



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

Item. 5

Police and Crime Commissioner's

DELIVERY QUARTERLY REPORT

July - September 2020

Keeping West Yorkshire safe and feeling safe

Delivery Quarterly – July to Sept 2020

1. Current Measures

	Objective	Measures	12 mths to Sept 2019	12 ths to Sept 2020	Trend	Comments
Tackle crime and anti-social behaviour	Significantly reduce the volume of crimes committed in West Yorkshire	Total recorded crime	295,368 (+4.5%)	268,806 (-9.0%)	↓	All five districts have seen reductions in crime during the past 12 months. The Force reduction during April-September 2020 is further improved at 13%.
		Experience of household crime	13.3% (Mar 19)	10.4% (Mar 20)		Due to the pandemic the Crime Survey of England and Wales is not running the most recent data is to Mar 20
		Experience of personal crime	2.8% (Mar19)	2.8% (Mar20)		Due to the pandemic the Crime Survey of England and Wales is not running the most recent data is to Mar 20
	Significantly reduce ASB in West Yorkshire	Volume of ASB incident Reported	45,912	50,043	↑	Based on ASB incident closing codes on STORM.
	Significantly reduce the reoffending rate in West Yorkshire	Reoffending rates of the managed cohort	Cohort 1 – 1.9	Cohort 1 – 1.4	↑	This is a measure that is for the IOM nominals on the managed cohort.
			Cohort 2 – 1.2	Cohort 2 – 1.1		
	HMICFRS PEEL inspections will grade West Yorkshire Police as GOOD or OUTSTANDING at effectively reducing crime	HMICFRS PEEL Effectiveness inspection	Good	Good	↔	The latest HMICRS assessment of Effectiveness graded the force as GOOD and identified the force has an effective approach to preventing crime and tackling serious and organised crime however the force require improvement in relation to investigating crime.
	More people will feel safe in West Yorkshire	‘Your Views’ - Feeling of Safety	78.8%	not available		The survey has been suspended during the COVID pandemic.
	Frontline policing will be protected and resourced	Proportion of police officers in operational roles	89.4%	90.0%	↔	Figures relate to the percentage of officers in visible operational frontline roles, non-visible frontline roles and frontline support roles.
	More people will think the police are doing a good or excellent job in their local area	‘Your Views’ survey - Police doing Good or Excellent job	38.6%	not available		The survey has been suspended during the COVID pandemic.
More people will be confident that the police and partners will prevent crime and anti-social behaviour	‘Your Views’ survey - Police and Partners prevent Crime and ASB	35.0%	not available		The survey has been suspended during the COVID pandemic.	

