

## North Yorkshire Police Force Policing Pledge and York District Performance Report / Crime Statistics – 2nd Quarter (July 10 – Sept 10)

The Policing Pledge sets ten areas of service standards including service fields 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


The following is a summary comparison of North Yorkshire Police Force Policing Pledge and York District Performance for Quarter 2.

### Pledge 1

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					York	Mixed Performance
					Force	Mixed Performance
Indicator		Sept- 10	Sept- 09	Change	Comparison to 2009/10 Average	Comment
The % of victims who were satisfied with how easy it was to contact someone who could assist them	Y	90.5%	94.9%	-4.4%	94%	Decrease
	F	92.1%	93.0%	-0.9%	93%	Decrease
The % of victims who were satisfied with the way they were treated by the police officers and staff that dealt with them	Y	95.5%	92.9%	2.6%	93%	Increase
	F	94.3%	92.8%	+1.5%	93%	Increase
The % of people who feel the police would treat them with respect if they had to contact them for any reason.	Y	88.0%	85.5%	2.5%	86%	Increase
	F	85.9%	95.2%	-9.3%	92%	Decrease



**Overall Comment: York and the Force illustrating mixed performance**

### Pledge 2

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					York	Mixed Performance
					Force	
Indicator		Sept 10	Sept 09	Change	Comparison to 2009/10 Average	Comment
The % of people who are aware of their Safer Neighbourhood Team	Y	57.8%	57.1%	0.7%	62%	Decrease
	F	43.1%	56.2%	-13.1	51%	Decrease
The % of people who know how to contact their Safer Neighbourhood Team	Y	48.0%	31.0%	17.0%	39%	Increase
	F	41.0%	45.8%	-4.8%	43%	Decrease


**Overall Comment: York illustrating mixed performance/ Force declining performance**

## Pledge 3

<b>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 minimized</b>					<b>York</b>	
					<b>Force</b>	
Indicator		Sept - 10	Sept - 09	Change	Comparison to 2009/10 Average	Comment
% of people who have spoken to their local officer or PCSO	Y	46.3%	49.5%	-3.2%	49.0%	Decrease
	F	46.9%	48.8%	-1.9%	49.0%	Decrease
% of people who never see a Police Officer or PCSO patrolling their area.	Y	31.0%	30.5%	+0.5%	31.0%	Decrease
	F	44.9%	43.6%	+1.3%	44.0%	Decrease


**Overall comment: York and the Force declining performance**

## Pledge 4

<b>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.</b>					<b>York</b>	No Data Available
					<b>Force</b>	
Indicator		Sept - 10	Sept - 09	Change	Comparison to 2009/10 Average	Comment
% emails responded to within 24 hours.	Y	No Data Available				
	F	90%		78%		Increase


**Overall comment: York data unavailable Force improving performance**

## Pledge 5

<b>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.</b>					<b>York</b>	Mixed Performance
					<b>Force</b>	
Indicator		Sept- 10	Sept - 09	Change	Comparison to 2009/10 Average	Comment
% of 'Immediate Urban' incidents attended within 15 minutes	Y	77.5%	73.1%	4.5%	74.0%	Increase
	F	79.8%	77.8%	+2.1%	78.0%	Increase
% of 'Immediate Rural' incidents attended within 20 minutes	Y	78.3%	72.7%	5.6%	74.0%	Increase
	F	76.1%	74.2%	1.9%	73.0%	Increase
Amount of time spent at Call Handling stage taking initial details (minutes)	Y	1.1	1.5	-0.3	1	Improving
	F	1.2	1.3	-0.1	1.0	Improving
Amount of time taken at Dispatch stage before a resource is proceeded (minutes)	Y	4.4	4.7	-0.3	4	Improving
	F	3.9	4.7	-0.8	5	Improving
% Of people that believe the police can be relied on to respond quickly to emergencies	Y	61.6%	60%	+1.6%	No Data Available	Decline
	F	57.7%	56.0%	+2.0%	No Data Available	Increase

**Overall comment: Force improving performance / York mixed performance**

## Pledge 6

<b>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, 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.</b>					York	Mixed Performance
					Force	
Indicator		Sept 10	Sept 09	Change	Comparison to 2009/10 Average	Comment
% of Incidents attended within 60 minutes (Vulnerable)	Y	61.7%	50.0%	+12%	58.0%	Decrease
	F	63.0%	58.4%	-5%	62.0%	Decrease
% of Incidents attended within 60 minutes (Priority)	Y	70.9%	73.2%	-2%	76.0%	Increase
	F	77.6%	73.8%	-4%	79.0%	Decrease


