



Office of the
**Police & Crime
Commissioner**
West Yorkshire

Police and Crime Commissioner's

DELIVERY QUARTERLY REPORT

April to June 2018

Keeping West Yorkshire safe and feeling safe.

DELIVERY QUARTERLY

	Objective	Measures	12 months to June 2017	12 months to June 2018	Trend
Tackle crime and anti-social behaviour	Significantly reduce the volume of crimes committed in West Yorkshire	Total recorded crime	247,661 (+18%)	273,887 (+11%)	↓
		Risk of household crime	11.0% (Mar 17)	11.1% (Mar 18)	↔
		Risk of personal crime	2.2% (Mar 17)	4.5% (Mar 18)	↓
	Significantly reduce the reoffending rate in West Yorkshire	Reoffending rates of the managed cohort	Cohort 1 – 2.5 Cohort 2 – 1.9	Cohort 1 – 2.2 Cohort 2 – 1.7	↑
	HMICFRS PEEL inspections will grade West Yorkshire Police as GOOD or OUTSTANDING at effectively reducing crime	HMICFRS PEEL Effectiveness inspection	Good 2016	Good 2017	↔
	More people will feel safe in West Yorkshire	Your Views	81% (Jan-Mar 18)	80% (Apr-June 18)	↔
	Frontline policing will be protected and resourced to deter, detect and deal with criminals	Proportion of police officers in operational functions will remain the same or improve	93.1%	93.2%	↔
	More people will think the police are doing a good or excellent job in their local area	Your Views survey	42.5% (Jan-Mar 18)	40.6% (Apr-Jun 18)	↔
More people will be confident that the police and partners will prevent crime and anti-social behaviour	Your Views survey	38.5% (Jan-Mar 18)	35.9% (Apr-Jun 18)	↓	
Safeguard vulnerable people	HMICFRS PEEL inspections will grade West Yorkshire Police as GOOD or OUTSTANDING at protecting the vulnerable	HMICFRS PEEL vulnerability inspection	Good	Good	↔
	The most vulnerable people will be identified and supported	The volume of people who go missing repeatedly will reduce	9,949 missing 26.6% repeat rate	9,969 missing 25.2% repeat rate	↑
Make sure criminal justice works	Increase the confidence of communities in their community safety partners will keep them safe	Your Views survey	57.7% (Jan-Mar 18)	55.4% (Apr-Jun 18)	↓
	Ensure all relevant partners are working together achieve effective results	Ineffective trial rate (Magistrates Court)	14.6% (outturn 17/18)	12.9% Apr-May 2018	↑
	Ensure all relevant partners are working together to achieve efficient results	Average time taken for cases to be brought to resolution	38.4 days (Q3 2017/18)	45.8 days (Q4 2017/18)	↓
	Have a police service which is more representative of the people it serves.	The demographic breakdown of those recruited into West Yorkshire Police	5.3% (BME) 1 st April 2016	5.6% (BME)	↔
Support victims and witnesses	More victims will be satisfied with the level of service they receive from the police	Victim satisfaction survey	77.6%	75.1%	↓
	More victims who choose to access victims services will be satisfied with the service they receive	Victim services data: Average perception of safety before and after victim services involvement.	+1.4 (Jun 17) (scores out of 10)	+0.8 (Jun 18) (scores out of 10)	↔

Introduction

This report aims to summarise some of the recent progress made by the Office of the Police and Crime Commissioner (OPCC), West Yorkshire Police and key partners in delivering the Police and Crime Plan. Activity included in this report covers the quarter April to June 2018, and statistics presented reflect the 12 months to June 2018, unless otherwise stated.

The report focuses on the four main outcomes of the Police and Crime Plan; tackle crime and anti-social behaviour (ASB), safeguard vulnerable people, make sure criminal justice works, and support victims and witnesses. These outcomes were decided on following extensive consultation with the public, police and partners. We cannot hope to successfully deliver these outcomes unless we all work together.

This report sets out our collective progress against each of the delivery measures, but does not contain an exhaustive list of all delivery activity. More information can be found on my website at www.westyorkshire-pcc.gov.uk.

Delivery Overview

The data included in this report comes from a range of different sources including national crime statistics and surveys, West Yorkshire Police, HMICFRS inspection reports, partner performance indicators, and consultations carried out by my team. Having a mix of quantitative and qualitative measures allows me to present a more holistic and meaningful report to the public.

We also include data from the 'Your Views' survey, which was launched in June 2017 to provide data on a range of measures of public confidence and community safety at local level in West Yorkshire for the first time this report includes combined totals of all three quarters of data for more robust sample sizes.

The Delivery Quarterly report aims to provide a balanced account of police, partner and OPCC delivery over the past quarter. I hope that by including details of our progress in tackling crime and community safety issues as a collective, we can help our communities understand and be reassured by our unified approach. As I have said before, keeping West Yorkshire safe and feeling safe cannot just be left to the police.

Tackle crime and anti-social behaviour

Tackling crime and anti-social behaviour is a challenging and varied task. Different problems require different responses and different partner's involvement. Together with the police and local and national partners, we will continue to protect our communities by tackling the perpetrators of crime, and reducing the opportunity for crimes to occur. To understand how we can best focus our collective resources, I closely monitor crime levels, measures of public confidence, police service demand, and communities' feelings of safety, through the data in this report.

Safeguard vulnerable people

As with all the outcomes in the Police and Crime Plan, safeguarding vulnerable people requires input from a wide range of organisations. As PCC for West Yorkshire, I have brought partners together to tackle important issues such as child sexual abuse (CSEA), support for people with mental health issues within the criminal justice system, human trafficking and modern slavery, and honour based abuse. I will continue to contribute to this safeguarding agenda by promoting partnership working, for example in our response to children who repeatedly go missing from home.

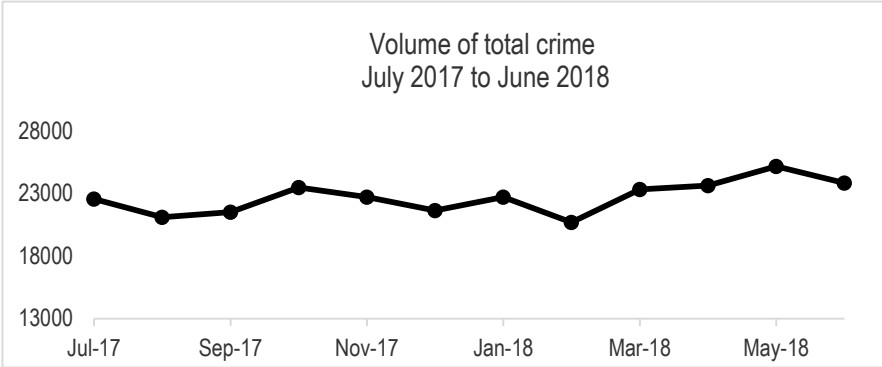
Make criminal justice work

It is important that our communities have confidence in our criminal justice system. This report presents measures to help me assess how effectively partner organisations are working together to achieve efficient court processes, and how well West Yorkshire Police's workforce reflects the demographic profile of the local population.