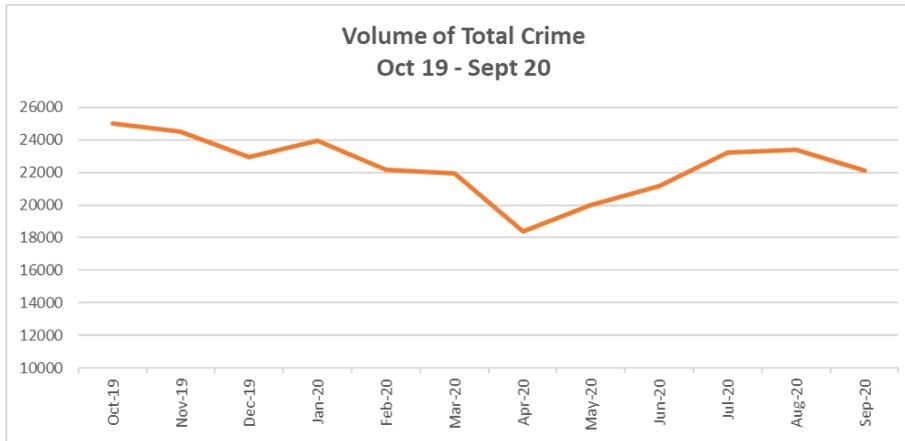
	Objective	Measures	12 mths to Sept 2019	12 mths to Sept 2020	Trend	Comments
Safeguard vulnerable people	HMICFRS PEEL inspections will grade West Yorkshire Police as GOOD or OUTSTANDING at protecting the vulnerable	HMICFRS PEEL vulnerability inspection	Good	Good		The latest HMICRS assessment highlights that the force are GOOD at protecting vulnerable people.
	The most vulnerable people will be identified and supported	The volume of looked after children who go missing repeatedly	3,783	2,953	↓	Missing occurrences for all people have fallen by 31.5% in the last 12 months.
	The police and partners will work better together to safeguard vulnerable people	Reporting of 'hidden crimes'	HBV – 182 FM - 373	HBV – 228 FM - 382	↑	Both 'hidden crime' types are showing current increases
	West Yorkshire Police will make effective use of civil orders and legislation as a positive action to disrupt offenders, protecting the vulnerable and reducing threats	Appropriate use of DVPO's, Sexual Risk Orders and Child Abduction Warning Notices	not available	not available		
Make sure criminal justice works	Increase the confidence of communities in their community safety partners	'Your Views' survey - Increase confidence in Community Safety Partners	31.0%	not available		The survey has been suspended during the COVID pandemic.
	Ensure all relevant partners are working together to achieve effective results	Ineffective trial rate (Magistrates Court)	15.9 ³ %	20.2 ⁴ %		Based on the latest figures available
		Volume of early guilty pleas	Mags 63.8 ³ %	Mags 66.8 ⁴ %		Based on the latest figures available
			Crown 38.9 ³ %	Crown 45.7 ⁴ %		
	Ensure all relevant partners are working together to achieve efficient results	Average time taken for cases to be brought to resolution				The latest figures available are for the financial years of 2018/19 and 2019/20
Have a police service which is more representative of the people it serves.	% of FTE Police officers that are BAME	6.0% (BME)	6.3% (BME)	↔	Figures in this table relate to BAME representation.	
Support victims and witnesses	More victims will be satisfied with the level of service they receive from the police	Victim satisfaction survey	75.2%	77.0%	↔	Satisfaction based on all survey types
	More victims who choose to access victims services will be satisfied with the service they receive	Proportion of clients reporting an improvement at the end of Victim Support engagement		28.0%	↑	Q1's data shows that scores improved by 28% following VS support.
	Improve the outcomes for victims of Crime	Victim satisfaction survey	59.1%	60.3%	↔	Satisfaction based on all survey types

³= 12 months to Mar 20 and ⁴ = April-September 2020

2. TACKLING CRIME AND ANTI-SOCIAL BEHAVIOUR

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

2.1.1 Total Crime



2.1.2 Total Crime **fell dramatically** in April when the first lockdown started but soon started to rise again. At the beginning of this quarter (July & Aug) crime was still rising back to normal levels, but in September started to see a fall again. Currently the total figure has not reached that of the same time last year with a current rolling 12 month reduction of -9.0%

