**APPENDIX C**

**Additional issues raised by the Police and Crime Commissioner (PCC) at the Community Outcomes Meeting 9 February 2015**

**COMPLAINTS AND ALLEGATIONS TO WEST YORKSHIRE POLICE**

As previously reported, public complaint cases had seen an increase of 15% as at September 2014, with 543 complaint cases recorded between April to September 2014 compared to 471 cases in the same period last year. This increase has been explained as being due to a change in guidance from the Independent Police Complaints Commission (IPCC) as to what constitutes a complaint. The quarter October-December 2014 saw a continuation in this increase, with a 27% increase compared to the same time the previous year. Although the increase is in part due to this change in complaints guidance, the Chief Constable was asked to look into inconsistencies in complaints increases and rates per officer across the districts, and report back including information regarding the complainant’s ethnicity. This analytical work has been done and shows that there is no difference between the types of complaints made by ethnic minority complainants and white complainants, however some community tensions have been identified in certain areas. To combat this, additional educational packages and briefings for staff are being developed around additional sensitivities some communities may face.

A recent Independent Police Complaints Commission (IPCC) report detailed the number of upheld appeals and for the year to March 2014 a higher proportion of appeals were upheld in West Yorkshire compared to the national average. This was raised with the Chief Constable who explained that appeals only account for 3-4% of complaints received and many involved a few individuals with multiple complaints. Work has been ongoing at district quality units around complaint handling and since March 2014, the period that the IPCC report covers, many changes have been put in place. To ensure that these changes are working the number of appeals will be revisited in 6-12 months.

The number of complaints dealt with via a local resolution has significantly increased from 12% in 2013 to 39% in 2014, mainly after a service recovery team was set up in October 2014. The complaints legislation allows the local resolution process to be used without victim consent whereas in West Yorkshire the local resolution process is victim led, which means that West Yorkshire often do not deal with as many complaints via this method compared to other areas. Since the team started they have finalised 114 cases, with only 2 appeals being received, neither of which was upheld.

**EMERGENCY RESPONSE INCIDENTS**

The decreasing number of emergency response calls met in the required time has been raised previously with the Chief Constable, who stated that work was ongoing within the call centres to rectify issues. Unfortunately the rate has continued to decrease from 89.2% in the 12 months to September 2014 to 88.7% in December 2014. The police are continuing to make changes in this area and are paying particular attention to managing calls which require a large number of resources i.e. high risk missing persons and public disorder. This will be amalgamated with analytical work into demand management and shift patterns in order to fully understand where the problems lie. In addition to this local management teams are looking at those incidents that have not been reached within 15 minutes every day to look for learning, it is however important to note that the vast majority of these “misses” are only by a few minutes. It is expected that this trend will start to improve as a result.



**VIOLENT CRIME**

There has been an increase of 13.3% of recorded levels of violent crime (in the 12 months to December 2014 compared to the 12 months to December 2013), which has been largely attributed to changes in the recording processes of domestic abuse resulting in more incidents being recorded as crimes. This is supported by the fact that there has been a higher increase in violence without injury (19.3%) than other violent crime types and that the largest increase in violent crime (33.3%) has occurred since these changes in process. However non-domestic violence has also increased by 13.3% in this time period suggesting that the rise cannot be entirely attributed to the change in domestic abuse recording practice; other factors contributing to the increase include improvements in crime data integrity, improved confidence in reporting crime and different agencies such as schools and hospitals shifting their practices towards reporting violent crime to the police as oppose to dealing with it internally as they might have previously. Going forward the Chief Constable has been asked to look at non-domestic violence and most serious violence at district level and will feed back on issues and progress through the next quarter, however it is worth noting that West Yorkshire Police are still ranked 2nd in its MSG and have a relatively low rate of violent crime per 1000 population, furthermore the increases seen here are being mirrored across England and Wales.

Most serious violence was raised at the previous COM as there had been a rise of 12%; it was not apparent at that time whether this was a spike or the beginning of a more long term trend, however it has since continued to deteriorate and now stands at an increase of 30% in the 12 months to December 2014. The Chief Constable stated that they have been monitoring the rise closely and have tasked staff to carry out analytical work however there do not appear to be any specific pattern or identifiable trends, they will however continue with this work and will be checking against other force areas and the national picture to see if it is reflected elsewhere.

There has been an increase in possession of article with a blade or point of 23.1% and possession of other weapons by 18.0% for the year to date (December) which the Chief Constable was asked about. It was stated that the majority of these have been the result of successful stop and seizures by officers which are consequently bumping up the recorded crime rates.

**ROBBERY**

Although offences of robbery have reduced by 3% to 1,813 crimes in the 12 months to December 2014, there has been a 13% increase to 511 offences for the October-December 2014 period compared to the same period last year. The increase has been affected by small pockets of street robberies and an increase in organised criminal activity. This increase will be closely monitored through local police service accountability meetings to ensure this is not an ongoing trend.

**DISHONEST USE OF ELECTRICITY**

There has been a 22% increase in dishonest use of electricity during the April-December 2014 period, although the numbers of these crimes remains low (just 155 for the whole of West Yorkshire).

Similar increases are being seen across the country and can in part be attributed to the current financial climate, however it is not clear if this is the full picture. Improvements in data integrity may also have led to abstraction of electricity being recorded as part of cannabis production incidents whereas in the past this may not have been the case.

**CONFIDENCE AND SATISFACTION**

Public perceptions across West Yorkshire are currently mixed. Local issues, such as violent crime, drunk and rowdy behaviour and vandalism, are clearly being tackled and have resulted in reduced perceptions of a problem for many crime and ASB types, especially in the Wakefield district. However many of the drivers of confidence, which include satisfaction with visible patrol and the opinion that the police and local council are dealing with the issues that matter have seen a deterioration which has resulted in a non-significant reduction in confidence to 52.9%.

Local internal police accountability meetings at districts have recently looked at confidence and satisfaction and subsequent local plans to address identified issues should develop. There is a need to distinguish between partner and police activity and what is successful, as well as where service delivery can be improved.