



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

**Police and Crime Commissioner's**

**DELIVERY QUARTERLY REPORT**

**January to March 2018**

***Keeping West Yorkshire safe and feeling safe.***

## DELIVERY QUARTERLY

	Objective	Measures	12 months to Mar 2017	12 months to Mar 2018	Trend
Tackle crime and anti-social behaviour	Significantly reduce the volume of crimes committed in West Yorkshire	Total recorded crime	239,086 (+22%)	265,498 (+11%)	Deteriorating
		Risk of household crime	10.2% (Dec 16)	11.7% (Dec 17)	Stable
		Risk of personal crime	4.1% (Dec 16)	3.7% (Dec 17)	Stable
	Significantly reduce the reoffending rate in West Yorkshire	Reoffending rates of the managed cohort	Cohort 1 – 3.1 Cohort 2 – 2.8	Cohort 1 – 2.5 Cohort 2 – 1.9	Improving
	HMICFRS PEEL inspections will grade West Yorkshire Police as GOOD or OUTSTANDING at effectively reducing crime	HMICFRS PEEL Effectiveness inspection	Good 2016	Good 2017	Stable
	More people will feel safe in West Yorkshire	Your Views	82% (Jul-Sep 17)	81% (Jan-Mar 18)	Stable
	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%	Stable
	More people will think the police are doing a good or excellent job in their local area	Your Views survey	42.9% (Oct-Dec 17)	42.5% (Jan-Mar 18)	Stable
More people will be confident that the police and partners will prevent crime and anti-social behaviour	Your Views survey	35.1% (Oct-Dec 17)	33.0% (Jan-Mar 18)	Stable	
Safeguard vulnerable people	HMICFRS PEEL inspections will grade West Yorkshire Police as GOOD or OUTSTANDING at protecting the vulnerable	HMICFRS PEEL vulnerability inspection	Requires Improvement	Good	Improving
	The most vulnerable people will be identified and supported	The volume of people who go missing repeatedly will reduce	9,413 missing 26.0% repeat rate (Mar 17)	10,103 missing 25% repeat rate (Mar 18)	Stable
Make sure criminal justice works	Increase the confidence of communities in their community safety partners will keep them safe	Your Views survey	59.3% (Oct-Dec 17)	57.7% (Jan-Mar 18)	Stable
	Ensure all relevant partners are working together achieve effective results	Ineffective trial rate (Magistrates Court)	13.8%	17.1%	Deteriorating
	Ensure all relevant partners are working together to achieve efficient results	Average time taken for cases to be brought to resolution	34.7 days	45.8 days	Deteriorating
	Have a police service which is more representative of the people it serves.	The demographic breakdown of those recruited into West Yorkshire Police	5.5% (BME)	5.6% (BME)	Stable
Support victims and witnesses	More victims will be satisfied with the level of service they receive from the police	Victim satisfaction survey	78.6%	75.9%	Deteriorating
	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.	+1.5 (Dec 17) (scores out of 10)	+2.0 (Mar 18) (scores out of 10)	Improving

### 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 2017 to March 2018, and statistics presented reflect the 12 months to March 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](http://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

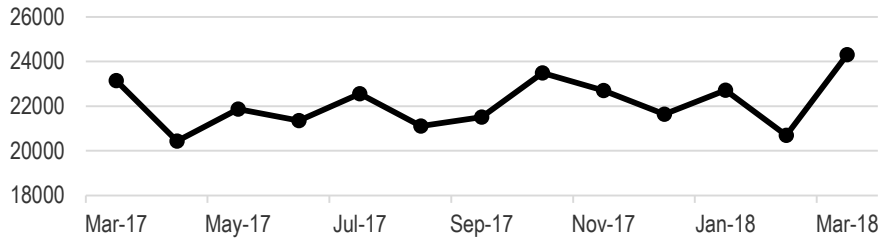
It is important that our communities have confidence in our criminal justice system. This report presents measures to help me assess how effectively partner organisations are working together to achieve efficient court processes, and how well West Yorkshire Police's workforce reflects the demographic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

Volume of total crime  
March 2017 to March 2018



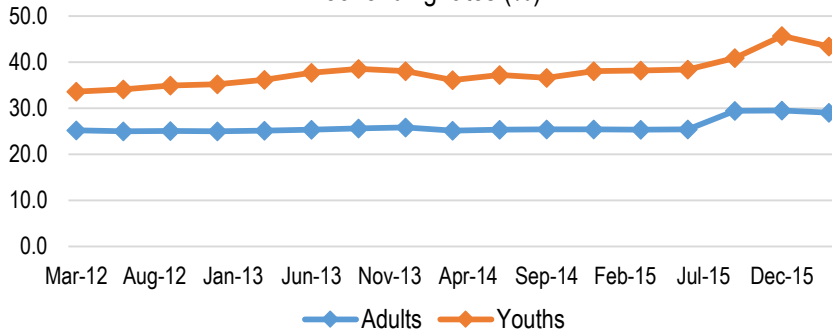
Recorded Crime	West Yorks.	Bradford	Calderdale	Kirklees	Leeds	Wakefield
12 mths to Mar 17	+18%	+17%	+18%	+21%	+18%	+18%
12 mths to Mar 18	+11%	+16%	+7%	+9%	+9%	+12%
Vol. (to Mar 2018)	265,498	69,109	22,436	41,154	96,601	36,198

**Commentary**

Recorded crime has increased by 11% when the 12 months to March 2018 are compared to the preceding 12 months. The majority of this increase is due 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 rate of increase in West Yorkshire is slowing however, last quarter it stood at 13%, whilst this quarter it is 11%, page 6 provides more detail on recorded crime figures.

