who will provide direct interventions, advocate, and signpost into specialist agencies where necessary.

The Change Direction Young People's Diversion scheme is provided by North Yorkshire Youth. Targeting young people between 10–17-year-olds who may be at risk of entering the Criminal Justice System or are known to North Yorkshire Police. The scheme engages with young people, at an early stage before criminal behaviour becomes habitual, to improve circumstances for both the young person and the local community. The young person's engagement with the Change Direction scheme will be on a voluntary basis. The scheme is open to those who are not offending or have been involved in antisocial behaviour or committed very low-level offences. **Project Shield** is a ground-breaking pilot project which the OPFCC supported and was developed as a result of the recommendations from the Domestic Abuse and Family Court Report, which aims to improve the response to breaches of Non-Molestation Orders (NMOs). NMOs are civil orders granted by the courts to protect victims of domestic abuse and breach of an order is a criminal offence.

The project was delivered by North Yorkshire Police in partnership with IDAS, Her Majesty's Courts and Tribunal Service, Edge Hill University and CGI, the global IT and business consulting company. During the pilot all NMOs issued by the courts for victims in North Yorkshire and York were recorded on the Police National Database and this is now standard practice. This allows police officers to more easily see if an order had been issued and help them more effectively enforce any breaches.

Objective 3

Widen and deepen collaboration with policing partners regionally and nationally, ensuring that the best outcomes for North Yorkshire communities are achieved, to better tackle serious and organised crime, child sexual exploitation, human slavery and trafficking, and other serious and emerging threats

YatH is the collaborative arrangement for police services in the Yorkshire and the Humber, it encompasses North Yorkshire Police, South Yorkshire Police, West Yorkshire Police and Humberside Police forces. The collaboration includes shared functions such as of the Regional Scientific Support Services (RSSS), from the 1st of April 2022, North Yorkshire Forensic Collision Investigation (FCI) will join the RSSS. In addition to the Regional Organised Crime Unit (ROCU), this service includes access to regional Cyber Crime Unit, regional Operations Unit, regional Development Team, North East Region Asset Recovery Team, Regional Intelligence Unit, Regional Confidential Unit, Regional Organised Crime Threat Assessment Team, UK Protected Persons Service, Regional Undercover

Online Unit and regional technical surveillance (TSU). The ROCU acts as the regional link with national law enforcement agencies as well as international law enforcement partners.

As the Office for the Police, Fire and Crime Commissioner for North Yorkshire, we are responsible for multi-million-pound budgets and hundreds of suppliers and so are doing all we can to ensure **modern slavery** is eradicated from our supply chains. In the week of Anti-Slavery Day, we signed up to a continued commitment to tackle this issue alongside Commissioners from West Yorkshire, South Yorkshire, Humberside, Durham, Cleveland, and Northumbria. The issue is already a priority for North Yorkshire Police who are addressing the crimes involved with modern slavery and human trafficking, bring offenders to justice and safeguarding those at risk. It is only right that, as Commissioner's Offices, we play our part which is why we are committed to working in partnership with our suppliers to support and challenge them on their response.

Case Study – MATAC Prison Project

Last year, North Yorkshire Police (NYP) and Local prisons started to work together under **the MATAC Prison Project** to better protect victims of domestic abuse by preventing offenders from contacting them either directly or indirectly whilst in prison. NYP can request prisons block all contact between a prisoner and their victim, including putting in measures to prevent another prisoner contacting the victim on their behalf. If prisoners try to communicate through a third party in the community outside of prison, the prisoner will also be placed on 100% mail monitoring by the prison. Support services or victims themselves can report any subsequent contact from the prisoner to NYP who will share this with the relevant prison for appropriate action to be taken. This could also indicate they have access to an illicit mobile phone so targeted searches by the prison's dedicated search team will take place to seize any such devices.

Objective 4

Maximise collaboration opportunities with local partners to improve effectiveness and make tangible efficiencies. Ambitiously develop the plans already in place to share premises and services, resulting in a willingness between partners to work more closely together.

In November 2021, NYP conducted a **Proactive Fortnight Operation** to target county lines drug dealers, those involved in cross-border and rural crime, dangerous drivers and increasing the safety of women and girls. Policing teams were bolstered with additional resources from the Roads Policing Group, Rural Task Force, and the Operational Support Unit. The operation disrupted supply lines and tried to help vulnerable people who are exploited by the gangs, such as being pressurised into allowing their homes to be used as drug dealing centres.

