



**Notice of meeting of
Community Safety Overview & Scrutiny Committee**

To: Councillors Fraser (Chair), Gillies (Vice-Chair), Orrell,
Waudby, Vassie, King and B Watson

Date: Tuesday, 29 June 2010

Time: 5.00 pm

Venue: The Guildhall, York

AGENDA

1. Declarations of Interest

At this point Members are asked to declare any personal or prejudicial interests they may have in the business on the agenda.

2. Minutes (Pages 3 - 6)

To approve and sign the minutes of the meeting of the committee held on 10 May 2010.

3. Public Participation

At this point in the meeting, members of the public who have registered their wish to speak regarding an item on the agenda or an issue within the committee's remit can do so. The deadline for registering is **Monday 28 June 2010 at 5.00 pm.**

**4. 2009/10 Year End Monitoring Report - (Pages 7 - 36)
Finance and Performance**

This report presents the annual 2009/10 financial outturn for revenue expenditure for the Neighbourhood Services Directorate and the performance outturn against the directorate plan priorities and key performance indicators.

5. Safer York Partnership Board Performance (Pages 37 - 52) Report

This report, from the Safer York Partnership, presents information on performance on the Community Safety Plan.

6. Safer Neighbourhood Teams Priorities and Public Attitude Survey Results (Pages 53 - 74)

This report provides information on the priorities set for North Yorkshire Police's (NYPs) Safer Neighbourhood Teams in York for the year 2009-2010, and those rolled over or newly set for the first quartile of 2010-11. It also presents data gathered via NYPs Public Attitude Survey between October 2009 – March 2010.

7. North Yorkshire Police Force Policing Pledge - Performance Monitoring Report (Pages 75 - 116)

This report provides information on North Yorkshire Police Force Policing Pledge performance for the Force as a whole, and specifically for the City of York.

8. Presentation from North Yorkshire Police (Pages 117 - 130)

Superintendent Lisa Winward from North Yorkshire Police will give a presentation to the Committee.

9. Draft Final Report for Gritting Policy Review (Pages 131 - 168)

The Draft Final Report on City of York Council Winter Gritting Policy is presented for the Committee's consideration.

10. Workplan (Pages 169 - 170)

Members are asked to consider the Committee's workplan.

11. Urgent Business

Any other business which the Chair considers urgent under the Local Government Act 1972.

Democracy Officer:

Name: Jayne Carr

Contact Details:

Telephone – (01904) 552030

Email – jayne.carr@york.gov.uk

For more information about any of the following please contact the Democracy Officer responsible for servicing this meeting Jayne Carr, Democracy Officer

- Registering to speak
- Business of the meeting
- Any special arrangements
- Copies of reports

This page is intentionally left blank

About City of York Council Meetings

Would you like to speak at this meeting?

If you would, you will need to:

- register by contacting the Democracy Officer (whose name and contact details can be found on the agenda for the meeting) **no later than 5.00 pm** on the last working day before the meeting;
- ensure that what you want to say speak relates to an item of business on the agenda or an issue which the committee has power to consider (speak to the Democracy Officer for advice on this);
- find out about the rules for public speaking from the Democracy Officer.

A leaflet on public participation is available on the Council's website or from Democratic Services by telephoning York (01904) 551088

Further information about what's being discussed at this meeting

All the reports which Members will be considering are available for viewing online on the Council's website. Alternatively, copies of individual reports or the full agenda are available from Democratic Services. Contact the Democracy Officer whose name and contact details are given on the agenda for the meeting. **Please note a small charge may be made for full copies of the agenda requested to cover administration costs.**

Access Arrangements

We will make every effort to make the meeting accessible to you. The meeting will usually be held in a wheelchair accessible venue with an induction hearing loop. We can provide the agenda or reports in large print, electronically (computer disk or by email), in Braille or on audio tape. Some formats will take longer than others so please give as much notice as possible (at least 48 hours for Braille or audio tape).

If you have any further access requirements such as parking close-by or a sign language interpreter then please let us know. Contact the Democracy Officer whose name and contact details are given on the order of business for the meeting.

Every effort will also be made to make information available in another language, either by providing translated information or an interpreter providing sufficient advance notice is given. Telephone York (01904) 551550 for this service.

যদি যথেষ্ট আগে থেকে জানানো হয় তাহলে অন্য কোন অর্ধতে তথ্য জানানোর জন্য সব ধরনের চেষ্টা করা হবে, এর জন্য দরকার হলে তথ্য অনুবাদ করে দেয়া হবে অথবা একজন দোআবী সরবরাহ করা হবে। টেলিফোন নম্বর (01904) 551 550।

Yeteri kadar önceden haber verilmesi koşuluyla, bilgilerin terümesini hazırlatmak ya da bir tercüman bulmak için mümkün olan herşey yapılacaktır. Tel: (01904) 551 550

我們竭力使提供的資訊備有不同語言版本，在有充足時間提前通知的情況下會安排筆譯或口譯服務。電話 (01904) 551 550。

اگر مناسب وقت سے اطلاع دی جاتی ہے تو ہم معلومات کا ترجمہ مہیا کرنے کی پوری کوشش کریں گے۔ ٹیلی فون (01904) 551 550

Informacja może być dostępna w tłumaczeniu, jeśli dostaniemy zapotrzebowanie z wystarczającym wyprzedzeniem. Tel: (01904) 551 550

Holding the Executive to Account

The majority of councillors are not appointed to the Executive (40 out of 47). Any 3 non-Executive councillors can 'call-in' an item of business from a published Executive (or Executive Member Decision Session) agenda. The Executive will still discuss the 'called in' business on the published date and will set out its views for consideration by a specially convened Scrutiny Management Committee (SMC). That SMC meeting will then make its recommendations to the next scheduled Executive meeting in the following week, where a final decision on the 'called-in' business will be made.

Scrutiny Committees

The purpose of all scrutiny and ad-hoc scrutiny committees appointed by the Council is to:

- Monitor the performance and effectiveness of services;
- Review existing policies and assist in the development of new ones, as necessary; and
- Monitor best value continuous service improvement plans

Who Gets Agenda and Reports for our Meetings?

- Councillors get copies of all agenda and reports for the committees to which they are appointed by the Council;
- Relevant Council Officers get copies of relevant agenda and reports for the committees which they report to;
- Public libraries get copies of **all** public agenda/reports.

City of York Council

Committee Minutes

MEETING	COMMUNITY SAFETY OVERVIEW & SCRUTINY COMMITTEE
DATE	10 MAY 2010
PRESENT	COUNCILLORS BOWGETT (CHAIR), GILLIES (VICE-CHAIR), KING, ORRELL, B WATSON AND SUE GALLOWAY
APOLOGIES	COUNCILLOR VASSIE

42. DECLARATIONS OF INTEREST

Members were asked to declare any personal or prejudicial interests they may have in the business on the agenda. None were declared.

43. MINUTES

RESOLVED: That the minutes of the last meeting of the Committee held on 12 April 2010 be confirmed and signed by the Chair as a correct record.

44. PUBLIC PARTICIPATION

There were no registrations to speak under the Council's Public Participation Scheme.

45. WINTER GRITTING POLICY - INTERIM REPORT

Consideration was given to the Interim Report on the Winter Gritting Policy and in accordance with the timetable for this review the Committee considered the third key objective, which was to identify:

- current working practices not presently included in the manual e.g. working relationship with call centre to identify residents' concerns etc.
- reasons why the council is unable to grit certain road, cycle and pedestrian routes within the city e.g. due to limitations in staff resources, suitable equipment and funding and make available this information in order to control residents' and visitor expectations
- a list of secondary roads / routes for gritting where funding and resources allow

The Scrutiny Officer confirmed that it had been found that many of the points raised in relation to the Winter Maintenance Manual were already covered and that few changes/additions were required.

Members were reminded that they had considered information provided in relation to cycle paths at their last meeting but had chosen not to make any recommendations in relation to these as they also related to the third objective to be considered at today's meeting.

Members then questioned Officers in relation to this objective and the following points were raised:

- Possible purchase and use of Huskie vehicles for pavement gritting, snow clearance etc;
- Scarborough Bridge/Leeman Road cyclepath was heavily used by the public and an important priority route;
- Gritting of Park and Ride sites;
- Need to ensure that primary cycle routes were treated;
- Ward Committees were not always well attended so there was also a need to raise awareness of the Council's Winter Maintenance Policy via the Council website, library points, Your Ward etc;
- Any information provided needed to include details of the law regarding residents gritting of property frontages.

Officers answered various questions and made the following points:

- 50% of cycle paths were treated at the present time (mainly main routes into the city);
- During inclement weather an examination of the primary cycle routes was carried out to determine which was a priority;
- Details of cycle way treatment by other authorities was reported, which showed that York was not unique;
- Government review of Winter Maintenance was due out in July. Understood to include recommendation that Local Authorities should not overstock salt owing to availability issues. Report due to Executive on this subject in September following receipt of details;
- Difficulties in treatment of the Millennium Bridge cycle route (Sustrans responsible for clearing their own routes). Ongoing trials to find suitable treatment for bridge surface.

Following further discussion it was

- RESOLVED:
- i) That the Committee note the contents of the report and the views of those present at the meeting;
 - ii) That the following recommendations be included in the draft final report:
 - the policy be updated to reflect all current working practices
 - information on why the Council are unable to grit some roads and cycle routes be included in the policy

- up-to-date information on the gritting of 'main' cycle access routes be provided on the website, when instructed by the Winter Maintenance Group
 - the treating of secondary routes as detailed in paragraphs 12 – 14 of the report be approved
 - the decision of when to treat secondary routes be the responsibility of the Winter Maintenance Group
 - the list of secondary routes (currently being identified by officers) and the proposed criteria be included in the council's Winter Maintenance Policy
 - the proposed methods of raising public awareness of the policy outlined in paragraph 15 of the report, be approved
- iii) That following identification of a suitable treatment method for the Millennium Bridge this be included in the policy;
- iv) That a priority list of cycle routes be compiled and their details identified in the policy;
- v) That a city wide communication be undertaken in Your Ward outlining the Council's Winter Maintenance Policy to raise awareness of why the Authority did what it did.

REASON: To progress the review in line with scrutiny procedures and protocols.

Councillor D Bowgett, Chair
[The meeting started at 10.00 am and finished at 10.50 am].

This page is intentionally left blank



Meeting of the Community Safety Overview and Scrutiny Committee

29th June 2010

Report of the Director of Communities and Neighbourhoods

2009/10 YEAR END MONITORING REPORT – FINANCE & PERFORMANCE

Summary

- 1 This report presents two sets of data:
 - The annual 2009/10 financial outturn for revenue expenditure for the Neighbourhood Services Directorate
 - Performance outturn against the directorate plan priorities and key performance indicators.

Background

- 2 Service provision and financial performance are strongly linked. This paper reports on service and financial performance for 2009/10. This is the final of three monitoring reports that the Scrutiny Committee have received relating to 2009/10.

Management Summary

Financial Overview

- 3 The Neighbourhood Services Directorate had an underspend of £417k - a variation of 1.4% of the net expenditure budget. This compares to a predicted overspend of £359k in the third monitoring report (position at end of November 2009).
- 4 The current general fund revenue budget for Neighbourhood Services was £30.488m, including the budget contribution to Safer York Partnership.
- 5 Current outturn for the general fund portfolio shows expenditure of £30.071m compared to budget, an underspend of £417k which represents a variation of 1.4% on the net expenditure budget. Revenue carry forward requests totalling £284k have been made to the Executive. If these are approved the overall underspend within the Neighbourhood Services general fund portfolio totals £133k, a variation of 0.4%.
- 6 The financial position for each General Fund service area is dealt with separately in the following sections. The overall position can be summarised as follows:

Table 1: Revenue Outturn by Department

	Net Budget	Outturn	Var'n	Var'n
	£000	£000	£000	%
Env Health & Trading Standards	2,097	2,036	(61)	(2.9)
Bereavement Services	(654)	(612)	42	6.4
Registrars Service	51	1	(50)	(98.0)
Licensing & Regulation	36	(14)	(50)	(138.9)
Neighbourhood Management	1,332	1,164	(168)	(12.6)
Ward Committees	1,124	1,019	(105)	(9.3)
Building Maintenance	212	185	(27)	(12.7)
Highways Maintenance	10,439	10,330	(109)	(1.0)
Waste Services	8,458	8,899	441	5.2
Cleaning	250	235	(15)	(6.0)
Neighbourhood Pride Service	2,670	2,876	206	7.7
Parking Services	3,212	3,146	(66)	(2.1)
Enforcement and Environment	646	573	(73)	(11.3)
Contribution to Safer York Partnership	615	615	0	0
Transport & Overheads	0	(382)	(382)	0
General Fund Total	30,488	30,071	(417)	(1.4)

Performance overview

- 7 Of 11 NS actions within the corporate strategy, 9 have been completed during 2009/10. 2 have not been completed but have made significant progress and their implementation will be completed during 2010/11.
- 8 69% of the actions and measures within the 2009/10 directorate plan were delivered / targets met.
- 9 67% of the National PIs that are measurable at this point are on target, while 69% are improving on last year.
- 10 4 of the 6 LAA indicators are improving compared with performance in 2008/09, while a fifth is stable. 5 of the 6 LAA indicators appear likely to hit their target.

Financial Performance: Revenue

Environmental Health and Trading Standards

11 The outturn position is an underspend of £61k or 2.9% of the net expenditure budget. This compares to an underspend of £4k reported at monitor 3. The key reasons for the underspend are as follows:

- An overspend of £28k in respect of the Elvington Airfield appeal. Costs of losing the High Court appeal are £10k plus reimbursement of costs of £18k
- An underspend of £52k on staffing due to vacancies during the year.
- Additional income giving an underspend of £23k.
- Recharges against grant funded projects giving an underspend of £25k.

Bereavement Services

12 The outturn position is an overspend of £42k or 6.4% of the net expenditure budget. This compares to an overspend of £51k at monitor 3. The key reasons for the overspend are as follows:

- The number of cremations has been lower than the profiled budget throughout the year. The overspend as a result is £51k.
- Medical referee fee charges have increased and the consequential impact is a £10k overspend. This budget pressure has been addressed in the budget for 2010/11.
- A major repair was required to one of the cremators giving an overspend of £10k.
- This has been offset by an underspend on energy costs of £10k.

Registrars Service

13 The outturn position is an underspend of £50k or 98% of the net expenditure budget. This compares to an underspend of £15k reported at monitor 3. The key reasons for the underspend are as follows:

- The increased income from outside marriages and baby naming packs throughout the year has continued to a year end underspend of £83k.
- This increase in the above income levels has brought an overspend of £29k on staffing.

Licensing and Regulation

14 The outturn position is an underspend of £50k or 138.9% of the net expenditure budget. This compares to an underspend of £16k reported at monitor 3. The key reasons for the underspend are as follows:

- There has been an underspend of £31k due to staff vacancies.
- Additional income gives an underspend of £26k.

Neighbourhood Management Unit

- 15 The outturn position is an underspend of £168k or 12.6% of the net expenditure budget. This compares to an underspend of £58k reported at monitor 3. Total carry forward requests of £80k are identified below which if agreed would give an underspend on this section of £88k. The key reasons for the underspend are as follows:
- Vacancies in the Neighbourhood Management Unit have given a one-off underspend for the year of £92k. This is due to the Head of Service post being vacant during the recruitment process plus other vacancies in the team. We have requested that £50k of this underspend be carried forward to support activities and partnership working in 2010/11.
 - Other underspends in the NMU related to the reduced staffing levels are £27k.
 - There has been an underspend on the Target Hardening budget of £13k which has been requested as a carry forward to 2010/11 to allow completion of schemes that have slipped.
 - The budget for 'Your City Your Ward' has underspent by £13k. We have requested that £5k of this underspend be carried forward to 2010/11 to pay for an edition of 'Your Voice'.
 - The Community Centres have achieved a higher level of income than expected giving an underspend of £22k. We have requested that £12k of this underspend be carried forward to carry out work required under health and safety legislation.

Ward Committees

- 16 The outturn position is an underspend of £105k or 9.3% of the net expenditure budget. This compares to a breakeven position reported at monitor 3. Total carry forward requests of £100k are identified below which if agreed would give an underspend on this section of £5k. The key reason for the underspend is as follows:
- A number of ward committee schemes have been identified during the year but have not yet started or been progressed due to a mix of reduced staffing levels during the year combined with the need (once work had been identified) to undertake technical evaluation work and to gain necessary consents. We have requested that £100k of this underspend be carried forward to fund these schemes in 2010/11.

Building Maintenance

- 17 The outturn position is an underspend of £27k or 12.7% of the net expenditure budget. This compares to a breakeven position reported at monitor 3. The key reason for the underspend is as follows:
- There has been an underspend on the account due to vacancies which have been held for the full year.

Highways Maintenance

18 The outturn position is an underspend of £109k or 1.0% of the net expenditure budget. This compares to a breakeven position reported at monitor 3. The key reasons for the underspend are as follows:

- Winter gritting and basic highways maintenance overspent by £501k due to the higher than expected volumes of work due to the harsh weather conditions.
- This was offset by schemes which could not be completed during the year giving an underspend of £256k. Additional volumes of work in the Civils and Drainage section, as a result of the bad winter conditions, realised higher income giving an underspend of £353k.

Waste Services

19 The outturn position is an overspend of £441k or 5.2% of the net expenditure budget. This compares to an overspend of £436k reported at monitor 3. The key reasons for the overspend are as follows:

- Landfill Tax and processing costs overspent by £157k. This is a reduction from the forecasted position of £200k due to changes in processing which have diverted waste from landfill and given a net reduction in costs.
- Unbudgeted spend on security at Towthorpe Household Waste Recycling Centre (HWRC) gives an overspend of £105k. A growth bid was submitted and approved at the 2009/10 budget process to improve security fencing at the site. These works were completed in year however this has not resolved the issue and security patrols are still required. It is hoped that these will cease in 2010/11 with the introduction of a CCTV system.
- The Commercial Waste account was forecasted to overspend by £161k however this has increased to £195k at year end. This is due to reduced income that is in part due to price increases but also a number of national contracts have been lost and a greater number of small businesses have closed during the recession. This is the net position after taking into account the reduced tonnages from collecting less waste.
- As part of the freeze on non-essential spend an underspend on bins has given a £99k underspend.
- There has been an underspend on Household Waste Recycling Centre running costs of £43k.
- There has been an overspend on Waste and Recycling collection costs of £126k for staffing and transport costs. This was partly due to the adverse weather conditions in winter which held up collections thus incurring additional costs to catch up with rounds.

Cleaning

20 The outturn position is an underspend of £15k or 6.0% of the net expenditure budget. This compares to an overspend of £58k reported at monitor 3. The key reasons for the underspend are as follows:

- There is an overspend of £65k on the Cleaning account from funding the purchase of swine flu materials during Summer 2009.

- This has been offset by an underspend due to spending controls on other materials and staffing hours.

Neighbourhood Pride Service

21 The outturn position is an overspend of £206k or 7.7% of the net expenditure budget. This compares to an overspend of £128k reported at monitor 3. The key reasons for the overspend are as follows:

- There was a delay on the construction of the new Silver Street Toilets facility that replaced Parliament Street Toilets. The delay meant that the income target was not achieved giving an overspend of £61k.
- The main Neighbourhood Pride account overspent by £169k. The grounds maintenance element of this service has recently been restructured with the removal of the client/contractor split and the move to SLA's with departments. The main part of the overspend was on staffing costs of £32k and vehicle repair costs of £67k.
- The Abandoned Cars account underspent by £24k.

Parking Services

22 The outturn position is an underspend of £66k or 2.1% of the net expenditure budget. This compares to an overspend of £105k reported at monitor 3. A carry forward request of £40k has been made which if agreed would give an underspend of £26k. The key reasons for the underspend are as follows:

- Reduced income from Penalty Charge Notices (PCN's) was forecasted to give a £105k overspend however this position has improved at year end to an overspend of £65k.
- This has been offset by an underspend on the car park running costs of £62k (rents and electricity).
- The remaining underspend has come from an underspend on staffing costs of £30k, other additional income of £10k and an underspend on legal fees of £10k.
- We have requested that £40k of the above underspend be carried forward to replace hand held devices.

Enforcement and Environment

23 The outturn position is an underspend of £73k or 11.3% of the net expenditure budget. This compares to a breakeven position reported at monitor 3. Total carry forward requests of £42k have been made which if agreed would give an underspend of £31k. The key reasons for the underspend are as follows:

- There has been an underspend of £30k on staffing costs during the recruitment process for 2 vacant Street Environment Officer posts.
- A number of York Pride schemes have been identified during the year but have not yet started or been progressed due to the reduced staffing levels during the year. We have requested that £42k be carried forward to 2010/11.

Transport & Overheads

- 24 The outturn position is an underspend of £382k against the net expenditure budget. Total carry forward requests of £22k have been made which if agreed would give an underspend on this section of £360k. This compares to an underspend of £334k reported at monitor 3. The key reasons for the underspend are as follows:
- It was projected that there would be an underspend of £200k on vehicle leases. This was as a result of some delays on the purchase of vehicles during the year as a result of the management of the vehicle workshops being brought back in house and long lead times for ordering the larger fleet. This has led to a one-off underspend of £275k after offsetting the additional costs of extending the leases.
 - An underspend on the Depot utilities of £35k
 - Underspends on vacancies and office budgets of £80k. We have requested that £22k be carried forward to assist with the More For York efficiency programme.

Directorate Performance

Corporate Strategy

- 25 Of the 11 actions led by NS, 9 were completed during 2009/10. Two actions were not completed in year. These were to introduce technological devices for Neighbourhood Pride Service and Waste Service by Sept 09, and to implement 3 Capable Guardian schemes by October 2010. Table 2 provides more information.

Table 2: Progress on delivering Corporate Strategy Actions.

Priority vision	CYC commitments	Improvement by 2012	2009/10 action / milestones	Progress	Comments
We aim to be clean and green, reducing our impact on the environment while maintaining York's special qualities and enabling the city and its communities to grow and thrive	We will reduce the environmental impacts of Council activities by making it as easy as possible for residents to recycle, investing in new ways to avoid landfill methods and through the Carbon Management Programme (CMP)	* Recycle, reuse or compost 50% of household waste * Reduced CO2 emissions in the LA area per capita by at least 0.8 tonnes (12% reduction) (LAA) * Reduce Council's energy consumption in offices by 5% each year	Complete the Groves recycling pilot by Sept 2009.	Complete	The Groves recycling project was completed. The results were published and were used to inform the wider city roll out.
As above	As above	As above	Implement a wider rollout of kerbside recycling to 92% of properties by Mar 2010.	Complete	The wider city wide roll out is underway. Remaining properties in the Groves (outside the original trial area) are receiving recycling and alternate week collections (AWC). Roll out of AWC to flats and communal properties started in July and was completed. Roll out to terraced properties has now started (Leeman Road) and this will be an ongoing process until October 2010. At end March 92.3% of properties had kerbside recycling.
As above	We will improve the quality of the local environment and the condition of York's streets and public spaces	Reduce by 40% the level of service requests reported about litter in the street	Complete an easy@york review of waste, neighbourhood pride and street environment services by Summer 09.	Complete	Easy @ York and More for York reviews have been completed. Implementation has started and will be ongoing throughout 2010/11. Mobile device software is in testing. Mobile devices shown at staff showcase event in mid March - positive response from staff. Route optimisation software in place. Procurement of new recycling equipment underway.
As above	As above	As above	Introduce new technological devices to improve the identification and removal of street litter by Sept 09.	Not complete (roll out ongoing through 2010/11.)	Not implemented. Mobile device software is in testing. Mobile devices shown at staff showcase event in mid March - positive response from staff. Go live date in early August 2010.

As above	As above	As above	Improve the working arrangements across neighbourhood services by Sept 09 to reduce the occurrence of litter left in the street as a result of refuse collections.	Complete	Annual result of NPI195 shows that new approaches have been successful in high obstruction areas and in industrial areas. More work is going on with More for York project to bring collection and cleansing schedules together. Procurement of new kerbside recycling equipment will reduce the amount of wind-blown litter.
We want York to be a safer city with low crime rates and high opinions of the city's safety record	We will reduce the number of burglary and thefts within the city, utilising all available funds, such as target hardening	Reduce serious acquisitive crime by at least 18% (LAA)	A number of alleygates to be completed in South Bank and Leeman Road. If the LAA bid is successful, the total will be 60 gates will be in place by March 2010	Complete	The LAA bid for Gates was not successful. However alternative funding was found - SYP allocated £16k from SSCF and negotiated with Neighbourhood Services for a further £50k from the Highways Maintenance budget. Alleyways were identified, site visits and consultation took place and the legal notices were served. Procurement was completed, and 38 gates in South Bank and Leeman Road were installed by 7 th April 2010.
As above	As above	As above	Create 40 new Cold Calling Control Zones by March 2010	Complete	46 zones completed this year – now have 117 zones across York in total. A satisfaction survey was sent to 500 residents within zones to gauge the effectiveness of the zones and consumer satisfaction. Of 166 respondents, 66% felt less concerned about doorstep crime, and just 2% felt more concerned. 82% felt that they could call with cold callers, and 8% did not feel able to. The 8% have provided a range of further comments which will inform the future development of the initiative.
As above	As above	As above	Create a target hardening pot for CYC tenants who are burglary victims – to replicate and compliment the existing Home Security Grant.	Complete	Housing Services have extended the type of equipment they offer to include PIR lights, door and window locks, shed locks, door viewers and have also agreed to fund on basis of need rather than restricting the scheme to tenants in painting and repairs programme areas only. SYP have allocated £10k to this project. A handyperson scheme, managed by the Yorkshire Housing foundation started in September 2009 – funding was realised from a bid to the Home Office Safer Homes Fund by SYP, CYC, Yorkshire Housing, the Home Improvement Agency and Community Watch. The scheme will fund the fitting of security equipment for the elderly and vulnerable groups. This is an extension to the existing successful scheme run by Yorkshire Housing

					and the Home Improvement Agency, which presently undertakes small repairs for the same client group. Work has also been developed with the Energy Trust to distribute timer switches and low energy lightbulbs through Community Watch events and Ward Committees.
As above	We will reduce the number of first time entrants into the criminal justice system and tackle public perception of ASB.	Reduce the proportion of the public concerned with anti-social behaviour (LAA Place Survey)	Develop 3 additional capable guardian schemes in wards with high crime rates, to reduce anti social behaviour by Oct 2009.	Not complete (roll out ongoing through 2010/11.)	Schemes for Clifton, Guildhall, Heworth and Hull Road wards have been developed and agreed with all local stakeholders. The Clifton and Hull Road schemes are now operating as existing ASB groups have been renamed and refocused. The detailed logistics of how Guildhall and Heworth schemes still need to be finalised, but have been agreed in principle. Roll out of each scheme will continue as appropriate during the first part of 2010/11. In addition the Westfield scheme will be maintained.
As above	We will reduce alcohol related crime in York	Limit hospital admissions caused by alcohol related illnesses to 1,675 per 100,000 population (LAA)	Continue a targeted under-age alcohol sales test purchasing programme to February 2010.	Complete	35 test purchases (mix of proactive and in response to complaints) resulted in just 1 underage sale (2.9%). Test purchases are now caught by hidden camera to make them more realistic. The service's view is that the industry has improved its performance in this area significantly. Trading Standards Officers have now received the training to issue police fixed penalty notices for illegal sales of alcohol. Officer's have also visited and checked the retailers belonging to the responsible retailer scheme to ensure compliance (i.e. checked staff training records, records of refusals, shop signs etc.)
As above	As above	As above	Implement the ALTN8 targeted initiative to reduce alcohol related night time violence by February 2010.	Complete	ALTN8 was launched on 5th June and ran every Friday and Saturday until the 29th August. Fire Service, Youth Service, MOD Police, Licensing and BTP were all involved. The initiative was evaluated and showed a 55% reduction in violent crime since the baseline year 2007.

Local Area Agreement

26 Neighbourhood Services has six LAA indicators

Table 3: Progress on LAA indicators

LAA Indicator	Improving?	On Target?
NPI 4: Community Engagement: Percentage of people who feel they can influence decisions in their locality. This is a Place Survey measure. In 2008/09 the result was 31.7%, which is a top quartile outturn and 7th highest for unitary councils. Talkabout 33 asked an identical question – 36% of respondents agreed. Care should be taken in comparing Talkabout and Place Survey results. However the 2009/10 figure is similar to the unweighted Place Survey result in 2008/9, so we are treating this as stable. On basis of ongoing work to engage with young people, tenants and to develop neighbourhood planning arrangements – we are treating this as on target.	Stable	Yes
NPI 191: Waste Management: Kilograms of residual (i.e. landfilled) household waste collected, per household. During 2009/10 614kg of residual waste was collected per household. This is a forecast 2.4% reduction on last year, and continues the decrease seen over the last five years.	Yes	Yes
NPI 16: Community Safety - Serious Acquisitive Crime. The very significant reduction in the level of acquisitive crime has continued throughout the year. 42% fewer crimes were recorded this year compared with 2008/09. The LAA target seems likely to be hit.	Yes	Yes
NPI 17: Community Safety: Concern with Anti-Social Behaviour. This is a measure of the proportion of Place Survey respondents who have significant level of concern about a range of seven types of anti-social behaviour. The 2008/09 outturn figure was 11.3%, top quartile, and third among all Unitary Authorities. Talkabout 33 asked the same questions to allow us to track this figure in 2009/10, and 14% of the panel's respondents were concerned. While care needs to be taken to compare results of two different surveys, this is not improving and not on target.	No	No
NPI 30: Community Safety: Reoffending of prolific and priority offenders (PPOs). This is a Probation Service indicator. The latest available data is for the first 6 months of 2009/10. This forecasts a reduction of 55% offending from the 2009/10 cohort of PPOs (19 offences against a target rate of 34 offences at the 6 month point – against 85 offences last year among this group of offenders). This exceeds the target 21% reduction.	Yes	Yes
NPI 38: Community Safety: Drug-related (Class-A) offending rate. This is a DAAT indicator. The performance during 2008/9 was 1.33. Translated, this means that York's very small cohort of 18 individuals (Leeds has a cohort of 544 individuals) committed 83 offences against a predicted level of 62.5 offences – based on home office formula. The target for	Yes	Yes

2009/10 within the LAA is to achieve a ratio of 1.05. Latest available data for the first half of 2009/10 is 0.66. Translated this means that York's 2009/10 cohort of 37 individuals committed 44 offences against a predicted level of 66.8 offences. As the 2009/10 cohort is slightly larger, it will be less likely to fluctuate significantly.					
	Total reported	On target?	Improving?	Declining?	Stable
LAA	6 of 6 (100%)	5 of 6 (83%)	4 of 6 (67%)	1 of 6 (17%)	1 of 6 (17%)

National Performance Indicators

27 The table below shows headline figures on the number of NPIs on target, improving and declining. At year end we can report 35 of the 43 NPIs. 8 will not be able to be reported (4 Place Survey, 1 not yet constituted by DCLG, 3 no data from partners). Not all of the NPIs had targets set – particularly partner NPIs.

- 67% of the NPIs that had a target set are forecast to hit that target.
- 69% of the indicators are improving, where we can measure improvement.

Table 4: National Performance Indicators

<i>By LSP theme</i>	Total reported	On target?	Improving?	Declining?	Stable
Inclusive City NPIs	1 of 2 (50%)	1 of 1 (100%)	0 of 1 (0%)	0 of 1 (0%)	1 of 1 (100%)
Sustainable City NPIs	11 of 12 (92%)	9 of 11 (82%)	8 of 11 (73%)	3 of 11 (27%)	0 of 11 (0%)
Safer City NPIs	23 of 29 (79%)	8 of 15 (53%)	12 of 17 (71%)	3 of 17 (18%)	2 of 17 (12%)
<i>Overall</i>	Total reported	On target?	Improving?	Declining?	Stable
NS NPI set	35 of 43 (81%)	18 of 27 (67%)	20 of 29 (69%)	6 of 29 (21%)	3 of 29 (10%)
CYC NPIs overall	158 of 217 (73%)	69 of 130 (53%)	85 of 138 (62%)	35 of 138 (25%)	18 of 138 (13%)

Off target	Declining
NPI117: Perception of ASB NPI20: Assault with injury crime rate NPI29: Gun crime rate NPI32: Repeat incidents of domestic violence NPI35: Prevent strategy level NPI42: Perception of drug or drug dealing as a problem NPI182: Business satisfaction with regulatory services NPI192: % of household waste recycled and composted NPI193: % of municipal waste landfilled	NPI117: Perception of ASB NPI29: Gun crime rate NPI32: Repeat incidents of domestic violence NPI168: % of principal roads where maintenance should be considered. NPI192: % of household waste recycled and composted NPI193: % of municipal waste landfilled

Part year data available	Not measured, data not available
NPI18: Probation / LCJB - Adult re-offending rates NPI30: Probation – PPO Offending levels. NPI38: DAAT: Drug related re-offending	NPI13: Civic participation (Place) NPI21: Successfully dealing with crime and ASB (Place) NPI26: Specialist support to victims of serious sexual offence (not yet live PI) NPI27: Understand crime and ASB (Place) NPI40: DAAT - Drug users in effective treatment NPI138 Satisfaction of over 65s with home and neighbourhood (Place) NPI143 Probation – offenders in settled accommodation NPI144 Probation – offenders in employment

Directorate Plan

- 28 The Directorate Plan sets out 11 priorities (6 Service and 5 Org Development). Under these headings, we agreed 89 actions and measures. The service priority actions and measures include work on safer city. At year end:
- 71% of the Development priority actions were delivered and measures hit target. (74% last year)
 - 68% of the Service priority actions were delivered and measures hit target. (66% last year)
 - 69% of the Directorate Plan actions were delivered and measures hit target. (70% last year)
- 29 The table below provides an overall assessment.

Table 5: Overall Assessment of 2009/10 Neighbourhood Services Directorate Plan

The 2009/10 Directorate Service Plan set out 11 priorities. This table summarises performance against the actions and measures set out in that plan, and provides an overall rating of progress, and an overall assessment.

Priority	Traffic Light Actions	Traffic Light Measures	Overall rating ¹	Overall Assessment
Inclusive City 1 Support effective community engagement	1 green	1 green	100% (2/2)	NMU restructure completed. The measure NPI4 (LAA) was measured through Talkabout 33, and was stable rather than improving. However additional engagement work with young people and tenants and work on developing the ward committee cycle process should improve public perception by time of next Place Survey.
Safer City 2 Make York safe	5 green, 1 amber	4 green, 1 amber, 2 red	77% (10/13)	Acquisitive crime and total crime trends positive,. 2 perception measures at red. 1 (NPI21) was not measured this year.
Sustainable City 3 Waste management 4 Keep traffic moving 5 Improve local environmental quality 6 Improve our roads and pavements	11 green, 3 amber, 1 red	11 green, 1 amber, 11 red	63% (24/38)	2 Waste management figures missed target. Missed bins and refuse complaints missed target. Local Environmental Quality indicators all positive. All 5 Parking targets missed.
Effective Organisation: Staffing 7 Organisational Culture 8 Health, safety and well-being 9 Fair pay structure	12 green	2 green, 6 amber, 5 red	68% (17/25)	EIE programme has now delivered a set of action plans which will be embedded into existing systems to ensure ownership. 3 of 4 Accident figures are at red, although RIDDOR is at green. Sickness absence level went up slightly.
Priority	Traffic Light	Traffic Light	Overall rating ²	Overall Assessment

¹ On basis of simple calculation – 1 mark for green, 0.5 mark for amber, totalled, and then divided by the total number of actions/measures.

	Actions	Measures		
Effective Organisation: Staffing 10 Fairness and Inclusion	1 green, 3 amber	1 red	50% (2.5/5)	Some progress on EIA programme measure, but need to tighten up on ensuring completion of EIAs in line with corporate requirements. .
Effective Organisation: Staffing 11 Financial Management	5 green	1 green	100% (6/6)	Actions within plan completed and returned a 0.4% underspend.
Overall Development Priorities	18 green 3 amber	3 green 6 amber 6 red	21 green 9 amber 6 red	71% (25.5/36)
Overall Service Priorities	17 green 4 amber 1 red	16 green 2 amber 13 red	33 green 6 amber 14 red	68% (36/53)
Overall All Priorities	35 green 7 amber 1 red	19 green 8 amber 19 red	54 green 15 amber 20 red	69% (61.5/89)

² On basis of simple calculation – 1 mark for green, 0.5 mark for amber, totalled, and then divided by the total number of actions/measures.

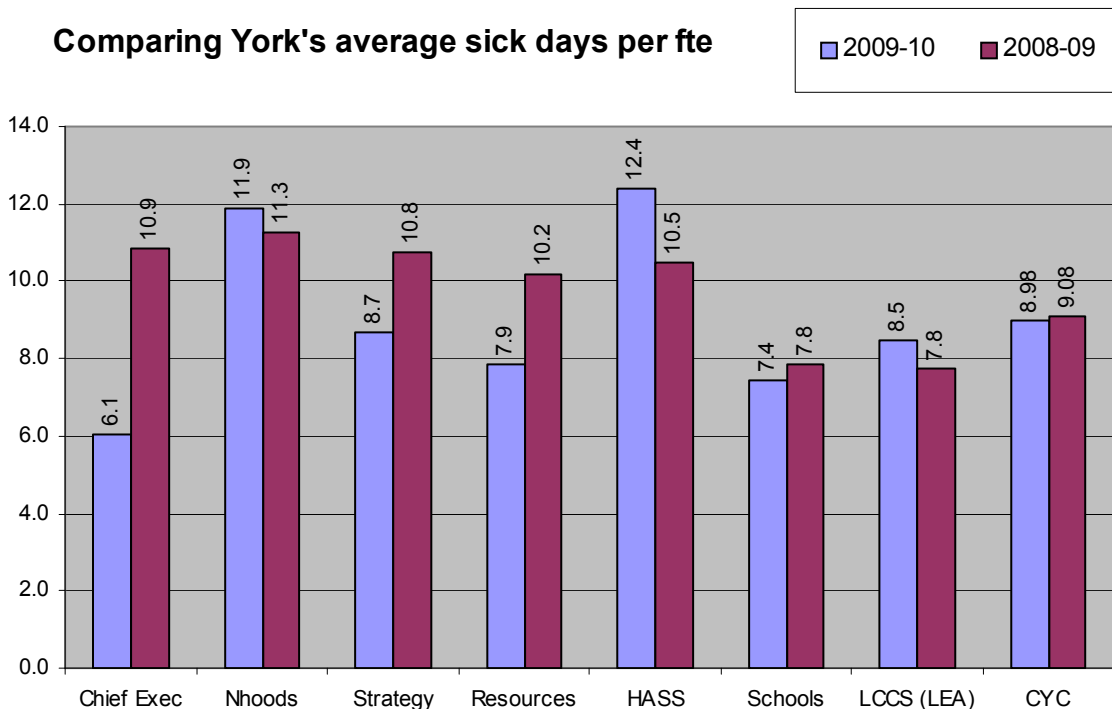
Directorate Plan: Organisational Development Performance

- 30 The five OD priorities in the Directorate Plan are:
- Build a healthy organisational culture around staff and customers
 - Safeguard the health, safety and wellbeing of staff
 - Implement a fair pay structure
 - Build a strong culture of fairness and inclusion
 - Improve financial management and value for money

31 Key issues in 2009/10 include:

32 Excellence in Everything programme groups reported to DMT on 26th November. Successful staff showcase events were held in December to provide further opportunities for staff to find out about the programme and feed their view, comments and suggestions in. We are now embedding the actions into the directorate and equality plans for the new CANS directorate for 2010/11. We are also looking for innovative ways to ensure that staff who have been engaged in the project can maintain their involvement as we enter the delivery phase. We will also look to recruit more members of staff to help deliver the programme during 2010/11.

33 Sickness absence rose by 0.6 days per fte during 2009/10 to 11.9 days per fte. The graph below compares NS with other directorates.



34 The number of days lost to stress related illness fell by 11% to 1.31 days per fte – against a target of 1.6 days. The directorate loses less than the corporate average level of days due to stress (1.74 days).

35 Staff PDR / Appraisals. 56% of permanent staff had a PDR in 2009/10. The PDR process was seen by the Learning & Development EIE group as an area for improvement, so in January 2010 we decided to abandon PDRs for 2009/10 in

order to introduce a more coordinated, planned and streamlined process during April to June 2010. That piece of work has now been completed, and PDRs will be linked more closely into service plans. Training has also been offered to managers undertaking PDRs.

- 36 We have had 28% fewer RIDDOR accidents this year than last (20 compared with 28). This shift has taken a long time to come, but is very welcome. The overall number of accidents reported has risen from 93 to 103. We had 2 dangerous occurrences, and 3 major injuries so these targets were missed. A new approach to managing Health and Safety is in place, with our H&S advisors having been centralised, and an Assistant Director championing the implementation of improvements suggested by the H&S EIE group. The corporate position has also improved – dropping from 56 to 49 RIDDOR reports (12.5% fall).
- 37 Equality Impact Assessments (EIAs). 63% of the EIA programme set out in the directorate equality scheme have been completed (10 of 16). 3 of the 16 EIAs in the scheme were started but not completed during the year. A small number of additional EIAs have been undertaken during the year. We have been good at starting EIAs but not so good at completing and signing off the work.

