



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

Police and Crime Commissioner's

DELIVERY QUARTERLY REPORT

October to December 2017

Keeping West Yorkshire safe and feeling safe.

DELIVERY QUARTERLY

	Objective	Measures	12 months to Dec 2016	12 months to Dec 2017	Trend
Tackle crime and anti-social behaviour	Significantly reduce the volume of crimes committed in West Yorkshire	Total recorded crime	220,249 (+22%)	258,906 (+13%)	Deteriorating
		Risk of household crime	10.9% (Sep 16)	11.8% (Sep 17)	Stable
		Risk of personal crime	3.5% (Sep 16)	2.9% (Sep 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 – 2.7 Cohort 2 – 2.3	Improving
	HMICFRS PEEL inspections will grade West Yorkshire Police as GOOD or OUTSTANDING at effectively reducing crime	HMICFRS PEEL Effectiveness inspection	Good 2016	Ungraded	N/A
	More people will feel safe in West Yorkshire	Your Views	82% (Jul-Sep 17)	81% (Oct-Dec 17)	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	44.3% (Jul-Sep 17)	42.9% (Oct-Dec 17)	Stable
More people will be confident that the police and partners will prevent crime and anti-social behaviour	Your Views survey	38.6% (Jul-Sep 17)	40.6% (Oct-Dec 17)	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)	10,061 missing 26.1% repeat rate (Dec 17)	Stable
Make sure criminal justice works	Increase the confidence of communities in their community safety partners	Your Views survey	61.3% (Jul-Sep 17)	59.4% (Oct-Dec 17)	Stable
	Ensure all relevant partners are working together achieve effective results	Ineffective trial rate (Magistrates Court)	13.8%	13.6%	Stable
	Ensure all relevant partners are working together to achieve efficient results	Average time taken for cases to be brought to resolution	34.7 days	38.4 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	5.3%	5.6%	Improving
Support victims and witnesses	More victims will be satisfied with the level of service they receive from the police	Victim satisfaction survey	80.1%	75.7%	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.	+1.9	+1.5	Stable

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 January to December 2017, and statistics presented reflect the 12 months to December 2017, 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.

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.

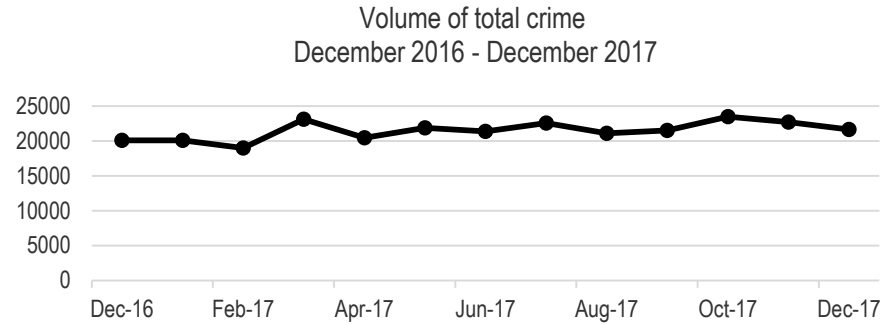
Make criminal justice work

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

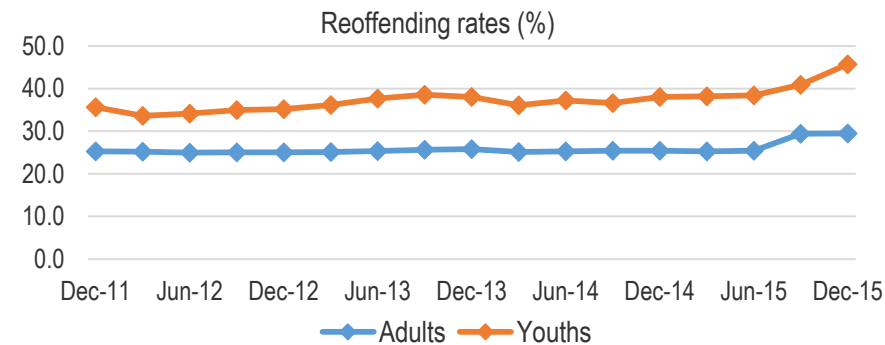


Recorded Crime	West Yorks.	Bradford	Calderdale	Kirklees	Leeds	Wakefield
12 mths to Dec 16	19%	16%	23%	22%	18%	24%
12 mths to Dec 17	13%	19%	9%	10%	11%	11%
Vol. (to Dec 2017)	259,115	67,442	21,897	40,000	94,689	35,087

Commentary

Recorded crime has increased by 13% when the 12 months to December 2017 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. The table shows that the increases were much larger this time last year, as the impact of these improvements is now beginning to stabilise. The Crime Survey of England and Wales (which is not affected by recording practices) shows that the risk of becoming a victim of crime in West Yorkshire is decreasing year on year.