A new NYP drug strategy for 2021-24 was introduced at the end of last year. NYP worked closely with The Office of the Police, fire and Crime Commissioner, North Yorkshire County Council (NYCC) and City of York Council (CYC) to inform the development of the strategy to ensure that it aligns with the National 10-year Drug Strategy, "From harm to hope: A 10-year drugs plan to cut crime and save lives". NYP's strategy vision is to reduce harm and supply of illicit drugs in North Yorkshire, while working with all partners to ensure delivering the best possible service to all our communities. The OPFCC monitor the impact this strategy would have locally and how its

implementation. Work is also ongoing with these local partners to develop a drug campaign that can be delivered across North Yorkshire and York over the coming year.

At the beginning of 2022, **Project Servator** marked the fifth anniversary of its deployments across North Yorkshire and the City of York. It is a policing tool aims at keeping our force area safe from harm from any type of criminality including terrorism, whilst providing a reassuring presence to the public and engaging with our local business community. The approach relies on unpredictable and highly visible police deployments, whilst at the same time, building a network of vigilance made up of business and community partners, and the general public. In September 2021, NYP launched a new mandatory training package (Disruptive Effects and See Check and Notify SCan) for all officers and staff, to be completed within 6 months

Priority 3 – Reinforcing Local Policing

Objective 1

A mobile workforce, enhanced with, and effectively using technology, that encourages a flexible, dynamic and innovative approach to delivering services locally. This objective will make local policing more productive and proactive, enabling them to be more visible with greater flexibility and capacity

The force continues to use **Cloud Video Platform (CVP)** technology for video remand hearings, for COVID19 positive or suspected COVID19 detainees, enabling them to participate in the criminal hearing. This includes remand, custody time limit and sentencing cases and currently equates to 2-3 cases per month. The force is awaiting national direction regarding a wider roll out of Video Enabled Justice and, if implemented, will increase resource demand within custody to administer the virtual hearing.

Two-way interface system (TWIF) was introduced to North Yorkshire Police and the Crown Prosecution Service in November 2021. The system connects the Police and CPS case management systems meaning they can interact with each other and improve the quality of cases and the efficiency of producing cases. TWIF aims to improve the exchange of information between services by reducing the administrative functions and workloads, making the process more efficient for both services. With the overall aim of, improving outcomes throughout the criminal justice journey and benefiting the community of North Yorkshire and York as investigations can be completed quicker, more effectively and enabling victims and witnesses to be updated regularly and more effectively.

North Yorkshire Police continued the use **Video Recording Suites (VRI)** in custody sites following the pandemic after it proved its important role to ensure victims and witnesses have full support, greater flexibility and are able to provide their best evidence. To facilitate this, the Knaresborough and Scarborough VRI suites were refurbished to create an environment that better serves victim's needs and helps them provide their best evidence. Technology provision was also improved for interviews to enable teams to better support victim and their parent/careers/guardians if applicable.

Chronicle to cater for all Taser Officers was expanded during 2021 to provide a 'living record' across the force of all Taser Officers, their training records, expiry dates, and all taser devices, etc. Over the previous months

Chronicle was being built with the details of all Specially Trained Officers, Taser Trainers and SPOCS. Once the system is online Taser officers will receive a personal Chronicle Card which will become their individual permit providing the authority to draw a taser.

Objective 2

Plan and prepare for changing and future demand, so that we improve our ability to deal with problems such as cyber enabled crime, fraud and the exploitation and abuse of children and adults

Online Abuse is expected to increase as nationally as new peer to peer sharing packages are introduced and more technology tools become available alongside investigations becoming more complex. **The Online Abuse Team (OAT)** is a subset of serious crime that enables a cradle to grave approach to be adopted when dealing with all child exploitation (CEOP) packages and internal proactive peer to peer sharing identification. This has streamlined the intelligence gathering, assessment and allocation of investigative packages including adoption of high-risk packages to provide an investigative service supported by Digital Forensics specialists. Additional investment of resource (uplift of two police officers) in 2022/23 has been made into online abuse investigation, alongside internal restructuring which supports meeting short term demand

Fraud was a Control Strategy priority for North Yorkshire Police over the previous two years and has created a focus on this previously partly hidden crime type. This has driven performance improvements, underlined that effective fraud policing requires a co-ordinated and collaborative approach. As society comes out of the current pandemic the actual levels of reported Fraud in the future are relatively uncertain, but it is likely that there will be a rise in fraud. Therefore, a new post of cyber-enabled fraud investigator will work on the interdependencies between the Economic Crime Unit and the cyber-teams, as vast majority of fraud has a significant cyber element, and this role will support any opportunities to co-ordinate activities.