Directorate Plan: Service Performance

- 38 The six service priorities in the Directorate plan cover:
- Effective community engagement
 - Making York safe
 - Waste management
 - Keeping traffic moving
 - Improve local environmental quality
 - Improve roads and pavements.

Directorate Plan: Inclusive City

- 39 The key outcome measure under this heading is a Place survey measure NPI 4: Percentage of people who feel they can influence decisions in their locality. In the 2008/09 Place Survey 31.7% agreed with the statement - which was a top quartile outcome and seventh highest among Unitary councils. This reflects the high profile work carried out through the Neighbourhood Management Unit and devolved budgeting to Ward Committees – recognised nationally as best practice by central government.
- 40 Talkabout 33 asked an identical question in October 2009. 36% of respondents agreed with the statement. Care must be taken in comparing the Talkabout survey result with the Place Survey result as the survey methods are different. However the 2009/10 figure is similar to the unweighted Place Survey result in 2008/9 (37.2% agreed), so we are treating this measure as stable.
- 41 The Neighbourhood Management Unit are leading the work around a strategy for participation, inclusion and cohesion. Also the team are looking closer at improving neighbourhood and area based working. The new Communities and Neighbourhood directorate services will support this positive strategic direction of travel to practical engagement work going on with partners around young people

and tenants, suggesting that we can be fairly confident of hitting the LAA target in the future.

Directorate Plan: Safer City: Recorded Crime Levels

42 There are seven recorded crime indicators in this category. The figures below have been provided by Safer York Partnership. They set out performance against target.

Table 6: Recorded crime figures

	2008/09 outturn	2009/10 target	2009/10 crimes	On/ Off target	Quartile Position (based on PWC data at year end for UAs)
NPI 15: Serious violent crime	151	143	123	On	Middle of 3 rd
NPI 16: Serious acquisitive crime (LAA measure)	3459	3696	1998	On	Middle of 2 nd
NPI 20: Assault with less serious injury crime	1239	956	1140	Off	Bottom of 2 nd
NPI 28: Knife crime	60	62	40	On	Middle of 1st
NPI 29: Gun crime	5	2	13	Off	Bottom of 2nd
NPI34: Domestic Violence – Murder	0	0	0	On	Top of 1st
Overall Recorded Crime	9906	10354	7547	On	No comparative data

43 York saw a 24% reduction in overall recorded crime (9906 in 2008/9 – 7547 in 2009/10). The city has improved its position within the IQANTA family group of 15 authorities from 14th to 12th on overall recorded crime. The comparative position set out above should be treated with some caution but gives an idea of the likely position at year end based on comparative data at Q3.

44 As noted above, four of the five corporate strategy actions under community safety were completed by the end of March 2010 – with the fifth (capable guardian scheme) well on the way to full implementation.

Directorate Plan: Safer City: Perception of Crime and Anti-Social Behaviour

45 Talkabout 33 provided a range of data around perception of crime and safety in the city. This was flagged corporately to the Audit Commission during the CAA discussions as an area of very positive direction of travel – the five 2008 NPI Place Survey measures on Community Safety were all very highly ranked in the top quartile. The results of Talkabout 33 suggest a continuing positive trend in

2009/10. The following questions have been asked consistently for 10 or more years so the 2000 results are included below for comparison.

Table 7: Talkabout – respondents concerned

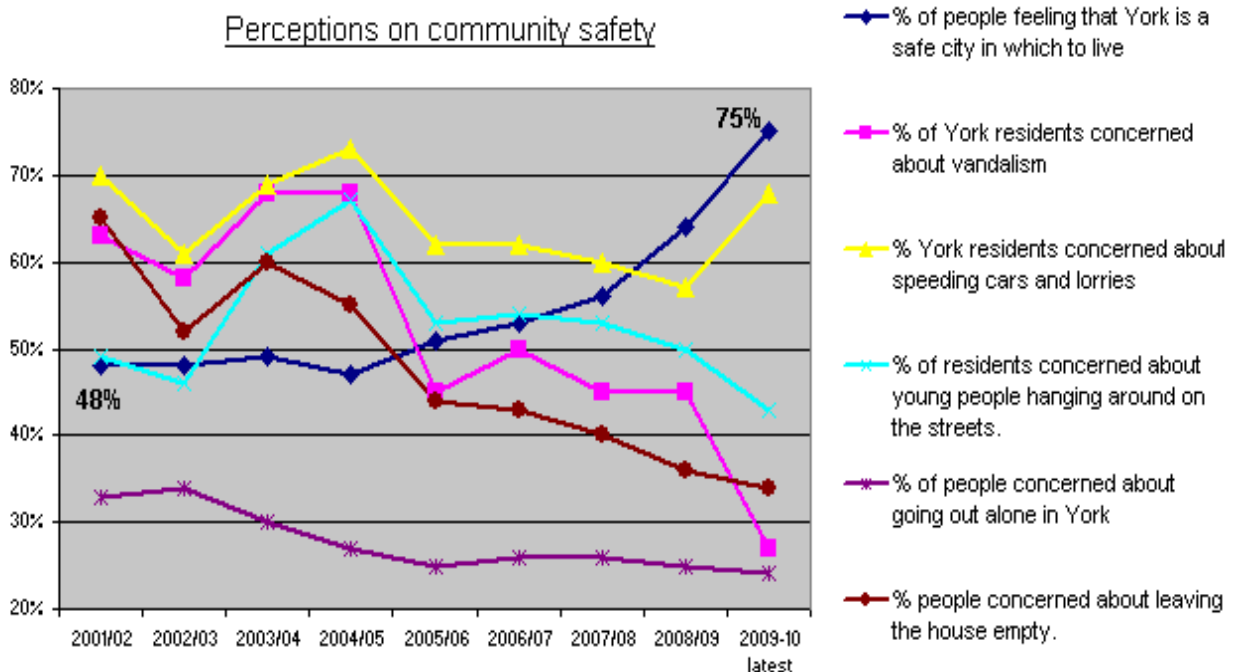
Respondents who were:	2000	2005	2006	2007/8	2008/9	2009/10
Concerned about going out alone in the area you live (day and night)	35%	23%	27%	27%	25%	24%
Concerned about leaving your home empty (day and night)	67%	44%	44%	43%	36%	34%

46 The Talkabout survey also tracks the proportion of respondents who feel safe in York and in the local area.

Table 8: Talkabout – respondents seeing York as a safe place to live

Respondents who agreed that York / local area was a safe place to live in, relatively free from crime and violence.	2005/6	2006/7	2007/8	2008/9	2009/10
York	51%	53%	55%	64%	75%
Local area	67%	68%	71%	75%	81%

47 The figure below sets out a medium term view of safety perception figures going back to 2001/2.



Directorate Plan: Sustainable City: Local Environmental Quality

- 48 Two service plan areas address local cleanliness: Neighbourhood Pride Service, and Street Environment and Enforcement Service. The main outcome measures for both services are the NPI195a-d measures – which are measured by a survey of local cleanliness undertaken 3 times per year.
- 49 This year's three NPI195a-d local cleanliness surveys were undertaken in June, October and March. The survey results are very positive across all four elements. Table 6 sets out the results. The figures represent the proportion of survey sites where we found unacceptable levels of litter, detritus, graffiti and fly-posting.
- 50 The October 2009 survey results moved us back to the levels of litter and detritus recorded when barrowman working was introduced in mid 2007. Following the June 2009 survey, steps were taken to improve performance in areas where the survey was suggesting a problem, such as high density housing areas. In high density housing areas (terraced streets and other streets with lots of parked cars), we have moved resources from other areas to implement a second full clean each year, with residents being asked to move their cars to allow cleaning to take place. This is in addition to the street cleansing that goes on alongside the annual gully clean, where a traffic order is made. This approach is proving successful, with a majority of residents happy to help by moving their cars – and the number of survey fails in high density housing areas has reduced.

Table 9: NPI195 results

	Litter NPI195a	Detritus NPI195b	Graffiti NPI195c	Fly-posting NPI195d
2007/8 result	7.6%	8.9%	2.3%	0.3%
2008/9 result	8.9%	11.0%	4.7%%	1.1%
2009/10 performance (Survey 1 – June 2009)	4.5%	13.3%	2.6%	0%
2009/10 performance (Survey 2 – October 2009)	3.3%	4.0%	1.9%	0%
2009/10 performance (Survey 3 – March 2010)	5.2%	5.6%	1.9%	0.5%
2009/10 result	4.4%	7.5%	2.1%	0.2%
2009/10 target	7.5%	9%	4%	1%

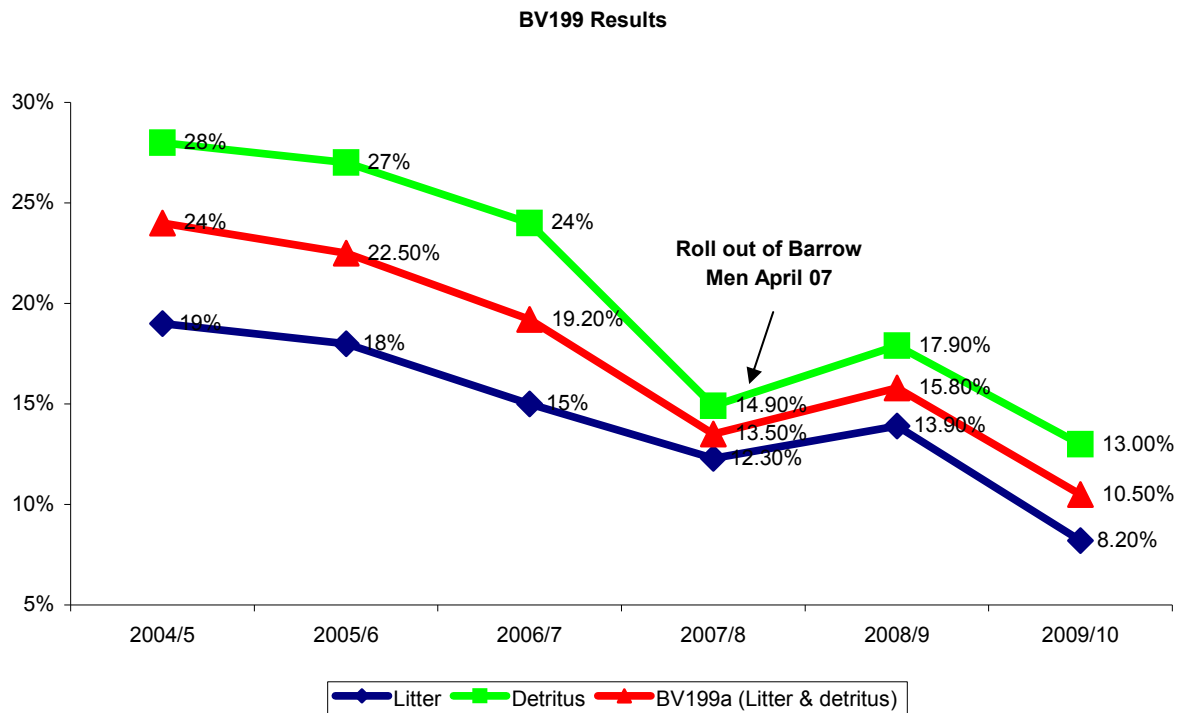
- 51 The October 2009 survey results moved us back to the levels of litter and detritus recorded when barrowman working was introduced in mid 2007. Following the The late winter /early spring NPI195 survey was undertaken in March 2010 – towards the end of the continuing cold spell. This was about 6 weeks after the end of the snow – which had interrupted cleansing for a period of about 4 weeks over Christmas. In addition, during the cold spell we spread over 1000 tonnes of grit on roads and pavements and this will take time to remove. Guidance from DEFRA was that sand and salt that had been spread to protect the public could be ignored as detritus for the sake of the survey.

52 Graffiti has returned to its long term trend level, after the blip in mid 2008. Work on a number of education and enforcement initiatives such as the Taagy database, and close working with police appears to have brought the level of graffiti down, but we remain cautious as the measure is sensitive to a small number of people being able to cause significant damage in a short time period.

53 The level of fly-tipping (NPI196) seen in 2009/10 has reduced by just over 40% - with fewer large fly-tips (lorries etc) having to be removed. Vacancies within the street environment team have been managed to ensure that enforcement on fly-tipping remains a priority – the level of enforcement work has been maintained. Six prosecutions have been achieved and this, coupled with significant work on publicity, will have impacted positively.

54 York’s comparative performance on NPI195 has improved this year – with NPI195a rising from the fourth to second quartile in 2009/10, and NPI195b rising from the 3rd to 2nd quartile for 2009/10. An exercise undertaken by GOYH around Yorkshire and Humberside confirms that our 2009/10 results show York moving into the 2nd quartile on litter and detritus. The service’s view remains that this comparative data is flawed as different council’s survey in different ways (Encams view our surveying results as robust).

55 Trend data allows us to compare cleanliness in York over time – the table below shows BVPI199a (unacceptable levels of litter and detritus) going back to 2004/5. (The measure was altered slightly when NPIs were introduced so we have converted NPI195 data back into BVPI199 data for this analysis).



56 The other outcome measures for street cleanliness are customer perception measures from our Talkabout panel survey, and the Place Survey every 2 years (taken over from earlier ResOp surveys).

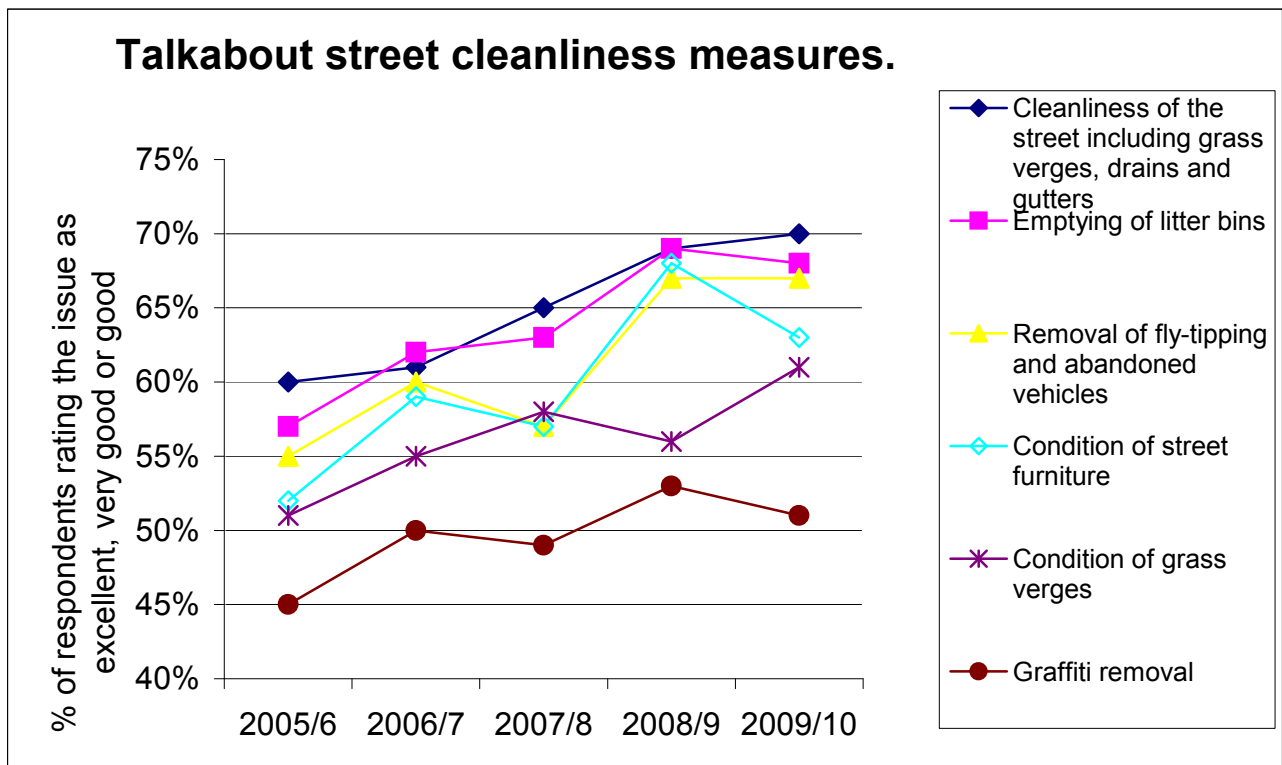
57 Overall residents appear very satisfied with their local area – with 87.4% of respondents satisfied with their local area as a place to live (NPI5). This was fourth best result among 55 unitary councils.

58 The result for BVPI89 (% of people satisfied with the council 'keeping public land clear of litter and refuse') in 2009/10 was that 69% of respondents were satisfied, against a target of 75%. This figure is similar to the 67% reported in the Place Survey in 2008/9 and in earlier ResOp surveys. This question has not been asked previously in Talkabout surveys, so caution is needed as we are comparing figures across different survey types. However satisfaction appears stable at a level which equated to top unitary council in 2008/9.

Table 10: Satisfaction with local cleanliness

2006/7 RESOP	2007/8 RESOP	2008/9 PLACE SURVEY	2009/10 TALKABOUT 33
71%	67%	67% (Top Unitary Council.)	69%

- 59 The 2008/09 place survey also saw York as the best performing unitary council in the proportion of people who agree that 'local public services are working to make the area cleaner and greener'. 75% of respondents agreed with this statement – the best for any unitary council.
- 60 Talkabout 33 (October 2009) provides a range of perception measures around street level issues. While results fluctuate from year to year, the medium term trend is positive.



61 These services were deeply involved in the Easy @ York review work in 2008/09. We are about to start to implement improved systems through the York Contact Centre, and to test the implementation of mobile devices. These developments will speed up our response to customers who report problems in the street, and will make it easier for officers to report and deal with problems as they move

about the city. The introduction of a work scheduling system will improve the efficiency of our response.

Directorate Plan: Sustainable City: Waste Management

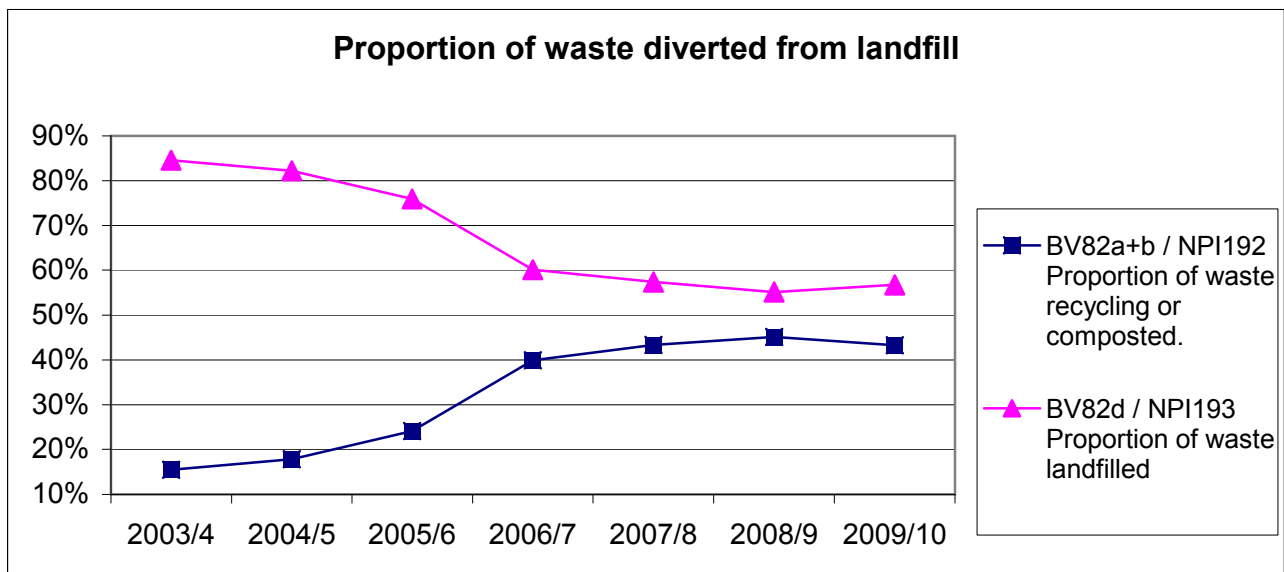
- 62 The main outcome measures under waste management are three NPIs (191-193). NPI191 (LAA – kgs of residual waste collected per household) dropped from 629kg to 614kg in 09/10 – meeting the interim LAA target. This equates to a 2.5% reduction on 08/09 (following a 5% reduction in 08/09). Overall in 2009/10 we collected 5000 tonnes less household waste, and about 7500 tonnes less municipal waste. The reduction can be attributed to a range of local and national issues such as the impact of waste prevention work, introduction of a permit scheme at the HWRCs, improvements in packaging, and of course the impact of the recession. While we have collected less waste, our information is that other areas will also have improved due to similar influences. Last year we were in the 2nd quartile of unitary councils, and this is also the case this year, based on information from the PWC benchmarking club.
- 63 While collecting less waste overall is very positive, the reduction has impacted on the two other waste management NPIs, which measure the proportion of waste recycled and reused, and landfilled. Both NPIs deteriorate in 09/10, and missed their targets. The issue was the subject of a pilot ‘Challenge and Innovation Panel’ meeting in late January – which considered ways of improving participation in recycling and composting.
- 64 NPI 192 –43.26% of waste was reused, recycled or composted against a target of 47.86%. We recycled, reused or composted 2970 tonnes fewer this year (9% less). The recession has seen a shift in buying habits, particularly a reduction in the amount of newspapers, magazines and drink bottles and cans coming through the recycling system. Data from the PWC benchmarking club suggests that we have moved from the 2nd to 3rd quartile on this measure.
- 65 NPI 193 –56.73% of municipal waste was landfilled, against a target of 52.62%. We collected 6.6% less this year than last, and landfilled 3.9% less than last year – hence the landfill rate rose compared with last year. Data from the PWC benchmarking club suggests that we have moved from the 1st to 3rd quartile on this measure.
- 66 The targets set for 2009/10, and the numbers presented here take into account the beneficial effects of the extension of kerbside recycling to 92% of households by March 2010, and the impact of the HWRC permit scheme. But the targets did not predict the impact of the recession on the waste and recycling stream. For example the targets were based on an estimated 1800 additional households in York – but in practice the number of households only rose by 436 - (which impacts on NPI191). The reversal of the long term rise in the recycling rate will overshadow the positive context of 6.1% less household waste being collected and 5.6% less waste being landfilled. Table 8 provides more detail.
- 67 In March we tried to gauge whether other authorities with relatively stable recycling schemes like York’s were seeing similar patterns (a reduction overall, but a larger percentage reduction in recycling being collected) and in general there were other councils experiencing similar trends. Other suggested reasons were to do with a shift away from newspaper towards people getting their news online, a shift towards lighter packaging under the auspices of the wrap programme, and of course the prolonged winter weather reducing the amount of

green waste collected. Work is still going on to understand why we have experienced the waste and recycling patterns we have seen.

Table 11: Waste tonnages

Tonnes of waste:	2008/09	2009/10 forecast	% change
Total household waste collected	96,720	91,725	-5.2%
Total household waste recycled - Kerbside collection down 8.9% - Bring sites down 12.7% - HWRCs down 11.4%	25,560	22,925	-10.3%
Total household waste composted - HWRCs down 21.4% - Kerbside collection down 2.2%	18,090	16,755	-7.4%
Total household waste recycled and composted	43,650	39,680	-9.1%
% of household waste recycled and composted (NPI192)	45.13%	43.26%	
Total municipal waste collected	113,780	106,290	-6.6%
Municipal waste landfilled	62,740	60,295	-3.9%
% of municipal waste landfilled (NPI193)	55.14%	56.73%	

68 The graph below shows the trend in recycling rates over time and show the reversal of a long running improvement.



69 While the recycling rates have stalled, customer satisfaction with the service offered in York has risen. Talkabout 33 updated a number of satisfaction measures relating to waste services. The result in October 2009 for refuse

collection is the same as that recorded in the July 2005 survey – ie the last before the alternate collection system was implemented.

Table 12: Satisfaction with waste services (Talkabout)

Respondents who were very or fairly satisfied with*:	2005/6 (3 surveys)	2006/7 (3 surveys)	2007/8 (3 surveys)	2008/9 (1 survey)	2009/10 (1 survey)
Refuse collection	78%	76%	78%	78%	86%
Doorstep recycling	76%	75%	80%	77%	83%

70 Caution is needed, however as the Talkabout question was reworded in October 2009 to ask 'how satisfied' rather than 'how good or bad' is the service. The reason for this rewording was to allow comparison with the questions asked in the 2008/09 Place survey and previous ResOp surveys. The trend is shown below and also shows a continuing improvement in satisfaction with domestic refuse collection since AWC was implemented in 2005.

Table 13: Satisfaction with waste services (various surveys)

Respondents who were very or fairly satisfied:	2005/6 Resop	2006/7 ResOp	2007/8 ResOp	2008/9 Place Survey	2009/10 Talkabout 33
Refuse collection	69%	72% no comp. data	75%	78.8% 2 nd quartile, UA ave 78.2%	86%
Doorstep recycling	Not asked	73% 3 rd quartile, UA ave 73%	74%	74% 2 nd quartile, UA ave 71.6%	83%

71 The waste service is involved in the More for York programme. We are now just about to start to implement improved systems through the YCC, and to test the implementation of route optimisation software. The service has also been give access to investment for an improved system of materials for collecting kerbside recyclate which will make the collection at the kerbside more efficient – and will improve the look of local streets on collection day. Work is also being done to consider how Waste and NPS can work better together to reduce the level of dissatisfaction caused by spillages from the waste collection service – improved scheduling of barrowmen rounds will play a part in this.

Directorate Plan: Sustainable City: Waste Collection

72 Three key measures from the Directorate plan focus on the quality of service provided to residents and all three are stable at or around the performance level

experienced last year, but two are behind the challenging targets set for them this year.

- Missed 39.7 bins per 100,000 collections – against a target of 35, and a 2008/09 figure of 41.3. This equates to 1731 collections out of 4,365,400 collections.
- Put 98.6% of missed bins right by the end of the next working day, against a target of 98%, and 2008/09 figure of 96.9%.
- Received 52.2 CRM system complaints per month. This is against a target of 40 per month, and a 2008/09 figure of 48.3.

- 73 The period of bad weather increased the number of complaints to the service during December and January. During January it proved impossible to collect from all streets in the snow – with collections suspended on one day when conditions were deemed too dangerous. The service took a proactive approach to switching to weekly grey bin collections only for all properties until end January – which mitigated some of the problems for householders.
- 74 The start of the roll out of alternate weekly collections to terraced streets has seen another rise in the number of CRM system complaints during March. Again the service has tried to improve its level of communication with householders in the effected streets.

Directorate Plan: Sustainable City: Parking Services

- 75 All five parking indicators in the directorate plan missed their targets. Four of the five relate to targets on PCNs, and the proportion that are challenged / rescinded. These targets were set on the basis of a review of policies as part of a full review of the service under the easy project. With hindsight these targets were too stretching. Experience now suggests that it will take a number of years to challenge the culture of customers appealing against PCNs – so even if the service review had been completed on time the targets were unlikely to be met.
- 76 A service review has now started as part of the implementation work on the NS More for York blueprint. In the meantime, customer care training has been undertaken for staff, customer perception measurement has been put in place, and changes to the PCN paperwork has been put in place – we now provide a photograph on each PCN to try to dissuade customers from appealing.
- 77 The fifth measure looked at the response rate from the parking hotline. This just missed its target by 0.1% but improved on the position last year. Two other indicators that measure the level of patrolling around schools and in respark streets saw a significant improvement (3.5 patrols around schools per week – up from 1.9, and 6.8 patrols per week per respark street in 09/10 – up from 5 in 2008/09). The latter responds to one of the key message from customers who responded to the customer satisfaction surveys that the service has started in the last year. The table below sets out the five measures from the directorate plan.

Table 14: Parking indicators

Measure	2008/09 performance	2009/10 target	2009/10 performance
PS5: % of parking hotline calls responded to within 45 minutes	77%	80%	79.9%
PS6: % of objections received from	26.2%	20%	26.3%

the issue of PCNs			
PS7: % of objections against PCNs that are accepted	15.0%	10%	16.1%
PS8: % of PCNs that result in successful appeals to the Traffic Penalty tribunal	0.02%	0%	0.03%
PS9: % of PCNs cancelled due to council policy	11.2%	10%	14.0%

Directorate Plan: Sustainable City: Highways Maintenance

78 Four of the highways indicators within the directorate plan are on target.

Table 15: Highways indicators

Measure	2008/09 performance	2009/10 target	2009/10 performance
NPI168: Principal roads where maintenance should be considered.	3%	4%	4%
VH37: Satisfaction with roads and pavements	50%	50%	50%
G14: Number of highway inspections completed within 4 working days	98.6%	98%	99.3%
G15: % of emergency highway work carried out within 24 hours of go ahead instruction.	98.9%	97%	97.5%
COL33: % of streetlamps not working as planned	0.8%	<1%	1.0%

79 Talkabout 33 results for highways maintenance are set out below. They show very stable levels of satisfaction for the last 5 years. Clearly the roads and pavements will have taken a hammering during the severe winter so we can expect some reduction in satisfaction in the year ahead.

Table 16: Satisfaction with elements of highway maintenance (Talkabout)

Respondents who rated the following issues as excellent, very good, or good	2005/6 (3 surveys)	2006/7 (3 surveys)	2007/8 (3 surveys)	2008/9 (1 survey)	2009/10 (1 survey)
Reliability of street lights	73%	77%	71%	77%	71%
Condition of roads	49%	50%	50%	51%	50%
Condition of pavements	48%	51%	50%	49%	50%
Condition of roads and	49%	50%	50%	50%	50%

pavements					
Drainage of water from footpaths and roads	46%	45%	48%	48%	50%

- 80 The weather this winter put considerable pressure on the service, and on customers (drivers, cyclists and pedestrians) across the city, and caused significant debate in the press. A number of internal and public reviews of winter maintenance policies and how those policies were implemented are now going on – the Community Safety Overview and Scrutiny committee is reviewing winter maintenance policies and arrangements.
- 81 After the snow, we put additional resources into repairing the backlog of road and pavements problems. Two additional maintenance gangs were in place up to the end of May 2010. The government has allocated an additional £204k funding for 2010/11 to help with the additional workload.

Consultation

- 82 The report is an information report and therefore no consultation has been undertaken regarding its contents.

Options

- 83 The report is primarily an information report.

Corporate Priorities

- 84 Neighbourhood Services supports delivery of the Inclusive City, Sustainable City and Safer City themes from the corporate strategy.

Implications

Financial

- 85 Financial implications are included in the body of the report.

Human Resources

- 86 There are no significant human resources implications.

Equalities

- 87 There are no significant equalities implications.

Legal

- 88 There are no significant legal implications.

Crime and Disorder

- 89 There are no significant crime and disorder implications.

Information Technology

- 90 There are no significant Information Technology implications.

Property

- 91 There are no significant property implications.

Risk Management

92 In compliance with the council’s risk management strategy, there are no risks associated with the recommendations of this report.

Recommendations

93 That the committee notes the performance update set out in the paper.

Reason – In accordance with budgetary and performance monitoring procedures.

Contact Details

Author:

Rachel Harrison

Finance Manager

Neighbourhood Services

Tel No.553210

Chief Officer Responsible for the report:

Sally Burns

Director of Communities and Neighbourhoods

Mike Douglas

Performance Manager

Neighbourhood Services

Tel No.553227

Report Approved



Date 16.06.2010

Specialist Implications Officers

Financial: None, **Human Resources:** None, **Equalities:** None

Legal: None, **Crime and Disorder:** None, **Information Technology:** None

Property: None, **Risk Management:** None

Wards Affected: *List wards or tick box to indicate all*

All

For further information please contact the author of the report

Background Papers:

Neighbourhood Services Directorate Plan 2009/10

This page is intentionally left blank

Safer York Partnership Board - June 2010

PERFORMANCE REPORT ON COMMUNITY SAFETY PLAN

1. Introduction and Overview

1.1 Data and/or update information on progress is not held by the Safer York Partnership support team for all of the indicators contained within the plan and Local Area Agreement. Therefore this report does contain gaps where information is missing. Work is currently being completed to change the format of this report.

1.2 New sections within this report cover; NI39 Alcohol Related Admissions, NI32 Repeat MARACS, NI18 Adult Re-offending and Hate Crime.

1.3 In terms of the overall measure of Crime Groups on IQUANTA, York is currently 11th in its family of most similar CSP's. There has been a gradual improvement in position for the last sixth months (14th to 11th position).

1.4 Violent crimes are still predicted to come in over target for strategy end, but York is in 1st position within its family grouping (Assault with Injury)

1.5 The lowest performing area on Iquanta (15th) is Cycle Theft. This is stopping York improving on its overall crime family position. There is an attached Cycle Theft report.

1.6 Serious Acquisitive Crime has seen dramatic improvements compared to its most similar family group on Iquanta (latest 3rd position)

1.7 Although figures for Overall Crime in April and May are under target, it is predicted that there will be around 300 more crimes in 2010/11 than in 2009/10

Indicator	Monthly Target by 2010/11	Quarter 1 - 2010 / 11		
		Apr	May	Jun
Overall BCS Crimes	824.6	607	704	
(Iquanta Position out of 15)		12	11	

Indicator	Type	2006/07	2007/08	2008/09	2009/10	2010/11
Overall BCS Crimes	Baseline / Target	11931	11876	10861	10354	9896
	Out-turn		10010	9906	7547	7866 (EST)

1.8 There is no new perception data. The last Talk-about completed shows that perception of safety in York, and local area, continues to improve.

Indicator	Type	2006/07	2007/08	2008/09	2009/10	2010/11
Talkabout: Residents who feel York is a safe city to live in	Out-turn	53%	55%	64%	75%	
	Improving ?		Yes	Yes	Yes	

Indicator	Type	2006/07	2007/08	2008/09	2009/10	2010/11
Talkabout: Residents who feel their local area is a safe city to live in	Out-turn	68%	71%	75%	81%	
	Improving ?		Yes	Yes	Yes	

2. Safer Neighbourhoods

2.1 The only crime indicator for this section is Criminal Damage and this continues to be under target. The most recent comparison data indicates that York is no longer worst performing in its group. It is estimated that York will have slightly lower levels of criminal damage in 2010/11 than in 2009/10.

Indicator	Monthly Target by 2010/11	Quarter 1 - 2010 / 11		
		Apr	May	Jun
Criminal Damage (excl 59)	284.3	236	226	
(Iquanta Position out of 15)		14	11	

Indicator	Type	2006/07	2007/08	2008/09	2009/10	2010/11
Criminal Damage (excl 59)	Baseline / Target	4189	3985	3781	3592	3412
	Out-turn		3697	3630	2777	2772 (EST)

2.2 The most recent estimate of NI35 is Level 3. At present a target level has not been set for 2010/11. Work under the Prevent agenda is reported as a separate item.

Indicator	Type	2008/09	2009/10	2010/11
NI 35 Building Resilience to Violent Extremism	Target	Level 2	Level 3	Not Set
	Out-turn	Level 2	Level 3	

2.3 No new data is available for the NI17 perception of anti-social behaviour, with the next Place survey due in the autumn of 2010. Benchmarking from the last result suggests that York has the third lowest score out of 55 similar authorities, placing York in the top performing quartile.

Indicator	Type	2006/07	2007/08	2008/09	2009/10	2010/11
NI 17 Perceptions of Anti-social Behaviour	Target	14%	Not Set	13%	Not Set	9.4%
	Out-turn		13%	11.3%	Not being Done	

2.4 The recent Talkabout Survey suggests that elements of NI 17, perceptions of drunk or rowdy behaviour and also perception of drugs have had a worse outturn than in 2008/09. However this is comparing data to the Place survey, which in other examples, has lower levels of perceived issues than the Talk-about Survey.

NI 41

Indicator	Type	2006/07	2007/08	2008/09	2009/10	2010/11
NI 41 Perceptions of drunk or rowdy behaviour as a problem	Target	No Data	No Data	Not Set	Not Set	16.1%
	Out-turn			18.4% (Place)	22% (TA)	

NI 42

Indicator	Type	2006/07	2007/08	2008/09	2009/10	2010/11
NI 42 Perceptions of drugs or drug dealing as a problem	Target	Not Set	Not Set	Not Set	Not Set	14.9%
	Out-turn	25% (TA)	24% (TA)	17.3% (Place)	19% (TA)	

2.5 There is no new available data for these perception indicators. These indicators take in to account how services understand and successfully deal with local problems.

Indicator	Type	2006/07	2007/08	2008/09	2009/10	2010/11
NI 21 % of residents who agree that police and other local services are successfully dealing with ASB and crime in their local area	Target	No Data	No Data	Not Set	Not Set	31.9%
	Out-turn			29.2%	----	

Indicator	Type	2006/07	2007/08	2008/09	2009/10	2010/11
NI 27 Understanding of local concerns about anti-social behaviour and crime by the local council and police	Target	Not Set	Not Set	Not Set	Not Set	9.40%
	Out-turn	14%	13%	11.3%	----	

2.6 There is no new available data for this Talk-about indicator. The last survey showed that resident's perception of teenagers hanging around in the streets had decreased.

Indicator	Type	2006/07	2007/08	2008/09	2009/10	2010/11
Talkabout: Residents who think speeding is a problem in their local area	Out-turn	62%	62%	57%	68%	
	Improving ?		Stable	Yes	No	

Indicator	Type	2006/07	2007/08	2008/09	2009/10	2010/11
Talkabout: Residents who think teenagers hanging around in the streets is a problem in their area	Out-turn	54%	58%	50%	43%	
	Improving ?		No	Yes	Yes	

2.7 The delivery of the SYP communications strategy aimed at increasing public confidence has continued. The Face the Public event ran in April and was well attended and supported by all partners. It is planned to run future events in this fashion i.e. a city centre community safety market

2.8 Information for NI39 Alcohol Related Harm Admissions has been taken from the Local Alcohol Profiles for England website. Although no narrative can be given around this indicator, the latest data continues to suggest that this indicator is on track to meet the targets in the LAA. This indicator has come in under target for the last seven quarters.

NI 39

Indicator	Type	2006/07	2007/08	2008/09	2009/10	2010/11
NI 39 Alcohol Related Harm Admissions	Target	1270.1	?	1544	1620	1675
	Out-turn		1196.59	1403.53	1413.33 (EST)	

2009/10

Indicator	Type	Q1	Q2	Q3	Q4	2009/10
NI 39 Alcohol Related Harm Admissions	Target	405	405	405	405	1620
	Out-turn	360	364	336		

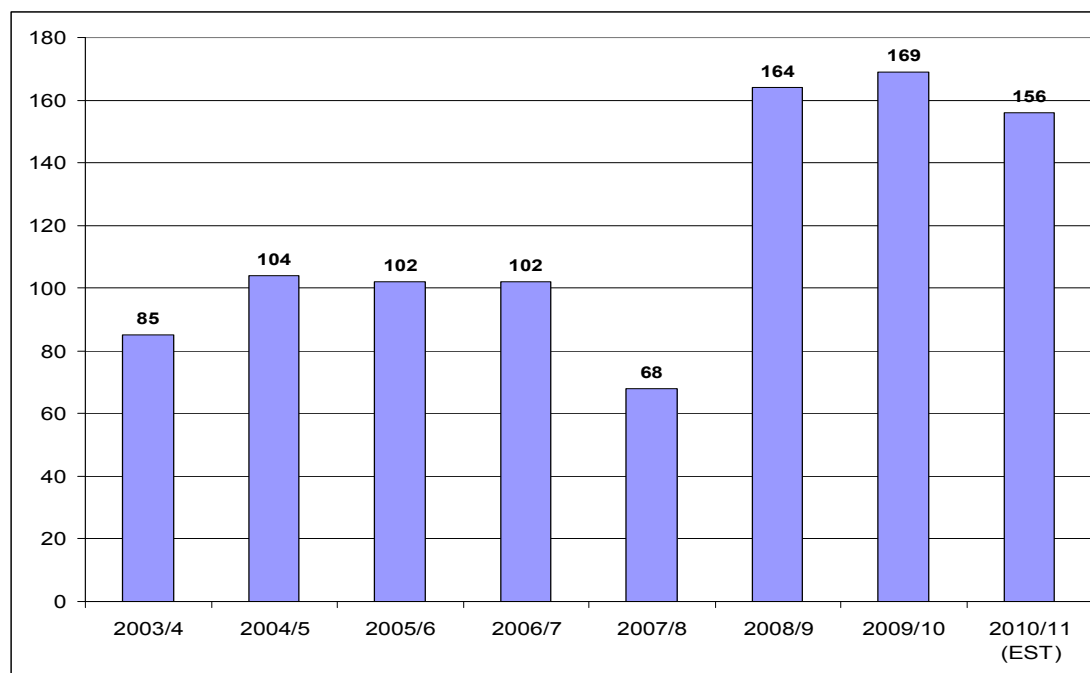
2.9 The latest road safety information is below. Work continues through the Road Safety Task Group.

Indicator	Type	2007	2008	2009	2010
NI 47 People killed or seriously injured in road traffic accidents	Target	118	95	87	81
	Out-turn	93	95	59	

2.10 The Safer York Partnership website has undergone further improvement to allow the public to comment on all projects and strategies. These comments are filtered automatically to various support team and partners for immediate feedback. The website has also been improved to take advantage of social networking techniques and sites to increase communication with the public.

2.11 The website has had close to 40000 visits within its first six months, and has been accessed by close to 5000 unique visitors. The most visited sections are information on anti-social behaviour projects and cycle theft.