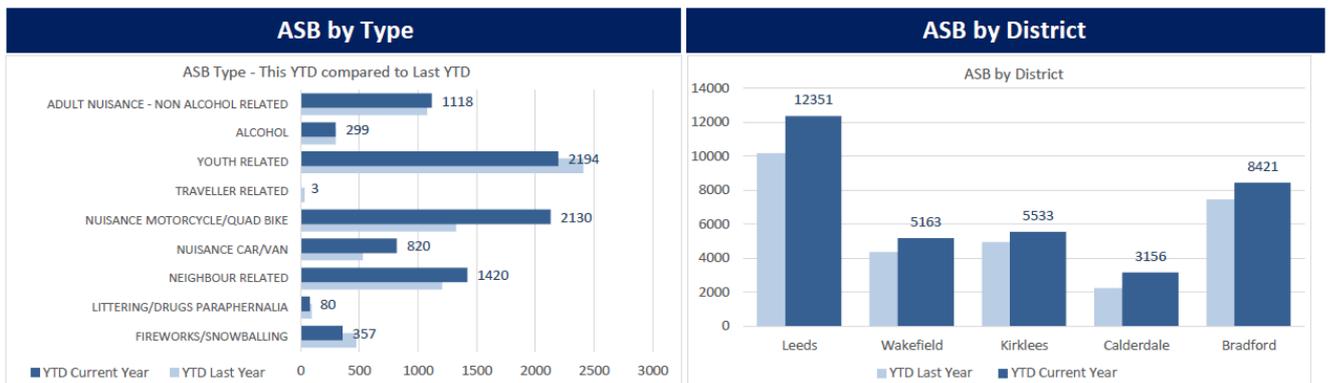
Recorded Crime	West Yorks.	Bradford	Calderdale	Kirklees	Leeds	Wakefield
12mths to Sept 19	+4.0%	-0.3%	+5.2%	+10.6%	+3.5%	+5.6%
12mths to Sept 20	-9.0%	-6.5%	-9.3%	-10.1%	-10.7%	-7.6%
<i>Vol. (Oct19 – Sept20)</i>	268,806	69,372	22,974	42,974	94,804	38,682

2.1.3 For the first time in **5 years** the end of the financial year 2019/20 saw a **decrease in total crime** compared to the year before. Even when taking the dip for the first lockdown out of the equation, the trajectory is still seeing this **decrease continuing**.

2.1.4 Levels of Anti-Social Behaviour

2.1.5 As reported in the last delivery quarterly, for the first quarter of this year recorded **ASB has increased** month on month. At the start of the pandemic it was reported that ASB increased due to the calls for breach of COVID regulations being classed as ASB, but this was quickly rectified.

2.1.6 For the first quarter there were also increases in the area of Nuisance motorcycle/quad bike and in neighbour related ASB, but a **decrease in youth related nuisance**.



2.1.7 This **pattern has continued** in the second quarter, but there has also been an increase in nuisance cars/vans.

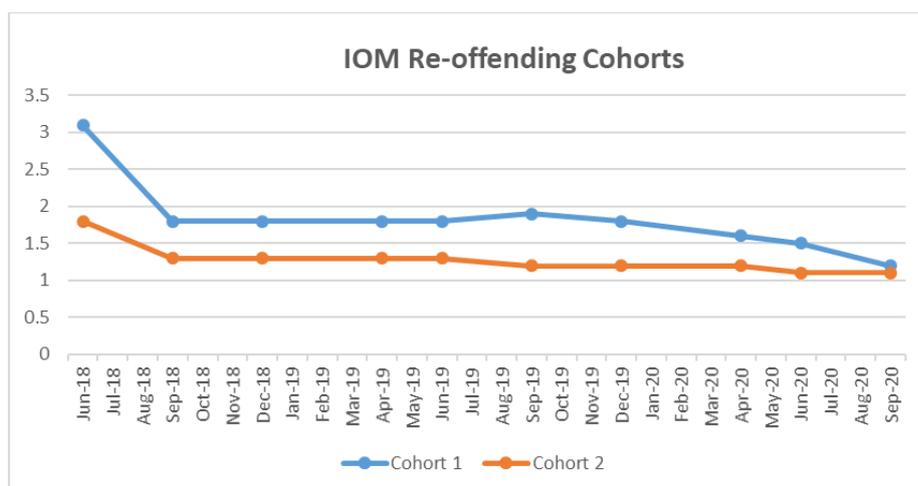
2.1.8 I have regularly discussed the increase in ASB in my meetings with the Chief Constable, and the recent increase in surge monies to deal with covid breaches has resulted in **NPT officers** being released to deal with more of the above related incidents and to be able to recommence the **long term problem solving** that is required to deal with this type of behaviour.