**Overall comment: Force declining performance / York mixed performance**

## Pledge 7

<b>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</b>					York	Mixed Performance
					Force	Mixed Performance
Indicator		Sept 10	Sept 09	Change	Comparison to 2009/10 Average	Comment
% of people who think that the police seek people's views about the Anti –Social behaviour and crime issues that matter	Y	50.5%	49.7%	+0.7	50.0%	Increase
	F	41.2%	47.2%	-6%	46.0%	Decrease
% of people who think the police are in touch with the local community	Y	62.3%	62.0%	-0.3%	62.0%	Decrease
	F	56.8%	55.8%	+1%	56.0%	Increase
% of people who have attended a local meeting where the police were involved	Y	17.7%	22.8%	-3%	23.0%	Decrease
	F	17.2%	19.5%	-2%	19.0%	Decrease



**Overall Comment: York and the Force Illustrating mixed performance**

## Pledge 8

<b>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.</b>					York	Mixed Performance
					Force	
Indicator		Sept 10	Sept 09	Change	Comparison to 2009/10 Average	Comment
% of people who feel well informed about what the police have been doing over the last 12 months	Y	70.0%	36.0%	+34%	53.0%	Increase
	F	62.6%	44.5%	+18.0%	49.0%	Increase
% of people who think that the police keep people informed about what they are doing to tackle local crime and ASB	Y	54.8%	57.2%	-2.0%	23.0%	Decrease
	F	48.5%	48.4%	+0.1%	48.0%	Increase


**Overall comment: York illustrating mixed performance/ Force improving performance**

## Pledge 9

<b>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.</b>					<b>York</b>	
					<b>Force</b>	
Indicator		Sept 10	Sept 09	Change	Comparison to 2009/10 Average	Comment
% victims who were provided with progress updates without asking	Y	51.0%	48.2%	3.0%	52.0%	Increase
	F	53.1%	52.9%	0.8%	52.0%	Increase
The % of victims who were satisfied with how they were kept informed of progress	Y	63.0%	63.0%	0.0%	62.0%	Increase
	F	68.0%	65.0%	+4.0%	65.0%	Increase

**Overall Comment: York & Force illustrating improving performance**

## Pledge 10

<b>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.</b>					<b>York</b>	<b>Mixed Performance</b>
					<b>Force</b>	
Indicator		Sept 10	Sept 09	Change	Comparison to 2009/10 Average	Comment
The average number of complaints received in a month	Y	13	0	13	17	Declining
	F	31	55	-24	55	Improving
Average number of Direction and Control complaints received in a month	Y	0	0	0	0	Improving
	F	3	17	-14	12	Improving

**Overall Comment: York illustrating mixed performance and the Force illustrating improving performance**

## Crime Rates York


The average number of crimes in this area has <b>increased from 1213.7 to 1316.3 (8.5%)</b> (compared to the same three month period last year)				
	Jul	Aug	Sep	<b>Average</b>
2009	1209	1241	1191	<b>1213.7</b>
2010	1287	1336	1326	<b>1316.3</b>
The average number of burglaries in this area has <b>increased from 159.7 to 176.7 (10.6%)</b> (compared to the same three month period last year)				
	Jul	Aug	Sep	<b>Average</b>
2009	127	184	168	<b>159.7</b>
2010	152	184	194	<b>176.7</b>
The average number of robberies in this area has <b>increased from 6 to 6.3 (5.6%)</b> (compared to the same three month period last year)				
	Jul	Aug	Sept	<b>Average</b>
2009	7	8	3	<b>6</b>
2010	9	3	7	<b>6.3</b>
The average number of vehicle crimes in this area has <b>decreased from 106.7 to 95 (10.9%)</b> (compared to the same three month period last year)				
	Jul	Aug	Sep	<b>Average</b>
2009	72	119	129	<b>106.7</b>
2010	93	86	106	<b>95</b>
The average number of violent crimes in this area has <b>decreased from 226.7 to 225.3 (0.6%)</b> (compared to the same three month period last year)				
	Jul	Aug	Sep	<b>Average</b>
2009	238	233	209	<b>226.7</b>
2010	228	249	199	<b>225.3</b>
The average number of anti-social behaviour incidents in this area has <b>decreased from 1170.7 to 1168 (0.2%)</b> (compared to the same three month period last year)				
	Jul	Aug	Sep	<b>Average</b>
2009	1191	1289	1032	<b>1170.7</b>
2010	1259	1192	1053	<b>1168</b>

