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Policing and Crime Annual Report 2022-2023

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Helping you to be safe and feel safe in North Yorkshire and York

OFFICIAL

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Foreword



Welcome to the Police and Crime Annual Report for 2022/23.

As your elected police, fire, and crime commissioner one of my duties was to publish a Police and Crime plan for North Yorkshire and York which I did last year. This was written, following consultation, to reflect what you told me mattered most and sets out five public priorities for change.

This year I have welcomed His Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS). The Police Effectiveness, Efficiency and Legitimacy (PEEL) inspection was disappointing and highlighted that North Yorkshire Police required improvement in multiple areas, in particular strategic planning, organisational management, and value for money. The National Child Protection Inspection acknowledged the areas where improvement has been made, but identified there were areas to progress and this progress had been much slower than anticipated. As a result, I planned for an additional layer of scrutiny. I expect evidence in relation to any assurances I am given. To support this, I have implemented a new assurance framework, which clearly sets out how I will hold the Chief Constable to account for delivery.

In the past year I have worked closely with local communities to deliver on the priorities in my Police and Crime Plan. This annual report highlights some key accomplishments delivered by North Yorkshire Police and my office to improve public safety and contribute to helping you feel safe and be safe. I have also made significant changes within my office such as restructuring and the implementation of a new assurance framework so that I can effectively hold North Yorkshire Police to account for the delivery of my plan.

One of our greatest achievements is the publication of our Violence Against Women and Girls Strategy following extensive consultation with victims and survivors.

I joined the "NotMyChild" campaign with Kerry Roberts, who tragically lost her daughter, Leah, after taking drugs in 2019, to encourage parents, guardians, schools, and care givers to have positive conversations with teenage children about drugs, alcohol, and other substances. As a parent myself, I continue to be inspired by Kerry's determination to bring something so positive out of something so tragic.

I have passionately engaged with the community over this past year using my online public meetings and attending many community-focused events. A highlight was attending the Youth Commission's 'Big Conversation Conference' which reminded me how important the work and voices of young people are and how they are incredibly valuable when they contribute to community issues and suggest ways to resolve them.

I am immensely proud of the work that my office that has done throughout this year, and I also welcome my directors and staff who have helped change and streamline much of this work.

I hope that by reading this annual report you will see some of the positive things that I have achieved. I will continue to work with North Yorkshire Police so that they are able to become an exemplary service for the residents of North Yorkshire and York so that they can keep everyone safe and feeling safe.

Zoë Metcalfe, North Yorkshire Police, Fire and Crime Commissioner

North Yorkshire Police's Mission, Vision, and Values:

To keep people safe and feeling safe to deliver an exemplary police service with Impartiality, Integrity, and Respect.

Our values

Our values and culture - Making a positive difference for the public, every day.

With: Integrity, Objectivity, Accountability, Openness, Honesty, and Leadership.

Our principles:

The four C.A.R.E. Principles set out what I believe is an exemplary police service for North Yorkshire and York based on what you have told me.

Caring about the vulnerable

'Vulnerability' comes in many different forms and has many different impacts. Whether due to age, disability, adverse childhood experiences, exploitation, abuse, mental health, or isolation, as a victim or perpetrator, it is vital we care about the people with whom we interact, whatever the reason for that interaction.

Ambitious collaboration

Collaboration is more than just about partnership work. It is about actively seeking to join up services, close gaps and improve outcomes, working together to overcome our core problems. It is about creating a person-centred approach to interaction with, and a unified response from, public services.

Realising our potential

How we realise the potential of our people and organisation to deliver the best possible services to our communities, is integral to achieving our ambition. We need to have the right people, with the right training, information, skills, and equipment, in the right place, at the right time. For this to work we need to have the right culture.

Enhancing our service for the public

In all of this we must put the public that we serve first. Public services are services for the public and we must do everything that we can to enhance their experience when they interact with us. We must be accessible and engaged, present where we are needed most, and able to provide the care asked of us.

Our Priorities:

We have considered what is achievable for North Yorkshire Police in working towards achieving the ambition set through the C.A.R.E. principles over the next two to three years and sets outcomes that progress will be assessed against. These are also the focus of this Annual Report.

- 1. Actively engage with all communities to identify need and risk and to reassure**
- 2. Work jointly as a trusted partner to prevent harm and damage, intervene early and solve problems**
- 3. Deliver the "Right People, Right Support" every time**
- 4. Maximise efficiency to make the most effective use of all available resources**
- 5. Enhance positive culture, openness, integrity, and public trust**

Police and Crime Plan 2022-25 – Annual Progress Update Against Priorities

Priority 1

Actively engage with all communities to identify need and risk and to reassure

Outcome 1a

Public trust, confidence, and satisfaction in North Yorkshire Police services, and in reporting crime and incidents, has increased.

This year we have introduced more ways to gather the opinion of residents across North Yorkshire and York so that this feedback can inform how we shape our services. In October 2022 we launched the **Public Trust and Confidence** survey which invites the public to complete a set of questions to gauge trust and confidence in the policing response across North Yorkshire and York. The survey will remain on our website, and we encourage the public to participate in this, the responses are reviewed regularly and will inform future planning. You can respond to the survey here: [Trust and Confidence - Police - Police, Fire and Crime Commissioner North Yorkshire \(northyorkshire-pfcc.gov.uk\)](https://www.northyorkshire-pfcc.gov.uk/trust-and-confidence-police)



So far there has been 939 online responses to the survey. 262 were partially completed responses, and 677 responses were fully completed, with each question answered.