Objective: Significantly reduce the reoffending rate in West Yorkshire

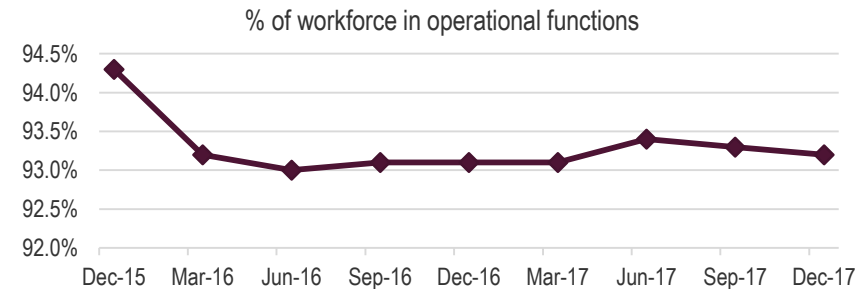


Reoffending rates 12 months to Dec 15	West Yorks.	Bradford	Calderdale	Kirklees	Leeds	Wakefield
Adults	29.5	31.1%	28.3%	26.8%	30.1%	29.0%
Youths	45.7	44.8%	57.9%	41.5%	45.0%	46.6%

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 December 2015 record a reoffending rate for West Yorkshire adult offenders of 29.5% (a stable trend), and of 45.7% (deteriorating trend) for youths. The rise in the last two quarters for youths is due to first time entrants being removed from the cohort, leaving a core of more complex offenders. Calderdale's youth reoffending rate is typically higher than other districts, due to the small sample sizes, my office has been working on developing additional ways of monitoring reoffending rates; more detail can be found on page 5.

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



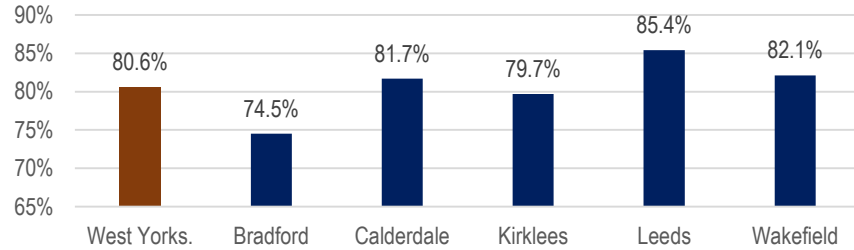
% in operational functions	Mar	Jun	Sept	Dec
2016	93.2%	93.0%	93.1%	93.1%
2017	93.1%	93.4%	93.3%	93.2%
Change	-0.1%	+0.4%	-0.1%	+0.1%

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. Work is ongoing within West Yorkshire Police to ensure that when we increase our capacity through the recruitment of new officers, we also improve our capability too. Detail regarding this can be found on page 6.

Objective: More people will feel safe in West Yorkshire

How safe do you feel in your local area?



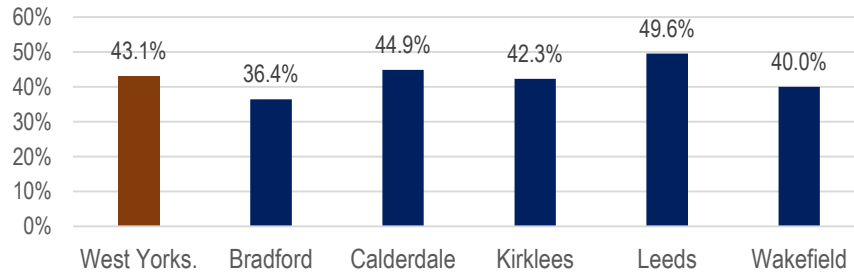
Your Views Survey (Dec. 2017)	West Yorks.	Bradford	Calderdale	Kirklees	Leeds	Wakefield
% feeling safe	80.6%	74.5%	81.7%	79.7%	85.4%	82.1%

Commentary

The data here comes from the Your Views Survey, which replaced our previous Public Perception Survey. It is important to note that this data is based on responses from one quarter only (Oct-Dec 17) and as such the sample is relatively small (around 4,000). As of next quarter we will be able to use a combined sample of approximately 12,000 responses and so will be able to draw more statistically valid comparisons. Once we have 12 months of data we will begin to look at trends over time too. Nevertheless, it is encouraging that 80.6% of respondents felt either safe or very safe across West Yorkshire. We saw similar high scores in our Feelings of Safety Survey in 2015.

