



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

**Police and Crime Commissioner's**

**DELIVERY QUARTERLY REPORT**

**July 2016 to June 2017**

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

## DELIVERY QUARTERLY

	Objective	Measures	12 months to June 2016	12 months to June 2017	Trend
Tackle crime and anti-social behaviour	Significantly reduce the volume of crimes committed in West Yorkshire	Total recorded crime	210,201 (+25%)	247,045 (+18%)	Deteriorating
		Risk of household crime	13.3% (Mar 16)	11.0% (Mar 17)	Improving
		Risk of personal crime	4.1% (Mar 16)	2.2% (Mar 17)	Improving
	Significantly reduce the reoffending rate in West Yorkshire	Reoffending rates of the managed cohort	Adult – 25.3% Youth – 37.0% (Jun 14)	Adult – 25.4% Youth – 38.4% (Jun 15)	Stable
	HMIC PEEL inspections will grade West Yorkshire Police as GOOD or OUTSTANDING at effectively reducing crime	HMIC PEEL Effectiveness inspection	GOOD	GOOD	Stable
	More people will feel safe in West Yorkshire	Feelings of Safety survey (FoS) / Your Views	82% (FoS - 2015)	83.1% (Your Views)	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	93.0%	93.4%	Stable
	More people will think the police are doing a good or excellent job in their local area	Your Views survey	50.0% (PPS – Apr 16)	48.4% (Your Views)	Not comparable
More people will be confident that the police and partners will prevent crime and anti-social behaviour	Your Views survey	38.6% (PPS – Apr 16)	46.8% (Your Views)	Not comparable	
Safeguard vulnerable people	HMIC PEEL inspections will grade West Yorkshire Police as GOOD or OUTSTANDING at protecting the vulnerable	HMIC 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)	9,949 missing 26.6% repeat rate	Stable
Make sure criminal justice works	Increase the confidence of communities in their community safety partners	Your Views survey – confidence that the police and CSPs will keep them safe	59.4% (CSEW – Mar 17))	63.3% (Your Views)	Not comparable
	Ensure all relevant partners are working together achieve effective results	Ineffective trial rate	Mags: 16.0% Crown: 17.0%	Mags: 12.8% Crown: 29.4%	Improving Deteriorating
	Ensure all relevant partners are working together to achieve efficient results	Average time taken for cases to be brought to resolution	36.3 days	29.4 days	Improving
	Have a police service which is more representative of the people it serves.	The demographic breakdown of those recruited into West Yorkshire Police	5.4% BME	5.4% BME	Stable
Support victims and witnesses	More victims will be satisfied with the level of service they receive from the police	Victim satisfaction survey	82.5%	77.6%	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.	Not available	4.29 to 5.65 1.36 improvement	Trend not available

### Introduction

This report aims to summarise some of the progress made by the Office of the Police and Crime Commissioner (OPCC), West Yorkshire Police and key partners in delivering my new Police and Crime Plan in the last quarter. Activity included in this report covers the quarter of April to June 2017 and statistics presented reflect the 12 months to June 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 after extensive consultation with the public, police and partners and can only be delivered if we all work together. As such, this report sets out activity in all areas and presents our collective progress against each of the delivery measures identified. This report does not contain an exhaustive list of delivery activity, however 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 crime statistics, national surveys, West Yorkshire Police surveys, inspection reports, partner performance indicators and consultations carried out by my team. Having a mix of quantitative and qualitative measures will allow me to present a more holistic and meaningful report to the public and will provide additional context. The Your Views survey was recently launched and so initial results from the responses received in June have been fed into this report to provide data on a range of issues to do with public confidence and community safety concerns at a local level.

This report also aims to provide a balanced account of police delivery, partner delivery and OPCC delivery in this quarter. As I have said before, keeping West Yorkshire safe and feeling safe cannot just be left to the police. 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 the joined up efforts of our partnerships.

### Tackle crime and anti-social behaviour

Tackling crime and anti-social behaviour is a challenging and varied task, different problems require different responses and therefore different partner involvement. Together with the police, local and national partners we will continue to tackle all types of crime by targeting those who commit the crimes and reducing the opportunities for them to do so. To understand how we need to focus our collective resources for best results I closely monitor crime levels along with other measures such as public confidence, demand levels, and feelings of safety, all of which are covered in this report.

### Safeguard vulnerable people

As with all outcomes in my police and crime plan, safeguarding vulnerable people requires commitment from a wide range of organisations. As PCC for West Yorkshire I have led the way in areas such as Human Trafficking and Modern Day Slavery and have brought partners together on local, regional and national levels around child sexual abuse and exploitation, supporting people with mental health issues within the criminal justice system, drug and honour based abuse. I will continue to push forward the safeguarding agenda and will ensure that all partners are working together to safeguard vulnerable people such as children who repeatedly go missing from home.

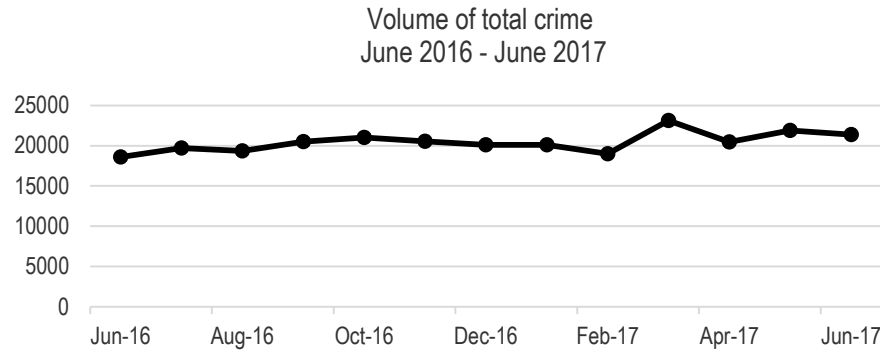
### Make criminal justice work

It is important that our communities have confidence in our criminal justice system. This report presents measures to help assess how effectively partner organisations are working together. In particular, we will measure how efficiently court processes are working for victims, and how well West Yorkshire Police's workforce and other partners represent the population of West Yorkshire in terms of its demographic profile and how open and transparent our criminal justice system is.

