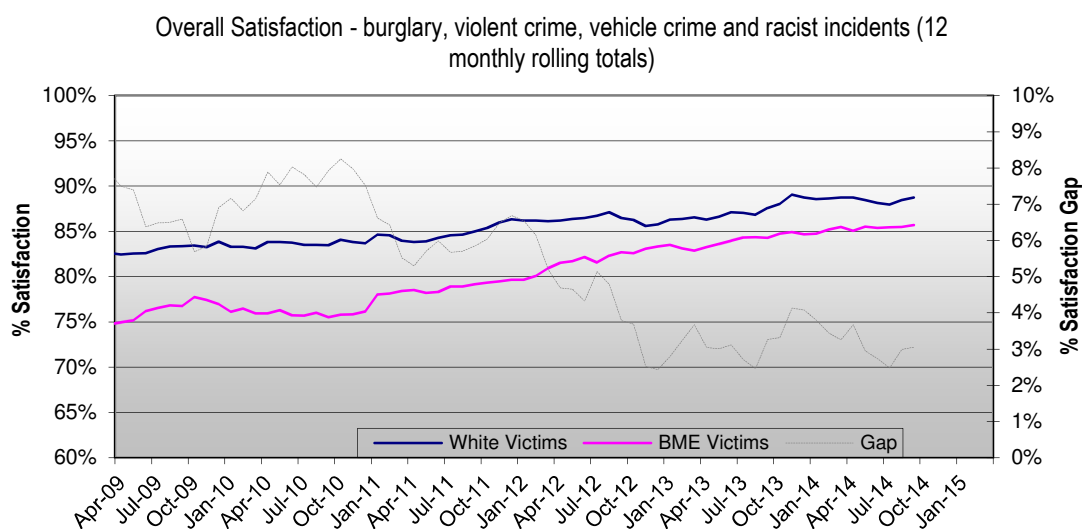


## BLACK AND MINORITY ETHNIC (BME) CONFIDENCE AND SATISFACTION

In 2011 a Satisfaction Gap action plan was put in place to respond to the recommendations of a Police Authority Scrutiny Group 2011. The BME satisfaction plan was completed and one action remains ongoing, see the annex to this report for the full action plan. Since then trends have changed, below is detail about the satisfaction and confidence gaps, how they stand and any action taken.

### Victim satisfaction (crime and racist incidents)

The gap between white and BME satisfaction levels stood at one of its highest levels in October 2010 (8.3%) which triggered the development of the BME satisfaction action plan. The latest user satisfaction data, for the 12 months to September 2014, shows that white satisfaction has increased by 4.7% since October 2010 and BME satisfaction by 9.9%, closing the gap to 3.1%.



	White satisfaction	BME satisfaction	Satisfaction gap	Significant gap?
Bradford	90.0%	84.7%	5.3%	Yes
Calderdale	91.7%	81.5%	10.2%	Yes
Kirklees	90.6%	84.1%	6.5%	Yes
Leeds	90.9%	90.4%	0.5%	No
Wakefield	88.4%	84.5%	3.9%	No
West Yorkshire	88.8%	85.7%	3.1%	Yes

Leeds and Wakefield have the smallest gaps in satisfaction levels of 0.5% and 3.9% respectively, and these are not statistically significant. The difference between satisfaction levels of white and BME victims is statistically different at Kirklees, but stable over time. Calderdale and Bradford have statistically significant differences in satisfaction levels of white and BME victims and both have seen a widening of this gap over the last 12 months.

In Bradford overall satisfaction of BME victims has fallen by 2% since March 2014 resulting in a widening of the gap in satisfaction between white and BME victims; currently 5.3%. There are significant differences between satisfaction levels of white and BME victims of burglary, vehicle crime and racist incidents with the gap being particularly evident in Keighley and Bradford South. In Calderdale overall satisfaction of BME victims peaked in November 2013 at 90.6% but has since fallen steadily to the current level of 81.5% resulting in a widening of the gap in satisfaction between white and BME victims; currently 10.2%. This gap is primarily as a result of a lower satisfaction of BME racist incident victims.

