

Safer
Neighbourhoods

North Yorkshire Police Service Standards Commitment 2010 – 2012

NYPA
North Yorkshire Police Authority



North Yorkshire Police's aim is to deliver the best possible policing service across North Yorkshire and the City of York.

Our principles are to:

- Keep our neighbourhoods and roads safe
- Solve crime and reduce anti-social behaviour by working closely with and understanding our communities
- Deliver a high quality, cost effective and professional service

North Yorkshire Police's Commitments to You

We are committed to being there when you need us

- We aim to answer 999 calls within 10 seconds
- We aim to answer non emergency and all other telephone calls within 30 seconds
- If your call is relating to an emergency incident we will aim to attend within 15 minutes in urban areas and within 20 minutes in rural areas
- If your call is relating to an incident that is classified as a non emergency and attendance is required, we will make an appointment to see you and provide you with an estimated time of arrival. If you are vulnerable we will aim to attend within 60 minutes
- We will be visible and put your communities' needs first

We are committed to being your local police service

- We will publish details of your local Policing Team in a range of accessible formats
- We will respond to every message directed to your local Policing Team
- We will attend community meetings, hold surgeries and consult with members of your community to agree local priorities
- We will work with you, your community and other local organisations to tackle agreed priorities
- We will provide communities with monthly updates on progress made towards tackling local priorities and policing issues
- We will publish information about crime in your area

We are committed to listening to you

- Whether you are a victim or a witness we will ask you what you need, listen to you and ensure a fair service for all
- We will respond to you in a professional and polite manner and deliver what we promise
- When you contact us we will explain what will happen next and agree with you how you will be kept informed
- When responding to written correspondence such as a letter, fax or email, we will, subject to any legal considerations:
 - i Aim to respond fully within 10 working days but if this is not possible, provide a full response within 28 days; if it is likely to take longer we will inform you of the steps we are taking and the estimated timescales involved
 - ii Provide the contact details of the individual or team who will be dealing with the enquiry
- If we need to re-contact you we will agree with you the best time to do so, along with the most appropriate means eg telephone, e-mail or text
- We will deal with complaints fairly and in an open and timely manner

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Delivering modern policing in a traditional way



WE ARE COMMITTED TO BEING THERE WHEN YOU NEED US:

| Key Performance Indicator | Year To Date | | | Latest Month Analysis | | | | District Comparison |
|---|--------------|---------|------|-----------------------|-----------|-------|---------------|---------------------|
| | 2010/11 | 2009/10 | +/- | Jan-11 | Avg 09/10 | +/- | Trend | |
| (NYP) % of emergency calls answered within 10 seconds: | 95.1% | 86.8% | 8.4% | 95.1% | 89.1% | 6.0% | Deteriorating | n/a |
| (NYP) Avg time to answer an emergency call (seconds): | 4.3 | 6.0 | -1.8 | 4.0 | 5.6 | -1.6 | Stable | n/a |
| (NYP) % of non emergency calls answered within 30 seconds: | 90.9% | 86.2% | 4.7% | 88.1% | 88.6% | -0.5% | Deteriorating | n/a |
| Attendance to Immediate Urban incidents within 15 minutes: | 77.3% | 74.7% | 2.6% | 79.0% | 79.4% | -0.4% | Improving | |
| Attendance to Immediate Rural incidents within 20 minutes: | 78.3% | 73.9% | 4.4% | 78.0% | 74.4% | 3.6% | Deteriorating | |
| Attendance to Vulnerable Person Incidents within 60 minutes: | 69.3% | 68.3% | 1.0% | 73.0% | 71.3% | 1.8% | Stable | |
| Attendance to Neighbourhood Priority Incidents within 60 minutes: | 79.5% | 77.8% | 1.7% | 81.0% | 82.3% | -1.3% | Improving | |
| % of victims satisfied with the time it took to arrive: | 84.9% | 84.2% | 0.8% | 84.9% | 83.4% | 1.6% | Improving | |

WE ARE COMMITTED TO BEING YOUR LOCAL POLICE SERVICE:

| Key Performance Indicator | Year To Date | | | Latest Month Analysis | | | | District Comparison |
|--|--------------|---------|------|-----------------------|-----------|-------|-----------|---------------------|
| | 2010/11 | 2009/10 | +/- | Jan-11 | Avg 09/10 | +/- | Trend | |
| % of victims satisfied with ease of contact: | 92.7% | 92.2% | 0.6% | 92.7% | 93.5% | -0.8% | Improving | |

WE ARE COMMITTED TO LISTENING TO YOU:

| Key Performance Indicator | Year To Date | | | Latest Month Analysis | | | | District Comparison |
|--|--------------|---------|-------|-----------------------|-----------|--------|-----------|---------------------|
| | 2010/11 | 2009/10 | +/- | Jan-11 | Avg 09/10 | +/- | Trend | |
| % of victims satisfied with actions taken by NYP: | 81.9% | 81.3% | 0.6% | 81.9% | 79.7% | 2.2% | Improving | |
| % of victims who felt informed about what the police would do: | 59.4% | 56.9% | 2.5% | 59.4% | 60.2% | -0.9% | Improving | |
| % of victims who thought their questions were answered adequately: | 84.6% | 83.3% | 1.3% | 84.6% | 81.4% | 3.3% | Improving | |
| % of victims who felt reassured by what the police did: | 91.5% | 86.5% | 5.0% | 91.5% | 86.7% | 4.8% | Improving | |
| % of victims satisfied with the treatment they received: | 97.9% | 93.1% | 4.7% | 97.9% | 93.0% | 4.8% | Improving | |
| % of victims satisfied with being kept informed of progress (follow up): | 67.6% | 62.3% | 5.3% | 67.6% | 65.2% | 2.4% | Improving | |
| % of victim given updates without asking: | 55.5% | 62.7% | -7.2% | 55.5% | 65.7% | -10.2% | Improving | |
| % of victims satisfied with overall service: | 83.6% | 66.7% | 17.0% | 83.6% | 79.8% | 3.8% | Improving | |

Notes:

User Satisfaction Survey data is based on a representative sample of Burglary, Violence, Autocrime and RTC victims and is captured and produced in accordance with Home Office guidance. If the current month's performance is highlighted in red or green this means it represents a statistically significant change from 2009/10 performance.

Trend analysis is calculated based on the latest 3 months of data.

District comparison shows where a district is an outlier in comparison to the performance of other districts. This is represented by '+' (above) or '-' (below).