### Support victims and witnesses

The OPCC supports the needs of victims and witnesses in the county by funding key services delivered by our partners in the third sector and district Community Safety Partnerships (CSPs). I evaluate the quality of service victims receive and will present this information in this delivery quarterly report. To understand the needs and experiences of victims I monitor data provided by the police, our own internal research and that of our delivery partner, Victim Support.

**Objective: Significantly reduce the volume of crimes committed in West Yorkshire**

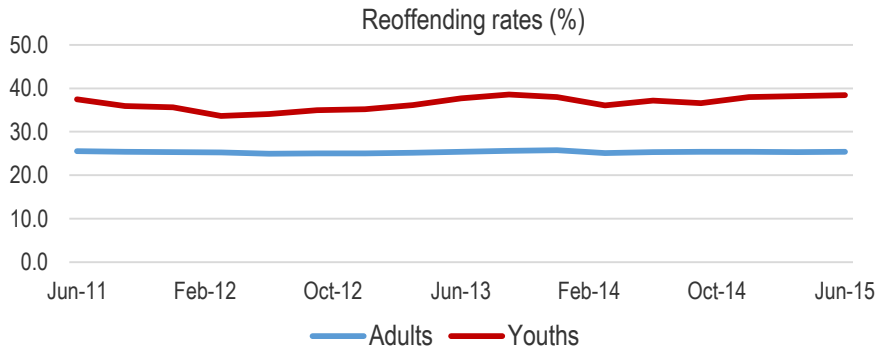


Recorded Crime	West Yorks.	Bradford	Calderdale	Kirklees	Leeds	Wakefield
12 mths to Jun 16	25%	26%	35%	21%	22%	26%
12 mths to Jun 17	18%	19%	14%	20%	17%	17%
Vol. (to June 2017)	247,045	62,885	21,273	38,836	90,972	33,079

**Commentary**

Recorded crime has increased by 17.9% when the 12 month to June 2017 are compared to the preceding 12 months. This continues to stabilise and is closer to the national crime increase of 11.0% in the same period as all police forces are now reporting increases. In the last report (March 2017) we noted a spike in the number of crimes recorded that month, this has now levelled off again as the volume of recorded crime remains around 21,000 per month. Analysis shows that the real rate of increase is around 6% and is largely due to increases in certain crime types discussed on page 6.

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

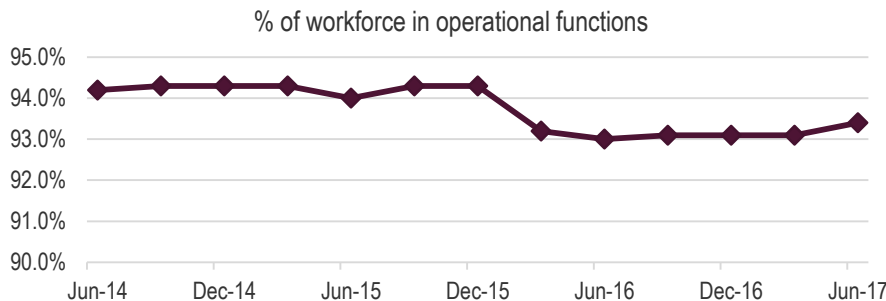


Reoffending rates	West Yorks.	Bradford	Calderdale	Kirklees	Leeds	Wakefield
12 months to June 15						
Adults	25.4%	26.3%	25.2%	22.1%	25.8%	26.40%
Youths	38.4%	36.3%	44.0%	38.4%	38.1%	38.8%

**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 twelve months after. Figures for the year to June 2015 record a reoffending rate for West Yorkshire adult offenders of 25.4% (stable trend), and of 38.2% (deteriorating trend) for youths. West Yorkshire Police are now monitoring the offending behaviours of two cohorts of offenders to provide more detailed and timely data. Initial analysis shows that the average number of offences committed by individuals on both cohorts is reducing very slightly, but further work and analysis will be carried out as this dataset develops to inform our efforts to reduce reoffending.

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

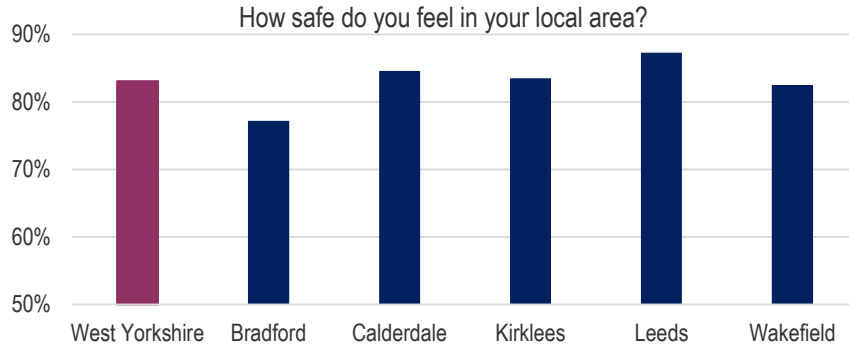


% in operational functions	Mar	Jun	Sept	Dec
2016	93.2%	93.0%	93.1%	93.1%
2017	93.1%	93.4%	-	-
Change	-0.1%	+0.4%	-	-

**Commentary**

The proportion of police officers in operational functions currently stands at 93.4% having risen slightly since March 2017. This remains high in comparison to other police forces across England and Wales and has been noted as a success by HMIC. The table above shows that there has been very little change over the past two years, despite a dip through 2016, the current rate is now the highest since December 2015. Work is continually ongoing to review and improve efficiencies across West Yorkshire Police which include maintaining high levels of operational roles.

