

## Delivery Quarterly Actions Log

July – September 2017



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

Date of Action	Action Owner	Action	Action due	Update	Status
04.09.17 (Apr-Jun 17)	Chief Constable	WYP to share the headline results of the staff survey with the OPCC for analysis.	11.09.17	The results were shared on 06.09.17 and will feed into the OPCC needs assessment. The OPCC will also continue to monitor resulting activity through Force Accountability Meetings.	Complete.
04.09.17 (Apr-Jun 17)	Chief Constable	WYP to review the results of the domestic abuse survey to see what could be shared with key partners.	15.12.17	This is currently with WYP safeguarding team who are working on a bulletin of key findings for partners.	Ongoing.
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.	01.03.17	This has been discussed internally within the OPCC and initial suggestions explored. A meeting has been set up (01/11/17) to take this work forward, reviewing what we currently do and how this can be improved.	Ongoing.
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.	01.03.17	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 FCMY has started to take on additional crime types including theft from vehicle and make off without payment. Bespoke investigative plans have also been developed for set crime categories to ensure consistency of service. Early indications show that victims who have their crimes dealt with through the FCMU are as satisfied or more satisfied than those managed in district.	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 by the board in the September 2017 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.
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		
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		