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

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



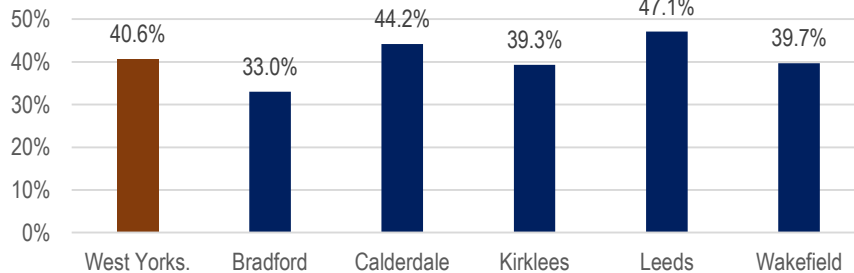
Your Views Survey (Dec. 2017)	West Yorks.	Bradford	Calderdale	Kirklees	Leeds	Wakefield
% good / excellent	43.1%	36.4%	44.9%	42.3%	49.6%	40.0%

Commentary

Again, these results are based on the responses from just one quarter so should be considered only as an indication of perceptions at a point in time and not as a trend. 43.1% of respondents felt that the police were doing a good or excellent job in their local area, with Leeds being a positive outlier. Encouragingly, the % of people who felt the police were doing a poor job was low across all districts at around 20%. 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 (Dec. 2017)	West Yorks.	Bradford	Calderdale	Kirklees	Leeds	Wakefield
confident/v.confident	40.6%	33.0%	44.2%	39.3%	47.1%	39.7%

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. 40.6% of respondents said they were confident or very confident that community safety partners would prevent crime and ASB. Generally speaking, respondents had less confidence that their local partners would tackle crime and ASB compared to the other issues measured, which included protecting the vulnerable, supporting victims, keeping the area clean, and listening to people's concerns.

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. The crime recording compliance rate as of December 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 between 4-5%. This is largely attributed to a few specific crime types such as non-injury violence, sexual offences, some acquisitive crime offences including shoplifting, and theft from vehicles. These are national trends and so in addition to devising operational plans to tackle the rises in West Yorkshire, the police are also looking at evidence of good practice beyond the county and opportunities for greater collaboration.

The Office of National Statistics compare recorded crime levels across all police force areas and publish the results on a quarterly basis. The most recent report (September 2017), showed that the average increase in crime recorded across England and Wales was 15.3% whilst in West Yorkshire it was slightly lower at 14.9%. Whilst this difference is only slight it is important to note that the National rate is rising, whilst the West Yorkshire rate of increase is slowing.

HMICFRS have recently released their **PEEL Legitimacy and Leadership** Inspection report for West Yorkshire (December) which graded the force GOOD in all areas. Maintaining a GOOD grading through challenging times is an achievement, and I was pleased that HMICFRS noted numerous areas of good practice within West Yorkshire. Legitimacy of the police service as a whole is crucial for reducing crime, keeping people safe, and ensuring that the public can have confidence in their police. The Leadership report noted that the Chief Constable has been instrumental in ensuring that the workforce not only has the opportunity to share their views and be heard, but is also confident to do so. I know that this has helped West Yorkshire Police as an organisation build resilience through challenging times and am pleased that HMICFRS recognised the notable improvements that have been made to this end.

OPCC Delivery

In the recent Delivery Quarterly meeting with the 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.

Following a public consultation and with the support from the Police and Crime Panel I recently took the decision to increase the policing element of the council tax in West Yorkshire by £12 per year per household. This has allowed us to offset some of the cuts from central government funding for policing and will help me to **protect PCSO numbers** and fund the recruitment of more than **140 police officers**. This increase will ensure more resources can be allocated to strengthen neighbourhood policing and to tackle the priorities that matter to local people such as road safety, cyber crime, child sex exploitation and domestic abuse. For more information on this decision and detail on how the policing budget is broken down, please visit my website at <https://www.westyorkshire-pcc.gov.uk/>.

Analysis carried out by West Yorkshire Police shows that although the volume of crime recorded by police has increased by around 13%, the majority of this is due to improved recording and around 4-5% is due to increased offending. Although this is lower, we are not complacent and in the recent Delivery Quarterly meeting I asked the Chief Constable to account for this increase in actual offending which can be mainly attributed to the below crime types:

- Commercial robbery has been highlighted as emerging threats in the latest West Yorkshire Police Strategic Threat Assessment to ensure it is addressed systematically. Commercial robberies have increased by 81% since April 2017 however the numbers are still relatively small (343). Half of these have been in Leeds, therefore Operation Dashill has been put in place and has resulted in a significant crime group being apprehended.
- Criminal damage and arson has increased by 3.9% since April with around 25,000 offences being recorded. We believe this is due to increased offending and not simply better recording; the Chief has assured me that the enhanced Neighbourhood Policing Model introduced in March will provide opportunity for increased focus around lower level offences in our communities.

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:

Bradford CSP has carried out a number of joint days of actions with the police and other partners. These have included the police and neighbourhood wardens working together in key areas to focus on issues such as burglary prevention. Together they have also carried out a Speedwatch in response to concerns raised by local residence around road safety. They have also been active in promoting Neighbourhood Watch and Online Watch in areas of low uptake; for more information about how to join one of these schemes see my website, www.westyorkshire-pcc.gov.uk/get-involved/.