2.12 Hate crime only increased by 3% when comparing 2009/10 to 2008/09, and based on latest available data it may decrease by 8% when comparing 2010/11 to 2009/10.



2.13 The changes in Hate Crimes between 2007/08 and 2008/09 were due to changes in recording standards / classifications which were brought in April 2008.

2.14 There are no significant patterns of hate crime with levels of hate crime matching the overall population figures within wards. The breakdowns for the types of hate crime for their main groupings are as follows:

- 84% Racially motivated
- 7 % Homophobic
- 3% Religiously motivated
- 1% Transphobic
- 5 % Disability Motivated

3. Drugs & Alcohol

3.1 Operation Altn8 has run for the previous two years. It has been decided to re-badge this project as Operation Style (Safer Time in York Let's Enjoy). Operation STYLE was launched on Friday 4th June 2010 and is a partnership-led operation aimed at reducing disorder and traffic collisions that occur due to alcohol and drugs. On the opening evening, police officers and volunteers gave out water, snap-maps of York, and on 27 occasions, orders to leave the City Centre under Section 27 of the Violent Crime Reduction Act 2009.

3.2 The Night-safe Task group continues to be effective in co-ordinating multi-agency projects. It is currently completing a review and upgrade of the Cumulative Impact Zone (CIZ) in order to stabilise the levels of city centre violent crime. Information available on the CIZ suggests that violent crime fell by 25% between 2008/09 and 2009/10. This is compared to violent crime falling by 8% city-wide.

3.3 The latest data for NI 38 Drug Related Class A Offending suggest that York is on track to meet this indicator in 2009/10.

2008/09

Indicator	Type	Q1	Q2	Q3	Q4	2008/09
NI 38 Drug Related (Class A) Offending Rate	Cohort Size	18	18	18	18	18
	Predicted Offences	18.7	16.4	14.5	12.9	62.5
	Actual Offences	13	31	16	23	83
	Ratio Target	1.13	1.13	1.13	1.13	1.13
	Ratio Out-turn	0.7	1.89	1.1	1.65	1.33

2009/10

Indicator	Type	Q1	Q2	Q3	Q4	2009/10 (Est)
NI 38 Drug Related (Class A) Offending Rate	Cohort Size	40	40	40	40	37
	Predicted Offences	37.8	32.2	28.9	Not Available	98.9
	Actual Offences	16	28	36	Not Available	80
	Ratio Target	1.05	1.05	1.05	1.05	1.05
	Ratio Out-turn	0.42	0.87	1.25		0.81

2010/11

Indicator	Type	Q1	Q2	Q3	Q4	2010/11
NI 38 Drug Related (Class A) Offending Rate	Cohort Size	Not Set until Summer 2010				
	Predicted Offences	Not Set until Summer 2010				
	Actual Offences	Not Set until Summer 2010				
	Ratio Target	0.98	0.98	0.98	0.98	0.98
	Ratio Out-turn					

3.4 Although York did not meet this indicator in 2008/09 this was partly due to a small cohort who affected Q2 and Q4. The targets for 2010/11 are not set until a cohort has been decided upon in summer 2010.

3.5 At present there is still no information on the national hub regarding National Indicator 40, Drugs users in effective treatment. Enquiries have been made with the DAT to see if this indicator can be provided locally but due to

data methodology, with information being matched across a number of partners, this cannot be done.

4. Volume Crime (including Burglary, Vehicle Crime and Cycle Theft)

4.1 NI 16 Serious Acquisitive Crime has continued to show dramatic reductions. Last year there were 1500 fewer crimes than the year before. The first two months of this year have been under target, although the May figure is higher than expected. Significant improvement has been seen in the Iquanta family with York now placed at 6th in its most similar family group compared to 12th at this stage last year.

Indicator	Monthly Target by 2010/11	Quarter 1 - 2010 / 11		
		Apr	May	Jun
NI16 Serious Acquisitive Crime	293	159	217	
(Iquanta Position out of 15)		3	6	

Indicator	Type	2006/07	2007/08	2008/09	2009/10	2010/11
NI16 Serious Acquisitive Crime	Baseline / Target	4311	4101	3891	3696	3512
	Out-turn		3330	3459	1998	2256 (EST)

4.2 Vehicle Crime across all three indicator parts has continued to be low. The work of the vehicle crime task group continues to focus mainly on Theft from Vehicle and has had recent projects targeted at industrial estates, hotels and licensed premises. Satellite navigation and vehicle part theft continues to be low, with no other trends emerging. The majority of the theft from a vehicle continues to be mopeds/ motorcycles and the vehicle crime group are looking at projects to address this in the next financial year. There has been a rise in theft from vehicle and theft of vehicle in the first two months of the year.

Theft from a Vehicle

Indicator	Monthly Target by 2010/11	Quarter 1 - 2010 / 11		
		Apr	May	Jun
Theft from a Vehicle	160.4	64	112	
(Iquanta Position out of 15)		4	4	

Indicator	Type	2006/07	2007/08	2008/09	2009/10	2010/11
Theft from a Vehicle	Baseline / Target	2363	2248	2133	2026	1925
	Out-turn		1680	1749	905	1056 (EST)

Theft of a Vehicle

Indicator	Monthly Target by 2010/11	Quarter 1 - 2010 / 11		
		Apr	May	Jun
Theft of a Vehicle	44.8	33	24	
(Iquanta Position out of 15)		9	10	

Indicator	Type	2006/07	2007/08	2008/09	2009/10	2010/11
Theft of a Vehicle	Baseline / Target	660	628	596	566	538
	Out-turn		492	437	263	342 (EST)

Vehicle Interference

Indicator	Monthly Target by 2010/11	Quarter 1 - 2010 / 11		
		Apr	May	Jun
Vehicle Interference	36.9	10	13	
(Iquanta Position out of 15)		7	15	

Indicator	Type	2006/07	2007/08	2008/09	2009/10	2010/11
Vehicle Interference	Baseline / Target	492	479	467	455	443
	Out-turn		303	180	111	138 (EST)

4.3 Theft from a vehicle was 55% below its target in 2009/10 and is estimated to finish 45% below in 2010/11. Theft of a vehicle was 53% below its target in 2009/10 and is estimated to finish 36% below in 2010/11. Vehicle interference was 76% below its target in 2009/10, and is estimated to finish 69% below in 2010/11.

4.4 Domestic Burglary reduced by 37% when comparing 2009/10 to 2008/09. Based on the first two months of the year it is predicted to be 7% higher than last year. Significant progress has been made in the family group with York now lying 5 out of 15 compared to 14th place at this stage last year. The burglary task has pushed forward its action plan with major schemes around burglary packs and Alleygating being completed.

Domestic Burglary

Indicator	Monthly Target by 2010/11	Quarter 1 - 2010 / 11		
		Apr	May	Jun
Domestic Burglary (inc Attempts)	73.3	53	74	
(Iquanta Position out of 15)		2	5	

Indicator	Type	2006/07	2007/08	2008/09	2009/10	2010/11
Domestic Burglary (inc Attempts)	Baseline / Target	1081	1029	976	927	880
	Out-turn		989	1126	713	762 (EST)

4.5 There is no new perception data. The last Talkabout survey suggested that perception of concern about leaving your home empty had also fallen in line with the total amount of burglary.

Talkabout indicator

Indicator	Type	2006/07	2007/08	2008/09	2009/10	2010/11
Talkabout: Residents concerned about leaving their homes empty	Out-turn	44%	43%	36%	34%	
	Improving ?		Yes	Yes	Yes	

4.6 Theft or unauthorised taking of a cycle is reported on in a separate document.

Indicator	Monthly Target by 2010/11	Quarter 1 - 2010 / 11		
		Apr	May	Jun
Theft of Pedal Cycle	96	80	125	
(Iquanta Position out of 15)		15	15	

Indicator	Type	2006/07	2007/08	2008/09	2009/10	2010/11
Theft of Pedal Cycle	Baseline / Target	1414	1345	1276	1212	1152
	Out-turn		1198	1014	1120	1230 (EST)

4.7 Information on the re-offending rate of young offenders is available up to the end of Q3 2009/10. This indicator is predicted to be on track and under target. Notes from the children and families performance report suggest that:

“Other similar indicators (e.g. LPSA2) show reductions in seriousness and frequency of re-offending by the 35-40% of the cohort that is dealt with by the YOT. York is historically very high compared with statistical family and region. The 2009/10 cohort has a higher risk profile. Evidence from other systems is that re-offending by the few most prolific ('DYO's') has halved recently in York. York is making better progress now than similar areas.”

Indicator	Type	2007/08	2008/09	2009/10	2010/11
NI 19 Rate of Proven re-offending by young Offenders aged 10 to 17	Target	1.91 (2005)	1.82	1.74	1.66
	Out-turn		1.62	0.9 to Q3 against 1.6	

4.8 The first time entrants to the Youth Justice System indicator, has been provided in a more concise form after previous board discussions. Notes from the children and families performance report suggest that:

“Historical 06/07 data is unreliable due to longstanding under-reporting by police. 08/09 figures suggest the rate of FTEs had decreased rapidly but then leveled out. 09/10 Q1 figures showed an initial very sharp upturn in numbers given Reprimands by Police but settled back down to target trajectory. Data quality problems with new police system persist. New police system of Youth Restorative Disposals had clear initial impact but needs re-launch; Capable Guardian scheme yet to make impact. York is now making better progress than similar areas.”

Indicator	Type	2007/08	2008/09	2009/10	2010/11
NI 111 First time entrants to the Youth justice System aged 10 to 17	Target	2350	2185	2040	1900
	Out-turn		1810	1559	

4.9 It was also suggested that NI43 is included here. Notes from the Children and families performance report suggest that:

“York has low levels of serious youth crime and the YOT has the confidence of the magistrates on community sentences e.g. Intensive Supervision & Surveillance. Very small numbers mean percentages can fluctuate significantly. Long-term, York is at national average rate but sharp reduction in custody numbers recently (almost halved).”

Indicator	Type	2007/08	2008/09	2009/10	2010/11
NI 43 Young people within the Youth Justice System receiving a conviction in court who are sentenced to custody	Target	3.6%	5%	5%	4%
	Out-turn		4.9%	2.6	

4.10 The re-offending rate of PPOs continues to be on track in York. This indicator has been under target for the last seven quarters. Integrated Offender Management (IOM) is now up and running and is being embedded within general working practices. The Auto-crime and Burglary task groups are currently discussing how to improve this working relationship

2008/09

Indicator	Type	Q1	Q2	Q3	Q4	2008/09
NI 30 Re-offending Rate of Prolific and Priority Offenders	Baseline Offences	32.75	32.75	32.75	32.75	131
	Target	27	25	27	26	105
	Out-turn	20	24	18	16	78
	% Reduction Target	20%	20%	20%	20%	20%
	% Reduction Out-turn	39%	27%	45%	51%	40%

2009/10

Indicator	Type	Q1	Q2	Q3	Q4	2009/10 (Est)
NI 30 Re-offending Rate of Prolific and Priority Offenders	Baseline Offences	21.25	21.25	21.25	21.25	85
	Target	17	17	16	17	67
	Out-turn	12	7	9	Not Available	38
	% Reduction Target	21%	21%	21%	21%	21%
	% Reduction Out-turn	44%	67%	58%		55%

2010/11

Indicator	Type	Q1	Q2	Q3	Q4	2010/11
NI 30 Re-offending Rate of Prolific and Priority Offenders	Baseline Offences	Not Set as of 1/3/2010				
	Target					
	Out-turn					
	% Reduction Target					
	% Reduction Out-turn					

4.11 Other elements of serious acquisitive crime, such as robbery continue to have low levels in York. Both aggravated vehicle taking and aggravated burglary are slightly above target. The vehicle and burglary task groups are looking in to each of these indicators respectively to see if there are any opportunities / projects to reduce these levels.

Robbery of Business Property

Indicator	Monthly Target by 2010/11	Quarter 1 - 2010 / 11		
		Apr	May	Jun
Robbery of Business Property	1.7	2	0	
(Iquanta Position out of 15)		6	7	

Indicator	Type	2006/07	2007/08	2008/09	2009/10	2010/11
Robbery of Business Property	Baseline / Target	N/a	24	22	21	20
	Out-turn			45	15	12 (EST)

Robbery of Personal Property

Indicator	Monthly Target by 2010/11	Quarter 1 - 2010 / 11		
		Apr	May	Jun
Robbery of Personal Property	10.8	6	5	
(Iquanta Position out of 15)		10	6	

Indicator	Type	2006/07	2007/08	2008/09	2009/10	2010/11
Robbery of Personal Property	Baseline / Target	159	151	143	136	130
	Out-turn		137	73	74	66 (EST)

Aggravated Burglary in a Dwelling

Indicator	Monthly Target by 2010/11	Quarter 1 - 2010 / 11		
		Apr	May	Jun
Aggravated Burglary in a Dwelling	0.7	0	0	
(Iquanta Position out of 15)		N/a	N/a	N/a

Indicator	Type	2006/07	2007/08	2008/09	2009/10	2010/11
Aggravated Burglary in a Dwelling	Baseline / Target	N/a	10	9	9	8
	Out-turn			5	10	0 (EST)

Aggravated Vehicle Taking

Indicator	Monthly Target by 2010/11	Quarter 1 - 2010 / 11		
		Apr	May	Jun
Aggravated Vehicle Taking	0.9	1	2	
(Iquanta Position out of 15)		N/a	N/a	N/a

Indicator	Type	2006/07	2007/08	2008/09	2009/10	2010/11
Aggravated Vehicle Taking	Baseline / Target	N/a	14	13	12	11
	Out-turn			24	18	18 (EST)

4.12 The NI18 Adult Re-offending rate measures the number of adults who re-offend within 6 months of being selected in the NI18 random-sample group. This rate is also compared to the predicted/target re-offending rate (which is adjusted based on the sample group's characteristics) to reflect if an area is doing better than expected.

Indicator	Type	Sep-08	Dec-08	Mar-09	Jun-09	Sep-09	Dec-09
NI 18 Adult Reoffending Rate	Predicted	11.87%	12.01%	12.23%	12.34%	12.56%	12.66%
	Actual	13.02%	14.16%	14.25%	14.42%	14.38%	12.92%
	Difference	9.62%	17.90%	16.47%	16.88%	14.52%	2.03%

4.13 Data is calculated quarterly, and between September 2008 and December 2009, York's actual adult re-offending rate has consistently been above the predicted/target re-offending rate by up to 18%. The latest data (December 2009) shows York was only 2% above the predicted/target rate and this York's best performance in over a year.

5. Violent Crime

5.1 Work is continuing through the Domestic Abuse Steering Group and the York and North Yorkshire Joint co-coordinating group.

5.2 NI 32 – Repeat Incidents of a MARAC, is the main performance indicator for domestic violence. This indicator measures the percentage of repeat MARACs compared to initial MARACs. Although this has been above target for 2008/09, 2009/10 and potentially this financial year, comparative information suggests York is performing well. This was a new indicator in 2007/08 and there were issues over the target setting and methodology.

Indicator	Type	2007/08	2008/09	2009/10	2010/11
NI 32 Repeat Incidents of Domestic Violence Cases reviewed as a MARAC	Target	8.3%	7%	6%	5%
	Out-turn	8.3%	10.8%	17.6%	9.52 Est
	National Average	21% to 30%	21% to 30%	21% to 30%	21% to 30%

5.3 The latest independent evaluation of this process by CAADA was positive, as it stated:

"Your repeats at MARAC are significantly low, this is unusual as the longest running MARACs typically have a repeat rate over 30% and the national average is 21.5%."

5.4 In 2009/10 there were 2197 incidents of domestic violence in York, and this is compared to 2025 incidents in 2008/09 – this shows a general increase of 8% between the two financial years. When each domestic violence incident is considered by its level, York had 13% more level 1's, 13% fewer level 2's, and 8% more level 3's in 2009/10 than in 2008/09. No data is available for the first two months of 2010/11.

5.5 There were 757 incidents of Repeat Domestic Violence in 2009/10 compared to 696 incidents in 2008/09. This shows an 8% increase in York between the two years.

5.6 Information regarding NI34 - Murders connected to Domestic Violence shows York is predicted to have none in 2010/11

Indicator	Type	2008/09	2009/10	2010/11
NI 34 Domestic Violence Murder	Target	0	0	0
	Out-turn	0	0	0 (EST)

5.7 NI20 Assault with injury is still a cause for concern. There have been small rises in these crimes in the last couple of months, and levels at this stage are predicted to be 3% higher than last year. York is placed 1st in its most similar families, suggesting we are performing comparatively well. Much

of the work to tackle violent crime is driven through the Night-safe Task group and has been reported in the Drugs and Alcohol section previously.

Indicator	Monthly Target by 2010/11	Quarter 1 - 2010 / 11		
		Apr	May	Jun
NI20 Assault with Injury	76.8	103	93	
(Iquanta Position out of 15)		4	1	

Indicator	Type	2006/07	2007/08	2008/09	2009/10	2010/11
NI20 Assault with Injury	Baseline / Target	N/a	1024	990	956	922
	Out-turn			1239	1140	1176 (EST)

5.8 The base-line for NI15 has been changed from 07/08 to 08/09 due to issues of data recording. Last year, most police forces in England and Wales were asked to reclassify their violent crimes due to inconsistencies and intricacies of violent crime recording. It was felt therefore that the baseline year 07/08 was not a true reflection of the levels of serious violent crime. Of the crimes recorded as Serious Violent Crime there seems to be no identifiable pattern and very few repeat incidents of crimes.

Indicator	Monthly Target by 2010/11	Quarter 1 - 2010 / 11		
		Apr	May	Jun
NI15 Serious Violent Crime	11.3	7	13	
(Iquanta Position out of 15)		12	10	

Indicator	Type	2006/07	2007/08	2008/09	2009/10	2010/11
NI15 Serious Violent Crime	Baseline / Target	N/a	N/a	151	144	136
	Out-turn			123	120 (EST)	

5.9 Gun Crime and Knife crime offences continue to have very small numbers. Analysis has been completed on Gun Crime as it has seen a rise last year and if due to come in above target this year. This analysis shows that the majority of incidents are of an anti-social behaviour nature involving BB or pellet guns in cases of criminal damage

Knife Crime

Indicator	Type	2006/07	2007/08	2008/09	2009/10	2010/11
NI28 Serious Knife Crime	Baseline / Target	N/a	67	64	62	60
	Out-turn			60	40	42 (EST)

Gun Crime

Indicator	Type	2006/07	2007/08	2008/09	2009/10	2010/11
NI29 Gun Crime	Baseline / Target	N/a	2	2	2	2
	Out-turn			5	13	18 (EST)

5.10 There is no new perception data. The last Talk-about survey contained a question on residents concern about going out alone, and this suggested that residents are feeling safer in York.

Indicator	Type	2006/07	2007/08	2008/09	2009/10	2010/11
Talkabout: Residents concerned about going out alone in York	Out-turn	27%	27%	25%	24%	
	Improving ?		Stable	Yes	Yes	

6 Business Crime

6.1 Although Business Crime does not feature within the performance management framework aligned to the Community Safety Plan, it remains a priority for the Guildhall Safer Neighbourhood Team (SNT) and for the Partnership. Addressing local priorities remains a priority for the SNTs under the policing pledge but also close collaborative working between the business community and SYP. Demonstrating initiatives to tackle all aspects of crime and disorder play a big part in increasing public confidence.

6.2 Safer York Partnership has established a Business Crime group which is working with the business community, Community Watch and RACY to develop initiatives to target business crime.

6.3 Targets have been set for crime categories in Business crime. These are not part of LAA framework and have been created by the Business Crime group to monitor progress in line with other Safer York Partnership delivery groups.

6.4 The latest business crime figures are below (Robbery of a Business Property is covered in the Serious Acquisitive Crime Section). There is no comparison information on Iquanta at present for Theft by an Employee, Burglary of a Business Premise or Making off Without Payment.

6.5 The amount of shoplifting has been higher than expected in February but is still on course to come in under internal targets

Shoplifting

Indicator	Monthly Target by 2010/11	Quarter 1 - 2010 / 11		
		Apr	May	Jun
Shoplifting	130	159	137	
(Iquanta Position out of 15)		15	15	

Indicator	Type	2006/07	2007/08	2008/09	2009/10	2010/11
Shoplifting	Baseline / Target	N/a	1645	1617	1590	1563
	Out-turn			1745	1573	1776 (EST)

Fraud

Indicator	Monthly Target by 2010/11	Quarter 1 - 2010 / 11		
		Apr	May	Jun
Fraud	20.7	28	24	
(Iquanta Position out of 15)		3	2	

Indicator	Type	2006/07	2007/08	2008/09	2009/10	2010/11
Fraud	Baseline / Target	N/a	261	256	252	248
	Out-turn			N/a	311	312 (EST)

Theft by an Employee

Indicator	Monthly Target by 2010/11	Quarter 1 - 2010 / 11		
		Apr	May	Jun
Theft by Employee	3.3	3	2	
(Iquanta Position out of 15)		N/a	N/a	N/a

Indicator	Type	2006/07	2007/08	2008/09	2009/10	2010/11
Theft by Employee	Baseline / Target	N/a	42	41	41	40
	Out-turn			43	33	30 (EST)

Burglary of Business Premises

Indicator	Monthly Target by 2010/11	Quarter 1 - 2010 / 11		
		Apr	May	Jun
Burglary of Business Property	36.9	48	44	
(Iquanta Position out of 15)		N/a	N/a	N/a

Indicator	Type	2006/07	2007/08	2008/09	2009/10	2010/11
Burglary of Business Property	Baseline / Target	N/a	466	458	450	443
	Out-turn			N/a	342	552 (EST)

Making Off Without Payment

Indicator	Monthly Target by 2010/11	Quarter 1 - 2010 / 11		
		Apr	May	Jun
Making Off Without Payment	7.8	7	11	
(Iquanta Position out of 15)		N/a	N/a	N/a

Indicator	Type	2006/07	2007/08	2008/09	2009/10	2010/11
Making Off Without Payment	Baseline / Target	N/a	98	96	94	93
	Out-turn			N/a	101	108 (EST)

Report Written by:

Ian Cunningham
Senior Analyst
Safer York Partnership

Michael Frith
Analyst
Safer York Partnership

10th June 2010



Community Safety Overview & Scrutiny Committee**29 June 2010**

Report of the Head of Civic, Democratic & Legal Services

**Report on North Yorkshire Police Safer Neighbourhood Teams –
Priorities For York and Public Attitude Survey Results****Summary**

1. This report provides information on the priorities set for North Yorkshire Police's (NYPs) Safer Neighbourhood Teams in York for the year 2009-10, and those rolled over or newly set for the first quartile of 2010-11. It also presents data gathered via NYPs Public Attitude Survey between October 2009 -March 2010.

Background

2. North Yorkshire Safer Neighbourhood Teams (SNTs) must target community safety issues that matter most to the public and focus resources to ensure positive community outcomes. Safer Neighbourhood Priority settings identify concerns raised by the residents in an area, enabling local consultation to influence policing when tackling local issues. Issues that are not resolved within the quartile time span are subsequently rolled forward to the next quartile until successfully actioned.

Consultation

3. As part of the Policing Pledge and the national agenda for Safer Neighbourhoods, each quarter the Safer Neighbourhood Teams consult with the local community, to identify three key policing priorities for an inspector led area.
4. The Public Attitude Survey involved 600 people chosen at random from the Safer York Partnership (CDRP) area.

Safer Neighbourhood Priorities For York

5. York has three Safer Neighbourhood Teams. The tables below show the policing priorities for each team per quarter for the year 2009-2010, and identifies where there was a need to rollover an incomplete action.

Safer Neighbourhood Team – York North

Priorities Qtr1	Priorities Qtr2	Priorities Qtr3	Priorities Qtr4
1. Youth related Anti-Social Behaviour (ASB) in Earswick and Strensall areas	1. Youth related ASB in Earswick and Strensall areas	1. Youth related ASB in The Village and Northfields areas of Strensall	1. Youth related ASB in The Village and Northfields areas of Strensall
2. Theft from motor vehicles in Hull Rd and Osbaldwick	2. Theft from motor vehicles in Hull Rd and Osbaldwick	2. Theft of pedal cycles in Hull Road and Rural East areas	2. Theft of pedal cycles in Hull Road and Rural East areas
Priorities Qtr1	Priorities Qtr2	Priorities Qtr3	Priorities Qtr4
3. Underage drinking and associated ASB in Huntington esp. Victoria Way, Geldof Rd, Monkton Rd and Bell Farm Ave	3. Underage drinking and associated ASB in Huntington esp. Victoria Way, Geldof Rd, Monkton Rd and Bell Farm Ave	3. Underage drinking and associated ASB in Huntington esp. Victoria Way, Geldof Rd, Monkton Rd and Bell Farm Ave	3. Underage drinking and associated ASB in Huntington esp. Victoria Way, Geldof Rd, Monkton Rd and Bell Farm Ave

Safer Neighbourhood Team – York South

Priorities Qtr1	Priorities Qtr2	Priorities Qtr3	Priorities Qtr4
1. ASB in Cornlands Rd	1. ASB in Cornlands Rd	1. Youth ASB & criminal damage in Wenlock Terrace and surrounding streets	1. Youth ASB at gale Lane and Chesney Fields
2. ASB in Foxwood Lane	2. ASB in Foxwood Lane	2. ASB in at Leaside Park, Leaside, Sandcroft Road & Lerecroft Road, Dringhouses	2. Youth ASB, congregation of youths, intimidation & criminal damage in Fulford Cross, Danesgates Pupil support/skills centre Steiner School, Fulford Road & immediate surrounding streets.
3. ASB in Lindsey Ave	3. ASB in Lindsey Ave	3. ASB in Lindsey Ave	3. ASB in Lindsey Ave, Sowerby Rd, Bursall Drive, Birstwith Drive & Bouthwaite Drive

Safer Neighbourhood Team - York Central

Priorities Qtr1	Priorities Qtr2	Priorities Qtr3	Priorities Qtr4
1. ASB and crime at Spa shop, Lowther St.	1. ASB and crime at Spa shop, Lowther St.	1. ASB and crime at Spa shop, Lowther St.	1. Criminal damage in particular graffiti, and ASB on South Bank.
2. Increased ASB outside the shops on Crichton Ave., Clifton	2. Increased ASB outside the shops on Crichton Ave., Clifton	2. Increased ASB outside the shops on Crichton Ave., Clifton	2. Alcohol and drug-related crime and ASB on Union Terrace
3. Alcohol and drug-related crime and ASB on Walmgate, especially around the shops and Shannon House.	3. Alcohol and drug-related crime and ASB on Walmgate, especially around the shops and Shannon House.	3. Alcohol and drug-related crime and ASB on Walmgate, especially around the shops and Shannon House.	3. Alcohol and drug-related crime and ASB on Walmgate, especially around the shops and Shannon House.

6. The priorities set for the first quartile of the year 2010-11 are as follows:

SNT	Priority 1	Priority 2	Priority 3
York North	Youth related antisocial behaviour in The Village and Northfields area of Strensall	Underage drinking and associated ASB in the following areas of Huntington - Victoria Way, Geldof Road, Monkton Road and Bell Farm Avenue.	Theft of pedal cycles in Hull Road and Rural East areas.
York South	Police response to reports of anti social behaviour at Gale Lane and Chesney Fields, York.	Youth ASB, congregation of youths, intimidation & criminal damage in Fulford Cross, Danesgates Pupil support/skills centre Steiner School, Fulford Road & immediate surrounding streets.	ASB in Lindsey Ave, Sowerby Road, Bursall Drive, Birstwith Frive & Bouthwaite Drive
York Central	Criminal damage, in particular graffiti, and ASB on South Bank	Alcohol and drug-related crime and ASB on Walmgate, especially around the shops and Shannon House.	Not identified

Public Attitude Survey

7. The Home Office have requested that all forces undertake a local confidence survey in order to better understand level of public confidence at a more local level. The survey gathers information on the public's perception of crime and anti-social behaviour (ASB), the visibility of officers, and the levels of confidence in how The Police and their partners deal with community issues.
8. In order to do this, the Home Office published a set of Minimum Technical Requirements for local surveying which forces were mandated to comply with by setting up or amending their existing local perception survey provision. One of the main requirements asked that results are representative of the population at Crime & Disorder Reduction Partnership (CDRP) level. To do this, forces must survey at least 600 people per CDRP per year an overall number of 4,600. The requirements also stated the sample collected should be random and representative of the population.
9. NYP re-worked its Public Attitude Survey in order to fall into line with these minimum requirements and ensure that the sample collected used the advised random collection methodology.
10. Annex A shows the first outturn of data for the period October – December 2009 and Annex B shows outturn for March 2010, allowing Members to compare York to other areas within the NYP region. The results are colour coded to flag up where a district is statistically significant to other districts (red = ?, green = ?). Members should note that if a result is shown as significant, it does not mean it is important, it simply means it is different from other results.

Analysis

11. A common priority running across all York's SNTs throughout the year 2009-10, and one of the main focuses of the Public Attitude Survey is 'Anti-Social Behaviour' (ASB). The first stage to successfully tackling ASB, is understanding it – which requires information exchange and analysis of the problems, by all those involved.
12. In October 2009, the Home Secretary made an announcement on ASB, which included the agreeing and publicising of local minimum standards by 31 March 2010, so that the public know what service to expect. The standards set out by the Home Secretary are not explicit, but provide a set of common sense principles which the public can expect from local agencies. These include:
 - reduce perceptions of ASB year on year
 - take reported cases of ASB seriously
 - recording, investigating, and keeping victims informed of action taken
 - provided regular information to residents on what action is being taken to tackle ASB
 - offer support and practical help to victims of ASB
 - ensure effective links between neighbourhood policing and neighbourhood management

- provide residents with a right of complaint to their local CDRP/CSPs, if effective action is not taken by local agencies through existing channels
13. Many areas will already have similar standards in place, therefore this is a not an exercise to create something new, rather to use the opportunity to publicise them.
 14. In the case of York, ASB is a major issue as evidenced by the SNT priorities above. However, it is recognised that the solution to ASB does not lie with one service or partner agency alone. Therefore, co-ordinating services including youth support, drug and alcohol action, policing and park management is important given their links to those involved in ASB. As the setting of the ASB standards heavily involves local councils, this committee may wish to look at what more this Council could do in the areas identified in the SNTs above, to further support the work of the Police.

Options

15. Superintendent Winward, the Safer Neighbourhood Commander for York will be present at this meeting. Having considered the information within this report, Members may wish to discuss with the Superintendent:
 - the Safer Neighbourhood Team priorities - the level of improvement if any, that has been achieved in the identified priorities and the reasons for any rollovers
 - the Public Attitude Survey results – the levels of satisfaction in York compared to other areas within the NYP region
16. Members may also choose to receive update reports on the statistics provided in this report either quarterly, bi-annually or annually.

Corporate Priorities

17. The scrutiny of crime & disorder issues supports the council's corporate priority to make York a 'Safer City' with low crime rates and high opinions of the city's safety record.

Implications

18. **Crime and Disorder** - The Council has a duty to fulfil the requirements of the Police and Justice Act 2006 by scrutinising crime & disorder issues. The regulations state that "A crime and disorder committee shall meet to review or scrutinise decisions made, or other action taken, in connection with the discharge by the responsible authorities of their crime and disorder functions, as the committee considers appropriate but no less than once in every twelve months". The responsible authorities are the partners that make up the Safer York Partnership (the local crime and disorder reduction partnership – CDRP).
19. There are no known Legal, HR, Finance, Equalities, Property or other implications associated with the recommendation in this report.

Risk Management

20. If there are no known risks, associated with the recommendation in this report.

Recommendations

21. Members are invited to:
- i. consider and comment on the SNT priorities, past and present that have been set for the city,
 - ii. consider and comment on the Public Attitude Survey results
 - iii. identify any further information required and/or any associated crime and disorder related topics for possible scrutiny review.

Reason: To fulfil the requirements of the Police and Justice Act 2006 in regard to scrutinising crime & disorder issues

Contact Details

Author:

Melanie Carr
Scrutiny Officer
Scrutiny Services
TelNo.01904 552063

Chief Officer Responsible for the report:

Andrew Docherty
Head of Civic, Democratic & Legal Services

Report Approved



Date

16 June 2010

Specialist Implications Officer(s) None

Wards Affected:

All



For further information please contact the author of the report

Background Papers: None

Annex A - Public Attitude Survey Results for October 2009 – December 2009

Annex B - Public Attitude Survey Results for March 2010

Community Safety Overview & Scrutiny Committee

Breakdown of Public Attitude Survey Results for October - December 2009

Section 1. Your local area - % of respondents who agree...

	They feel strongly connected to their local area	They can influence decisions affecting their local area	This is a place where people from different backgrounds get on well together	People in this area are willing to help their neighbours	People in this area treat each other with respect and consideration	% who are satisfied with the local area as a place to live
Craven	89%	40%	79%	91%	89%	96%
Hambleton	89%	38%	82%	92%	86%	97%
Harrogate	87%	37%	76%	85%	87%	97%
Richmondshire	87%	38%	79%	90%	88%	95%
Ryedale	89%	42%	78%	88%	87%	94%
Scarborough	88%	36%	75%	85%	84%	93%
Selby	80%	33%	74%	88%	85%	94%
York	82%	46%	75%	84%	86%	94%
Force	86%	39%	77%	88%	86%	95%

Section 2. Feeling informed - % of respondents who...

	Feel well informed about local crime and policing issues in their area	Would like to know more information about policing issues	Have heard of the policing pledge	Attended a local meeting where the police were involved
Craven	63%	45%	24%	21%
Hambleton	64%	54%	25%	19%
Harrogate	60%	50%	27%	17%
Richmondshire	63%	50%	25%	16%
Ryedale	66%	44%	25%	24%
Scarborough	57%	50%	29%	20%
Selby	61%	51%	29%	18%
York	71%	42%	27%	23%
Force	63%	48%	26%	20%

Section 2. Awareness of SNT - % of respondents who...

	Aware of SNT	Know how to contact their SNT	See officers patrolling <u>on foot</u> once a week or more	See officers patrolling <u>on a bicycle</u> once a week or more	See officers patrolling <u>in a car</u> once a week or more
Craven	33%	34%	24%	7%	46%
Hambleton	39%	33%	20%	6%	40%
Harrogate	38%	33%	22%	12%	41%
Richmondshire	45%	34%	20%	4%	40%
Ryedale	43%	38%	17%	10%	39%
Scarborough	43%	33%	23%	15%	40%
Selby	42%	38%	18%	8%	39%
York	58%	46%	39%	29%	35%
Force	43%	36%	23%	11%	40%

Section 2. Perceptions of police - % of respondents who agree...

	Police can be relied upon to respond quickly to emergencies	You can rely on the police in this area to sort out a problem	Police work effectively to reduce crime in this area	Police are in touch with the local community	Police are interested in the issues that concern people living in this area	Police get involved in activities within the local community
Craven	55%	65%	62%	59%	61%	43%
Hambleton	59%	57%	60%	53%	57%	42%
Harrogate	56%	61%	63%	56%	60%	40%
Richmondshire	55%	64%	64%	54%	58%	41%
Ryedale	54%	60%	65%	58%	61%	38%
Scarborough	51%	58%	63%	50%	57%	38%
Selby	59%	60%	63%	57%	59%	42%
York	60%	62%	68%	62%	63%	42%
Force	56%	61%	64%	56%	60%	41%

Perceptions of police continued - % of respondents who agree...

	Police keep people informed about what they are doing to tackle local crime and ASB	Police in this area would treat you with respect if you had to contact them for any reason	Police treat everyone fairly regardless of who they are	The police are doing a good job
Craven	45%	87%	72%	76%
Hambleton	48%	87%	73%	77%
Harrogate	44%	87%	72%	75%
Richmondshire	48%	87%	78%	77%
Ryedale	50%	85%	74%	79%
Scarborough	45%	84%	71%	73%
Selby	50%	85%	74%	77%
York	57%	86%	72%	80%
Force	48%	86%	73%	77%

Diagnostic Breakdown of Public Attitude Survey results, October - December 2009

Section 3. Confidence - % of respondents who agree....

	Police & local council seek people's views	Police <u>only</u> seek people's views	The confidence question: Police & local council are dealing with ASB & crime issues that matter in this area	Police <u>only</u> are dealing with ASB & crime issues that matter in this area	Local council <u>only</u> dealing with ASB & crime issues that matter in this area
Craven	45%	38%	57%	58%	39%
Hambleton	50%	44%	60%	62%	44%
Harrogate	40%	38%	58%	57%	43%
Richmondshire	43%	42%	59%	64%	44%
Ryedale	44%	42%	59%	58%	41%
Scarborough	46%	44%	60%	58%	42%
Selby	49%	46%	60%	60%	44%
York	58%	50%	65%	65%	52%
Force	47%	43%	60%	60%	44%

Confidence continued - % of respondents who...

	Overall have confidence in NYP	Have confidence that the CJS is effective	Have confidence that the CJS is fair	Views of the CJS have a positive effect on how they view the police	Views of the police service as a whole affect their views of NYP, all or most of the time
Craven	79%	34%	43%	32%	22%
Hambleton	82%	38%	47%	39%	21%
Harrogate	82%	38%	44%	36%	25%
Richmondshire	80%	38%	47%	38%	23%
Ryedale	80%	40%	44%	37%	23%
Scarborough	76%	35%	40%	35%	26%
Selby	83%	36%	43%	34%	19%
York	83%	38%	46%	35%	25%
Force	81%	37%	44%	36%	23%

Diagnostic Breakdown of Public Attitude Survey results, October - December 2009

Section 4. Crime and ASB perceptions - % of respondents who...

	Feel the overall level of crime in their area is low	Feel the overall level of ASB in their area is low
Craven	87%	82%
Hambleton	87%	81%
Harrogate	88%	82%
Richmondshire	89%	86%
Ryedale	92%	86%
Scarborough	79%	73%
Selby	84%	80%
York	80%	73%
Force	86%	80%

Compared with 12 months ago, % of respondents who feel crime has...

	Increased	Stayed the same	Decreased
Craven	10%	73%	11%
Hambleton	10%	69%	13%
Harrogate	9%	68%	15%
Richmondshire	7%	74%	11%
Ryedale	9%	72%	12%
Scarborough	10%	70%	14%
Selby	7%	69%	15%
York	5%	69%	19%
Force	8%	71%	14%

Compared with 12 months ago, % of respondents who feel ASB has...

	Increased	Stayed the same	Decreased
Craven	11%	70%	12%
Hambleton	13%	67%	13%
Harrogate	8%	70%	13%
Richmondshire	8%	71%	12%
Ryedale	12%	71%	11%
Scarborough	16%	64%	15%
Selby	10%	65%	18%
York	9%	66%	18%
Force	11%	68%	14%

Section 4. Crime and ASB perceptions continued**Over the last 12 months, % of respondents whose feeling of being safe within their local area has...**

	Increased	Stayed the same	Decreased
Craven	5%	89%	6%
Hambleton	5%	89%	7%
Harrogate	5%	87%	8%
Richmondshire	3%	91%	6%
Ryedale	5%	89%	6%
Scarborough	5%	84%	10%
Selby	5%	89%	6%
York	7%	84%	9%
Force	5.2%	88%	7%

% of respondents who feel safe walking alone in their neighbourhood...

	During the day	During hours of darkness
Craven	97%	73%
Hambleton	98%	69%
Harrogate	97%	67%
Richmondshire	97%	76%
Ryedale	97%	74%
Scarborough	96%	60%
Selby	97%	66%
York	97%	64%
Force	97%	69%

Perception of ASB and crime as a problem

% of respondents who perceive the following five issues to be the biggest problems in their local area

	Cars driving too fast	Drivers using a mobile phone	Cars parked inconveniently, dangerously or illegally	Dog fouling	Parents not taking responsibility for the behaviour of their children
Craven	57%	47%	39%	36%	29%
Hambleton	54%	54%	35%	26%	30%
Harrogate	55%	51%	34%	26%	27%
Richmondshire	57%	51%	36%	34%	25%
Ryedale	61%	48%	33%	28%	25%
Scarborough	55%	51%	43%	40%	37%
Selby	54%	51%	36%	30%	30%
York	47%	44%	35%	25%	29%

Diagnostic Breakdown of Public Attitude Survey results, March 2010

	Overall % change
Your local area	-0.2%
Feeling informed	9.6%
Awareness of SNTs	5.2%
Perceptions of police	7.9%
Confidence	5.5%
Crime and ASB Perceptions	3.8%

Diagnostic Breakdown of Public Attitude Survey results, March 2010

Section 1. Your local area - % of respondents who agree...