Support victims and witnesses

The OPCC supports the needs of victims and witnesses in West Yorkshire by funding key services which are delivered by partners in the third sector and district Community Safety Partnerships (CSPs). In this report, I monitor data provided by the police, our own internal research, and that of our delivery partner Victim Support, to understand the needs and experiences of victims and help me evaluate the quality of the service they receive.

Objective: Significantly reduce the volume of crimes committed in West Yorkshire

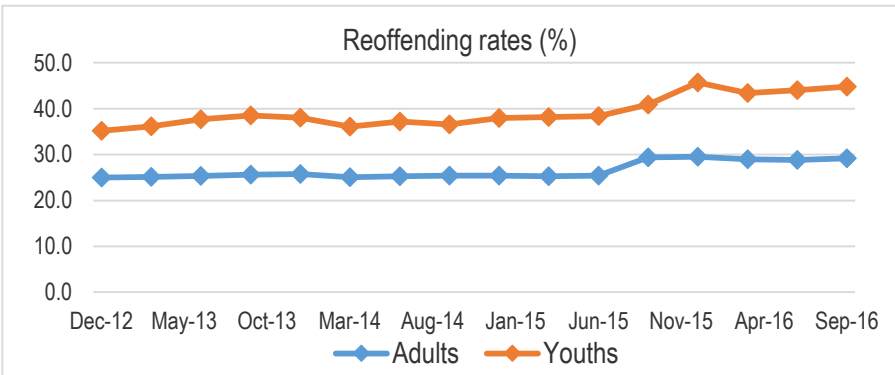


Recorded Crime	West Yorks.	Bradford	Calderdale	Kirklees	Leeds	Wakefield
12 mths to June 17	+18%	+19%	+14%	+20%	+17%	+17%
12 mths to June 18	+11%	+13%	+9%	+8%	+9%	+14%
Vol. (to June 2018)	273,887	71,443	23,157	42,031	99,617	37,639

Commentary

Recorded crime has increased by 11% when the 12 months to June 2018 are compared to the preceding 12 months. Just under half of this 11% increase is related to improvements in recording practices which have taken place over the past two years. Analysis of recorded crime records shows that all of the 43 police forces in England and Wales are now showing increases in the volumes of crime that they record. The MSG average increase is now 15% in comparison with the 11% increase seen in West Yorkshire.

Objective: Significantly reduce the reoffending rate in West Yorkshire

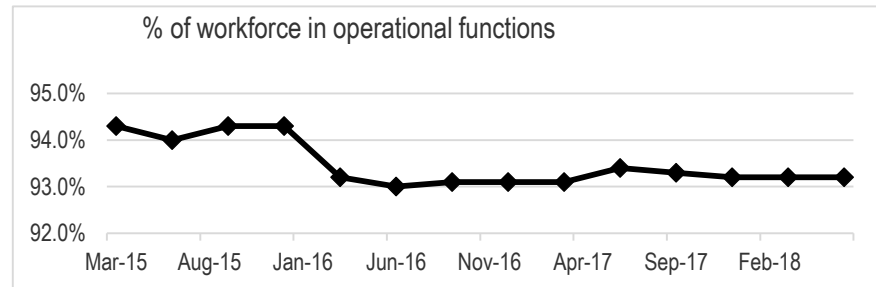


Reoffending rates 12 months to Sept 16	West Yorks.	Bradford	Calderdale	Kirklees	Leeds	Wakefield
Adults	29.2	30.3	28.9	27.0	30.2	29.6
Youths	44.8	45.2	51.9	42.3	44.6	39.8

Commentary

Reoffending rates taken from Ministry of Justice data record the proportion of offenders released in a given year who go on to reoffend in the following twelve months. Figures for the year to Sept 2016 record a reoffending rate for West Yorkshire adult offenders of 29.2%, and of 44.8% for youths. The overarching trend is a deterioration in youth reoffending rates, increasing from 38.2% in March 2015. Calderdale's youth reoffending rate is slightly higher than other districts, but the figure is affected by a small sample size. With support from my office, West Yorkshire Police has been working on developing additional ways of monitoring reoffending rates.

Objective: Frontline policing will be protected and resourced to deter, detect and deal with criminals

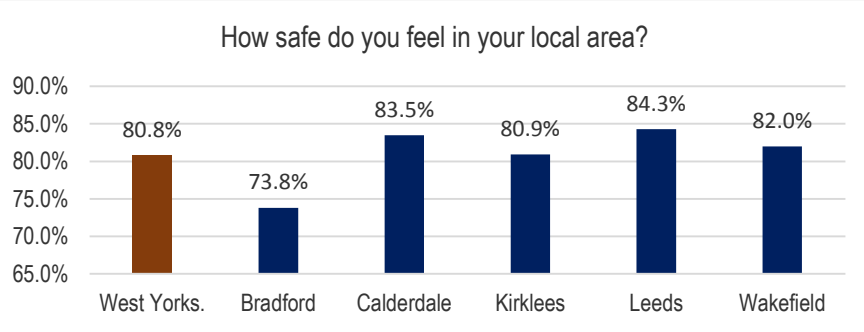


% in operational functions	Mar	Jun	Sept	Dec
2017	93.1%	93.4%	93.3%	93.2%
2018	93.2%	93.2%	/	/
Change	+0.1%	-0.2%	/	/

Commentary

The proportion of police officers in operational functions currently stands at 93.2% representing a stable trend. This level is high in comparison to other police forces across England and Wales, and has been noted as a success by HMICFRS in their 2017 Efficiency inspection report (released Nov.17). This inspection once again graded West Yorkshire as GOOD. With support from the public of West Yorkshire and the Police and Crime Panel I was able to raise the policing element of the council tax this year to allow the Chief Constable to recruit 143 new police officers and protect PCSO numbers.

Objective: More people will feel safe in West Yorkshire

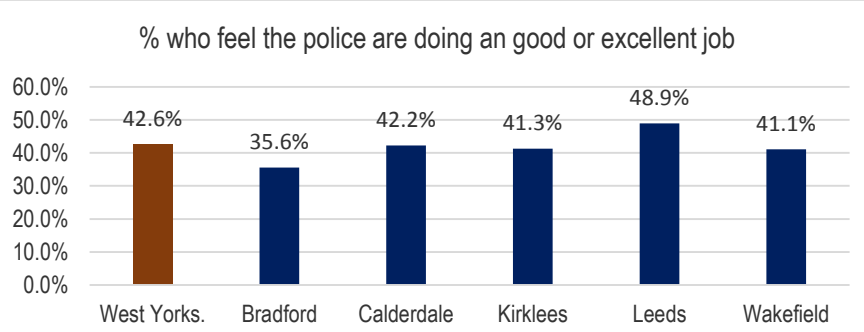


Your Views Survey (Jul 17- Jun 18)	West Yorks.	Bradford	Calderdale	Kirklees	Leeds	Wakefield
% feeling safe	80.8%	73.8%	83.5%	80.9%	84.3%	82.0%

Commentary

The data here comes from the Your Views Survey, which replaced our previous Public Perception Survey. This graph shows the combined results since the survey started in July 2017 and so accounts for a full year's response of just over 16,000 respondents from across West Yorkshire. At West Yorkshire level the proportion of respondents who felt safe declined slightly between quarters, but not so much as to be a statistically significant change. Over the year all districts [excepting Wakefield] have recorded a decrease in feelings of safety.

