

Delivery Quarterly – April to June 2020

Current Measures

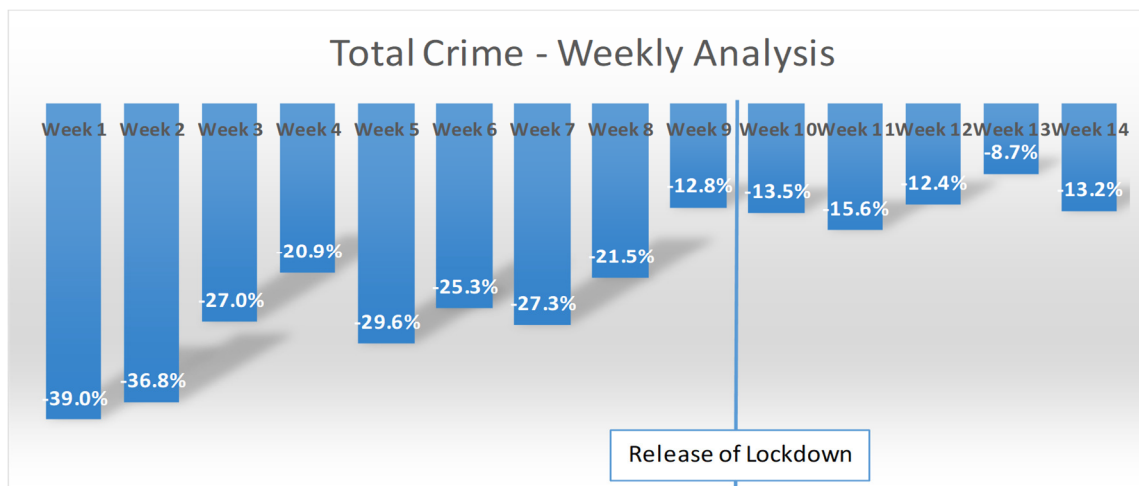
	Objective	Measures	12 mths to June 2019	12 ths to June 2020	Trend	Comments
Tackle crime and anti-social behaviour	Significantly reduce the volume of crimes committed in West Yorkshire	Total recorded crime	296,131 (+7.5%)	275,109 (-7.1%)	↓	All five districts have seen reductions in crime during the past 12 months. The Force reduction during April-June 2020 is further improved at 18%.
		Experience of household crime	13.3% (Mar 19)	10.4% (Mar 20)	↓	The force are 4th highest in the MSG and there have been quarterly improvements since March 2019.
		Experience of personal crime	2.8% (Mar19)	2.8% (Mar20)	↔	The force are 4th lowest in the MSG and there is no significant change in the trend compared to 12 months ago.
	Significantly reduce ASB in West Yorkshire	Volume of ASB incident Reported	46,731	48,195	↓	Based on ASB incident closing codes on STORM.
	Significantly reduce the reoffending rate in West Yorkshire	Reoffending rates of the managed cohort	Cohort 1 – 1.8	Cohort 1 – 1.5	↔	This is a measure that is for the IOM Nominals on the managed cohort.
			Cohort 2 – 1.3	Cohort 2 – 1.1		
	HMICFRS PEEL inspections will grade West Yorkshire Police as GOOD or OUTSTANDING at effectively reducing crime	HMICFRS PEEL Effectiveness inspection	Good	Good	↔	The latest HMICRS assessment of Effectiveness graded the force as GOOD and identified the force has an effective approach to preventing crime and tackling serious and organised crime however the force require improvement in relation to investigating crime.
	More people will feel safe in West Yorkshire	'Your Views' - Feeling of Safety	78.8%	not available		The survey has been suspended during the COVID pandemic.
	Frontline policing will be protected and resourced	Proportion of police officers in operational roles	89.4%	89.8%	↔	Figures relate to the percentage of officers in visible operational frontline roles, non-visible frontline roles and frontline support roles.
	More people will think the police are doing a good or excellent job in their local area	'Your Views' survey - Police doing Good or Excellent job	38.6%	not available		The survey has been suspended during the COVID pandemic.
More people will be confident that the police and partners will prevent crime and anti-social behaviour	'Your Views' survey - Police and Partners prevent Crime and ASB	35.0%	not available		The survey has been suspended during the COVID pandemic.	

	Objective	Measures	12 mths to June 2019	12 mths to June 2020	Trend	Comments
Make sure criminal justice works	Increase the confidence of communities in their community safety partners	'Your Views' survey - Increase confidence in Community Safety Partners	31.0%	not available		The survey has been suspended during the COVID pandemic.
	Ensure all relevant partners are working together to achieve effective results	Ineffective trial rate (Magistrates Court)	14.2%	15.9%	↔	The latest figures are available for the financial years of 2018/19 and 2019/20
		Volume of early guilty pleas	Mags 73.3%	Mags 74.0%	↔	
	Crown 35.8%		Crown 38.9%			
	Ensure all relevant partners are working together to achieve efficient results	Average time taken for cases to be brought to resolution	48.3 days	43.6 days	↔	The latest figures are available for the financial years of 2018/19 and 2019/20
Have a police service which is more representative of the people it serves.	Recruitment programmes which promote the employment opportunities at West Yorkshire Police for members of under-represented groups	5.9% (BME)	6.0% (BME)	↔	Figures in this table relate to BAME representation.	
Support victims and witnesses	More victims will be satisfied with the level of service they receive from the police	Victim satisfaction survey	74.8%	76.1%	↔	Satisfaction based on all survey types Inc. crime victims, ASB and Safety & Welfare callers and victims of domestic and hate crime.
	More victims who choose to access victims services will be satisfied with the service they receive	Proportion of clients reporting an improvement at the end of Victim Support engagement		28.0%	↑	Q1's data shows that scores improved by 28% following VS support.
	Improve the outcomes for victims of Crime	Victim satisfaction survey	60.3%	58.3%	↓	Satisfaction based on all survey types Inc. crime victims, ASB and Safety & Welfare callers and victims of domestic and hate crime.

Tackling crime and anti-social behaviour

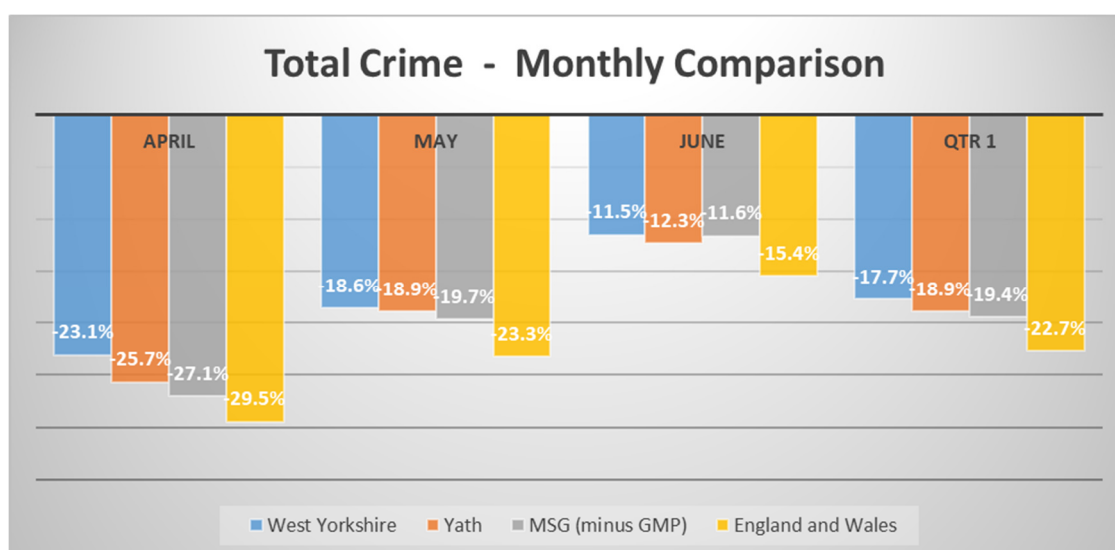
Current measure: 1. Significantly reduce the volume of crimes committed in West Yorkshire

Total Crime



Total Crime fell at the beginning of the lockdown in comparison to the same time last year, but has been on a steady rise since. Currently the total figure has not reached that of the same time last year. The overall reduction for the Quarter was 17.7%, but this is not the full picture.

This reduction in crime was seen across the country, with all forces seeing this reduction due to the lockdown. The next graph looks at the comparison with all forces in England and Wales, the Most Similar Group (MSG) (minus Greater Manchester), and Yorkshire and the Humber (YaTH).