**Objective: More people will feel safe in West Yorkshire**

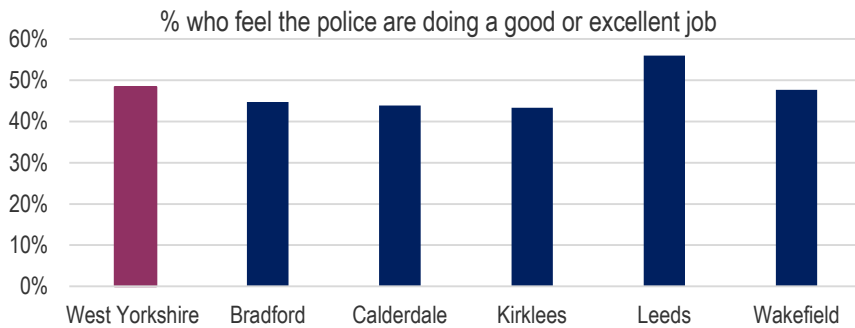


Your Views Survey (June 2017)	West Yorks.	Bradford	Calderdale	Kirklees	Leeds	Wakefield
% feeling safe	83.1%	77.2%	84.6%	83.5%	87.3%	82.5%

**Commentary**

Data on this page comes from our Your Views Survey. This large scale survey replaced our previous Public Perception Survey. It is important to note that this data is based on responses for the first month of responses only and as such the sample is relatively small (around 1,300). It is likely that we will see some slight fluctuations over the next two quarters as this dataset develops, and we will then be able to draw more statistically valid comparisons across the districts. Nevertheless it is encouraging that 83.1% of respondents felt either safe or very safe across West Yorkshire which somewhat mirrors the findings from our Feelings of Safety Survey in 2015 where 82% felt safe.

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

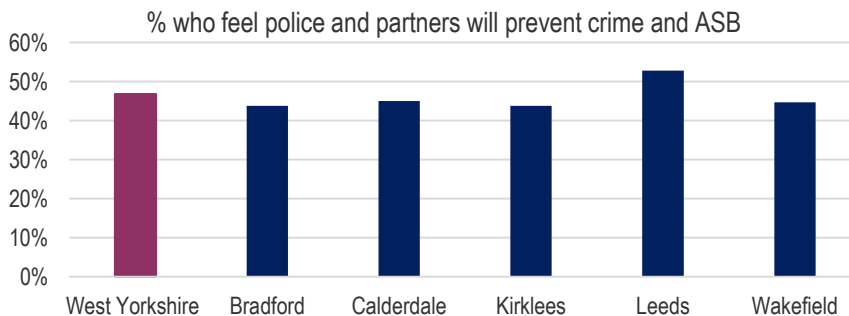


Your Views Survey (June 2017)	West Yorks.	Bradford	Calderdale	Kirklees	Leeds	Wakefield
% good / excellent	48.4%	44.7%	43.9%	43.3%	56.0%	47.7%

**Commentary**

Again this data is based on the responses from just one month's worth of data so should be considered only as an indication to perceptions at a point in time and not as a trend. 48.4% of respondents across West Yorkshire felt that the police were doing a good or excellent job in their local area with Leeds being a positive outlier. We asked the same question in the previous PPS survey, and although these 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 to which 57.2% of respondents in West Yorkshire felt this way, representing a stable trend over time.

**Objective: More people will be confident that the police and partners will prevent crime and anti-social behaviour**



Your Views Survey (June 2017)	West Yorks.	Bradford	Calderdale	Kirklees	Leeds	Wakefield
% confident / very confident	46.8%	43.8%	45.0%	43.8%	52.8%	44.7%

**Commentary**

The Your Views survey now has an increased focus on partnership working within local communities and asks respondents whether they felt confident that the police, local authority, and public sector partners ('community safety partners') worked together across a range of issues. 46.8% of respondents said they were confident or very confident that community safety partners would prevent crime and ASB. Again, Leeds gave the most positive scoring although statistical comparisons across districts should be carried out with caution until the dataset has developed.

## West Yorkshire Police Delivery

Over the past two years, the volume of **recorded crime** has been largely affected by improvements in the way that police record crimes to ensure data integrity. In the 12 months to June 2017, West Yorkshire Police recorded 18% more crime than during the previous 12 months, however in depth analysis shows that the rise in crimes actually being committed is nearer 6%. Whilst it is reassuring that the real rise in crime is much lower, it is still a rise. West Yorkshire Police continue to carry out extensive analysis to help understand the changing trends in crime and identify solutions. We are seeing real rises in certain crime categories including cyber enabled crime and acquisitive crimes such as theft from vehicle, shoplifting, and bicycle theft, along with criminal damage and arson. I discussed these increases with the Chief Constable and was reassured that although the police have had to change the way that they deploy resources to prioritise protecting the vulnerable, additional **crime prevention** work is also being carried out to stop these crimes being committed in the first place. Examples of this work include awareness raising of cyber crimes (particularly with young people), research with known offenders, and work with the Fire and Rescue Service to provide crime prevention information and advice when they carry out home visits.

In addition to the crime prevention work, West Yorkshire Police have also renewed their focus on **reducing reoffending**. With the support of my office, they have developed a new way of monitoring the offending behaviours of individuals in West Yorkshire. Two cohorts of known offenders have been identified; the 'risk of reoffending' cohort (355 offenders) and the 'risk of harm' cohort (123 offenders). The risk of reoffending cohort comprises of prolific offenders primarily associated with acquisitive crime, whilst the risk of harm cohort consists mainly of domestic abuse, CSE and organised crime offenders. These two 'categories' of offenders typically have very different offending behaviours and require different approaches to reduce their offending. Having two distinct cohorts will allow us to tailor analysis and better understand our progress in different areas of our reducing reoffending strategy. Initial data is available which shows slight reductions in the average number of offences committed by those in both cohorts (from 3.1 to 3.0 for the risk of reoffending cohort, and 2.8 to 2.7 in the risk of harm cohort). Once this dataset begins to develop we will be able to provide much more detailed information about the 'severity' of crimes being committed and the progress of different offender management plans.