Actions carried out over the last couple of years include:

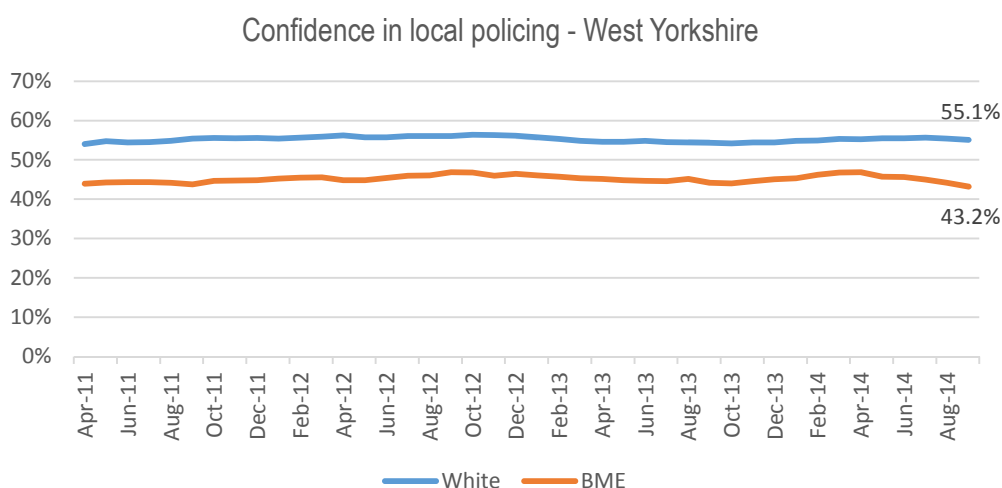
- The design and delivery of bespoke training packages for officers to ensure greater awareness of cultural sensitivities and a package for schools to educate children in the service they can expect from the police, what the police can do and how to contact them.

- A common minimum standards document for Scrutiny Panels was created following a review of best practice and community impact assessments were introduced for planned operations.
- Victim update letters have been translated into key languages, and available as force forms, to ensure that all victims are informed about the progress of their crimes. Also, posters were created in 7 different languages to inform communities about the use of the 101 non-emergency number.
- Recently a new deployment protocol has been introduced which better assesses the vulnerability, risk and needs of callers.
- Victim contracts have also been recently introduced which are unique to each victim and sets out the nature and frequency of contact that the victim wishes to have.

## Confidence

The Police and Crime Commissioner (PCC) conducts a local perception survey, sent to households across West Yorkshire that measures the proportion of those who believe the police do an excellent or good job.

At a West Yorkshire level, the gap between white and BME confidence levels stood at 7.4% in 2010. The gap has fluctuated and confidence data to September 2014 shows that the gap is currently at 11.9%. Confidence of BME residents has fallen by 3.6% to 43.2% in comparison to the 2013/14 outturn (46.7%) while the confidence of white residents stands at 55.1%.



Since March 2014, crime concerns for both white and BME residents have either remained relatively stable or fallen very slightly. Levels of concern in relation to ASB issues have similarly remained stable or slightly improved for white residents but have if anything showed slight deterioration for BME residents. Again in comparison to the March outturn, BME residents were less likely to think that their views were sought in relation to the issues that matter to them (down 2.3%), were slightly less satisfied with the level of visible patrol (down 2.5%), were less likely to think that the police would treat them fairly (down 4.3%), with respect (down 2.9%) or could be relied on to be there when needed (down 4.8%).