Objective 3

A planned, co-ordinated and collaborative demand reduction/prevention strategy that addresses the causes of demand to prevent harm, will reduce crime and antisocial behaviour over the longer term

During the past year, the NYP prevention and intervention strategy has been introduced with a new approach developed through **Early Action Together (EAT)** programme and is focussed on solving local problems early before they escalate and create demand upon other parts of policing or partner agencies. It is acknowledged that whilst the investment in Prevention and Early intervention will drive down future demand, it will need to balance with those enforcement activities associated with crimes being committed, the impact of the prevention and early intervention on reporting of previously hidden crime and those non-recent crimes that are continuously coming to police notice. This is long term programme of change for the organisation and the vehicle for the delivery of that ambition - releasing capacity, creating opportunities, and equipping officers and staff with the necessary skills to drive this significant change in the way the police work.

Operation Choice was established in July 2021 and is a process designed for diverting children and young people in North Yorkshire, who are found in possession of drugs, into a course of police led educational sessions in lieu of traditional criminal justice disposals. In addition, further consideration will be given to referrals into drug

service providers and commissioned diversion services. Studies have shown that to promote such a cycle of change in an individual using psycho active substances, up to 7 attempts can be required to initiate a response.

Case Study- Cops vs Kids

In August 2021 a pilot project ran focusing on engagement and early intervention of young people through **Cops vs Kids** online gaming and E-sports. This project acted as a gateway to vulnerable children and young people within the community to build bridges with them and police, build trust and to help develop mutual respect between officers and young people. The projects have been delivered in partnership with the British E-sport Association (BEA) and the Youth Justice Service. BEA provided the use of seven gaming PCs including the game 'Rocket League' and the Youth Justice Service provided use of their office at Moor Lane Youth Centre to Host the event.

Make effective use of the whole policing family to provide the most appropriate service when and where it is needed. From volunteer search and rescue organisations, local Neighbourhood Watches, to Special Constables, civilian staff, police officers and partner organisations, we have a family of highly dedicated people with our citizens' best interests at heart.

Once again, this year has proved challenging for "NYP Volunteer", but there have been many examples of amazing contributions that Special Constables and Volunteers have given. **The rural watch volunteers** of Settle, Ingleton and Bentham have given 970 hours over the year to help keep prevent rural crime. Four volunteers are part of a "rural watch Liaison volunteers' pilot", the aim of this is to support the local safer neighbourhood teams and rural task force with local intelligence and stronger collaboration with the local community.





Filey Gala- Scarborough/Filey volunteers and Operation Cracker

The OPFCC Community has supported the **Skipton Youth Voice Project**, that led by the North Yorkshire Youth Commission, to give young people from under-represented groups, a voice on key issues important to them in their local community in Skipton, Craven. This peer-led project aims to enable young people from diverse backgrounds, with a wide range of life experiences, to come together, engage with other young people on these priorities and inform the work of the PFCC, North Yorkshire Police and partner agencies. The young people raised the following concerns which became the focus of the project: Cultural Divide; Racism and Stigma within the community; Relationship between community and police; and Lack of opportunities in their local area. Following the project report, the Commissioner made further visits to the community to understand these issues from the local women's group and the Commissioner, NYP and a number of partner agencies continue to support this work and address the recommendations made from this project.

Since October 2021 NYP has officers dedicated to dealing with instances of **Pet Theft** and supporting victims. Whilst instances of pet theft are rare in North Yorkshire (16 reports in 2021), NYP has implemented a pet theft lead and a small team of pet theft liaison officers who are working to ensure every officer recognises the need to offer the best possible support to victims of this type of crime. An organisation wide online training programme was launched to help achieve this aim and NYP also has a seat on the national working group led by Devon and Cornwall Police. In addition, a leaflet has been produced to assist officers in supporting pet owners to keep their furry friends safe, as well as providing up-to-date advice on what to do if your pet goes missing.



Head of North Yorkshire Police Dog Section, Sergeant Simon Whitby with police dog puppies, Bert and Ollie

Objective 5

Empower communities to engage more actively with the police service. A strong positive relationship between the people and the police helps reduce harm, crime and anti-social behaviour. Two-way communication and feedback improve community resilience, generates vital community-based intelligence and increases confidence

The Digital PCSO team is a team of five DPCSOs who are based across the force. They mix the 'traditional' uniformed side of being a Police Community Support Officer; patrolling and engaging with their community and supporting their local NPT's alongside using their digital skills to provide crime prevention advice and guidance to our online communities using platforms such as WhatsApp, Twitter and Facebook, and Community Messenger.