Wakefield CSP continues to use Night Marshalls and Street Angels who operate in the city centre at peak times providing support to the police and helping to keep people safe when enjoying the evening economy.

Calderdale CSP and West Yorkshire Fire and Rescue Service have teamed up to carry out a Road Safety Roadshow in Calderdale. Statistically 18–25 year olds are most at risk of being involved in a Road Traffic Collision, these often occurring because of mobile phones, speeding and drink driving, but also many happen because of simple inexperience. The Roadshow includes an educational presentation held during the National Brake Charity Road Safety week at Victoria Theatre in Halifax where sixth form students were invited to see all three emergency services showcase their work and deliver educational inputs. The event was a great success with over 1,400 students attending, this is the 5th year that the event has been held and I look forward to supporting it again next year.

West Yorkshire CSPs recently came together with the White Ribbon campaign to tackle domestic abuse. Bradford, Calderdale, Kirklees, Leeds and Wakefield Councils have all pledged to continue to raise awareness of domestic abuse, encourage victims to report it, and support victims throughout the process. The campaign and 16 days of action started on the 25 November which is also known as White Ribbon Day.

OPCC Delivery

In June, I launched the new **Your Views** survey which replaced the long running PPS survey. My office has been working closely with the police and partners over the past year to develop the new survey. It is a large-scale postal survey which is sent out to around 111,000 addresses each year, and asks respondents how they feel about various community issues, the police, and local partners in their area. My office has analysed the results from the first two quarters and has shared them with the police and partners as early indications of public opinion in their areas. This has been well received and will help direct work around improving community safety going forward.

In December 2017 the value of awards through my **Safer Communities Fund topped** £2M since its start in 2014. In the latest round I returned a further £152,363 of money seized from criminals to community projects in West Yorkshire. 33 projects were successful in the latest round which invited groups to apply for funding to address the priorities in the police and crime plan. In total 463 community projects have been funded in total making a real difference to communities affected by crime.

I have recently given my support to a memorandum of understanding between the West Yorkshire Fire and Rescue Service and West Yorkshire Police to protect Fire Service staff from attacks. As joint Chair of the Tri- Services (Police, Fire & Ambulance) Collaboration Board, I feel it is crucial to **protect all our emergency** services when they are working hard to keep our communities safe.

In November I held my annual **third sector conference** which champions the work of the volunteer and community sector. The event was held in Halifax and attended by 130 people from over 95 organisations and helped to build on existing relationships between the police statutory partners and third sector organisations. Issues discussed included domestic abuse, hate crime, mental health, re-offending and human trafficking. You can find out more about my work with the Third Sector by visiting www.westyorkshire-pcc.gov.uk/partnership/partnership-working/third-sector.aspx.

I have recently supported a partnership event which brought together agencies from across West Yorkshire to share best practice on how to help spot the signs of **organised crime**. The event in Wakefield will help us to 'join the dots' between partners to help crack down on serious criminals.

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

PEEL Assessment 2017

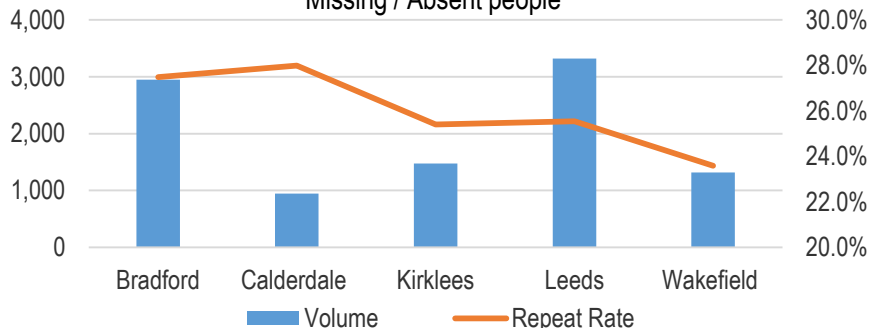


Commentary

To date, HMICFRS have released two of the three West Yorkshire Police PEEL inspection reports in Efficiency and Legitimacy, which were both graded as GOOD. The Effectiveness report will complete the annual 2017 PEEL assessment and is due to be released in March 2018. I hope that the hard work of West Yorkshire Police will be reflected in this report and that we maintain and overall GOOD grade for the second year in succession. My team is working closely with colleagues in West Yorkshire Police to ensure that all areas for improvement and recommendations noted by HMICFRS are acted upon in a timely manner for the benefit of our communities. I will support the Chief Constable in doing so, but will not be complacent and will ensure that I monitor progress closely.

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

Missing / Absent people



12 months to December 17	West Yorks.	Bradford	Calderdale	Kirklees	Leeds	Wakefield
No. missing people	10,067	2,951	943	1,476	3,320	1,314
Repeat missing peo.	2,617	811	264	375	848	310
Repeat rate	26%	27%	28%	25%	26%	24%

Commentary

10,067 people were reported missing in the 12 months to December 2017 (up by 86 people on the previous quarter). Despite this small increase, the number who went missing on more than one occasion fell slightly, resulting in a reduction in the missing person repeat rate to 26%. Almost two-thirds of missing people are children, and WYP is committed to working with social care agencies to help prevent missing episodes by young people. To aid this, WYP officers will soon be able to capture detailed information about missing people through their handheld devices (see page 13).