	They feel strongly connected to their local area	Previous	% change from previous	They can influence decisions affecting their local area	Previous	% change from previous	This is a place where people from different backgrounds get on well together	Previous	% change from previous
Craven	88.3%	88.5%	-0.2%	38.9%	40.1%	-1.2%	80.8%	78.5%	2.3%
Hambleton	88.3%	88.6%	-0.3%	36.4%	37.6%	-1.2%	82.2%	82.4%	-0.2%
Harrogate	87.2%	86.6%	0.6%	36.9%	37.3%	-0.4%	77.2%	76.2%	1.0%
Richmondshire	88.5%	87.1%	1.4%	38.5%	37.6%	0.9%	78.7%	79.4%	-0.7%
Ryedale	88.4%	88.7%	-0.3%	42.5%	42.1%	0.4%	78.8%	77.7%	1.1%
Scarborough	86.6%	87.5%	-0.9%	35.4%	35.9%	-0.5%	74.7%	74.7%	0.0%
Selby	80.5%	80.0%	0.5%	34.8%	32.8%	2.0%	75.2%	73.9%	1.3%
York	80.6%	82.3%	-1.7%	44.5%	45.5%	-1.0%	73.2%	75.2%	-2.0%
Force	86%	86.2%	-0.2%	38.5%	38.6%	-0.1%	77.6%	77.3%	0.3%

	People in this area treat each other with respect and consideration	Previous	% change from previous	% who are satisfied with the local area as a place to live	Previous	% change from previous
Craven	89.6%	88.9%	0.7%	96.9%	96.3%	0.6%
Hambleton	85.4%	85.6%	-0.2%	96.3%	96.5%	-0.2%
Harrogate	86.6%	87.3%	-0.7%	96.9%	96.5%	0.4%
Richmondshire	86.5%	87.5%	-1.0%	94.9%	95.0%	-0.1%
Ryedale	88.4%	87.2%	1.2%	94.8%	94.3%	0.5%
Scarborough	82.3%	83.5%	-1.2%	92.4%	92.7%	-0.3%
Selby	84.4%	84.7%	-0.3%	93.4%	93.6%	-0.2%
York	85.3%	86.2%	-0.9%	92.7%	94.3%	-1.6%
Force	86.0%	86.0%	0.0%	94.8%	95.0%	-0.2%

Section 2. Feeling informed - % of respondents who...

	Feel well informed about local crime and policing issues in their area	Previous	% change from previous	Would like to know more information about policing issues	Previous	% change from previous
Craven	65.2%	63.4%	1.8%	43.8%	44.8%	-1.0%
Hambleton	64.6%	63.7%	0.9%	51.7%	53.5%	-1.8%
Harrogate	60.2%	60.4%	-0.2%	51.1%	50.0%	1.1%
Richmondshire	62.3%	63.1%	-0.8%	48.5%	50.0%	-1.5%
Ryedale	67.3%	65.7%	1.6%	39.8%	44.1%	-4.3%
Scarborough	59.0%	56.9%	2.1%	47.8%	50.2%	-2.4%
Selby	59.6%	61.1%	-1.5%	52.0%	50.7%	1.3%
York	70.3%	70.7%	-0.4%	43.7%	41.5%	2.2%
Force	63.6%	63.1%	0.5%	47.3%	48.1%	-0.8%

Section 2. Feeling informed - % of respondents who.....

Annex B

	Have heard of the policing pledge	Previous	% change from previous	Attended a local meeting where the police were involved	Previous	% change from previous
Craven	30.2%	23.5%	6.7%	20.4%	20.5%	-0.1%
Hambleton	29.9%	24.7%	5.2%	20.3%	18.7%	1.6%
Harrogate	29.8%	26.7%	3.1%	16.7%	16.7%	0.0%
Richmondshire	29.9%	25.4%	4.5%	16.8%	16.2%	0.6%
Ryedale	30.0%	25.0%	5.0%	23.4%	23.6%	-0.2%
Scarborough	34.0%	29.3%	4.7%	20.2%	19.8%	0.4%
Selby	33.6%	28.7%	4.9%	18.0%	17.5%	0.5%
York	31.3%	27.2%	4.1%	20.7%	22.8%	-2.1%
Force	31.1%	26.0%	5.1%	19.6%	20.0%	-0.4%

	Aware of SNT	Previous	% change from previous	Know how to contact their SNT	Previous	% change from previous
Craven	32.9%	32.9%	0.0%	37.5%	34.3%	3.2%
Hambleton	40.6%	38.8%	1.8%	37.2%	33.4%	3.8%
Harrogate	40.3%	38.2%	2.1%	37.2%	33.4%	3.8%
Richmondshire	47.3%	45.0%	2.3%	37.5%	34.1%	3.4%
Ryedale	45.5%	43.1%	2.4%	41.7%	37.6%	4.1%
Scarborough	41.5%	42.8%	-1.3%	35.7%	33.4%	2.3%
Selby	42.4%	41.6%	0.8%	41.4%	38.4%	3.0%
York	56.8%	57.7%	-0.9%	46.8%	46.2%	0.6%
Force	43.5%	43.0%	0.5%	39.4%	36.0%	3.4%

	See officers patrolling on foot once a week or more	Previous	% change from previous	See officers patrolling on a bicycle once a week or more	Previous	% change from previous	See officers patrolling in a car once a week or more	Previous	% change from previous
Craven	25.6%	23.6%	2.0%	7.3%	7.3%	0.0%	49.9%	46.4%	3.5%
Hambleton	19.8%	19.5%	0.3%	5.5%	6.1%	-0.6%	38.4%	39.8%	-1.4%
Harrogate	22.0%	22.0%	0.0%	12.8%	12.0%	0.8%	42.1%	41.0%	1.1%
Richmondshire	20.3%	19.7%	0.6%	4.2%	4.1%	0.1%	39.9%	39.6%	0.3%
Ryedale	18.2%	17.1%	1.1%	8.9%	9.8%	-0.9%	40.3%	38.7%	1.6%
Scarborough	24.5%	23.2%	1.3%	14.4%	14.9%	-0.5%	42.1%	39.9%	2.2%
Selby	18.4%	18.1%	0.3%	7.8%	8.4%	-0.6%	38.4%	39.4%	-1.0%
York	39.2%	38.8%	0.4%	26.3%	28.5%	-2.2%	37.4%	34.8%	2.6%
Force	23.5%	22.8%	0.7%	11.0%	11.4%	-0.4%	41.0%	40.0%	1.0%

Section 2. Perceptions of police - % of respondents who agree...

	Police can be relied upon to respond quickly to emergencies	Previous	% change from previous	You can rely on the police in this area to sort out a problem	Previous	% change from previous	Police work effectively to reduce crime in this area	Previous	% change from previous
Craven	56.2%	54.9%	1.3%	64.9%	65.1%	-0.2%	65.0%	62.1%	2.9%
Hambleton	56.9%	58.5%	-1.6%	59.6%	57.2%	2.4%	62.1%	60.4%	1.7%
Harrogate	55.2%	56.1%	-0.9%	62.6%	61.3%	1.3%	64.6%	62.6%	2.0%
Richmondshire	56.3%	55.2%	1.1%	64.0%	63.9%	0.1%	64.2%	64.4%	-0.2%
Ryedale	53.8%	53.6%	0.2%	62.7%	60.4%	2.3%	65.4%	65.1%	0.3%
Scarborough	51.2%	50.9%	0.3%	57.4%	58.4%	-1.0%	64.0%	62.7%	1.3%
Selby	58.6%	58.6%	0.0%	60.4%	59.7%	0.7%	62.9%	63.4%	-0.5%
York	57.7%	59.8%	-2.1%	60.8%	61.7%	-0.9%	68.4%	67.5%	0.9%
Force	55.7%	56.0%	-0.3%	61.5%	60.9%	0.6%	64.6%	63.5%	1.1%

	Police are in touch with the local community	Previous	% change from previous	Police are interested in the issues that concern people living in this area	Previous	% change from previous	Police get involved in activities within the local community	Previous	% change from previous
Craven	60.8%	58.9%	1.9%	63.3%	61.2%	2.1%	44.7%	42.6%	2.1%
Hambleton	53.7%	52.5%	1.2%	59.1%	57.4%	1.7%	43.6%	41.6%	2.0%
Harrogate	57.2%	56.0%	1.2%	61.8%	60.4%	1.4%	39.8%	39.6%	0.2%
Richmondshire	54.7%	54.2%	0.5%	59.1%	58.4%	0.7%	41.9%	41.1%	0.8%
Ryedale	59.0%	57.7%	1.3%	62.6%	60.6%	2.0%	38.4%	38.1%	0.3%
Scarborough	51.2%	50.4%	0.8%	57.5%	56.7%	0.8%	39.0%	38.1%	0.9%
Selby	57.9%	57.4%	0.5%	58.6%	58.6%	0.0%	40.4%	41.7%	-1.3%
York	61.7%	62.0%	-0.3%	63.6%	62.7%	0.9%	41.6%	42.0%	-0.4%
Force	57.0%	56.1%	0.9%	60.7%	59.5%	1.2%	41.2%	40.6%	0.6%

Perceptions of police continued - % of respondents who agree...

	Police keep people informed about what they are doing to tackle local crime and ASB	Previous	% change from previous	Police in this area would treat you with respect if you had to contact them for any reason	Previous	% change from previous
Craven	46.0%	45.1%	0.9%	88.5%	86.9%	1.6%
Hambleton	48.5%	47.7%	0.8%	87.6%	86.5%	1.1%
Harrogate	44.3%	44.2%	0.1%	88.7%	86.6%	2.1%
Richmondshire	49.5%	47.8%	1.7%	87.0%	87.1%	-0.1%
Ryedale	51.4%	50.2%	1.2%	87.0%	85.0%	2.0%
Scarborough	47.1%	45.3%	1.8%	84.6%	84.2%	0.4%
Selby	50.8%	50.0%	0.8%	86.1%	85.0%	1.1%
York	56.3%	57.2%	-0.9%	85.6%	85.5%	0.1%
Force	49.3%	48.4%	0.9%	86.9%	85.8%	1.1%

	Police treat everyone fairly regardless of who they are	Previous	% change from previous	The police are doing a good job	Previous	% change from previous
Craven	73.9%	72.2%	1.7%	78.6%	76.2%	2.4%
Hambleton	74.5%	73.1%	1.4%	78.2%	76.8%	1.4%
Harrogate	74.3%	71.5%	2.8%	76.4%	75.3%	1.1%
Richmondshire	77.4%	78.3%	-0.9%	76.0%	76.6%	-0.6%
Ryedale	76.7%	74.2%	2.5%	80.1%	78.9%	1.2%
Scarborough	72.7%	71.4%	1.3%	73.4%	73.2%	0.2%
Selby	73.5%	73.8%	-0.3%	77.3%	77.1%	0.2%
York	72.1%	71.7%	0.4%	79.8%	80.0%	-0.2%
Force	74.4%	73.3%	1.1%	77.5%	76.8%	0.7%

Diagnostic Breakdown of Public Attitude Survey results, March 2010

Section 3. Confidence - % of respondents who agree...

	Police & local council seek people's views	Previous	% change from previous	Police <u>only</u> seek people's views	Previous	% change from previous	The confidence question: Police & local council are dealing with ASB & crime issues that matter in this area	Previous	% change from previous
Craven	43.8%	44.9%	-1.1%	40.1%	38.4%	1.7%	55.7%	56.8%	-1.1%
Hambleton	49.3%	50.2%	-0.9%	43.5%	43.8%	-0.3%	60.2%	59.8%	0.4%
Harrogate	40.7%	40.2%	0.5%	36.9%	37.6%	-0.7%	56.7%	57.7%	-1.0%
Richmondshire	46.3%	42.6%	3.7%	42.9%	42.1%	0.8%	58.4%	59.2%	-0.8%
Ryedale	47.0%	43.9%	3.1%	43.2%	41.6%	1.6%	59.5%	58.9%	0.6%
Scarborough	44.6%	46.1%	-1.5%	43.3%	43.9%	-0.6%	57.4%	59.9%	-2.5%
Selby	49.8%	48.8%	1.0%	45.9%	46.0%	-0.1%	59.9%	59.6%	0.3%
York	56.3%	57.7%	-1.4%	49.3%	49.7%	-0.4%	63.5%	64.7%	-1.2%
Force	47.3%	46.8%	0.5%	43.1%	42.9%	0.2%	58.9%	59.6%	-0.7%

	Police <u>only</u> are dealing with ASB & crime issues that matter in this area	Previous	% change from previous	Local council <u>only</u> are dealing with ASB & crime issues that matter in this area	Previous	% change from previous	Overall have confidence in NYP	Previous	% change from previous
Craven	59.8%	58.2%	1.6%	39.9%	38.9%	1.0%	82.3%	79.4%	2.9%
Hambleton	61.9%	62.4%	-0.5%	43.6%	44.0%	-0.4%	81.7%	81.9%	-0.2%
Harrogate	57.5%	57.1%	0.4%	42.0%	42.7%	-0.7%	83.9%	81.8%	2.1%
Richmondshire	62.8%	64.2%	-1.4%	44.6%	43.6%	1.0%	79.9%	80.3%	-0.4%
Ryedale	59.7%	58.1%	1.6%	42.5%	41.3%	1.2%	82.8%	80.4%	2.4%
Scarborough	58.3%	57.9%	0.4%	41.8%	41.6%	0.2%	76.9%	76.2%	0.7%
Selby	59.4%	59.9%	-0.5%	44.0%	43.6%	0.4%	82.0%	82.5%	-0.5%
York	64.3%	65.0%	-0.7%	49.9%	52.3%	-2.4%	83.7%	82.8%	0.9%
Force	60.5%	60.3%	0.2%	43.6%	43.5%	0.1%	81.7%	80.7%	1.0%

Confidence continued - % of respondents who...

Annex B

	Have confidence that the CJS is effective	Previous	% change from previous	Have confidence that the CJS is fair	Previous	% change from previous
Craven	36.8%	34.3%	2.5%	45.7%	42.6%	3.1%
Hambleton	41.4%	38.1%	3.3%	47.7%	46.7%	1.0%
Harrogate	40.2%	38.1%	2.1%	46.6%	43.7%	2.9%
Richmondshire	38.9%	37.8%	1.1%	46.1%	46.5%	-0.4%
Ryedale	40.3%	40.1%	0.2%	44.9%	43.6%	1.3%
Scarborough	35.4%	34.8%	0.6%	42.6%	40.4%	2.2%
Selby	34.4%	35.8%	-1.4%	42.4%	43.1%	-0.7%
York	37.8%	37.8%	0.0%	46.8%	45.8%	1.0%
Force	38.2%	37.1%	1.1%	45.3%	44.0%	1.3%

	Views of the CJS have a positive effect on how they view the police	Previous	% change from previous	Views of the police service as a whole affect their views of NYP, all or most of the time	Previous	% change from previous
Craven	32.4%	31.8%	0.6%	20.2%	22.1%	-1.9%
Hambleton	40.6%	38.8%	1.8%	22.8%	21.0%	1.8%
Harrogate	37.0%	35.6%	1.4%	26.6%	25.0%	1.6%
Richmondshire	38.7%	38.3%	0.4%	26.2%	23.4%	2.8%
Ryedale	37.4%	36.6%	0.8%	25.6%	23.4%	2.2%
Scarborough	34.2%	34.9%	-0.7%	26.0%	25.6%	0.4%
Selby	34.1%	33.7%	0.4%	20.2%	19.4%	0.8%
York	35.2%	34.7%	0.5%	25.6%	24.5%	1.1%
Force	36.2%	35.5%	0.7%	24.2%	23.1%	1.1%

Diagnostic Breakdown of Public Attitude Survey results, March 2010

Section 4. Crime and ASB perceptions - % of respondents who...

	Feel the overall level of crime in their area is low	Previous	% change from previous	Feel the overall level of ASB in their area is low	Previous	% change from previous
Craven	88.1%	87.0%	1.1%	84.0%	82.4%	1.6%
Hambleton	89.6%	87.3%	2.3%	81.4%	80.8%	0.6%
Harrogate	86.9%	87.7%	-0.8%	80.8%	82.0%	-1.2%
Richmondshire	88.0%	88.8%	-0.8%	84.8%	85.6%	-0.8%
Ryedale	92.6%	92.3%	0.3%	88.0%	85.7%	2.3%
Scarborough	80.0%	78.7%	1.3%	74.7%	72.9%	1.8%
Selby	84.6%	83.7%	0.9%	79.5%	79.9%	-0.4%
York	79.6%	79.5%	0.1%	74.6%	72.8%	1.8%
Force	86.1%	85.6%	0.5%	80.9%	80.2%	0.7%

% of respondents who, compared with 12 months ago, feel crime has...

	Increased	Previous	% change from previous	Stayed the same	Previous	% change from previous	Decreased	Previous	% change from previous
Craven	8.5%	9.8%	-1.3%	74.0%	72.7%	1.3%	10.6%	11.3%	-0.7%
Hambleton	8.6%	9.5%	-0.9%	70.1%	69.2%	0.9%	13.7%	13.0%	0.7%
Harrogate	7.5%	8.6%	-1.1%	69.3%	68.2%	1.1%	14.2%	14.6%	-0.4%
Richmondshire	6.3%	7.0%	-0.8%	74.8%	74.2%	0.6%	11.7%	11.0%	0.7%
Ryedale	7.1%	8.7%	-1.6%	74.9%	72.4%	2.5%	10.9%	12.3%	-1.4%
Scarborough	8.6%	10.1%	-1.5%	73.2%	70.4%	2.8%	12.4%	14.3%	-1.9%
Selby	8.6%	7.1%	1.5%	68.9%	68.8%	0.1%	15.2%	15.0%	0.2%
York	6.5%	5.0%	1.5%	66.6%	68.7%	-2.1%	18.8%	18.7%	0.1%
Force	7.7%	8.2%	-0.5%	71.4%	70.6%	0.8%	13.5%	13.8%	-0.3%

% of respondents who, compared with 12 months ago, feel ASB has...

	Increased	Previous	% change from previous	Stayed the same	Previous	% change from previous	Decreased	Previous	% change from previous
Craven	9.7%	11.3%	-1.6%	70.1%	70.2%	-0.1%	12.9%	12.0%	0.9%
Hambleton	11.6%	12.9%	-1.3%	68.3%	66.9%	1.4%	13.9%	13.4%	0.5%
Harrogate	8.9%	8.4%	0.5%	70.3%	69.5%	0.8%	13.7%	13.2%	0.5%
Richmondshire	7.8%	8.2%	-0.4%	69.9%	70.9%	-1.0%	12.8%	11.7%	1.1%
Ryedale	9.8%	12.1%	-2.3%	73.7%	70.7%	3.0%	9.7%	10.6%	-0.9%
Scarborough	13.4%	15.8%	-2.4%	66.6%	63.9%	2.7%	14.3%	15.1%	-0.8%
Selby	10.6%	9.7%	0.9%	66.6%	65.0%	1.6%	17.7%	17.7%	0.0%
York	10.6%	9.3%	1.3%	64.3%	65.7%	-1.4%	17.9%	18.2%	-0.3%
Force	10.3%	11.0%	-0.7%	68.7%	67.9%	0.8%	14.1%	14.0%	0.1%

Section 4. Crime and ASB perceptions continued

% of respondents who feel safe walking alone in their neighbourhood...

	During the day	Previous	% change from previous	During hours of darkness	Previous	% change from previous
Craven	97.5%	97.2%	0.3%	72.3%	72.7%	-0.4%
Hambleton	98.5%	98.0%	0.5%	72.7%	68.7%	4.0%
Harrogate	97.2%	96.9%	0.3%	69.2%	66.9%	2.3%
Richmondshire	95.3%	97.3%	-2.0%	78.0%	76.4%	1.6%
Ryedale	97.1%	96.5%	0.6%	77.1%	74.0%	3.1%
Scarborough	96.4%	96.0%	0.4%	63.0%	60.4%	2.6%
Selby	97.4%	96.5%	0.9%	69.0%	66.2%	2.8%
York	96.9%	97.0%	-0.1%	66.2%	63.5%	2.7%
Force	97.0%	96.9%	0.1%	70.9%	68.6%	2.3%

Perception of ASB and crime as a problem

% of respondents who perceive the following to be a very or fairly big problem in their area

	Cars driving too fast	Previous	% change from previous	Drivers using a mobile phone	Previous	% change from previous	Dog fouling	Previous	% change from previous
Craven	57.7%	57.0%	0.7%	47.5%	46.7%	0.8%	39.0%	35.6%	3.4%
Hambleton	57.0%	54.1%	2.9%	54.5%	53.8%	0.7%	28.9%	26.0%	2.9%
Harrogate	54.1%	55.0%	-0.9%	51.8%	51.4%	0.4%	30.7%	26.4%	4.3%
Richmondshire	59.3%	56.6%	2.7%	54.4%	50.8%	3.6%	32.4%	33.6%	-1.2%
Ryedale	58.9%	61.3%	-2.4%	48.4%	48.0%	0.4%	31.0%	28.2%	2.8%
Scarborough	53.9%	54.9%	-1.0%	48.4%	51.2%	-2.8%	42.1%	40.0%	2.1%
Selby	53.0%	53.9%	-0.9%	51.2%	50.9%	0.3%	34.6%	30.1%	4.5%
York	46.0%	47.3%	-1.3%	43.7%	44.3%	-0.6%	26.1%	24.5%	1.6%
Force	55.1%	55.0%	0.1%	50.0%	49.7%	0.3%	33.1%	30.6%	2.5%

	Cars parked inconveniently, dangerously or illegally	Previous	% change from previous	Rubbish or litter lying around	Previous	% change from previous	People using or dealing drugs	Previous	% change from previous
Craven	37.7%	39.2%	-1.5%	21.7%	20.6%	1.1%	17.1%	17.1%	0.0%
Hambleton	36.9%	35.2%	1.7%	28.0%	23.2%	4.8%	12.2%	13.2%	-1.0%
Harrogate	34.6%	34.1%	0.5%	20.7%	19.9%	0.8%	12.5%	12.1%	0.4%
Richmondshire	33.8%	36.4%	-2.6%	22.3%	19.6%	2.7%	12.2%	12.0%	0.2%
Ryedale	33.1%	32.7%	0.4%	18.0%	15.8%	2.2%	11.3%	11.3%	0.0%
Scarborough	42.0%	43.2%	-1.2%	27.1%	26.8%	0.3%	20.3%	19.3%	1.0%
Selby	33.3%	36.3%	-2.4%	25.3%	23.1%	2.2%	17.2%	18.8%	-1.6%
York	36.4%	34.5%	1.9%	21.9%	20.3%	1.6%	16.0%	13.2%	2.8%
Force	36.0%	36.5%	-0.5%	23.1%	21.2%	1.9%	14.9%	14.6%	0.3%

Annex B

	Teenagers hanging around on the street	Previous	% change from previous	People being drunk or rowdy	Previous	% change from previous	Parents not taking responsibility for the behaviour of their children	Previous	% change from previous
Craven	25.5%	25.8%	-0.3%	16.5%	17.3%	-0.8%	29.9%	28.6%	1.3%
Hambleton	24.7%	28.1%	-3.4%	15.1%	15.1%	0.0%	29.4%	29.9%	-0.5%
Harrogate	23.4%	23.0%	0.4%	14.8%	14.4%	0.4%	27.7%	26.9%	0.8%
Richmondshire	19.4%	19.4%	0.0%	16.7%	15.9%	0.8%	23.8%	24.9%	-1.1%
Ryedale	21.8%	23.5%	-1.7%	16.2%	15.8%	0.4%	22.6%	25.4%	-2.8%
Scarborough	31.7%	30.9%	0.8%	21.8%	21.8%	0.0%	36.7%	37.1%	-0.4%
Selby	30.5%	29.9%	0.6%	18.4%	17.3%	1.1%	29.5%	30.3%	-0.8%
York	30.3%	28.7%	1.6%	19.2%	17.7%	1.5%	30.2%	28.5%	1.7%
Force	25.9%	26.2%	-0.3%	17.3%	16.9%	0.4%	28.7%	29.0%	-0.3%

	Burglaries	Previous	% change from previous	Violent crime	Previous	% change from previous	Vehicle crime	Previous	% change from previous
Craven	18.8%	19.1%	-0.3%	2.7%	3.5%	-0.8%	19.2%	20.3%	-1.1%
Hambleton	16.1%	17.4%	-1.3%	5.0%	5.9%	-0.9%	16.8%	18.4%	-1.6%
Harrogate	15.1%	15.4%	-0.3%	5.6%	5.5%	0.1%	12.3%	13.9%	-1.6%
Richmondshire	10.1%	10.4%	-0.3%	2.9%	4.2%	-1.3%	13.9%	15.2%	-1.3%
Ryedale	10.8%	11.6%	-0.8%	4.9%	5.2%	-0.3%	13.3%	14.3%	-1.0%
Scarborough	17.5%	17.0%	0.5%	9.3%	8.3%	1.0%	21.5%	21.6%	-0.1%
Selby	15.6%	15.2%	0.4%	4.8%	5.0%	-0.2%	12.6%	13.4%	-0.8%
York	17.0%	15.7%	1.3%	7.7%	7.3%	0.4%	19.4%	18.5%	0.9%
Force	15.1%	15.2%	-0.1%	5.4%	5.6%	-0.2%	16.1%	16.9%	-0.8%

	Criminal damage	Previous	% change from previous
Craven	14.1%	15.1%	-1.0%
Hambleton	15.4%	17.1%	-1.7%
Harrogate	13.1%	14.1%	-1.0%
Richmondshire	10.1%	11.0%	-0.9%
Ryedale	16.4%	16.5%	-0.1%
Scarborough	24.8%	22.8%	2.0%
Selby	13.2%	14.9%	-1.7%
York	20.2%	20.2%	0.0%
Force	16.0%	16.4%	-0.4%



Community Safety Overview & Scrutiny Committee**29 June 2010**

Report of the Head of Civic, Democratic & Legal Services

North Yorkshire Police Force Policing Pledge - Performance Monitoring Report**Summary**

1. This report provides information on North Yorkshire Police Force Policing Pledge performance for the Force as a whole, and specifically for the City of York.

Background

2. The Policing Pledge is a set of promises to the public that not only commits North Yorkshire Police to giving information about our local Safer Neighbourhood Policing Teams but also ensures that the public are better informed about policing issues and have a stronger voice in influencing local policing priorities. Introduced in December 2008, the Pledge is part of a national programme of reform to increase public confidence in how local crime and disorder are tackled and justice is delivered.

Consultation

3. To fulfil its' role as the Council's Crime and Disorder Committee this committee has agreed to review Police performance regarding the Policing Pledge. As a North Yorkshire Police Authority member, Cllr Orrell will support the Committee as an expert advisor for this item and Ian Wolstenholme (Local Accountability and Scrutiny Officer for the Police Authority) will also be at this meeting to support Cllr Orrell.

North Yorkshire Police Force Policing Pledge

4. The Policing Pledge sets ten areas of service standards including basic things such as answering calls promptly to how local people can have a say over how their neighbourhood is policed. It is envisaged this will improve community confidence and community engagement in local service delivery.
5. When reporting on performance, North Yorkshire Police use a traffic light system to indicate levels of performance.

Pledge	Service Standard
1	Always treat you fairly with dignity and respect ensuring you have fair access to our services at a time that is reasonable and suitable for you
2	Provide you with information so you know who your dedicated Safer Neighbourhood Policing Team is, where they are based, how to contact them and how to work with them
3	Ensure your Safer Neighbourhood Policing Team and other police patrols are visible and on your patch at times when they will be most effective and when you tell us you most need them. We will ensure your team are not taken away from neighbourhood business more than is absolutely necessary. They will spend at least 80% of their time visibly working in your neighbourhood, tackling your priorities. Staff turnover will be minimised.
4	Respond to every message directed to your Safer Neighbourhood Policing Team within 24 hours and, where necessary, provide a more detailed response as soon as we can
5	Aim to answer 999 calls within 10 seconds, deploying to emergencies immediately giving an estimated time of arrival, getting to you safely, and as quickly as possible. In urban areas, we will aim to get to you within 15 minutes and in rural areas within 20 minutes
6	<p>Answer all non-emergency calls promptly. If attendance is needed, send a patrol giving you an estimated time of arrival, and:</p> <ul style="list-style-type: none"> i. If you are vulnerable or upset aim to be with you within 60 minutes ii. If you are calling about an issue that we have agreed with your community will be a neighbourhood priority and attendance is required, we will aim to be with you within 60 minutes. iii. Alternatively, if appropriate, we will make an appointment to see you at a time that fits in with your life and within 48 hours. iv. If agreed that attendance is not necessary we will give you advice, answer your questions and/or put you in touch with someone who can help
7	Arrange regular public meetings to agree your priorities, at least once a month, giving you a chance to meet your local team with other members of your community. These will include opportunities such as surgeries, street briefings and mobile police station visits which will be arranged to meet local needs and requirements
8	Provide monthly updates on progress, and on local crime and policing issues. This will include the provision of crime maps, information on specific crimes and what happened to those brought to justice, details of what action we and our partners are taking to make your neighbourhood safer and information on how your force is performing
9	If you have been a victim of crime agree with you how often you would like to be kept informed of progress in your case and for how long. You have the right to be kept informed at least every month if you wish and for as long as is reasonable.
10	Acknowledge any dissatisfaction with the service you have received within 24 hours of reporting it to us. To help us fully resolve the matter, discuss with you how it will be handled, give you an opportunity to talk in person to someone about your concerns and agree with you what will be done about them and how quickly

6. In regard to the Force as a whole, the performance indicators against each of the 10 pledges for the previous quarter are shown at Annex A.
7. Annex B contains the performance indicators against each of the 10 pledges for the previous quarter for the City of York.
8. Most of the policing pledges are monitored through local surveys, principally the Police user satisfaction and public attitude surveys. Both of these surveys are contracted by the Police to be carried out by independent (external) organisations. The Survey methodologies are:

User Satisfaction -

- Frequency - Monthly survey carried out over the telephone to victims of burglary crime, vehicle crime, violent crime, racist incidents
- Sample size - an annual target of 1976 respondents across the force area, which breaks down to 166 per month.

Public Attitude survey -

- Frequency - continuous surveying (telephone)
- Sample - 600 respondents per district per year, which breaks down to 50 per district per month, and totals 4,800 per year for the force.

Analysis

9. The following is an overall summary of the 4th Quarter performance for the city and the Force as a whole. It only compares those areas where there is a direct comparison for the Force and York and in a few cases, meaningful performance indicators are not available - this is recognised and is being worked on by North Yorkshire Police.

Pledge	York Quarter 3 (Dec 09)	York Quarter 4 (mar 10)	Force Quarter 4 (mar 10)
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			

Options

10. Superintendent Winward, the Safer Neighbourhood Commander for York will be present at this meeting. Having considered the results for York and compared them against the Force-wide results, Members may wish to discuss with the Superintendent, any issues identified.

Corporate Priorities

11. The scrutiny of crime & disorder issues supports the council's corporate priority to make York a 'Safer City' with low crime rates and high opinions of the city's safety record.

Implications

12. **Crime & Disorder** – The Council has a duty to fulfil the requirements of the Police and Justice Act 2006 in regard to scrutinising crime & disorder issues. The regulations state that "A crime and disorder committee shall meet to review or scrutinise decisions made, or other action taken, in connection with the discharge by the responsible authorities of their crime and disorder functions, as the committee considers appropriate but no less than once in every twelve months". The responsible authorities are the partners that make up the Safer York Partnership (the local crime and disorder reduction partnership – CDRP).
13. There are no known Financial, HR, Equalities, Legal, IT, Property or other implications associated with the recommendation in this report.

Risk Management

14. There are no known risks, associated with the recommendation in this report.

Recommendations

15. Members are asked to note the information within this report and identify any relevant crime & disorder issues they would like further information on and/or any possible crime and disorder related topics for scrutiny review.

Reason: To fulfil the requirements of the Police and Justice Act 2006 in regard to scrutinising crime & disorder issues

Contact Details

Author:

Melanie Carr
Scrutiny Officer
Scrutiny Services
TelNo.01904 552063

Chief Officer Responsible for the report:

Andrew Docherty
Head of Civic, Democratic & Legal Services

Report Approved



Date 16 June 2010

Specialist Implications Officer(s) None

Wards Affected:

All



For further information please contact the author of the report

Background Papers: None

Annexes:

Annex A – 1st Qtr Performance Indicators for North Yorkshire Police Force-wide

Annex B – 1st Qtr Performance Indicators for North Yorkshire Police in York

This page is intentionally left blank

NORTH YORKSHIRE POLICE POLICING PLEDGE PERFORMANCE FRAMEWORK - FORCE

	<p>Pledge 1: Although the satisfaction levels for initial stages of contact and treatment show slight decreases, the overall percentage change is minor over the course of the year and thus NYP continues to have high victim satisfaction levels at the initial stages of contact. The numbers of complaints of incivility over the three month period are lower than the previous year. The number of letters of appreciation received are higher than the previous year although it is noted that this may be down to more accurate recording.</p>
	<p>Pledge 2: NYP's performance at force level for pledge 2 is mixed compared to the previous year. Using historic survey data, the % of people who are aware of their Safer Neighbourhood Team was 50% as at March 2009, and the level is now 43.5%. However, the % of people who are aware of how to contact their Safer Neighbourhood Team has increased slightly from 38.5% last year to 39.4% this year. However, it must be stressed that the data from the new Public Attitude survey adopts different methodologies from the previous survey and as such this is likely to have impacted on the change in results.</p>
	<p>Pledge 3: Across the force, the amount of time that SNT officers spend working in their local area is above the target of 80%, and is equal to last year at 96%. The % of people who have spoken to their local officer or PCSO is just under 50%.</p>
	<p>Pledge 4: The nature of this priority means that it is difficult to accurately performance monitor this through availability of electronic Management Information. NYP is using this iteration of the Pledge pack as a method for exploring a time and cost-effective method of a dip-sampling/mystery shopping exercise related to this priority. (Further work is continuing around the monitoring of pledge 4. The indicators shown are the best available at present)</p>
	<p>Pledge 5: NYP can report a marked improvement for January-March 2010 compared to the same period in 2009 with the % of 999 calls answered within 10 seconds. This can be presented alongside decreases in the average time to answer a 999 call for the same period. Call handling and dispatch times are comparable to the previous year. However, attendance to immediate urban and rural incidents continues to be some cause for concern with NYP missing the attendance targets.</p>
	<p>Pledge 6: Over the past 7 months, NYP has constantly improved its performance in attending Neighbourhood Priority incidents within one hour. Attendance to Vulnerable Persons incidents within target has remained stable at around 65% over the past six months. Exact comparisons with the previous year is not possible as integrating local priority information into the command and control environment is a new process for NYP. It is recognised that the volumes of Neighbourhood Priority and Vulnerable Person incidents are small so we should be pushing for a higher attendance rate. Through the Daily Management Meeting process pledge attendance is being actively monitored and Safer Neighbourhood Commanders are provided with contact details for callers in order to attempt to recover service failures. Attendance within target to Priority incidents has increased by 19% points, and attendance to Scheduled incidents within target has increased by 24% points compared to last year (Jan-March 2010 compared to Jan-March 2009).</p>
	<p>Pledge 7: Data for Pledge 7 has only recently been populated and therefore it is not possible to provide a trend or analysis of performance.</p>
	<p>Pledge 8: At force level, the % of people who feel well informed about what the police have been doing is 63%, which is 37% points higher than at the same time last year. Though it must be noted that there has been changes in the survey methodology.</p>
	<p>Pledge 9: The satisfaction with follow up rate has improved by 2% points compared to last year, however the level is still below the force's strategic target. The % of victims kept informed without asking has increased compared to last year.</p>
	<p>Pledge 10: The total number of complaints received by the force has increased slightly between January and March compared to the same period last year. The number of Direction and Control issues raised shows a small increase of 1 complaint over the three month period.</p>

Pledge 1: Always treat you fairly with dignity and respect ensuring you have fair access to our services at a time that is reasonable and suitable for you.									
Indicator	Source	Jan - Mar 10	Jan - Mar 09	Change	Comparison to 2008/09 Average	Trend	Outside Historical Variation		
Average number of complaints of incivility received within a month by P.S.D	P.S.D	10	11	-1	11.5	Decrease			
Average number of Letters of Appreciation received within a month by P.S.D	P.S.D	17	10	7	12.7	Random	x		
The % of victims who were satisfied with how easy it was to contact someone who could assist them?	User Satisfaction Survey	91.7%	93.1%	-1.4%	92.0%	Decrease***			
The % of victims who were satisfied with the way they were treated by the police officers and staff that dealt with them	# User Satisfaction Survey	93.0%	93.2%	-0.2%	93.1%	Decrease**			
The % of people who agree the police treat everyone fairly regardless of who they are	^^ Public Attitude Survey	74.4%	HISTORICAL DATA PRESENTLY UNAVAILABLE						
The % of people who feel that the police in the area would treat them with respect if they had to contact them for any reason.	^^ Public Attitude Survey	86.9%	HISTORICAL DATA PRESENTLY UNAVAILABLE						

Key: Strength of trend: *** = Strong; ** = Moderate; * = Weak, (no asterisks = trend exists but is Very Weak)
 Historical Variation: ✓ or ✓✓ indicate positive exceptional performance, x or x x indicate negative exceptional performance
 # in 'Source' field: indicates that NYPA have expressed an interest in a strategic target
 ^^ Public attitude data superceded in January 2010 - please note change in survey methods has meant substantial changes in figures

Pledge 2: Provide you with information so you know who your dedicated Safer Neighbourhood Policing Team is, where they are based, how to contact them and how to work with them.									
Indicator	Source	Mar-10	Mar-09	Change	Comparison to 2008/09 Average	Trend	Outside Historical Variation		
The % of people who are aware of their Safer Neighbourhood Team	# ^^Public Attitude Survey	43.5%	50.0%	-6.5%	53.4%	Decrease***	✓		
The % of people who know how to contact their Safer Neighbourhood Team	^^ Public Attitude Survey	39.4%	38.5%	0.9%	42.7%	Decrease***	✓		

Key: Strength of trend: *** = Strong; ** = Moderate; * = Weak, (no asterisks = trend exists but is Very Weak)
 Historical Variation: ✓ or ✓✓ indicate positive exceptional performance, x or x x indicate negative exceptional performance
 # in 'Source' field: indicates that NYPA have expressed an interest in a strategic target
 ^^ Public attitude data superceded in January 2010 - please note change in survey methods has meant substantial changes in figures

Pledge 3: Ensure your Safer Neighbourhood Team and other police patrols are visible and on your patch at times when they will be most effective and when you tell us you most need them. We will ensure your team are not taken away from neighbourhood business more than is absolutely necessary. They will spend at least 80% of their time visibly working in your neighbourhood, tackling your priorities. Staff turnover will be minimised.							Outside Historical Variation
Indicator	Source	Mar-10	Mar-09	Change	Average 2008/09	Trend	Outside Historical Variation
% of time SNT officers spend working in their local area	NSPIS HR	96.0%	95.9%	0% ✓	97% ✗	Random	
Attrition rate for Safer Neighbourhood Staff (calculated over a rolling 3 month period)	NSPIS HR						
The % of people who have spoken to their local officer or PCSO	New Public Attitude Survey	48.3%					
The % of people who never see a police officer or PCSO patrolling their area	New Public Attitude Survey	43.5%					
<p>Key: Strength of trend: *** = Strong; ** = Moderate; * = Weak, (no asterisks = trend exists but is Very Weak) Historical Variation: ✓ or ✓✓ indicate positive exceptional performance. ✗ or ✗✗ indicate negative exceptional performance # in 'Source' field: Indicates that NYPA have expressed an interest in a strategic target ^^ Public attitude data superceded in January 2010 - please note change in survey methods has meant substantial changes in figures</p>							
Pledge 4: Respond to every message directed to your Safer Neighbourhood Policing Team within 24 hours and, where necessary, provide a more detailed response as soon as we can.							
Indicator	Source	Mar-10	Mar-09	Change	Average 2008/09	Trend	Outside Historical Variation
Measures are to be confirmed. Based on dip-sampling - guidance to be developed and actioned							

Pledge 5: Aim to answer 999 calls within 10 seconds deploying to emergencies immediately giving an estimated time of arrival, getting to you safely, and as quickly as possible. In urban areas, we will aim to get to you within [15] minutes and in rural areas within [20] minutes.									
Indicator	Source	Jan - Mar 10	Jan - Mar 09	Change	Average 2008/09	Trend	Outside Historical Variation		
% of Immediate Urban incidents attended within 15 minutes	Force Control Room	77.3%	80.0%	-2.7% x	79% x	Decrease***			
% of Immediate Rural incidents attended within 20 minutes	Force Control Room	73.7%	72.2%	1.4% ✓	73% ✓	Decrease**			
% of 999 calls answered within 10 seconds	# Force Control Room	95.5%	88.2%	7.3% ✓	80% ✓	Increase**	✓✓		
Average speed of answer of 999 calls	Force Control Room	4.5	5.8	-1.3 ✓	7.8 ✓	Decrease***	✓✓		
Amount of time spent at Call Handling stage taking initial details (minutes)	Force Control Room	1.3	1.3	0.0 x	1.7 ✓	Decrease			
Amount of time taken at Dispatch stage before a resource is proceeded (minutes)	Force Control Room	4.2	4.0	0.2 x	4.6 ✓	Random			
% of people that believe the police can be relied on to respond quickly to emergencies	^^ Public Attitude Survey	55.7%		HISTORIC DATA UNAVAILABLE					

Key: Strength of trend: *** = Strong, ** = Moderate, * = Weak, (no asterisks = trend exists but is Very Weak)
 Historical Variation: ✓ or ✓✓ indicate positive exceptional performance, x or xx indicate negative exceptional performance
 # in 'Source' field: indicates that NYPA have expressed an interest in a strategic target
 ^^ Public attitude data superceded in January 2010 - please note change in survey methods has meant substantial changes in figures