Objective: More people will think the police are doing a good or excellent job in their local area

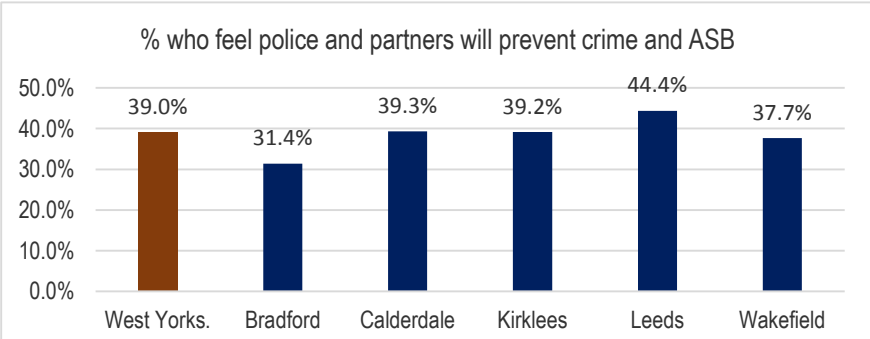


Your Views Survey (Jul 17- Jun 18)	West Yorks.	Bradford	Calderdale	Kirklees	Leeds	Wakefield
% good / excellent	42.6%	35.6%	42.2%	41.3%	48.9%	41.1%

Commentary

Again, these results are based on the responses from the full year of data. 42.6% of respondents felt that the police were doing a good or excellent job in their local area, which is also a showing a decreasing trend over the past year. Between this and the previous quarter, there was a fall in scoring in Leeds, and a small improvement seen in Bradford's results. Encouragingly, the Crime Survey of England and Wales also asks this question and returns stable results for West Yorkshire around the 58% mark, the disparity can be put down to different respondent profiles and methodologies used.

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



Your Views Survey (Jul 17- Jun 18)	West Yorks.	Bradford	Calderdale	Kirklees	Leeds	Wakefield
confident/v.confident	39.0%	31.4%	39.3%	39.2%	44.4%	37.7%

Commentary

The Your Views survey now has an increased focus on partnership working within local communities and asks respondents whether they feel confident that the police, local authority, and public sector partners ('community safety partners') work well together across a range of issues. 39.0% of respondents said they were confident or very confident that community safety partners would prevent crime and ASB over the past four quarters. The latest results (Apr-June 18) do show a reduction of 2.6% since Jan-Mar 2018, and the general trend for this indicator over the year is of a weakening in respondents' confidence. This issue will be monitored by the OPCC in the next quarterly results.

West Yorkshire Police Delivery

Police recorded crime increased by 11% in the year to June 2018, half of the 22% increase recorded in the previous year. At 11%, the increase in recorded crime is moving closer to the force's calculation of the actual increase in the risk of experiencing a crime, which is c.7%. The difference between the two figures is predominantly due to the impact of better crime recording practices (CDI). Nationally, all forces are seeing some increase in crime rates at the moment, with the latest data for the national average increase being 13%.

The Home Office launched their **Serious Violence Strategy** in April, focussing on addressing the root causes of weapon use and violent crime. West Yorkshire Police are currently engaged with early intervention work with the St. Giles Trust's gang mentor project, which uses ex-gang members as a credible voice to engage with young people on the fringes of urban street gangs. The force has further proposals under development to foster links with partners who can help to signpost the victims of violent crime to organisations who can help lead them away from a life of offending.

In response to recommendations made by HMICFRS in their annual PEEL Effectiveness inspection, West Yorkshire Police have established an internal review to examine **how the force investigates crime** across West Yorkshire. The review will address areas identified by HMIC including:

- Implementing a standard way of allocating, investigating, reviewing and supervising volume crime across the Force,
- Improving handovers between colleagues investigating volume crimes,
- Training front line staff to deliver stronger investigative skills; and,
- Encourage 'professional curiosity' to secure high quality evidence and statements.

The project, branded with the headline 'We Are All Investigators', has initiated a rolling programme of investigative training across the Districts, aimed at all front line constables and staff. West Yorkshire Police uses the *Niche* computer system to record crimes and investigations, and a standardised programme within Niche has been developed to ensure a corporate approach will be taken on crime recording, task allocation, review and finalisation. This is a significant piece of work and will address concerns around a lack of corporate supervision, ownership and responsibility, ensuring that staff and supervisors have clarity in responsibility.

OPCC Delivery

The PEEL Effectiveness report from 2016/17 made a key recommendation for West Yorkshire Police to refresh their commitment to **neighbourhood policing**, and so the past year has seen a major review of how best the police can serve our neighbourhoods. Under College of Policing guidelines, the force is adopting new principles for neighbourhood policing:

- Being accessible to, responsible for and accountable to communities;
- Engaging with communities to build trust and develop an understanding of needs;
- Collaborative problem solving with communities.

The key to delivering Neighbourhood Policing lies with our officers, staff and volunteers, who are empowered and supported to be creative and work on their own initiative, utilising all the skills and tools available to them to develop sustainable solutions with our communities. As part of this programme of reform, I have made investments to put an extra 100 police constables in Neighbourhood Policing Teams (NPT), and by working with partners, I have secured the funding to sustain the more than 600 PCSOs who do such valuable work at neighbourhood level.

April saw the public launch of our new NPT arrangements, with officers from our 21 NPT areas reaffirming their commitment to be a visible and accessible service to their local communities. Roadshow events were held in each West Yorkshire district; since then, I have allocated a further £30k of funding to West Yorkshire Police to further help promote NPT community engagement training. Neighbourhood Policing Teams are integral to policing the communities of West Yorkshire and this programme will see them working better together with people and partners to prevent crime and anti-social behaviour.

Road Safety: Grants from my Safer Communities Fund have given road safety a boost in Leeds and Kirklees. Leeds City Council [Highways and Transportation] received £5,000 for their *Road Safety Oscars* project, while The Polish Saturday School in Huddersfield received £2,500 for a special event to increase awareness of road safety around their building. Improving road safety is often cited as one of the key priorities for action by our communities (as recorded in our quarterly Your Views survey), and through both of these projects, we are raising awareness of key safety and prevention messages amongst the important target group of younger people.

West Yorkshire Partners' Delivery

Tackling ASB: Funding from my Safer Communities Fund and Safer Kirklees has helped to deliver a Parent and Young People's Easter Camp at Little Deer Woods, Mirfield. The project saw 16 parents and children take part in confidence-building workshops and get practical support to improve parenting skills and help challenge poor behaviours. As part of the event there was an ASB workshop, which helped young people attending to understand the effects of their behaviour on their community and neighbours. The evaluation of the event from participants was positive, resulting in further sessions being planned for the future.

Crime Prevention: Partnership work between the West Yorkshire Fire & Rescue Service (WYFRS) and West Yorkshire Police is bringing important crime prevention and safety advice direct to people's homes through WYFRS's 'Safe and Well' visits to the homes of vulnerable people. 58 training sessions were delivered between July 2017 and June 2018 by force crime prevention officers Chris Joyce and Lisa Keyworth, engaging with more than 900 members of West Yorkshire fire crews. Following training, over 400 Safe and Well visits have now included crime prevention advice.

