

## Additional issues raised by the Police and Crime Commissioner (PCC) at the Performance Meeting held on 22 February 2016

### CONVICTION RATES

West Yorkshire has seen some impressive conviction rates for this latest quarter (Q3) and have been praised by Martin Goldman (Chief Crown prosecutor for the Yorkshire and the Humber Region). We are now surpassing all of our ambitions for conviction rates aside from Magistrate's court which is just 0.5% below, the conviction rate for rape is now amongst the best in the country and all in all we are seeing great improvements on previous years.

	Ambition	Q1	Q2	Q3
<b>Crown Court</b>	82.5%	82.4%	78.0%	84.2%
<b>Magistrates' Court</b>	85.0%	83.5%	82.4%	84.5%
<b>Domestic Abuse</b>	75.0%	74.0%	72.7%	78.3%
<b>Rape</b>	60.0%	67.5%	66.8%	68.0%
<b>Hate Crime</b>	85.0%	83.0%	83.9%	85.6%

### DEMAND MANAGEMENT

Demand management was discussed in quite a lot of depth during the last meeting so this was discussed in too much depth this quarter, however there has been a significant rise of 270% in calls for service received via online means (2013/14 compared to 2014/15 from 9,414 to 34,890). The Chief Officer Team is confident that the processes in place are sufficient to deal with these volumes but will be keeping a close eye on it going forward. Many of the calls for service received through this method simply require signposting to the relevant department or partner agency and staff are excellent at doing this in an efficient way by using dual screen technology to search for the right information on the internet whilst maintaining professional contact in live time.

During the last meeting more information was requested around those calls for service which did not result in an incident or crime record being created. As a result some intensive analysis was carried out which has been invaluable in reassuring us and the public that these calls are being dealt with in the appropriate way. There were some concerns regarding the rate of "abandoned" 999 calls; 587 calls were listened to and 65 were abandoned equating to 11% which is much higher than the overall call abandonment rate within West Yorkshire which is typically less than 1%. However the terminology used here is misleading in that "abandoned call" suggests that the caller has tried to contact the police but has given up before the call was answered; this is not the case. Each of these calls were listened back and all had got through to the operator but at some point during the conversation (typically towards the end) the caller had discontinued the phone call. This could be for a number of reasons but where the operator felt that there was any cause for concern or that the caller was acting under duress further attempts were made to re-contact or triangulate the caller and deploy a unit. There were no concerns in the way that these operators had handled these calls and overall the Chief Constable is pleased with the current performance at the Customer Contact Centre.

### ASB SATISFACTION AND PERCEPTION

Satisfaction with ASB service delivery in Leeds has reduced from 83.4% to 80.6%. Although this is still higher than the force average, the reduction is impacting on the overall force figures and is a larger reduction than other district. The Local Accountability Meetings which take place at district level have encouraged districts to share good practice around this and the Chief Constable will be feeding back on this, however it is important to note that this is an area where partnership activity is crucial. The police work closely with Leeds Community Safety Partnership and the Leeds Anti-social Behaviour Team with whom they share police satisfaction data. These issues are fed into discussions around resource allocation and the use of PCSOs going forward.

The OPCC Public Perception Survey results from December 2015, show that there has been a significant rise in the number of people in Bradford who feel that ASB in their area has increased (from 15.9% to 17.9%). This is a particular shame that more of the public perceive there to be a problem given that the satisfaction rate of those who have been a victim has increased by 5% in the same period (from 74.8% to 79.8%). As with all districts West Yorkshire Police try to match up resources to the areas of most need and in Bradford particularly they have been using the ASBAT tool to identify repeat locations and address underlying problems. It is also pertinent to mention that there has been a recent ASB driving media campaign in Bradford which could have impacted on people's perception of the problem.

## THEFT OF VEHICLE

Overall vehicle crime has risen by 12% when comparing the 12 months to December 2015 to the 12 months to December 2014. The majority of this increase has been attributed to theft of vehicle which has risen by 39% across West Yorkshire. The below table shows the rises across the districts:

Theft of Vehicle	Dec 14	Dec 15	Change
Bradford	925	1,376	+49%
Calderdale	345	512	+48%
Kirklees	562	680	+21%
Leeds	1,134	1,530	+35%
Wakefield	448	635	+42%
<b>West Yorkshire</b>	<b>3,414</b>	<b>4,733</b>	<b>+39%</b>

Unfortunately this is due to increased crime, largely around organised crime groups which are operating across the region. We have seen other spikes linked to specific manufacturer flaws which make certain makes and models vulnerable to theft, however on the main the key cause for the rise at present is criminal groups who specialise in stealing cars and exporting them to the continent. This is a difficult problem to solve given that in this current climate border control has more capacity to deal with things coming into the country than things going out. There are also added complexities to do with regional and cross border/agency working. West Yorkshire Police are however working hard with our Regional Organised Crime Unit and have carried out extensive analytical work to really understand the threat. Vehicle crime has been identified as a risk within the force and features heavily in daily tasking and strategic planning meetings. The Chief Constable will look into the possibility of compiling a national problem profile to identify further ways to address this rise.

## POSSESSION OF DRUGS

Possession of drugs has reduced by 20% (4,249 to 3,404) when the 12 months to December 2015 are compared with the 12 months to December 2014. Unfortunately this mainly is down to reduced proactivity however it is important to stress that the police are still being proactive but in ways that target the dealers of drugs and the organised crime behind it rather than the users. This inevitably has caused a reduction in possession, strains on resources and officer capacity has led to lower numbers of stop and searches however it is reassuring to know that our proactivity is intelligence led thus still focusing on those who do the most harm. It is also worth noting that similar trends are being seen across our Most Similar Group and we do expect to see a reversal once we begin recruiting more officers and PCSOs.

## SEXUAL OFFENCES

Sexual offences is one of the crime types which has seen a genuine increase, rising by 57% (from 3,458 to 5,413 - 12 months to December 2015). West Yorkshire Police have stated that much of this is due to increased confidence and non-recent allegations and nationally there has been an increase too. It has been calculated that 1 in 6 sexual offences recorded in West Yorkshire relates to a non-recent allegation; this historically had stood at 1 in 7 but had jumped up at the height of the press attention around Jimmy Saville and was 1 in 5. 1 in 6 is thought to be the new norm however this is probably one of the most complicated areas to analyse as there are so many factors at play. Numerous high profile cases in the media tie in with an increased victim preparedness and confidence to report crimes, there have also been some changes to recording practice and there have been increases linked to cyber-crime. West Yorkshire Police has a policy of recording a crime in the first instance based on the balance of probabilities, this method helps to support the needs of the victim. It does however have an impact the volumes of sexual offences being recorded and the outcome rates, however the both the PCC and Chief Constable feel it is in the best interest of the victim and so will not be changed anytime soon.