



HUMBERSIDE POLICE
HEADQUARTERS

SPS

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Visitors Entrance

HUMBERSIDE POLICE
END OF YEAR ASSESSMENT
2022-2023

CHIEF'S INTRODUCTION

Welcome to our End of Year Assessment, which provides a summary of our key achievements and performance during the financial year 2022 to 2023.

We have had another successful year, which reflects our culture of continuous improvement and ensuring that victims and those most vulnerable in our communities are at the heart of everything we do.

This year, HMICFRS concluded their PEEL 2022 inspection into Humberside Police's organisational and operational effectiveness, and the quality of the experience for service users. Of the nine gradings awarded, six were "Outstanding", and two were "Good", representing the highest set of gradings awarded to any force. This is testament to the hard work and innovation of our officers and staff.

Working in partnership, engaging with, and protecting the communities that we serve continue to be our strengths and this document will set out some of the measurable outcomes we use to ensure that we meet the needs of victims and the public.

This year we have continued to invest in our people, and our innovative new LEAD Humberside leadership programme has already shown results. We have also continued to invest in our estate and technology, including the successful delivery of our new core IT platform, Niche.

I am incredibly proud to present this summary of the year for 2022-2023 and look forward to delivering sustained excellence into 2024 and beyond.



Paul Anderson
Chief Constable

OUR YEAR IN SUMMARY

Winners

of the prestigious national award of

'Police Force of the Year'

at the 2023 IESE Public Sector Transformation Awards



56,025

People are now signed up to our **My Community Alert** system.

We launched our **first line leadership programme** for current and aspiring supervisors.



Our **Right Care Right Person initiative** has been

developed as a national programme and entered into the College of Policing Smarter Practice Bank.



POLICE OFFICER WORKFORCE



2,166 → **2,222**
April 2022 April 2023

15,262 prisoners taken into custody.



We launched our new **leadership framework**

LEAD >> HUMBERSIDE

Lead Engage Aspire Develop

The Humberside Police Leadership Framework

to equip our staff at all levels with the skills and confidence they need to deliver an outstanding service to our communities.



Niche

We transitioned our core IT system from Connect to Niche to provide a stable platform with which to serve our communities, streamline our processes and bring a number of legacy systems under one roof.



We launched our **People Development Hub**, a one stop shop for career development.

We have introduced **Domestic Abuse Safeguarding and Investigation Teams**

to transform the victim experience.

Single Online Home

We introduced a new website to enable the public to engage with the force in new and innovative ways.



The latest Police Federation survey shows that Humberside a gain has the **highest morale across all forces.**

£1.671M

of **savings** were delivered whilst still growing officer numbers.

In 2022/2023 Humberside Police was again awarded Gold winner for the UK Police Service of the Year 2022 at the Public Sector Transformation Public Sector Awards in London.

The accolade follows just a year after Humberside was the Gold winner in the 2022 Awards. This continued national recognition further recognises the transformation and improvements that the force has achieved over the last five years:

"Since Humberside Police was awarded Police Service of the Year 2022, it has continued its path of innovation and transformation through development and delivery of further improvements to performance and quality of service. This has included innovative technologies such as Visibeat, transformation in the level of service and support for the most vulnerable people through the introduction of our their Vulnerability Hub and Vulnerability Tracker, and a new State of the Art Force Control Room. These achievements have earned them national recognition, including most recently in their HMICFRS PEEL Inspection, where they were identified as 'Outstanding' in six areas."



Throughout 2022/2023 we worked in partnership with other organisations to respond to the public and understand the needs of our communities...



Be accessible to, and engage with, our partners

- Work with our communities, statutory bodies, third sector organisations and volunteers to deliver services that genuinely improve people's lives through a partnership based, problem-orientated policing style which looks to identify long term sustainable solutions to complex issues.
- Collectively identify those most vulnerable in our society and provide long term sustainable solutions to support them in their daily life.