- 50% either agreed or strongly agreed they were fairly treated
- 53% either agreed or strongly agreed they were treated with respect

The top five areas respondents felt they had been affected by were: -

- 48.42% - Anti-Social behaviour
- 23.52% - Irresponsible Vehicle use
- 14.03% - Fraud in person, on the phone or online
- 13.64% - Burglary
- 12.45% - Theft of or from a car or bike

Numbers responding to the survey are limited, and we found that most responders to the surveys were aged 45+, white British, living in the York or Harrogate areas so more work is being done to capture the views from our wider communities and how we promote the surveys publicly. As a result, as response was initially low, we plan to launch again and aligning it with the Fire and Rescue service survey.

At the same time, we also launched a **Victims Voices** survey which invited victims and survivors of any type of crime to voice their experiences. This was to understand the impact that crime had on them, what support they needed, their engagement with any local support services and to identify any gaps in services for victims. A second survey, aimed at professionals who deliver victim support services in North Yorkshire and York, was conducted to capture what works well and what needs to be improved in the service provision. Focus groups were also held, and this was all part of the new **Victim Needs Assessment** which will help shape future services and improve outcomes for victims.



Following on from last year where it was identified that North Yorkshire had the lowest number of serious complaints submitted to the Independent Office for Police Conduct (IOPC). This year the **Complaints and Recognition** Team has gone above and beyond to manage complaints and ensure the public have confidence in their police service. Complaints against North Yorkshire Police are overseen independently by the Complaints and Recognition team within the Commissioner’s office, which covers justified, but minor issues that may require an apology or explanation that require work with North Yorkshire Police to resolve

quickly in a more/or less formal way.

In 2022 the Commissioner’s team handled 1,400 complaints and expressions of dissatisfaction, 80% of which were resolved using a flexible, customer focused and effective approach, without the need to be escalated to North Yorkshire Police’s Professional Standards Department (PSD) or the IOPC national body. During the same period 214 expressions of appreciation were recorded.

Complaints and Recognition Data

Activity*	2021/2022	2022/2023
New Complaints	1326	1287
Service Recovery	1053	1021
New Appreciation	214	205

*Data from Centurion

Outcome 1b

North Yorkshire Police have a holistic understanding of need in all our communities.

When developing the Violence Against Women and Girls (VAWG) strategy, consultation took place with local organisations representing women and girls. Direct consultation was also undertaken with women and girls themselves from across North Yorkshire and York. This was achieved through focus groups and an on-line survey, to ensure their voices remain central to the development and delivery of this Strategy. Please see the Commissioner’s website for a summary of the feedback and findings from this consultation: [Our Strategy - Police, Fire and Crime Commissioner North Yorkshire \(northyorkshire-pfcc.gov.uk\)](https://www.northyorkshire-pfcc.gov.uk/our-strategy-police-fire-and-crime-commissioner-northyorkshire-pfcc)

North Yorkshire Police have continued to engage with local communities to understand their needs, listen and support them.

- In April 2022, Members of the local Muslim community, special guests and both Chief Constable Lisa Winward and Deputy Chief Constable Mabs Hussain, along with some officers and staff from North Yorkshire Police and OPFCC (Office of The Police, Fire and Crime Commissioner) came together in Skipton to share **Iftar**. Iftar is the meal that Muslim friends and family share together to break their fast at the end of the day during Ramadan.
- As part of ongoing efforts to identify and address suspected anti-social behaviour in **Chapelfields, York**, the Neighbourhood Policing Team and the Partnership Hub launched a community survey in August 2022 to help focus police activity in the area.
- In December North Yorkshire Police and members of the OPFCC were honoured to host members of the local Jewish community and special guests for a historic **Hanukkah celebration** in the centre of Clifford’s Tower in York.
- Residents in Northallerton in February 2023 and Bedale in April 2023 were invited to take part in **Community Action Days**. North Yorkshire Police, Broadacres Housing Association and the Town Councils joined together and invited other agencies to ensure that the communities came to get advice from a large one stop shop within each town. The day also includes getting residents to share their views, which will help shape how services are delivered in the towns over the next 12 months.

Priority 2

Work jointly as a trusted partner to prevent harm and damage, intervene early and solve problems

Outcome 2a

North Yorkshire Police is a trusted and trusting partner, helping to drive a whole-system approach to improving outcomes.

Our **Violence Against Women and Girls Strategy 2022-2025** is targeted to achieve meaningful and sustainable change at a local level to make a real difference to the lives of women and girls in North Yorkshire and York. This strategy is the overarching approach for many of our aims and outcomes.



This strategy identifies the challenges and crucially, how police, fire, and our community partners, alongside the OPFCC, work together to address them. Keeping women and girls safe, and ensuring they feel safe, is not something that one organisation, group or emergency service can deliver on their own. It is only by coming together, being honest about the problems and creatively finding solutions that will bring about the real change needed.

To improve the way police and fire work together, we looked at ways to share space and resources. From June 2023, the Office of the Police, Fire and Crime Commissioner relocated from Granby Road in Harrogate to the Police Station in Beckwith Head, Harrogate. This saves around £80,000 per year, which can be reinvested in our services.

- We have also identified areas where we can share space and resources. For example, we have agreed to move the police facilities in **Masham** to the fire station.
- We have also invested £1.2m to refurbish **Ripon's** fire and police station and create a police base in the city centre.

Solving problems as a partnership is often more effective than doing so as a single organisation. This is why the 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 founded the **North Yorkshire Road Safety Partnership** which is now chaired by Assistant Chief Officer Elliot Foskett. [Organisational Activity Plan 2023/24 - Police, Fire and Crime Commissioner North Yorkshire \(northyorkshire-pfcc.gov.uk\)](#) As a member of the partnership, we committed to working together and sharing resources and expertise to provide a co-ordinated, evidenced-led approach to prevent deaths and injuries on our roads. We have seen a steady reduction in serious injuries but acknowledge that more work is needed to reduce the number of those killed on our roads.

