

Community Safety Overview & Scrutiny Committee

North Yorkshire Police Performance Report - January 2011

Service Standards - District Performance Jan 2011

Background to Service Standards

1. On the 29 June 2010, the Home Secretary announced the withdrawal of national targets for the Police Service. Despite the removal of these targets, North Yorkshire Police (NYP) recognise it is still essential that the confidence of the public in NYP as a public service provider, and the fundamental good practices outlined in the Policing Pledge continue to be things which the Force aspires to and strives to achieve. NYP's focus illustrated by the Service Standards document, is on the quality of service and level of customer satisfaction that it can deliver to the communities of North Yorkshire and the City of York.

Introduction

2. The Service Standards detailed in Annex A, define a corporate quality level of service and NYP embrace the fundamental good practices that it contains across North Yorkshire and the City of York. It is envisaged this will improve community confidence and community engagement in local service delivery.

Performance Indicators

3. The local (district) performance indicators are shown against each of the service standard statements at Annex A. In a few cases, meaningful performance indicators are not available. Most of the Service Standards are monitored through local surveys, principally the Police user satisfaction and the force control room. 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.

Crime Figures In North Yorkshire Police Command Areas - December 2010

4. On the 31 January 2011 the Home Secretary launched "police.uk" a website which enables individuals to see what crime and antisocial behaviour has happened on their streets. The Home Secretary announced:

“Interactive maps which can be accessed on computers and mobile phones will open the door on crime and policing information, allowing people to view crimes including burglary, violence and anti-social behaviour in their areas. This transparent new level of crime and local policing information will ensure people can tell forces what their concerns about crime and disorder are”

5. www.police.uk interactive map allows access to six categories of crime these are: burglary, robbery, vehicle crime, violence, other crime and anti-social behaviour (a total of all of these combined is also included). The crime data should enable members to assess crime levels within their area whilst comparing them against other command areas within North Yorkshire.
6. The table shown at Annex B presents a data comparison of the command areas within North Yorkshire. This is the first tranche of data from the newly launched website. **Subsequent reports will illustrate trends in all the six categories.**
7. At the request of Members made at the last meeting of this committee, an additional table highlighting crime figures for Bishopthorpe and Clifton is also shown in Annex B, as these statistics were absent from the last report.

Recommendation

8. Members are invited to comment and note the report.

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