## York District - Policing Team Overview

<b>Guildhall</b>				
The average number of crimes in this area has <b>increased from 284.3 to 293 (3%)</b> (compared to the same three month period last year)				
	Jul	Aug	Sept	<b>Average</b>
2009	307	279	273	<b>284.3</b>
2010	274	299	306	<b>293</b>
<b>Micklegate</b>				
The average number of crimes in this area has <b>increased from 123 to 162.3 (32%)</b> (compared to the same three month period last year)				
	Jul	Aug	Sept	<b>Average</b>
2009	134	122	113	<b>123</b>
2010	139	156	192	
<b>Holgate</b>				
The average number of crimes in this area has <b>increased from 60.3 to 73.3 (21.5%)</b> (compared to the same three month period last year)				
	Jul	Aug	Sept	<b>Average</b>
2009	51	69	61	<b>60.3</b>
2010	75	69	76	<b>73.3</b>
<b>Clifton</b>				
The average number of crimes in this area has <b>increased from 94.3 to 100 (6%)</b> (compared to the same three month period last year)				
	Jul	Aug	Sept	<b>Average</b>
2009	86	93	104	<b>94.3</b>
2010	10	11	88	<b>100</b>
<b>Heworth</b>				
The average number of crimes in this area has <b>increased from 80 to 80.3 (0.4%)</b> (compared to the same three month period last year)				
	Jul	Aug	Sept	<b>Average</b>
2009	85	84	71	<b>80</b>
2010	87	78	76	<b>80.3</b>
<b>Hull Road</b>				
The average number of crimes in this area has <b>increased from 47.7 to 58 (21.7%)</b> (compared to the same three month period last year)				
	Jul	Aug	Sept	<b>Average</b>
2009	31	53	59	<b>47.7</b>
2010	56	71	47	<b>58</b>
<b>Fishergate</b>				
The average number of crimes in this area has <b>decreased from 58.7 to 55 (6.3%)</b> (compared to the same three month period last year)				
	Jul	Aug	Sept	<b>Average</b>
2009	55	61	60	<b>58.7</b>
2010	64	58	43	<b>55</b>
<b>Fulford</b>				
The average number of crimes in this area has <b>decreased from 11.3 to 6.3 (44.1%)</b> (compared to the same three month period last year)				
	Jul	Aug	Sept	<b>Average</b>
2009	9	12	13	<b>11.3</b>
2010	6	7	6	<b>6.3</b>
<b>Bishopthorpe</b>				
The average number of crimes in this area has <b>decreased from 19 to 12.3 (35.1%)</b> (compared to the same three month period last year)				
	Jul	Aug	Sept	<b>Average</b>
2009				<b>19</b>
2010				<b>12.3</b>
<b>Dringhouses and Woodthorpe</b>				
The average number of crimes in this area has <b>increased from 51.7 to 63.7 (23.2%)</b> (compared to the same three month period last year)				
	Jul	Aug	Sept	<b>Average</b>
2009	57	51	57	<b>51.7</b>
2010	60	68	63	<b>63.7</b>


**Westfield**

The average number of crimes in this area has **increased from 105.3 to 111.7 (6%)** (compared to the same three month period last year)

	Jul	Aug	Sept	Average	
2009	128	98	90	<b>105.3</b>	
2010	103	122	110	<b>117.7</b>	


**Acomb**

The average number of crimes in this area has **increased from 33.3 to 49.7 (49%)** (compared to the same three month period last year)

	Jul	Aug	Sept	Average	
2009	35	26	39	<b>33.3</b>	
2010	48	50	51	<b>49.7</b>	

**Skelton, Rawcliffe and Clifton Without**

The average number of crimes in this area has **increased from 57.3 to 65.3 (14%)** (compared to the same three month period last year)

	Jul	Aug	Sept	Average	
2009	59	68	45	<b>57.3</b>	
2010	63	51	82	<b>65.3</b>	


**Hunting and New Earswick**

The average number of crimes in this area has **increased from 50.3 to 52 (3.3%)** (compared to the same three month period last year)

	Jul	Aug	Sept	Average	
2009	52	53	46	<b>50.3</b>	
2010	63	43	50	<b>52.0</b>	


**Haxby and Wigginton**

The average number of crimes in this area has **decreased from 22 to 15 (31.8%)** (compared to the same three month period last year)

	Jul	Aug	Sept	Average	
2009	29	16	21	<b>22</b>	
2010	16	15	14	<b>15</b>	


**Strensall**

The average number of crimes in this area has **decreased from 28 to 27.3 (2.4%)** (compared to the same three month period last year)

	Jul	Aug	Sept	Average	
2009	22	30	32	<b>28</b>	
2010	24	41	17	<b>27.3</b>	


**Osbalwick**

The average number of crimes in this area has **decreased from 17 to 9 (47.1%)** (compared to the same three month period last year)

	Jul	Aug	Sept	Average	
2009	9	21	21	<b>17</b>	
2010	9	8	10	<b>9</b>	


**Heslington**

The average number of crimes in this area has **increased from 13.3 to 15 (12.5%)** (compared to the same three month period last year)

	Jul	Aug	Sept	Average	
2009	10	15	15	<b>13.3</b>	
2010	26	8	11	<b>15</b>	


**Wheldrake**

The average number of crimes in this area has **decreased from 11.3 to 11 (2.9%)** (compared to the same three month period last year)

	Jul	Aug	Sept	Average	
2009	15	11	8	<b>11.3</b>	
2010	6	13	14	<b>11</b>	

**Rural West York**

The average number of crimes in this area has **increased from 28.7 to 35.3 (23.3%)** (compared to the same three month period last year)

	Jul	Aug	Sept	Average	
2009	20	34	32	<b>28.7</b>	
2010	35	35	37	<b>35.3</b>	

**Dunnington**

No Crime data available -