**Objective: Significantly reduce the reoffending rate in West Yorkshire**

Reoffending rates (%)



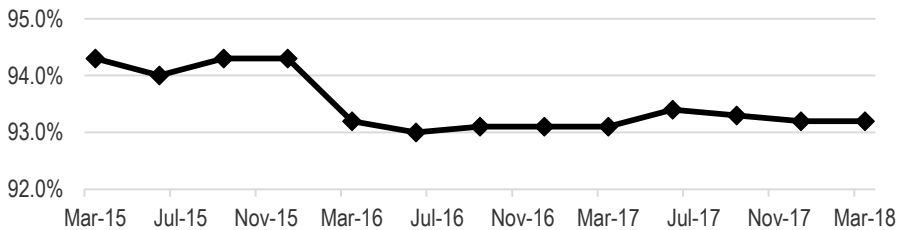
Reoffending rates 12 months to Mar 16	West Yorks.	Bradford	Calderdale	Kirklees	Leeds	Wakefield
Adults	29.0	30.3	27.5	26.4	29.5	29.1
Youths	43.4	43.8	50.9	43.0	41.6	41.9

**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 March 2016 record a reoffending rate for West Yorkshire adult offenders of 29.0% (a stable trend), and of 43.4% (slightly improved position) for youths. Although this last quarter for youth reoffending rate is lower than the previous quarter; the overarching trend is a deterioration rising from 38.2% in March 2015. Calderdale's youth reoffending rate is typically higher than other districts, due to the small sample sizes. With support from my office, West Yorkshire Police has been working on developing additional ways of monitoring reoffending rates; more detail can be found on page 6.

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

% of workforce in operational functions



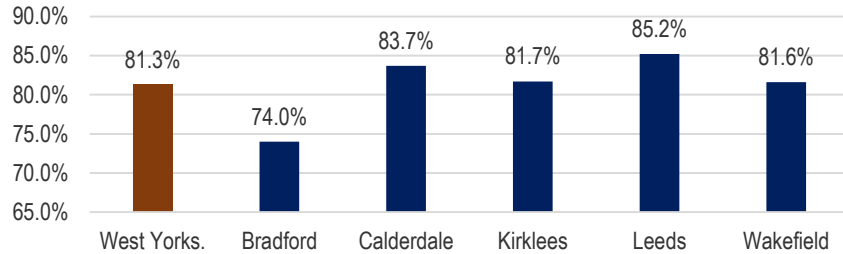
% in operational functions	Mar	Jun	Sept	Dec
2017	93.1%	93.4%	93.3%	93.2%
2018	93.2%	/	/	/
Change	+0.1%	/	/	/

**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**

How safe do you feel in your local area?



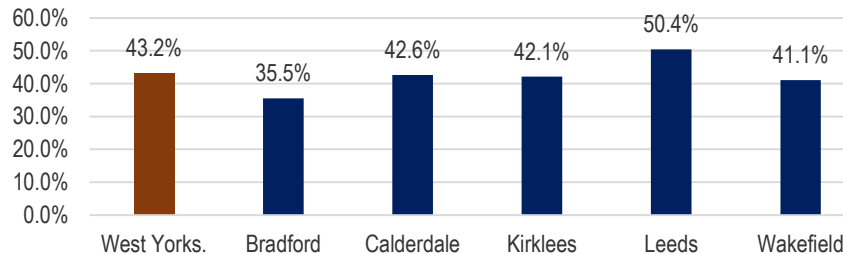
Your Views Survey (Jul 17 - Mar 18)	West Yorks.	Bradford	Calderdale	Kirklees	Leeds	Wakefield
% feeling safe	81.3%	74.0%	83.7%	81.7%	85.2%	81.6%

**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 three quarters of responses. This equates to just over 12,000 respondents from across West Yorkshire. For the first time, we have been able to assess trends over time; at West Yorkshire level the proportion of respondents who felt safe remained stable, however feelings of safety in Bradford have dropped since the survey started in July 2017. This information has been shared with West Yorkshire Police and our Community Safety Partners to inform their activity.

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

% who feel the police are doing a good or excellent job



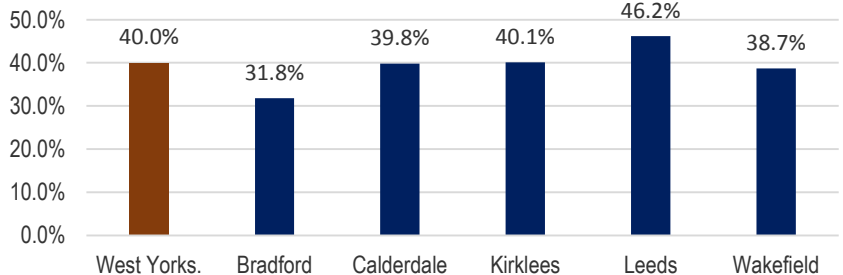
Your Views Survey (Jul 17 - Mar 18)	West Yorks.	Bradford	Calderdale	Kirklees	Leeds	Wakefield
% good / excellent	43.2%	35.5%	42.6%	42.1%	50.4%	41.1%