Violent Crime: I have allocated almost £150k of PEG funding to an important research project being co-ordinated by Huddersfield University and West Yorkshire Youth Offending Teams. At a time when violent crime (and young people's involvement in gang violence) is in the news, this project will explore the role that social media is playing as a potential trigger for youth violence.

Access to social media through smartphones now allows unprecedented opportunities for young people to taunt and provoke each other, as well as undermine their perceived status and reputation within their communities. Content can be uploaded and shared to a wide audience and easily replayed, encouraging the opportunity for tit-for-tat violence and other offending such as criminal damage, theft, or harassment. The expectation is that this project will raise awareness amongst criminal justice practitioners of the opportunities cyberspace can provide for youth violent offending, and help to develop interventions to limit the impact of problematic social media use.

OPCC Delivery

Major Threats: Alongside the launch of the Government's Serious Violence Strategy, £22M of public funding was allocated to the Early Intervention Youth Fund, to support local projects which can help steer young people away from violent crime. My office is currently working with CSP partners to submit a consortium bid to the fund in September.

In May my office launched Grant Round 14 of the Safer Communities Fund, themed on tackling all forms of serious violent crime. 112 bids were made by local community groups, and 49 successful projects shared a fund totalling just over £200k. Grant Round 13 had already provided nearly £30,000 to local community initiatives to tackle violence in West Yorkshire. Recipients include the Leeds Street Team, Street Doctors, Global Diversity Positive Action (Kirklees), and West Yorkshire Police's Knife Crime Prevention programme.

Workforce Representation: At my quarterly performance meeting with the Chief Constable, I raised the issue of West Yorkshire Police's campaign in 2018/19 to increase the representation within the force of members of the community with protected characteristics and/or BME backgrounds. Although the force invested in prominent campaigns to encourage applicants, the proportion of new BME recruits remained low. The Chief Constable reported back that whilst progress had been made on recruitment amongst female, disability, and LGBT groups, it had proved to be much harder to recruit from BME groups. Learning from the experience of last year's campaign, a wider engagement programme is taking now place which includes contact with schools and universities - particularly Bradford University - where 70% of students are from the local area. West Yorkshire Police are also adopting new social media profiles through Instagram and WhatsApp to help engage with a younger audience.

ASB: As a result of the OPCC/Community Safety Partnerships' ASB workshop (held in March), we have now established an ASB Working Group which will look to develop the co-ordinated use of anti-ASB tools and legislation across West Yorkshire. The group will also address issues such as aggressive begging and fly-tipping. The first meeting of the group took place in July.

Objective: HMICFRS PEEL inspections will grade West Yorkshire Police as GOOD or OUTSTANDING

PEEL Assessment 2017

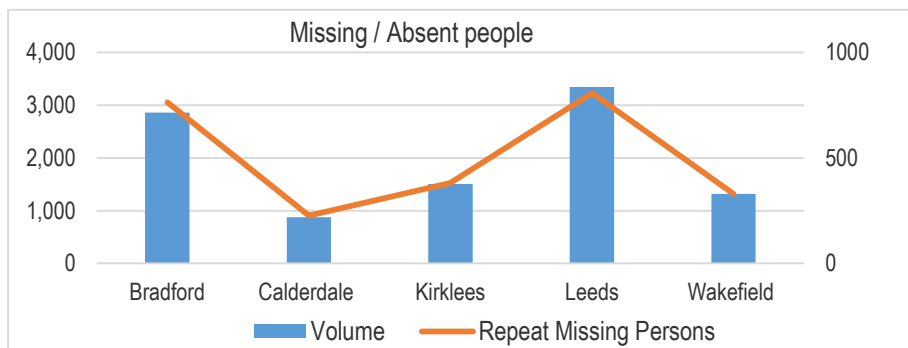


Commentary

In March 2018 HMICFRS released the Effectiveness report for West Yorkshire Police which completed the 2017 PEEL assessment. West Yorkshire Police were graded as GOOD across every strand indicating that they provide an Effective, Efficient and Legitimate service to the public of West Yorkshire.

Whilst I am pleased with the assessment provided by HMICFRS, I will ensure that my team continues to work closely with colleagues in West Yorkshire Police to address all areas for improvement and recommendations noted in the reports.

Objective: The rate of people who go missing repeatedly will reduce



12 months to June 18	West Yorks.	Bradford	Calderdale	Kirklees	Leeds	Wakefield
No. missing people	9,969	2,863	878	1,507	3,346	1,322
Repeat missing peo.	2,509	763	226	382	808	329
Repeat rate	25.2%	26.7%	25.7%	25.3%	24.1%	24.9%

Commentary

9,969 people were reported missing in the 12 months to June 18 (down by 134 people on the previous quarter). The number who went missing on more than one occasion fell slightly (0.2%) for the third quarter in a row. This means that the missing person repeat rate is now at 25.2%. Almost two-thirds of missing people are children and many are considered high risk. West Yorkshire Police is committed to working with social care agencies to help prevent people going missing, concentrating on those who go missing repeatedly.

Objective: Safeguarding boards in West Yorkshire will comply with their statutory roles and responsibilities

Good progress	Ongoing objectives
Each policing district has a co-located investigative team with partners to deal with child safeguarding issues.	Ongoing work needed to ensure the Care Act 2015 has been embedded across all boards consistently.
The Safeguarding Central Governance Unit (supporting by safeguarding boards) has provided training sessions to Ports unit staff in the region to help identify safeguarding risks.	Work in a more joined up way to share best practice across organisations and safeguarding boards.
Work to further develop performance frameworks is ongoing across partnerships.	Take forward learning from the "Safeguarding Adults Review" relating to the resilience of safeguarding agencies.

Commentary

To improve attendance and consistency of police contributions to case conferences and to assist Safeguarding Unit workload, seven case conference officers have now been recruited and are currently in training. Case conference attendance is now at its highest level for 2 years at 90.5%
Safeguarding Governance are working to introduce the Public Protection Notices (PPN) this is a Niche based model to enable officers to submit concerns about vulnerable adults and children directly to partners via their handheld terminals. Engagement has taken place between district leads and local social care services and within the West Yorkshire Police, online training resources covering professional curiosity and the use of PPN are under development.

West Yorkshire Police Delivery

West Yorkshire Police have continued to develop their work to safeguard vulnerable victims in response to investigations related to Child Sexual Exploitation and Abuse, Missing People, Domestic Abuse and Mental Health. Progress has been made in delivering improved services, for example, WYP's **Safeguarding Governance team** are working to introduce Public Protection Notices (PPN). This will enable officers to submit concerns in relation to vulnerable children or adults to partner agencies via their handheld devices. Flagging vulnerable persons in this direct way will highlight hidden victims which may currently be invisible to services and ensure that support is available to those that need it most.

Recent Ofsted reports have questioned the attendance of Police officers at **safeguarding case conferences**, and to improve the consistency of this attendance, seven case conference officers have now been recruited and are currently in training. Case Conference attendance by representatives from West Yorkshire Police is now reported to be at its highest level for two years at just over 90%.