2.2 Objective: Significantly reduce the reoffending rate in West Yorkshire

2.2.1 **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. The most recent release of these figures has been cancelled due to the pandemic

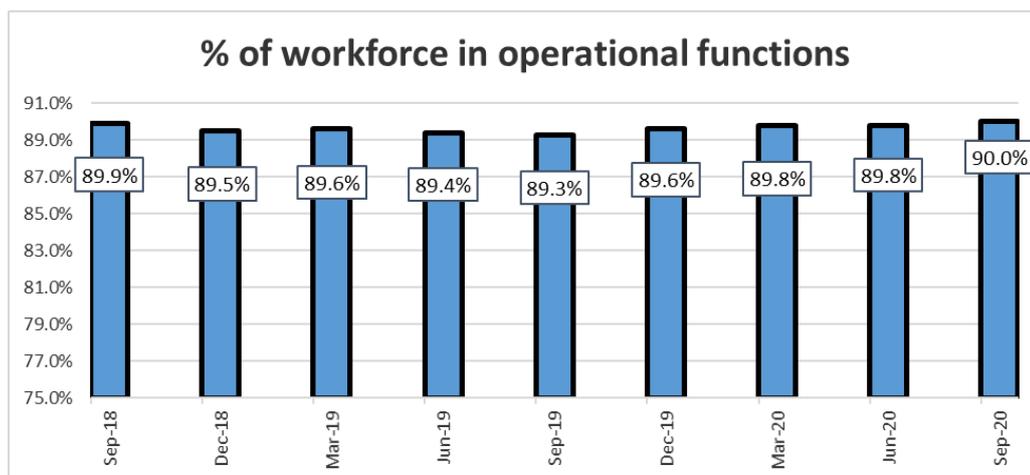
To track this data in real terms we devised a method to measure **2 cohorts** who were being managed by the offender management teams, one cohort from the frequent offenders group and one cohort from the vulnerable person's group.

The below graph shows the trajectory for these cohorts.



2.2.2 As can be seen, after initial large decreases there continues to be a **decreasing trajectory** for both cohorts in this model.

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



2.3.2 In Sept 18 HMICFRS introduced new codes to standardise how forces reported on their workforce and to determine the number and proportion of officers and staff in the following categories; 'Visible operational frontline roles', 'Non-visible frontline', 'frontline support' and 'business support' roles. The current figure reflects the percentage in the first 3 categories. This continues to show a **high level** and has **increased slightly** in the last quarter.

2.4.1 'Your Views' Survey

2.4.2 **Current measure 7** - More people will feel safe in West Yorkshire

Current measure 10 - More people will think the police are doing a good or excellent job in their local area

Current measure 11 - More people will be confident that the police and partners will prevent crime and anti-social behaviour.

2.4.3 This group of measures are usually taken from the 'Your Views' survey. This survey is important as it registers the public's perceptions of community safety issues, and can be explored at local authority (LA) level. In contrast, the Crime Survey of England and Wales data is only available at West Yorkshire level. The survey is currently **suspended due to the pandemic**, and with the current lockdown we will review whether it is possible to resume survey work in January 2021.

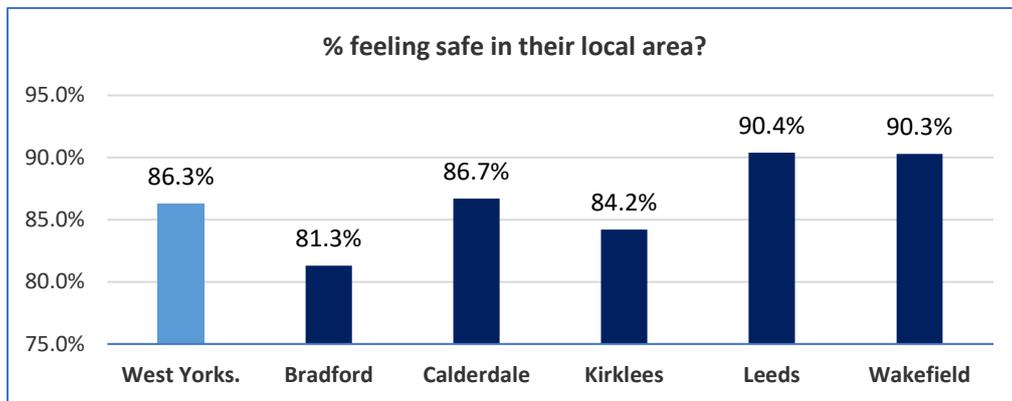
2.4.4 Whilst the 'Your Views' survey has not been running, the OPCC have run two shorter on-line '**Community Conversation**' surveys (in June and November) to gauge current feelings of safety and how the public have coped during periods of lockdown.