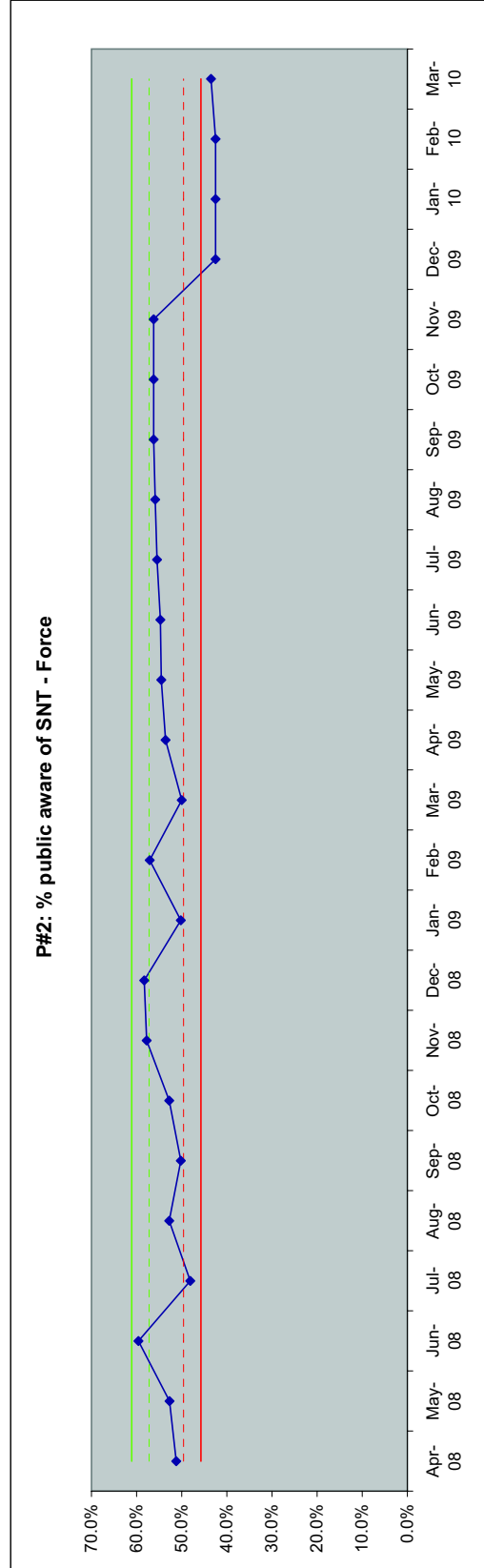
Pledge 6: Answer all non-emergency calls promptly. If attendance is needed, send a patrol giving you an estimated time of arrival and: If you are vulnerable/upset or calling about an issue that we have agreed with your community will be a neighbourhood priority and attendance is required, we will aim to be with you within 60 mins. Alternatively, if appropriate, if we will make an appointment to see you at a time that fits in with your life and within 48 hours. If agreed that attendance is not necessary we will give you advice, answer your questions and / or put you in touch with someone who can help.										Outside Historical Variation
Indicator	Source	Jan - Mar 10	Jan - Mar 09	Change	Average 2008/09	Trend				
% of Incidents attended within 60 minutes (Vulnerable)	Force Control Room	62.0%	65.3%	-3%	82%	x	Random			
% of Incidents attended within 60 minutes (Priority)	Force Control Room	82.7%	68.6%	14%	56%	✓	Increase**	✓		
% of 'PRIORITY' incidents attended within 60 minutes	Force Control Room	73.0%	53.9%	19%	52%	✓	Increase**	✓✓		
% of 'SCHEDULED' incidents attended within 48 hours	Force Control Room	71.0%	47.3%	24%	44%	✓	Random	✓✓		
% of non-emergency calls answered within 30 seconds	# Force Control Room	91.2%	65.3%	26%	74%	✓	Increase**	✓✓		

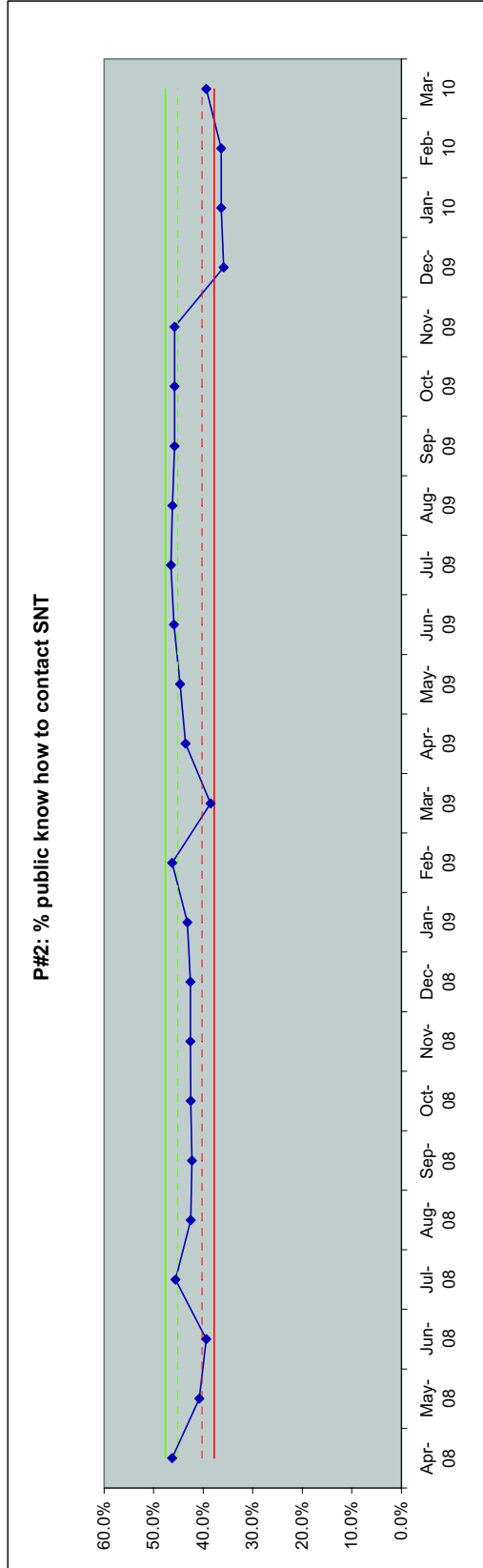
Key: Strength of trend: *** = Strong; ** = Moderate; * = Weak, (no asterisks = trend exists but is Very Weak)
Historical Variation: ✓ or ✓✓ indicate positive exceptional performance. x or x.x indicate negative exceptional performance
in 'Source' field: Indicates that NYPA have expressed an interest in a strategic target
^^ Public attitude data superseded in January 2010 - please note change in survey methods has meant substantial changes in figures

Pledge 7: Arrange regular public meetings to agree your priorities, at least once a month, giving you a chance to meet your local Safer Neighbourhood Team with other members of your community. These will include opportunities such as surgeries, street briefings and mobile police station visits which will be arranged to meet local needs and requirements.							
Indicator	Source	Mar-10	Mar-09	Change	Average 2008/09	Trend	Outside Historical Variation
The % of people who think that they (the police) seek people's views about the Anti-Social Behaviour and crime issues that matter	# ^P Public Attitude Survey	43.1%					
The % of people who think that the police are interested in issues that concern people living in the local area	# ^P Public Attitude Survey	60.7%					
The % of people who think that the police get involved in activities within the local community	^P Public Attitude Survey	41.2%					
The % of people who think that the police are in touch with the local community	^P Public Attitude Survey	57.0%					
The % of people who agree that they can influence decisions in their local areas	^P Public Attitude Survey	38.5%					
% of SNTs that have had at least one publically advertised meeting	Community Consultation						
The % of people who have attended a local meeting where the police were involved	^P Public Attitude Survey	18.0%					
Key: Strength of trend: *** = Strong; ** = Moderate; * = Weak, (no asterisks = trend exists but is Very Weak) Historical Variation: ✓ or ✓✓ indicate positive exceptional performance, ✗ or ✗✗ indicate negative exceptional performance # in 'Source' field: indicates that NYPAs have expressed an interest in a strategic target ^P Public attitude data superceded in January 2010 - please note change in survey methods has meant substantial changes in figures							
Pledge 8: Provide monthly updates on progress, and on local crime and policing issues. This will include the provision of crime maps, information on specific crimes and what happened to those brought to justice, details of what action we and our partners are taking to make your neighbourhood safer and information on how your force is performing.							
Indicator	Source	Mar-10	Mar-09	Change	Average 2008/09	Trend	Outside Historical Variation
% of people who feel well informed about what the police have been doing over the last 12 months	# ^P Public Attitude Survey	63.6%	26.9%	37%	44%	Increase**	✓✓
% of people who think that the police keep people informed about what they are doing to tackle local crime and ASB	^P Public Attitude Survey	49.3%					✓✓
Key: Strength of trend: *** = Strong; ** = Moderate; * = Weak, (no asterisks = trend exists but is Very Weak) Historical Variation: ✓ or ✓✓ indicate positive exceptional performance, ✗ or ✗✗ indicate negative exceptional performance # in 'Source' field: indicates that NYPAs have expressed an interest in a strategic target ^P Public attitude data superceded in January 2010 - please note change in survey methods has meant substantial changes in figures							

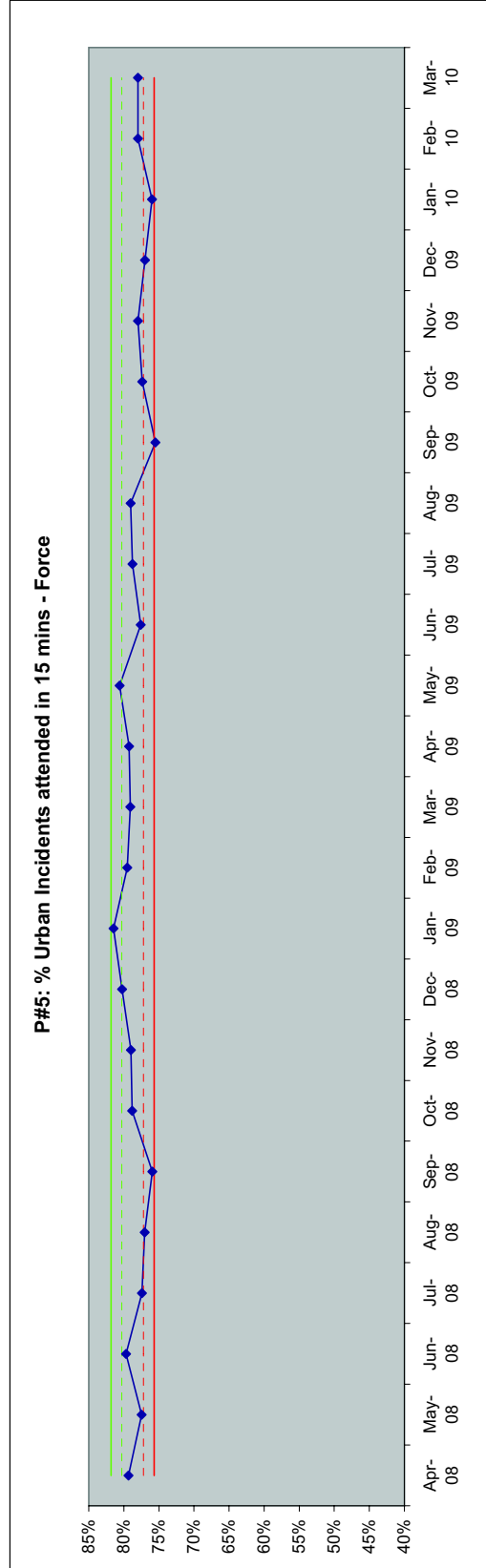
Pledge 9: If you have been a victim of crime agree with you how often you would like to be kept informed of progress in your case and for how long. You have the right to be kept informed at least every month if you wish and for as long as is reasonable.									
Indicator	Source	Mar-10	Mar-09	Change	Average 2008/09	Trend	Outside Historical Variation		
% victims who were provided with progress updates without asking	User Satisfaction Survey	55.2%	48.1%	7%	47%	Increase**	✓✓		
The % of victims who were satisfied with how they were kept informed of progress	## User Satisfaction Survey	66%	64%	2%	65%	Increase**	✓✓		
Key: Strength of trend: *** = Strong; ** = Moderate; * = Weak, (no asterisks = trend exists but is Very Weak) Historical Variation: ✓ or ✓✓ indicate positive exceptional performance, ✗ or ✗✗ indicate negative exceptional performance # in 'Source' field: indicates that NYPA have expressed an interest in a strategic target ^^ Public attitude data superseded in January 2010 - please note change in survey methods has meant substantial changes in figures									
Pledge 10: Acknowledge any dissatisfaction with the service you have received within 24 hours of reporting it to us. To help us fully resolve the matter, discuss with you how it will be handled, give you an opportunity to talk in person to someone about your concerns and agree with you what will be done about them and how quickly.									
Indicator	Source	Jan - Mar 10	Jan - Mar 09	Change	Average 2008/09	Trend	Outside Historical Variation		
(It is acknowledged that the below indicators do not reflect the full scope of Pledge 10 - further work is ongoing to identify further measures)									
The average number of complaints received in a month	^ P.S.D	167	163	4	166	Random	✗✗		
Average number of days taken to record a complaint	^ P.S.D	5	14	-8.8	8	Random			
Average number of Direction and Control complaints received in a month	^ P.S.D	10	9	1.666667	11	Random	✓		
Key: Strength of trend: *** = Strong; ** = Moderate; * = Weak, (no asterisks = trend exists but is Very Weak) Historical Variation: ✓ or ✓✓ indicate positive exceptional performance, ✗ or ✗✗ indicate negative exceptional performance ^ Force data includes complaints made against Operational Support/Protective Services functions									

14

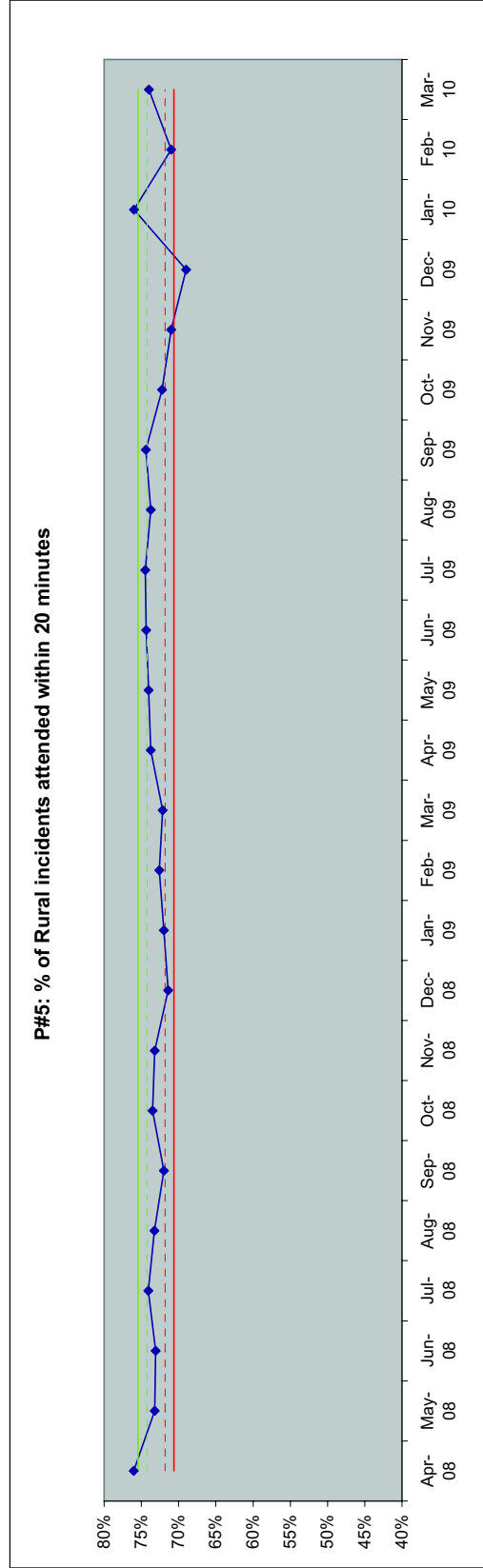


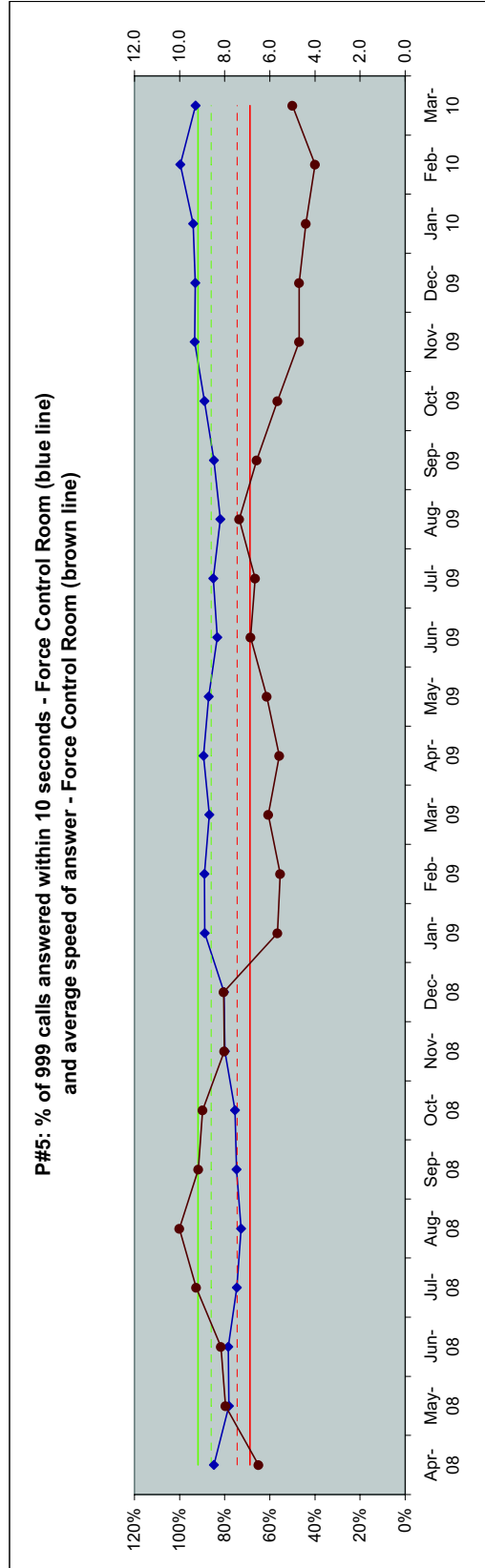


20

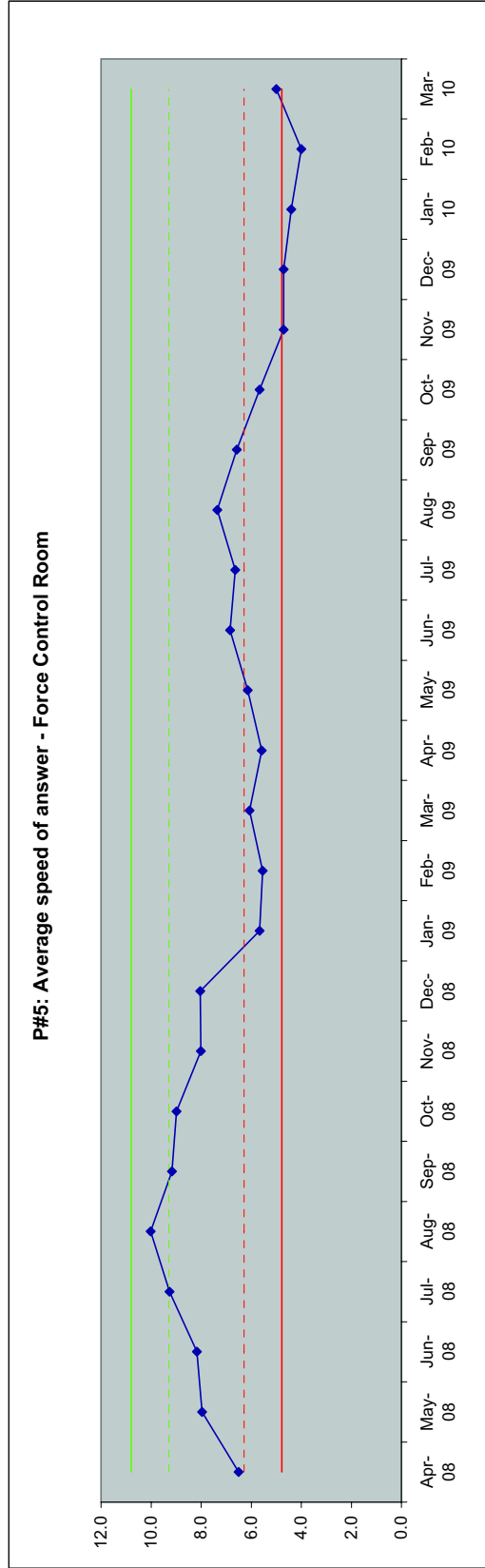


21

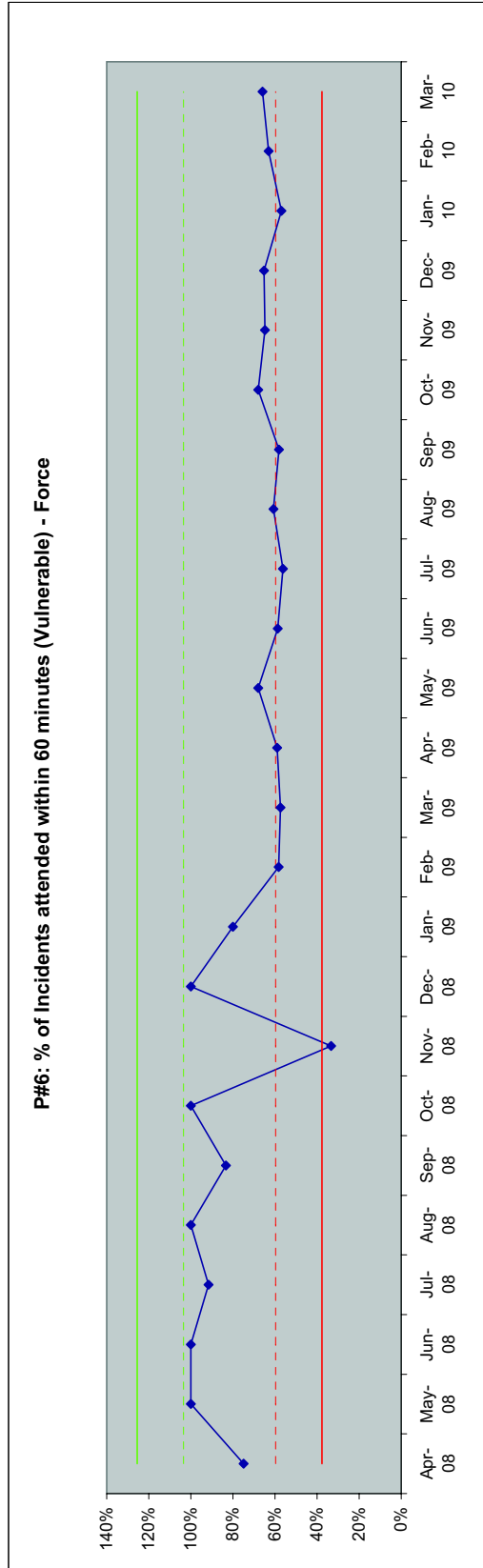




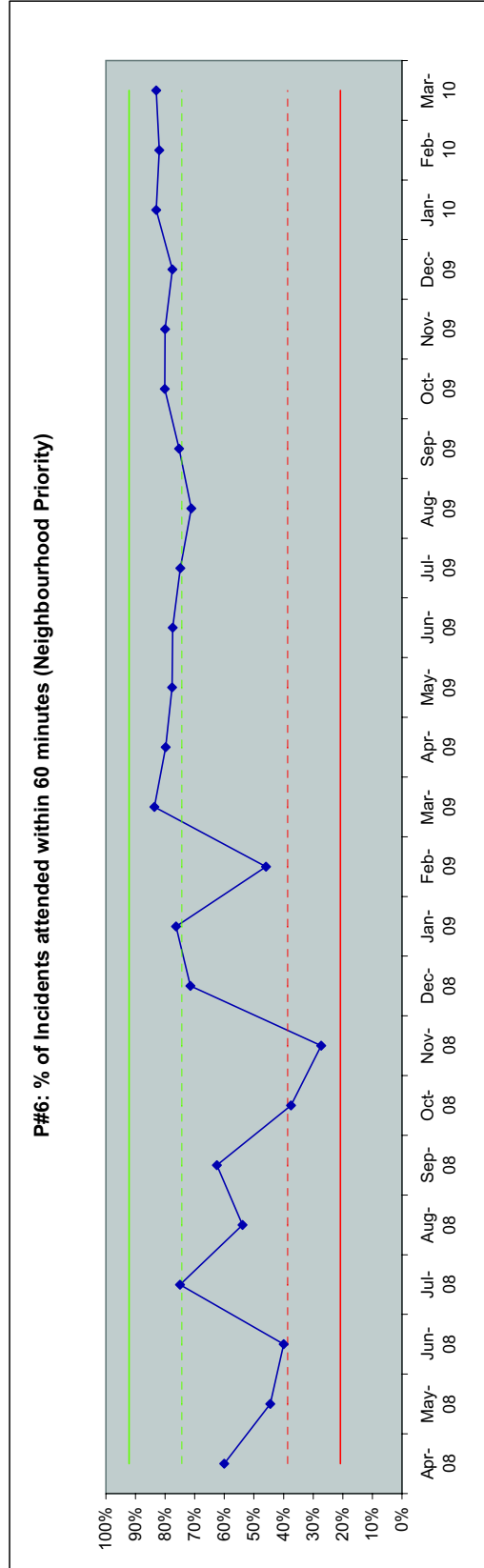
23



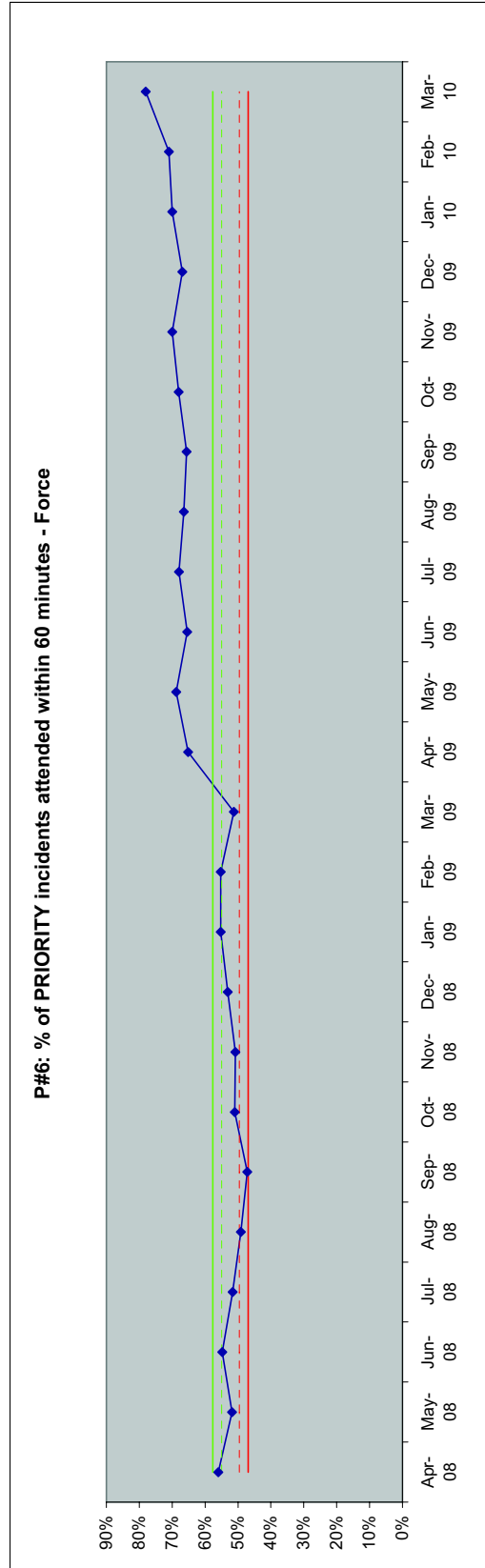
27



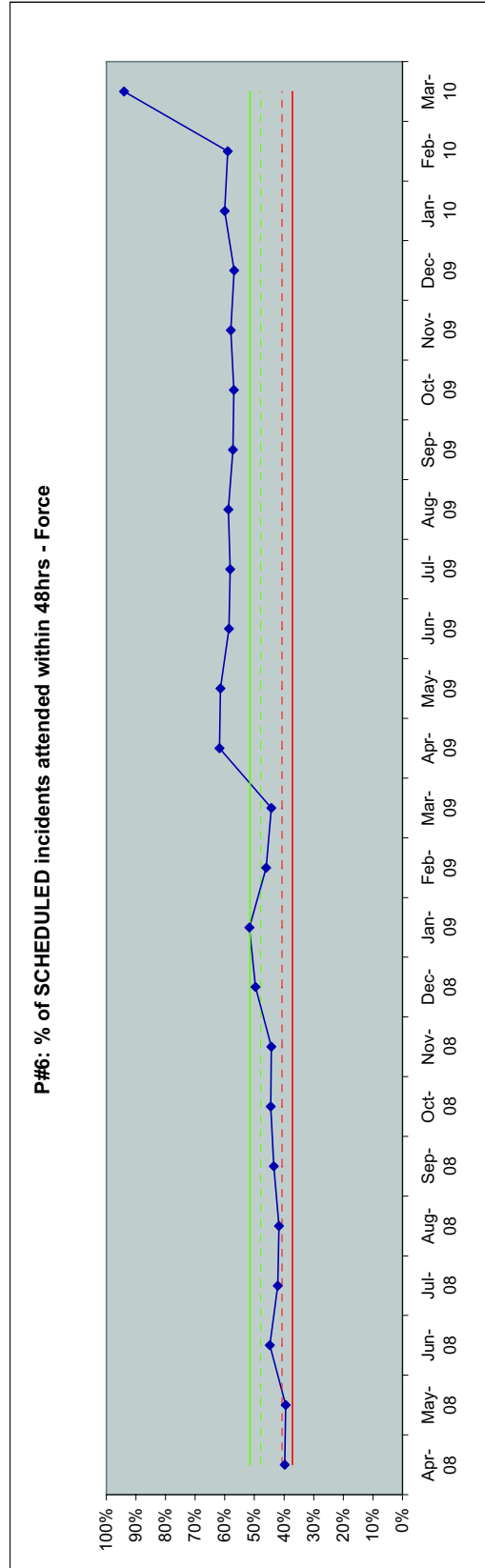
28



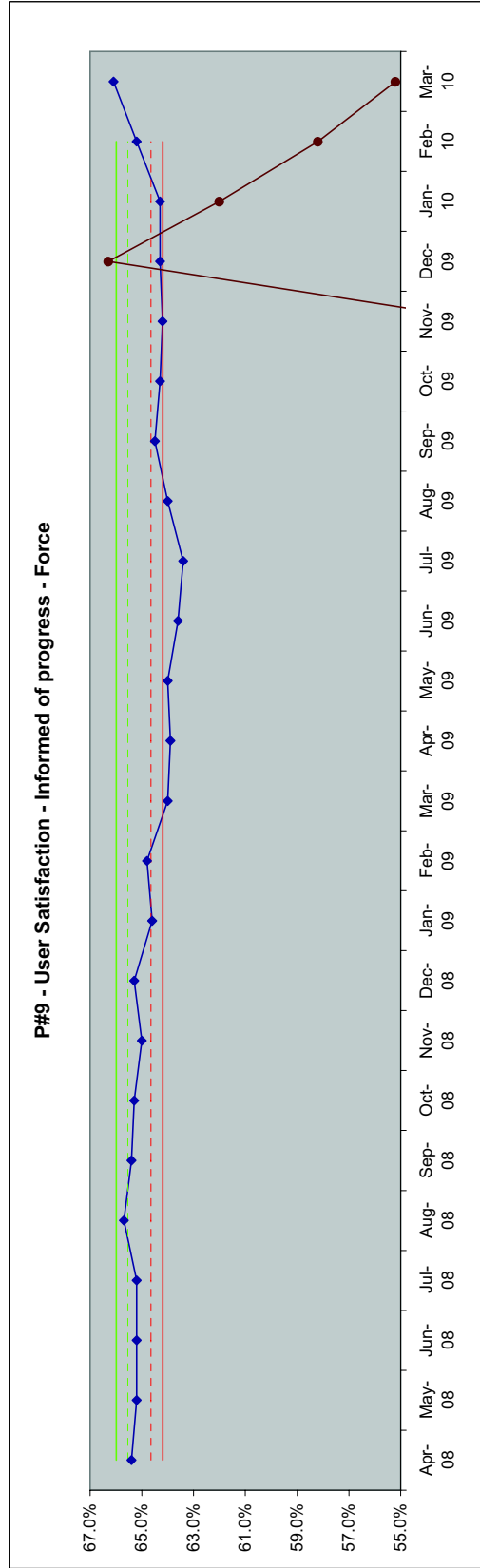
29



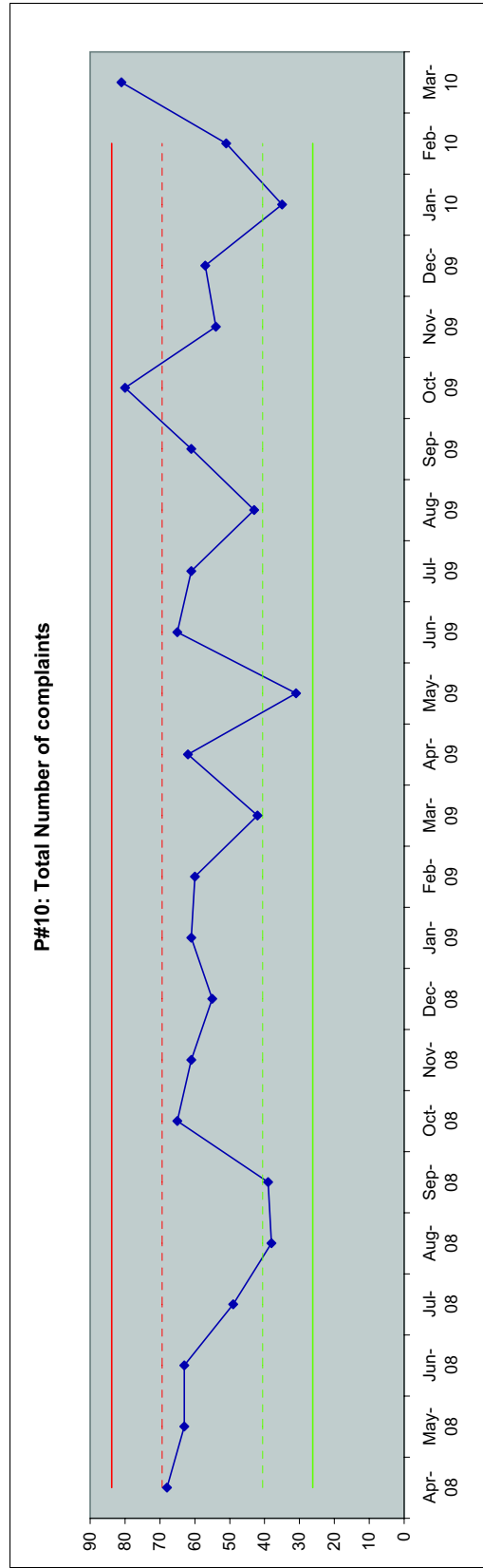
30



43



44



This page is intentionally left blank

NORTH YORKSHIRE POLICE POLICING PLEDGE PERFORMANCE FRAMEWORK - YORK

	<p>Pledge 1: Over the past few months, victim satisfaction levels with treatment have gradually increased in York and satisfaction levels in relation to initial contact have remained stable. The satisfaction level for initial contact for March 2010 is comparable to the force average, and the figure for satisfaction with treatment is higher than the force average.</p>
	<p>Pledge 2: In York, performance for this pledge has increased compared to last year. Using historic survey data, the % of people who are aware of their Safer Neighbourhood Team was 55% as at March 2009, and the level is now 56.8%. A significant 25.8% increase has been experienced with the % of people who are aware of how to contact their Safer Neighbourhood Team, from 21% in March 2009 to 46.8%. However, it must be stressed that the data from the new Public Attitude survey adopts different methodologies from the previous survey and as such this is likely to have impacted on the change in results.</p>
	<p>Pledge 3: The % of time that SNT officers spend working in York is above the target of 80% (93%). Nearly half of those surveyed stated that had spoken to a local officer or a PCSO, and less than a third said they had never seen a PCSO or officer patrolling their local area (31%).</p>
	<p>Pledge 4: The nature of this priority means that it is difficult to accurately performance monitor this through availability of electronic Management Information. NYP is using this iteration of the Pledge pack as a method for exploring a time and cost-effective method of a dip-sampling/mystery shopping exercise related to this priority. (Further work is continuing around the monitoring of pledge 4. The indicators shown are the best available at present)</p>
	<p>Pledge 5: For the three month period of Jan-March, York has seen improved performance in relation to the % of immediate rural and urban incidents attended within target, with both figures increasing slightly compared to the same period last year. For the majority of the 2009/10 year, attendance within target figures for both immediate urban and rural incidents have been above 70%. Additionally, call handling performance improved compared to last year. The amount of response time spent taking initial details and the amount of time taken in the dispatch stage decreased.</p>
	<p>Pledge 6: Throughout the 2009/10 year, attendance to Neighbourhood Priority and Vulnerable Persons incidents in York has varied widely. Although, over the last three months, attendance has stabilised. Attendance to Vulnerable Persons incidents in York for the three month period of Jan-March 2010 is comparable to the force average (61.7% compared to 62%), and attendance to Neighbourhood Priority incidents is above the force average (89.3% compared to 82.7%). Through the Daily Management Meeting process, pledge attendance is being actively monitored. Attendance within target to Priority incidents has increased by 32% points, and attendance to Scheduled incidents within target has increased by 43% points compared to last year (Jan-March 2010 compared to Jan-March 2009).</p>
	<p>Pledge 7: Data for Pledge 7 has only recently been populated and therefore it is not possible to provide a trend or analysis of performance.</p>
	<p>Pledge 8: The % of people who feel well informed about what the police have been doing is 70.3%, which is significantly higher than the previous year and the force average of 63%.</p>
	<p>Pledge 9: Although the satisfaction rate with follow up improved compared to the previous year by 4% points, the rate is below the strategic target of 70%.</p>
	<p>Pledge 10: Historical data for Pledge 10 is presently unavailable and therefore it is not possible to provide a trend or analysis of performance.</p>

Pledge 1: Always treat you fairly with dignity and respect ensuring you have fair access to our services at a time that is reasonable and suitable for you.

Indicator	Source	Mar-10	Mar-09	Change	Comparison to 2008/09 Average	Trend	Outside Historical Variation
The % of victims who were satisfied with how easy it was to contact someone who could assist them?	User Satisfaction Survey	91.6%	94.1%	-2.5%	93.8% ✘	Decrease***	
The % of victims who were satisfied with the way they were treated by the police officers and staff that dealt with them	# User Satisfaction Survey	93.9%	92.9%	1.0%	93.6% ✔	Decrease	
The % of people who agree the police treat everyone fairly regardless of who they are	^^ Public Attitude Survey	72.1%					
The % of people who feel that the police in the area would treat them with respect if they had to contact them for any reason.	^^ Public Attitude Survey	85.6%					
HISTORICAL DATA PRESENTLY UNAVAILABLE							
Key: Strength of trend: *** = Strong; ** = Moderate; * = Weak, (no asterisks = trend exists but is Very Weak) Historical Variation: ✓ or ✓✓ indicate positive exceptional performance, ✘ or ✘✘ indicate negative exceptional performance # in 'Source' field: Indicates that NYPA have expressed an interest in a strategic target ^^ Public attitude data superceded in January 2010 - please note change in survey methods has meant substantial changes in figures							

Pledge 2: Provide you with information so you know who your dedicated Safer Neighbourhood Policing Team is, where they are based, how to contact them and how to work with them.