OPCC Delivery

Tackling domestic abuse, mental health, forced marriage, and providing awareness on protecting children and victims of human trafficking were some of the topics covered as part of the **2018 West Yorkshire Safeguarding Week**. The event ran from 25th June to 1st July, with local safeguarding boards and community safety partnerships (CSPs) across the region joining forces with the PCC and West Yorkshire Police to hold workshops and events aimed at informing the public and professionals about how best to protect the most vulnerable people across the region. Specific activity included a programme of events and workshops for professionals and the public in Calderdale. This included a stall at Brighthouse Gala and Open Days at the Better Lives shop in Halifax around the theme 'speak out about the unspeakable'. In Bradford, a public event was held at Manningham Mills Community Centre to consult on the local Safeguarding Adults Board's new three year plan, and in Wakefield, building on the success of last year's programme, two multi-agency and voluntary sector public engagement events were held in Wakefield and Castleford town centre.

West Yorkshire Partners' Delivery

Kirklees Council partnered with Safer Kirklees and the Pennine Domestic Violence Group to support a special World Cup campaign against domestic violence. The programme included positioning stalls outside town centre bars to educate football fans on the impact alcohol, and a poster campaign across the borough helped to draw the public's attention to the issue. Disposable breathalysers were distributed to help residents to be aware of the danger of being over the drink-drive limit the next morning.

Calderdale Council currently provides support for victims of Child Sexual Exploitation by funding a Parent Liaison Officer (provided by the organisation Parents Against Child Sexual Exploitation [PACE]), to help to work to prevent further harm occurring. In April, I decided to provide match funding through the Partnership Executive Group to guarantee this service for a further two years.

OPCC Delivery

Nationally, the past twelve months has seen high-profile media coverage of incidents of violent crime in our towns and cities; we have all become aware of a rise in incidents involving weapons such as knives. In West Yorkshire, I have been pleased to provide funding for a series of early intervention projects to steer young people away from street gangs, such as the **GANGS project**, which aims to reach 1,500 local school children through sessions which educate and inspire young people to take control of their future by rejecting the gang lifestyle. Many individuals who are later at risk of committing serious offences, including drug dealing and violent crime, start out as vulnerable individuals who are attracted by the myth of the glamour of gangs.

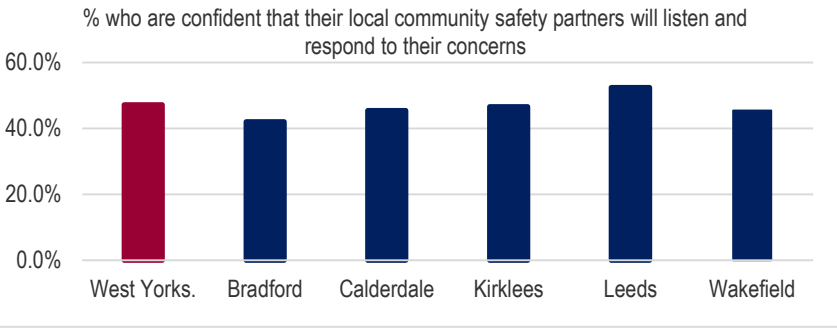
Finally, through my place on the Association of Police & Crime Commissioners' **Serious Violence Task and Finish Group**, I will be working to drive forward the Government's commitments made in the new Serious Violence Strategy, and to see positive progress in preventative intervention and local enforcement.

Objective: Increase confidence of communities in their community safety partners

Your Views data (Jul 17 - Jun 18)	West Yorkshire	Bradford	Calderdale	Kirklees	Leeds	Wakefield
Agree %	47.2%	42.0%	45.4%	46.6%	52.4%	45.4%

Commentary

The Your Views survey includes a series of questions focused on the work of CSPs, including whether respondents are confident that they will keep people safe, protect the vulnerable, prevent crime, keep the area clean, and listen to communities' concerns. The graph shows the combined data from the full year for the proportion of respondents who were confident that CSPs will listen and respond to their concerns. The results show a small fall in this measure since the last quarter, but there is a reducing trend at West Yorkshire level over the past year. This information has been passed to Community Safety Partners and further analysis will look to identify the factors influencing scoring.



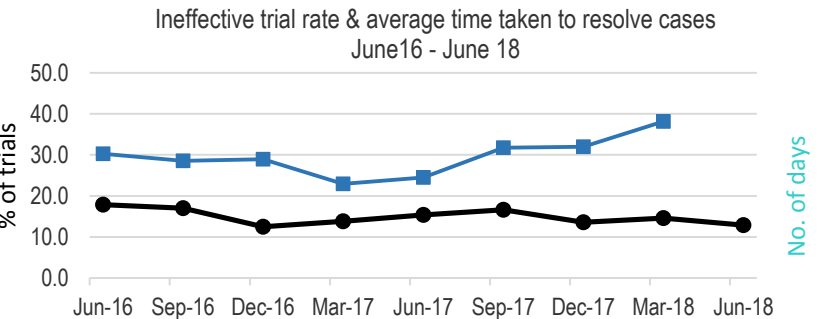
Objective: Ensure relevant partners are working together to achieve effective and efficient results

Commentary

The ineffective trial rate at Magistrates Courts (black line) had been continuing to drop over the last year, surpassing the ambition of an effective trial rate of 85% (ineffective below 15%). Currently the figure stands as 12.9% for this quarter, but the figures are only up to May 2018. This stands in contrast to the current national average of 15.2% (also up to May 2018)

The time taken for cases to be brought to resolution at Magistrates Courts (blue line) has been increasing with the last figure at 45.8.

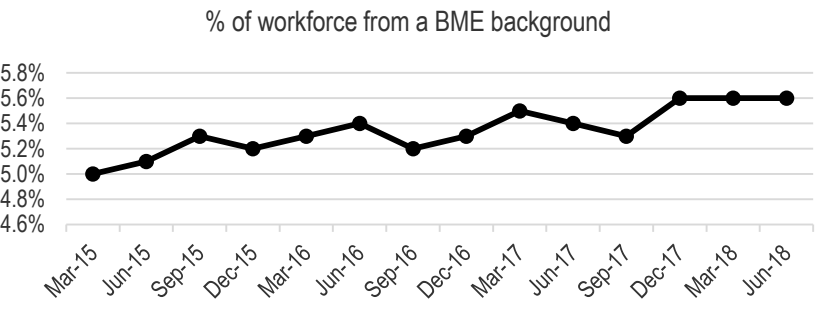
Both of these figures are an area of focus for the LCJB, and some of the work being done to improve performance is detailed on page 11. The courts are experiencing a period of unprecedented change, with reductions in staff numbers and the implementation of new digital administration systems. The LCJB is working closely with the courts during this programme of change.



Objective: Have a police service which is more representative of the people it serves

Commentary

The proportion of the police service in West Yorkshire from BME communities has increased gradually over the past few years, from 5.0% in March 2015 to 5.6% in June 2018. Prominent campaign work to encourage a more diverse range of candidates into the police service has meant since April 2016, there has been an increase in the proportion of new recruits from under-represented groups, such as women, members of BME communities, and people with a disability. However this has not been sufficient to make a big impact on the figure for overall proportion of the workforce from a BME background. The Chief Constable and I are committed to building a workforce which is more representative of the communities it serves and we discussed this issue in depth at my last quarterly performance meeting [see page 7 of this report].