Outcome 2b

Primary prevention and early intervention is embedded in the culture of North Yorkshire Police as the way of working across everything they do.

After consultation with the public the Community Remedy Document for North Yorkshire and York was published. The aim of **Community Remedy** is to enable victims of low-level crime and Anti-Social Behaviour to have a greater say in how offenders should be held account for their actions. The document lists the available sanctions that can be carried out by a person who has engaged in anti-social behaviour or committed an offence, when they admit to their involvement. This enables the individual to be effectively reprimanded for that behaviour.



In June 2022 North Yorkshire Police launched the **Initial Enquiry Team (IET)**. This is designed to work alongside call handlers and the team pick up incidents, where it is appropriate, to deal with them remotely. The aim is 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. This provides a responsive service to customers, reduces the need for call backs or unnecessary appointments and frees up operational frontline resources to deal with other demands. This allows a greater focus on prevention and early intervention initiatives. An initial survey from customers has revealed a high number of satisfactions including the service they received, care shown and knowledge of the officer.

Outcome 2c

North Yorkshire Police Officers, PCSOs (police community support officers), PSOs (Public Safety Officers) and staff have confidence in their capability to solve problems effectively.

North Yorkshire Police have made improvements this year by introducing a centralised library where all problem-solving plans are stored. **Problem Solving Policing** is an approach to tackling crime and disorder North Yorkshire Police use the 'SARA' model which consists of four stages:

- **Scanning**, the identifying and prioritising of potential crime and disorder problems.
- **Analysis**, the analysis of potential problems, by gathering information and intelligence to identify underlying causes of the problem.
- **Response**, the development, and implementation of tailored activities to address the causes of the problem, as identified in the analysis phase.
- **Assessment**, the measurement of the impact of the response to test if it had the desired effect and to amend the response if required.

The **centralised library for problem solving plans** is used to populate a new dashboard which provides commanders and supervisors with an overview of current plans that are in place. This allows them to identify best practice and avoid duplicating plans for the same location. The use of this kind of approach enables officers to take ownership of a problem, target it, and see it through.

A **Community Conferencing** approach was developed with Restorative Solutions and the OPFCC and can be used alongside the criminal justice system where a reprimand, final warning or caution may be issued as part of the process. Referrals are identified via North Yorkshire Police Problem Solving Team and the Neighbourhood Policing teams amongst others, in Scarborough and York initially. It involves an initial meeting for local residents to raise their fears, experiences, needs and concerns whilst managing their expectations of outcomes. A secondary meeting then takes place with partners and local services to identify potential solutions, engagement strategies and a third meeting to feedback to residents and offenders to agree actions, ownership, and a forward plan.

Priority 3

Deliver the “Right People, Right Support” every time

Outcome 3a

North Yorkshire Police have the appropriate resources in the appropriate places to serve the needs of the public.

I have approved £1.85M investment into North Yorkshire Police **Force Control Room** to transform how quickly calls are answered and re-instate confidence amongst the public. This followed an extensive proposal put forward by North Yorkshire Police detailing how a three phased approach aims to stabilise the current performance challenges for 999 and 101 calls over the next 12-18 months – whilst also ensuring the wider Customer Contact Function is fit for the future and continues to meet the needs of the public in the longer term. There are already benefits of this investment with an average of 72% of 999 calls being answered within 10 secs in Feb 2023 compared to 46% answered within 10 secs in July 2022.

In terms of tackling rural and wildlife crime, North Yorkshire Police are the only force to successfully roll out an ‘eyes on the ground’ **Rural WhatsApp Group** model. This model uses the rural community to support policing for intelligence gathering, disruption and detection of crime. Police are supported by 25 WhatsApp groups across the county which is made up of over 2000 members of the public. This process was developed under ‘Op Heartbeat’, and the groups really are the heartbeat of rural North Yorkshire. This has been a huge achievement, not only at a local level but at a national level. The model has been approved by the Independent Office for Police Conduct and recognised as best practice, meaning other forces have been advised to adopt our model. It is strengthening and protecting rural communities and means North Yorkshire Police are alerted to live incidents that need attending.

Outcome 3b

Vulnerable people and victims receive the most appropriate care according to their need.



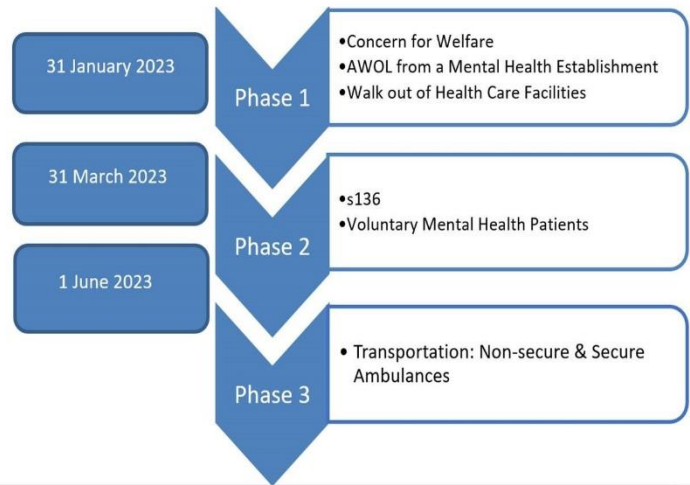
The **Pathways Service Directory** for officers was launched in June 2022 and provides a one-stop shop of contact details for all partner agencies, commissioned services and charities who can provide the right support, at the right time. Services are commissioned to provide the tools to keep people safe by intervening as early as possible for victims or perpetrators. September 2022 saw the launch of the Service Directory on Police mobile phones. The Service Directory is having a positive impact on officers providing support for victims and customers. Police Community Support Officers say the directory helps to generate a signpost email containing all the required details of the

agencies needed at the push of a button. In the coming year there will be a greater analysis of its use, and increased access for partners.