**Commentary**

Again, these results are based on the responses from just all three quarters to date. Encouragingly 43.2% of respondents felt that the police were doing a good or excellent job in their local area, which is also a stable trend. There were however slight reductions in Bradford and Calderdale but these are not statistically significant. We asked the same question in the previous PPS survey, and although the datasets are not true parallels, the results are similar to those in April 2016. Encouragingly, the Crime Survey of England and Wales also asks this question and returns stable results for West Yorkshire around the 55% 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**

% who feel police and partners will prevent crime and ASB



Your Views Survey (Jul 17 - Mar 18)	West Yorks.	Bradford	Calderdale	Kirklees	Leeds	Wakefield
confident/v.confident	40.0%	31.8%	39.8%	40.1%	46.2%	38.7%

**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. 40.0% of respondents said they were confident or very confident that community safety partners would prevent crime and ASB over the past three quarters. The latest results (Jan-Mar 18) do show a reduction of 2.6% since Jul-Oct 2017, this is being closely monitored by the OPCC and Community Safety Partners and further analysis at NPT level is planned for next quarter to improve our understanding

### West Yorkshire Police Delivery

The increases in recorded crime levels in West Yorkshire over the past two years are largely due to **improved recording practices** and are now beginning to slow. West Yorkshire Police have put a great deal of effort into ensuring that they are correctly recording crimes in accordance with national standards. This work is directed through regular Gold level meetings on Crime Data Integrity chaired by the Deputy Chief Constable and supported by the Office of the Force Crime Registrar and District leads. Representatives from the OPCC also attend this meeting to provide oversight and reassurance to the PCC that West Yorkshire Police continue to focus improving crime recording standards. The crime recording compliance rate as of March 2017 stood at 87%, our ambition is to achieve consistent compliance rates above 90% and extensive work is ongoing to do so.

West Yorkshire Police carries out regular analysis of crime data and assesses that the risk of becoming a victim of crime has increased by around 5%. This is largely attributed to a few specific crime types such as violent crime including non-injury and harassment, sexual offences, some acquisitive crime offences including shoplifting, and theft from vehicles. These are national trends which are challenging to overcome in the current financial climate. However I will continue to work with the Chief Constable to ensure that we are not only looking at local solutions but are also using regional and national networks to make our communities safer.

HMICFRS have recently released the Effectiveness report for West Yorkshire which completes the 2017 **PEEL assessment**. HMICFRS once again graded the force GOOD in all areas. Maintaining a GOOD grading through challenging times is an achievement, and I'm pleased that HMICFRS recognise the continued effort and progress of West Yorkshire Police. The latest Effectiveness report does however include some areas for improvement; West Yorkshire Police needs to focus on its quality of investigation for "lower-level" volume crime such as shoplifting, vehicle crime and burglary. Following a pause in police officer recruitment, we were able to begin rebuilding our numbers again, however this has resulted in us having a relatively "young in service" workforce. It is crucial that West Yorkshire Police focuses on building capability as well as capacity to rectify this. The Chief Constable has commissioned a review into Investigations across West Yorkshire Police which will cover all elements from training, to IT processes. I am monitoring the progress of this closely.

### OPCC Delivery

With support from my office, West Yorkshire Police have identified two cohorts of offenders who are being managed by the IOM system to provide more timely and localised information than that provided by the Ministry of Justice.

The '**Risk of Reoffending Cohort**' consists of 355 offenders who repeatedly commit acquisitive crimes. The average number of offences committed by these individuals has dropped from 3.1 offences per year to 2.5 as of March 2018.

The '**Risk of Harm Cohort**' consists of 123 offenders associated primarily with Domestic Abuse, CSE, Firearms and OCGs being managed across the 5 districts. On average the number of offences committed by these individuals has dropped from 2.8 offences per year to 1.9 (March 2018).

West Yorkshire Police aim to manage the offending of these individuals by working with partners to provide them with a wrap around package which not only includes close monitoring of criminality, but also focuses on factors which contribute to offending such as drug use, accommodation, employment, counselling and family services depending on their individual needs.

In the recent Delivery Quarterly meeting with the Deputy Chief Constable, we discussed the contribution that West Yorkshire Police has made to delivering the Police and Crime Plan and asked questions relating to recent performance, some of the topics included:

- **Burglary of business** up by 12% on calculations of same period last year, whilst residential is down 2%. The Deputy Chief Constable explained that this is largely due to categorisation of burglary types by the home office in April 2017, and that police analysis shows burglary as a whole increased by around 3% in this period. Burglaries of city centre business premises are causing much of this increase and so the police have been working closely with business owners and the local authority to target harden and protect vulnerable premises.
- The latest data (to Dec 17) shows a 22% increase in **knife crime** nationally and 26% in West Yorkshire and I have supported the Chief Constable in providing a robust response to this growing threat. Some of the activity ongoing includes regular 'weapons surrenders', test purchasing operations for knives, social media campaigns, community events and educational presentations to schools. A knife crime strategy has also been signed off and a problem profile is being developed to better direct efforts to overcome this crime.

### West Yorkshire Partners' Delivery

Our partners across the districts of West Yorkshire are continuing to lead on vital work to build safer communities. Headlines from the last quarter include:

**Wakefield CSP** has recently carried out work to reduce drugs and alcohol misuse and its resulting affect on communities. As part of partnership working with the Community Alcohol Partnership (CAP) and the Highways Service they have been able to start using semi-permanent stencils on the pavement outside targeted off-licence premises as part of our work to address proxy sales of alcohol for young people. The first stencil was completed by Councillor Maureen Cummings outside Tesco Express, Stanley Road, Wakefield.