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

The OPCC and West Yorkshire Police led in the campaigning work of October's 'West Yorkshire Safeguarding Week' – our annual campaign of workshops and events aimed at informing the public and professionals about how best to protect vulnerable people across the region. Campaign actions included a Young Persons Suicide Prevention and Awareness event in Kirklees; the Safer Leeds Partnership held a week of training and workshops on issues including Female Genital Mutilation and protecting children in sport; in Calderdale, a 'marketplace' event was held at the Shay Stadium for organisations to share good practice; and in Wakefield, a programme of learning and development sessions were held in the Cathedral precinct for professionals and practitioners.

West Yorkshire Police Delivery

In November, HMICFRS released a national report on the police service's response to **domestic violence** and abuse. I was pleased to see that the report identified that in West Yorkshire, almost 80% of the domestic abuse cases which are referred to the Crown Prosecution Service result in a charge – one of the best performances in England & Wales. The report coincided with the international '16 Days of Action' campaign in support of victims of domestic abuse. West Yorkshire Police and the OPCC supported the campaign by focussing on the offence of coercive and controlling behaviour; defined as controlling acts intended to make a person become submissive, or to isolate them from sources of support. This offence carries a maximum 5 year prison sentence. The campaign's focus was to encourage people to report these 'hidden' offences to the 24 hour National Domestic Abuse Helpline on 0808 2000 247.

West Yorkshire Partners' Delivery

As part of 2017 Safeguarding Week, **Bradford** Police worked with Bradford's Safeguarding Adults Board, and key voluntary sector organisations (Equality Together, Bradford People First, and Real Safeguarding Stories), to run a special event to raise awareness about different types of adult abuse. Key activities included a case study of coercive control, a presentation from Bradford People First on mate and hate crime, and a Feeling Good Theatre Company session on door-step crimes, scams, and nuisance calls. Representatives from Bradford's police service spoke about the issues raised during the day and how these crimes could be reported. 'Blue light' partners in **Calderdale** are changing the way that road safety education is delivered by inviting 6th Form students from local schools to an annual event held at the Victoria Theatre, Halifax. Each of the emergency services deliver personal accounts of their experiences attending Road Traffic Collisions. There are also guest speakers from families who have lost loved ones warning of the consequences of dangerous driving. This year saw 1,400 students attending the event.

OPCC Delivery

All of our young people have grown-up in the age of social networking. The pressures and pitfalls of that world are known to adults, but raising awareness of its dangers amongst children is a challenge, particularly when digital technology is such a draw for young people. To reach out to this group, I helped to fund a **cyber contest for West Yorkshire schools**, for pupils from years 7,8, and 9. The schools were challenged to design a resource to help keep kids safe online, and it is hoped that through talking about the competition with their friends and families, they will help to spread cyber crime prevention messages to many more people. Students from Corpus Christi Catholic College in Leeds were announced as competition winners in February.

To mark National **Hate Crime Awareness Week** in October, West Yorkshire's Police and I relaunched our hate crime awareness campaign. The aim of the campaign is to raise awareness of what hate crime and hate incidents are, and to encourage communities to report these incidents when they take place. No-one should be subjected to, or fear, abuse because of their disability, race, religion, sexual orientation or gender identity.

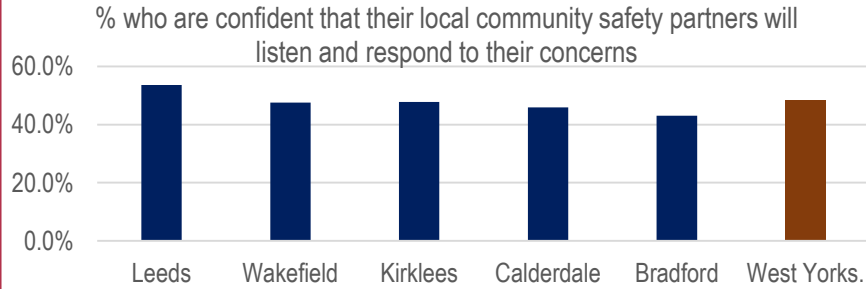
OPCC Delivery

In October, I held West Yorkshire's first **safeguarding partnership workshop** to bring together local partners who work to keep safe vulnerable people in our communities. The event's aim was to explore how our partnerships can better work together, and it attracted representatives from the Local Safeguarding Children's Boards (LSCBs), Safeguarding Adults Boards (SABs) and the Community Safety Partnerships (CSPs).