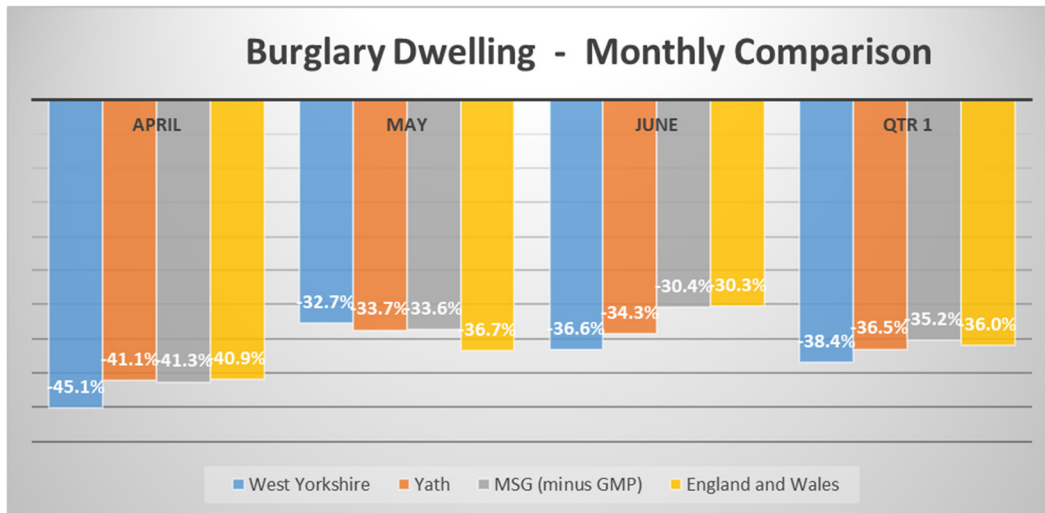
This shows that West Yorkshire Police (WYP) had the lowest decrease in comparison to the other areas for all three months— although the difference between WYP and the MSG/YaTH has diminished over time.

Although total crime has not risen to the same levels as last year, this is not true for all crime types.

The encompassing measure of total crime hides the nuances of the different crime types. The below looks at some of the main crime categories and how they differ from the pattern shown in the total crime graph above.

Burglary Residential

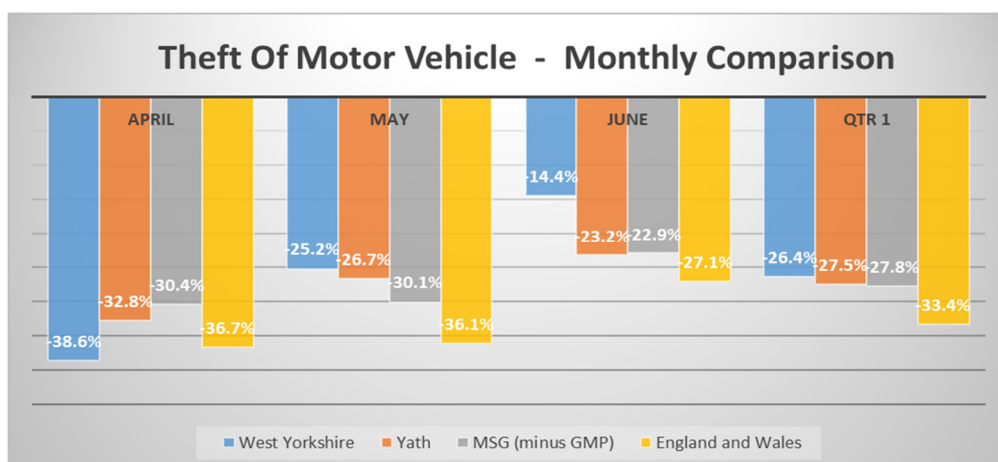
Burglary Residential has reduced dramatically during the lockdown and has continued with reductions for the full period of the Delivery Quarterly (DQ) (Apr – June 2020).



Although Burglary Residential has reduced significantly during the DQ period, similar reductions have been seen elsewhere and the month on month comparison shows the difference. This gives a clear picture of the reductions in West Yorkshire and how this compares with other areas.

Theft Of Vehicle

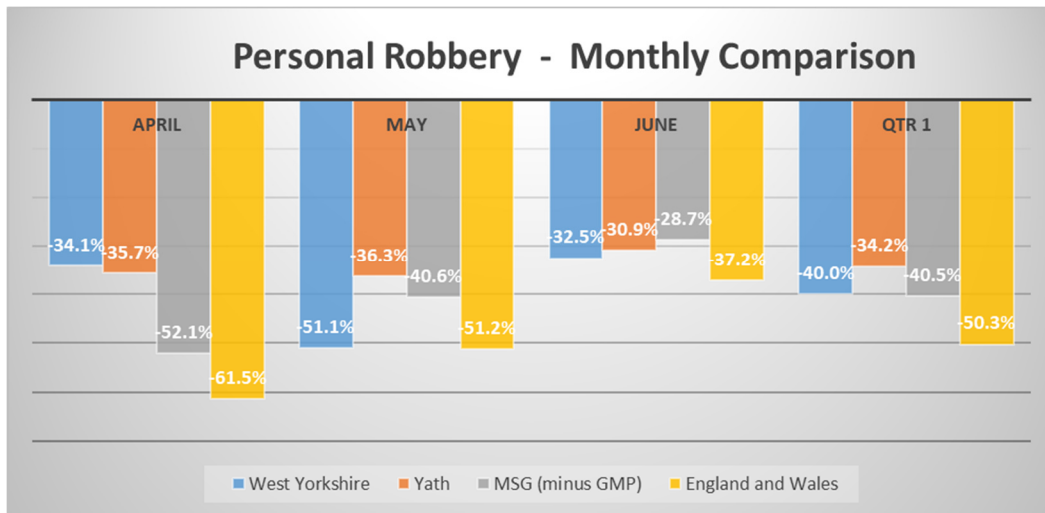
Similar to Burglary Dwelling, Theft Of Motor Vehicle has shown reductions in comparison to last year for each week of the lockdown.



The pattern in comparison to other areas shows a heightened decrease for April but a lower decrease in May and an even smaller decrease in June – this overall gives West Yorkshire the smallest decrease.

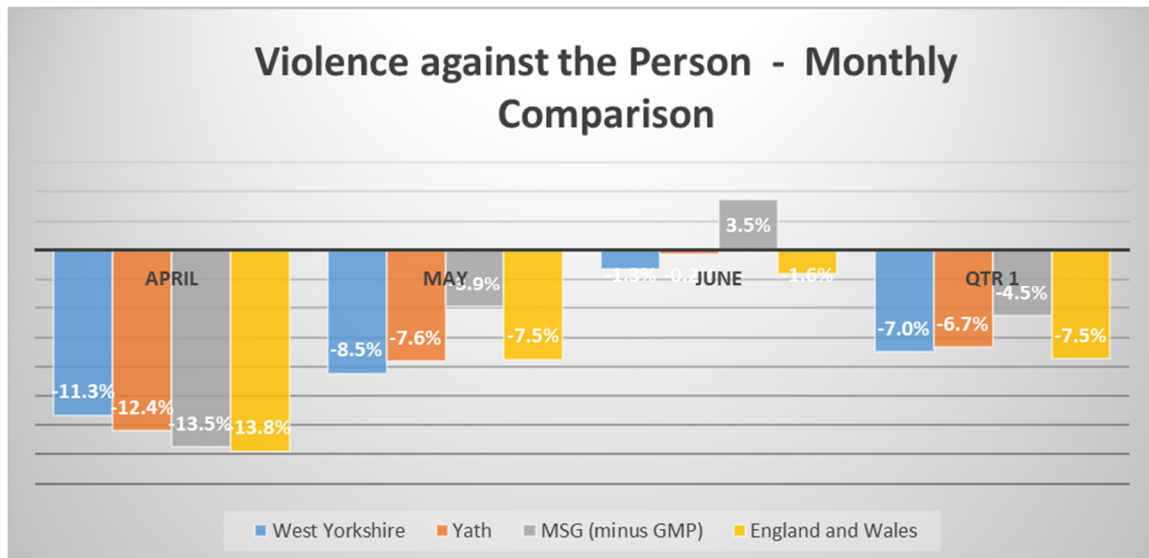
Robbery

Robbery has followed a slightly different trajectory with the smallest decrease in the first month of the DQ period and the highest decrease in the second month (which co-incided with the partial release of lockdown).



Overall this gives a slightly higher reduction for the quarter in comparison to YaTH and the MSG but still lower than England and Wales as a whole.