**Leeds CSP** (Safer Leeds) has recently developed the the *'Responding to Hate – Strategy'* which recognises that everyone should have a choice as to where, when, how and who they to report to and should be able to report in a safe neutral location, without, if need be, having to contact the police directly. As part of this, numerous Gurudwara's in Leeds have come together to tackle Hate Crime by establishing themselves as 3rd party Hate Crime Signposting Centres. Each Gurudwara has identified volunteers, who are trained individuals who are knowledgeable about what constitutes a Hate Crime/incident and can recognise when a hate incident is being described. This training was delivered by the police and Safer Leeds.

**The West Yorkshire Financial Exploitation and Abuse Team (WYFEAT)** at Trading Standards, is a task force part funded by the OPCC, has prevented the loss of over £1 million, that would have been heading its way to scammers and fraudsters. The team has worked tirelessly to protect vulnerable people from scams and to catch those responsible. Recently they have intercepted a so called "suckers lists" with over 5,000 West Yorkshire residents names and addresses, who could have been targeted by fraudsters. Officers have continued work on a one to one basis with scam victims to give guidance, care and support. Advice is given to victims on the specific scam mail they have received, how to spot the signs of scams and how to reduce unwanted phone calls and letters, to prevent them falling victim in the future. As a result, many victims have stopped responding to scams and have prevented over £1 million of their money going to criminals.

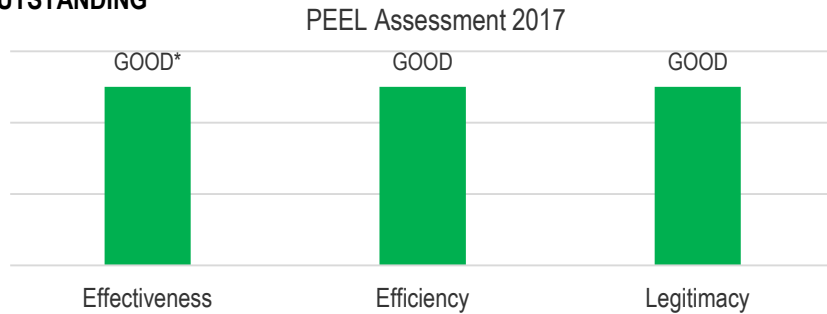
### OPCC Delivery

The **Your Views** survey has now been responded to by over 12,000 respondents from across West Yorkshire. My office worked closely with the police and partners over the past year to develop the new survey and continues to work together to ensure the results of this large-scale consultation can inform activity within our communities. My office analyses the results on a quarterly basis and shares them with the police and partners as early indications of public opinion in their areas. For the first time, we have been able to assess trends over time and as of next quarter, we will have one year's worth of data. At this point we will begin to delve deeper into the results to provide information at a more local NPT level.

Members of my **Youth Advisory Group** met on 24 February 2018 to receive an input on Hate Crime, Victim Support and the OPCC's wider work to tackle crime and support victims. In particular Lesley McLean, from Victim Support discussed new services which would be available as part of their new contract 1st April 2018 which included children and young people and covered all crime types. The members were consulted on what they thought the service should look like, highlights included developing a mobile app which young people could use for general advice, access to the webchat and information on what might happen should they report crime.

My **Safer Communities Fund** has now given over £2.2M of funding to community groups working in West Yorkshire since its start in 2014. In the latest round I returned a further £166,000 of money seized from criminals to community projects in West Yorkshire. 39 projects were successful in the latest round which invited groups to apply for funding to address the priorities in the police and crime plan, this brings the total number of community projects funded through the SCF to 510. The next SCF application round will run from the 15th of May to the 15th of June and has a focus on supporting projects that specifically tackle all forms of serious violent crime, including those focusing on prevention and early intervention, supporting diversion away from crime, protection and education and support for victims of serious violence. For more information on SCF and how to apply please visit [www.westyorkshire-pcc.gov.uk](http://www.westyorkshire-pcc.gov.uk).

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

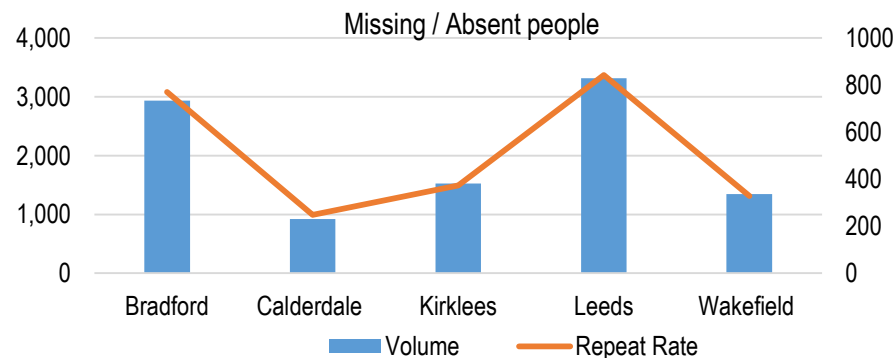


**Commentary**

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. I will also present a report on the 2017 PEEL assessment to the Police and Crime Panel in July 2018 which will also be published on my website.