I continued to champion the crucial role of the voluntary and community sector at my **Annual Third Sector Conference**, held in Halifax. The November event was attended by 130 people from over 95 organisations across West Yorkshire. The conference highlighted the work of those not-for-profit organisations who are working on behalf of some of the most vulnerable people in our communities. This annual event gives me the chance to connect with these groups and see what more I can do to support their work.

In the 2016 **PEEL Effectiveness inspection**, HMICFRS commended the progress made within West Yorkshire Police to prioritise and embed safeguarding across all areas of the organisation. I have continued to support the Chief Constable in ensuring this remains at the forefront of policing and am keen to hear the latest HMICFRS assessment in March 2018.

Objective: Increase confidence of communities in their community safety partners

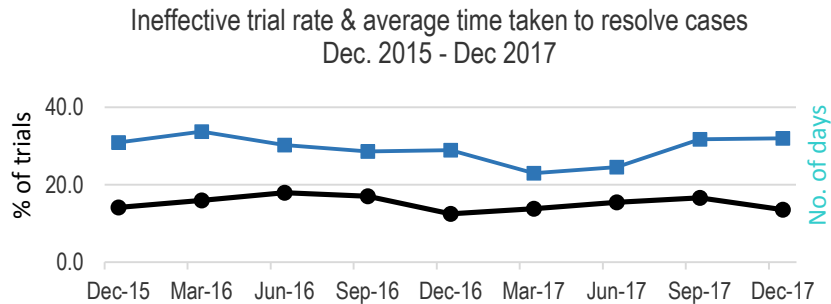


12 months to Dec. 17	West Yorkshire	Bradford	Calderdale	Kirklees	Leeds	Wakefield
Agree %	48.3%	43.1%	45.9%	47.8%	53.6%	47.6%

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 first quarter's data and the proportion of respondents who were confident that CSPs will listen and respond to their concerns. This is one of the measures in the survey which shows the least variation across the districts, however Leeds is still an outlier. Due to the relatively small sample sizes, comparisons between districts at this stage should be carried out with caution.

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



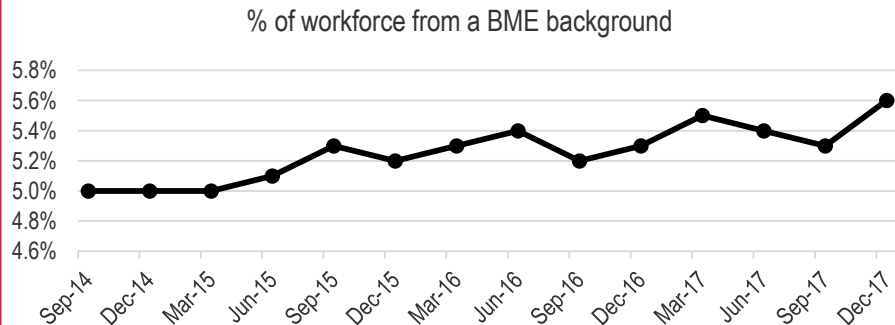
Commentary

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 two quarters the rate has risen slightly. The current ineffective trial rate at stands at 16.6%, just 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 38.1 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 4.8% in June 2014 to 5.4% June 2017. In September 2017 this figure stood at 5.3%, representing a stable trend. West Yorkshire Police are also working towards recruiting more people from other under-represented groups, including 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 ethnicity and gender, it is more difficult to collate data relating to other demographic strands as staff are not obliged to provide it. The data that we do have shows us that 44.3% of new recruits (since April 2016) are female, and 39% are aged between 26-40 years.

West Yorkshire Police 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.

Of the 355 offenders on the '**Risk of Reoffending Cohort**' which consists mainly of offenders who repeatedly commit acquisitive crimes, an average of 2.7 offences per year were committed (Dec 17). This is a reduction from the 3.1 offences committed in the year prior to when the cohort was first established in March 2017.

On the '**Risk of Harm Cohort**' which consists of 123 offenders associated primarily with Domestic Abuse, CSE, Firearms and OCGs being managed across the 5 Districts. Initial analysis identified that in 2016/17, offenders in this Cohort committed, on average, 2.8 offences. In the latest 12 monthly period (to Dec 2017) this same cohort of offenders has committed, on average, 2.3 offences representing a reduction in offending behaviour for the third successive quarter."

OPCC Delivery

In December HMICFRS rated West Yorkshire Police as good in their PEEL **Legitimacy** inspection for 2017. This inspection looked at how West Yorkshire Police treat the people they serve, ensure accountability and transparency, maintain an culture of integrity and fairness, and seek challenge and feedback. The people of West Yorkshire deserve a police service they can trust, and I am pleased that the efforts of the Chief Constable and wider organisation have been recognised.

The new **Your Views survey** was launched in June and the first two quarter's data have now been analysed and shared with partners to inform our collective efforts. The Your Views survey includes questions about community safety partners as well as the police as they too play a vital role in keeping our communities safe. This, along with information from other sources is also being used to inform the refresh of my new police and crime plan, which will have a stronger focus on community representation within the criminal justice system, and the transparency and wellbeing of the police service.

