

## POLICE, FIRE AND CRIME PANEL REPORT

Meeting Date	5 <sup>th</sup> February 2024
Report Title	Force Control Room Update

Information should be accessible for all. If you require this information in a different language or format, please contact the Office of the Police, Fire and Crime Commissioner at [info@northyorkshire-pfcc.gov.uk](mailto:info@northyorkshire-pfcc.gov.uk).

### Purpose of this report

To provide an update on the investment made into the force control room.

### Background

In 2014, His Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) introduced the police effectiveness, efficiency and legitimacy (PEEL) inspections, which assess the performance of all 43 police forces in England and Wales. Since then, they have been continuously adapting their approach.

In 2022 an inspection conducted by HMICFRS graded North Yorkshire Police's performance across eight areas of policing and found the force was 'inadequate' in one area, 'requires improvement' in four areas, 'adequate' in two areas and 'good' in one area. HMICFRS said the areas requiring improvement included responding to the public, investigating crime, protecting vulnerable people, and building and developing its workforce. The inadequate area was its use of resources.

One of these areas identified that "North Yorkshire Police also needs to improve the speed with which it answers and responds to emergency calls. The force is well below the national standard, with only 41.9 percent of 999 calls being answered within 10 seconds".

### PFCC/OPFCC Activity Update

As you will already be aware, I have delivered on the investment in the Force Control Room amounting to £2.5 million, in respect of 101 and 999.

I was delighted in December 2023 when it was confirmed that the cause of concern which His Majesty's Inspectorate of Constabulary, Fire & Rescue Services (HMICFRS) identified during their PEEL (Police Effectiveness, Efficiency and Legitimacy) inspection in October 2022 had been resolved.

The Inspectorate noted that significant steps had been taken in response to the cause of concern being issued; that strengthened governance and an improved understanding of force performance was improving service to the public through delivery of an improved police service.

To see the single cause for concern removed just 12-months on from the initial inspection is a tremendous achievement, and testament to the hard work of both the Chief Constable and their whole team, and crucially, demonstrated the effectiveness of public oversight.

It is fantastic that the clear improvement plan put in place following the initial inspection last year has led to genuine, embedded, and measurable progress in keeping the public safe and feeling safe. Below are some high-level improvements which have resulted from my investment.

- There has been significant improvement in the call answering time by the force control room for 999 and 101 calls and the speed of arrival of response police officers, both in rural and urban locations.
- Call answer time is the time taken for a call to be transferred to a force, and the time taken by that force to answer it. In England and Wales, the target for forces to answer calls in less than ten seconds is 90 percent.
- Comparing the performance of North Yorkshire Police in December 2023 with the same month in 2022, the number of calls answered within 10 seconds has improved from 74% to 90%. The number of 999 calls taking more than a minute to be answered dropped from 4% to 1%.
- The performance on 101 also improved over the same time with the average time.
- I have also seen a significant improvement in North Yorkshire Police's response times. In December 2023 officers were responding to incidents at:
  - Immediate rural: 77% within the 15 minutes national standard
  - Immediate urban: 86% within the 20 minutes national standard
  - Priority: up to 77% within the 60 minutes national standard

At my public meeting on 25<sup>th</sup> January the focus of the thematic section was the improvements in the force control room. This can be viewed here [Online Public Meeting – 25 January – NYP – Customer contact - Police, Fire and Crime Commissioner North Yorkshire \(northyorkshire-pfcc.gov.uk\)](#) Annexed to this are the slides from the thematic presentation which gives, in detail, the significant changes which were brought about by my investment.

At every online public meeting North Yorkshire Police, and the Chief Constable, report publicly and transparently on performance in the Force Control Room. I hold the Chief to account for any slippage in performance and my office monitor call answer times daily, outside of this, so that we can appropriately challenge where required to ensure that the public receive the best possible service from their police force. The performance packs which provide detailed information on call answer times are published a week before my online public meetings and are available on my website. The report for the most recent public meeting can be found here [Slide 1 \(northyorkshire-pfcc.gov.uk\)](#)