West Yorkshire Police Delivery

West Yorkshire Police’s customer contact centre (999 and 101 call-handlers) have been receiving unprecedented levels of calls in recent months. The centre is handling 4,000 customer contacts per day, which is well ahead of the 3,000 contacts which represent the usual level of demand. One recent weekend day saw 5,000 contacts recorded. During Apr-Jun 2018, the contact centre was handling an average of 1,322 calls per day – 254 extra daily calls when compared to the same period in 2016.

The force has launched a specific project group tasked to maximise the effectiveness of the 101 service. 101’s branding has been a success, however meeting the current level of demand means West Yorkshire Police must explore other ways of responding to, and reassuring, the public. A campaign was recently launched to promote the force’s online channels as an alternative to 101, and this included advertisements on local radio and posters on buses. Resources such as the force’s Live Chat service are less resource intensive than a 101 call, and also provide a discrete way for callers to interact with the police.

West Yorkshire Partners’ Delivery

Blue Light Champions are volunteers supporting West Yorkshire Fire and Rescue Service, West Yorkshire Police and the Yorkshire Ambulance Service. The project’s focus is to use volunteers’ skills to deliver youth engagement and education activities, including:

- Reduce risks of injury/harm to young people
- Develop positive relationships with children and young people
- Raise awareness of key issues via campaigns and educational workshops
- Prevent young people from being drawn into crime and anti-social behaviour
- Highlight inclusive opportunities within blue light services

The collaboration has so far recruited nine volunteers, with a further recruitment round anticipated in September 2018. The topics covered will include; carrying weapons, gangs and drugs, CSE, cyber safety, water safety, fire safety/ arson awareness, and first aid.

OPCC Delivery

The development of a **video ‘Live Link’** in Calderdale is well underway. The link provides victims of domestic abuse and other vulnerable victims the opportunity to give their evidence remotely at trials without the need to attend court in person. Installation is currently being finalised prior to a test programme, with the first trials expected to take place in the autumn. This is the first of a number of live links that will be available in West Yorkshire. There are proposals for Wakefield to have video access to the Magistrates Court, and a further proposal to provide a links into the Crown Court.

I have provided funding for the link and the process has been overseen by the LCJB Victims and Witness Group. The delivery of this project was dependent upon the collaborative working of a number of criminal justice and third sector agencies working in West Yorkshire.

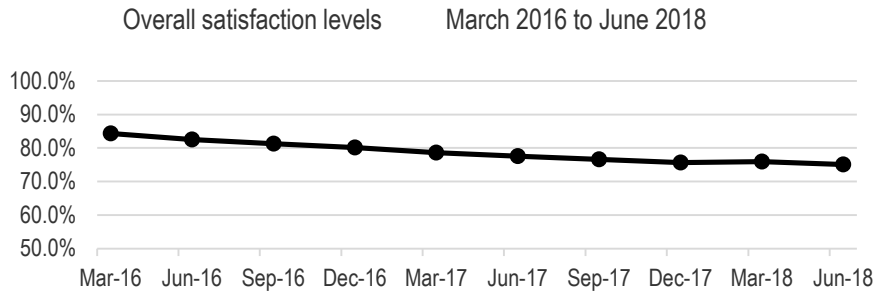
Finally in May, West Yorkshire Police secured only the second conviction in England for forced marriage when a mother and father were both found guilty at Leeds Crown Court. The officer in charge of the case has subsequently presented his findings from the case at a National Police Chiefs’ Council event in Whitehall to help share good practice.

OPCC Delivery

The Criminal Justice System is entering a phase of unprecedented change, influenced by ‘digital transformation’. This includes programmes to develop systems for the secure delivery of digital evidence to defence teams and Counsel, video-enabled justice (the use of video-links), and the management and submission of Digital Case Files. Preparing the police and partners for these major changes has led me to invest over £100k to establish a **Criminal Justice Digital Delivery Team** within West Yorkshire Police. The proposal is for a team of five to continue with criminal justice digital work over the next 12 to 18 months, during which time a comprehensive programme of training will be developed and delivered to help up-skill officers in the submission of quality digital case files.

The recent round of PEG funding included further projects targeted at change in the criminal justice sphere. The **User Voice project** will research why people commit crime using ex-offenders to collate the views of criminal justice service users, particularly in the probation system. The project will also look at service users’ views of support services, and what could be done differently.

Objective: More victims will be satisfied with the level of service they receive from the police

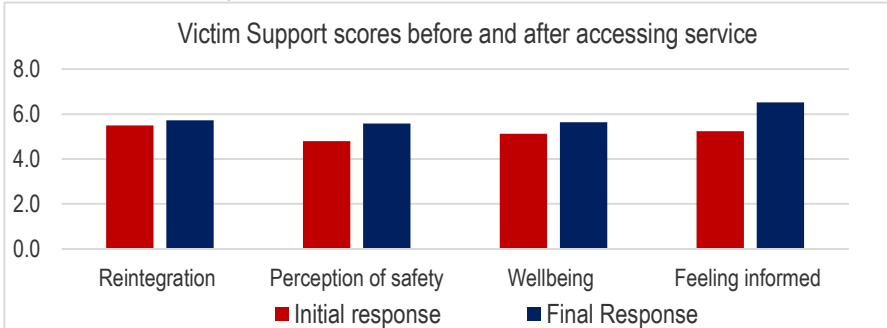


User Satisfaction	West Yorks.	Bradford	Calderdale	Kirklees	Leeds	Wakefield
12 mths to June 17	77.6%	74.3%	76.4%	76.3%	80.5%	76.4%
12 mths to June 18	75.1%	78.7%	77.5%	78.3%	77.8%	80.0%

Commentary

The overall victim satisfaction rate has been declining for the past two years and now stands at 75.1%. This figure has been taken from the new West Yorkshire Police survey, which covers a multiplicity of crime types, rather than burglary, violent crime and vehicle crime that was surveyed previously. Declining victim satisfaction has been raised with the Chief Constable in a number of our quarterly performance meetings. In response, WYP carried out a series of 'reflector group' sessions with victims to get a fuller understanding of what has been influencing poor scoring.

Objective: More victims who choose to access victims' services will be satisfied with the service they receive

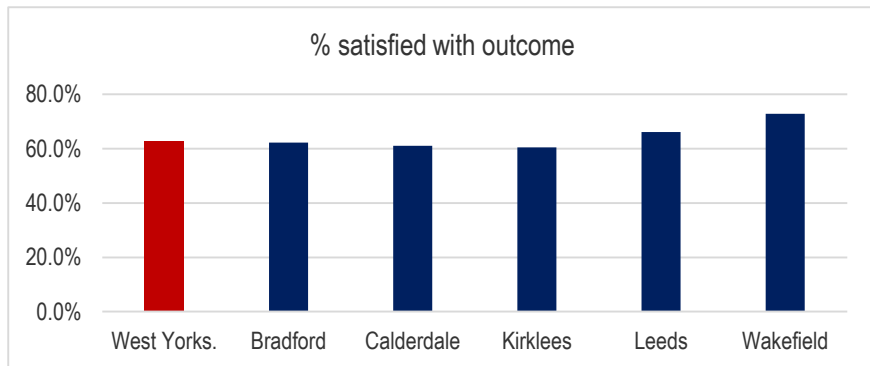


Commentary

Victim Support helped just over 865 victims of crime during Apr - June 18, with the most common types of referral to the service were of people who had been the victim of a violent act, or who had experienced a burglary. Outcome surveys carried out with service users show that victims see the largest improvements in their sense of safety and wellbeing following their contact with Victim Support. Victim Support can help with arranging peer support, building self-confidence, and assistance with low cost security devices like personal alarms.