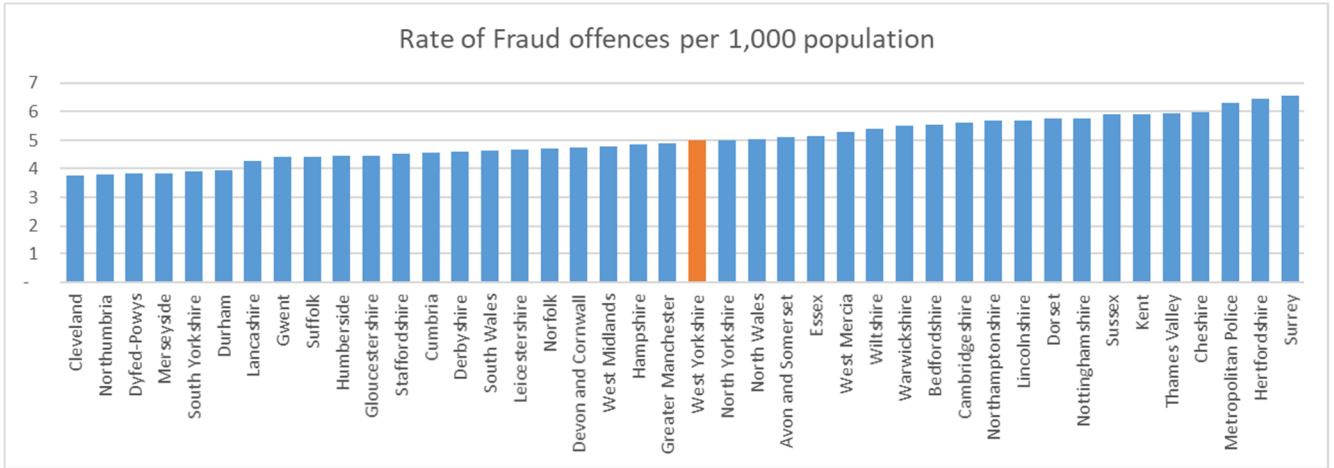
Violence against the Person



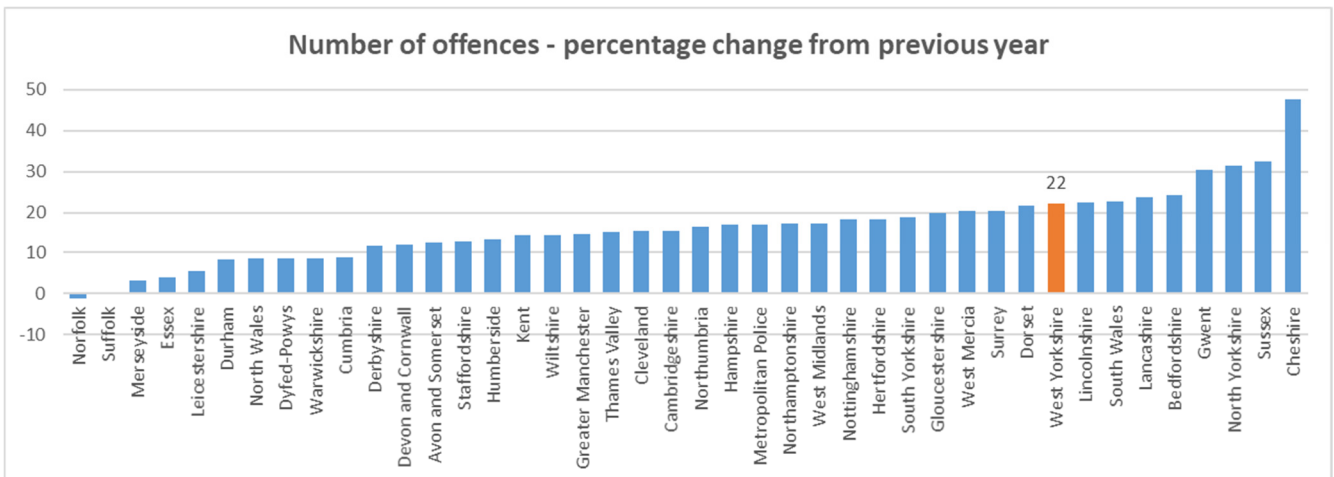
The reductions for this area are much lower than the other crime types and the MSG saw an increase in June in comparison to the same time last year. For the whole period, the decrease in West Yorkshire is second only to the decrease seen in England and Wales as a whole and is certainly greater than either YaTH or the MSG.

Fraud

Recent data release from the Office of National Statistics shows that West Yorkshire Police is currently mid-table when looking at the number of Fraud offences per 1,000 population



But this changes when looking at the change in comparison to the same time last year



The increase in Fraud in West Yorkshire brings it towards the top of the table and needs to be considered amongst the basket of measures for exception reporting.

Going Forward - It is apparent that lockdown has had a significant effect on total crime and as this is a key performance measure then the quarter comparison rather than the normal rolling 12 months data would be the best measure for comparison. The inclusion of other crime types gives a fuller understanding of the crime picture in West Yorkshire and exception reporting on these crimes would be beneficial.

Current measure: 2 & 3.

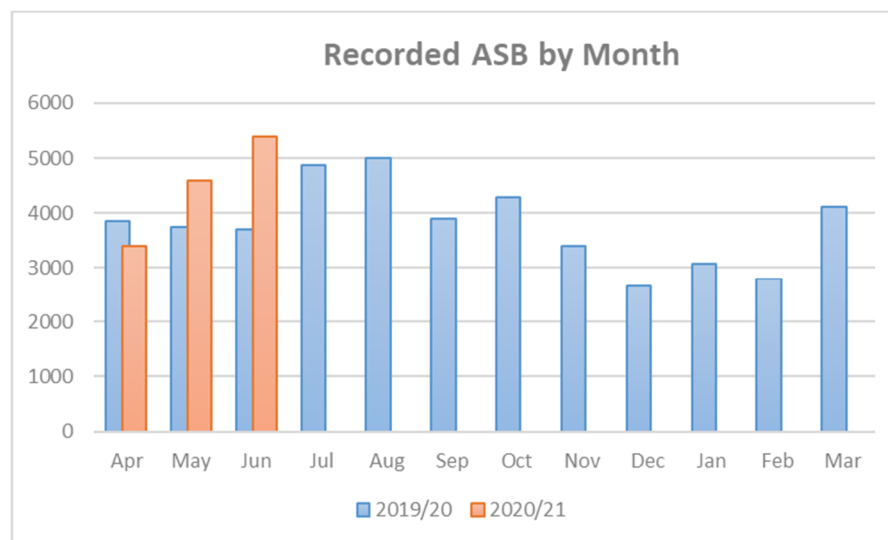
Experience of household crime & Experience of personal crime

The Crime Survey of England and Wales produces the data for these two measures. Face to face interviews for the Crime Survey in England and Wales (CSEW) were suspended in mid-March, as part of the efforts to minimise social contact and stop the spread of coronavirus (COVID-19).

Although the CSEW Survey is not currently running, the long term plan is to revive this in the future. In the interim the CSEW is conducting some telephone surveys and will inform on the trends going forward

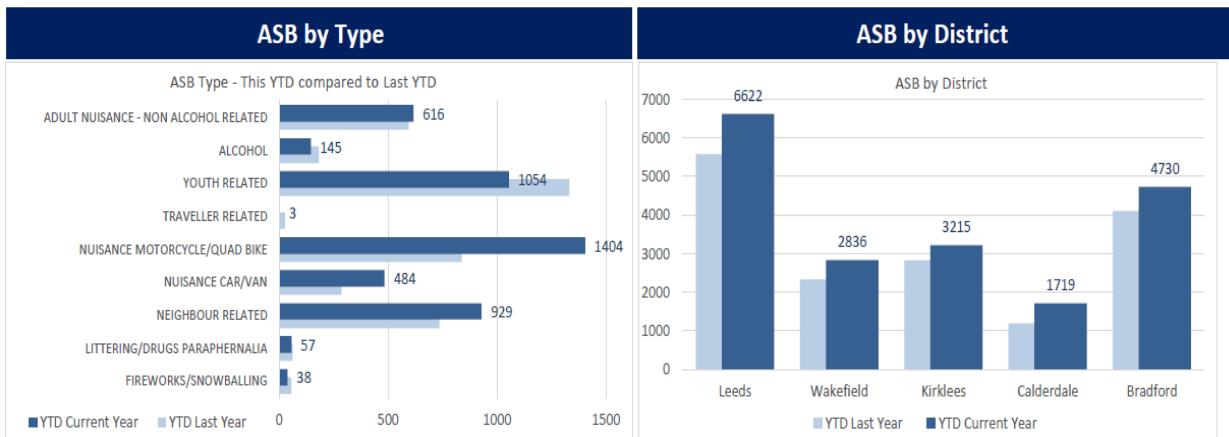
Going Forward – Continue as a measure with reference to the telephone survey whilst the CSEW is not running

Current Measure 4 - Significantly reduce ASB in West Yorkshire through prevention and early Intervention

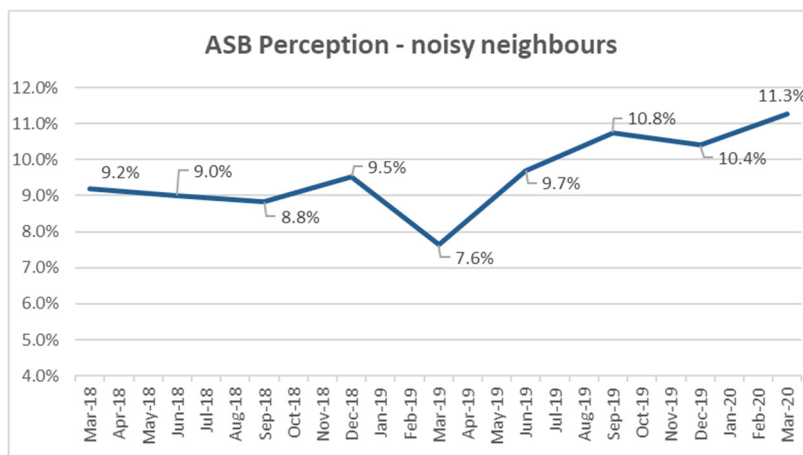


For the first quarter of this year recorded ASB has increased month on month. At the start of the pandemic it was reported that ASB increased due to the calls for breach of COVID regulations being classed as ASB, but this was quickly rectified

The following charts look at the categories of ASB and this shows that there have been increases in the area of Nuisance motorcycle/quad bike and in neighbour related ASB. There is a definite decrease in youth related ASB. The current increases are seen across all 5 districts.

