

Tuesday 22 July 2025

Our ref: 250722TS

Councillor Peter Wilkinson
Chair, North Yorkshire Police, Fire and Crime Panel

Dear Cllr Wilkinson and members of the Panel,

Response to the Panel's Report on the Policing and Crime and Fire and Rescue Annual Reports

Thank you for your reports which I have considered and can confirm that the final versions will be published imminently.

I welcome your comments in relation to the difficulties faced when trying to balance Annual Reports to ensure sufficient detail is given to ensure that they are meaningful and accessible to the reader. I hope the responses to your comments below assist and add more context.

Police and Crime Annual Report

- a) *Priority 1/Outcome 1a. "Actively engage with all communities to identify need and risk and to reassure." Reference is made to areas of improvement around public trust, confidence and satisfaction, although we note that these refer to the period between April 2023 and April 2024. Grateful to clarify whether incorrect dates have been used or whether it is intentional to provide data from the previous reporting year.*

The ONS published these figures in October 2024, but the data collated for it was for April 23-April 24. As it was not published till Oct 2024, we were not able to report on it till this year.

- b) *Priority 1/Outcome 1a. Further to the discussions held at the Panel meeting on 7 July around the developments in police complaints handling, the Panel felt it important that the draft report give a clearer reflection for the public of the challenges and issues that have been encountered around complaints handling. There is acknowledgment in the report that the HMICFRS report earlier this year around integrity arrangements highlighted issues of concern and it would be helpful to draw this out further. Additionally, it was considered that the figures provided in the table in this section could be misleading without additional context. For example, 1508 complaints/expressions of dissatisfaction in 2024/25 sounds significant but there is a spectrum from more minor through to more complex or serious matters.*

Complaints are assessed on receipt and where possible, complaints are progressed as service recovery cases by the Customer Service Team (CST). However, there are

complaints which are assessed as Schedule 3 complaints which are progressed immediately to NYP PSD. In addition, cases where the CST have tried to service recover a complaint, but the complainant is unhappy with the outcome of the service recovery attempt, at the complainant's request and in line with IOPC guidance, these complaints will then be assessed as requiring progression to NYP PSD and are progressed as Schedule 3 complaints to NYP PSD. By way of example, in June 2025 14 complaints in total have been assessed as Schedule 3 complaints – 11 were assessed as immediate progression as Schedule 3 to NYP PSD and 3 were assessed as Schedule 3 after the complainant remained unhappy with the service recovery outcome. As a very basic comparison, currently this equates to approximately 11% overall assessed as Schedule 3 complaints, 9% of which were immediate Schedule 3 referrals and 2% of which were assessed as Schedule 3 after the complainant was unhappy with the service recovery outcome. These figures are impacted by the nature of the complaints received and the complaints environment both nationally and locally which means these figures can change which could result in more or less complaints being assessed as Schedule 3 complaints and progressed to NYP PSD.

- c) *Priority 3/Outcome 3a. “Deliver the ‘Right People, Right Support’ every time.” The Panel would be grateful for clarification on the investment which has been put into the new Sexual Assault Referral Centre (SARC) in York. We note the report outlines that this is £3m overall.*

The original investment was for £2m and in November 2024 an additional £1m was agreed. [DN 06/YNYCA/DM/2024 - Victims’ Centre Additional Investment - York and North Yorkshire Combined Authority – Policing, Fire and Crime Team.](#)

- d) *Priority 3/Outcome 3b. The Panel felt it would be helpful to provide some further detail or data in relation to the reference to ‘Right Care, Right Person’. This is an area of ongoing interest to the Panel, partners and the public so we felt it helpful to say more about the framework and what has been achieved through its implementation.*

A national Review of Right Care, Right Person was published in December 2024 by the Home Office and Department of Health and Social Care which provides detailed analysis of the outcomes of the framework [Right Care, Right Person - GOV.UK.](#)

More local data is available and will be provided to the Panel once validated.

- e) *“Independent Scrutiny Panels”. The Panel felt that the section on the Rape and Serious Sexual Offences Scrutiny Panel (RASSO Panel) would benefit from further information and data on the impact it has had, rather than purely describing its purpose.*

The RASSO panel is a new addition to the scrutiny panel framework owned and managed by YNYCA Police Fire and Crime Team (PFCT). This panel was previously owned and managed by North Yorkshire Police who approached YNYCA PFCT with a view to consideration being given to taking ownership of this. It was determined and agreed this would be a positive addition to the YNYCA PFCT’s scrutiny panel framework

and was a good fit with the work already undertaken in this area by the YNYCA PFCT, specifically linking in well with the overarching Domestic Abuse Scrutiny Panel. As such, the impact of the RASSO scrutiny panel will not be fully known until the first annual cycle of meetings have been completed by April 2026.

Fire and Rescue Annual Report

- a) *Priority 2. “Work jointly as a trusted partner to prevent harm and damage, intervene early and solve problems.” The report makes reference to the Vision Zero ambition in terms of road safety. We felt this required some additional context and would welcome inclusion of numbers of collisions which have resulted in death or serious injury and to have a baseline against which to judge delivery against these ambitions.*

We will include a link to the York and North Yorkshire Road Safety Partnership’s 2024 Annual Report once it is published in September 2025. This report will include casualty and collision data over time and for 2024, which is only available via the Department for Transport (DfT) website when statistics are updated in September 2025.

In addition to the data, the Road Safety Partnership’s annual report will provide a valuable overview of the Partnership’s work throughout 2024, highlighting key activities across the four pillars of road safety: Engagement, Education, Enforcement, and Engineering.

- b) *Priority 4. “Maximise efficiency to make the most effective use of all available resources.” The Panel would have expected to see reference under this priority to the purchase of new vehicles, following the need for significant investment in the fleet and the recent rise in Council Tax to enable greater investment. This section would benefit from further metrics generally, for example on the number of units of equipment purchased (e.g. breathing apparatus equipment), the number of new vehicles and where these will be located.*

We will provide a high-level update on the number of breathing apparatus sets and the number of new fire engines and special appliances received into the Service during 2024-25.

Thank you for supporting both Annual Reports.

Yours sincerely,

[signature redacted by NYC at publication]

David Skaith
Mayor of York and North Yorkshire