## OPCC Delivery

In my latest Delivery Quarterly meeting with the Chief Constable I asked a number of questions relating to the performance of West Yorkshire Police in tackling crime and anti-social behaviour, and we discussed next steps for improving crime data integrity. The Force Crime Management Unit (FCMU) will be taking on more crime types over the next few months to help drive this work forward.

My office continues to develop the **reducing reoffending** strategy for West Yorkshire with representatives from various criminal justice organisations such as the prison service, probation, community rehabilitation company and the third sector. Some of the progress made since the last quarter includes the establishment of a data sharing agreement across the parties and a conference bringing together third sector partners who are working towards reducing reoffending.

I have also joined forces with West Yorkshire Trading Standards to create the West Yorkshire Financial Exploitation and Abuse Team which is made up of co-located specialists from West Yorkshire Police, adult social care and trading standards. With my support the team will be looking to tackle **scams and frauds** such as doorstep criminals, mass marketing frauds by phone, post and online channels. These criminals often commit a large number of offences before they are reported and brought to justice, this team will be dedicated to reducing this type of crime in West Yorkshire.

In response to the rise in **cyber enabled crimes**, I have been supportive of the work between West Yorkshire Police and Leeds Beckett University to identify new ways of fighting cyber crime. This work is supported by the Home Office, the College of Policing, and the Higher Education Funding Council for England's Police Knowledge Fund, and aims to help transform the way digital crime is policed across the country. The outcomes were shared with the police and academics at an event on cyber crime and security in May, and will inform policing practices and the development of technology to counter cyber crime going forward. For more information see my website at [www.westyorkshire-pcc.gov.uk/](http://www.westyorkshire-pcc.gov.uk/).

In the last quarter I have also supported West Yorkshire Police on a number of joint awareness campaigns to help **prevent crime**, such as the new summer burglary campaign which reminds people to lock doors and windows to reduce the opportunity for "sneak in" burglaries.

### 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:

**Leeds** – Leeds CSP (Safer Leeds) has been working closely with West Yorkshire Police and Housing Leeds on Operation Badgeland to combat the theft of motorbikes and their subsequent use for causing **ASB** across the district. This is largely in response to organised anti-social events using motor vehicles like the one seen on Halloween in the city centre. This work along with the successful issue of 'ride out injunctions' which have now been issued to 51 known ASB motorbike offenders, has made a big difference to the levels of this sort of ASB in neighbourhoods.

**Bradford** – The Welcome Place café based at Keighley Shared Church received funding from my SCF fund to continue its work in reducing ASB. Supported by the local CSP and Keighley's Poverty Action Partnership it focuses on helping homeless people, and those with drug or alcohol dependencies or mental health issues, by providing food, advice and support. This in turn has reduced levels of ASB and crime in the area.

**Wakefield** – Wakefield Youth Work Team is currently delivering a CSP funded project, Youth Reach 2017, to recruit and train 40 volunteer Youth Workers to deliver diversionary activities for young people. Accredited training and mentoring will be at no cost to volunteers and at the end of the programme there will be the opportunity to undertake Youth Work volunteering roles within a variety of projects. This not only diverts young people from ASB and criminality now, but will also help us continue this important work in the future.

**Kirklees** – Using funds passed from my office, Kirklees CSP have delivered a programme of prevention, early intervention and problem solving training across frontline staff. This multi-agency approach to training aims to improve our collective efforts in managing ASB and crime reduction at the earliest opportunities.

**Calderdale** – In June the CSP delivered a week of action around the Todmorden and Upper Valley areas to tackle issues relating to road safety and ASB. Targeted partnership patrols were also carried out around hotspot areas for vehicle crime.

### 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 June and has shared them with the police and partners as early indications of public feeling in their areas. This has been well received and will help direct work around improving community safety going forward.

The latest round of my **Safer Communities Fund** awarded over £200,000 to 53 successful projects with a focus on community cohesion, missing people, radicalisation and road safety and brings the total amount awarded to over £1.9M since I opened the fund in 2014. The fund takes money seized from criminals in West Yorkshire and puts it back into communities

In May I helped launch a day of crime and safety awareness activities at Castleford Academy which consisted of sessions on a whole range of issues such as using transport safely, what it's like to serve time in prison, the potentially life changing consequences of **violence**, and a session with a reformed offender on making the right choices. The event was organised by The No Way Trust (TNWT) who run similar days with schools and colleges across West Yorkshire. Their programmes are designed to help 8 to 18 year olds from all walks of life and cultural backgrounds. I applaud the work of TNWT and the Academy in delivering this impactful programme to a wider audience and helping to educate good citizens of the future in Castleford and beyond.

My SCF has also funded the creation of the "My First Mobile" online awareness website and toolkit which launched in May. The website and toolkit have been created by Kirklees **Safeguarding** Children Board in partnership with West Yorkshire Police, staff and pupils from St. Thomas CE Primary School in Huddersfield and Ravenshall School in Dewsbury. The aim of these resources is to keep children safe when they are using the internet, social networks, apps and games as a result of receiving their first mobile phone.

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

PEEL Assessment 2016

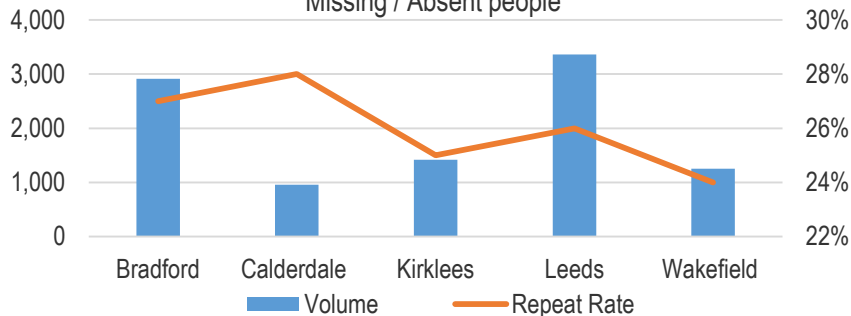


**Commentary**

In February 2017, HMIC released the Effectiveness inspection report which completed the 2016 PEEL assessment of West Yorkshire. West Yorkshire Police were graded as GOOD across all three strands of the PEEL assessment which is a great success given the pressures placed on policing over the last year. West Yorkshire Police’s effectiveness with regards to safeguarding was an area of significant improvement following extensive efforts across the service. Safeguarding is now embedded into all areas of policing and impacts on everything from call handling to victim support. In a time of increasing pressure it was necessary for West Yorkshire Police and partners to re-align their resources to areas of greatest risk such as child sexual exploitation, missing people, domestic abuse, and human trafficking.