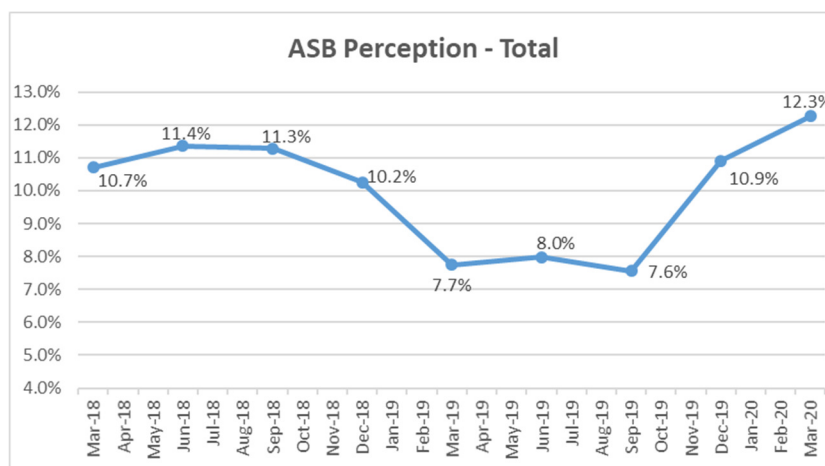


Although the rise in ASB only started in the second month of quarter 1, an increasing trend in neighbour related nuisance predated this, as seen in the results from the Crime Survey of England and Wales.



The increase in perception of increasing neighbour related nuisance started in June 2019 and has been on a rising trend since.

The increase has not also started to affect overall ASB perception – with recent increases there as well.



The increasing trend in recorded ASB does not show this uplift until much later so the CSEW seems to be a better indicator of trends in ASB than the actual recorded numbers.

The problem with CSEW figures is that there is no breakdown possible below West Yorkshire level and the reporting of these surveys is a quarter period behind.

As indicated by the Needs Assessment the analysis of ASB based purely on numbers is now no longer viable as many of the incidents that were previously dealt with as ASB are now included in the crime figures under CDI. This means that the measurement of ASB needs to be via other methods and should include the indicators of perception.

Going Forward – Use recorded ASB and perceptions (via the Crime Survey of England and Wales when available alongside results from PCC surveys) to track current levels of ASB in West Yorkshire.

Current measure 5 – Reduce Re-offending - Reoffending rates of the managed cohort

The re-offending data from the MoJ is nearly 2 years out of date due to the data gathering measure that is used, and during the COVID19 pandemic this has been delayed further. The following is the guidance on the MoJ website.

The COVID19 pandemic has caused MoJ to have to change its data gathering, access and release practices, focussing efforts on priority analysis and statistics. In particular, they have paused access to the Police National Computer, to minimise non-essential travel by their analysts. In line with guidance (https://www.statisticsauthority.gov.uk/wp-content/uploads/2020/03/Regulatory-guidance_changing-methods_Coronavirus.pdf) from the Office for Statistics Regulation, the decision was made to cancel the Proven reoffending statistics: July to September 2018 publication.

In order to produce a more up to date measure, West Yorkshire Police and the OPCC looked at a cohort of offenders that are managed via the IOM. This new measure looked at how many offences are committed by this cohort prior to and after management. This is available on a quarterly basis via the WYP IOM system.

Going Forward – Continue with the cohort measure.

Current measure 6 - HMICFRS PEEL inspections will grade West Yorkshire Police as GOOD or OUTSTANDING at effectively reducing crime

Including current measure 11 - HMICFRS PEEL inspections will grade West Yorkshire Police as Good or Outstanding at protecting the vulnerable

The above 2 measures were based on the current regime of inspecting where HMICFRS give an overall rating for what are known as pillars - that is a grouping of ratings from relevant parts of the PEEL assessment. The following is detailed further in the Police and Crime Panel Paper for the September meeting, but the PEEL assessment is changing and there will be no grouped pillar ratings, but rather a grade for each of the 11 questions.

Also, the PEEL assessment process was suspended for the lockdown period and is currently only partly resurrected. This means that the next PEEL inspection will not take place in West Yorkshire until at least June 2021 with the results likely to appear in the autumn.

As part of its inspection regime, HMICFRS undertake continual assessment of West Yorkshire Police and there is a series of recommendations that are reported on as part of this assessment. These recommendations come from not just the PEEL assessments, but from other local, regional and national assessments that require a response from West Yorkshire Police.

In order to track these recommendations the HMICFRS has produced a portal which highlights the different recommendations, causes for concern and areas for improvement, as per the below:

Record tracking			
	OPEN	CLOSED	TOTAL
Report	45	0	45
Cause of Concern	8	12	20
Recommendation	52	181	233
AFI	17	0	17
View all records			

As West Yorkshire Police work on the above, then this work should be reflected in the grades given in the PEEL assessments going forward. Currently this is tracked via the performance meeting that takes place between the PCC and the Chief Constable.

Going forward - Panel to receive full reports on HMICFRS inspections that look at the West Yorkshire area and exception reporting outstanding recommendations.

Current measure 7 - More people will feel safe in West Yorkshire

Current measure 10 - More people will think the police are doing a good or excellent job in their local area

& Current measure 11 - More people will be confident that the police and partners will prevent crime and anti-social behaviour

This is the first of a group of the measures from the 'Your Views' survey. This survey is important as it registers the perceptions of the public and is analysable at local authority (LA) area (rather than using the Crime Survey of England and Wales which is only at West Yorkshire level). The survey is currently suspended due to the pandemic, but the intention is to bring the survey back for the start of October to coincide with the next delivery quarterly and then have data which is comparable.

Whilst the 'Your Views' survey was not running, the OPCC did run a shorter on-line 'Community Conversation' survey to gauge current feelings of safety and how the public were coping during the lockdown. The findings from this survey show some similarities with the 'Your Views' survey. The intention is for the OPCC to run another of these surveys in the near future to ensure that public perception information is available.

More people will feel safe ...

In general terms, responses to the new survey were more positive than March's 'Your Views' results. One example is people's sense of safety. In total, 86% of respondents said they felt safe in their neighbourhood; which is slightly above the 81% figure recorded in March's 'Your Views' survey.

More people will think the police are doing a good or excellent job ...

In the 'Community Conversation' survey 53% of respondents described the work of the police during lockdown as good/very good, with 11% describing it as poor/very poor. In total, 89% of respondents recorded some degree of satisfaction with the work of the police (slightly above the current 'Your Views' figure of 81% satisfied). 53% felt the police's work had been good/excellent, with 36% describing it as fair. In June's 'Community Conversation' survey, respondents were particularly pleased with the degree of police presence in their communities. 51% said they were happy with this, compared to just 21% in March's 'Your Views' survey.

More people will be confident that the police and partners will prevent crime and anti-social behaviour

We did not have an equivalent question for this topic in the 'Community Conversation' survey, however respondents recorded their concerns for community safety at that time. The most frequent response was concern about the likelihood of a 'second spike' in Covid (40% of responses), and 28% were worried about the consequences of people reducing social distancing. 12% said they felt that restrictions had been relaxed too soon, and 8% were worried about the impact of the lockdown on the economy and employment. 79% of survey respondents said they had 'coped well' during lockdown, but 20% had found it 'hard to cope'. 1% recorded they had been 'unable to cope'.

Going Forward - Continue as a measure when available with use of the 'Community Survey' to show progress whilst 'Your Views' is not running.

Current measure 9 - Frontline policing will be protected and resourced to deter, detect and deal with criminals.

This measure considers the proportion of police officers in operational roles. In Sept 18 HMICFRS introduced new codes to standardise how forces reported on their workforce and to determine the number and proportion of officers and staff in the following categories; 'Visible operational frontline roles', 'Non-visible frontline', 'frontline support' and 'business support' roles. The current figure reflects the percentage in the first 3 categories.

With the increasing numbers of police officers due to government funding, it is increasingly important that this measure and the breakdown is understood. As this is now comparable with other forces then this comparison (when available) should form part of the discussion with regard to current police officer roles.

Going Forward - Continue as a measure with comparison to other forces (when available)

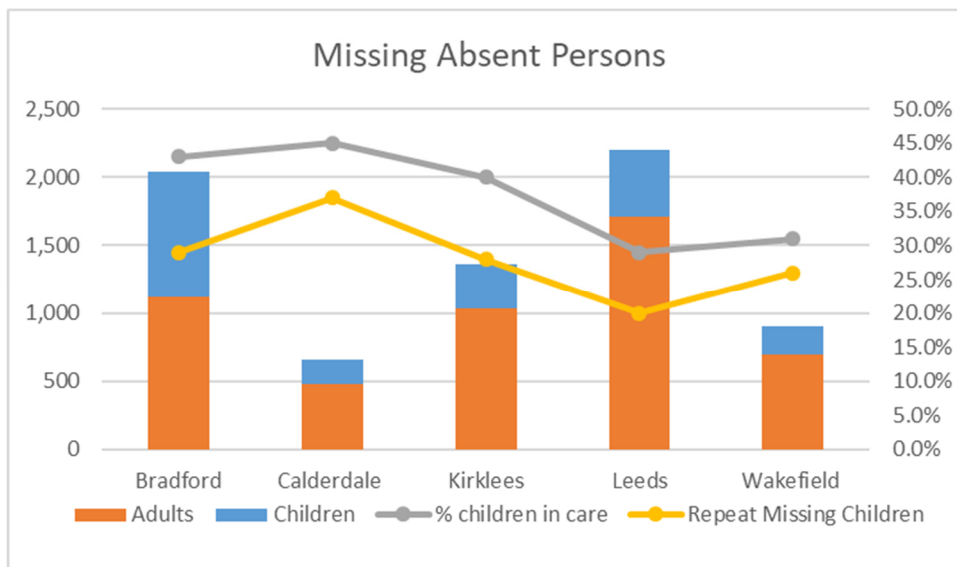
Safeguarding Vulnerable People

Current measure 12 - HMICFRS PEEL inspections will grade West Yorkshire Police as GOOD or OUTSTANDING at protecting the vulnerable

