

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%	8.0%			#DIV/0!			
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%	8.0%			#DIV/0!			
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	
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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.							
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%		HISTORICAL DATA PRESENTLY UNAVAILABLE			
The % of people who never see a police officer or PCSO patrolling their area	^^ Public Attitude Survey	31.0%					
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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	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					

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Historical Variation: ✓ or ✓✓ indicate positive exceptional performance. x or xx indicate negative exceptional performance
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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.

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%	31.5%	30.2%					
% of Incidents attended within 60 minutes (Priority)	Force Control Room	89.3%	30.5%	58.8%			✓✓		
% 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	✓✓

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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%					
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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%					
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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	52.9%	56.3%	-3% ✘	50% ✔	Random	
The % of victims who were satisfied with how they were kept informed of progress	## User Satisfaction Survey	63%	58%	4% ✔	58% ✔	Increase**	

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 ## in 'Source' field: Indicates that NYPA have expressed an interest in retaining this as a strategic target
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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 (It is acknowledged that the below indicators do not reflect the full scope of Pledge 10 - further work is ongoing to identify further measures)	Source	Jan - Mar 10	Jan - Mar 09	Change	Average 2008/09	Trend	Outside Historical Variation
The total number of complaints received in a month	P.S.D	50	58	-8 ✘	#DW/0!	Increase**	
Average number of days taken to record a complaint	P.S.D	7	8	-1 ✔	HISTORIC DATA PRESENTLY UNAVAILABLE		
Total number of Direction and Control complaints received in a month	P.S.D	2	0	2 ✘	#DW/0!	Decrease**	✔

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