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



12 months to Mar. 18	West Yorks.	Bradford	Calderdale	Kirklees	Leeds	Wakefield
No. missing people	10,103	2,933	924	1,527	3,319	1,346
Repeat missing peo.	2,564	771	248	374	843	329
Repeat rate	25%	26%	27%	24%	25%	24%

**Commentary**

10,103 people were reported missing in the 12 months to March 18 (up by 36 people on the previous quarter). Despite this small increase, the number who went missing on more than one fell slightly for the second quarter in a row. This means that the missing person repeat rate is now at 25%. 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**

Safeguarding vulnerable people against harm requires input from a range of key partners. My office continues to drive forward partnership working with the police and safeguarding boards. We are making progress although this is a complex challenge. In February my Safeguarding Advisor and Analyst held a meeting with managers of all the West Yorkshire Safeguarding Adults Boards to discuss current OPCC work streams, data and analysis, and how we can better work together to safeguard vulnerable adults. They have also been liaising with each districts data performance teams within the Local Safeguarding Children's Boards with a view to facilitating better sharing, improved quality and understanding of police data so there's more clarity when they're presenting this to their respective boards.



### West Yorkshire Police Delivery

The **HMICFRS Effectiveness Inspection** report released in March considered West Yorkshire Police to be GOOD at protecting vulnerable people and supporting victims. The report noted progress in the level of understanding of vulnerability, the processes in place in West Yorkshire to manage those at risk from harm, and how well the police works with other partner organisations. HMICFRS also specifically praised the dedication and work ethic of officers and staff in safeguarding units but did note that high work-loads and inexperience of officers is putting a strain on the departments and the wellbeing of the staff. In response to this, the Chief Constable has refocused efforts to support the welfare of the workforce in general and within safeguarding units. The resourcing of safeguarding units is now a standing item on the strategic safeguarding board, a safeguarding improvement group is being developed, and a review of the welfare support offered to officers and staff is being undertaken by the Operational Health Unit. I will be revisiting the progress made in this areas through my next Safeguarding Community Outcomes Meeting.

### OPCC Delivery

In January, we hosted the Unlocking Slavery event by the Modern Slavery Police Transformation Programme at the Carr Gate training complex. The event brought together over 150 frontline officers from across Yorkshire and the Humber for training aimed at improving the police response to **modern slavery**. As Chair of the National Anti-Trafficking and Modern Slavery Network, I am pleased to see events like this taking place which provide an opportunity to network and share knowledge on tackling modern slavery, to ensure we are doing all we can collectively to tackle this vile crime, to bring perpetrators to justice and to support victims.

In February, I attended a Chief Officer/PCC Event in Bristol which was delivered by the Modern Slavery Police Transformation Team. The event had a significant focus on keeping victims at the centre of modern slavery police investigations and facilitated discussions around how we can achieve this in partnership with other agencies. During this time I have also been involved in the National Referral Mechanism (NRM) Reform Programme Board chaired by the Home Office, which oversees the development and implementation of the NRM reforms. These reforms include improvements to victim/survivor care which must be central to all anti-trafficking work.

### West Yorkshire Partners' Delivery

Partners across West Yorkshire are being supported by Leeds CSP to identify and support victims of **domestic abuse**. People affected by domestic abuse seek help from all kinds of organisations so it is important that all front line staff have a good understanding of the issue. The Domestic Abuse Quality Mark has been established to equip staff with the skills to deliver sensitive responses to those seeking help, it provides them with a better understanding of the issues, feel more confident and better equipped to respond to both staff and service users who are affected.

Wakefield Council in partnership with Well Women Centre and Yorkshire MESMAC have completed the community outreach project "Listening to women from **FGM** communities". A celebration event for participants was held in January and a dissemination event to share the findings was held in February. A draft FGM strategy for Wakefield district is being developed and a final report will be made available to the CSP, including leaflet for community members translated into 5 languages.

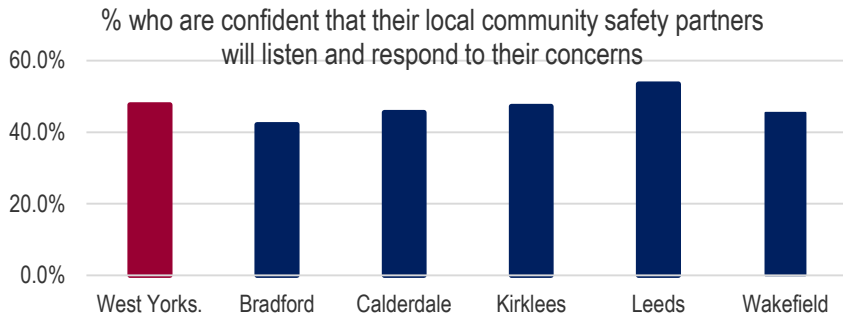
### OPCC Delivery

In January I became a 'SCAMBassador' and joined the national **Friends Against Scams campaign** to prevent vulnerable people falling victim to scams. Scams damage lives and can affect people financially and emotionally so it is with great pride that I have joined the work of the National Trading Standards Scams Team, the Chartered Trading Standards Institute and others who are working together to prevent people from being victims of scams.

I have continued to work with the White Ribbon Campaign and all five councils in West Yorkshire to raise awareness of domestic abuse, encourage victims to report it and support victims throughout the process. **Domestic Violence and Abuse** in all its forms remains a priority, and it is crucial that victims of or those who feel vulnerable to domestic abuse have the confidence to come forward to the police or supporting agencies. To report domestic abuse and to find out more visit [www.westyorkshire.police.uk/domesticabuse](http://www.westyorkshire.police.uk/domesticabuse), in an emergency, always call 999. To find out more about The White Ribbon Campaign visit [www.whiteribbon.org.uk/](http://www.whiteribbon.org.uk/).