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

Missing / Absent people



	12 months to June 17	West Yorks.	Bradford	Calderdale	Kirklees	Leeds	Wakefield
Volume		9,949	2,915	959	1,416	3,361	1,255
Repeat rate		27%	27%	28%	25%	26%	24%

**Commentary**

There were 9,949 people reported as missing or absent in this period. Of these 2,644 people went missing on more than one occasion resulting in a “repeat rate” of 27%. Over the past two years the volume of ‘missing from home’ incidents has increased significantly as police forces worked to bring their categorisation of ‘missing from home’ incidents in line with national guidance, however this is now beginning to level off. That said, the repeat rate continues to increase; the individuals who go missing repeatedly are often vulnerable and have much more complex needs, meaning the pressures placed on the police and partners to properly safeguard them is significant.

**Objective: Safeguarding boards in West Yorkshire will comply with their statutory roles and responsibilities**

**Good progress**

- Carried out audits across safeguarding practices in a range of organisations.
- Developed new training programmes and practice guidelines across agencies.
- Worked to further develop performance frameworks to ensure they reflect leadership, partnerships, and workforce development.

**Ongoing objectives**

- Ongoing work needed to ensure the Care Act 2015 has been embedded across all boards consistently.
- Work in a more joined up way to share best practice across organisations and safeguarding boards.
- Take forward learning from the “Safeguarding Adults Review” relating to the resilience of agencies involved in safeguarding in the home.

**Commentary**

This is one of the new measures in the Police and Crime Plan and has been included to provide a qualitative level of detail around the partnership working arrangements across safeguarding in West Yorkshire. In each district there is an adult safeguarding board and a safeguarding children board, meaning that we have ten boards in total which each have a list of statutory roles and responsibilities that they must meet. We are continuing to work together across the boards and relevant partners to coordinate activity. We are also looking to develop a consistent way of publicly presenting progress against these statutory roles and responsibilities to include in delivery quarterly reports. A workshop is being held in early September bringing together safeguarding partners with CSP representatives to progress this work.



### West Yorkshire Police Delivery

**Safeguarding vulnerable people** is a key priority for West Yorkshire Police and is embedded across all areas of policing. Significant progress has been made in this area; the first set of results from the new **Domestic Abuse survey** carried out by the police provides encouraging evidence of this, with 9 out of 10 victims surveyed indicating that they felt safer as a result of contacting the police, and 89% saying they felt that the police cared about them.

A new **mental health app** has also been developed for frontline staff to use via their hand-held devices. This will not only assist officers to properly safeguard vulnerable people according to the latest guidelines but will also help produce a more consistent and useable data set to inform further developments in practice.

Proactive operations through the West Yorkshire Police Abusive Images Assessment Hub has resulted in dramatic reductions in the number of offenders using peer to peer file sharing systems to distribute indecent images of children.

### West Yorkshire Partners' Delivery

Safeguarding is not just a police matter and is integral to all public facing partner agencies. Good progress is being made as partners work towards improving their staff awareness and abilities, as well as developing information sharing processes across the sectors. A recent example of this was a pilot project delivered in Leeds to test the idea of a multi-agency case conference meeting to address **domestic violence** cases assessed as standard and medium risk. Additional campaigning and training work with local businesses, community groups and local services took place as part of the model to ensure the local area benefited from a range of interventions. The pilot was considered a success and options for rolling it out further are now being considered.

The Kirklees **Anti-Trafficking Network** has been developed led by Safer Kirklees. Representatives who attend include; Health, DWP, Gangmasters Licensing Authority, Benefits Service, Kirklees Safeguarding Children & Adults, and the voluntary sector. Successes so far include the training of 830 frontline partnership staff and the development of intelligence procedures.

### OPCC Delivery

I have been supportive of West Yorkshire Police's efforts to focus on safeguarding vulnerable people. In the latest delivery quarterly meeting with the Chief Constable, we discussed the complex task of reducing the number of people who repeatedly going missing and realistic options for increased involvement of partner agencies.

In May, my office joined forces with West Yorkshire Police, to develop the 'running away from home campaign,' to help prevent children from **going missing**. This was linked to further work with the NSPCC, Runaway Helpline, and all five local Safeguarding Children Boards to support the International Missing Children's Day on the 25th of May.

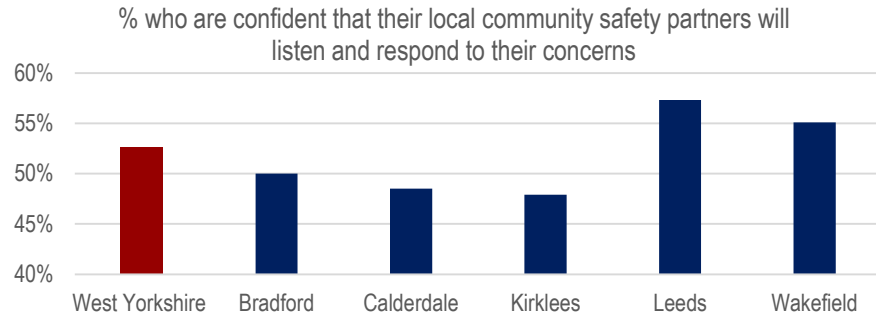
As the APCC national lead for human trafficking and **modern day slavery**, I have been instrumental in bringing this issue to the forefront of policing nationally. I was therefore thrilled to support Wakefield District in launching their first modern day slavery operation in April. Detectives and colleagues including immigration officials and the Environment Agency visited a number of businesses employing manual labour across Wakefield speak with employees. The operation was the first part of a wave of planned activity across the district over the coming months to investigate trafficking and modern slavery and was focused on identifying those at risk and raising awareness of the issues.