West Yorkshire Partners' Delivery

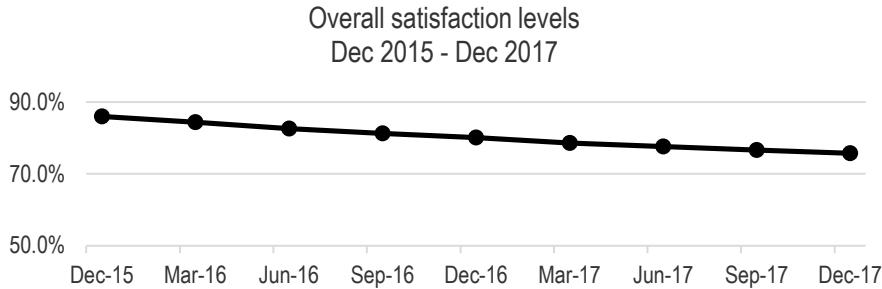
HM Courts & Tribunal Service has been working through challenges associated with the ongoing digital transformation programme. Unfortunately these changes continue to have a negative impact on the ineffective trial rates and time taken for cases to reach resolution. West Yorkshire is still in a good position when compared to the national averages, but we will need to continue working together to help the courts overcome these issues. As PCC and chair of the Local Criminal Justice Board I will regularly review the contribution of all relevant partners to this challenge.

My office is working together with representatives from various criminal justice organisations to develop a **reducing reoffending** strategy for West Yorkshire. Partners involved in this work include the prison service, probation, community rehabilitation company and the third sector. The strategy will have a focus on improved sharing of information between partner organisations to identify the factors contributing to offending behaviour, prolific young offenders, consistency in offender management practices across West Yorkshire, and serious organised crime groups.

OPCC Delivery

The December 2017 **Community Outcome Meeting** between me and the Chief Constable had a focus on making sure the criminal justice system works for communities. During this meeting the Chief Constable presented a number of reports to me on various topics including **complaints and conduct** of West Yorkshire Police staff and officers, **use of force** including firearms, the **Customer Contact Centre** and **cohesion within our communities**. I asked questions of the Chief Constable around the robustness of complaints processes, how the police monitor their use of force, and the efficiencies within the customer contact centre. In general I was reassured by the Chief Constables report and responses, but have asked for further information regarding the average time that people wait for their 101 calls to be answered and the volume of calls which are abandoned before being answered. For more information about our Community Outcomes Meetings, please see my website: www.westyorkshire-pcc.gov.uk.

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

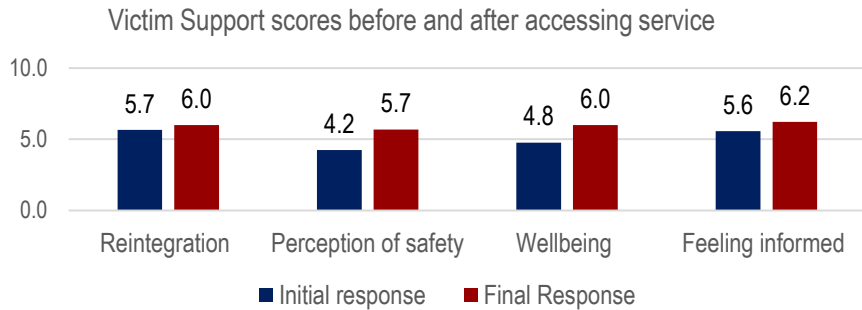


User Satisfaction	West Yorks.	Bradford	Calderdale	Kirklees	Leeds	Wakefield
12 mths to Dec. 16	80.1%	76.0%	78.0%	77.4%	80.7%	78.6%
12 mths to Dec. 17	75.7%	73.5%	76.6%	75.8%	78.1%	76.3%

Commentary

The overall victim satisfaction rate in Oct-Dec 2017 was 75.7% (% of victims satisfied with the service they had received from WYP). This represents a further fall in victim satisfaction from the previous quarter. Dissatisfaction is often linked to people unhappy that an officer cannot attend their home, or that they haven't been kept informed following the report of a crime. At my quarterly performance meeting, CC Collins announced that the force will carry out a series of focus groups in February to explore the issues behind victims' experience of WYP's service.