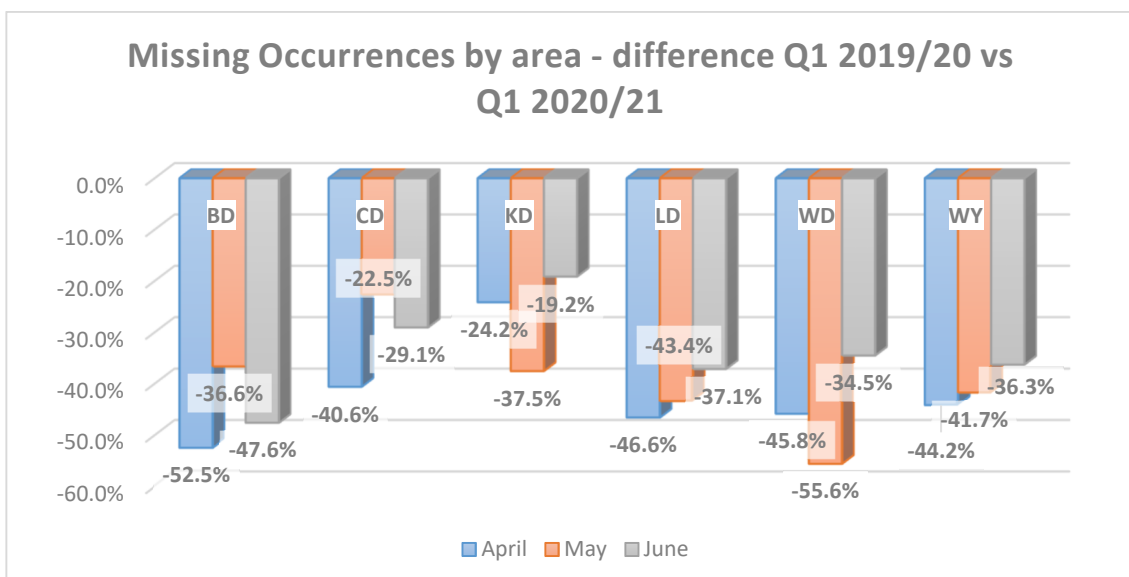
See measure 7 under Tackling Crime and Anti-social Behaviour

Current measure 13 - The most vulnerable people will be identified and supported

This measure looks at the number of looked after Children missing in the county. This measure was nuanced over the last few Delivery Quarterlies to show the percentage of children missing from care as this varied across the districts



What the current measure does not show is the difference in Missing in comparison with the normal quarter. For missing, the numbers have reduced dramatically and this was seen throughout the whole quarter



The percentage decrease in Missing Occurrences has reduced between April and June although there are still over 500 less missing persons in June than the previous year (36.3%)

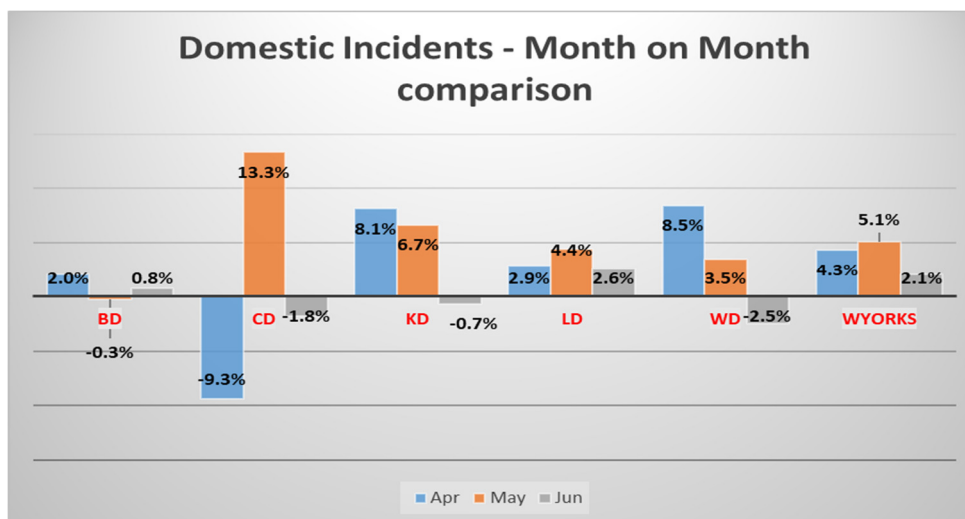
Bradford district had the greatest difference in comparison with the year before and Kirklees had the least difference, but no one area is yet seeing the same number of missing as the year before

Going Forward – As with total crime the rolling 12months missing numbers are no longer viable due to the period of lockdown, and the monthly/quarterly comparison gives a better picture. The percentage of repeat victims for both adult and children would also enhance this measure.

Current measure 13 - The police and partners will work better together to safeguard vulnerable people – reporting of hidden crimes

Before the lockdown this measure was used to look at hidden crimes such as Honour Based Abuse and Forced Marriage, but during the lockdown the crimes that have come to the fore have been domestic abuse and sexual offences. With families staying together in close proximity due to the lockdown restrictions, there was a worry that victims would not have the opportunity to report these crimes, so these would be the hidden crimes during the pandemic.

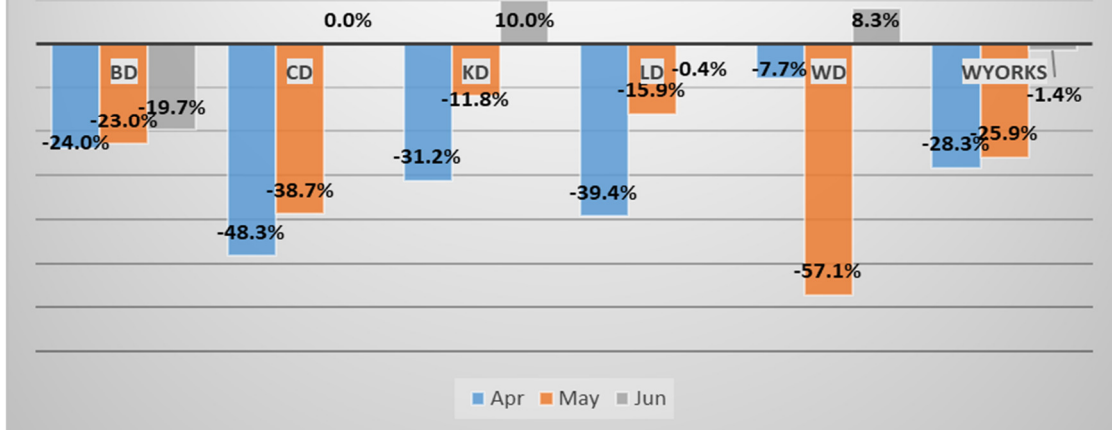
During lockdown there were multiple reports of increased calls to national helplines for Domestic Abuse and those dealing with calls from children. Much of this increase was not reflected in the police figures.



The above graph shows the fluctuating picture in each district for Domestic incidents with some increases in comparison to the same month last year and some decrease. Overall this has resulted in a slight increase for the whole of West Yorkshire over the period.

With Sexual offences the picture is slightly different.

All Sexual Offence - Month on Month Comparison



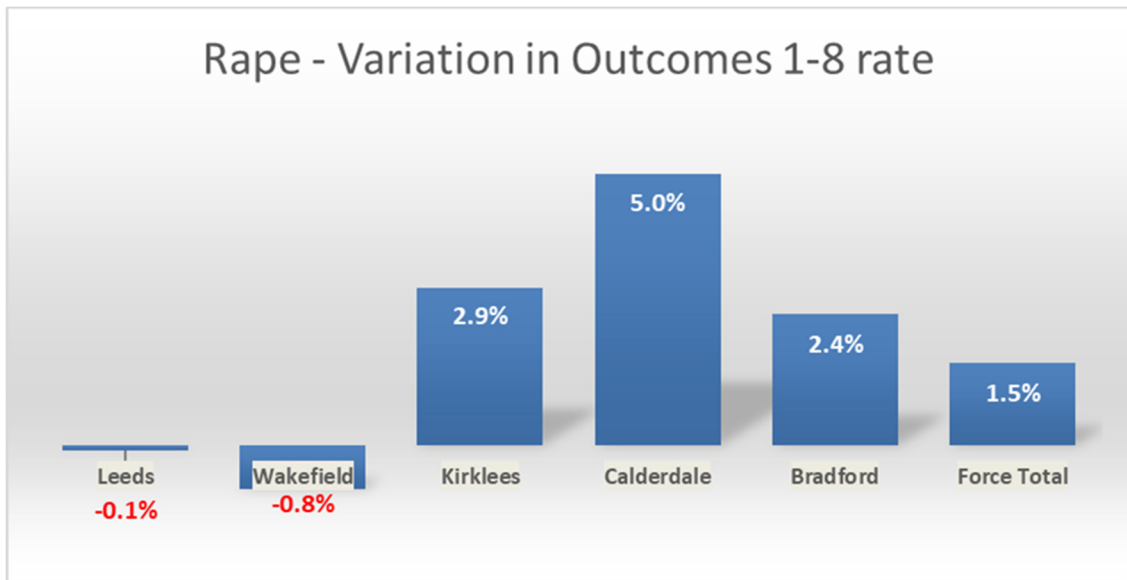
During this time the number of Sexual Offences has followed the pattern of Total crime although more recently the numbers are much closer to those seen last year and in some cases is higher than at the same time last year.