The Commissioner’s Communication Team and North Yorkshire Police have worked tirelessly throughout the year to **raise awareness** of campaigns to educate the public about specific issues relating to crime and victim support. Over the last year this has included attending the Mental Health Suicide Awareness Conference for both police and fire services in North Yorkshire for World Suicide Prevention Day, Hate Crime Awareness week, which was focused on Misogyny, VAWG 16 days of action and becoming a White Ribbon organisation. More details can be found here: [Commissioner Zoë's Newsletter and blog - Police, Fire and Crime Commissioner North Yorkshire \(northyorkshire-pfcc.gov.uk\)](#)

CASE STUDY – Right Care, Right Person

In close collaboration with health and social care partners across North Yorkshire and York. North Yorkshire Police rolled out a significant new policy in January 2023. The **'Right Care, Right Person'** is a model designed to ensure that when there are concerns for a person's welfare linked to mental health, medical or social care issues, the right person with the right skills, training and experience will respond. Police officers have often been required to offer support to those who really require specialist medical or psychological care. Under 'Right Care, Right Person,' officers will no longer be taking on this responsibility when it is not appropriate to do so. Meaning they can focus on other policing issues which matter to communities.



Priority 4

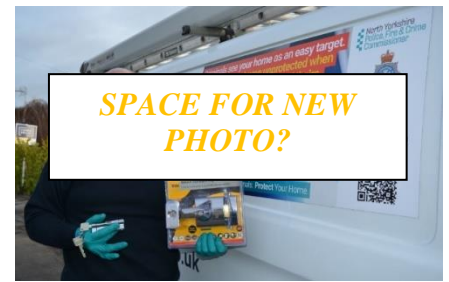
Maximise efficiency to make the most effective use of all available resources



Outcome 4a

North Yorkshire is outstandingly effective and efficient.

We have worked very closely with our commissioned service provider, **Independent Domestic Abuse Services (IDAS)** over many years, to make improvements in how we manage domestic abuse in North Yorkshire and York. In 2022, IDAS supported North Yorkshire Police to inform their Domestic Abuse Pledge to support officers or staff who are victims of Domestic Abuse. Five Domestic Abuse Practitioners (IDVAs (Independent Domestic Violence Adviser)) within our commissioned support services have received additional training jointly delivered by North Yorkshire Police’s Safeguarding and Professional Standards departments and IDAS.



North Yorkshire Police deliver services in relation to Domestic Abuse in a multi-faceted way and are using HMICFRS recommendations to improve outcomes in safeguarding. North Yorkshire Police have established a **Multi-Agency Risk Assessment Conference (MARAC) and a Multi-Agency Tasking and Coordination (MATAC) Steering Group**. These groups meet regularly and report to the Domestic Abuse Partnership Boards and subsequently the Community Safety Partnership; North Yorkshire Police have employed A Coordinator to meet the increasing caseloads. This has stimulated more effective and appropriate referrals and now have numbers that are beyond the capacity and capability of the current process requiring additional support from a MARAC Coordinator.

Outcome 4b

North Yorkshire Police provides increasingly integrated services, improving the efficiency of the systems of which it is part.

In May 2022, North Yorkshire Police introduced **NY EYE**, a new tasking and briefing system. NY EYE is a bespoke system and has been built in-house by the information, communication, and technology department. It has been refined using feedback from operational officers and staff and aims to make the tasking and briefing process more streamlined, easier to use, and quicker. For the first time ever, it provides the ability for all police staff to create and share briefings through the system, and any targeted activity can be tasked directly from a briefing item.

Since its launch, the Intelligence project has seen quite a few milestones reached, which have now been successfully embedded. These included new area-based Tasking Intelligence Officers (TIOs) starting to support the new system and ways of working and the introduction changes including command priorities and a safeguarding register.



NY EYE was developed as part of the Early Action Together Programme to embed prevention and early intervention across North Yorkshire and York will be evaluated on its performance as it progresses.

Priority 5

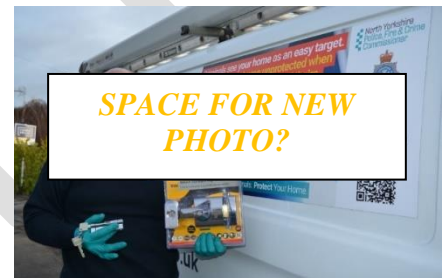
Enhance positive culture, openness, integrity, and public trust

Outcome 5a

The public trust and have confidence in the integrity of North Yorkshire Police as an organisation and in its officers and staff.

In May 2022, North Yorkshire Police introduced a new **Performance Management Framework** to help recognise where they are performing well and which areas they can further improve. With this framework, leaders are expected to set the tone and direction for the performance management culture. All North Yorkshire Police Officers and staff should expect to be held accountable for their individual performance and, where they are in a leadership role, the performance of the team they are responsible for.

Within North Yorkshire **Project Servator** has continued to be recognised as an outstanding scheme. In June 2022, North Yorkshire Police was visited by the National Project Servator Team (NPST), which is funded by Counter Terrorism (CT) policing, to provide oversight over the use of the Disruptive Effects (DE) approach across the UK and overseas, which includes Project Servator. North Yorkshire Police were one of the only teams to continue to maintain deployments throughout last year despite the challenges of the COVID-19 pandemic and subsequent lock down. The deployments witnessed by the NPST were both tactically astute and effective at detecting hostile activity. This has been illustrated in their statistics throughout the year with a fantastic positive stop search rate of 62.5 % and two notable arrests for counter terrorism offences. The NCALT package (North Yorkshire Police's training package) for all staff within the force is identified as a fantastic innovation which demonstrates the force's commitment to Project Servator. Other Project Servator forces are now using it as a method of raising awareness amongst their officers and staff.



