

Additional issues raised by the Police and Crime Commissioner (PCC) at the Performance Meeting held on the 2nd of August 2016**DEMAND**

There has been a 7% increase in 999 calls (from 91,243 to 97,245) this quarter when compared to April-June 2015, and a 16% increase in crime incidents (from 33,333 to 38,669) in the same period last year. There are a number of factors contributing to this recent uplift in 999 calls, which unfortunately includes problems with the 101 facility which has meant that some people have rung 999 after getting frustrated with 101. West Yorkshire Police are also now moving away from recording incidents as categories such as "concern for welfare" pushing more through as a "crime incident" where necessary to ensure the correct level of service is delivered which has also fed into the 16% increase. To understand this further I have asked the T/Chief Constable to provide a re-run of a previous piece of in depth analytical work into calls for service which she will be providing based on this quarter's data.

101

Over the past year we have had some difficulties with the 101 system and the police have worked hard to try and rectify these issues. The performance in the Customer Contact Centre has been improving overall, however in recent months we have had an increase in members of the public contacting us to raise their concerns about the 101 service in particular how long it takes to answer the calls. This comes at a time when demand for 101 is starting to increase slightly (has gone from -4% last year to +3% now equalling 246,382 calls in the last quarter alone). I asked the T/Chief Constable what the current situation with the Customer Contact Centre is and what is being done to address the issues. She explained that staffing retention levels are still a problem as staff progress from call handlers into other roles within West Yorkshire Police and that this is a national issue and not specific to West Yorkshire. The T/Chief Constable reported that by September they should have minimised the number of vacancies that they are carrying and will then be looking to over recruit in order to reduce the impact of this issue. Other areas of work include improving and promoting the online reporting systems which initially only covered a small number of crime types in order to ensure that the processes were right, but the team will now look to expand; this should in turn reduce some of the demand placed on 101 but there is still a long way to go.

CRIME ALLOCATION

In 2015/16, 59% of recorded crimes (118,217) were allocated for investigation, suggesting 41% of recorded crimes were not investigated. I have recently asked the T/Chief Constable to explain the process around this and what happens to those crimes not allocated for investigation, who explained that the terminology used here can cause unnecessary concern; the crimes that are not allocated for investigation do still undergo an initial assessment but are not investigated in the sense that an officer attends or forensic evidence taken. This assessment is based on the THRIVE model which considers; Threat, Harm, Risk, Investigation, Vulnerability, and Engagement, meaning all of these factors are considered in the decision to deploy and officer or open an investigation. I also asked the T/Chief Constable how West Yorkshire Police compares nationally on this front; the T/Chief Constable stated that West Yorkshire Police have traditionally had a higher rate of crime allocated for investigation compared to other forces. Of those forces who use the same THRIVE model or consider other solvability factors, the average amount of crime allocated for investigation is around 50%, whilst we are currently around 59%. Our figure is gradually coming more in line with others as we continually assess the best way to use our resources and the T/Chief Constable is confident that their system would stand up to scrutiny.

VIOLENCE AGAINST THE PERSON

Violence against the person has increased by 63% (from 33,613 to 54,755) when the 12 months to June 2016 are compared to the 12 months to June 2015. I raised this last quarter and the T/Chief Constable explained that much of this is a result of West Yorkshire Police now turning their attention to improving the way we record certain crime types including public order and violence without injury. However it is important to note that although violence without injury has increased most (by 87%), violence with injury accounts for roughly 38% of all violence against the person (20,788) and has actually increased by 35% in the same time period. With this in mind I asked the T/Chief Constable what was being done to monitor this rise in violence with injury to ensure any genuine increases are not being missed. The T/Chief Constable explained that their analysis shows that the number of calls for service relating to violent crime has remained static suggesting that there has not been a rise in violent crime overall. They also look at this broken down into violence with injury and violence without and see no cause for concern. However, it is estimated that genuine violence with injury has increased by 2-3% with the rest being due to CDI changes. The police have seen a slight rise in cyber enabled violence with injury as people are often arranging to meet up via social media and then are being subjected to violence. There have also been changes in the categorisation of certain violent crimes, for example common assault used to be categorised as violence without injury but is now classed as violence with injury, bumping these figures up slightly. Reassuringly the picture is the same across all districts, which again suggests that the rise is due to administrative changes across West Yorkshire Police and not actual spikes in violent crime.