Indicator	Source	Mar-10	Mar-09	Change	Comparison to 2008/09 Average	Trend	Outside Historical Variation
The % of people who are aware of their Safer Neighbourhood Team	# ^^ Public Attitude Survey	56.8%	55.0%	1.8%	59.5% ✘	Decrease***	
The % of people who know how to contact their Safer Neighbourhood Team	^^ Public Attitude Survey	46.8%	21.0%	25.8%	37.3% ✔	Random	
Key: Strength of trend: *** = Strong; ** = Moderate; * = Weak, (no asterisks = trend exists but is Very Weak) Historical Variation: ✓ or ✓✓ indicate positive exceptional performance, ✘ or ✘✘ indicate negative exceptional performance # in 'Source' field: Indicates that NYPA have expressed an interest in a strategic target ^^ Public attitude data superceded in January 2010 - please note change in survey methods has meant substantial changes in figures							

<p>Pledge 3: Ensure your Safer Neighbourhood Team and other police patrols are visible and on your patch at times when they will be most effective and when you tell us you most need them. We will ensure your team are not taken away from neighbourhood business more than is absolutely necessary. They will spend at least 80% of their time visibly working in your neighbourhood, tackling your priorities. Staff turnover will be minimised.</p>							Outside Historical Variation
Indicator	Source	Mar-10	Mar-09	Change	Average 2008/09	Trend	Outside Historical Variation
% of time SNT officers spend working in their local area	NSPIS HR	92.9%	96.0%	-3% x	97% x	Random	xx
Attrition rate for Safer Neighbourhood Staff (calculated over a rolling 3 month period)	NSPIS HR						
The % of people who have spoken to their local officer or PCSO	^^ Public Attitude Survey	47.6%					
The % of people who never see a police officer or PCSO patrolling their area	^^ Public Attitude Survey	31.0%					
<p>Key: Strength of trend: *** = Strong; ** = Moderate; * = Weak, (no asterisks = trend exists but is Very Weak) Historical Variation: ✓ or ✓✓ indicate positive exceptional performance, x or xx indicate negative exceptional performance # in 'Source' field: Indicates that NYPA have expressed an interest in a strategic target ^^ Public attitude data superseded in January 2010 - please note change in survey methods has meant substantial changes in figures</p>							
<p>Pledge 4: Respond to every message directed to your Safer Neighbourhood Policing Team within 24 hours and, where necessary, provide a more detailed response as soon as we can.</p>							Outside Historical Variation
Indicator	Source	Mar-10	Mar-09	Change	Average 2008/09	Trend	Outside Historical Variation
<p>Measures are to be confirmed. Based on dip-sampling - guidance to be developed and actioned</p>							

Pledge 5: Aim to answer 999 calls within 10 seconds deploying to emergencies immediately giving an estimated time of arrival, getting to you safely, and as quickly as possible. In urban areas, we will aim to get to you within [15] minutes and in rural areas within [20] minutes.									
Indicator	Source	Jan - Mar 10	Jan - Mar 09	Change	Average 2008/09	Trend	Outside Historical Variation		
% of 'Immediate Urban' incidents attended within 15 minutes	Force Control Room	74.7%	72.9%	1.7%	71%	Random	✓		
% of 'Immediate Rural' incidents attended within 20 minutes	Force Control Room	75.7%	74.9%	0.7%	72%	Random	✓		
Amount of time spent at Call Handling stage taking initial details (minutes)	Force Control Room	0.8	1.3	-0.5	1.4	Decrease	✓✓		
Amount of time taken at Dispatch stage before a resource is proceeded (minutes)	Force Control Room	2.7	4.9	-2.2	7.4	Decrease***			
% of people that believe the police can be relied on to respond quickly to emergencies	^^ Public Attitude Survey	57.7%	HISTORICAL DATA PRESENTLY UNAVAILABLE						

Key: Strength of trend: *** = Strong; ** = Moderate; * = Weak, (no asterisks = trend exists but is Very Weak)
Historical Variation: ✓ or ✓✓ indicate positive exceptional performance, x or x x indicate negative exceptional performance
in 'Source' field: Indicates that NYPA have expressed an interest in a strategic target
^^ Public attitude data superceded in January 2010 - please note change in survey methods has meant substantial changes in figures

<p>Pledge 6: Answer all non-emergency calls promptly. If attendance is needed, send a patrol giving you an estimated time of arrival and: If you are vulnerable/upset or calling about an issue that we have agreed with your community will be a neighbourhood priority and attendance is required, we will aim to be with you within 60 mins. Alternatively, if appropriate, if appropriate, we will make an appointment to see you at a time that fits in with your life and within 48 hours. If agreed that attendance is not necessary we will give you advice, answer your questions and / or put you in touch with someone who can help.</p>									
Indicator	Source	Jan - Mar 10	Jan - Mar 09	Change	Average 2008/09	Trend	Outside Historical Variation		
% of Incidents attended within 60 minutes (Vulnerable)	Force Control Room	61.7%							
% of Incidents attended within 60 minutes (Priority)	Force Control Room	89.3%							
% of 'PRIORITY' incidents attended within 60 minutes	Force Control Room	73.0%	41.1%	32%	37%	Increase**	✓✓		
% of 'SCHEDULED' incidents attended within 48 hours	Force Control Room	66.0%	23.0%	43%	21%	Random	✓✓		
<p>Key: Strength of trend: *** = Strong; ** = Moderate; * = Weak, (no asterisks = trend exists but is Very Weak) Historical Variation: ✓ or ✓✓ indicate positive exceptional performance, x or xx indicate negative exceptional performance # in 'Source' field: Indicates that NYPA have expressed an interest in a strategic target ** Public attitude data superseded in January 2010 - please note change in survey methods has meant substantial changes in figures</p>									

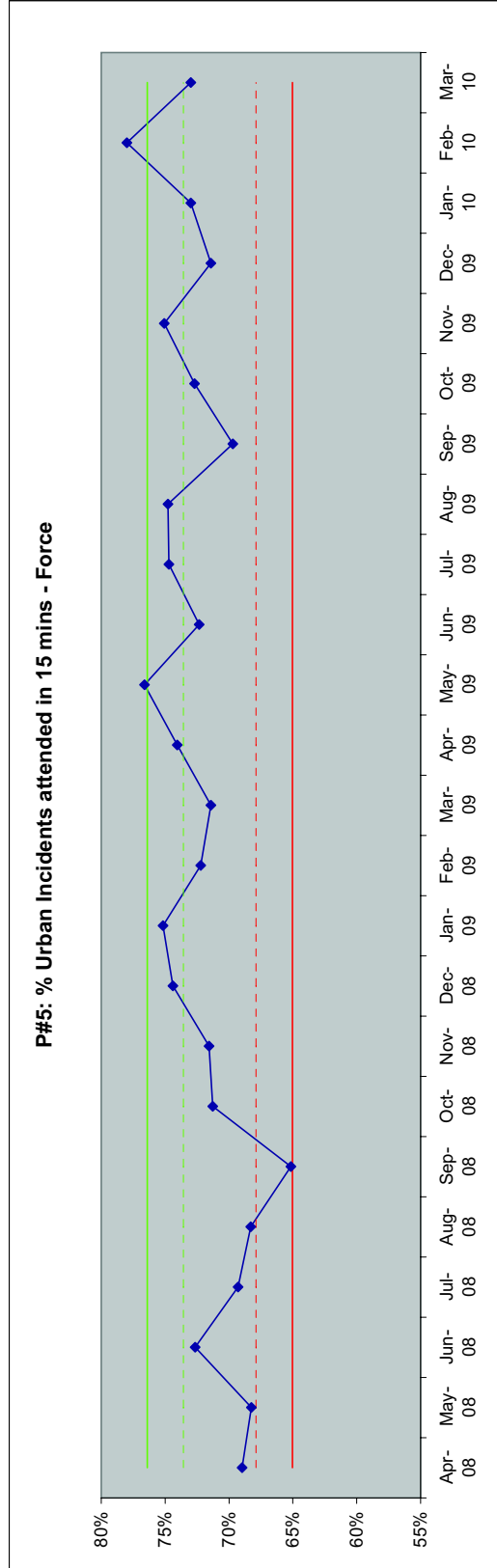
Pledge 7: Arrange regular public meetings to agree your priorities, at least once a month, giving you a chance to meet your local Safer Neighbourhood Team with other members of your community. These will include opportunities such as surgeries, street briefings and mobile police station visits which will be arranged to meet local needs and requirements.							
Indicator	Source	Mar-10	Mar-09	Change	Average 2008/09	Trend	Outside Historical Variation
The % of people who think that they (the police) seek people's views about the Anti-Social Behaviour and crime issues that matter	# ^^ Public Attitude Survey	49.3%					
The % of people who think that the police are interested in issues that concern people living in the local area	# ^^ Public Attitude Survey	63.6%					
The % of people who think that the police get involved in activities within the local community	^^ Public Attitude Survey	41.6%					
The % of people who think that the police are in touch with the local community	^^ Public Attitude Survey	61.7%					
The % of people who agree that they can influence decisions in their local areas	^^ Public Attitude Survey	44.5%					
% of SNTs that have had at least one publically advertised meeting	Community Consultation	0.0%					
The % of people who have attended a local meeting where the police were involved	^^ Public Attitude Survey	20.3%					
Key: Strength of trend: *** = Strong; ** = Moderate; * = Weak; (no asterisks = trend exists but is Very Weak) Historical Variation: ✓ or ✓✓ indicate positive exceptional performance, x or xx indicate negative exceptional performance # in 'Source' field: Indicates that NYPA have expressed an interest in a strategic target ^^ Public attitude data superceded in January 2010 - please note change in survey methods has meant substantial changes in figures							
Pledge 8: Provide monthly updates on progress, and on local crime and policing issues. This will include the provision of crime maps, information on specific crimes and what happened to those brought to justice, details of what action we and our partners are taking to make your neighbourhood safer and information on how your force is performing.							
Indicator	Source	Mar-10	Mar-09	Change	Average 2008/09	Trend	Outside Historical Variation
% of people who feel well informed about what the police have been doing over the last 12 months	# ^^ Public Attitude Survey	70.3%	35.8%	35% ✓	49% ✓	Random	✓✓
% of people who think that the police keep people informed about what they are doing to tackle local crime and ASB	^^ Public Attitude Survey	56.3%					
Key: Strength of trend: *** = Strong; ** = Moderate; * = Weak; (no asterisks = trend exists but is Very Weak) Historical Variation: ✓ or ✓✓ indicate positive exceptional performance, x or xx indicate negative exceptional performance # in 'Source' field: Indicates that NYPA have expressed an interest in a strategic target ^^ Public attitude data superceded in January 2010 - please note change in survey methods has meant substantial changes in figures							

Pledge 9: If you have been a victim of crime agree with you how often you would like to be kept informed of progress in your case and for how long. You have the right to be kept informed at least every month if you wish and for as long as is reasonable.							Outside Historical Variation
Indicator	Source	Mar-10	Mar-09	Change	Average 2008/09	Trend	
% victims who were provided with progress updates without asking	User Satisfaction Survey	52.9%	56.3%	-3% x	50% ✓	Random	
The % of victims who were satisfied with how they were kept informed of progress	## User Satisfaction Survey	63%	58%	4% ✓	58% ✓	Increase**	
<small>Key: Strength of trend: *** = Strong; ** = Moderate; * = Weak, (no asterisks = trend exists but is Very Weak) Historical Variation: ✓ or ✓✓ indicate positive exceptional performance, x or xx indicate negative exceptional performance ## in 'Source' field: Indicates that NYPA have expressed an interest in retaining this as a strategic target ^^ Public attitude data superseded in January 2010 - please note change in survey methods has meant substantial changes in figures</small>							

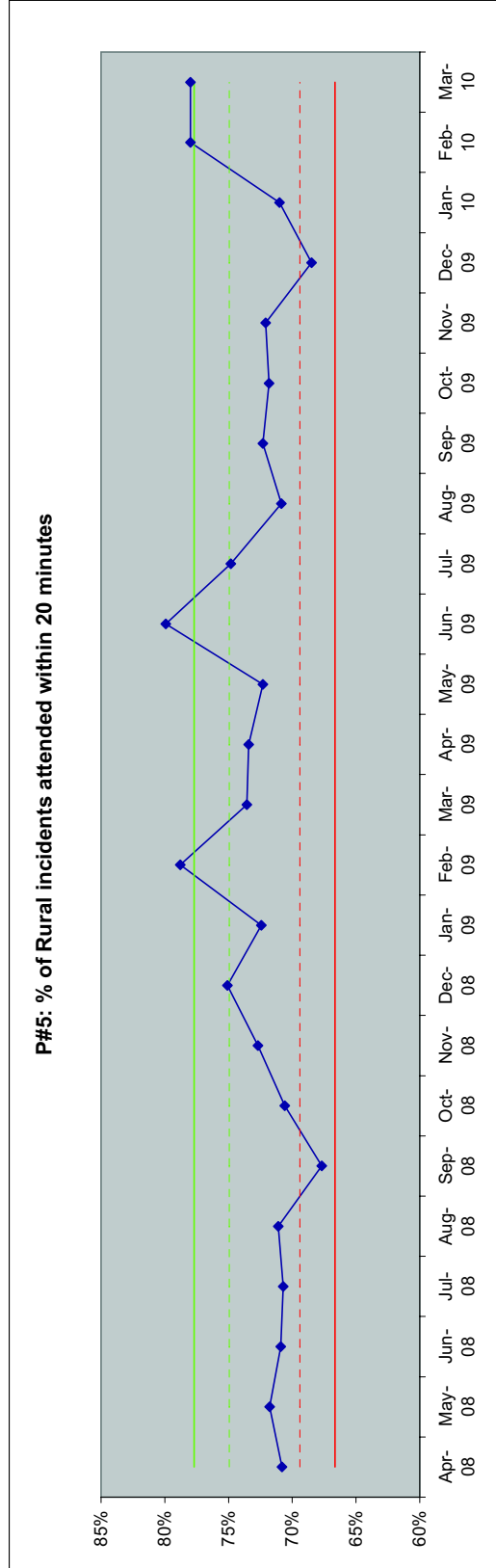
Pledge 10: Acknowledge any dissatisfaction with the service you have received within 24 hours of reporting it to us. To help us fully resolve the matter, discuss with you how it will be handled, give you an opportunity to talk in person to someone about your concerns and agree with you what will be done about them and how quickly.							Outside Historical Variation
Indicator	Source	Jan - Mar 10	Jan - Mar 09	Change	Average 2008/09	Trend	
(It is acknowledged that the below indicators do not reflect the full scope of Pledge 10 - further work is ongoing to identify further measures)							
The total number of complaints received in a month	P.S.D	50	50	0	50	Stable	
Average number of days taken to record a complaint	P.S.D	7	7	0	7	Stable	
Total number of Direction and Control complaints received in a month	P.S.D	2	2	0	2	Stable	
<small>Key: Strength of trend: *** = Strong; ** = Moderate; * = Weak, (no asterisks = trend exists but is Very Weak) Historical Variation: ✓ or ✓✓ indicate positive exceptional performance, x or xx indicate negative exceptional performance # in 'Source' field: Indicates that NYPA have expressed an interest in a strategic target ^^ Public attitude data superseded in January 2010 - please note change in survey methods has meant substantial changes in figures</small>							

HISTORIC DATA PRESENTLY UNAVAILABLE

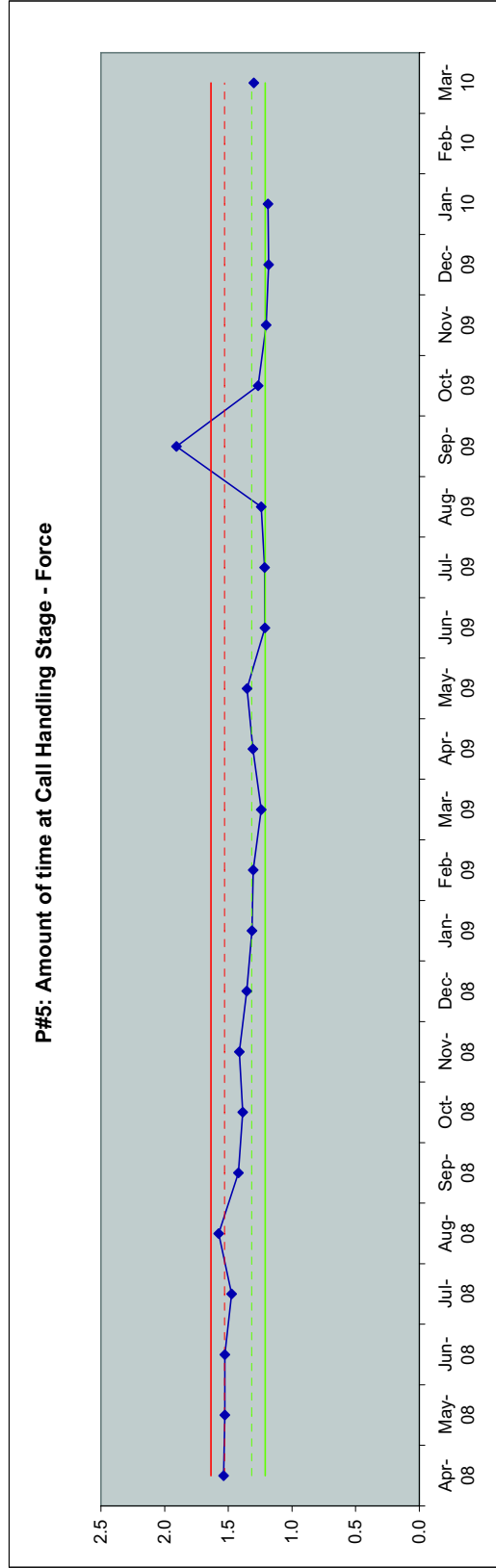
20



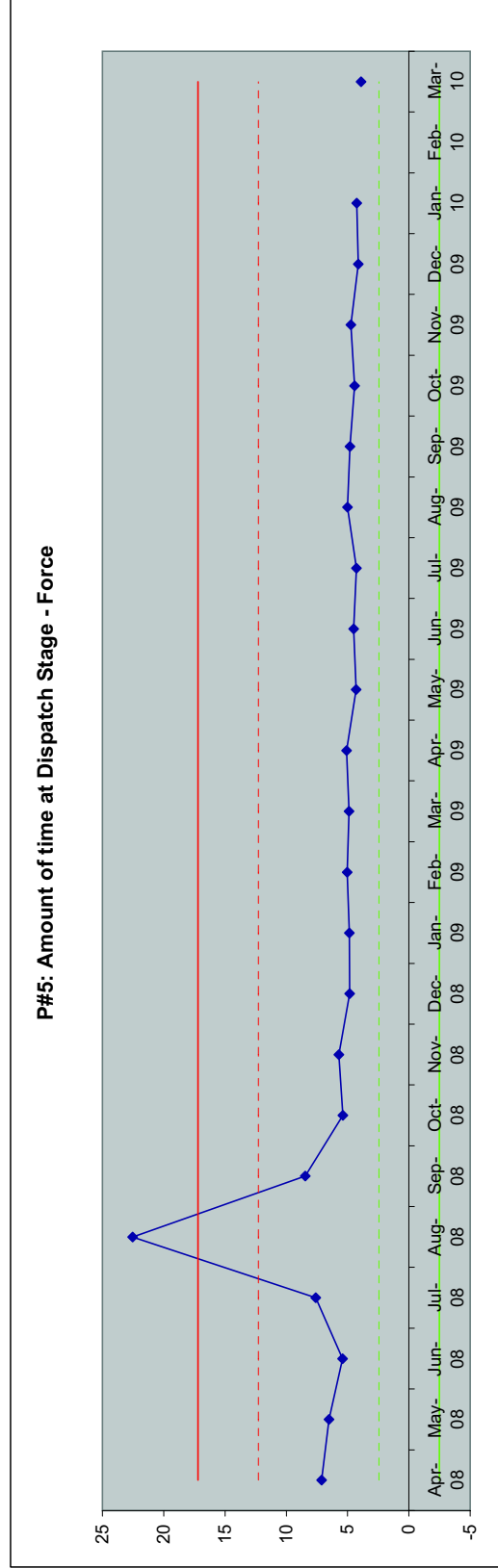
21



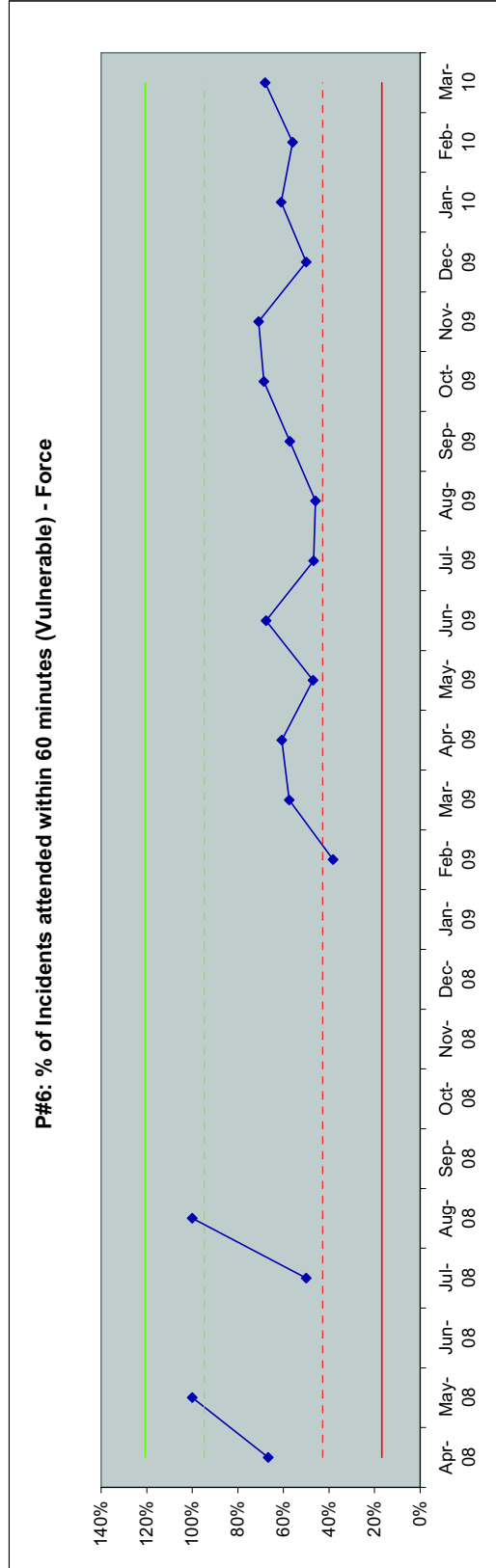
24



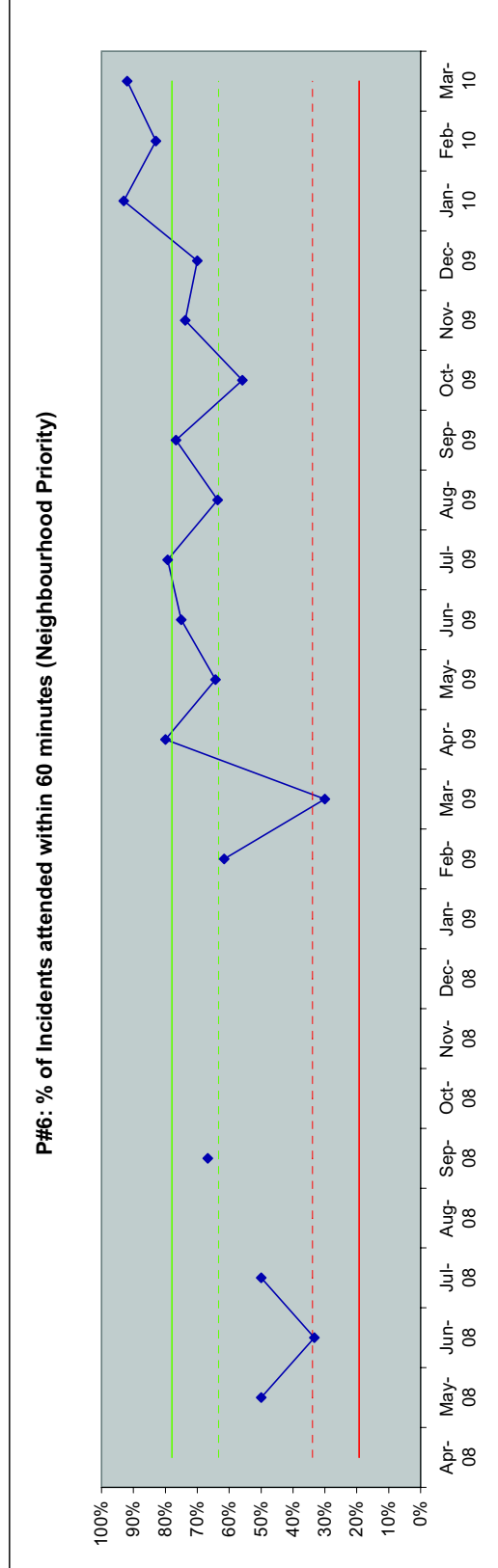
25



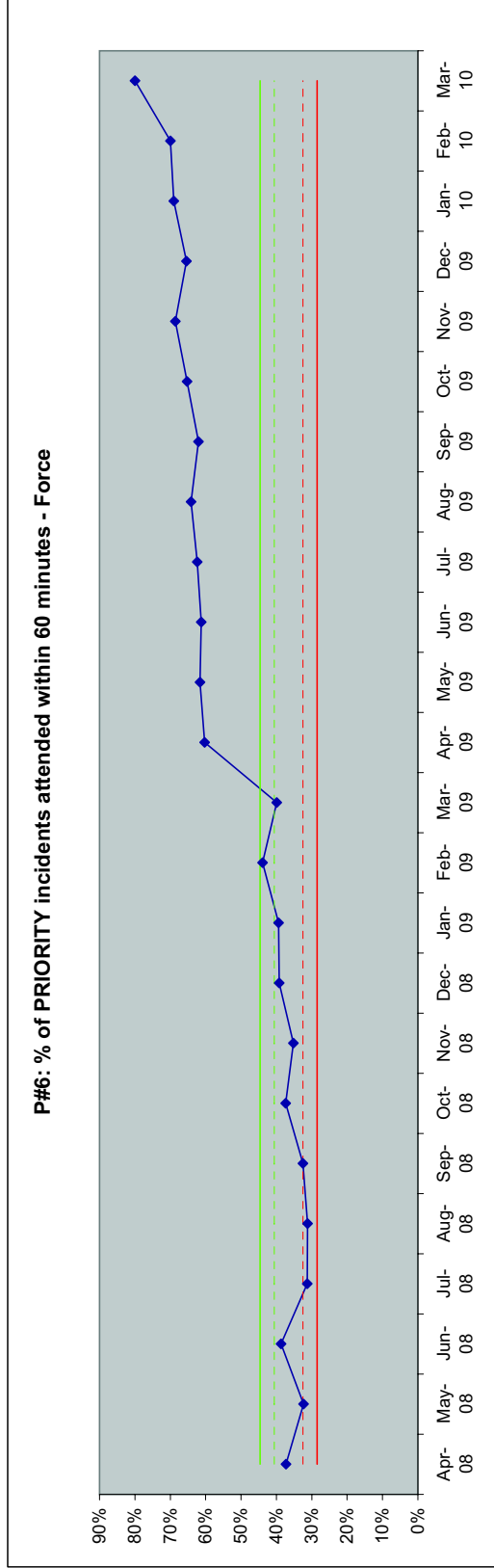
27



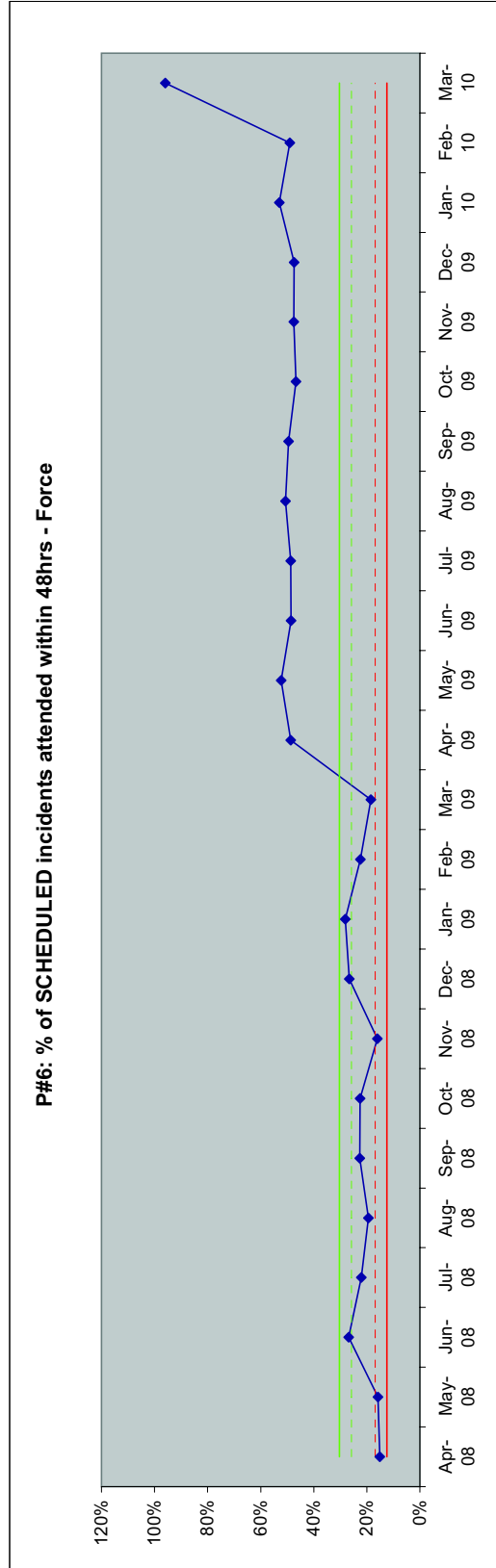
28



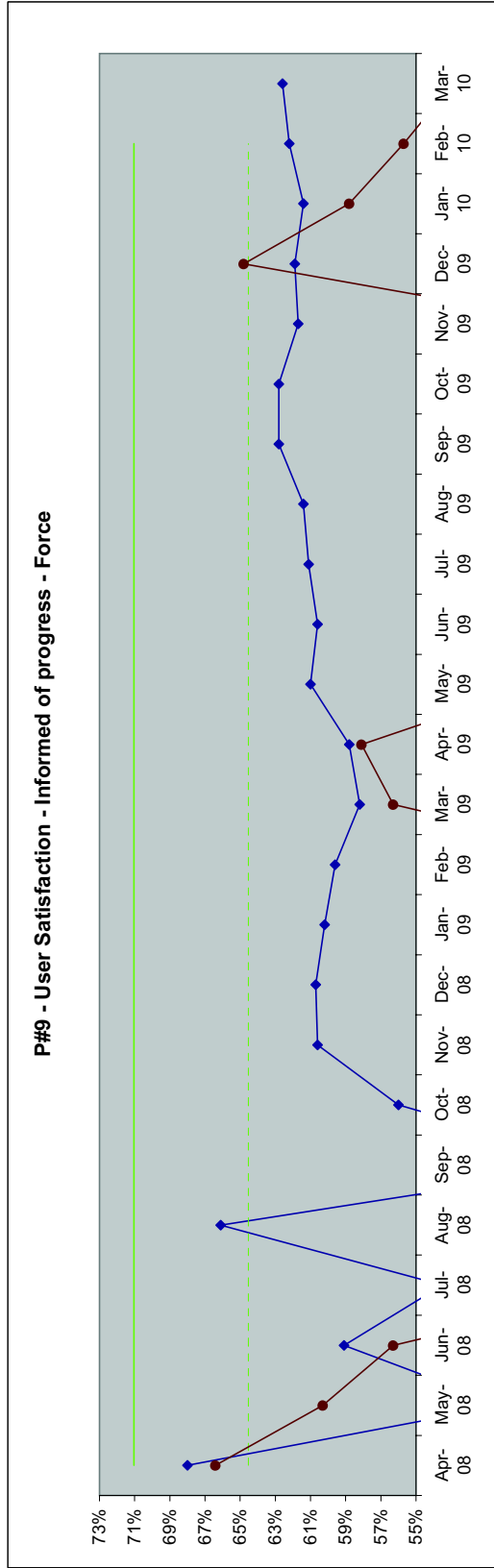
29



30



43



Safer York Partnership (SYP)

Superintendent Lisa Winward

Ian Cunningham, SYP Senior Analyst



Role of the Police within CSP

- Police are one of the responsible authorities.
- Other responsible authorities:
 - City of York Council
 - North Yorkshire Police Authority
 - Fire and Rescue
 - Health Authority
 - Probation



CSP Initiatives Involving Police

- OPERATION STYLE (Safe Time in York Let's Enjoy)
 - Tackling Violence & ASB in the night-time economy in the city centre
 - Multi-agency involving CYC Licensing, Fire & Rescue Designated Driver Campaign, and Street Angels
- Based on results from Operation ALTN8



Operation ALTN8 Results

- Altn8 was assessed on violent crimes on Friday and Saturday nights over the 12 weekends between June and August of each year.
- The data shows violence in the city walls :
 - Decreased by 45% between 2007 and 2008,
 - Decreased by 19% between 2008 and 2009.
 - Decreased by 55% between 2007 and 2009
- This shows there was a clear reduction in violence in the City Centre.
- The reception from the public was also incredibly positive (snap maps for example) and it created an enjoyable atmosphere in the City Centre.



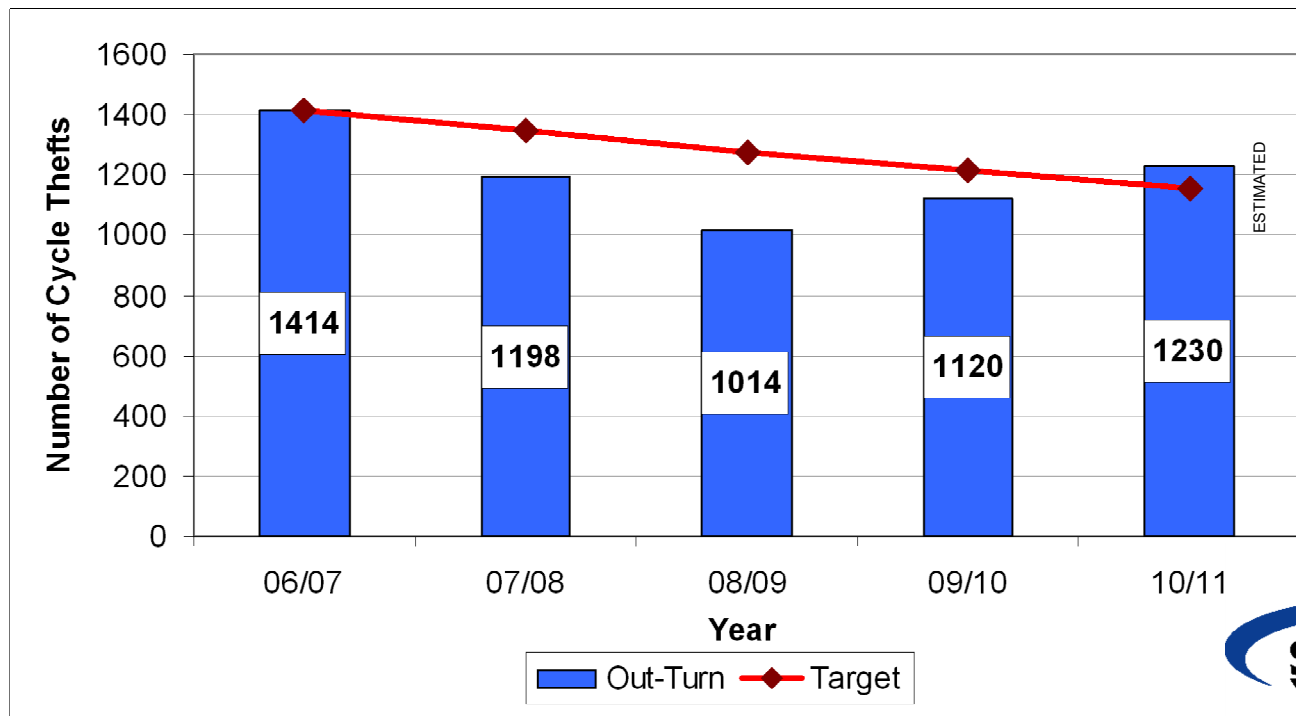
Why Change?

- PR based campaigns requires a refresh approximately every two years
- Better analysis of the problem and change of focus to concentrate on:
 - Drink/Drug Driver education (NYFRS & RPG)
 - High visibility Police presence
 - Use of Volunteers and Street Angels to provide advice/support and water



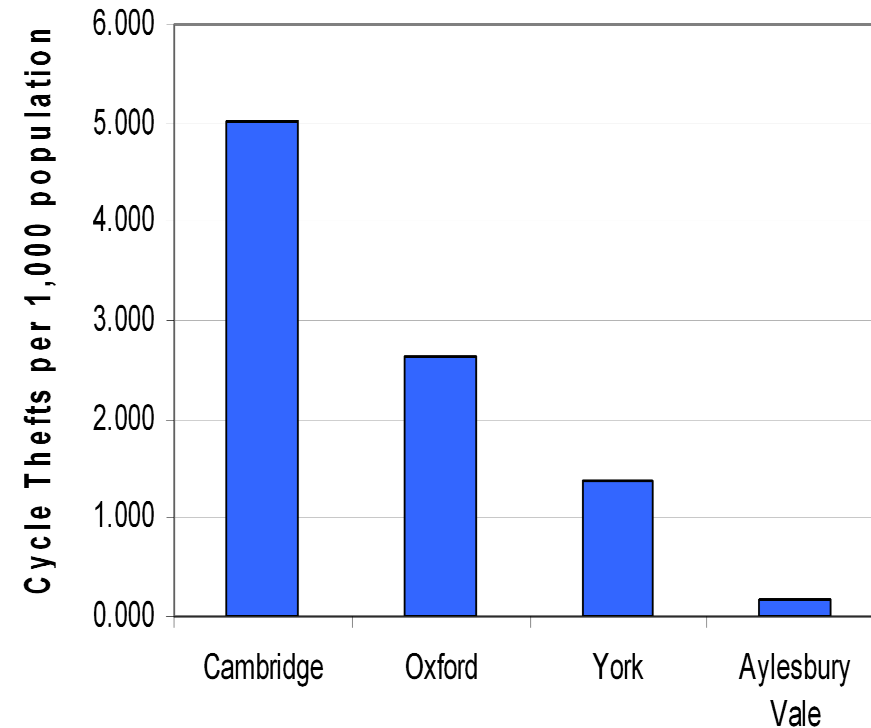
Cycle Theft Statistics

- York has over 1,000 bikes stolen every year
- Cycle thefts have decreased by 21% between 2006/07 and 2009/10
- Most bikes are stolen from the city centre



Cycle Theft Statistics

- York is 15th in their IQUANTA family but compared to other cycling cities we are performing well.
- In order to become the best performing region in its group of similar areas, York would need a 93% reduction in cycle theft.



CDRP Areas



Cycle Theft Statistics

- The Cycle Theft Task Group have pursued a number of long-term effective initiatives including:
 - Operation Spoke
 - Cycle strips
 - Resale of high-quality locks
 - Improving signage
 - CCTV coverage
- Unfortunately many of the hotspot locations for cycle theft in York are worsening; the University of York, York College and the city centre racks: Parliament Street; St. Andrewgate and Tanners Moat all had more cycle thefts in 2009/10 than in 2008/09.



Past Approach

- Cycle tagging
 - Reliant on cycle owner to record on IMMOBILISE
 - Potentially cost-prohibitive at approximately £5 a tag
 - Specialist tag reader required by officers
- Red-web tracker equipment
 - Some positive results
 - Creates crime when a “tracker” bike is stolen
 - Still not making huge impact on crime figures



Operation Spoke

- Operation Spoke is an initiative jointly developed by Safer York Partnership, North Yorkshire Police and Cycling City York aimed at curbing the high levels of cycle theft across York.
- Involves all partners property marking bikes and keeping details on an online database.
- Bikes can be checked more easily and returned to owners
- Low costs for both the public and partnership for maximum results



Operation Spoke

- Launched in Mid-January 2010
- Operation Spoke has security marked over 4000 bikes within the first four months of its launch.
- Initially it was hoped that 6000 bikes (500 a month / 35 a day) would be registered, but it is now hoped to attain between 8 and 10000
- Between 60 and 80 Operation Spoke events held in all corners of the city.
- SNT's attended all the cycling proficiency events that were held in the spring term in order to register children's bikes



Policing Pledge

No.	Description	York Quarter 3 (Dec 09)	York Quarter 4 (mar 10)	Force Quarter 4 (mar 10)
Pledge 1	Always treat you fairly with dignity and respect ensuring you have fair access to our services at a time that is reasonable and suitable for you			
Pledge 2	Provide you with information so you know who your dedicated Safer Neighbourhood Policing Team is, where they are based, how to contact them and how to work with them			
Pledge 3	Ensure your Safer Neighbourhood Policing Team and other police patrols are visible and on your patch at times when they will be most effective and when you tell us you most need them.			
Pledge 4	Respond to every message directed to your Safer Neighbourhood Policing Team within 24 hours and, where necessary, provide a more detailed response as soon as we can			
Pledge 5	Aim to answer 999 calls within 10 seconds, deploying to emergencies immediately giving an estimated time of arrival, getting to you safely, and as quickly as possible.			



Policing Pledge

No.	Description	York Quarter 3 (Dec 09)	York Quarter 4 (mar 10)	Force Quarter 4 (mar 10)
Pledge 6	Answer all non-emergency calls promptly. If attendance is needed, send a patrol giving you an estimated time of arrival			
Pledge 7	Arrange regular public meetings to agree your priorities, at least once a month, giving you a chance to meet your local team with other members of your community.			
Pledge 8	Provide monthly updates on progress, and on local crime and policing issues.			
Pledge 9	If you have been a victim of crime agree with you how often you would like to be kept informed of progress in your case and for how long			
Pledge 10	Acknowledge any dissatisfaction with the service you have received within 24 hours of reporting it to us.			