It is recognised that that numbers of these crimes can fluctuate, but the current national focus is with regard to charges and outcomes from these offences, and this links in with the victim focus to ensure that once the victim has reported the crime it is dealt with positively.

Currently WYP looks at outcomes 1-8 for offences. This is the positive outcome rates and includes charges for different crime types, but also includes cautions and other positive outcomes such as community resolutions and penalty notices.

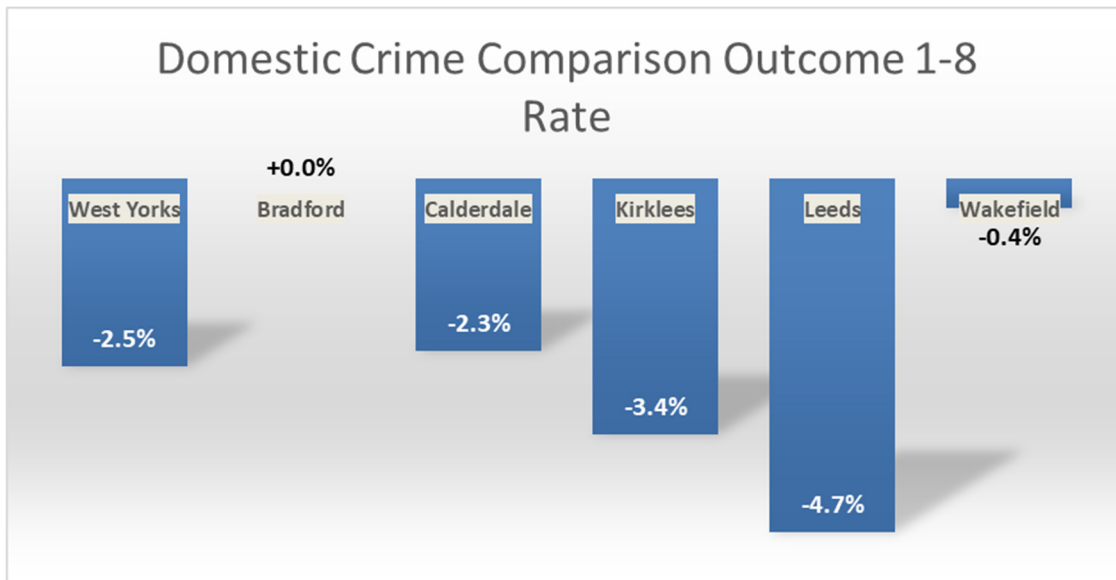
For Rape the current position is as follows

Month	Recorded Rape		Outcomes 1-8 rate	
	2019-20	2020-21	2019-20	2020-21
Apr	252	192	5.2%	5.7%
May	309	233	4.5%	5.6%
Jun	275	307	5.8%	7.8%
Jul	293		2.4%	
Aug	250		6.0%	
Sep	288		3.5%	
Oct	276		4.0%	
Nov	358		4.7%	
Dec	264		1.9%	
Jan	300		3.7%	
Feb	270		5.2%	
Mar	265		4.9%	
Total YTD	836	732	5.1%	6.6%



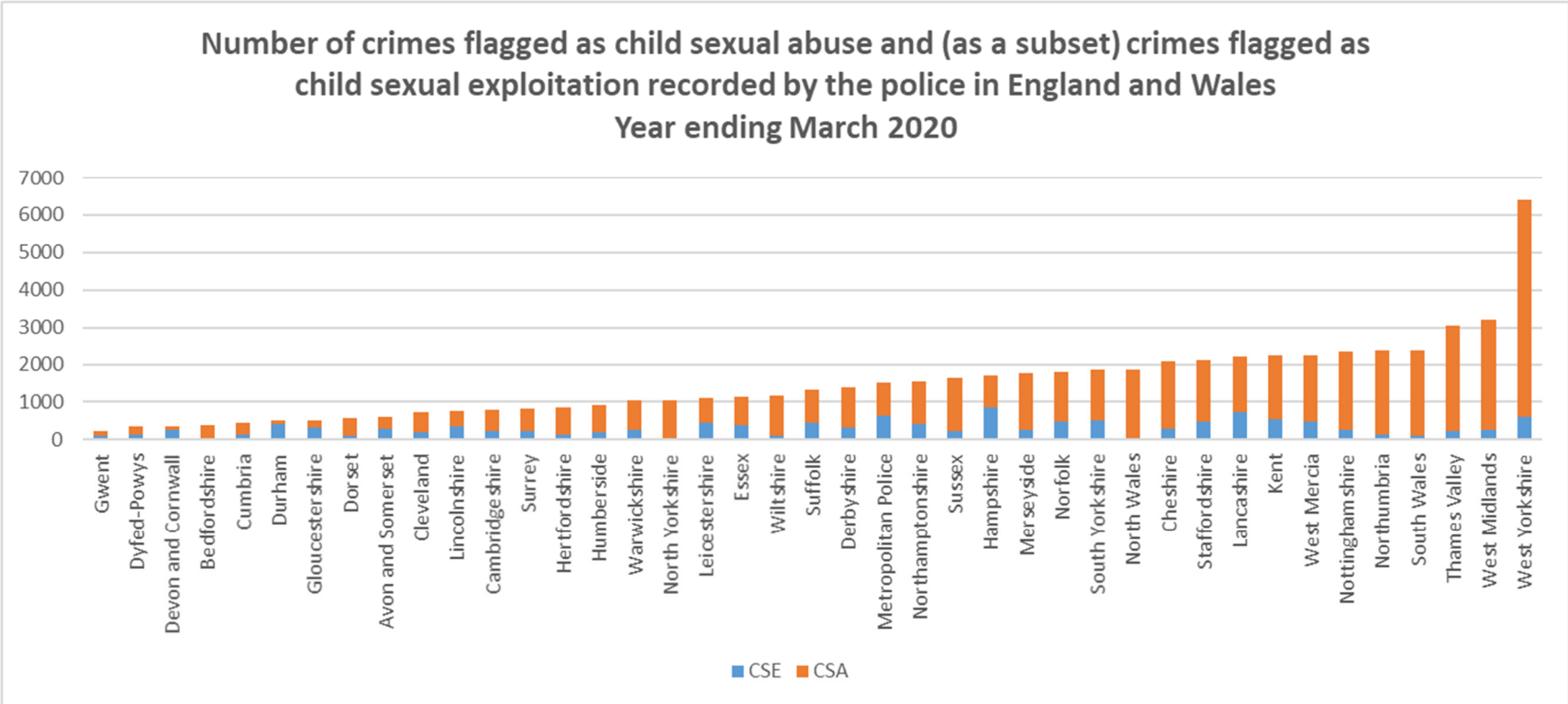
Domestic Offences

	Apr - June 2020	Apr - June 2019	Difference
West Yorks	8.7%	11.2%	-2.5%
Bradford	9.4%	9.4%	+0.0%
Calderdale	10.3%	12.6%	-2.3%
Kirklees	6.3%	9.7%	-3.4%
Leeds	7.8%	12.5%	-4.7%
Wakefield	12.2%	12.6%	-0.4%