Outcome 5b

Inclusivity, diversity, and equality are at the heart of North Yorkshire Police's organisational culture and service delivery.

In August 2022 North Yorkshire Police appointed Pearlcatchers, a leadership development company provided training to emergency services, to deliver their interactive **Diversity, Equality, and Inclusion (DEI) Training** to all employees across North Yorkshire Police, North Yorkshire Fire and Rescue Service and the Office of the Police, Fire and Crime Commissioner. Pearlcatchers have worked with several forces already and take a refreshing 'humanise not demonise' approach to DEI and the training involved two innovative half day sessions. The training uses real life scenarios and interactive sessions to get you talking freely and openly about these topics. The roll out of the training took place in a staged way to minimise the impact to your normal working day, with line managers and supervisors receiving the first wave. For those who have completed the first module, the second module is scheduled to begin very soon.

The feedback we have received from those who have attended the training has been positive with 94% of those who have attended agreed or strongly agreed that their knowledge and understanding has improved as a result of the training.

Outcome 5c

North Yorkshire Police is an employer of choice with a clear people focus that develops leadership, integrity, and inclusivity.

First line leaders play a pivotal role in serving our communities and protecting the vulnerable and in December 2022, North Yorkshire Police announced the roll out of a **First Line Leadership Programme** which has been designed to provide leaders with the skills needed to successfully lead their teams. The programme will be a blend of facilitated face-to-face sessions, spread over several months and self-managed learning with attendance being mandatory. The first element of the programme will be an interactive two-day session with sergeants, police staff leaders, staff leaders in enable and selected leaders in OPFCC.



Safer Streets Funding in 2022

In June 2022 the North Yorkshire Police, Fire and Crime Commissioner was successful in a bid to bring more investment to tackling cross-border crime in more parts of the county and improving the way in which stalking, and harassment is dealt with by North Yorkshire Police.

The £809,095 from the Home Office Safer Streets Fund is being invested into two schemes supporting the Commissioner priorities of preventing neighbourhood crime and addressing violence against women and girls, including providing more support for victims.

Over £700,000 is being used to prevent neighbourhood crime with an extension of the **Protect Your Home Scheme** which has already improved security at hundreds of homes and farms near Selby on the border with West, South and East Yorkshire. Separately, nearly £100,000 has been invested in a Review of the **response to stalking and harassment** across North Yorkshire and York in a partnership with The Suzy Lamplugh Trust.

Protect Your Home

As of March 2023, the scheme to prevent burglary, protect individuals, families, and businesses has taken place in over 1,000 homes and 90 farms along the borders of Craven District and Harrogate Borough with West Yorkshire. £719,950 is the total budget for improving security on homes and farms, Automatic Number Plate Recognition cameras and upgrade of Rural Watch Signage in specific locations to detect and deter potential burglars.

Following a security survey, homeowners can receive, new locks for vulnerable doors, windows, garages and sheds, and alarm systems for farms and small holdings. For homes with suitable Wi-Fi coverage the scheme also includes a RING video doorbell. Free security surveys and upgrades are available to homes in the parishes of Clapham cum Newby, Cononley, Lawkland, and Lothersdale areas of Craven and Allerton Mauleverer with Hopperton, Kirk Deighton, Kirk Hammerton, Leathley, Long Marston, North Deighton, Sicklinghall and Spofforth with Stockeld areas of Harrogate and has recently been expanded to include Bilton-in-Ainsty with Bickerton, Long Marston, Wighill, Tockwith with Wilstrop, Follifoot with Plompton, Scriven and Glusburn and Cross Hills.

For more details of the scheme, to check eligibility and to request a security upgrade please visit our website here: [Protect your home - Police, Fire and Crime Commissioner North Yorkshire \(northyorkshire-pfcc.gov.uk\)](https://www.northyorkshire-pfcc.gov.uk)

So far:

- 581 homes have received a security upgrade
- 456 video doorbells have been installed
- 777 homes have already signed up to the scheme
- 84 Farms have signed up to the scheme
- 9 Farms have received their security upgrades



Commissioned Services

The Commissioning and Partnership team administers a budget of £5m which includes recurring ring-fenced national grant funding, locally allocated budgets, joint commissioning budgets and annual income generation.

The majority of this budget are services provided by third parties; a small proportion to in-house service delivery (Supporting Victims Team), partnership working, commissioning and contract management. Wherever possible, work is collaborative with local partners, pooling funding, and co-commissioning services to maximise outcomes / impact for individuals and local communities.

In 2021/22 services received over 51,000 referrals, worked directly with almost 18,000 individuals.

We have 25 key commissioned services.

- 11 for Victims - To support and recover after crime
- 9 for Offenders - Prevention and early intervention
- 2 for Vulnerable People – To protect and support
- 3 Community Safety and Engagement – To enable partners and communities to address issues

The full details of services can be found here:

[Commissioned services - Police, Fire and Crime Commissioner North Yorkshire \(northyorkshire-pfcc.gov.uk\)](#)



Supporting Victims is a telephone-based service providing support for anyone affected by crime in North Yorkshire and York, whether reported to the police or not.

Supporting Victims in

North Yorkshire is open Monday – Friday, 9am to 5pm and can be called on: **01609 643100**.

This includes victims, bereaved relatives, those under 18 with consent, parents, or guardians of victims under 18 and members of staff where a business has been a victim of crime.