2.4.5 1077 respondents replied to June's survey. Generally, the survey (which asked people to reflect on their experiences during the initial period of the Covid crisis) **recorded positive responses** to the challenges of the spring.

2.4.6 More people will feel safe ...

In general terms, responses to the **new survey** were more positive than March's 'Your Views' results. One example is people's sense of safety. In total, 86% of respondents said they **felt safe** in their

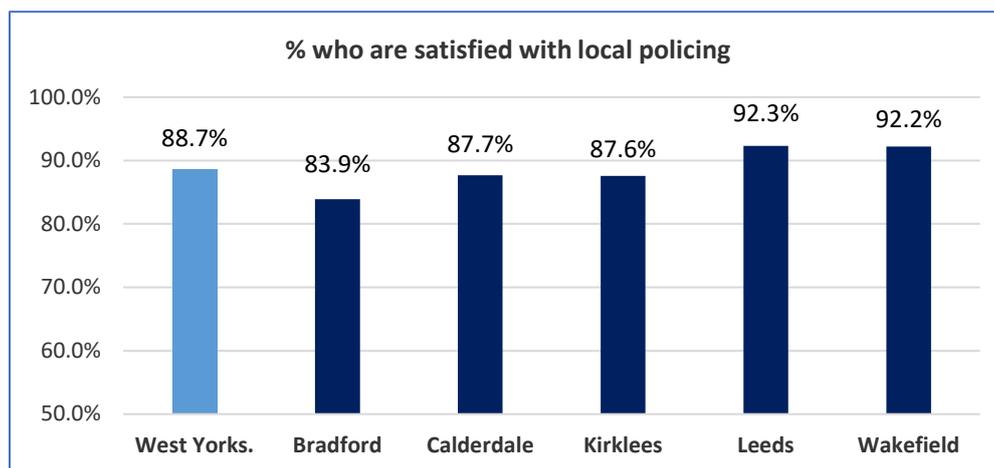
neighbourhood; which is slightly above the 81% figure recorded in March’s ‘Your Views’ survey. All districts reported a larger proportion of respondents saying they felt safe in their neighbourhood; this was particularly the case in Wakefield and Leeds.



2.4.7 More people will think the police are doing a good or excellent job ...

2.4.8 In the ‘Community Conversation’ survey, 53% of respondents described the work of the police during lockdown as good/very good, with 12% describing it as poor/very poor. In total, 89% of respondents recorded some **degree of satisfaction** with the work of the police (slightly above the ‘Your Views’ figure of 81% satisfied from March 20), and all districts reported a greater degree of satisfaction than had been the case in this last Your Views survey.

2.4.9 In June’s ‘Community Conversation’ survey, respondents were **particularly pleased** with the degree of **police presence** in their communities. 51% said they were happy with this, compared to just 21% in March’s ‘Your Views’ survey.



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

2.4.11 We did not have a directly equivalent question for this topic in the ‘Community Conversation’ survey. Respondents did rate the **response of ‘community safety partners’** as a whole during the crisis, with 55% believing the response to be ‘good or very good’. In total 89% of respondents rated the response as good/very good or satisfactory.

2.4.12 Respondents recorded their concerns for community safety during (and immediately after) the first lockdown. The most frequent response was concern about the likelihood of a 'second spike' in Covid (40% of responses), and 28% were worried about the consequences of people reducing social distancing. 12% said they felt that restrictions had been relaxed too soon, and 8% were worried about the impact of the lockdown on the economy and employment.