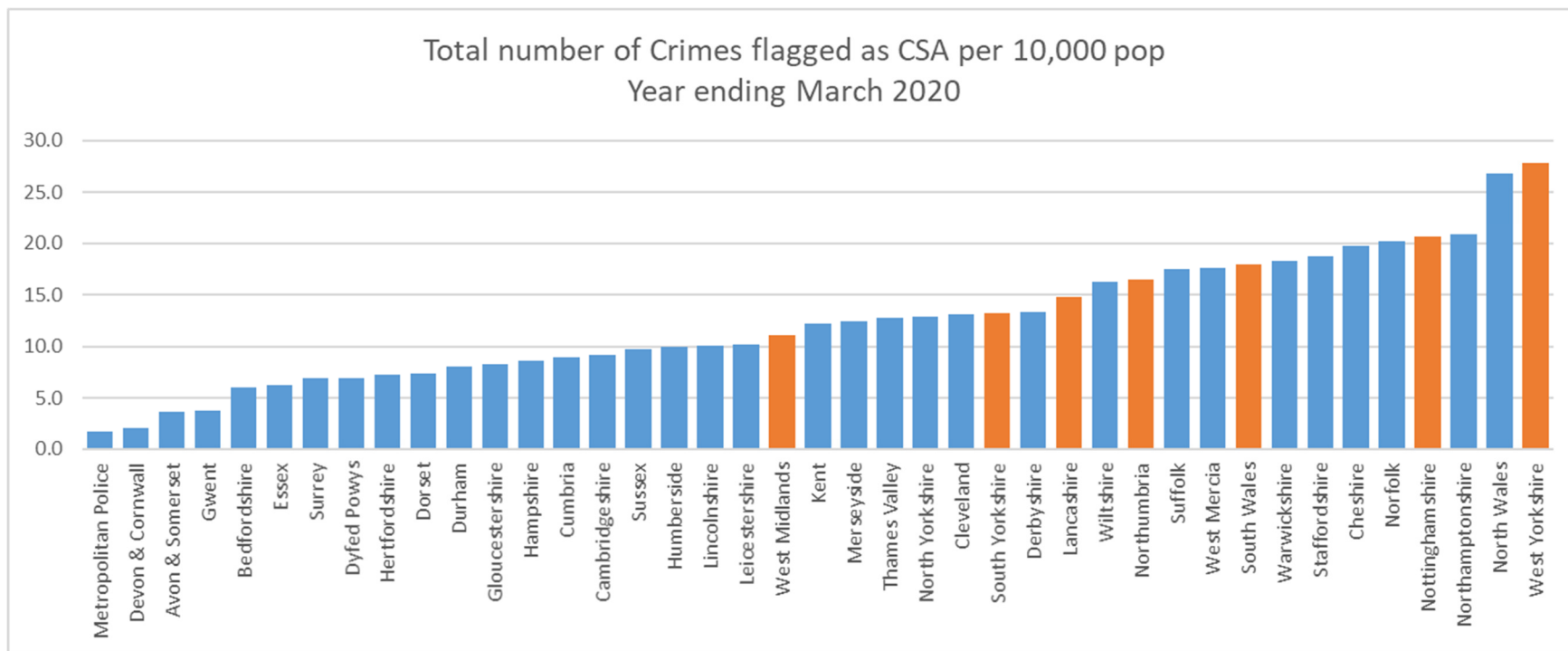


Whilst the outcome rate for rape appears to be on the increase, the rate for domestic crime is currently decreasing in comparison to last year.

The other Crime type which has had increasing news coverage over the last quarter is the sexual abuse of children. The latest figures from ONS show that West Yorkshire has one of the highest numbers of these offences in the country.



Whilst the data from ONS is flagged as experimental, the high number of offences in West Yorkshire is a cause for concern and understanding why there are so many more should be a priority. The trends for this data should be considered as the original thought was this was largely due to the CDI effect – but the considerable difference between West Yorkshire and other forces with a similar grading, gives question to this assumption.



The above compares per 10,000 population and this shows that West Yorkshire has still the highest, but is joined by North Wales as having higher numbers than the rest of the forces.

This may give some insight as to why there is this anomaly – and a comparison with offences in North Wales may give some understanding. The areas in orange above are the other forces in West Yorkshire most similar group (Greater Manchester does not feature due to not being able to report on performance in that area).

As Child Sexual Abuse is a priority area in the Police and Crime Plan then this may need to be included as a main measure to bring focus into this area of business.

Going Forward Reflecting the National priority – Domestic and Sexual Abuse positive outcome rates give a proper indication of the current situation. The numbers of Child Sexual Exploitation and Abuse to be included to bring a focus into these priority crimes.

Current measure 14 - West Yorkshire Police will make effective use of civil orders and legislation as a positive action to disrupt offenders, protecting the vulnerable and reducing threats

This measure has tried to look at the appropriate use of civil orders and legislation such as Domestic Violence Prevention Orders (DVPO's).

Currently the numbers of DVPO's are falling due to a change in the team in West Yorkshire Police (now sorted) and the disruption and delays due to lockdown in the courts

The current position is as follows:

DVPO's in the first quarter of 20/21 are 20% of those in 2019/20. Coercion and control offences and applications under Claires law are at 30% of the level in the previous year.

	DVPO's		Coercion & Control		Claire's law	
	Q1 19/20	Q1 20/21	Q1 19/20	Q1 20/21	Q1 19/20	Q1 20/21
West Yorkshire	421	83	2017	624	1249	376
Bradford	53	9	537	200	216	43
Calderdale	116	9	197	50	260	62
Kirklees	57	17	350	93	163	82
Leeds	145	43	684	208	352	103
Wakefield	50	5	249	73	258	86

The changes due to the lockdown will be impossible to separate from any true change in this measure and therefore it would be appropriate to consider other measures here.

One of the priorities in the Police and Crime Plan is Modern Slavery and the prevention orders for this area should be considered.

The priority area of Child Sexual Exploitation and Abuse shows that the sexual harm prevention orders should also be considered alongside these other orders.

So rather than concentrating on individual measures and looking at a quarterly count of these, all of the measures could be included in what we will term a 'basket of orders' and reported on by exception only.

For this to work, all the orders would to be supervised by the different OPCC boards to ensure that value on exception reporting is given.

Going Forward –look at a 'basket of orders' to be reported by exception. These would include Domestic orders, sexual harm orders, Modern Slavery and Human trafficking referrals and orders.

Make sure criminal justice works -

Current measure 14 - Increase the confidence of communities in their community safety partners.

As per the previous measures, this 'Your Views' measure has been partially replicated in the Community Survey so can be reported on even without the formal 'Your Views' taking place.

Increase confidence of communities in their community safety partners

With no new 'Your Views' data to report for this measure, we return to June's 'Community Conversation' survey to gauge people's current views on community safety partners (CSP's). 89% of respondents said they felt that the work of community safety partners had been good/very good or satisfactory during lockdown (55% described the CSP's response as good/very good).

We asked residents how the PCC/CSPs could work to support them during the Covid crisis, and the most common response (31% of respondents) was to increase the visible police presence in communities. 7% asked for better communication about available support services.

Going Forward - Continue as a measure when available with use of the 'Community Survey' to show progress whilst 'Your Views' is not running.

Current measure 15 – 17

Ensure all relevant partners are working together to achieve effective results	Ineffective trial rate (Magistrates Court)
	Volume of early guilty pleas
Ensure all relevant partners are working together to achieve efficient results	Average time taken for cases to be brought to resolution

These three measures were envisaged to be the best indicators for what was happening in the court system for victims, but the regular Covid updates to the panel have shown that the disruption in the courts due to the lockdown and subsequent backlog in the system has rendered these measures invalid.

In order to properly reflect these changes, the following measures have been proposed

1 Evolve an improved CJ system; Work with partners to develop and progress a strategic CJ recovery plan, learning from adapted business models to ensure the new norm is more efficient and effective than before, using Covid as a catalyst for change;

➤ **Can be measured via progress on actions from the LCBJ recovery strategic plan**

2 Use new datasets to focus on specific problems; utilise new and existing data to understand the magnitude of the issues we face locally around cases, and use the results to prioritise work appropriately and reduce the number of outstanding cases in the system.

➤ **Can be measured via changes to backlog and our understanding of how throughput is developing**

3 Enhance our service to Victims and all CJ clients; through partnership efforts, continue to engage those involved in the criminal justice system, keeping them informed and supported in appropriate and effective ways, to maximise the chances of justice being achieved for victims, witnesses, offenders, and our communities.

- Can be measured through stats around victim engagement (sources Victim Support/Witness Care et al) and developing initiatives to support offenders, through OPCC and VRU activity e.g. DA perpetrator programme, WYFI support work etc.

Current measure 18 - Have a police service which is more representative of the people it serves.

This continues to be a key measure for West Yorkshire Police and with the increase in the numbers of officers there is an opportunity to make a difference

As well as the recruitment figures, there also needs to be a look at the retention statistics, to ensure that West Yorkshire police are not just recruiting but retaining those that join.

Going Forward - Continue as a measure with exception reporting on recruitment figures as new cohorts are added and include the addition of the retention statistics to the overall measure.

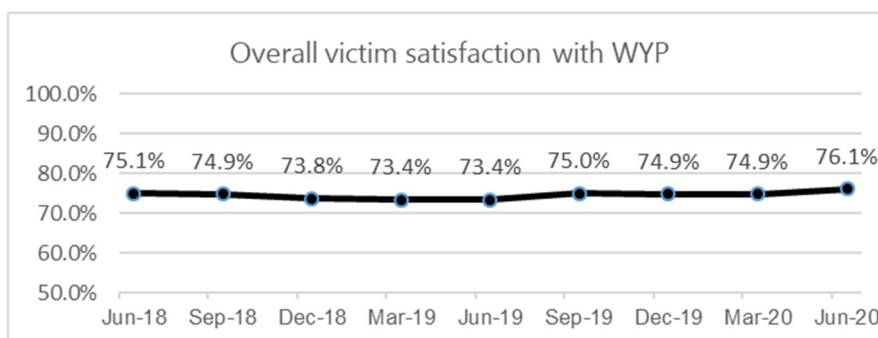
To reflect these new measures and the slight change in emphasis that these give, this outcome is to be given the following new title

Working to improve Criminal Justice

Supporting Victims and Witnesses

Current measure 19 - More victims will be satisfied with the level of service they receive from the police

This is the current measure from the victim satisfaction survey that is compiled by West Yorkshire Police. There are a variety of crimes reviewed as part of this survey and detail is provided for the Community Outcome Meeting on a regular basis which looks at the detail behind this measure.



Overall satisfaction levels with WYP’s service to victims have improved over the past 12 months, increasing by almost 3 percentage points to 76.1% of victims survey are satisfied. In this survey, victims are asked to comment on services they have received from the police following an incident. The West Yorkshire level results in the table differ from those of the districts as they are based on the service provided by the force’s central customer contact centre and Force Crime Management Unit.