Supporting Victims is also the Independent Reporting route for victims of hate crime (whether reported to the police or not):

- Website: supportingvictims.org
- Email for victims: help@supportingvictims.org
- Secure email for agencies: supportingvictims@northyorkshire.police.uk
- To report a hate crime: <https://www.supportingvictims.org/advice/i-or-someone-i-know-is-experiencing-personal-abuse/>

Commissioned Services Examples – 2022-2023

- **Adult Sexual Assault Referral Centre (SARC) Mountain Healthcare Ltd, Funded £182,000**

The PFCC for North Yorkshire, NHS England, Humberside PCC, South Yorkshire PCC, and the Mayor for West Yorkshire have jointly commissioned a single Regional Adult SARC Service for the Yorkshire and Humberside region. Support is available for any victim of rape or sexual assault aged 16 years or over. Support is available for all genders and regardless of sexual orientation. The service offers:

- Immediate triage, advice, and support
- Specialist 1 to 1 Crisis Support
- Forensic Medical Examination if appropriate
- Onward referrals with other agencies and support services as appropriate
- **Change Direction: Young People's Diversion scheme, Funded £185,000**

Provided by North Yorkshire Youth, the scheme goal is to prevent or intervene early to divert young people from the criminal justice process by addressing the underlying causes of their offending behaviour.

- Reduce the number of first-time entrants into the Criminal Justice System
- Reduce re-offending and antisocial behaviour
- Assess the needs of those on the scheme across the criminogenic pathways and evidence positive progress to address those needs

The Change Direction Diversion scheme works with young people aged 10-17, to offer trauma-informed support to address underlying causes of offending.

- **Youth Commission: Leaders Unlocked, Funded £35,000**

North Yorkshire Youth Commission (NYYC) enables young people aged 10-25 to support, challenge and inform the work of the North Yorkshire Police, Fire and Crime Commissioner (PFCC), North Yorkshire Police, North Yorkshire Fire and Rescue and partner agencies, using a peer-research and engagement approach. NYYC offers young people the opportunity to influence decisions and direction of these agencies based on the key priorities young people have reported affect them.

Community Fund

Launched in May 2013, The 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 only available for new projects led by people based or operating solely or mainly within North Yorkshire and York. The Community Fund now incorporates the Police Property Fund.

Funds from £500 up to £20,000 can be awarded for specific projects that support communities within North Yorkshire and York 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.

The Chief Constable of North Yorkshire Police and the Police, Fire and Crime Commissioner have identified an additional **£25,000.00** for the Community Fund annual budget to support smaller, community-based projects using the proceeds.

Financial Information

- **2022/23** - £291,677.14 was awarded to 28 projects.

Community Fund Project Examples – 2022-2023

- **SPARKS Project, Scarborough – awarded £10,000.00.**
A community-based organisation located in a priority area, offering a range of interventions for the local community. This includes life skills, parenting skills, health and wellbeing, support to improve mental & physical health, support for ex-offenders and addicts, debt support, education / training / employment support and counselling. This one-off funding will support 12-months' work towards these initiatives, enabling an accessible resource for the community and aiming to improve relationships with the police.
- **Settle Multi Use Pump Track, Settle Town Council – awarded £7,500.00.**
Funding will support development of multi-use tarmacked and landscaped track, creating a sports facility for use by bikes, BMX, scooters, roller blades, skateboards etc. It will be floodlit to increase safety and usage in the darker winter months and ensure the site can be naturally surveyed. A lack of provision in the local area and an increase in ASB have been identified as issues that this project aims to address, together with increasing feelings of safety and cohesion.
- **York Youth bus, Inspire Youth – awarded £19,200.00.**
Funding will enable 48-week mobile youth delivery project in York following a successful pilot. The project will be delivered in four locations across York, determined through local intelligence led by NYP and partners. The project will engage with 200 young people and be open to 8–14-year-olds, who may be at risk of entering the criminal justice system, whilst being open to all young people and offered free of charge. The partnership project will link with North Yorkshire Police, York Youth Justice Service, Community Safety Hub, and North Yorkshire Youth Change Direction.

Community Safety Funding – Non-Commissioned Services

The Community Safety Services Fund is available to any local community group or organisation in North Yorkshire or 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 panel that includes representatives from each Community Safety Partnership reviews all applications.

The maximum amount available for each application to this fund 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

- For 2022-23, **£153,816.50** was awarded. This includes 10 grants awarded and the contributions towards Mediation and Anger Management Services.

Community Safety District Level Funding From April 2022 to March 2023, the Commissioner committed to providing community safety services funding through Safer York and the North Yorkshire Community Safety Partnerships (CSPs) This is to enable responsible authorities to react to emerging local community safety needs and demands for target hardening services, respond to emerging local community safety concerns or immediate crime and ASB reduction requirements and conduct planned targeted communications and social marketing interventions that link to local or strategic priorities.

The total funding available to the CSPs will be split by geographic area relative to the need and demand for community safety services, based on NYP data in relation to:

- Reported incidents of crime (volume).
- Reported incidents of anti-social behaviour (ASB volume).
- Reported incidents of public safety and welfare (PSW volume); Victims of crime; and
- Aggrieved / people reporting ASB or PSW.

Budget for Districts 2022/23: £38,199.40

Community Safety Strategic Level Funding

Budget for Strategic Partnerships to deliver planned, targeted, activities and interventions, including communications and social marketing, which align to CSP (Community Safety Partnership) strategic priorities.

Budget for 2022/23: £3,794.60

Community Safety Services Fund Project Example - 2022-23

North Mobile Provision – St Giles Trust – £17,190.00 awarded – Countywide

- **Mobile van outreach provision**
van will be used to provide a safe, gender specific, multi-agency service to women who are: victims/at risk of harm and hidden harms (including sexual exploitation); with multiple unmet needs; with substance misuse issues; at risk of entering, or currently involved with, the Criminal Justice System.