This page is intentionally left blank



Community Safety Overview & Scrutiny Committee**29 June 2010****CYC Winter Gritting Policy – Draft Final Report****Background**

1. The Council's winter gritting policy came under close scrutiny at the beginning of the year due to the severe weather conditions the city experienced. Many ward councillors received complaints particularly about the treating of footpaths in York, but also about some roads and cycle paths which the public perceived have not been gritted despite the long period of bad weather. Concern was also expressed about the positioning of salt bins in the city.
2. In considering this topic proposed by Cllr Bowgett in answer to those complaints, the Committee acknowledged the excellent work carried out by officers in dealing with the period of prolonged snowfall. However, they recognised that although the work on clearing roads had been largely successful there was still room for improvement in regard to other aspects.
3. Officers welcomed the proposed scrutiny review and clarified that it was common practice at the end of every winter, to carry out an officer review of the policy, in order to analyse events, understand any lessons learnt and identify any changes required to working practices.
4. Members agreed to proceed with the scrutiny review based on the following key objectives:
 - i) To review current policy in regard to cycle paths to:
 - understand the practicalities of gritting different types of cycleways and optimum timing for gritting and make available this information in order to control residents and visitor expectations
 - draw up a priority list of cycle routes to be gritted where funding and resources allow, for inclusion in the manual
 - Consult cycling groups to raise awareness of the issues
 - ii) To review current policy in regard to council funded salt bins:
 - to understand the costs involved to the council of supplying and maintaining 200+ salt bins across the city, and filling / re-filling those salt bins

- to compare the advantages and disadvantages of providing those salt bins i.e. does the provision of salt via salt bins only benefit a minority of residents, could the money be put to better use funding the gritting of secondary routes across the city e.g. rat runs / roads with gradients, and public areas such as outside schools, public car parks etc

iii) To identify:

- current working practices not presently included in the manual e.g. working relationship with call centre to identify residents' concerns etc
- reasons why the council is unable to grit certain road, cycle and pedestrian routes within the city e.g. due to limitations in staff resources, suitable equipment and funding and make available this information in order to control residents' and visitor expectations
- a list of secondary roads / routes for gritting where funding and resources allow

iv) To review the Council's methods for raising awareness of the gritting policy and communicating with interested parties

Consultation

5. At meetings of the Committee in April & May 2010, the Committee considered information provided by the Assistant Director of Maintenance Services and other CYC officers. The CYC Cycling Champion and other interested parties i.e. representatives from York Cycling Forum, Cyclist's Touring Club (CTC), York Cycle Campaign, Nestle, PCT, the Blind and Partially Sighted Society and Bike Rescue, were also invited to participate in the review.

Information Gathered & Analysis

6. Many of the working practices put in place during periods of severe weather, are also required when responding to other emergency situations e.g. flooding, requiring a robust corporate approach involving all the relevant CYC Services e.g.:
 - Resources (staff, plant, salt, bins)
 - Operations (policy)
 - Customer Contact
 - Vulnerable Residents
 - Members
 - Communications & Media
 - Budgets
 - Community Resilience
7. City of York Council's current CYC policy is - 'as far as is reasonably possible, to allow the safe movement of traffic, pedestrians and cyclists, on York roads, footways and cycle ways in times of adverse weather conditions'.

Annual Officer Review - Information Gathered

8. Representatives from all the relevant CYC service areas contribute to the annual officer review of CYC's winter maintenance policy. Many of the elements of the annual review this year, mirror the issues identified within the scrutiny topic registration form submitted by Cllr Bowgett.

Analysis

9. The Committee agreed that it would be possible for the two reviews to run along side each other without duplicating work, leading to two sets of recommendations which if implemented together, would create a more corporate and robust response to emergency situations.

Objective (i) - Cycle Paths - Information Gathered

10. At the beginning of the review, the Committee considered the Council's current policy. The policy leaves the treatment of the off-road cycle paths to the discretion of the Winter Maintenance Duty Officer (WMDO) who may liaise with the CYC cycling officer if required.
11. The committee also received a list of cycle paths currently being treated, together with a number of maps as follows:
 - Location of on-road and off-road cycle ways across the city - see Annex A
 - Cycle paths currently being treated under the existing policy - see Annex B
12. Finally, the Committee considered feedback from the York Hospitals Foundation Trust which identified a range of issues faced by their staff who cycle to work – see Annex C. The Travel Co-ordinator from York Hospital expressed the staff's overall view that the council had carried out a good job during the prolonged spell of bad weather but that there was a need to publicise which routes would be gritted.
13. Practicalities of gritting different types of cycleways
Under average winter conditions, precautionary gritting or salting of the cycle network is undertaken. This presents some significant access issues particularly for machine access to certain routes e.g. Hobb Moor. There are also problems around the gritting of on road cycle lanes, as the snow ploughs used to clear roads, automatically push the snow to the side of the road, covering the on road cycle ways and making them unusable. At the time of the review, winter maintenance officers had already held an initial meeting with the CYC cycling officer to review these issues and work is now ongoing to find a viable solution.
14. City of York Council has recently purchased a new machine for work on off-road cycle paths. Funded by Cycle City, this is a multi function machine which will be used all year round for the maintenance of off-road cycle routes. The machine will be utilised in the winter for the removal of snowfall up to 10 cm / 4 inches, however it is unlikely to have the capacity to clear all routes.

15. Treatment of the Millennium Bridge

The bridge deck is constructed of steel with a now 10 year old paint system on it. While this provides protection against normal wear and tear, there are likely to be weaknesses in it which will spread in future years, and at some point it will be necessary to re-paint the underside of the bridge, at a substantial cost to the Council. It is therefore crucial that this protective covering lasts as long as possible.

16. In order to make the best use of the limited maintenance resources and not compromise the effectiveness of the bridge's protective coating, the Council's Bridge Engineer would need to be completely convinced that any treatment would not be detrimental and would oppose any proposed treatment of the bridge involving the application of a corrosive de-icing material.

17. In addition, when the bridge was commissioned it was designated as an ancillary route footbridge and only designed for pedestrian and cycle loading, it would not therefore be possible to use vehicles on the bridge for the treatment or clearance of snow due to the risk of structural damage.

18. Cycle routes not owned by the Council

In addition to council-adopted off-road routes, there are several which are owned and maintained by Sustrans (the National Cycle Network charity). These include the Foss Islands Path (running from Crichton Avenue to Metcalf Lane), the York to Selby Path (running from Bishopthorpe Road to Escrick along the former railway line) and the York to Beningbrough Path (running from Clifton Bridge to Stripe Lane alongside the River Ouse).

19. Sustrans do not undertake any winter maintenance on any of their routes throughout the UK. The council have included some of the above routes on their cycle route gritting schedules in response to residents' complaints and in recognition that these routes are fairly heavily used by commuters. These sections are : Foss Islands Path (whole route), York to Selby Path (Sim Balk Lane to rear of Bustardthorpe Allotments), York to Beningbrough (Clifton Bridge to Outer Ring Road).

20. Cost of Treating Cycleways

The cost of treating the designated cycle network shown on the map at annex B, is around £2,100 per occasion and takes 2 days with current equipment. To remove snow from the entire off-road cycle network is a much more expensive and challenging prospect. The problem is if snow continues to fall, any work is immediately covered. Unlike the roads where traffic is almost constant, the cycle paths do not get the level of traffic to activate the salt, therefore relying almost entirely on manually or mechanically clearing the snow which is high on resource.

21. There is no specific budget for treating or clearing snow from off-road cycle paths. Currently any resources expended on cycle ways comes out of the overall winter maintenance budget. It would be difficult to price this as it would depend on the depth of snow. Additional funding can be made available at the discretion of the CYC cycling officer but would be subject to the level of spend on the Cycle Route Maintenance budget at the time of the request.

Analysis

22. The CYC Cycling Champion expressed his view that the current policy gave insufficient priority to off-road cycle ways, and that as a cycling city, this issue should be addressed. In regard to Millennium Bridge, he agreed with the committee that whilst it may be inappropriate to use salt, other European countries had found alternative materials for use in similar circumstances, and therefore officers should continue to look for alternative treatment methods.
23. They also identified that:
- cycle ways are not subject to the same frequency of salting as the priority road network
 - improving the clearing of cycle ways would necessitate the diverting of resources away from other areas which may be more of a priority
 - if the cycle ways were cleared to use, cyclists could still find it difficult to travel safely to them
 - in some circumstances there may not be alternative modes of transport – for example bus services may not be available for people who started work early.
 - It was important to continue to persuade people to use alternatives to travelling by car.
24. The Committee therefore agreed that the priority for clearing cycle ways should continue to be the clearing of those which were used by commuters travelling to work, rather than those which were primarily used for leisure purposes. Also that people's expectations need to be managed and cyclists need to be given the same detail of information as motorists, in line with the fourth objective of the review.

Objective (ii) – Salt Bins - Information Gathered

25. The Council currently provides salt bins as a self help option for residents. Prior to September 2007, the Council funded 436 salt bins, but a decision was taken to reduce this number leaving only those which had been frequently used during the previous three winters. At that time, ward members were consulted on which of the frequently used salt bins within their ward they wished to keep. This resulted in the number of bins being reduced to 102. Other parties were then given the option to order and fund additional salt bins.
26. There are currently 263 salt bins situated around the city. Of those, 134 are Council funded:

<u>CYC Funded</u>		<u>Other¹</u>	
Highways	102	York Pride	6
Housing	31	Ward Committees	115
Parking	<u>1</u>	Residents Associations	<u>8</u>
	<u>134</u>		<u>129</u>

27. A list of the current locations of the salt bins are shown at Annex D together with a map.

¹ Ward Committees etc receive annual funding from the Council. The funding of additional salt bins is just one way in which they may choose to spend that funding.

28. Advantages & Disadvantages of Providing Salt Bins

With the exception of the recent prolonged spell of bad weather, a good majority of the bins currently provided are never used, and unless there is another sustained spell of bad weather this is likely to remain the case. There is also the question of how many residents actually benefit from the provision of salt via salt bins, and whether the money could be put to better use funding the gritting of secondary routes across the city e.g. rat runs / roads with gradients, and public areas such as outside schools, public car parks, additional public footpaths over and above those already identified within the Policy etc.

29. Understanding the Costs Involved

The cost of providing a new fibre glass salt bin, of the type currently in use around the city, is £315. Over time the fabric of these becomes brittle and can be easily damaged incurring maintenance costs. The total cost to the council per year of putting out, 3 refills, taking in, and carrying out any required maintenance on the fibreglass bins is £18,224 (£136 per bin). As an alternative to the current type in use, a new black recycled plastic bin at a cost of £200 per bin, would be cheaper and more sustainable/robust.

Analysis

30. In considering whether salt bins were the most efficient and cost-effective method for gritting footpaths etc and most optimum use of the salt available, Members recognised that any changes they proposed as a result of this review may have a beneficial/detrimental effect on the Council's winter maintenance strategy for footway treatment. This in turn might have knock-on effects i.e. level of customer satisfaction, and may lead to an increase/decrease in third party winter maintenance claims from people slipping on the footway.

31. The Committee considered a number of alternative ways of working e.g.:

- a) increasing the number of bins back to 2007 levels i.e. providing an additional 173 bins would cost £54,495 plus £23,528 per year for filling/re-filling etc - in recommending this option, Members may choose to consider the location of the current bins and identify suitable sites where these additional bins could be located.
- b) Maintaining the current levels of supply but adding the provision of self help salt bags (0.75t - 3 times more than a salt bin) if and when conditions require, at a cost of £30 per bag.
- c) putting out the salt bins only in times of severe weather (as recently experienced) - this could be all of the salt bins or only those that have previously been used. This option is likely to produce a smaller saving than option (e) below, based on limiting the cost of maintenance and amount of salt used
- d) reducing the number of salts bins (at a saving of £136 per bin) – Members could identify those salt bins which are currently not used in order to decide how

many could be removed without having a detrimental effect, and thereby identifying how much funding could be made available for alternative use

e) removing them all together (at a saving of £18,224)

32. In looking at these alternative approaches, Members considered the benefits and disadvantages of each approach. One obvious benefit of options (c) - (e) was the savings made, thereby providing funding for alternative use.
33. The committee recognised that the use of self-help bags in times of severe and prolonged bad weather, as in option (b), would enable the council to respond more rapidly when such weather conditions occurred and this arrangement would be more cost effective than increasing the number of salt bins. For this to be effective, a list of sites would need to be identified for locating the self help bags and that this list would need to be drawn up in consultation with Ward Committees and Parish Council.
34. Finally, Members raised the issue of the legal position of residents who clear snow and ice from footpaths near their property using salt from council salt bins, and the possibility of being liable should passers by slip and injure themselves. There is plenty of case law about the responsibility of the highway authority with respect to snow, ice and gritting, but none has been found that deals with ordinary members of the public. In a recent press release, Westminster City Council provided information and guidance from their Director of Legal Services, giving best practice advice for residents, i.e.:

"The position of an ordinary person who clears snow from outside their own or someone else's property is that they would only be liable for an accident if :

- (a) their efforts actually made the pavement less safe than it was with the snow and ice undisturbed
- (b) they should have foreseen the likelihood of someone being injured as a result
- (c) someone actually gets injured
- (d) the injury is the result of their efforts and
- (e) the person injured decides to sue them.

In most cases people will be improving the situation we would have thought, in which case no liability could arise. While there is a theoretical possibility of liability arising if a person cleared an area by moving a lot of snow somewhere else, which caused an accident, or if they cleared snow which wasn't slippery, and left a wet area which iced up and became slippery, I don't think that means we should be discouraging it."

35. Westminster City Council have subsequently posted this advice on their website, together with the following tips for clearing ice and snow:
- i. DO NOT USE HOT WATER. This will melt the snow, but will replace it with black ice, increasing the risk of injury.
 - ii. If shovelling snow: Use a shovel with the widest blade available. Make a line down the middle of your path first, so you have a safe surface to walk on. Then you can simply shovel the snow from the centre to the sides.

- iii. Spread some ordinary table salt on the area you have cleared to prevent any ice forming. Ordinary salt will work and can be purchased cheaply from any local shop, but avoid spreading on plants or grass.
- iv. Use the sun to your advantage. Simply removing the top layer of snow will allow the sun to melt any ice beneath, however you will need to cover any ice with salt to stop refreezing overnight.

Objective (iii) – Current Working Practices - Information Gathered

36. During the severe weather period December 2009 - January 2010, additional procedures to those defined in the Winter Maintenance Manual were carried out on a reactive basis i.e. :
 - Gritting of roads not on the defined network
 - Manual clearance of footpaths not on the defined network
 - Snow clearance within car parks
 - Additional salt bins placed
 - Daily updates included on the front page of the Council's website and sent to some Councillors by email / text (at their request)
 - Regular information releases to the media
 - Changes to the way the council mixed salt and grit - in order to preserve the council salt supply
37. In addition, a decision was taken not to set up a 'Control Room' as detailed in the policy. Instead a Strategic Winter Maintenance Group was introduced to oversee the implementation of the council's policy.
38. Secondary Roads
In support of the review, Officers identified a list of secondary routes based on the proposed criteria below i.e. those secondary roads that satisfy **all** of the following:
 - a. accessible by gritting vehicles - roads with minimum width 5m that are not regularly obstructed by parked cars
 - b. links between other roads i.e. no cul-de-sacs (the exclusion of cul-de-sacs is based on the use of single person gritters where reversing needs to be avoided wherever possible)
 - c. serve areas of dense population e.g. care homes, schools etc
39. In addition, officers suggested that the following locations which do not meet the proposed criteria, also receive snow clearance treatment at the same time as the secondary routes:
 - Whitecross Road - providing access to rehab unit
 - Yearsley Bridge (Huntington Road) - -providing access to ambulance station
40. Subject to the above criteria being approved, officers suggested that the treatment of these routes should consist of snow clearance only (rather than regular gritting as on the defined network), and that further reactive treatments should only be carried out in emergency situations.

Analysis

41. The Committee acknowledged the reactive nature of the work in times of severe weather and therefore the need to sometimes deviate from the policy by implementing additional measures. Members also agreed with the criteria proposed by officers for identifying secondary routes, recognising that:

- it would be more cost effective approach than snow clearance and gritting on a reactive basis,
- it would assist the Council in communicating with residents and other stakeholders, and;
- it would help to achieve equality of treatment across the city

Objective (iv) - Raising Awareness – Information Gathered

42. Information on the Council's winter maintenance policy is currently made available in a number of ways:

- Leaflets placed in council libraries, receptions and community centres
- Information placed on the website, including maps of gritting routes, the footpaths treated and salt bin locations
- Press releases to local radio during severe weather

43. This year in addition to the above, a 'Talkabout' survey specifically on the winter maintenance of roads and footpaths was issued in April 2010. This included questions concerning residents' satisfaction with the existing advance and ongoing information, and invited suggestions as to how this could be improved. Information from the responses is expected by mid June 2010 and will feed into the ongoing officer review.

44. However in support of this review, officers proposed a number of additional methods for raising awareness:

- An open day at the Eco Depot for Members and the public in September / October this year, to display the proposed routes and equipment used – a decision on whether to repeat this in future years will depend on the response and feedback from the open day this year
- Daily updates on the website and by email to all councillors, to be instructed by the Winter Maintenance Group - some councillors received update emails during the severe weather earlier this year and the suggestion is that these be provided to all, unless they request otherwise
- The provision of more detailed maps of the primary and secondary routes to be made available on the Council's website so that individual roads can be identified

Analysis

45. The Committee agreed more could be done to publicise the Council's Winter Maintenance Policy, including providing information on why the Council are unable to grit some road and cycle routes, and acknowledging it would be beneficial to include this information in the policy in order to control residents and visitor expectations.

46. In relation to cycleways specifically, Members recognised the need to provide up-to-date information on the gritting of 'main' cycle access routes on the council's website to enable residents to make an informed decision on whether or not to use their bicycle, and what route to take.
47. In regard to recent working practices not included in the manual, the Committee recognised that the policy needed amending to reflect all the (subject to the lessons learnt), together with any changes to working practices arising as a result of this review
48. Finally, the committee identified it would be beneficial to the public if the Council provided an information leaflet which included information on (or pointers to) all the services residents may need to be able to function in times of severe weather / emergency situations. This would require input from all the relevant service providers within the council (and any external service providers / voluntary organisations where appropriate), including:
 - Adult Services
 - Neighbourhood Services
 - Emergency Planning
 - Network Management
 - Public Information Services
 - York Customer Centre
 - Commercial Services
 - Health Services

Recommendations Arising From The Review

49. The Committee identified the following recommendations arising from this review

In relation to cycleways, that:

- i. up-to-date information on the gritting of 'main' cycle access routes into the city centre be provided via the council's website and in other ways, so that cyclists can make an informed choice on whether or not to use their bicycle and which route to take.

In relations to salt bins, that:

- ii. the current number of council funded salt bins be maintained
- iii. in times of severe and prolonged bad weather, the council provide self-help bags at various locations across the city.
- iv. a list of sites be identified for locating the self help bags through consultation with Ward Committees and Parish Councils
- v. the criteria for the provision of the self-help bags and the list of sites be included within the Winter Gritting Policy

In relation to secondary routes, that:

- vi. A list of secondary routes be identified based on the criteria detailed in paragraphs 38-40 above

- vii. the decision on when to treat those secondary routes be the responsibility of the Winter Maintenance Group
- viii. the list of secondary routes and the criteria be included in the council's Winter Maintenance Policy

In regard to the policy and raising awareness, that:

- ix. the policy be updated to reflect all current working practices and any approved recommendations arising from this review
- x. information on why the Council are unable to grit some roads and cycle routes be included in the policy
- xi. the proposed methods of raising public awareness of the policy detailed in paragraph 42 above, be adopted
- xii. the Council produce an information leaflet covering all the relevant services, with input where appropriate from the relevant providers as detailed in paragraph 48 above – this information also to be made available via the council website

Options

- 50. Having considered the information contained within paragraphs 34-35 above, Members may decide to add an additional recommendation relating specifically to the legal position of residents who clear snow and ice from footpaths near their property, and the provision of this advice and tips on this council's website.
- 51. Members may also choose to:
 - amend and/or agree the draft recommendations shown in paragraph 49 above
 - amend and/or sign off this draft final report

Corporate Priorities

- 52. A robust gritting policy will provide an environment which allows workers and visitors to travel freely and safely around the city in times of severe weather, therefore maintaining the city's economy. This supports the council's strategic aim to make the city safer and enabling it to thrive.

Implications

- 53. There are some implications associated with the recommendations arising from this review:

Finance – There will be a cost to the council for producing the information leaflet as detailed in Recommendation xii. Exact figures are unknown at this stage, and any costs should be weighed against the benefits of keeping vulnerable residents informed in times of extreme weather conditions / emergency situations.

Legal – the legal implications associated with residents salting the footpath outside of their own property is detailed in paragraph 34 above. There are no other known legal implications.

54. There are no known HR, Equalities, Crime & Disorder, ITT, Property or other implications associated with the recommendations arising from this review.

Risk Management

55. There are no known risks associated with the recommendations below.

Recommendations

56. Having considered all of the information contained within this draft final report, Members are asked to:
- i) Approve the draft recommendations arising from the review, as shown in paragraph 49 above
 - ii) Agree to the inclusion of an additional recommendation relating to providing advice to residents wanting to clear snow and ice from footpaths near their property
 - ii) Sign off this draft final report, subject to the addition of the recommendation suggested above

Reason: To conclude the review in line with scrutiny procedures and protocols

Contact Details

Author:

Melanie Carr
Scrutiny Officer
Scrutiny Services
Tel No.01904 552063

Chief Officer Responsible for the report:

Andrew Docherty
Head of Civic, Democratic & Legal Services

Final Report Approved

Date

16 June 2010

Wards Affected:

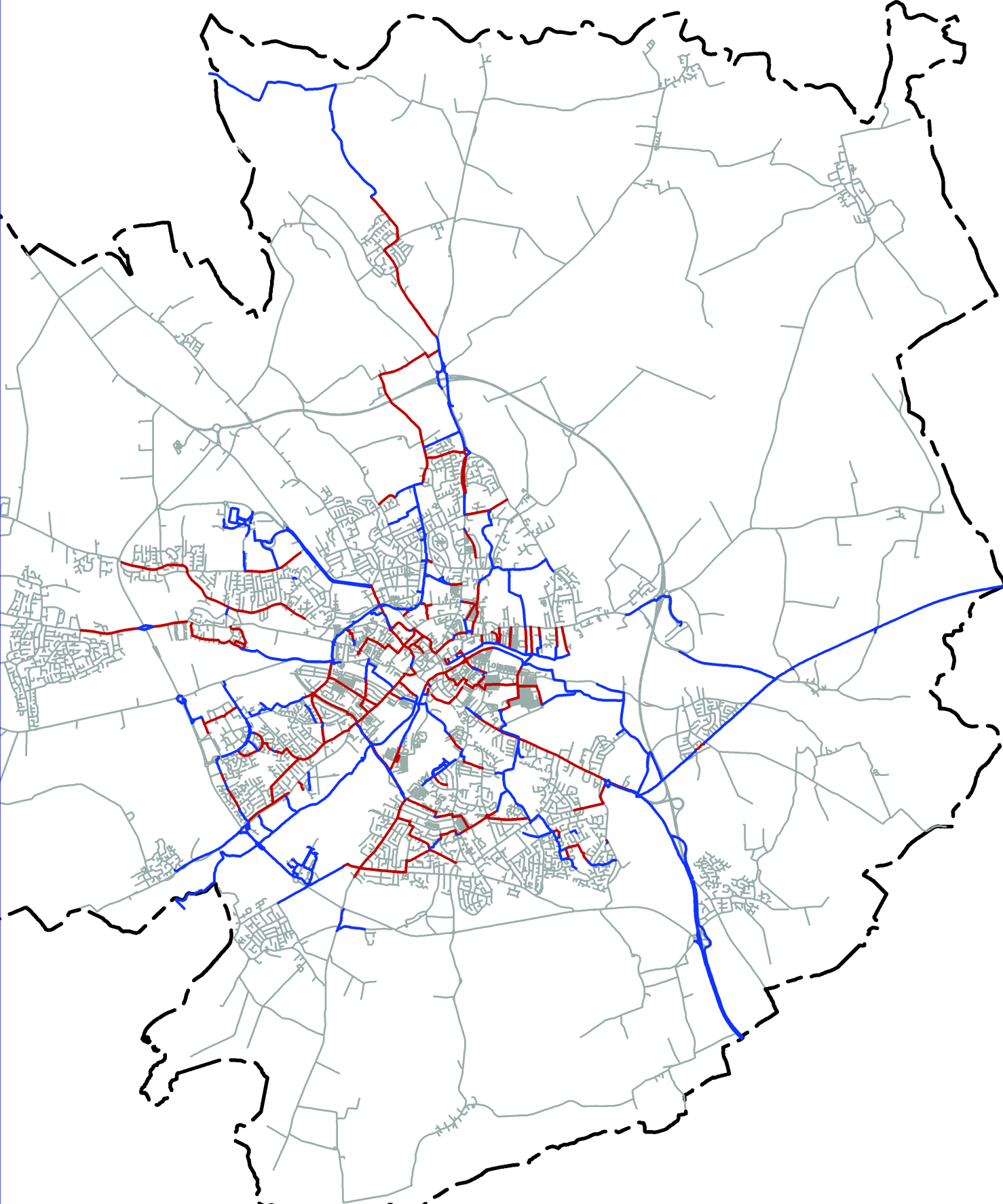
All

For further information please contact the author of the report

Background Papers: Executive Report dated 10 September 2007

Annexes:

- Annex A – Map of on-road and off-road cycle ways across the city
- Annex B – Map of cycle paths currently being treated
- Annex C – Feedback from staff at the York Hospitals Foundation Trust
- Annex D – List & Map of Salt Bin Locations



Legend

Off-Road Cycle Path

On-Road Cycle Path

Produced by: Tom Horner
Not Scaled



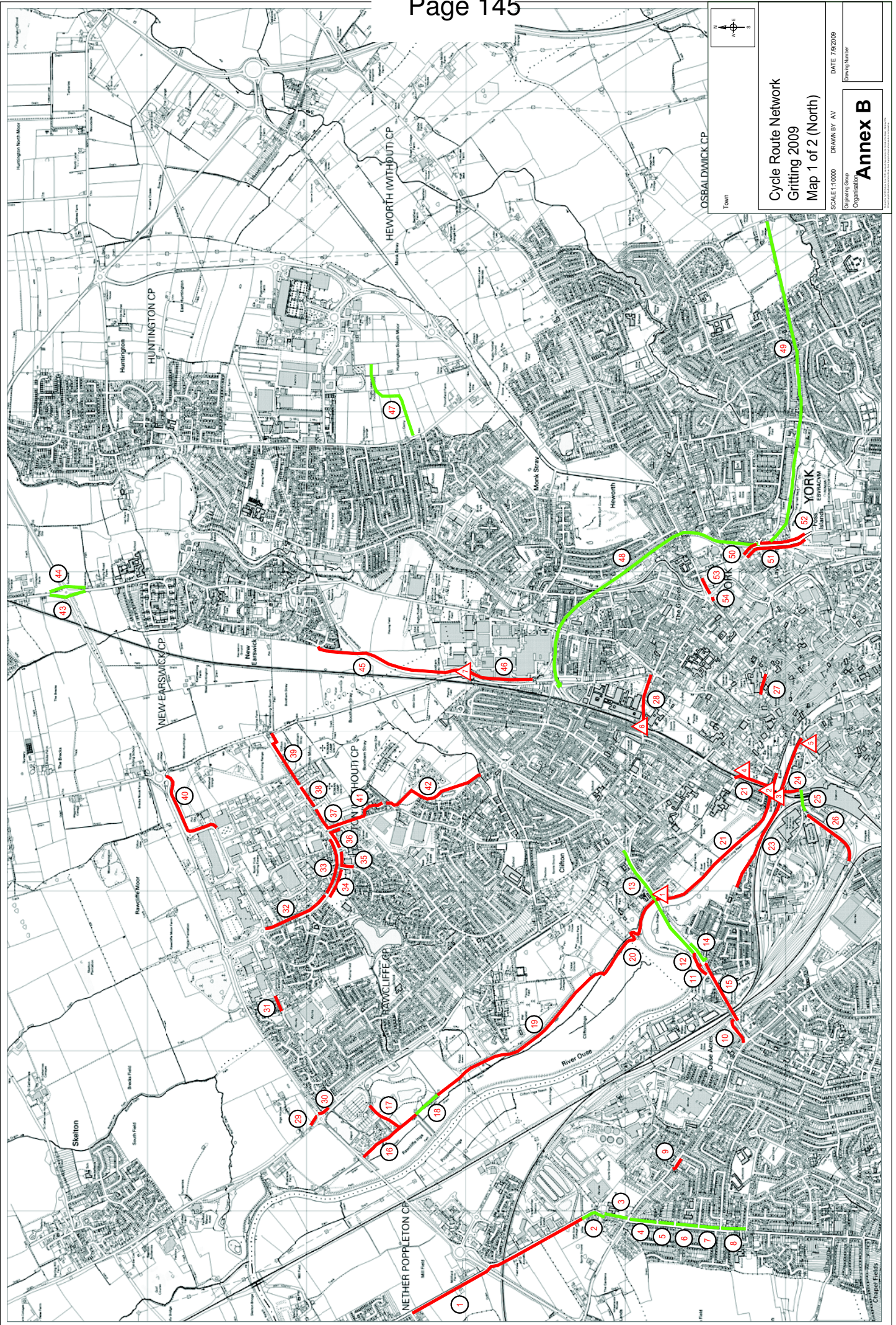
Cycle Routes



Transport
Planning

This map is based upon the Ordnance Survey mapping with the permission of the Controller of Her Majesty's Stationery Office. © Crown Copyright. Unauthorised reproduction infringes Crown copyright and may lead to prosecution or civil proceedings. City of York Council, Licence No. 1000 20818, March 2010.

This page is intentionally left blank

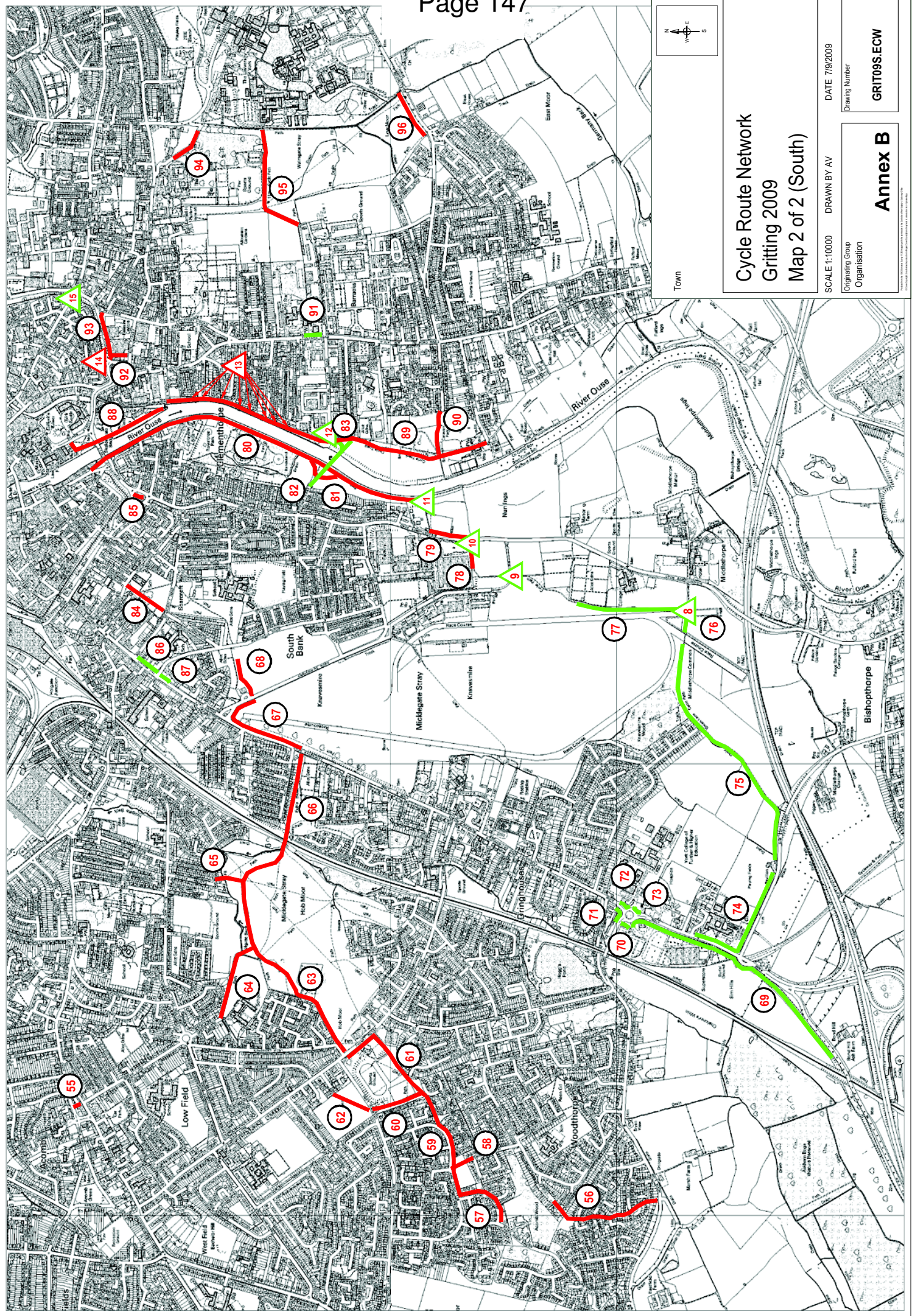


Cycle Route Network
Gritting 2009
Map 1 of 2 (North)

SCALE 1:1000 DRAWN BY AV DATE 7/6/2009
Drawing Group
Organization

Annex B

This page is intentionally left blank



Town

Cycle Route Network Gritting 2009 Map 2 of 2 (South)

SCALE 1:10000 DRAWN BY AV
DATE 7/9/2009
Drawing Number
GRIT09S.ECW
Annex B
Originating Group
Organisation

This page is intentionally left blank

York Hospitals Foundation Trust – Comments from staff that cycle.

Gritting and Snow Clearance.

Wasn't safe to cycle for quite a few days on the cycle tracks or the road as the slush moved to the side of the road and then froze. I cycle down Blossom Street, past the station over (Lendal) Bridge and then up Gillygate.

This is a welcome initiative. One area in need of attention in the snow is the cycle path from Leeman Road, along the river, and into town. Another is the cycle path on the opposite side of the river from Clifton Bridge in past Museum Gardens.

Clearly car free roads/paths are a priority. So Foss Island route for example is one. Also paths on pavements a couple of miles within city centre would, in my view, be a priority.

Good to hear about the small maintenance vehicle - it did seem a shame that the road alterations on Water End, which have been so good for cyclists, were unusable by bikes during the freeze, as they were never gritted or salted.

The path down the side of the hospital was a nightmare when it was snowing - the one where you come out onto if you take south entrance. (*assumed to be Bridge Lane*)

I think the lane at the South side of the hospital (*assumed to be Bridge Lane*) does not seem to get treated, or is done so infrequently. I doubt it is a 'cycle route' but is used by many cyclists and pedestrians and would benefit from gritting.

When the weather was really bad in January and people were writing to the Press re the lack of gritting, the Council replied that all cycle paths had been gritted. However, the path over Clifton Backies was not touched at all and I ended up walking to work as it was safer.

I am impressed that they have bought a maintenance vehicle as a lot of the paths get overgrown - this is particularly the case with the section of cycle path that runs parallel to Water Lane at the Tribune House end. I just hope it gets maximum use.

From my previous journey to work, before we moved to Tribune House, I used to go along Bridge Lane from the Clifton end. That was rarely gritted and as it doesn't get the sun it was always icy for longer periods than most other paths.

Just to let you know that the cycle path out of Copmanthorpe is very icy in winter. I don't know if this is one of the recognised cycle network routes

The Copmanthorpe to York path was quite bad at times, particularly in the area around the road bridge coming into Copmanthorpe.

Sounds great! I regularly use the cycle path between Copmanthorpe and Askham Bar, Tesco and through Hob Moor when working at Acomb HC. I have had several falls on icy paths over the last few years. One particular "black spot" is when negotiating the barriers when approaching the railway bridge tunnel in Hob Moor. Another major hazard is when braking on a downhill icy slope to negotiate a barrier at the bottom of the slope e.g. the cycle path running down to the river from Bishopthorpe road by the race course.

Cycling on the road from the Tesco traffic lights via the junction turning right to Copmanthorpe is not a great option for any cyclist so keeping that part of the cycle path clear would also be a great help.

Big problem was that cycleways that are part of the road (*WHY* can't we have tracks separated from cars by kerbs as in Holland, or actually, **London**?!) meant that snow and ice at road edge effectively meant no cycleway.

I ended up not using bike for significant periods simply because motorists themselves had little choice but to go very close to bikes and in the icy conditions that was very dodgy. Separation (as above if poss.) of both types of vehicles would give much greater peace of mind all round I guess.

To be fair, I think the Council tried very hard under difficult circumstances. Route clearing along some of the newer cycleways, e.g. over Clifton bridge would make a massive difference in allowing one to get back in the saddle quicker after snowfalls. Gritting the night before when snow is forecast might not be as good as waiting a day or so and then clearing plus gritting at same time. Gritting the roads the night that snow is forecast works because the weight of cars and buses does a lot of the clearing. Bikes are lighter!

Guess it would be helpful if the Council could prioritise **one** really good route into town from N, E, S & W and give it really high priority. Maybe call it a Winter Bike Red Route, whatever. If that was publicised for cyclists so they knew which route to choose to commute that would be really good.

It would be great if the cycle path and especially the steps leading from Wilton Rise to Leeman road could be gritted as this path does not get any sun and soon turns to ice which makes the steps treacherous.

The cycle route between New Earswick and Wigginton Road was unusable for about 5/6 weeks last/this winter, so if that could be gritted that would be great. The optimum time would be when there is a forecast of hard frost, if the roads need gritting then so will the cycle tracks. Solar lights have been installed at the edge of this path. If the edges are not kept clear the lights will be covered with vegetation and will not be any use at all. Also there are 4 cattle grids on this path and when they get wet or icy they are very slippery which can be quite dangerous.

I'm pleased to learn the council have acquired a small maintenance vehicle; broken glass on cycle paths is a daily problem to be encountered. I have seen the vehicle in use, however, being quite small the amount of grit it left was rather sparse on the cycle paths across Clifton Bridge and up to Boroughbridge Road. It was disappointing that having invested so much money on the cycle paths that cyclists had to opt for the least risky option of using the 'narrowed' roads in such precarious conditions rather than the treacherous cycle paths over spell of bad weather. I see that it will take 2 days to cover the whole network, but it doesn't say how often they intend to maintain it.

My problem was that I couldn't get out of the estate in Earswick where I live in to a gritted road. I fell off twice and stopped cycling over the winter.

I use the cycle path from New Earswick to the Wigginton Road entrance of Nestle. This was very icy over the winter period at times, making it impossible to use. The choice was then to risk the road or use the car. Gritting on that path would be very welcome as it used by a lot of people.

I used the cycle path that runs from Nestle to Osbaldwick on the old railway and it remained icy for a long time - it's a busy route, so I'd suggest it should be a priority.

I cycle to work along the New Walk section of the River path which was very iced up, but passable until things really became arctic. Main problem was the ruts caused by other cyclists giving a tram track type obstacle that made it very hazardous to cycle. I had to get off and push during the worst of the winter. This is a popular route so would be worth keeping as clear as possible. The area just under Fishergate Bar which is a dead end for traffic but allow pedestrian and cycle access was very icy and rutted. The other area which is always really bad for some reason is Aldwalk, I think it's to combination of cars and no gritting and no sunshine. Hope this helps, hope we don't have another winter like this one in the near future as never had these problems before!!

My personal opinion is that it's unrealistic to expect the Council to clear/grit cycleways. I biggest problem I encounter is a build up of snow at the edge of the road when the road is cleared but this is unavoidable. For the few days when snow is a problem I'd prefer to see resources concentrated on bus routes/main roads to keep the traffic flowing. This year on the worst 3 days I either walked or used a bus - inconvenient but not a big deal.

Personally, I think the lane between YH and Bootham (*Bridge Lane*) and the railway bridge should be gritted/cleared of snow daily in bad weather. It is treacherous both for cyclists and pedestrians.

Also, the cycle path route along the side of Clifton Green School and Clifton Surgery to Lumley Road and Grosvenor Road should be gritted as this also is treacherous in winter; this is my normal route to work.

I cycle every day in all weathers but I have to change my route in winter when it is icy and stick to main roads which I don't like.

The new cycle route over Crichton Avenue bridge is no good in winter as it uses the footpath which is not gritted or cleared of snow, so this also needs to be done.

The off-road cycle route from Osbaldwick to Wigginton Road is hazardous in wintry conditions and has a number of fairly steep slopes, both along its route and from adjoining slipways.

The timing of gritting is always likely to be an issue.

Main cycleways I use are:

1) Path from Skelton down side of A19 through underpass to Shipton Road. The underpass can be treacherous when icy.

2) The route down the riverside to Scarborough Bridge

3) Path up from Bootham to Bootham Park Court and through the cut through to Park House and front of Trust (this is probably all Trust property and is usually well gritted in winter).

Others that I know of that rarely get gritted are the path down the river to Bishopthorpe and the Millennium bridge.

Hope this is useful

Can I ask for the parts of the cycle paths between New Earswick and Haxby where they go under the A1237 to be considered in a gritting programme. This would go for the pedestrian path to the side of the cycle path also there. In terms of optimum timing I'm not sure when that would be - I don't imagine they'd need quite the same frequency of gritting as the roads.