2.5.1 Update on Delivery from OPCC, Police and Partners.

2.5.2 West Yorkshire Police Delivery

- The recently published **ONS crimes statistics** (for the 12 months to June 2020) report a 6.9% reduction in recorded crime in West Yorkshire. This positive improvement **exceeds** the national trend where a 4.9% was recorded during the same period. The reduction in crime in West Yorkshire means there have been over 20,000 fewer victims of crime during the past 12 months.
- **Operation JEMLOCK** is the Force's bespoke response to tackle and suppress violent crime. Home Office funding of £4M in 2019/20 and a further £2.63M in 2020/21 to help tackle serious violent crime is being utilised to good effect with dedicated resources and investigative roles now established across all five districts and already delivering additional high visibility prevention and enforcement activity. Performance in relation to the key serious violent crime metrics is extremely positive with knife crime offences, robberies and serious assaults all showing sustained and positive downward trends
- The positive interventions the Force has put in place to **improve the answer times** for non-emergency calls and reduce the number of abandoned non-emergency calls are continuing to be successful. Sustained improvements in the average answer times for non-emergency calls have been reported since June 2019. In the latest quarter (July-September 2020) the average answer time for non-emergency calls was 3mins:30secs compared to 4mins:14secs in the same quarter in 2019.

2.5.3 OPCC Delivery

- Currently in its 7th year, the **Safer Communities Fund (SCF)**, set up by West Yorkshire's Police and Crime Commissioner (PCC) as a key pledge has given £3.4m to more than 750 groups and projects throughout West Yorkshire directly helping the communities they live in through many varied initiatives.

In July a further 34 projects have been awarded more than £180,000 in the 18th grant round of SCF to help their communities tackle crime, anti-social behaviour and address wider community safety themes.

Time and again I have been humbled and blown away by some of the fantastic work being undertaken by people who care passionately about their communities and want to make a real difference on the ground and to people's lives. With this funding they can make that vital difference ensuring people are safe and feel safe and hope that in many cases it's literally provided a lifeline for many organisations and communities

- **Safer Streets Funding** success with over £700,000 for areas of Leeds and Bradford

In July we received notice with regard to £709,311 in funding has been successfully secured for projects in Bradford and Leeds to reduce burglary.

I worked closely in partnership with West Yorkshire Police, Safer Leeds Partnership, Bradford Community Safety Partnership, and social housing providers to put together detailed bids to access targeted resources from the Home Office's "Safer Streets Fund".

The fund, a national scheme to particularly help reduce burglary, vehicle crime and other theft based crimes in harder hit residential areas, will provide targeted crime prevention initiatives through designing out burglary opportunities in 2 areas disproportionately affected by this offence in West Yorkshire.

Fagley in Bradford (£549,375), and Gledhow in Leeds (£159,936) will share the funding for these initiatives, which include improving the physical security of homes, erecting fencing, providing crime prevention awareness raising sessions, and installing new street lighting.

- This year also saw the 35th anniversary of **Neighbourhood Watch (NHW)** in West Yorkshire and at the time I promised to look at what more support I could offer, and this is about delivering on that commitment in supporting many dedicated NHW volunteers

I agreed a £10,000 support package using money from the Community Safety Fund reserve.

The funding will go to Neighbourhood Watch Co-ordinators across West Yorkshire and can be used for:

- NHW signs
- New member welcome packs
- Local workshops
- Crime prevention information such as toolkits and advice cards
- Property marking tools