The mobile provision will work across North Yorkshire and York initially target women who face barriers to accessing services such as those in rural, isolated areas, starting in Scarborough and Ryedale.

Practical, outreach staff will provide emotional and well-being support alongside signposting into local services.

Women can self-refer or be referred through partner agencies. Links have been formed with key partners to help target areas of need.

Governance and Assurance

In March 2023 we launched a new assurance framework, which can be found here: [Assurance Framework - Police, Fire and Crime Commissioner North Yorkshire \(northyorkshire-pfcc.gov.uk\)](https://www.northyorkshire-pfcc.gov.uk) To ensure that we make a positive difference to the public, every day it is important to continually monitor and assess delivery of outcomes against the Commissioner's priorities which are set out in the Police and Crime Plan, and the Fire and Rescue Plan.

Whilst the Office of The Police, Fire and Crime Commissioner (OPFCC) regularly seek assurance from the services, we will also scrutinise them to ensure that we can effectively and formally evidence that positive progress and outcomes are being achieved.

We will monitor the police and fire service in a range of ways which are detailed below.

Online Public Meetings	Bi-monthly, Five per year for each service (Break in August and December). At this meeting, the Chief Constable is held to account in their delivery of the Police, and Crime Plan and the Chief Fire Officer is held to account in their delivery of the Fire and Rescue Plan. Police complaints are monitored, and lessons learnt. Fire and Rescue complaints are monitored, and lessons learnt.
Executive Board (Monthly)	Monthly formal governance meeting between the commissioner, Chief Constable/Chief Fire Officer to ensure proper governance of the services and the OPFCC. This takes place through open, constructive debate of their respective statutory duties and the efficiency and effectiveness of their delivery against the Police and Crime Plan and Fire and Rescue Plan.
Chief Catchups	Closed briefings which enable dialogue and discussion monthly. This is an opportunity for the commissioner to discuss elements of the Police and Crime Plan delivery, and the Fire and Rescue Plan delivery based on themes and receive updates on current issues and operational matters.
Independent audit committee	The Audit Committee provides independent scrutiny on the adequacy of the corporate governance and risk management arrangements in place. It advises the North Yorkshire Police, Fire and Crime Commissioner Fire and Rescue Authority, according to good governance principles and proper practices.
Joint independent audit committee	The Joint Independent Audit Committee (JIAC) provides independent scrutiny on the adequacy of the corporate governance and risk management arrangements in place. It jointly advises the Commissioner and Chief Constable, according to good governance principles and proper practices.
Scrutiny Panels	Scrutiny Panels allow members of the public to hold North Yorkshire Police to account via review of incidents, policing powers, and tactics. Panel observations, feedback and recommendations facilitate continuous learning, improvement of police services and identification of best practice. We continually review and assess our scrutiny activity to ensure we bring focus to targeted areas within the force, with the potential, where appropriate, to add additional panels or scrutiny activity if so required.
Community Review Group	The community review groups will assess and provide feedback on areas which the scrutiny panels review. This includes, identifying good practice and areas for learning, making referrals and recommendations.
Independent Ethics advisory board	Under development with an independent chair. The Panel will provide independent and effective challenge and assurance around integrity, standards, and ethics of decision-making in policing and fire.

Independent custody visitors	Independent Custody Visitors are members of the local community who visit police stations unannounced to check on the welfare of people in police custody.
Violence against women and girls' strategic governance board.	6-monthly Joint Violence Against Women and Girls Strategic Governance Board meetings, chaired by the Commissioner to monitor overall progress against our joint violence against women and girls' strategic objectives and provide greater transparency and accountability to increase public confidence in how we are improving the overall safety of women and girls.
Frequent interactions	Informal interactions between the services and OPFCC staff. This enables and encourages spontaneous face-to-face discussions between Chief Officers, Senior OPFCC staff, who may receive: <ul style="list-style-type: none"> • Updates on significant issues • Notification of significant/critical incidents OPFCC staff will also conduct site visits across North Yorkshire and York.
Complemented by	Bespoke briefings from Chief Constable/Chief Fire Officer on significant or sensitive issues. <ul style="list-style-type: none"> • Senior OPFCC staff attending key meetings within the services (e.g., HMICFRS* Governance Board, Gold Groups, Risk and Assurance Boards, Performance boards, etc.) • OPFCC staff conducting further checks and audits. • Routine liaison between Senior OPFCC staff Senior Staff/Officers. • Feedback from Independent Custody Visitors and Appropriate Adults. • Regular meetings with public bodies and Inspectorates (e.g., HMICFRS). • Independent review of complaints.

To underpin improvements in the services, so that they can be the best they can at protecting us and keeping us safe and feeling safe, we will utilise the frameworks set out by His Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) to support our scrutiny. For example, we will use questions that HMICFRS use to establish how the services are performing and improving outcomes.

We will evaluate what the public tell us in our trust and confidence surveys and through information we receive into our office. At our Delivery and Assurance Board we will regularly assess our performance against our own OPFCC Organisational Activity Plan, which can be found here: [Organisational Activity Plan 2023/24 - Police, Fire and Crime Commissioner North Yorkshire \(northyorkshire-pfcc.gov.uk\)](https://www.northyorkshire-pfcc.gov.uk). Additionally, the Commissioner conducts several consultations with the public and partners throughout the year. We will review reports from external inspections such as HMICFRS and monitor the services delivery against any action plans developed as a result of these inspections.

Live streamed, Online Public Meetings (OPMs) are one of the ways the Commissioner holds the Police Chief Constable to account for the service to the public. The Service is required to demonstrate the quality of the service in different areas and is its progress against the Police and Crime Plan.