The main problem I encountered was the cycle paths from Heworth Green snow from the clearing of the road pushed into the cycle lanes and having to ride further out into the road. Also where the cycle path merge onto the pavements none of these were either gritted or cleared and having to either get off or move out into the road which under the conditions was a little treacherous.

During the cold snap we had, I found that the cycle tracks I use past Rowntrees (from Kitchener Street to Crichton Avenue) and the Clifton Backies was particularly treacherous, and was never gritted as far as I am aware.

On another matter, a couple of times now I have been quite annoyed to find a moped being driven quite quickly down the cycle track past Rowntrees mentioned above. Do you know what the legality is on this, as the rider is potentially risking a collision with cyclists or pedestrians using the track.

I use the cycle path from the hospital to Osbaldwick on a daily basis. Gritting has not been a problem for me as I am on a racing bike and so won't cycle in the ice. Regards the cleaning machine, this should be encouraged as much as possible. I had three punctures last summer, always from glass of smashed bottles. Even the special thicker tyres don't always work. On every route home there are at least six areas of smashed glass to be avoided at any time, anything to help would be gratefully received. As the path enters Osbaldwick there is a slightly elevated concrete section (an inch high) that has caused some cyclists difficulty and could do with a tarmac ramp up it. Finally as the cycle path heads to Osbaldwick itself the surface gets rougher and rougher and at some point will need a re-surfacing.

Thank you for bringing up what you can. I hope that others have experienced the same as me.

I am not a regular cyclist at present although I find the mailings interesting. My wife, however does cycle from Haxby into York on a daily basis and has these comments to make regarding gritting etc if that is of interest for Monday's meeting.

- In general, where there is a marked cycle track along the edge of the road, (eg York Road Haxby and new Earswick) these areas did not clear as well as the rest of the carriageway, forcing cyclists to use the main carriageway.

- The minor roads through The Groves, signposted as cycle routes were not treated and were not rideable, cyclists had to use more major routes - Clarence Street and Lord Mayors Walk - to gain access to the City.
- The approaches to the ring road underpasses on York Road were left untreated and became dangerous, cyclists had to negotiate the roundabout or push bikes on extremely slippery paths.

Obviously these were exceptional conditions, but any effort to improve the situation, particularly the underpasses, would have made life safer during the winter.

The problem area I encountered during the snowy winter weather was Bootham. The road was gritted and ploughed, but so much so that the cycle lane was treacherous as the snow had been pushed onto the cycle lane. So it was either a case of try and cycle over snow or share the very narrow road with other vehicles, it was a toss up which was the lesser of two evils !!

I live in Fulford and at the moment the council are creating a cycle path on the pavement of Fulford road. This is a reasonable sized hill, and would be very difficult to use if not gritted. I was wondering if it is planned to grit this adequately. If not, would a cyclist be penalised for using the road instead during icy weather?

I did not cycle at all over the icy period purely due to the treacherous condition of the cycle lanes and sharing reduced size car lanes did not appeal. The angled ramp approaching the Clifton Bridge was impassable and I saw at least one person injured there. I hope the Council can sort this out.

Pavement Gritting

During the icy weather, I was "attempting" to walk into work. I know this may not be relevant to your meeting as you are concerned with cycle routes, but I think any meeting should include the gritting of pavements. I feel very strongly that the council should accept responsibility for gritting of pavements. It was nearly impossible to walk or get to a bus stop - I ended up slipping and broke my wrist, had 2 months off work and am still receiving physio and help with certain tasks at work. This has clearly cost the Trust money and inconvenience during my absence - not the mention the discomfort I still experience. To say pavements are not a priority is very short sighted.

When it was particularly snowy/icy, I walked instead of cycling, but went the same route. One area where it was particularly icy was the footbridge over the railway track - not sure of it's name, but it's at the end of the long foot/cycle path that starts near the railway museum, and then crosses the track, and then brings you out near Holgate Road. I don't know what the practicalities would be of clearing this, but it was the bit that was probably worst in my experience.

Praise

As I use the stretch of cycle track between Wigginton Road and Haxby Road. I would like to say I was very pleased last week when I notice the edges had been tidied up, and cutting of the vegetation too, they where in bad condition and now look vastly improved, thanks to the maintenance machine. Thank you York Council.

As my start and finish times in winter are in the hours of darkness I don't use the cycle route to Osbaldwick in winter as its too lonely, however I am pleased to hear the routes will have a maintenance vehicle as I have had a few punctures due to glass.

It is good to hear that the cycle paths will be swept during the summer; it will save a lot of time and stress repairing punctures caused by broken glass!

Other Issues

Pot holes and repair off needs to be a priority. Going round them means sharing more of the road with other road users. Which has meant I do use my car although can mean a longer journey (and) I do not feel vulnerable.

The clearing of edges in summer - very positive.

There is a real issue on the cycle path that runs from Nestle to Osbaldwick with picketing of horses. Intermittently, traveller's horses are put to graze on the verges, with ropes or chains that they can stretch across the path if they cross over from one side to the other. I once saw a pony with a chain attached to the fence at chest height, so that when it was at the end of the chain it was across the path at garrotting height, and they are sometimes chained like that in the dark. I've twice phoned the police but never had any feedback.

Many 'quiet' lanes suffer terribly from pot holes.

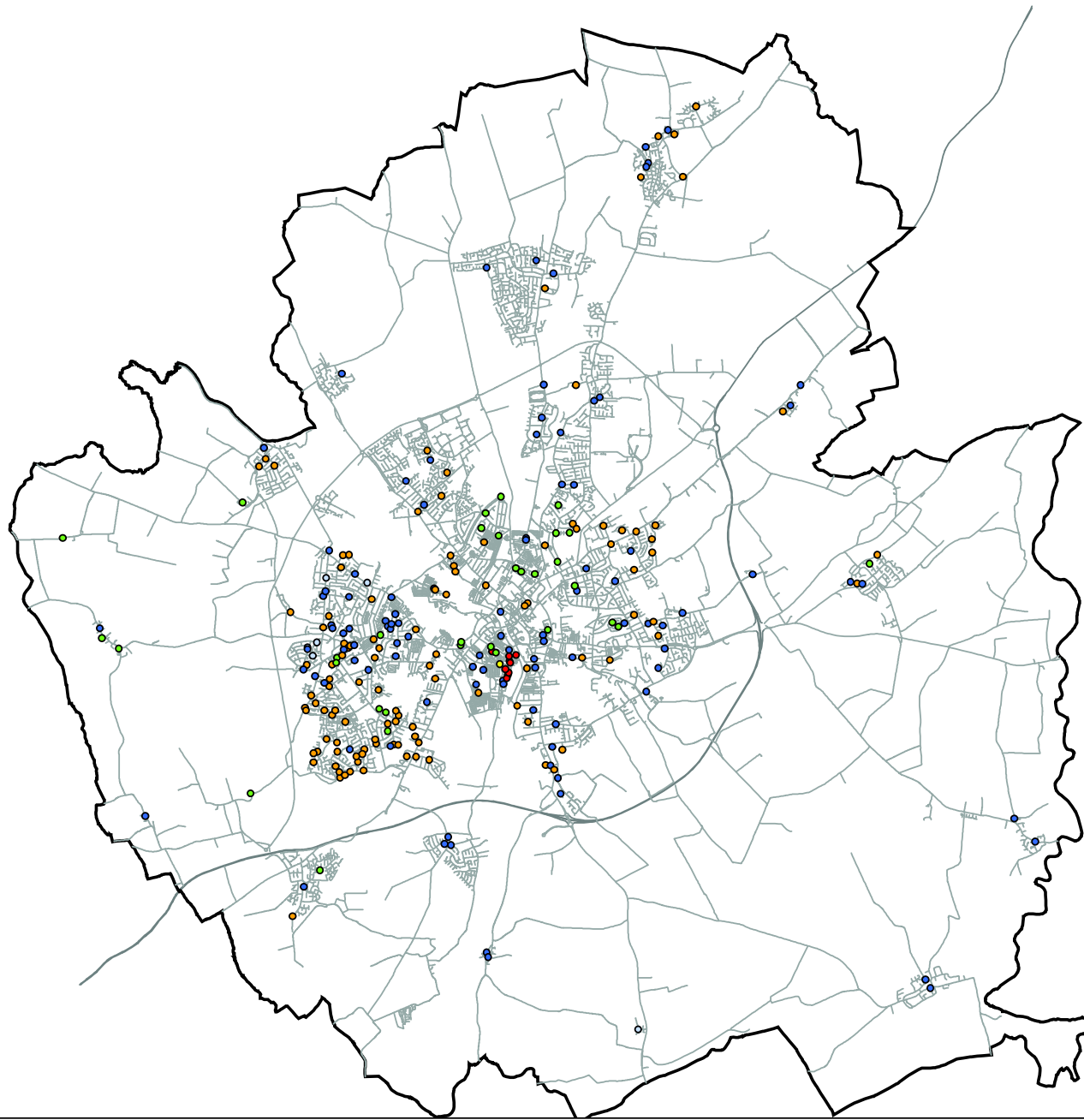
Entry into and exit from hospital premises on Wigginton Road is potential danger to cyclists. The little roundabout near estate/stores entrance which many cyclists use has nothing to indicate to motorists to slow down or give way to cyclists. Traffic lights may be an idea!

It would be good if the Foss Island route is linked someway to the hospital to avoid Wigginton Road altogether!

The top end (Clifton Bridge end) is in need of resurfacing and is a nightmare in poor light. They have done some digging there and left it in a bit of a state.

Road markings and advance stop boxes are wearing out in some areas and the cold weather has just added to that.

It would be absolutely BRILLIANT if Police officers and PCSO's had a zero tolerance policy for cars creeping into the advanced stop boxes - I believe that if you stop in one when the lights are red that you could incur quite a high fine (£250?) but bet it never gets invoked. Taxis are particular culprits.



**SALT BINS
OWNER**

- HIGHWAYS
- HOUSING
- PARKING
- RESIDENTS
- WARD
- YORK PRIDE

Based upon the Ordnance Survey mapping © Crown Copyright.
 Unauthorised reproduction may lead to prosecution.
 City of York Council, Licence No 1000 20818.

	<h2>Salt bin location and ownership</h2>			
	Drawn by BJH	Date Mar 2010	Scale 1:85,000	

This page is intentionally left blank

Winter Maintenance Policy Scrutiny Review

Location of Salt Bins

LOCATION	WARD	Plan No.	OWNER
15 BECKFIELD LANE	ACOMB	1	WARD COMMITTEE
O/S 35/37 RUNSWICK AVENUE	ACOMB	2	HIGHWAYS
ON GRASS VERGE NEAR NO 9 STAITHES CLOSE	ACOMB	3	HIGHWAYS
INSIDE SCHOOL GROUNDS BECKFIELD LANE	ACOMB	4	HIGHWAYS
ENTRANCE TO CARR JUNIOR SCHOOL OSTMAN ROAD	ACOMB	5	HIGHWAYS
KIRK VIEW OUTSIDE 1	ACOMB	6	HIGHWAYS
O/S 30/32 GRANGER AVENUE	ACOMB	7	HIGHWAYS
BECKFIELD LANE OUTSIDE POST OFFICE	ACOMB	8	HIGHWAYS
LOW POPPLETON LANE NEAR SCHOOL ENTRANCE (moved to Millfield Lane o/s new manor school development)	ACOMB	9	HIGHWAYS
MILLGATES AT SIDE OF 16	ACOMB	10	WARD COMMITTEE
LANGHOLME DRIVE OUTSIDE 70	ACOMB	11	WARD COMMITTEE
WHEATLANDS GROVE NEAR 1	ACOMB	12	WARD COMMITTEE
BOROUGHBRIDGE ROAD J/W PLANTATION DRIVE O/S P.O.	ACOMB	13	HIGHWAYS
SIM BALK LANE NEAR ENTRANCE TO INFANTS SCHOOL	BISHOPTHORPE	14	HIGHWAYS
COPMANTHORPE LANE NEAR ENTRANCE TO JUNIOR SCHOOL	BISHOPTHORPE	15	HIGHWAYS
MAIN STREET NEAR LIBRARY	BISHOPTHORPE	16	HIGHWAYS
DAUBY LANE ENTRANCE TO ELVINGTON C E SCHOOL	WHELDRAKE	17	HIGHWAYS
MAIN STREET NEAR POST OFFICE Elvington	WHELDRAKE	18	HIGHWAYS
FRONT STREET O/S POST OFFICE Naburn	WHELDRAKE	19	HIGHWAYS
YORK ROAD NEAR SCHOOL	WHELDRAKE	20	HIGHWAYS
BROAD HIGHWAY NEAR ENTRANCE TO SCHOOL	WHELDRAKE	21	HIGHWAYS
MAIN STREET NEAR POST OFFICE	WHELDRAKE	22	HIGHWAYS
HAXBY ROAD IN GROUNDS OF HAXBY ROAD PRIMARY SCHOOL	CLIFTON	23	HIGHWAYS
HAXBY ROAD NEAR POST OFFICE	CLIFTON	24	HIGHWAYS

GREENCLIFFE DRIVE O/S 16/18	CLIFTON	25	WARD COMMITTEE
WESTMINSTER ROAD ADJ 47	CLIFTON	26	WARD COMMITTEE
WATER END J/W GREENCLIFFE DRIVE	CLIFTON	27	WARD COMMITTEE
O/S NO 6 BURTON AVENUE	CLIFTON	28	WARD COMMITTEE
PEAR TREE LANE IN SCHOOL GROUNDS	DERWENT	29	HIGHWAYS
YORK STREET OPP 42	DERWENT	30	HIGHWAYS
MANOR DRIVE O/S NO 7	DERWENT	31	WARD COMMITTEE
EASTFIELD LANE OPPOSITE JUNCTION WITH HOLY TREE LA	DERWENT	32	WARD COMMITTEE
BURNHOLME AVENUE O/S 50	HEWORTH WITHOUT	33	WARD COMMITTEE
WHITBY AVENUE ENTRANCE TO HEMPLAND SCHOOL	HEWORTH WITHOUT	34	HIGHWAYS
STOCKTON LANE JCN HEMPLAND LA	HEWORTH WITHOUT	35	WARD COMMITTEE
WOODLANDS GROVE JCN ELMPARK WAY	HEWORTH WITHOUT	36	WARD COMMITTEE
LAWNWAY NEAR 13	HEWORTH WITHOUT	37	WARD COMMITTEE
BRAMLEY GARTH SIDE OF 52	HEWORTH WITHOUT	38	WARD COMMITTEE
GALTRES ROAD J/W LARCHFIELD	HEWORTH WITHOUT	39	WARD COMMITTEE
BECKWITH CLOSE OPPOSITE 4	HEWORTH WITHOUT	40	WARD COMMITTEE
STOCKTON LANE JCN ASHLEY PARK RD	HEWORTH WITHOUT	41	WARD COMMITTEE
OSBALDWICK LANE ENTRANCE TO DERWENT JUNIOR SCHOOL	OSBALDWICK	42	HIGHWAYS
JUNCTION OF MURTON WAY/MURTON GARTH	OSBALDWICK	43	HIGHWAYS
MURTON WAY OUTSIDE PRIMARY SCHOOL	OSBALDWICK	44	HIGHWAYS
HAMBLETON AVENUE IN SCHOOL GROUNDS	OSBALDWICK	45	HIGHWAYS
BROUGHTON WAY JUNCTION WITH OSBALDWICK LANE	OSBALDWICK	46	WARD COMMITTEE
ANNAN CLOSE ADJ 9	DRINGHOUSES & WOODTHORPE	47	WARD COMMITTEE
SPEY BANK J/W ANNAN CLOSE	DRINGHOUSES & WOODTHORPE	48	WARD COMMITTEE
EDEN CLOSE J/W MOOR LANE	DRINGHOUSES & WOODTHORPE	49	WARD COMMITTEE
JCN NEAR MOOR LANE WITH JXN OF MOORCROFT	DRINGHOUSES & WOODTHORPE	50	WARD COMMITTEE
NAIRN CLOSE NEAR VENT COLUMN	DRINGHOUSES & WOODTHORPE	51	WARD COMMITTEE

ORRIN CLOSE O/S 29	DRINGHOUSES & WOODTHORPE	52	WARD COMMITTEE
SILVERDALE COURT NEAR LAMP COLUMN 1	DRINGHOUSES & WOODTHORPE	53	WARD COMMITTEE
WORDSWORTH CRES - PATH ACROSS GREEN OPP LITTER BIN	DRINGHOUSES & WOODTHORPE	54	WARD COMMITTEE
SUMMERFIELD ROAD NEAR 33	DRINGHOUSES & WOODTHORPE	55	WARD COMMITTEE
LOWICK OPPOSITE 7	DRINGHOUSES & WOODTHORPE	56	WARD COMMITTEE
SUMMERFIELD ROAD AT ENTRANCE TO PRIMARY SCHOOL	DRINGHOUSES & WOODTHORPE	57	HIGHWAYS
ALNESS DRIVE OPPOSITE 53	DRINGHOUSES & WOODTHORPE	58	WARD COMMITTEE
DEVERON WAY O/S NO 12	DRINGHOUSES & WOODTHORPE	59	WARD COMMITTEE
NEVIS WAY NEAR NO 14	DRINGHOUSES & WOODTHORPE	60	WARD COMMITTEE
HILLCREST GARDENS NEAR J/W HOB MOOR TERRACE	DRINGHOUSES & WOODTHORPE	61	HIGHWAYS
MIDDLETHORPE GROVE J/W THE SPINNEY	DRINGHOUSES & WOODTHORPE	62	WARD COMMITTEE
MIDDLETHORPE GROVE O/S NO 32	DRINGHOUSES & WOODTHORPE	63	WARD COMMITTEE
GANTON PLACE NEAR LAMP COLUMN 2	DRINGHOUSES & WOODTHORPE	64	HIGHWAYS
DON AVENUE O/S 34	DRINGHOUSES & WOODTHORPE	65	WARD COMMITTEE
DON AVENUE J/W SWALE AVENUE	DRINGHOUSES & WOODTHORPE	66	WARD COMMITTEE
WEST THORPE NEAR 5	DRINGHOUSES & WOODTHORPE	67	WARD COMMITTEE
LEESIDE O/S NO 7	DRINGHOUSES & WOODTHORPE	68	HOUSING
ST JAMES PLACE NEAR 10	DRINGHOUSES & WOODTHORPE	69	HOUSING
ST HELENS ROAD NEAR SCHOOL ENTRANCE	DRINGHOUSES & WOODTHORPE	70	WARD COMMITTEE
NORTH LANE ON CORNER	DRINGHOUSES & WOODTHORPE	71	HOUSING
ORCHARD WAY J/W ORCHARD CLOSE	DRINGHOUSES & WOODTHORPE	72	WARD COMMITTEE
NORTH LANE NEAR J/W ORCHARD WAY	DRINGHOUSES & WOODTHORPE	73	WARD COMMITTEE
SOUTHFIELD CRESCENT ON BEND	DRINGHOUSES & WOODTHORPE	74	WARD COMMITTEE
HERDSMAN ROAD IN CAR PARK	DRINGHOUSES & WOODTHORPE	75	WARD COMMITTEE
HESLINGTON ROAD ENTRANCE TO ST LAWRENCES SCHOOL	FISHERGATE	76	HIGHWAYS
SANDRINGHAM STREET SIDE OF 17	FISHERGATE	77	WARD COMMITTEE
FISHERGATE ENTRANCE TO ST GEORGES PRIMARY SCHOOL	FISHERGATE	78	HIGHWAYS

BROADWAY OUTSIDE POST OFFICE	FISHERGATE	79	HIGHWAYS
FULFORD CROSS ENTRANCE TO SCHOOL	FISHERGATE	80	HIGHWAYS
FISHERGATE PRIMARY SCHOOL	FISHERGATE	81	HIGHWAYS
JCN THIEF LANE / KEXBY AVENUE	FISHERGATE	82	WARD COMMITTEE
NORWAY DRIVE SIDE OF 9 DANESMEADE	FISHERGATE	83	WARD COMMITTEE
MAIN STREET OUTSIDE POST OFFICE	FULFORD	84	HIGHWAYS
FULFORD MEWS IN GROUNDS OF 1	FULFORD	85	HIGHWAYS
DELWOOD OPP 14	FULFORD	86	WARD COMMITTEE
FULFORDGATE OPPOSITE 11	FULFORD	87	WARD COMMITTEE
GLEN CLOSE NEAR LAMP POST 1	FULFORD	88	WARD COMMITTEE
SCHOOL LANE ENTRANCE TO FULFORD C OF E SCHOOL	FULFORD	89	HIGHWAYS
FORDLANDS CRESCENT ADJ NO 19	FULFORD	90	HIGHWAYS
SCHOOL LANE ENTRANCE TO HESLINGTON PRIMARY SCHOOL (lord deramore)	HESLINGTON	91	HIGHWAYS
WALMGATE OUTSIDE POST OFFICE	GUILDHALL	92	HIGHWAYS
HOPE STREET O/S 44	GUILDHALL	93	HIGHWAYS
ST MARGARETS TERRACE TOP OF STEPS	GUILDHALL	94	HOUSING
TOWNEND STREET J/W PILGRIM STREET	GUILDHALL	95	HOUSING
TOWNEND STREET J/W DEL PYKE	GUILDHALL	96	HOUSING
MANSION HOUSE	GUILDHALL	97	HIGHWAYS
BOWLING GREEN LANE NEAR COPTON HOUSE	GUILDHALL	98	HOUSING
HUNT COURT O/S NO 2	GUILDHALL	99	WARD COMMITTEE
STATION ROAD O/S RALPH BUTTERFIELD PRIMARY SCHOOL	HAXBY & WIGGINTON	100	HIGHWAYS
BIRCH LANE SIDE OF 27	HAXBY & WIGGINTON	101	HIGHWAYS
WESTFIELD LANE NEAR WIGGINTON PRIMARY SCHOOL	HAXBY & WIGGINTON	102	HIGHWAYS
ROCHE AVENUE INSIDE COMMUNITY CENTRE GROUNDS	HEWORTH	103	HOUSING
GERARD AVENUE NEAR POST OFFICE	HEWORTH	104	HIGHWAYS
SIXTH AVENUE TANG HALL PRIMARY SCHOOL	HEWORTH	105	HIGHWAYS

THORN NOOK ON GRASSED AREA	HEWORTH	106	WARD COMMITTEE
MUNCASTERGATE GRASS VERGE OPPOSITE 3	HEWORTH	107	WARD COMMITTEE
HEWORTH ROAD IN GROUNDS OF HEWORTH PRIMARY SCHOOL	HEWORTH	108	HIGHWAYS
FOSSWAY NEXT TO NOTICE BOARD	HEWORTH	109	HOUSING
FOSSWAY END OF CUL DE SAC	HEWORTH	110	HOUSING
ARRAN PLACE LAMP COLUMN 3	HEWORTH	111	WARD COMMITTEE
JUBLIEE TERRACE, NEAR ST BARNABAS CHURCH	HOLGATE	112	HIGHWAYS
ALDBOROUGH WAY OPP 72	HOLGATE	113	WARD COMMITTEE
CLIVE GROVE J/W HOLLY BANK ROAD	HOLGATE	114	WARD COMMITTEE
NURSERY DRIVE NEAR ENTRANCE TO SCHOOL	HOLGATE	115	HIGHWAYS
HOWE HILL ROAD OPPOSITE JUNCTION OF DILYS GROVE	HOLGATE	116	HIGHWAYS
BOUTHWAITE DRIVE NEAR AYSGARTH HOUSE	HOLGATE	117	HIGHWAYS
BIRSTWITH DRIVE OPPOSITE 7	HOLGATE	118	HIGHWAYS
BURNSALL DRIVE OPPOSITE 6	HOLGATE	119	HIGHWAYS
BURNSALL DRIVE OPPOSITE 9	HOLGATE	120	HIGHWAYS
ACOMB ROAD IN GROUNDS OF OAKHAVEN OLD PEOPLES HOME	HOLGATE	121	HOUSING
POPPLETON ROAD PRIMARY SCHOOL	HOLGATE	122	HIGHWAYS
LYNDEN WAY JUNCTION WITH HOBGATE	HOLGATE	123	WARD COMMITTEE
WEST BANK NEAR LAMP COLUMN 3	HOLGATE	124	HIGHWAYS
WINDMILL RISE NEAR WINDMILL	HOLGATE	125	HIGHWAYS
WINDMILL RISE J/W POPPLETON ROAD	HOLGATE	126	WARD COMMITTEE
HAMILTON DRIVE EAST J/W BARBARA GROVE	HOLGATE	127	WARD COMMITTEE
WELLAND RISE	HOLGATE	128	WARD COMMITTEE
WELBORN CLOSE NEAR 36	HULL ROAD	129	HOUSING
ALLEN CLOSE NEAR 23	HULL ROAD	130	HOUSING
FLAXTON AVENUE IN GROUNDS OF RESPITE HOME	HULL ROAD	131	HIGHWAYS
INGLEBOROUGH AVENUE O/S 14	HULL ROAD	132	WARD COMMITTEE

BROUGHTON WAY NEAR 29	HULL ROAD	133	WARD COMMITTEE
YARBURGH WAY NEAR ENTRANCE TO ARCHBISHOPS SCHOOL	HULL ROAD	134	HIGHWAYS
CROSSWAYS ENTRANCE TO BADGER HILL INFANTS	HULL ROAD	135	HIGHWAYS
GARTH ROAD O/S LIBRARY	HUNTINGTON & NEW EARSWICK	136	HIGHWAYS
NORTH MOOR ROAD HUNTINGTON PRIMARY SCHOOL	HUNTINGTON & NEW EARSWICK	137	HIGHWAYS
HUNTINGTON ROAD O/S HUNTINGTON SCHOOL	HUNTINGTON & NEW EARSWICK	138	HIGHWAYS
YEARSLEY GROVE J/W HUNTINGTON ROAD	HUNTINGTON & NEW EARSWICK	139	HIGHWAYS
WHENBY GROVE NEAR ENTRANCE TO SCHOOL	HUNTINGTON & NEW EARSWICK	140	HIGHWAYS
HAXBY ROAD ENTRANCE TO JOSEPH ROWNTREE SCHOOL	HUNTINGTON & NEW EARSWICK	141	HIGHWAYS
HAXBY ROAD ENTRANCE TO NEW EARSWICK PRIMARY SCHOOL	HUNTINGTON & NEW EARSWICK	142	HIGHWAYS
HAWTHORNE TERRACE NEW EARSWICK LIBRARY	HUNTINGTON & NEW EARSWICK	143	HIGHWAYS
LOWER EBOR STREET	MICKLEGATE	144	HIGHWAYS
BISHOPGATE STREET O/S 1	MICKLEGATE	145	HIGHWAYS
SCARCROFT GREEN NEAR SCARCROFT PRIMARY SCHOOL	MICKLEGATE	146	HIGHWAYS
SIDE OF 10 BUCKINGHAM STREET	MICKLEGATE	147	HIGHWAYS
O/S BRACKENHILL ST GEORGES PLACE	MICKLEGATE	148	WARD COMMITTEE
NORFOLK STREET OPPOSITE 4	MICKLEGATE	149	HIGHWAYS
ST CLEMENTS GROVE	MICKLEGATE	150	HIGHWAYS
OVINGTON TERRACE O/S SCHOOL GATES NEXT TO BIN	MICKLEGATE	151	HIGHWAYS
OVINGTON TERRACE OPP 14/16	MICKLEGATE	152	WARD COMMITTEE
SCARCROFT HILL J/W WENTWORTH ROAD	MICKLEGATE	153	HIGHWAYS
NUNTHORPE AVENUE ENTRANCE TO SCHOOL	MICKLEGATE	154	HIGHWAYS
BEWLAY STREET OPP 18B	MICKLEGATE	155	RESIDENTS ASSOC
CLEMENTHORPE NEXT TO SUB STATION	MICKLEGATE	156	RESIDENTS ASSOC
CLEMENTHORPE JCN TERRY AVE O/S 1	MICKLEGATE	157	RESIDENTS ASSOC
CUSTANCE WALK OPP 10	MICKLEGATE	158	RESIDENTS ASSOC
FENWICK STREET BETWEEN 4 & 10	MICKLEGATE	159	RESIDENTS ASSOC

FENWICK STREET OPP 51 NEXT TO DOG BIN	MICKLEGATE	160	RESIDENTS ASSOC
RICHARDSON STREET O/S 17	MICKLEGATE	161	RESIDENTS ASSOC
TECK STREET OPPOSITE 6	MICKLEGATE	162	RESIDENTS ASSOC
GARDENERS CLOSE OPP 25 (cop)	RURAL WEST YORK	163	WARD COMMITTEE
CHURCH CLOSE O/S NO 5 (Ask B)	RURAL WEST YORK	164	HOUSING
SCHOOL LANE (Ask R)	RURAL WEST YORK	165	HIGHWAYS
MAIN STREET ON GREEN OPPOSITE POST OFFICE (Cop)	RURAL WEST YORK	166	HIGHWAYS
MOOR LANE OUTSIDE CEMETERY (Cop)	RURAL WEST YORK	167	WARD COMMITTEE
MAIN STREET O/S NO 4 (Hessay)	RURAL WEST YORK	168	HOUSING
RIVERSIDE WALK O/S 1 (Nether Pop)	RURAL WEST YORK	169	HIGHWAYS
EBOR WAY JCN ALLERTON DRIVE	RURAL WEST YORK	170	WARD COMMITTEE
BACK LANE (Rufforth) J/W MAIN STREET (KNAPTON???)	RURAL WEST YORK	171	WARD COMMITTEE
WETHERBY ROAD NEAR PRIMARY SCHOOL	RURAL WEST YORK	172	HIGHWAYS
THE AVENUE OPPOSITE 1	RURAL WEST YORK	173	HOUSING
BRADLEY CRESCENT NEAR 1	RURAL WEST YORK	174	HOUSING
WESTFIELD LANE J/W WESTFIELD CLOSE	RURAL WEST YORK	175	HOUSING
SPRINGFIELD ROAD OPP 33	RURAL WEST YORK	176	WARD COMMITTEE
SPRINGFIELD ROAD J/W DIKELANDS LANE	RURAL WEST YORK	177	WARD COMMITTEE
REIGHTON DRIVE J/W REIGHTON AVENUE	SKELTON RAWCLIFFE & CW	178	WARD COMMITTEE
RAWCLIFFE LANE O/S LIBRARY	SKELTON RAWCLIFFE & CW	179	HIGHWAYS
BRANSHOLME DRIVE OPPOSITE 17	SKELTON RAWCLIFFE & CW	180	WARD COMMITTEE
SURREY WAY NEAR NO 1	SKELTON RAWCLIFFE & CW	181	WARD COMMITTEE
OAKDALE ROAD OUTSIDE LAKESIDE PRIMARY SCHOOL	SKELTON RAWCLIFFE & CW	182	HIGHWAYS
EASTHOLME DRIVE NEAR RAWCLIFFE INFANTS	SKELTON RAWCLIFFE & CW	183	HIGHWAYS
OAKDALE ROAD J/W RIVELIN WAY	SKELTON RAWCLIFFE & CW	184	WARD COMMITTEE
BRECKSFIELDS ENTRANCE TO SCHOOL	SKELTON RAWCLIFFE & CW	185	HIGHWAYS
THE VILLAGE ENTRANCE TO SCHOOL (SOTF)	STRENSALL	186	HIGHWAYS

STONE RIGGS S/O 41 (SOTF)	STRENSALL	187	HIGHWAYS
THE VILLAGE O/S LIBRARY	STRENSALL	188	HIGHWAYS
SOUTHFIELDS ROAD O/S HEALTH CENTRE	STRENSALL	189	WARD COMMITTEE
JCN NEAR MOOR LANE / FLAXTON RD	STRENSALL	190	WARD COMMITTEE
WEST END NEAR ROBERT WILKINSON SCHOOL	STRENSALL	191	HIGHWAYS
MIDDLECROFT DRIVE NEAR FOOTBRIDGE	STRENSALL	192	HIGHWAYS
DURSTON DRIVE NEAR FOOTBRIDGE	STRENSALL	193	HIGHWAYS
CHURCH LANE J/W ST MARYS CLOSE	STRENSALL	194	WARD COMMITTEE
BRADLEY DRIVE SIDE OF 25	WESTFIELD	195	WARD COMMITTEE
BEECHWOOD GLADE O/S 1	WESTFIELD	196	WARD COMMITTEE
FIR HEATH CLOSE O/S 5	WESTFIELD	197	WARD COMMITTEE
ASKHAM CROFT J/W WATERMAN COURT	WESTFIELD	198	WARD COMMITTEE
FOXWOOD LANE J/W ASKHAM LANE	WESTFIELD	199	WARD COMMITTEE
OTTERWOOD LANE NEAR J/W FOXWOOD LANE	WESTFIELD	200	WARD COMMITTEE
CORNLANDS ROAD OPP WHITE ROSE PUB	WESTFIELD	201	WARD COMMITTEE
DANESFORT AVENUE J/W MIDDLETON ROAD	WESTFIELD	202	WARD COMMITTEE
PHEASANT DRIVE OPP NO 14	WESTFIELD	203	WARD COMMITTEE
LINNET WAY OPP 14/16	WESTFIELD	204	WARD COMMITTEE
O/S COSTCUTTER, BRAMHAM ROAD	WESTFIELD	205	HIGHWAYS
WOODFORD PLACE BETWEEN 4 AND 6	WESTFIELD	206	WARD COMMITTEE
KINGSTHORPE OPPOSITE 29/31	WESTFIELD	207	WARD COMMITTEE
DIJON AVENUE ENTRANCE TO LOWFIELD SCHOOL	WESTFIELD	208	HIGHWAYS
ASKHAM GROVE END OF CUL DE SAC	WESTFIELD	209	HIGHWAYS
TENNENT ROAD BETWEEN 56/61	WESTFIELD	210	WARD COMMITTEE
GALE FARM COURT OPPOSITE 23	WESTFIELD	211	HIGHWAYS
BACHELOR HILL NEAR 12	WESTFIELD	212	HOUSING
VESPER DRIVE OUTSIDE 22	WESTFIELD	213	WARD COMMITTEE

FRONT STREET OUTSIDE VYNER HOUSE	WESTFIELD	214	WARD COMMITTEE
FRONT STREET OUTSIDE LIBRARY	WESTFIELD	215	HIGHWAYS
ASKHAM LANE OUTSIDE 186/188	WESTFIELD	216	WARD COMMITTEE
ASKHAM LANE ENTRANCE TO WESTFIELD SCHOOL	WESTFIELD	217	HIGHWAYS
GRANGE LANE OPPOSITE 60	WESTFIELD	218	HIGHWAYS
HOWE STREET JCN SEVERUS STREET	WESTFIELD	219	WARD COMMITTEE
CHANCERY COURT AT TOP OF CUL-DE-SAC BEFORE NUMBER 1	WESTFIELD	220	WARD COMMITTEE
ST BENEDICTS ROAD OUTSIDE BARSTOW HOUSE	MICKLEGATE	221	HOUSING
JUTE ROAD O/S 90/92	ACOMB	222	WARD COMMITTEE
GARDEN FLATS LANE OUTSIDE 24	DUNNINGTON	223	HOUSING
HAUGHTON ROAD JUNCTION FIELD VIEW	CLIFTON	224	HOUSING
EVELYN CRESCENT (Marjorie Waite Court)	CLIFTON	225	HOUSING
POTTERY LANE	CLIFTON	226	HOUSING
MAPLE GROVE AT BOTTOM O/S 91	FISHERGATE	227	WARD COMMITTEE
spare		228	
BISHOPTHORPE ROAD CAR PARK	MICKLEGATE	229	PARKING
IMPERIAL COURT (ASHTON AVENUE)	CLIFTON	230	HOUSING
MORRELL HOUSE (BURTON ST LANE)	CLIFTON	231	HOUSING
THE HORSESHOE O/S 40	DRINGHOUSES & WOODTHORPE	232	WARD COMMITTEE
ROYAL CHASE OPP NO 6	DRINGHOUSES & WOODTHORPE	233	WARD COMMITTEE
CHURCH LANE O/S ENT TO CHURCH GROUNDS	HUNTINGTON & NEW EARSWICK	234	WARD COMMITTEE
OUTSIDE GLEN LODGE, SIXTH AVE	HEWORTH	235	HOUSING
OUTSIDE TALBOT HOUSE, CAMBRIDGE STREET	HOLGATE	236	HOUSING
OUTSIDE DORSET HOUSE, LOWTHER TERRACE	HOLGATE	237	HOUSING
STUART ROAD NEAR ENTRANCE TO BIRCH COPSE	WESTFIELD	238	HIGHWAYS
PARKER AVE JCN HOTHAM	WESTFIELD	239	WARD COMMITTEE
MOORLEA AVENUE		240	WARD COMMITTEE

SWANN STREET JCN NUNNERY LANE	MICKLEGATE	241	HOUSING
WAINS GROVE OUTSIDE SHOPS	DRINGHOUSES & WOODTHORPE	242	WARD COMMITTEE
ST BARNABAS CLOSE AT END OF CUL DE SAC	HOLGATE	243	WARD COMMITTEE
SPEN LANE O/S GOSPEL CHURCH	GUILDHALL	244	WARD COMMITTEE
GALE FARM COURT - CAR PARK OFF FRONT STREET	WESTFIELD	245	Housing
ST. MARYS, REAR OF 66 BOOTHAM	GUILDHALL	246	WARD COMMITTEE
ST. STEPHENS MEWS, SIDE OF 22 THE GREEN	WESTFIELD	247	WARD COMMITTEE
GROVE TERRACE at junction with Front Street	WESTFIELD	248	WARD COMMITTEE
CALF CLOSE SIDE OF 112	HAXBY & WIGGINTON	249	WARD COMMITTEE
FOXWOOD LANE J/W BEAGLE RIDGE DR O/S SHOPS	WESTFIELD	250	WARD COMMITTEE
NEWLAND PARK DRIVE O/S 52 ON GRASS VERGE	HULL ROAD	251	WARD COMMITTEE
SLINGSBY GROVE JCN TADCASTER RD	DRINGHOUSES & WOODTHORPE	252	WARD COMMITTEE
BRAMHAM ROAD O/S SANDERSON COURT HOUSE	WESTFIELD	253	YORK PRIDE
BARKSTON AVENUE O/S 26	WESTFIELD	254	YORK PRIDE
CHAPELFIELDS ROAD O/S 83 *Moved to jcn Marston Avenue as per request Cllr Galloway 21/01/10*	WESTFIELD	255	YORK PRIDE
OUSEBURN AVENUE JCN BECKFIELD LANE	ACOMB	256	YORK PRIDE
PRINCESS DRIVE JCN BOROUGHBIDGE ROAD	ACOMB	257	YORK PRIDE
FORGE LANE (DEIGHTON) OPP 2 MAIN STREET	WHELDRAKE	258	YORK PRIDE
KINGS MOOR ROAD JCN CHAUMONT WAY	STRENSALL	259	WARD COMMITTEE
LANGTON COURT O/S 9	STRENSALL	260	WARD COMMITTEE
HEATH RIDE JCN WOBURN CLOSE	STRENSALL	261	WARD COMMITTEE
LINDALE OPP 15 (S/O GARAGES)	DRINGHOUSES & WOODTHORPE	262	WARD COMMITTEE
GRANTHAM DRIVE JCN HOWE HILL CLOSE	HOLGATE	263	HIGHWAYS*

Breakdown of Numbers

Highways	102
Ward Committee	115
Residents Association	8
Housing	31
Parking	1
York Pride	6
Total	263

NEW FOR 2010/11

RIDGEWAY OUTSIDE NO.10
To go out 2010/11

ACOMB

270

WARD
COMMITTEE

* PRIVATE CYC SALT BINS - MAINTAINED BY GLEN PETERS *
Cost: £185, £50 for fill

Location

St Leonards Place
10 - 12 George Hudson Street
20 George Hudson Street
Mill House
St Anthony's House (Off Clarence Street)
Howe Hill CYC building
Yearsley Baths
22 The Avenue, Clifton
Ashbank, Shipton Road
13 Barnby Avenue
Derwent Road
Tadcaster Road
Silver Street
Market (York)

Location

Bar Walls - signs out etc
Recycling Centre (Hazel Ct)
Towthorpe Skip Site
Beckfield Skip Site
York Registrars
The Retreat
Westfield Farm YO24 3HU
Front Street Surgery (Acomb)
Fulford Cemetary
YorCraft
Community Store (YCC)
Ashbank, Shipton Road
The Retreat

This page is intentionally left blank

Community Safety Overview & Scrutiny Committee Work Plan 2010-11

Meeting Date	Work Programme
29 June 2010 @ 5pm	<ol style="list-style-type: none"> 1. 2009/10 Year End Outturn Report 2. Safer York Partnership Board Performance Report 3. Report on Safer Neighbourhood Teams Priorities & Public Attitude Survey Results 4. Policing Pledge Report 5. Presentation from North Yorkshire Police by Superintendent Lisa Winward 6. Draft Final Report for Gritting Policy Review 7.. Workplan
21 Sept 2010 @ 5pm	<ol style="list-style-type: none"> 1. First Quarter Monitoring Report 2. Workplan
30 Nov 2010 @ 5pm	<ol style="list-style-type: none"> 1. Second Quarter Monitoring Report 2. Workplan
18 Jan 2011 @ 5pm	<ol style="list-style-type: none"> 1. Workplan
1 March 2011 @ 5pm	<ol style="list-style-type: none"> 1. Third Quarter Monitoring Report 2. Workplan

This page is intentionally left blank