### OPCC Delivery

I recently launched a plan with partners from emergency services, health care, social work, criminal justice, community safety and the third sector to continue helping victims of domestic abuse and sexual violence. The Plan focuses on victim support and partnership working to tackle and prevent crimes as well as recognising links to other crimes including female genital mutilation (FGM), child sexual exploitation (CSE) and human trafficking. You can find out more about the launch event held on 7th June and read the West Yorkshire Domestic and Sexual Abuse Strategy here [/how-we-work/our-priorities/domestic-abuse/domestic-and-sexual-abuse-strategy.aspx](#).

My office has continued to work with safeguarding boards across the five districts to support their work, with the OPCC being represented at a number of local sub groups and working closely with the West Yorkshire Police safeguarding boards. The West Yorkshire Child Sexual Exploitation (CSE) and Missing Strategy Group continues to meet quarterly. This group is independently chaired which is funded by the OPCC, and brings together children's safeguarding boards, local authority and police CSE leads to share good practice, further improve standards and deliver a consistent, collaborative and coordinated approach to CSE across West Yorkshire.

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

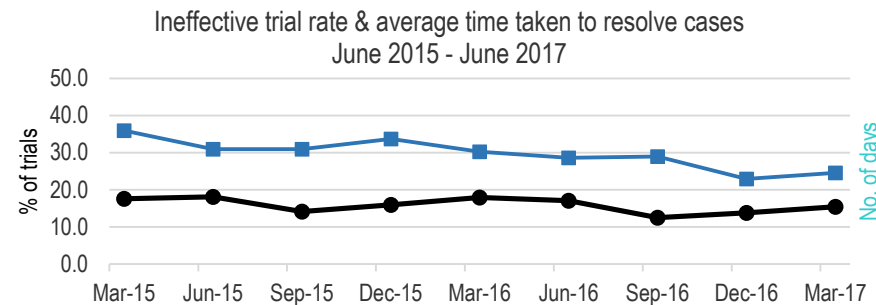


12 months to June 17	West Yorkshire	Bradford	Calderdale	Kirklees	Leeds	Wakefield
Agree %	52.6%	50.0%	48.5%	47.9%	57.3%	55.1%

**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 their concerns. The graph takes the first month of data and shows the proportion of respondents who were confident that CSPs will listen and respond to their concerns. Interestingly the results for this question differ quite significantly from those of the pilot (carried out in March 2017), we will be monitoring this closely going forward to understand if this is simply down to slight amends made to the survey, or whether there is a real reason for the fluctuations.

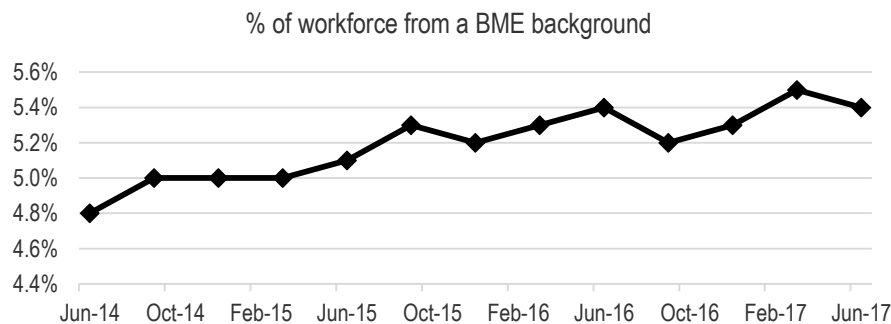
**Objective: Ensure relevant partners are working together to achieve effective and efficient results**



**Commentary**

The ineffective trial rate at Magistrates Court (black line) has continued to drop over the past year and currently stands at 12.8% surpassing the ambition of an effective trial rate of 85% at Magistrates Court. Similarly the time taken for cases to be brought to resolution at Magistrates Courts (blue line) has also steadily reduced over this period to an average of 29.4 days. These improvements are largely due to the Transforming Summary Justice (TSJ) programme which has focused on improving partnerships and efficiencies across the process. Unfortunately the ineffective trial rate at Crown Court has been steadily increasing during this time and has jumped up significantly since the last quarter to 29.4%. The courts are currently going through a period of unprecedented change with reducing staff and resources and new digital administration systems which require additional training and infrastructure. Successes from TSJ are also impacting on the volume of cases progressing to Crown Court which is adding to the demands. The Local Criminal Justice Board (LCJB) is working to address issues within the courts, examples of which are highlighted on page 11.

**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. Recent recruitment has provided the opportunity to improve our demographic representation and of the 1,644 new joiners to the organisation since April 2016; 7.7% of police officers and 19.6% of PCSOs were from a BME background. West Yorkshire Police are also working towards recruiting more people from other under represented groups including females, people with disabilities, people in different age groups and members of the LGBT community. Whilst this data is readily available for ethnicity and gender, it is more difficult to ascertain data relating to the other demographic strands as staff are not required to provide it.

### West Yorkshire Police Delivery

At Magistrates and Crown Courts, many changes have been introduced during the last two years under two programmes of reform: **Transforming Summary Justice** (in Magistrates Courts) and **Better Case Management** (in Crown Courts). Both programmes aim to bring greater efficiency to the criminal justice system through better co-ordination between partner agencies such as the police, the Crown Prosecution Service (CPS), HM Courts & Tribunal Service, and probation services.

West Yorkshire Police are have been actively engaged with these programmes and have made improvements to the quality and timeliness of their case files to ensure that other organisations are not held up at later stages of the process.