Upon accessing the service the victim is asked to score various statements out of 10, for example what is your perception of safety, they are then asked to do the same at the end of their support. The graph reflects the average score at the start and the end of their support.

Objective: More victims will be satisfied with the outcome of their case



Victim satisfaction	West Yorks.	Bradford	Calderdale	Kirklees	Leeds	Wakefield
12 months to June 18	62.1%	62.3%	61.1%	60.5%	66.1%	72.8%

Commentary

West Yorkshire Police introduced a new survey in April 2017 to measure victims' satisfaction with the outcome of their case. Victims of burglary, vehicle crime, criminal damage, arson, robbery, theft, violence against the person, and hate incidents are covered by the survey. In the first 12 months of the survey, 62.1% of victims were satisfied with the outcome of their case showing a stable trend. Interestingly satisfaction levels amongst the BME community (63.7%) continue to be higher than that of white victims of crime (61.5%)

West Yorkshire Police Delivery

West Yorkshire Police have delivered a number of new services to victims of domestic abuse which will provide better support for victims when an incident has occurred. **'IDVA Cars'** have brought Independent Domestic Violence Advisor support directly to victims at the point of crisis by pairing advisors with officers responding to 999 calls. Initial evaluation of the programme suggests that having IDVA support present at domestic violence incidents has led to more convictions and fewer instances where the victim opts to 'take no further action' against their partner.

A new West Yorkshire Police staff member has been employed as a **Child and Family Court Liaison Officer**, to look at how processes can be improved to bridge the gap for the victim between the Criminal and Family Court process. They will be working with other partner agencies, the WYP solicitor and the courts, to identify existing barriers and develop solutions.

OPCC Delivery

Earlier this year, I had confirmed the continuing funding of two major services in West Yorkshire to ensure victims and witnesses of crime can continue to access the best support services. The charity **Victim Support** was awarded £3.6M over three years to continue to provide core support to victims and witnesses (including those aged 18 and under for the first time). The second contract, worth £900,000, was awarded to community interest company *Restorative Solutions*, who - in appropriate cases - will support victims to engage with offenders through a restorative justice process which will aim to achieve closure for the victim and prevent further offending.

In June, I was pleased to welcome the Victims' Commissioner for England and Wales, **Baroness Helen Newlove**, to Wakefield to see the important work being done to ensure victims and witnesses are supported across West Yorkshire. We attended the Victims' Hub in Wakefield where we met Victim Support staff and volunteers before helping to launch the new victims' service.

West Yorkshire Partners' Delivery

Kirklees have made positive progress in support of victims of domestic abuse and forced marriage:

The Pennine Domestic Violence Group, the commissioned provider of a number of domestic abuse services in Kirklees (including the OPCC part-funded IDVA contract), have recently bought and renovated a new property to provide refuge accommodation in the district, increasing the refuge capacity in Kirklees by a further nine spaces.

A training event was held in June to share good practice in Serious Case Reviews, Domestic Homicide Reviews and Safeguarding Adults Reviews. Independent authors of cases where domestic abuse had been a factor were invited to talk about the findings and recommendations of each case. It is hoped that similar events can be arranged in the future to ensure that the lessons learned in such cases can be disseminated and embedded in frontline practice.

OPCC Delivery

Other key investments in safeguarding include almost £200k allocated from my Partnership Executive Group Fund to Wakefield Council for the **Domestic Abuse Navigator Service (DAN)**. DAN will assist those who are affected by repeated incidents of domestic abuse, supporting victims who may be isolated, have low self-esteem, or suffer a chaotic lifestyle. The service will offer help to tackle issues such as mental health, homelessness, substance abuse and re-offending, which may be underlying factors in domestic abuse cases. The service will also link with the West Yorkshire-wide Operation Encompass initiative, which was set up to support children after they had witnessed a domestic abuse incident.

The DAN service will run in partnership with Spectrum Health CIC for one year, with the potential to expand across West Yorkshire if successful.

It is my ambition to see the further investment in IDVAs across West Yorkshire, and with a view to commissioning a service which will provide consistent, high-quality services across our five districts, I have recently agreed to fund a workshop for partners to help design IDVA support in the county going forward.

Date of Action	Action Owner	Action	Action due	Update	Status
04.09.17 (Apr-Jun 17)	PCC	OPCC to look review how we help to signpost victims of crime to assist the police and partners in supporting victims. This action is part of wider efforts to improve victim satisfaction levels.	01.03.18	This has been discussed internally within the OPCC and initial suggestions explored. A meeting took place (01/11/17) to take this work forward, to review the current situations and actions have been identified to take forward as part of the wider website review.	Complete
04.09.17 (Apr-Jun 17)	Chief Constable	WYP to share the methodology and question set for the new victim satisfaction survey with the OPCC for review and context.	11.09.17	This was shared with the OPCC on 14.09.17 and has been reviewed by the research team. No concerns were raised and the OPCC welcomed the addition of some new questions which will better inform efforts to improve satisfaction.	Complete.
04.09.17 (Apr-Jun 17)	Chief Constable	WYP have identified next steps for improving performance of FCMU, these include developing bespoke investigation plans for certain crime types, taking on additional crime categories, and providing better explanations to callers about what to expect at the first opportunity. This action plan will be implemented incrementally to help measure what works well for improving satisfaction levels.	01.03.18	The PCC and the CC agreed that this would be revisited every DQ meeting for the next 12 months to review progress against this staged action plan. This quarter, the FCMU have provided bespoke investigative plans for all crimes going to patrol or NPT officers and FCMU supervision carry out regular quality assurance, providing feedback where appropriate through the Local Accountability Meetings. FCMU now record a full range of crimes now and average about 185 calls per day.	Ongoing. (To be reviewed in each DQ meeting until resolved).
04.09.17 (Apr-Jun 17)	Chief Constable	Chief Constable to encourage members of WYP to fill out their demographic details on the HR system to get a better understanding of our demographic makeup and representation of the organisation.	11.09.17	A force wide email went out to all members of WYP on 11.09.17 to ask them to do so, explaining the benefits of this for supporting and representing different communities.	Complete.
04.09.17 (Apr-Jun 17)	PCC	PCC to raise the ineffective trial rate at Crown Court at the next LCJB meeting for discussion with relevant organisations.	22.09.17	This was discussed in the LCJB Sep 17 meeting. The discussion centred around the cause for the decline in the ineffective trial rate which lies largely with issues within the courts system related to staffing and digital transformation. The board discussed ways that other agencies can support the courts through this period.	Complete.