At the beginning of 2022, **Project Servator** marked the fifth anniversary of its deployments across North Yorkshire and the City of York. It is a policing tool aims at keeping our force area safe from harm from any type of criminality including terrorism, whilst providing a reassuring presence to the public and engaging with our local business community. The approach relies on unpredictable and highly visible police deployments, whilst at the same time, building a network of vigilance made up of business and community partners, and the general public. In September 2021, NYP launched a new mandatory training package (Disruptive Effects and See Check and Notify SCan) for all officers and staff, to be completed within 6 months

Priority 4 – Enhancing Customer Experience

Objective 1

Make policing more accessible by improving and widening the channels of communication by which the public can contact the police

Case Study -Single Online Home (SOH)

The move of the Force's website content onto the national police web platform 'Single Online Home' (SOH) system in October 2021, although resulted in a significant level of demand for police to deal with but offered the public a consistent, easy-to-use way of engaging with their local police force digitally and of accessing police services and information online wherever they are in the county. This tool will help to create extra capacity and less waiting times for the public

Effective learning from legitimate complaints, which improves the customer experience and increases confidence and trust in local policing

The Commissioners independent Complaints and Recognition Team has been in place since March 2020 and continues to be the main point of contact for dissatisfaction, recognition and reviews, working to service recover 'lower-level' complaints (expressions of dissatisfaction) where possible, and referring more serious complaints onto the Professional Standards Department (PSD). Where a complaint has been recorded under Schedule 3 to the Police Reform Act 2002, the complainant has a right to apply for a review of the outcome of the complaint and these are handled by the Commissioners Independent adjudicator. The Team engage with NYP and local managers sharing information and seeking best practice, identifying trends and learning to help improve the customer experience.

Objective 3

More efficient and timely customer service, that is as simple, straightforward and transparent as possible. This is equally applicable to internal customers and partners, as to the public

Under Early Action Together, an **Initial Enquiry Team** has been developed and will **go live in June 2022**. This is designed to work alongside call takers and pick up incidents where it is appropriate to deal with them remotely and to enable police officers within the IET to resolve customer needs over the phone, commence a primary investigation or make an appointment for attendance by an officer, if required. This provides a responsive service to customers, reduces the need for call backs or unnecessary appointments and frees up operational front-line resources to deal with other demands and focus more on prevention and early intervention.

Objective 4

A healthy, happy and confident workforce that better reflects the diversity of our community and can fulfil our priorities.

In 2020, NYP have created a **Pledge which is to promote a happy, healthy, engaged and productive workforce** and to support this there is an annual theme, and this year the focus is on "***your mental health workout.***" The aim of this year's theme is to encourage the workforce to consider mental health in a similar way to physical health – every individual has psychological weak spots or injuries - just like physical muscles, when they get used, they may feel tender or uncomfortable.

NYP continue to develop **leaders who understand how their personal leadership style impacts** both positively and negatively on those around them and every individual within their sphere of influence. This is important not only in upskilling managers but also to ensure we have a diversity in leadership which people can associate with.

At present, **the diversity** can only be measured in terms of gender and race, further protected characteristics data is being collected on a voluntary as part of the Safe to Say programme of work that will enable a more enriched picture of workforce diversity. Further positive action is ongoing to improve race diversity in North Yorkshire Police's workforce. While females currently represent 47.2% of the workforce and within police staff roles.

The current recruitment of 20,000 officers into policing as a part of the government **Uplifting Policing Programme (UPP)** gives a unique opportunity to improve the diversity of policing locally, especially into

firearms department, which have traditionally struggled to recruit a diverse workforce. Accordingly, dozens of extra police officers were hired in North Yorkshire over the last year as part of the Government's national recruitment drive. Home Office figures show that there were 1,563 police officers in North Yorkshire Police in December 2021, up from 1,511 a year before.

DRAFT

Tackling your priorities

North Yorkshire remains one of the lowest crime areas in England and Wales.

From April 2021 to March 2022, the Office of National Statistics show **- to be updated 21 July ONS statistics release**

Below is a summary of the police work made against the local priorities identified for each district and borough, and the City of York.

Craven Priorities

Burglary, Road safety, Crime prevention, County Lines

Theft of quads from farms affects the livelihoods of the victims and causes significant community impact. As a number one priority NYP have supported prevention initiatives through local farm watches and conducted intelligence led operations and investigations against active criminals by working alongside our Rural Task Force.

Craven teams have worked extensively with the Fire Service and NYCC in reducing the risk of serious and fatal collisions especially involving motorbikes in the Dales.

Prevention work has been bolstered by Operation Boundary with enforcement days using internal and external colleagues including specialist resources from around the force.

The Community Safety Hub teamwork with colleagues and mental health services to construct bespoke care packages for individuals with worsening mental health to avoid them reaching crisis and becoming high volume users of police services.