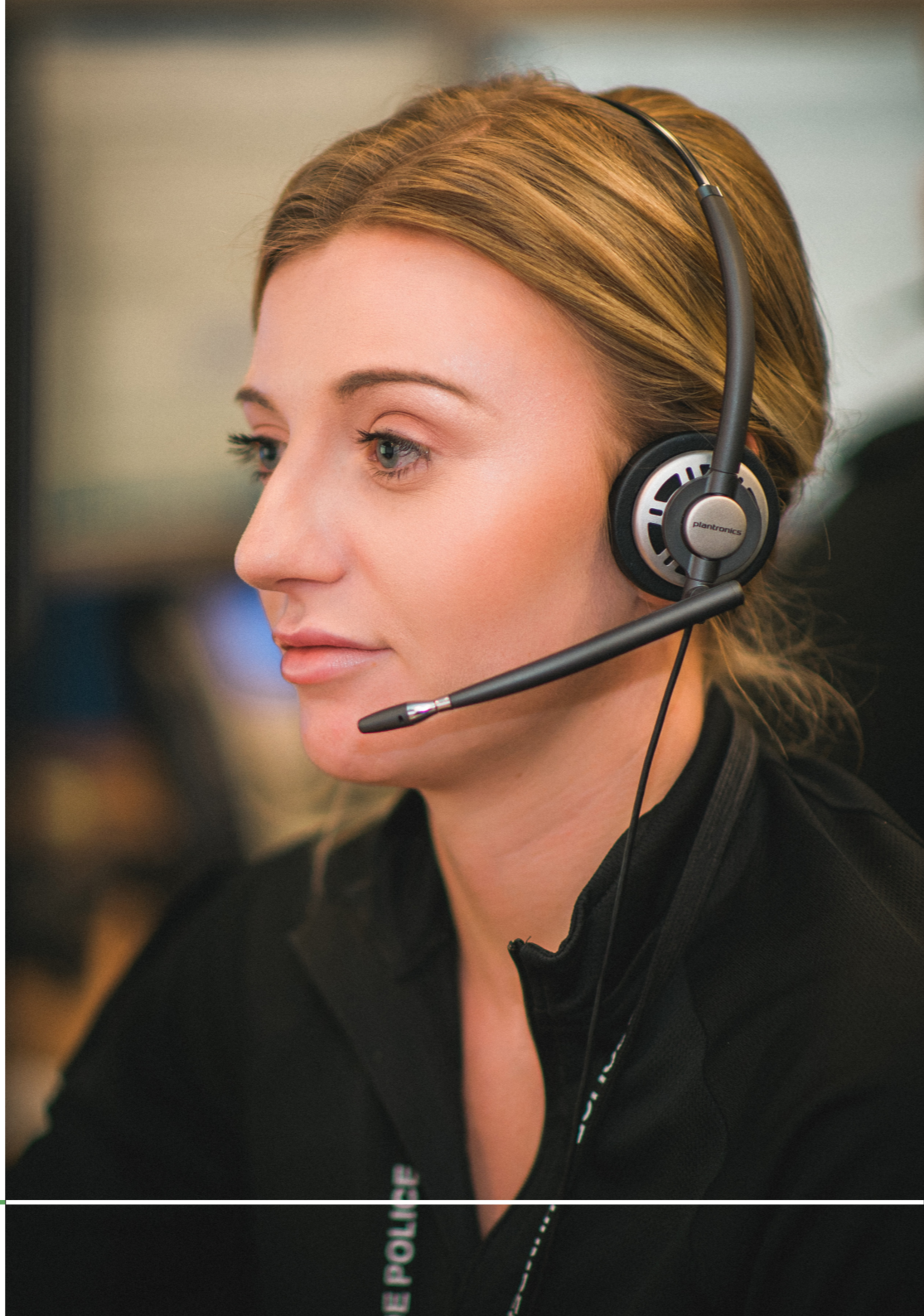
Understand and prioritise the needs and demands in our communities

- Effectively respond to those who require our help and protect those most vulnerable in our communities.



Through effective partnership working

- Work together to develop effective preventative strategies.
- Through early intervention, work to ensure those in need of additional support will receive the right care by the right organisation.




30.14% 

of local properties visited and surveyed as part of our **Humber Talking initiative.**

Humbertalking

Despite an increase of

11,619 (7.6%) of **999 calls,** 

86.1% were answered within 10 seconds once received by the force

92% 

of **response time** targets were met for all incident types once assigned.

21:26 


crime call handle time, continuing good performance from 21:05 last year



56,025

People are now signed up to our **My Community Alert** system.

Our **Right Care Right Person initiative** has been

developed as a national programme and entered into the College of Policing Smarter Practice Bank. 

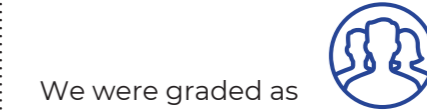
280 

problem solving packages delivered by our Neighbourhood Policing Teams.

We were graded as

Outstanding

by HMICFRS as part of the PEEL inspection, at **Preventing and Detering Crime.**



We were graded as

Outstanding

by HMICFRS as part of the PEEL inspection, at **Engaging with the Public.**

10:11 

999 and incident handle time, reduced from 10:24 last year.

The % of abandoned **101 calls** remains

under the 5% target at just 

4.66%.

63 **modern slavery crimes**

were recorded, compared to 137 last year.

4,069 

Missing Persons Reports, compared to 4559 last year.

2,235 

Hate crimes were reported, up from 1,957 last year as a result of our engagement with hard to reach communities.

We were graded as **Good** 

by HMICFRS as part of the PEEL inspection, at **Responding to the Public.**

19,500 

vulnerable people were supported through **Mental Health** incidents.

Throughout 2022/2023 we worked hard to deliver visible local policing, prevent crime and antisocial behaviour, build trust, and keep people safe...



We serve our communities to make them safer and stronger

- Continue to deliver a place based policing service that has victims at its heart.
- Our NPT's will be focussed on the delivery of a Problem Orientated Policing which will incorporate both early intervention and crime prevention.



Prevent, reduce and investigate crime and ASB

- Provide a victim focussed response to offences which have taken place
- Deliver proactive and preventative activities to reduce incidents which will include the proactive management of offenders
- Continue to proactively target and disrupt organised crime groups.