Date of Action	Action Owner	Action	Action due	Update	Status
04.09.17 (Apr-Jun 17)	Chief Constable	WYP to include more data from the new reducing reoffending cohorts in the next report (depending on sample sizes) to provide a more holistic overview of the behaviours of prolific offenders in WY.	27.09.17	The Chief Constable's performance report to the PCC (September 2017) included additional detail around the crime types committed. Further analysis is ongoing and will become more comprehensive as the dataset develops, however the PCC and Chief Constable have agreed what information will be included in future reports.	Complete.
07.11.17 (Jul-Oct 17)	Chief Constable	WYP have been piloting a new format for the MISPER 7 form which is filled in with the missing person once they return. The new format aims to glean more information from the individual which can help with problem solving and safeguarding to hopefully prevent them going missing again. The Chief Provided an update on this and early results which are encouraging. Action to provide for a further update when the pilot completes in December and evaluation has been carried out.	06.02.18	The Chief Constable's performance report to the PCC (December 2017) included an update on this work. The pilot was considered successful as more quality information was gleaned could help to prevent future occurrences, the average rate of questions answered on the old form was 63.3% whilst new form saw 88.9% of questions answered with more complete information. The new form will form part of the standard template used when recording a missing person incident and work is now being undertaken with IT to ensure it is compatible with the handheld devices.	Complete.
07.11.17 (Jul-Oct 17)	Chief Constable	Work is ongoing within WYP to identify and address challenges relating to a relatively "young in service" workforce which includes a review of training programmes. Action for Chief to provide an update on progress for next quarterly meeting	06.02.18	The Chief Constable's performance report to the PCC (December 2017) included an update on this work and I discussed it further in our meeting on the 6 th of February. The review of training is ongoing however initial progress has been made with regards to in the implementation of mandatory training sessions across the five districts to fit in around current shift patterns. I have asked the Chief Constable to keep me informed of this programme and have specifically requested a report to the next Bilateral meeting regarding investigative capability.	Complete but new action carried forward.
06.02.18	Chief Constable	To provide a report for the next Bilateral meeting on West Yorkshire Police's investigative capability and the plans put in place through the ongoing 'Investigations Review'.	19.03.18	The Chief Constable provided me with an update on the progress of the Investigations Review, my office have been linked in with lead officers from West Yorkshire Police to provide oversight and once the review is complete, the findings will be discussed.	Complete

Date of Action	Action Owner	Action	Action due	Update	Status
06.02.18	Chief Constable and PCC	For the PCC's safeguarding advisor and the WYP safeguarding lead to liaise regarding the volume of children from outside of West Yorkshire being homed in West Yorkshire care homes and how we can manage this with respect of missing from home.	16.03.18	Enquiries were made with local authorities, safeguarding boards, and care homes. This is a topic which is regularly discussed at safeguarding boards and with local partners. The OPCC and WYP safeguarding units will continue to prioritise problem solving approaches to missing people at partnership level.	Complete
08.05.18	Chief Constable	The PCC has asked West Yorkshire Police to look into the viability of adopting the "Single Online Home System" or a similar platform for engaging with victims of crime. Discussion to be taken to the West Yorkshire Police IT Challenge day.	29.06.18	Further discussion of the single online hub model took place at the PCC's August Delivery Quarterly meeting with the Chief Constable. We have been reassured that adopting this system will conflict with the force's forthcoming plans to implement a new Customer Relationship Management system; contact centre response to 999 and 101 demand will remain a topic we will review in the months ahead.	Complete
08.05.18	PCC	Policy lead for the Major Threats priority to link in with West Yorkshire Police colleagues regarding the ongoing work around knife crime and serious violence to identify opportunities for joint work.	29.06.18	The OPCC's Safeguarding Advisor met with WYP representatives in May to discuss their recent fact-finding visit to Glasgow to meet Police Scotland counterparts involved with the city's Violence Reduction Unit. The OPCC is currently liaising with the police and partners on joint-bids to the Home Office's Early Intervention Fund linked to the new Serious Violence Strategy.	Complete
01.08.18	Chief Constable	HMICFRS recent inspection on the national approach to Hate Crime: a request to the force to bring back a detailed progress report on addressing the identified recommendations, particularly on the correct flagging of hate crime incidents.	28.09.18		
01.08.18	Chief Constable	Public Order – WYP to bring back a report to help our understanding of the component parts of the overall Public Order offence group, and whether the increases here are CDI related, or brought about by increased risk in victimisation.	28.09.18		

GLOSSARY

Acquisitive crime	Acquisitive crime is defined as an offence where the offender derives material gain from the crime. Examples include, shoplifting, burglary, theft, and robbery.	Human trafficking	Human trafficking is the trade of humans, most commonly for the purpose of forced labour or commercial sexual exploitation by the trafficker or others.
BME	BME stands for Black and Minority Ethnic and is used to describe people of this ethnicity.	IOM	Integrated Offender Management (IOM) is an overarching framework that allows local and partner agencies to come together to ensure that the offenders whose crimes cause most damage and harm locally are managed in a co-ordinated way.
Child sexual exploitation and abuse	Sexual exploitation of children and young people under 18 involves exploitative situations, contexts, and relationships where young people (or a third person or persons) receive 'something' (e.g. food, accommodation, drugs, alcohol, cigarettes, affection, gifts, money) as a result of them performing, and/or another or others performing on them, sexual activities.	Ineffective trial	An ineffective trial occurs when the trial does not go ahead on the date planned due to action or inaction by one or more of the prosecution, the defence or the court and a further listing for a trial is required.
Community Safety Partner	A number of different organisations have a role to play including local councils, fire and rescue service, health and probation services and housing providers etc. These are often referred to as local community safety partners.	Most similar police groups/family/forces	Most Similar Groups (MSGs) are groups of police force areas that have been found to be the similar to each other based on an analysis of demographic, social and economic characteristics which relate to crime. Each police area has its own group of up to seven police areas to which it is 'most similar'. MSGs are designed to help make fair and meaningful comparisons between police areas which share similar characteristics, rather than, for example, comparison with a neighbouring police area.
Conviction rate	This measure is calculated by dividing the number of defendants convicted, by the total number of defendants prosecuted in the court during the period in question. The total number of defendants prosecuted in the court includes those charged by the police and Crown Prosecution Service but whose cases were dropped.	Operational functions	Operational functions include things like patrolling neighbourhoods, responding to 999 calls, roads policing and protecting vulnerable people.
Crime rate	The crime rate used in this document refers to the number of offences committed per 1000 people in the population.	Outcomes/detections	Outcomes/detections are used by the Home Office to describe the result of a police investigation following the recording of a crime. They can include cautions, charges, fixed penalty notices, cannabis warnings etc.
Cyber crime	Can be seen in two parts: cyber-enabled crime, where crimes that may be committed without computers are instead committed using computer networks (for example fraud and bullying); and pure cyber crime where the offence can only be committed through the use of computers (for example computer hacking, or use of malicious software).	PEEL	HMICFRS carry out a number of thematic annual inspections throughout the year, these are drawn together into a wider PEEL assessment which stands for Police Effectiveness, Efficiency and Legitimacy. The aim of the PEEL assessment is to judge each police force in a cross-topic way based on criteria which considers the full breadth and complexity of what the police do.