Burglary -29% (decrease from 225 to 160 crimes)

Road Safety +7% (increase from 2433 to 2597 crimes)

General Crime +2% (increase from 2443 to 2488 crimes)

Richmondshire Priorities

Drug offences, Burglary, Anti-social behaviour

NYP are working in conjunction with Richmondshire District Council, and other partners to reduce ASB, the Misuse of Controlled Drugs and prevent young people from offending throughout Richmondshire, such as the ongoing work to reduce ASB around the Falls in Richmond.

In the Yorkshire Dales, the police continue to work with National Park Rangers to reduce ASB at remote beauty spots. The volunteer network of farmers, gamekeepers and residents allow for additional eyes and ears throughout the rural Dales communities and help prevent and detect rural crime and poaching offences.

NPT support the Richmondshire Pub Watch as well as the recently established Community Alcohol Partnership (CAP), which brings together key local partners and seeks to reduce alcohol related harm among our young people, improve their health and wellbeing and in turn improve our communities.

Working with local fraud prevention ambassadors, Citizens Advice and Age UK, NYP are educating our communities about fraud and providing tips on how to stay safe and keep their money safe.

Drug Offences -35% (decrease from 54 to 35 crimes)

Burglary +22% (increase from 83 to 101 crimes)

ASB -45% (decrease from 1694 to 939 crimes)

Harrogate Priorities

Burglary, Anti-Social Behaviour, Vehicle Crime, County Lines

ASB and incidents related to violence have increased over the last 12 months. NYP work with the Partnership Hub to adopt a PSP for identified hot spots. Partners work with businesses to further reduce demand and limit WI-FI hot spots where young people congregate. The police have been successful in securing 3 closure orders on premises where ASB is prevalent and caused significant unrest in the community. This had a positive impact and calls for service were reduced.

Operation Night is a NTE initiative with the increase in reports of Spiking. NPT work with the CSH, Licencing and Venues delivering WAVE training and are running a Get Yourself Home Safely scheme driven by the CSH and partners.

County lines and Cuckooing come hand in hand. Expedite team engage with vulnerable people to support them and prevent ongoing exploitation. The police proactively target the lines and have executed several warrants at premises, ensuring that offenders are brought to justice and victims are safeguarded and supported.

Burglary -16% (decrease from 485 to 406 crimes)

ASB -36% (decrease from 5516 to 3543 crimes)

Road Safety +17% (increase from 6490 to 7602 crimes)

Cyber -12% (decrease from 1224 to 1077 crimes)

Hambleton Priorities

Burglary, Road safety, Mental health, Drug Misuse and Safeguarding Vulnerable People

NYP are working with the Safer Hambleton Hub, Hambleton District Council, Broadacres and North Yorkshire Youth to reduce ASB and divert young people away from crime. Targeted patrols are taking place in

Northallerton, Stokesley and Thirsk on a regular basis. Persistent offenders continue to be charged to court and the NYP apply for Criminal Behaviour Orders for those that cause the biggest problems.

NPT continue to work alongside multiple volunteers in terms of Street Angels, Rural Watch, Living Rooms, Churches, and Parish Councils to tackle our priorities.

Work with NYCC allows the police to effectively safeguard the most vulnerable in the area and has prevented multiple members of our community from becoming victims of cuckooing and county lines crime groups.

Burglary -3%% (decrease from 191 to 185 crimes)

Road Safety +4% (increase from 4202 to 4386 crimes)

Mental Health -7% (decrease from 2667 to 2484 crimes)

Scarborough Priorities

Burglary, Drug offences, Anti-social behaviour

The focus in Scarborough is currently on the use of targeted hot spot policing using evidence-based research to identify the right time to be in the right place to deter crime and ASB.

Multi-agency problem solving plans are incorporated into day-to-day business, such as Op Ambience and Op Culture to focus the best resource to the issue, be those civil interventions or criminal. Through the early identification of youths involved in committing ASB has enabled the police team to offer tailored multi-agency support through weekly youth tasking discussions and signposting to relevant community resources for early intervention and prevention.

Burglary -20% (decrease from 340 to 272 crimes)

Drug Offences -12% (decrease from 460 to 405 crimes)

ASB -43% (decrease from 7454 to 4217 crimes)

Ryedale Priorities

Burglary, Drug offences, Anti-social behaviour, Road safety

Ryedale suffers from a sporadic burglary issue, primarily in the rural areas. The Ryedale NPT have been working closely with the RTF, Rural WhatsApp groups and agencies such as NYFRS, to reassure the rural community, conduct reassurance patrols and proactively police the area.

ASB is an issue in the towns, primarily due to youths or alcohol. Ryedale NPT are working with parishes and volunteer groups to instigate after school clubs, mini-police, and cadets, to divert youths away from this behaviour.