Current performance within Magistrates court is strong with the ineffective trial rate and time taken for cases to reach resolution both continuing to improve. Unfortunately the picture is not as positive within the Crown Courts and ineffective trial rates have risen sharply. This is largely due to challenges within the courts system relating to staffing and digital transformation, however the police are continuing to help where possible by concentrating on reducing the number of cases going to Crown Court unnecessarily.

### OPCC Delivery

I have recently taken over as chair of the **Local Criminal Justice Board** (LCJB) which brings together local representatives from across the criminal justice system to improve effectiveness and efficiencies. Much of our current work is focused on overcoming challenges in the courts system but we are also working towards improving representation, accountability and accessibility of the entire sector.

My **Independent Custody Visitor (ICV)** scheme has recently recruited new members who will play an active role in ensuring that people detained in custody by West Yorkshire Police are treated appropriately. The scheme enables members of the community to observe, comment and report on the conditions under which persons are detained at police stations. ICVs are volunteers, over the age of 18, from a variety of backgrounds and different communities, all of whom live or work within West Yorkshire. Issues raised by ICVs are dealt with anonymously by my office, and are taken up directly with West Yorkshire Police. ICVs can enter a custody suite unannounced at any time and are expected to make at least 24 visits spread evenly over a 12 month period.

### West Yorkshire Partners' Delivery

My **National Anti-Trafficking and Modern Slavery Network** (NATMSN) has helped to coordinate the national response to these serious crimes. In May, I welcomed the news that thanks to work with the International Bar Association and the Judicial College, over 1200 judges have now received training on the Modern Slavery Act. Recent changes also mean that offenders committing an offence under the Act could receive a life sentence, which sends out a strong message that those committing this vile crime will be dealt with severely by the courts.

The **Early Intervention Foundation** (EIF) is an independent charity which offers evidence and advice on how to tackle the root causes of social problems for **young people**. It has recently paired up with West Yorkshire Police and is one of the government-backed 'What Work's centres, charged with assessing the evidence that works best to improve outcomes for children and young people. It has an ongoing programme of work exploring how to deliver early intervention in policing, in collaboration with the College of Policing. This partnership will not only benefit the young people engaged in it, but also the wider community, and criminal justice system.

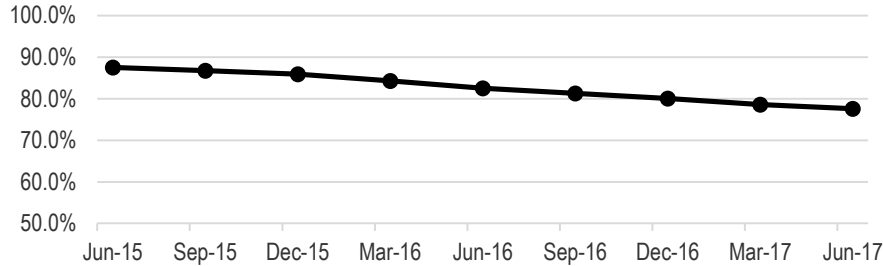
### OPCC Delivery

The new **Your Views** survey has recently been launched by my office replacing the previous Public Perception Survey. The first month's data (June) has been analysed to give some early indications and shared with partners. Although these sample sizes are relatively small (around 1,400 responses in the first month) they will help guide and inform the OPCC, police, and community safety partners around the issues which matter to communities and where the public expect them to focus their attention.

The OPCC has been working with key partners to develop a **reducing reoffending** strategy to focus on drivers of offending across West Yorkshire and specifically minimising reoffending on release from detention. A working group has been established which is already making great progress with regards to sharing information and developing joint solutions to issues. CSPs have been involved in this work and are focusing on this through their own reoffending groups. They have recently updated my office on progress; work streams have focused on accommodation, education, training and employment, young offenders and family relationships.

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

Overall satisfaction levels  
June 2015 - June 2017



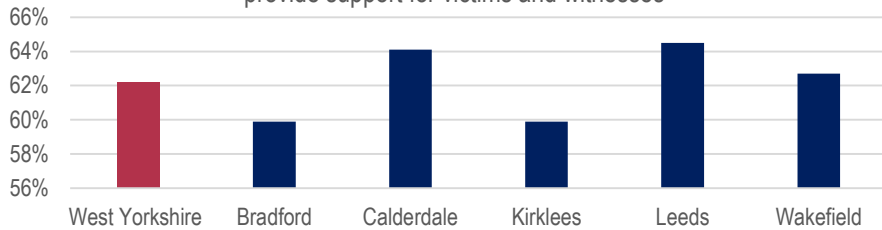
User Satisfaction	West Yorks.	Bradford	Calderdale	Kirklees	Leeds	Wakefield
12 mths to Jun. 16	82.5%	81.0%	81.8%	83.8%	83.3%	82.4%
12 mths to Jun. 17	77.6%	74.3%	76.4%	76.3%	80.5%	76.4%

**Commentary**

The latest data from West Yorkshire Police’s survey of victim satisfaction shows that 77.6% of victims of crime were satisfied with the level of service they had received. This figure continues the trend of declining satisfaction levels seen over the last two years. Analysis of the data has linked this fall to decreasing satisfaction with the police service’s response to vehicle crime and (to a lesser extent) violent crime. Bradford has the lowest satisfaction rate but Kirklees has dropped the most significantly during this period. Plans to tackle this drop in satisfaction are detailed on page 13.