**Objective: Increase confidence of communities in their community safety partners**

12 months to Jul 17 - Mar 18	West Yorkshire	Bradford	Calderdale	Kirklees	Leeds	Wakefield
Agree %	47.7%	42.1%	45.5%	47.2%	53.5%	45.4%



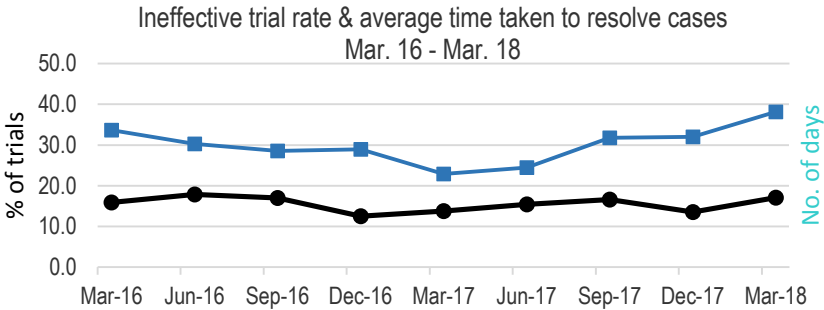
**Commentary**

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 all three quarters for the proportion of respondents who were confident that CSPs will listen and respond to their concerns. Unfortunately the results do show a reducing trend at West Yorkshire level (down by 3.6%). I will be taking this information forward with the Community Safety Partners through the next Forum meeting to address the issues behind this trend.

**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% at Magistrates Courts. However, in the last year the rate has risen slightly. The current ineffective trial rate at stands at 17.1%, falling short of the national target.



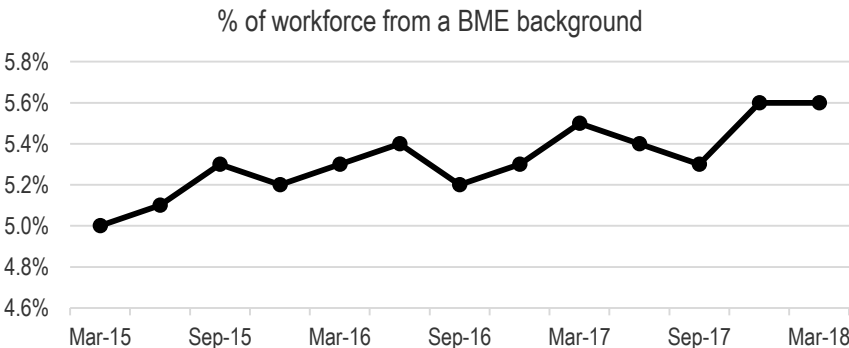
Similarly the time taken for cases to be brought to resolution at Magistrates Courts (blue line) has also been steadily reducing over this period, dropping to a low of 27.5 days in May. Unfortunately, this figure has also risen in the last quarter and now stands at 45.8 days.

Both of these increases 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 March 2018. For the past 12 months however this should be seen as a more stable trend, although the proportion of those recruited into West Yorkshire Police since April 2016 from a BME background is higher at 6.4%. The Chief Constable and I are committed to building a workforce which is more representative of the communities it serves and so try to attract people from other under-represented groups. These include women, people with disabilities, people from a wider distribution of age groups, and members of the LGBT community. Whilst data is readily available on police workforce age, ethnicity and gender, it is more difficult to collate data relating to other demographic strands as staff are not obliged to provide it.



### West Yorkshire Police Delivery

Together with the Chief Constable we have continued to invest in local **Neighbourhood Policing Teams** to demonstrate our dedication and commitment to improve the service they provide to the communities they serve. Funds raised from the increased Precept (supported by the Police and Crime Panel in February 2018) has allowed the recruitment of 100 police constables to NPTs across the county. Working with partners, we have also secured the funding to sustain more than 600 PCSOs ensuring communities are safe and feel safe. Neighbourhood policing is integral to policing the communities across West Yorkshire and working better together with people and partners to prevent crime and antisocial behaviour. Engaging more with our communities and intervening earlier to protect people from harm will ensure more effective delivery of local policing.

West Yorkshire Police have now completed and implemented their projects on Public Enquiry Counters (helpdesks) and the Force Crime Management Unit (FCMU), and work is ongoing on the Investigations Review and the Wellbeing Agenda, all of which will help to provide a more effective and efficient service for West Yorkshire communities.

### West Yorkshire Partners' Delivery

The **ineffective trial rate at Magistrates' Court** had been on an improving trend with a 6% percent improvement from 2013 to 2016. Performance in the first eleven months of 2017/18 remain stable at 13.9% however since this time, the rate has been gradually deteriorating and currently stands at 17.1%. The deterioration is due mainly to problems with a large scale reform of the courts and tribunal services which is exacerbated by staff shortages and digital issues. Pressure in the lower courts has resulted in less cases being resolved, and more being sent up to Crown for trial, which then caused additional pressure in the Crown Courts. As the time taken to resolve a case stretches out, the defendant has more reason to continue with his or her plea of not guilty, and so the case becomes cracked or ineffective and the early guilty plea rate drops. To support HMCTS staff in addressing the issue I have raised the issue directly with Graeme Goldsmith the Deputy Director of the HMCTS for the North East on behalf of the LCJB. Since that time, some remedial work has been undertaken in collaboration with the LCJB but there is still work to do.