This year's police OPM assurance presentations included HMICFRS Child Inspection Report Scrutiny, Follow Up and Learning, Prevention and Early Intervention, Out of Court Disposals, Stalking, Criminal Justice Case Progression, Customer Contact/Force Control Room, Offender Management, Rural Crime and PEEL Inspection Report findings.

Performance

The North Yorkshire Office of the Police, Fire and Crime Commissioner and North Yorkshire Police are committed to providing a high-quality service to the public. To ensure that we hold them to account on this performance is reviewed in several ways.

- **His Majesty's Inspectorate for Constabularies and Fire and Rescue Services Inspections:** We welcome regular inspections from His Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS), because the reports are an independent and rigorous assessment which I can use to intensify the level of scrutiny required to ensure North Yorkshire Police are aspiring towards becoming an outstanding service. The results of these inspections and our response can be found here: [HMICFRS Inspections - Police, Fire and Crime Commissioner North Yorkshire \(northyorkshire-pfcc.gov.uk\)](https://www.northyorkshire-pfcc.gov.uk/hmicfrs-inspections-police-fire-and-crime-commissioner-northyorkshire-pfcc.gov.uk)
- **Office of the Police, Fire and Crime Commissioner:** We publish NYP's performance report dashboard on the OPFCC website located here: [Performance dashboard - Police - Police, Fire and Crime Commissioner North Yorkshire \(northyorkshire-pfcc.gov.uk\)](https://www.northyorkshire-pfcc.gov.uk/performance-dashboard-police-police-fire-and-crime-commissioner-northyorkshire-pfcc.gov.uk)
- **National Policing Website:** The National Policing Website provides information about police performance across England and Wales. This information includes crime statistics, data on how quickly police respond to calls, and information about the force's use of resources: [North Yorkshire Police | Police.uk \(www.police.uk\)](https://www.police.uk/northyorkshire)
- **Online Public Meetings:** The Police, Fire and Crime Commissioner holds regular online public meetings where you can ask questions about the force's performance. These meetings are held every other month and are streamed live on the Commissioner's website: [Remit of the Online Public Meeting - Police, Fire and Crime Commissioner North Yorkshire \(northyorkshire-pfcc.gov.uk\)](https://www.northyorkshire-pfcc.gov.uk/remit-of-the-online-public-meeting-police-fire-and-crime-commissioner-northyorkshire-pfcc.gov.uk)

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. The panels are supported by Community Review Groups who review use of stop and search and use of force and can refer cases to the scrutiny panel for further scrutiny in needed.

Over the last year the scrutiny panel process has been under review to improve the effectiveness and efficiency of the panels to ensure key learning and best practise for the force is highlighted and that this learning is actioned by the force to improve response in future. Key learning points from the panels held this year include:

- **Domestic Abuse Scrutiny Panel** - ensuring officers always record a clear rationale for decision making especially around safeguarding, evidence-based prosecutions should always be considered where appropriate and that all vulnerabilities are identified such as mental health
- **Stop and Search Scrutiny Panel and Community Review Group** - officers should ensure they provide all key details in the recording of a stop and search so it easy for someone to review the case and be satisfied all the correct procedures were followed and decision making rational is clear
- **Out of Court Disposal Scrut Panel** - Officers should always consider if a referral into support service is appropriate as part of an out of court disposal, especially for young people

Community Review Groups have been reinvigorated to focus on county wide cases, with meetings hosted on a quarterly basis. Any matters arising from these groups are escalated into the relevant scrutiny panel(s).

Funding and Spending

Funding breakdown 2022/23	Actual £'000s	%
Core Grant (including legacy grants)	-91,374	45.8%
Precept (including collection surplus)	-87,591	43.9%
Grants (ringfenced)	10,723	5.4%
Non-Grant income	-9,918	5.0%
Total funding	-199,606	100.0%
Expenditure Breakdown 2022/23		
	Actual £'000s	%
Salary Costs	144,442	71.9%
Other non-Salary employee costs	3,532	1.8%
Police Injury Pension Costs	3,894	1.9%
Premises costs	5,511	2.7%
Supplies and services	23,261	11.6%
Transport costs (including fuel)	3,536	1.8%
North Yorkshire Police Total	184,176	91.6%
Office of the Police Fire and Crime Commissioner	1,293	0.6%
Commissioned Services	6,078	3.0%
Financial Costs	591	0.3%
Total expenditure	192,139	95.6%
Budgeted transfers to earmarked reserves	8,891	4.4%
Total expenditure and budgeted reserves transfers	201,030	100.0%
Deficit on the Provision of Services	1,424	0.7%

Financial Position

<p>In 2022/23 the overall budget available to the Commissioner overspent by £1.4m, which is 0.7% of the overall expenditure in the year.</p> <p>This is after required transfers into reserves and what was needed to be set aside to fund capital expenditure.</p> <p>In addition to this, as part of the budget setting process for 2023/24 the Force had planned to make an under spend of £1m during 2022/23 to contribute towards balancing the 2023/24 budget. In overall terms therefore the organisation is £2.4m short of where it planned to be moving into 2023/24.</p>	<p>The 2022/23 overspend has been funded from reserves however plans are being assessed to replace these reserves where necessary.</p> <p>This Annual report covers a period that have seen interest rates increase from 0.75% to 4.25% at the start and the end of the financial year.</p> <p>There were just over £43m of 'non-pay' budgets in 2022/23, and the higher than expect levels of inflation referred to above resulted in overspends across these areas of £3m during 2022/23.</p> <p>Despite the overspend the organisation remains in a strong position financially and the Commissioner will continue to hold to the Chief Constable to account to further enhance service delivery.</p>
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