User Satisfaction	West Yorks.	Bradford	Calderdale	Kirklees	Leeds	Wakefield
12 mths to Jun. 20	76.1%	75.8%	75.3%	78.9%	78.6%	79.0%
12 mths to Jun. 19	73.4%	75.0%	79.8%	76.5%	79.4%	76.0%

Going Forward - Continue with this measure as the main reporting mechanism for victim satisfaction with West Yorkshire Police.

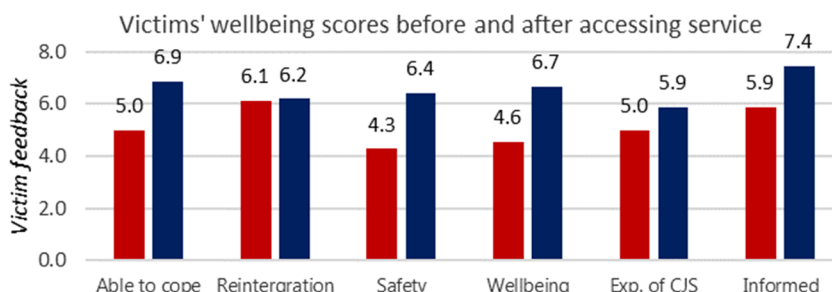
Current measure 20 - More victims who choose to access victim’s services will be satisfied with the service they receive.

The current measure looks at the outcome star from the main commissioned victim service to measure before and after outcomes for victims. Although the way that services have been offered to victims has changed in its nature – to a more virtual space, the service has continued to offer support, so the outcomes are still relevant.

Commentary

Victim Support (VS) received 14,000 referrals during Q1, the majority of which were referred after contact with the police. Those contacting the service are frequently victims of violent offences (with or without injury), with domestic violence a common theme.

Victim Support’s services help victims by arranging peer support, building self-confidence, and helping with personal security. When accessing VS services, victims are asked to score their sense of safety, and five other personal wellbeing measures. The chart shows how victims progress during their contact with VS. Overall, Q1’s data shows that scores improved by 28% following VS support.



Going Forward - Continue with this measure as the main reporting mechanism for ensuring that there are improving outcomes for victims who access the PCC commissioned services.

Current measure 21 - Improve the outcomes for victims of Crime

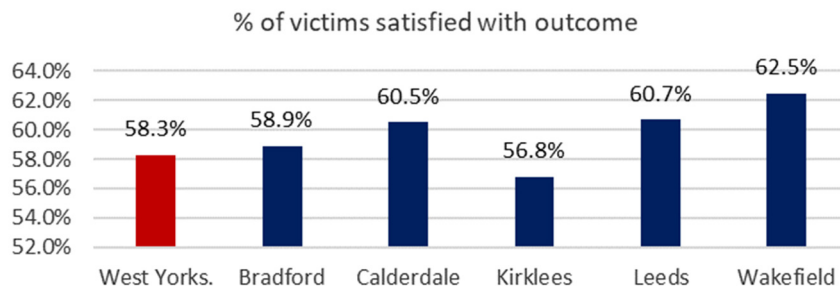
As part of West Yorkshire police's victim survey a questions with regard to the outcome of the case was added at the request of the OPCC. The last quarter is detailed below

Commentary

West Yorkshire Police's survey of victims' satisfaction with the outcome of their case covers burglary, vehicle crime, criminal damage, arson, robbery, theft, violence against the person, and hate incidents.

In the year to June 2020, 58.3% of victims said they were satisfied with outcome of their case, which represents a decrease from twelve months beforehand (60.5% in June 2019).

Satisfaction with outcome levels are higher for victims of attended crime compared to unattended crimes (60.9% and 53.6% respectively). Levels vary from 57% (Kirklees) to 63% (Wakefield) across the five districts.



The results from this question show a much lower satisfaction for this measure than for any of the other questions. This is because the survey is conducted early on in the process for victims, and many have not had the outcome for their case, so this is based on a very small sample and not reflective of all those surveyed.

A better understanding of this outcome would be via the survey conducted by the victim service, who survey victim satisfaction with the outcome of the case, once the case is actually finalised. This measure is going to be included as part of the above criminal justice measures, so the following two new measures are suggested to replace this measure and inform the victim and witness outcome

New measures:

1. Self-referrals to victim services – to better understand the full context of victimisation in West Yorkshire, so that those victims who do not want to report the offence to the police can be understood.
2. Repeat victim rates – to be a victim of crime once is horrendous, but for this to happen repeatedly is abhorrent and requires particular focus.

Further Measures

One of the proposed new priorities in the refreshed Police and Crime plan is that of Serious Violence. Protecting people from violent and serious crimes has been a priority of the PCC since first being elected in 2012. In April 2018 the Government brought out the Serious Violence Strategy and in April 2019 West Yorkshire was one of eighteen police force areas across England and Wales to be awarded funding for operational activity by the Home Office to tackle Serious Violent Crime and knife crime.

In June 2019 and confirmed in October 2019 - West Yorkshire received £3.37m for the establishment of a Violence Reduction Unit (VRU) to help target and tackle violent crime up to the end of March 2020

For the year 2020/21 the overall grant for West Yorkshire will be 3.37m.

In addition to the VRU, Operation JEMLOCK is West Yorkshire Police's bespoke response to tackle and suppress violent crime. Home Office funding of £4M in 2019/20 and a further £2.63M in 2020/21 to help tackle serious violent crime is being utilised to good effect with dedicated resources and investigative roles now established across all five districts and already delivering additional high visibility prevention and enforcement activity.

VRUs across the country have three specific outcome measures to achieve:

- a reduction in hospital admissions for assaults with a knife or sharp object, and especially among victims aged under 25;
- a reduction in knife-enabled serious violence, and especially among victims aged under 25;
- a reduction in all non-domestic homicides, and especially among victims aged under 25 involving knives.

The hospital admissions and non-domestic homicides are acknowledged as a national measure as the numbers for these are low – but the number for serious violence, especially knife enabled serious violence is a clear measure to understand the impact of the whole unit.

New measure for Serious Violence

- Number of Serious Violent Crimes – and percentage that are knife enabled.

Current Position

When considering data on a twelve month rolling basis between 1 June 2019 and 31 May 2020 the following reductions have been recorded:

- Knife – enabled serious violence is down 12.4%
- Knife crime victims under 25 are down 17.2%
- Non-domestic Homicides are down 21.4%
- Robbery is down 20%
- Robbery involving a sharp implement is down 24.4%

Taking all of the above into account, the following are the proposed measures for the refreshed Police and Crime Plan which reflect the changes in crime which have occurred recently and the national focus with regard to some crime categories and outcomes.

	Objective	Measures
Tackle crime and anti-social behaviour	Significantly reduce the volume of crimes committed in West Yorkshire	Total recorded crime - quarter on quarter comparison
		Experience of household crime
		Experience of personal crime
	Significantly reduce ASB in West Yorkshire through prevention and early Intervention	Volume of ASB incidents Reported and Public perception of ASB in the area
	Significantly reduce the reoffending rate in West Yorkshire	Reoffending rates of the managed cohort
	More people will feel safe in West Yorkshire	'Your Views' or Community Survey - Feeling of Safety
	Frontline policing will be protected and resourced to deter, detect and deal with criminals	Proportion of police officers in operational roles
	More people will think the police are doing a good or excellent job in their local area	'Your Views' survey or CSEW - Police doing Good or Excellent job
	More people will be confident that the police and partners will prevent crime and anti-social behaviour	'Your Views' survey or CSEW- Police and Partners prevent Crime and ASB
Reduce Serious Violent Crime and especially Knife enabled crime	Volume of Serious Violent Crime and % that is knife enabled	
Safeguard vulnerable people	The most vulnerable people will be identified and supported	Repeat Adult and Children Missing Persons
	The police and partners will work better together to safeguard vulnerable people	Volume of positive outcomes for Domestic Abuse and Rape cases.
		Child Sexual Abuse Offences and repeat victims
West Yorkshire Police will make effective use of civil orders and legislation as a positive action to disrupt offenders, protecting the vulnerable and reducing threats	Exception reporting on a basket of orders for Domestic Abuse, Sexual Offences, Modern Slavery, Human Trafficking, Forced Marriage and Honour Based Abuse	
Work to improve Criminal Justice	Increase the confidence of communities in their community safety partners	'Your Views' survey or CSEW- Increase confidence in Community Safety Partners
	Evolve improved Criminal Justice System	Progress on actions from LCJB recovery plan
	Use new datasets to focus on specific problems	Changes to backlog and understanding of throughput
	Enhance our service to Victims and all CJ clients;	Exception reporting on a basket of measures including Victim Satisfaction by Witness Care, numbers accessing support through DA perpetrator programme or Wi-Fi.
	Have a police service which is more representative of the people it serves.	Recruitment programmes which promote the employment opportunities at West Yorkshire Police for members of under-represented groups
Support victims and witnesses	More victims will be satisfied with the level of service they receive from the police	Victim satisfaction survey
	More victims who choose to access victims services will be satisfied with the service they receive	Proportion of clients reporting an improvement through access to support services.
	Improve understanding of victims of Crime	Number of Self referrals to victim services
	Reduction in number of repeat victims	Number of repeat victims for various crime types including Domestic Abuse and Hate Crime