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



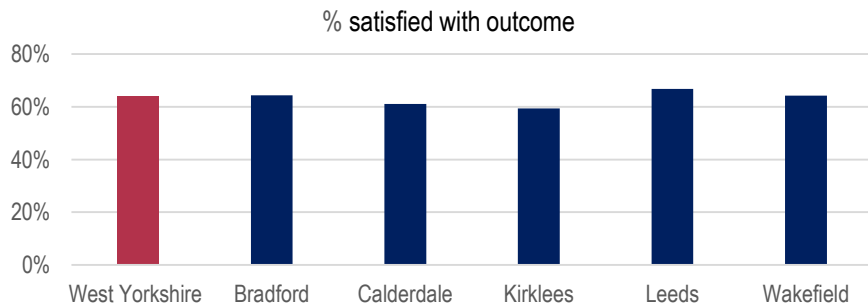
Commentary

Victim Support helped just over 1,000 victims of crime during the final quarter of 2017. 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
Apr. – Dec. 17	63.9%	64.3%	61.1%	59.4%	66.8%	64.2%

Commentary

West Yorkshire Police introduced a new survey in April 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. Between April and December 2017, 63.9% of victims were satisfied with the outcome of their case (+0.3pts from last quarter's figure). Leeds is currently recording the highest rate of satisfaction (66.8% of victims satisfied with outcome); Bradford's figure fell by -4.6pts over the quarter). Satisfaction levels amongst the BME community (69.4%) are higher than that of white crime victims (62.3%)

West Yorkshire Police Delivery

A project in Leeds and Kirklees has been evaluating a new approach to the gathering of information from people who return home after being missing. The new approach prioritises collecting more detailed and relevant information to assess why the individual initially went missing, and whether they came to any harm whilst they were away from home. Ultimately it is hoped this information will reduce missing episodes and keep people safe.

Members of the emergency services can also become victims of crime. Verbal and physical abuse towards firefighters has been increasing during the last five years, and between November 1st and 6th 2017, there were 20 attacks recorded in West Yorkshire. In December, West Yorkshire Police signed a **Memorandum of Understanding with the WY Fire and Rescue Service** which will ensure fast and effective reporting, investigation and, where possible, prosecution, following an attack on a member of Fire Service. Perpetrators need to consider the recklessness of their actions and know that they will face strong action and possible prosecution.

West Yorkshire Partners' Delivery

In **Bradford**, the council organised a series of events aimed at highlighting the scale of male violence against women for the 'White Ribbon Day' campaign. This included a variety of awareness raising sessions with council employees and councillors, and the recruitment of male 'White Ribbon' Ambassadors. For 'White Ribbon Day' a series of events took place at Bradford City Park, including the flying of a White Ribbon flag, White Ribbon Christmas street lighting, and Ambassadors engaging with the public at a local shopping centre.

The Wakefield and District Safeguarding Children Board have established a multi-agency protocol for their response to **Female Genital Mutilation (FGM)**. Further, Wakefield's Well Women Centre and Yorkshire MESMAC have worked with Wakefield Council to organise a community engagement project, '*Listening to women from FGM communities*'. Testimony from the survivors of FGM will be used to inform the new FGM strategy for Wakefield.

OPCC Delivery

'**Mate** crime' describes situations where someone befriends a potentially vulnerable person with the intention of exploiting their vulnerability – for example by financial, physical, or sexual abuse. My Safer Communities Fund granted £4,960 to Bradford based organisation, *Why Don't We*, for a project to help raise awareness of, and prevent, disability hate and 'mate' crime. The funded project involved working with adults with learning disabilities at workshops throughout 2017, and also worked with Health and Social Care students at Bradford College to help them gain an insight into vulnerable participants' life experiences.

I have also funded a project to increase reporting of **sexual harassment** in and around the Bradford university and college quarter. Following consultation with local young people, the *Free Our Streets* project was launched in November 2017. The project sees Bradford Council, Restorative Solutions, West Yorkshire Police, Bradford College, the University of Bradford, and the Bradford Hate Crime Alliance working to tackle the harassment of women, and to provide support for those affected. Information has been provided to staff and students, and educational sessions for individuals or groups who engage in misogynistic behaviour have also been provided.

OPCC Delivery

Work is ongoing on through the OPCC on a number of projects which have my backing. Our Victim and Witness group is developing the reach of the **West Yorkshire Sexual Assault Referral Centre (SARC)**. After much work, we are close to relocating the centre to a new building which will allow for much improved services to victims of all ages. We are also developing an extension of the West Yorkshire ISVA service (Independent Sexual Violence Advocate) which has run successfully since 2016.

Victim Support in West Yorkshire have been successful in their tender for the West Yorkshire Victim Assessment, Referral and Support service. Victim support services in West Yorkshire are funded through my office through the victim support services grant, awarded by the Home Office. This new contract will run from March 2018 for a 3 year term, with the option to extend for a further 2 years. The service now includes direct support to children and young people, as well as adults, and covers victims of any crime. Support can be provided over the telephone, through a live chat facility, or face to face from one of the 'Victims Hubs' based in each of the West Yorkshire districts. When applicable, support can also be provided in victims homes.

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 embedded investigation plans for set crime types and have focused on supporting district staff to improve compliance. Early indications suggest higher levels of victim satisfaction for calls dealt with by FCMU. We will continue to monitor this as we go forward.	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. 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		Ongoing
06.02.18	Chief Constable and PCC	For the PCCs 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		Ongoing

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.