Building trust and confidence

- Be proactive in understanding community concerns to our response and investigation.
- Actively seek and listen to feedback from our communities with a view to improving response in line with their needs.



Winners

of the prestigious national award of

'Police Force of the Year'

at the 2023 IESE Public Sector Transformation Awards.



Nearly

100



Volunteer Police Cadets across the force area.

We were graded as

Outstanding

by HMICFRS as part of the PEEL inspection, at **Managing Offenders.**

219,914

incidents

were reported to the force, of which 78,085 were resolved without the need to deploy officers.

17,649

arrests

were made, to protect the public and bring offenders to justice.



3,360



vulnerable offenders were referred to **Criminal Justice Liaison and Diversion Schemes.**

We were graded as

Good



by HMICFRS as part of the PEEL inspection, at **Investigating Crime.**

We have introduced

Domestic Abuse Safeguarding and Investigation Teams

to transform the victim experience.

14th highest positive crime outcomes

of all 43 forces.



15,262

prisoners taken into custody.



695

drivers caught using mobile phones, with 59 not in a position to have proper control.



We were graded as

Outstanding

by HMICFRS as part of the PEEL inspection, at

Protecting Vulnerable People.

4,871

stop and searches

were carried out, compared to 6,408 last year.



82

Sexual Harm Prevention Orders

were issued to protect the public.

1,167

drivers arrested

under the influence of drink or drugs.



Throughout 2022/2023 we continued to put our people at the heart of what we do, to retain the best people and strived to be an employer of choice.....



Prioritise the health and wellbeing of our staff

- To support their physical and mental wellbeing
- Create an environment that is nurturing and responsive to individual welfare needs



Retain and develop the best people and ASB

- Through a culture of continuous improvement and organisational learning, provide our staff with the skills they require to respond to the increasingly complex demands that we face.
- The development of leaders who are responsive, and actively listen to the needs of their staff and the communities we serve.



Be an employer of choice

- Build our reputation as a great place to work.
- Attract, recruit, and retain talented and passionate people who reflect our communities and or values.



We launched our new **leadership framework**



The Humberside Police Leadership Framework

to equip our staff at all levels with the skills and confidence they need to deliver an outstanding service to our communities.



Our **special constables** delivered

32,400

hours of service.



We continued to grow our **apprenticeship** numbers to

103

as at April 2023.



POLICE OFFICER WORKFORCE



2,166 → **2,222**
April 2022 April 2023

We launched our new

People Strategy



focusing on development of a values based culture, giving our people the opportunity to reach their full potential, and creating a positive employee journey.

Launched our **first line leadership programme**

for current and aspiring supervisors.



Rolled out our **building bridges mentoring network** for

ethnic minority officers and staff.



Delivered our **female development programme**

supporting many talented colleagues in their career development.



The latest Police Federation survey shows that Humberside again has the

highest morale across all forces

We recorded a

6.04%

absence rate for our police officer workforce.

Launched our **People Development Hub**,

a one stop shop for career development.



We were graded as

Outstanding

by HMICFRS as part of the PEEL inspection, at

Building, Supporting and Protecting the Workforce.

Introduced dedicated

TRIM Trainers

(Trauma Risk Management) to develop staff to support those affected by trauma.



Our **volunteers** delivered

9,726

hours of service.



The force **Police Uplift Programme** targets set by the government were

achieved for year 2 and year 3 of the scheme.



Throughout 2022/2023 we continued to optimise our use of resources to deliver victim focused outcomes, to innovate and to learn



Optimise the use of our resources to deliver victim focused outcomes

- Effectively align our resources to current and future demand.
- Develop the most effective and efficient working practices to deliver value for money



Innovation and transformation

- Continue with our investment in digital innovation to transform our services.
- Effectively use cutting edge technology to transform our response to prevent crime and criminality.
- Intelligently use data to inform evidence-based decision making.



Organisational learning

- Continue to learn from what has gone well and what has not gone so well.
- Create a safe and transparent learning environment that allows us to clarify and verify the outcomes of our actions.



We implemented new

Live Chat Facilities

to allow the public to engage with experienced control room staff and report crime between the hours of 8am and 8pm.



Niche

We transitioned our core IT system from Connect to Niche to provide a stable platform with which to serve our communities, streamline our processes and bring a number of legacy systems under one roof.



Delivered a

£11.3M

capital programme

of estate, ICT and fleet investment to ensure our officers and staff have the best tools available.

£1.67M

of **savings** were delivered whilst still growing officer numbers.



Single Online Home

We introduced a new website to enable the public to engage with the force in new and innovative ways.



We were graded as

Outstanding

by HMICFRS as part of the PEEL inspection, at

Planning, Managing the Organisation and Ensuring Value for Money.

Op Prowess

We used our Visibeat and tasking applications to deliver a hotspot and problem orientated policing programme focussing on serious violent crime.



We rolled out the

Microsoft 365

platform, giving our officers and staff access to a wide range of applications to improve efficiency and services to the public.



VAST

Following a trial we have invested in technology that uses questioning alongside physiological measurements to record responses from an individual's nervous system that may indicate deception.





**Humberside
Police**