Ryedale Community Safety Hub have started Community MAPS to link in with our parish councils, partners etc. as a way of providing updates, but also for a conduit for these areas to express their concerns. So far, this has been very successful and is still in the early stages.

Burglary +51% (increase from 86 to 130 crimes)

Drug Offences -17% (decrease from 71 to 59 crimes)

ASB -44% (decrease from 1715 to 961 crimes)

Road Safety +5% (increase from 2653 to 2791 crimes)

York Priorities

Violence, Burglary, Anti-social behaviour, Cyber crime

As we come out of the Covid Pandemic a key priority of local police in York has been keeping people safe in the night-time economy, especially for women and girls. NPT have been working in partnership with licensed premises and the City of York Council to build the capability of capable guardians, such as bar workers and licensed door staff. The police have provided joint training in safeguarding initiatives such as WAVE and Ask Angela, this is so the police can intervene effectively when women feel unsafe, or when a worker in a licensed premises identifies predatory behaviour. Also, carried out pro-active evening patrols carrying out licensing checks and providing a visible policing presence.

In addition to work with the two Universities in York to promote safety in the night-time economy for new students during fresher's week, local neighbourhood officers have attended fresher's fayres and linked in with key individuals to promote safeguarding.

Violence +32% (increase from 4257 to 5623 crimes)

Burglary +14% (increase from 493 to 563 crimes)

ASB -32% (decrease from 9415 to 6448 crimes)

Cyber -11% (decrease from 1583 to 1414 crimes)

Selby Priorities

Drug offences, Burglary, Anti-social behaviour, Cyber crime

In Selby the emphasis has been on tackling the causes of ASB, and the local neighbourhood team have been working with Selby District Council, the North Yorkshire Schools Liaison Team and schools in the district to identify children who are vulnerable to Adverse Childhood Experiences, the impact of which may manifest in anti-social behaviour. This work will continue as the partnership seeks to strengthen links through the Community Safety Hub.

Operation Dusk has been a pro-active initiative that seeks to tackle rural crime, especially burglaries. It has involved a partnership between the local neighbourhood team, Roads Policing Group and Operational Support Units. Targeted activity has been carried out in key locations at key times and a number of arrests have been made.

Drug Offences -25% (decrease from 193 to 144 crimes)

Burglary +27% (increase from 276 to 202 crimes)

ASB -42% (decrease from 3335 to 1944 crimes)

Cyber -18% (decrease from 700 to 574 crimes)

DRAFT

Community Fund

Launched in May 2013, the Commissioner's Community Fund is specifically for local organisations, groups or individuals who need money to help fund a new community safety project or scheme.

The fund is available for new projects led by people based or operating solely or mainly within North Yorkshire and the City of York.

Funds from £500 up to £20,000 can be awarded for specific projects that support communities within North Yorkshire to "Be Safe and Feel Safe", including:

- Diversionary activities for children and young people
- Promoting safety and reducing the fear of crime and anti-social behaviour
- Support for victims
- Improving community cohesion
- Preventing crime and anti-social behaviour
- Supporting the purchase of specific pieces of equipment in key community locations

Project examples can be found on <https://www.northyorkshire-pfcc.gov.uk/for-you/fund/>

The Community Fund now incorporates the Police Property Fund. Each year, NYP seize property as part of criminal investigations or confiscate property by order of court. Where property remains unclaimed, the Police (Disposal of Property) Regulations 1975 enable auctioning to raise funds for community and voluntary initiatives – particularly projects which have a positive impact on reducing crime and disorder at a local level.

Financial Information

Community Fund Project Examples 2021-2022

- Poems and Pictures limited were awarded £9,400 for a countywide author visit to schools to raise awareness of county lines, The Project is aimed towards Years 6 and 7 pupils to engage in early intervention; schools will be targeted using an informed approach, in partnership with NYP and NYCC.
- Adfam@home, £19,656.00 a countywide pilot project for online services to support families with a loved one in prison, affected their substance misuse, to prepare them for release or provide support in the community.
- The Martial Way, Craven awarded £19,617 to support delivery of martial arts and wrestling sessions at Broughton Road Community Centre to local young people. A key focus of the project is to divert young people from engaging in anti-social or offending behaviour. The project links with NYP, NYFRS and other partners to ensure a targeted approach to referrals and support with delivery of additional sessions.
- Age UK, York, £3,362 awarded to support production of 2,000 trusted Home Services Directories, so that older people can live safely and independently in their own homes. The directory is also available online, with details of tradespeople and service provider as well as information on how to be scam aware. Age UK also carry out appropriate checks in line with online trusted trader schemes.
- Other communities that benefit from funding include, Upper Wharfedale rural watch group in craven, Resurrection Bikes in Harrogate, Ripon Crimestoppers Trust, Future Networks in Scarborough, Filey skate park, York City Football Club, Broadacres Housing Association in Hambleton, Ripon Cathedral Scout Group,

- FY21/22 £187,948.98 was awarded to 25 projects.

