

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

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					York	
					Force	
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

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.					York	No Data Available
					Force	
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

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.					York	Mixed Performance
					Force	
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

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.					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

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					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

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.					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

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.					York	
					Force	
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

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

York District - Policing Team Overview

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

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	105.3
2010	103	122	110	117.7
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	33.3
2010	48	50	51	49.7
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	57.3
2010	63	51	82	65.3
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	50.3
2010	63	43	50	52.0
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	22
2010	16	15	14	15
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	28
2010	24	41	17	27.3
Osballdwick				
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	17
2010	9	8	10	9
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	13.3
2010	26	8	11	15
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	11.3
2010	6	13	14	11
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	28.7
2010	35	35	37	35.3
Dunnington				
No Crime data available -				