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

% who are confident that their local community safety partners will provide support for victims and witnesses



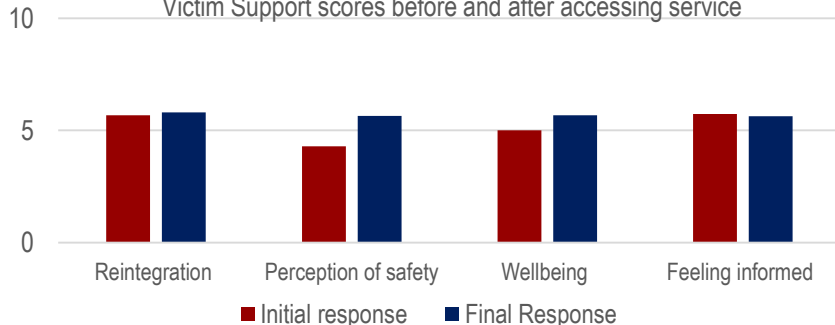
Your Views	West Yorks.	Bradford	Calderdale	Kirklees	Leeds	Wakefield
Confident or very confident (Jun 17)	62.2%	59.9%	64.1%	59.9%	64.5%	62.7%

**Commentary**

Data on victims’ satisfaction with the services they receive is collected by our partners at Victim Support and the police and results for this measure will become available later this year. The chart and table reflects the Your Views Survey from June. 62% of respondents across West Yorkshire felt confident that CSPs would provide support for victims and witnesses. Victim Support have now begun to track their impact on service users, and early indications show that on average victims who had used the service scored their perception of safety as 4.29 out of 10, beforehand but 5.65 afterwards which is an encouraging improvement.

**Objective: More victims will be satisfied with the outcome of their case**

Victim Support scores before and after accessing service



**Commentary**

The restrictions placed on the police by the Home Office regarding how they survey victims of crime have now been lifted. This allows the police to ask more tailored questions to better understand satisfaction with the service provided by West Yorkshire Police. The initial data has been taken from phone interviews with 311 victims (between April – June 2017) across various crime types including criminal damage and arson, robbery, theft offences, violent crimes and hate incidents. It shows that 69.1% were satisfied with the outcome of their case. This data is not yet available at district level due to small sample sized but will be provided in future reports.

The graph shows the average scores (out of 10) that victims who accessed Victim Support gave before and after their experience with the service. Encouragingly all scores improve after the support is provided with the exception of feeling informed.

### West Yorkshire Police Delivery

The proportion of victims who are satisfied with the service they receive from West Yorkshire Police has continued to decline and now stands at 77.6%. This deterioration has been linked to budget cuts over the past few years in that West Yorkshire Police have had to realign their reducing resources to allow them to focus on the most vulnerable people. The first signs of this became evident in the drop in satisfaction for victims of vehicle crime following a change in the standard response levels to this sort of incident. Similar reductions are now also being seen across other crime types compounding the decline. Efforts are being made to improve satisfaction rates across victims of crime. Whilst there have been deteriorations across the board, the lowest levels of satisfaction relate to people being kept informed of progress once they have reported a crime, which currently stands at 61.7% bringing the overall score down. The FCMU, will help make improvements in this area as staff are specifically tasked with calling victims to keep them updated. Automated reminders on officer's handheld devices to call victims at set times will also help officers in districts to bring this rate back up.

### OPCC Delivery

My office has been supporting West Yorkshire Police colleagues to develop the new satisfaction survey now that the Home Office mandate has been lifted. The new version operates in a similar way to the previous version to maintain a level of consistency. However the questions included are tailored more appropriately to the crime type and level of service provided by the police. This means that we are no longer asking victims of crime to comment on the officers in attendance, if nobody was deployed. This is a logical step but is something we were required to do under the previous rules. It is thought that the new changes will provide us with a much more meaningful data set, the detail of which will be used to inform improvements. We will also be using it to better understand the reasons for dissatisfaction and the proportion of people who respond "neither/nor". It is important to note that whilst the number of those satisfied is dropping, the number who answer neutrally is increasing, which is slightly more encouraging.

In the latest Delivery Quarterly meeting with the Chief Constable we discussed victim satisfaction in detail and options for improving this with current resources. Together we will be looking to better sign post victims to other support agencies to ensure that they get the service they need even after the investigation has ended.

### West Yorkshire Partners' Delivery

My office has been supporting partners in Calderdale following the court closure to identify new ways to support victims of crime. Calderdale CSP has recently established a new steering group to lead on this work which has started mapping out the services available. A workshop is planned to take this work forward.

Kirklees CSP has used moneys passported to them from my office to develop a partnership Restorative Justice post which provides and embeds restorative justice approaches within the CSP. The emphasis remains on victims and their needs, but now also offers opportunities for offenders to take responsibility for their behaviour.

Leeds Youth Offending Service has developed a new Youth Panel which will engage with young victims of crime and represent the young person's perspective on practices and potential changes. A particular benefit of the new youth panel is that victims are engaged before decisions are made. This means victims feel involved in the process and are able to let decision makers know how they were affected by a crime as well as have their voice heard regarding the outcome and conditions for the young person.

### OPCC Delivery

Some victim support services in West Yorkshire are funded by the Ministry of Justice (MoJ) and commissioned through my office. The victims referral and local support service is currently delivered by the charity Victim Support. During 2015/16, Victim Support helped almost 90,000 West Yorkshire residents who had become victims of crime. On my behalf, Victim Support also operate, the county-wide Independent Sexual Violence Adviser (ISVA) service, and funding is also given to the three Rape Crisis Centres and Survivors UK who together support all victims of sexual violence. My website includes a directory of the support services available in West Yorkshire for victims of crime; [www.westyorkshire-pcc.gov.uk](http://www.westyorkshire-pcc.gov.uk)

Using funding from my office, Victim Support have developed a live web chat service providing another way of accessing support for victims of crime. The new service will be available from 9am to 5pm Monday to Friday across West Yorkshire via the Victim Support website. For more information visit [www.victimsupport.org.uk](http://www.victimsupport.org.uk) or call Victim Support on 0300 303 1971.

## 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 sexual slavery, forced labour or commercial sexual exploitation for 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 most 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 as it can be more meaningful to compare one area with another which share similar characteristics, than, for example, 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, malicious software.	<b>PEEL</b>	HMIC 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 force in a cross-topic way based on a criteria which considers the full breadth and complexity of what the police do.