### OPCC Delivery

As PCC for West Yorkshire I am keen to ensure that West Yorkshire Police and partners are working as efficiently as possible which sometimes requires more regional collaboration. A project has recently been established within the **Regional Scientific Support Services** which will vastly reduce the time taken to process crime scene investigations and forensic evidence. The work is expected to cost over £4.1m over the next two years and is being funded by the Police Transformation Fund and Home Office. Speeding up the processing of potentially key evidence improves the likelihood of early detection, arrest, recovery of property, achieving justice for victims.

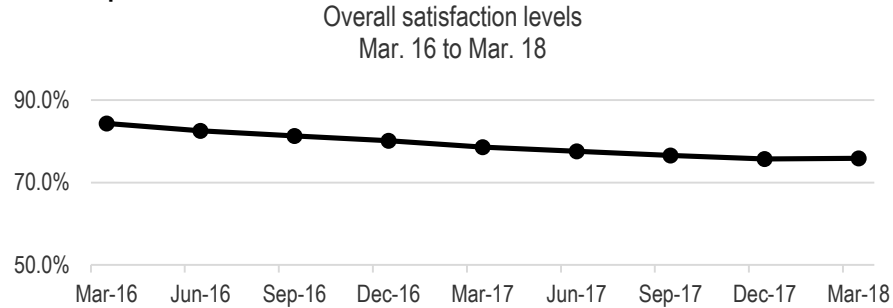
In partnership with Local Authorities and West Yorkshire Police we have been able to establish a voluntary collaborative approach to **appropriate adult commissioning** in West Yorkshire. Previously there was no common delivery model across the county; we needed to ensure that there was a single service which could be easily accessed in a timely way and provide cover across West Yorkshire. Delivered by The Appropriate Adult Service, the newly commissioned provision will not only help to protect vulnerable people in police custody but will minimise inefficient delays and relieve some of the pressures placed on Local Authorities and other criminal justice agencies.

### OPCC Delivery

In February 2017 my office established a **Reducing Reoffending Board** of representatives from across the criminal justice system, health and CSPs. The fundamental purpose of this group is to reduce reoffending within West Yorkshire and a strategy has been developed to direct this work. Not only do we aim to reduce the level of harm committed by criminals in our communities but also to alleviate pressure on the criminal justice system.

A key part of this work focuses on increasing the use of existing resources across our partnerships with a particular focus on the **Third Sector**. To support delivery and growth of the third sector in the criminal justice system a grant has been awarded to CLINKS, (a criminal justice third sector support organisation), to provide focused regional support to the third sector on issues relating to offending. The next steps for the board will be to broaden the partnership representation to include the court services, establish a regular third sector reducing reoffending forum and establish a data and information sharing task and finish group. A report on the reducing reoffending strategy will be presented to the Police and Crime Panel in June 2018.

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

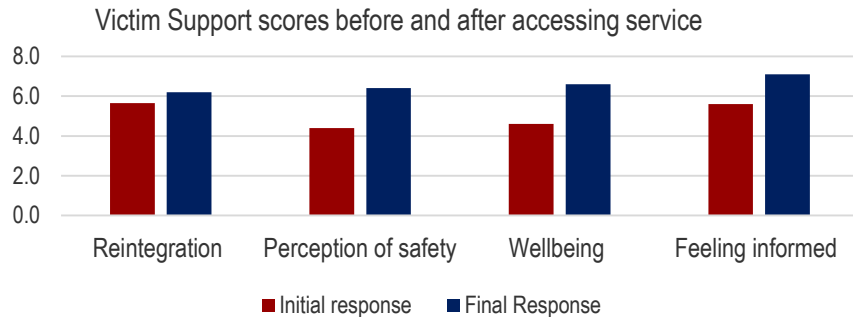


User Satisfaction	West Yorks.	Bradford	Calderdale	Kirklees	Leeds	Wakefield
12 mths to Mar. 17	78.6%	76.0%	78.0%	77.4%	80.7%	78.6%
12 mths to Mar. 18	75.9%	78.7%	77.3%	80.8%	78.2%	78.4%

**Commentary**

The overall victim satisfaction rate has been declining for the past two years and now stands at 75.9%. Although this is in line with the rate reported last quarter, I am committed to improving this rate not just maintaining it. Victim satisfaction is a standing item on my Delivery Quarterly meetings and Community Outcomes Meetings with the Chief Constable and I regularly receive updates on the efforts and activity within West Yorkshire Police to not only rectify this and provide victims of crime with the service that they need and deserve, more detail can be found on page 13.

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

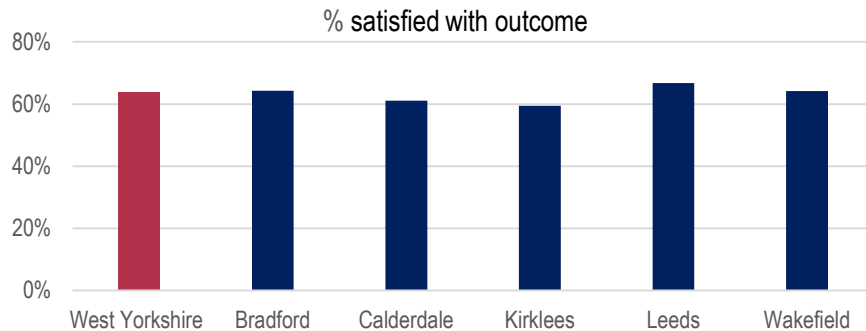


**Commentary**

Victim Support helped just over 1,100 victims of crime during Jan to Mar 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 Mar. 18	63.9%	65.7%	61.5%	60.5%	63.7%	68.1%

**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, 63.9% of victims were satisfied with the outcome of their case showing a stable trend. Interestingly satisfaction levels amongst the BME community (66.4%) continue to be higher than that of white victims of crime (63.2%)

### West Yorkshire Police Delivery

West Yorkshire Police is committed to providing the level of service that **victims and witnesses** need and deserve. Unfortunately the reducing resources and increasing demands placed on the police means that this is very challenging. The latest results show a marginal increase of 0.3% on the previous quarter, although this is only slight it is the first time that the rate has not dropped for two years.