Community Safety Service Fund

The Community Safety Services Fund is available to any local community service or organisation in North Yorkshire or the City of York.

The proposed project must benefit North Yorkshire communities directly and be supported by the appropriate Community Safety Partnership (Safer York Partnership or North Yorkshire Community Safety Partnership).

A representative panel from each Community Safety Partnership reviews all applications.

The maximum amount available for each application is £20,000. Projects/initiatives must support a pro-active, sustainable, outcomes focused approach to diversion and early intervention, addressing (re)-offending, (re)-victimisation and Community Safety priorities, using one of the following service delivery models:

- Community Based Volunteer Services
- Targeted Prevention and Early Intervention Services (Diversionary / Positive Activities)
- Targeted Early Intervention
- Emotional Health projects

Examples of projects can be found here:

<https://www.northyorkshire-pfcc.gov.uk/for-you/partnership/non-commissioned-community-safety-services/>

Financial Information

- In the Financial Year 21/22 **£62,970** was awarded. This includes four grants awarded and the contributions towards mediation and Anger Management Services.
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York Boat Rescue, and Northallerton Amateur Boxing Club.

Community Safety Services Fund Project, Examples 2021-22

- **North Yorkshire Road Peace Support Group** was awarded £19,400 to pilot a Countywide peer-to-peer victim support for road crash victims in North Yorkshire, including seriously injured victims and bereaved families. A specialist road crash victim-focused Resilience Building Programme to support bereaved families to cope and recover following road crash death. Programmes will link with existing services, specifically Supporting Victims Service and Brake to support an holistic approach to road crash victims.
- **The Hood Project** provided by Ad Astra Plus CIC in York was awarded £6,600 to support work with mentors and services in Yorkshire, to help 20 targeted students lower their anti-social behaviour and gain the confidence and skills to work towards their aspirations. The hope is to create a professional guide and support network for disadvantaged post 16 students in York.
- **Clean Slate Solutions, £10,650.00**, Funding will support the expansion of a pilot employment project for those released from prison. Clean Slate Solutions will ensure a targeted approach to referrals with partner agencies, including Youth Justice Services (YJS), Probation, North Yorkshire Police, OPFCC commissioned services. Over the project 50 participants aged 18-25 will be targeted.
- **Box Clever, Catterick Boxing club, £14,840.00** Funding will support delivery of 8-month boxing and issue-based sessions project for 32 young people.

Governance and Assurance

The Commissioner, in her role as Local Policing Body, is assured of adequate arrangements for the effective management of governance, financial and operational matters.

Police and Crime Plan

In response to the pandemic, the Government extended the previous Commissioner's term to May 2021 and with that the Police and Crime Plan to May 2022. Commissioner elections were held in May 2021 but the subsequent Commissioner resigned in October 2021 and a by-election was held to elect the current Commissioner. This process has delayed the renewal of the Plan which had been hoped to be published within the 2021/22 financial year.

Between 16 August and 7 November 2021, the Office of the Police, Fire and Crime Commissioner consulted with the public, businesses and partners, gathering views, thoughts, concerns and priorities which have all fed into the development of the new Police and Crime Plan. An open online survey was conducted as well as a representative telephone survey using Opinion Research Services (ORS), an independent market research company, receiving over 2,000 responses. 16 public events were held across the seven districts and the City, engaging with over 3,500 people. A number of focus groups were conducted, involving over 20 partner organisations, and a similar number provided written responses as well.

On 16 March 2022, the Commissioner submitted the draft Police and Crime Plan to the Police Fire and Crime Panel for review. The Plan reflects public concerns and priorities raised during the consultation and sets a realistic expectation of what the Service should achieve and the change people should see. The final Plan will be published on the Commissioner's website in due course.

Assessing the quality of service to the public

The Commissioner represents the public and holds the police to account for the quality of the service they provide to our communities. The Commissioner undertakes this mainly through Public Accountability Meetings. These are held monthly and take a 'deep dive' look at topics of public interest that impact across departments and areas of the police's work. The Commissioner wants to understand how the police are joining up their work and taking a comprehensive approach to preventing and tackling crime and delivering the Police and Crime Plan. This year topics for the police have included serious and organised crime, training of police staff, road safety, violence against the person, the victim journey and the initial police contact/response to the public, as well as reviewing progress against each priority of the Police and Crime Plan. The meetings also consider police performance data, allowing the Commissioner to assess performance against public priorities.

