



**POLICE AND CRIME COMMISSIONER (PCC)
QUARTERLY PERFORMANCE SCRUTINY (to September 2016)**

1.0 PURPOSE

- 1.1 This performance report aims to set out a summary of the performance information scrutinised and the issues raised by me in relation to the performance indicators contained in the Police and Crime Plan and wider environmental scanning.
- 1.2 The performance report is in four parts:
- Appendix A sets out an overview of performance indicators contained in the Police and Crime Plan, showing the 12 months to September 2016 compared to the 12 months to September 2015 (as appropriate – any deviations from this will be highlighted within the report).
 - Appendix B sets out more detailed information on these performance indicators, including trend over time analysis (where available) and any comments or action that may have been taken.
 - Appendix C is exception based, pulling out those additional issues that I raised with the police service at a recent performance meeting.

There is also a glossary of terms used within the report.

- 1.3 The data included in the report comes from several sources of national and local information, including police performance reporting, and data from the Office of the Police and Crime Commissioner (OPCC), HMIC Inspection reports, Crime Survey for England and Wales, user satisfaction survey, Ministry of Justice and the Local Criminal Justice Board. The HMIC PEEL Inspection report was released in February 2016 and graded West Yorkshire Police as GOOD and OUTSTANDING, the PEEL report has provided invaluable insights which have been included in this report. The latest HMIC Efficiency report graded West Yorkshire Police as GOOD and made no specific recommendations for improvement.
- 1.4 Data contained within the report covers the 12 month period of October 2015 to September 2016 unless otherwise stated. Please note that data sources were correct and up to date at the time the report was produced. Some trends or exceptions may have been updated since as work around this is continually moving forward.

2.0 WHERE CONSIDERED

- 2.1 On 8 November 2016 I considered data and issues highlighted within the report with T/Chief Constable Dee Collins. It is worth noting however that the Police and Crime Plan cannot be delivered by the police alone, and therefore wider issues will be picked up with community safety and criminal justice partners through other relevant meetings.

2.2 There are some key considerations that I am keeping in mind when looking at performance over the past 12 months, and I will continue to consider going forward:

- **Crime data integrity** has had, and will continue to have, a significant impact on crime figures and it will be difficult to say that true crime figures have been reached until compliance rates consistently reach 90%. Since the initial HMIC inspection, West Yorkshire Police has carried out regular audits to ensure crime data integrity is improving and OPCC staff regularly sit on the data integrity Gold Group so that I have timely updates on progress being made. We are now seeing the impact of these changes beginning to slow on our recorded crime levels, however as West Yorkshire Police improve in certain areas they continue to focus on others to ensure best practice across the board but we are nearing the point that we can confidently compare our recorded crime levels on a like for like basis.
- HMIC assessment of West Yorkshire Police – the **PEEL assessment** has judged the Force as **GOOD** across each of the three pillars of effectiveness, efficiency and legitimacy. In relation to the efficiency pillar, the force was considered to be **OUTSTANDING** in relation to the provision of a sustainable and affordable workforce model. This is a great outcome and is something that I will be looking at West Yorkshire Police to build on through future inspections.
- **Demand on the Force** is gaining in complexity, there is now a higher volume of more complex investigations facing the police, but they are rising to the challenge of the technical complexity of cyber related and cyber enabled crime. In the first half of this year, there have been 781,407 calls for service, which represents a 6% increase on the same period last year, with sizeable increases in 999 and 101 calls and also on-line contacts. At a time of reducing resources this is a significant strain on service delivery and West Yorkshire Police have a Programme of Change work stream aimed at aligning service delivery to resource availability.

2.3 Key issues discussed include:

- Good performance achievements despite the challenging financial climate, while noting that increases in crime volumes have started to be seen since October 2014:
 - **Total crime** is up 22% in the 12 months to September 2016 compared to the 12 months to September 2015. The latest analysis shows that “real” crime has risen by around 4% in the same period.
 - **Domestic burglary** has risen by 12% (to 13,498), when the 12 months to September 2016 are compared to the 12 months to September 2015. However September 2015 compared to September 2014 showed a bigger rise of 16% illustrating the impact that focusing crime recording improvements on burglary early on had achieved.
 - Overall **victim satisfaction** has reduced over the last year by 5.5% and now stands at 81.3%. I have asked the Chief Constable to act on this and she has agreed to carry out a full review of the victim service which I will fully support and feedback on.
 - The number of **children protected through safeguarding activity** continues to improve as a result of increased focus which is a positive. In the 12 months to September 2016 there were 16,003 activities where children were protected during the year.

2.4 This report will be made available on the OPCC website for the public to consider.