In February, West Yorkshire Police conducted a series of **reflector groups** with victims of crime to help improve understanding of the service they provide and the victims' perception of it. The Chief Constable has reported back to me on the key findings of these sessions, which include:

- Initial contact on the whole was a positive experience for callers.
- Victims were often frustrated with the slow response times and explanations for this.
- Victims talked about not being kept informed and often felt in the dark.
- Often dissatisfaction with the outcome was placed on the police but was actually related to CPS or another criminal justice agency.

### West Yorkshire Partners' Delivery

Supporting victims and witnesses of crime is a priority not just for the police but for a range of partners. Wakefield CSP has recently paired up with the Clinical Commissioning Group to tackle domestic abuse issues. This involves engaging with GP practices to offer support for those affected by domestic abuse and embed questioning into routine appointments and screening. The CSP is also working in partnership with Victim Support to enhance the service delivered by Wakefield District Domestic Abuse Service for those assessed as medium/standard risk. This should help to reduce the rate of repeat Domestic Abuse incidents in the district.

**Restorative Solutions** (who support victims by providing Restorative Justice options) have been working with my office and West Yorkshire Police to redesign information cards given to victims of crime by police officers. Where appropriate, police officers, PCSOs or staff members will briefly explain Restorative Justice as a potential option for resolving their crime, the information card will be provided and West Yorkshire Police will help to refer the victim to Restorative Solutions if they choose to pursue it.

### OPCC Delivery

Maintaining a focus on the service provided to victims by the West Yorkshire Police has been a key priority of mine. I have closely monitored the satisfaction rates of victims on a regular basis and my office works closely with West Yorkshire Police to not only scrutinise, but support work to remedy this. I have asked for a full report into **victim satisfaction** and service delivery to be provided by the Chief Constable to my Community Outcomes Meeting in November 18, and in the meantime will ensure that my office works with the police to act on the findings of the reflector groups.

Following a discussion with the Chief Constable it was agreed that a senior member of West Yorkshire Police will be nominated to help monitor the delivery of our core victim services. I am confident that this will not only help us to provide more joined up strategic oversight, but will also take the OPCC, police, and partner relationship further forward. It opens up more opportunities for discussions around information sharing, peer review, joint activity and forward planning, and will ultimately mean that victims and witnesses of crime are provided with an improving service in West Yorkshire.

### OPCC Delivery

I have recently confirmed the continued funding for two major services in West Yorkshire to ensure victims and witnesses of crime can continue to access appropriate support. The charity **Victim Support** has been awarded £3.6million to continue to provide core support to victims and witnesses, including those aged 18 and under for the first time, for the next three years. The second three year contract, for restorative justice services, worth £900,000, has been awarded to not for profit community interest company **Restorative Solutions**, who will support victims to engage directly with offenders wherever appropriate to try and achieve closure and prevent reoffending. I am very pleased to have been able to put in place these new and improved services for victims and witnesses. These are further important steps along the way to a new deal for all victims, further making a reality of the Victims Code.

Providing support services for victims of crime remains a key partnership priority, I have recently confirmed funding for **three rape crisis centres** in West Yorkshire, the Jyoti Project which is a specialist service for BAME women and girls, and a partnership domestic violence service in Bradford. I will continue to look for ways to provide services to those in need in partnership with other agencies.

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 shared with key points with partners.	15.12.17	This has been completed and WYP safeguarding team shared the key findings at our safeguarding workshop.	Complete.
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 <sup>th</sup> 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. Consultation has also been carried out with WY Federation regarding the who are supportive of this direction and initial areas of training need have been identified as investigation, disclosure, ASB, traffic, safeguarding and counter terrorism. 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.

Date of Action	Action Owner	Action	Action due	Update	Status
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
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		Ongoing
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		Ongoing



## GLOSSARY

<b>Acquisitive crime</b>	Acquisitive crime is defined as an offence where the offender derives material gain from the crime. Examples include, shoplifting, burglary, theft, and robbery.	<b>Human trafficking</b>	Human trafficking is the trade of humans, most commonly for the purpose of forced labour or commercial sexual exploitation by the trafficker or others.
<b>BME</b>	BME stands for Black and Minority Ethnic and is used to describe people of this ethnicity.	<b>IOM</b>	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.
<b>Child sexual exploitation and abuse</b>	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.	<b>Ineffective trial</b>	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.
<b>Community Safety Partner</b>	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.	<b>Most similar police groups/family/forces</b>	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.
<b>Conviction rate</b>	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.	<b>Operational functions</b>	Operational functions include things like patrolling neighbourhoods, responding to 999 calls, roads policing and protecting vulnerable people.
<b>Crime rate</b>	The crime rate used in this document refers to the number of offences committed per 1000 people in the population.	<b>Outcomes/detections</b>	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.
<b>Cyber crime</b>	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).	<b>PEEL</b>	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.