

Additional issues raised by the Police and Crime Commissioner (PCC) at the Performance Meeting held on 9 November 2015

DEMAND MANAGEMENT

In April-September 2015 the following demand was placed on West Yorkshire Police:

- There were 735,254 calls for service, a decrease of 3% compared to April-September 2014. However the demand for service coming through online mediums has risen by 96% (to 30,046).
- There was a 4% reduction in the number of incidents recorded (to 318,818), however there was an increase of 17% in the number of incidents which were recorded as crimes.
- There was a 6% reduction in the volume of incidents attended by officers to 250,432, which included a 10% decrease in calls graded as standard (to 139,244).
- There was a 1% reduction in the number of emergency incidents responded to in the April-September 2015 period (to 51,281 incidents). 85.6% of these incidents were attended within 15 minutes, a reduction from 88.3% for 2014/15.
- The average time taken to attend the 51,281 emergency response incidents was 10 minutes 45 seconds.

A new telephone system is being commissioned and one of the specifications is that it must allow deeper analysis of calls to allow identification of specific trends such as the number of unique callers, which should allow a greater understanding of this type of demand. This is planned for introduction in the coming financial year. Contingencies are being put in place to limit impact on services such as 101 when the new system comes into place.

While there were 735,254 calls for service, only 318,818 incidents were recorded. This does not mean that the remaining 416,436 calls do not receive a service. People contact the police for a variety of reasons, not just to report incidents, and these calls can be resolved in a range of ways. There are a number of calls which are directly recorded as crimes without an incident ever being recorded. Additionally some calls can be dealt with by providing advice, answering a question, or referring them to a more suitable agency, or the enquiry may not be police related at all. Similarly there can be a large number of calls to report the same incident for example a crash on the motorway.

The customer contact centre has been working hard to improve the efficiency of officer deployment using a risk assessment which takes into account threat, risk and vulnerability. Where possible calls are dealt with in the first instance at the contact centre, negating the need to deploy officers where it is not necessary. Calls are prioritised on the basis of vulnerability and not on the basis of policy decisions. Staff in the contact centre are given in depth training to assess the needs of each call and aim to deal with 60% of calls internally during the week and 55% on a weekend. Supervisors regularly dip sample calls to make sure resources are allocated where they should be and to ensure there is no added risk to callers.

Every morning chief officers are briefed around the calls received in the previous 24 hour period and are satisfied that suitable checks are in place to ensure calls are dealt with appropriately. As an example of recent demand, on a recent day: 92% of 999 calls were answered within 10 seconds, with a 1% abandonment rate; 72% of 101 calls were answered in time, with a 4% abandonment rate. In addition to this, on 5 November 2015 – one of the busiest days of the year in terms of demand – 4,400 calls were received at the contact centre. Despite some internal pressures such as staffing issues, which have been addressed, there have recently been three visits from different police forces looking at how West Yorkshire handles calls for service coming into its contact centre.

While there has been a slight reduction in emergency calls responded to, the proportion of emergency calls attended within the standard 15 minutes has continued to drop to 85.6%. The availability of police officers has impacted on this as resource has been shifted into safeguarding roles, and there are less officers in other operational departments to assist districts. Many of the calls that are being dealt with are much more complex and require more time to deal with them, which means that officers are often busy dealing with one call when the next comes in. Districts review their “misses” on a daily basis and look for learning opportunities, and calls may not be responded to within 15 minutes due to multiple critical incidents occurring simultaneously for example in the case of high risk missing people. There are other factors at

play including the geography of West Yorkshire, which has a mix of rural areas and areas which suffer quite badly with traffic congestion making it difficult for officers to get to locations within this time. Attendance standards have been in place for a number of years when the environment was very different. Unlike some police forces which chose to use different response standards for rural areas, West Yorkshire Police aims to reach all emergency calls within 15 minutes regardless of location. The police are looking at options around deployment of police officers directly via their handheld devices rather than going through their radios and districts are scrutinised on attendance at emergency incidents at local accountability meetings.

In terms of the types of demand, increases in offence types that require complex investigation and therefore take more time and resource have been seen. The table below sets out how these increases are looking compared to previous years for some of the key areas of investment. These areas are scrutinised in more detail at community outcome meetings, and papers can be found at <http://www.westyorkshire-pcc.gov.uk/our-business/community-outcome-meetings.aspx>

	Number of incidents/crimes per year		
	2014/15	2015/16 (year-end estimate)	Percentage change
CSE	398	563	+41%
Human trafficking	35	87	+149%
Missing persons	16,108	19,935	+24%
Mental health	10,447	12,740	+22%
Cyber enabled crime	832	1,152	+38%

SHOPLIFTING

There has been a 20% increase in shoplifting for the April to September 2015 period, with increases seen across all districts for the same period of time.

	West Yorkshire	Bradford	Calderdale	Kirklees	Leeds	Wakefield
Change over time (Apr-Sep 15)	+20%	+28%	+26%	+28%	+12%	+19%
Volume	1,755	2,009	518	1,331	2,812	1,194

There are inconsistencies across different shops regarding their policies for dealing with shoplifting. Some are keen to catch and report shoplifters, with security encouraged to apprehend offenders whilst others focus more on prevention. The police use crime prevention staff to work closely with stores to reduce their vulnerability to shoplifters. The increase is not geographically related but is believed to have links to both organised crime and austerity, with much of the shoplifting focused on small size and/or high value goods such as perfume, batteries and spirits that are easy to sell on. This is likely to increase in the lead up to and over the Christmas period and many stores will increase security which may result in further increased reporting.

THEFT OF VEHICLE

There has been a 27% increase in theft of vehicles in the last 12 months, however this is particularly marked in the last six months (April-September 2015) which saw a 38% increase. This increase can also be seen across districts, and represents an increase in risk.

	West Yorkshire	Bradford	Calderdale	Kirklees	Leeds	Wakefield
Change over time (Apr-Sep 15)	+38%	+45%	+66%	+28%	+30%	+40%
Volume	2,293	661	234	359	710	329

This increase is part of a national trend, with many of these offences linked to organised crime groups who often operate across borders and either transport stolen vehicles overseas or steal for parts. The increases are fairly consistent across districts, and the given this recent increased risk to the public the police will be putting controls in place to counter the risk as part of its corporate planning cycle. In the interim, theft of vehicle offences are being discussed at local accountability meetings to ensure local factors and trends are being addressed, and districts are working with other police forces bordering their areas to tackle local problems. Automatic Number Plate Recognition technology can be used to assist with recovery of vehicles however this relies on timely reporting of the theft.