	White confidence	BME confidence	Confidence gap	Significant gap?
<b>Bradford</b>	51.7%	37.6%	14.1%	Yes
<b>Calderdale</b>	53.6%	41.9%	11.7%	No
<b>Kirklees</b>	54.5%	45.7%	8.8%	Yes
<b>Leeds</b>	58.9%	50.2%	8.7%	Yes
<b>Wakefield</b>	53.1%	51.4%	1.7%	No
<b>West Yorkshire</b>	55.1%	43.2%	11.9%	Yes

In the Leeds district BME confidence has reduced by 6.6%, attributed to a reduction in those who feel that police would treat them fairly, with respect and can be relied upon. In Bradford BME confidence levels are fairly stable but remain low at 37.6%. Bradford also has the biggest gap between white and BME respondents (14.1%). The biggest differences in confidence appear to be more linked to local issues such as drugs, property crime, litter

and anti-social behaviour. There are wide variations year by year across the districts, particularly at those with relatively low BME populations, making it challenging for districts to identify causation and decide upon what constitutes success. The police currently have a county wide internal confidence and visibility plan that provides tactical options to improve confidence and reduce the BME confidence gap.

A large piece of work has recently been commissioned to consider confidence and satisfaction data, looking at community make up, local issues, media, demonstrations etc., which will feed into a police development plan with bespoke approaches for each district to address any issues found. This work will also consider stop and search data, what is currently working and what is not working, what can be influenced by police action and what is more around communities and partners. This work is underway and should be ready for report by the next performance meeting in February 2015.

### **Other engagement to support improvements in BME disproportionality**

**Hate crime awareness campaign:** West Yorkshire Police (WYP) and the Police and Crime Commissioner launched a joint campaign to raise awareness of hate crime and how to report it. A new online reporting form was launched for non-emergency hate crime and new sub-categories for recording disability and faith hate incidents. The campaign was launched internally and externally. The internal facing launch included an Aide Memoire for officers/staff, a hate crime intranet page, screen savers with key messages, Beat article and messages from the PCC and chief officers. Training resources were provided to assist staff with delivery of community inputs on hate crime and mate crime. Externally there were posters, leaflets, easy read leaflets and other resources, radio advertising, Facebook advertising, and Twitter messages. Hate Crime Co-ordinators and Equality Leads are driving the campaign to raise awareness with communities at district level. The campaign continues with 'themed months' for each strand. An evaluation of the campaign will take place in April 2015, and usage of the new sub-categories will be monitored. 'Peer dip-sampling' (by Hate Crime Co-ordinators) is being set up across the districts to identify good practice/areas for improvement.

**BME Community engagement:** WYP has developed a number of partnerships, such as collaboration work as part of the N8 collaboration with Leeds University that will see work on community engagement activities in areas of BME populations in Inner East and Inner North East area. This will include exploring work with young people. The PCC has continued his core BME community engagement by meeting with specific groups and attending key events across the county. The PCC has also launched a new Help for Victims website and announced successful recipients of the Safer Communities Fund 'Equality & Diversity' themed round.

**BME representation on the 2015 Explorers programme:** The police recruitment campaign for youth engagement through the Explorers programme for 2015 has included a vision of more targeted recruitment at BME young people (and vulnerable young people more broadly). In 2014, 25% of applicants were from a BME background, with continued efforts to improve the BME representation for 2015.

**Force Independent Advisory Group (IAG):** WYP continues to develop its interaction with the IAGs. A feature is ongoing work with an IAG sub group that was formed looking at improving engagement of black and Asian young men aged 13 to 19. The report for this work is due in January 2015.

**School communities:** WYP has dedicated Safer Schools Officers, including those who are employed in schools with a high percentage of BME pupils. Prevent Officers also carry out engagement with BME communities.

**Youth Advisory Group:** The PCCs Youth Advisory Group continues to represent a diverse group of young people from across the county with 40 current members aged 13-21. A decision has been made to increase the size of the group and the PCC will be recruiting additional members in January 2015. In 2014 the group have worked on the listening to you campaign, road safety, human trafficking, child sexual exploitation and online grooming, and social media strategy.