Independent Scrutiny Panels

The Commissioner has three established Independent Scrutiny Panels that meet quarterly to assess specific areas of police business to make sure the public are receiving a high-quality service. These three Panels are made up of representatives from NYP, partners organisations and members of the public to review Out of Court disposals, Domestic Abuse and Stop and Search and Use of Force, including the use of Taser. This includes a lay observer scheme and community feedback panels to help the Service improve their

performance. Panel work has recommenced after the pandemic and regular meetings online and hybrid have been occurring with annual reports due to be published in due course.

A new approach to complaints and recognition



During the financial year, the Complaints and Recognition Team (CRT) received in total 1326 complaints, 8 per cent less than the year before. The team service was successful to recover 1053 cases, while 273 cases were referred to Professional Standards (PSD). Of these approximately 36% were formally assessed because service recovery was not achieved, and 64% met the threshold for formal recording.

Single Online Home (SOH), a national web-based application, was introduced officially by the force giving customers the option/ opportunity to share their feedback online with the Complaints and Recognition Team. This service helps ensure all mandatory information is received by the team at the earliest stage possible.

During the same period, the CRT also received 58 valid review applications, 48% increase on the year before. The purpose of the review is to look at whether the handling and/or the outcome of your complaint was reasonable and proportionate. Reasonable and proportionate means assessing what is appropriate in the circumstances, taking into account the facts and the context in which the complaint has been raised, within the framework of legislation and guidance. Further information can be found at <https://www.policeconduct.gov.uk/complaints-reviews-and-appeals>.

In addition to that, 40 review outcomes were finalised by the Commissioners Independent Adjudicator, of these 15 were upheld and 8 Part upheld with recommendations accepted by the NYP. For the 17 cases that were not upheld, the case handling/outcome was determined as reasonable and proportionate by the Independent Adjudicator.

In that period, 214 appreciations for the North Yorkshire police were received, slightly up from 210 on the previous year, these were shared with the force and where applicable individual officers or teams and information is collated to share best practice and to celebrate when things have gone well.

Funding and spending

Funding breakdown 2021/22	Actual £'000s	%
Core Grant (including legacy grants)	-88,103	47.2%
Precept (including collection surplus)	-81,945	43.9%
Grants (ringfenced)	-8,255	4.4%
Non-Grant income	-8,303	4.4%
Total funding	-186,606	100.0%
Expenditure Breakdown 2021/22	Actual £'000s	%
Salary Costs	134,049	72.8%
Other non-Salary employee costs	2,660	1.4%
Police Injury Pension Costs	4,326	2.3%
Premises costs	4,506	2.4%
Supplies and services	20,810	11.3%
Transport costs (including fuel)	3,076	1.7%
Financial Costs	577	0.3%
North Yorkshire Police Total	170,005	92.3%
Office of the Police Fire and Crime Commissioner	1,202	0.7%
Commissioned Services	6,073	3.3%
Project costs	2,593	1.4%
Total expenditure	179,873	97.7%
Budgeted transfers to earmarked reserves	4,230	2.3%
Total expenditure and budgeted reserves transfers	184,103	100.0%
Surplus on the Provision of Services	2,503	-1.3%

Financial Position

<p>In 2021/22 the overall budget available to the Commissioner underspent by £2.5m, which is 1.3% of the overall expenditure in the year.</p> <p>Work continued during the year on the delivery of additional Police Officers, with overall Police Officer numbers now in excess of 1,600.</p>	<p>The 2021/22 underspend will be used to bolster reserves, reduce borrowing in future years and contribute towards increased inflationary costs.</p> <p>The organisation remains in a strong position financially and will continue to increase the overall number of Police Officers during 2022/23 to further enhance service delivery.</p>
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Contacts



Contacts

North Yorkshire Police
Tel: 101 for all non-emergency enquiries
Website: www.northyorkshire.police.uk



Crimestoppers
Report Crime Anonymously
Tel: 0800 555 111
Website: www.crimestoppers-uk.org



Information for everyone
If you require this report in another language, Braille, large print or as an audio tape please contact the Office of the Police, Fire and Crime Commissioner.

Supporting Victims
Support for victims of crime in North Yorkshire
Tel: 01609 643 100
Email: www.supportingvictims.org



You can contact the Police, Fire and Crime Commissioner in the following ways:
Office of the Police, Fire and Crime Commissioner, 12 Granby Road, Harrogate, HG1 4ST

-  01423 569 562
-  info@northyorkshire-pfcc.gov.uk
-  northyorkshire-pfcc.gov.uk
-    [northyorkspfcc](https://twitter.com/northyorkspfcc)
-  youtube.com/c/nypfcc

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