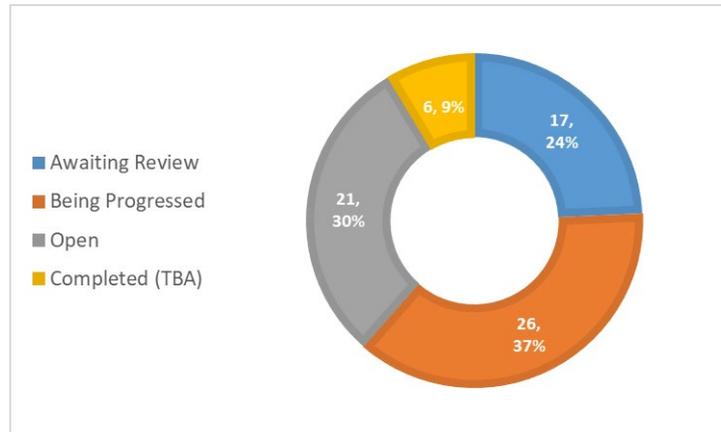
It's really important to me that we recognise the significant contribution to community safety by Neighbourhood Watch groups, and I am very pleased to be able to distribute this extra funding during these difficult times.

2.5.4 West Yorkshire Partners' Delivery

- Burglary – **Wakefield CSP** has funded a pilot project for a SmartWater Village at Portobello. The concept of a local 'village' protected by this technology quickly emerged as the most viable way to test the concept as cost effective innovation that would reduce dwelling house burglary. The use of the Smart water in retail stores has now expanded to local business premises in Horbury, Ossett and on the Snow Hill retail park.
- The Breaking the Cycle service is now established in **Bradford**, with staff appointed and delivering work to support young people. The intervention focuses on reducing the progression of the ASB sanctions by helping young people better manage their behaviours and to be more aware of the impact on others in the community.

3.1 SAFEGUARD VULNERABLE PEOPLE

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



3.1.2 Commentary

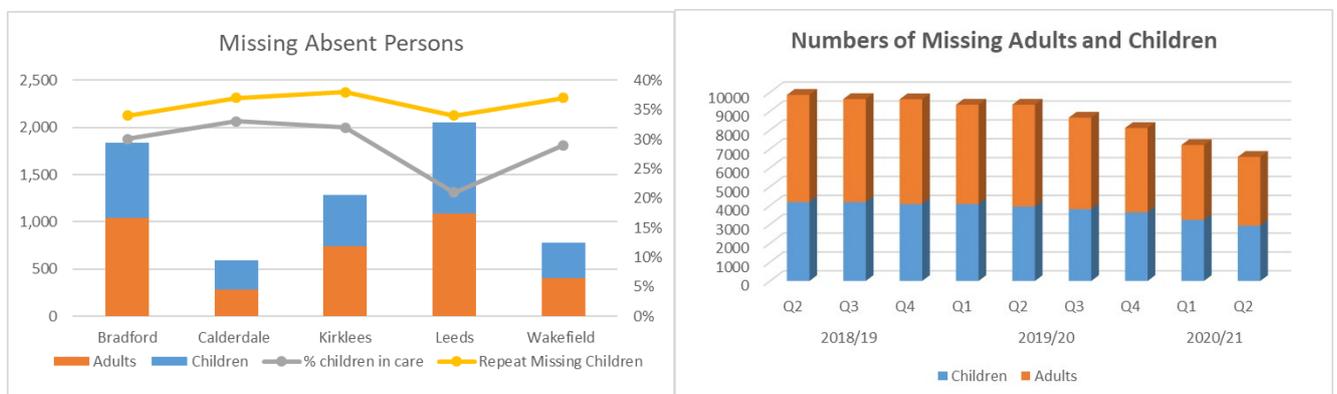
3.1.3 The latest **Peel Inspection** was completed in May 2019. The results of this inspection were due to be published in the last quarter of 2019 but this was delayed until the spring of 2020. Previous inspections have rated WYP as Good and the recent CDI inspection as Outstanding

Note: the status of the recommendation shown is that currently assigned on the HMIC Risk Register and are not just for recommendations from the PEEL inspection but all reports that involve West Yorkshire Police or the Police Service as a whole. Recommendations with a status of 'Awaiting Review' or 'New' by HMICFRS may still be being progressed by the Force. Also there are 17 recommendations which are held at awaiting review for each force as these were from the evaluation of undercover policing which took place in 2017 and HMIC are now awaiting the results of a further re-examination of this area currently taking place before closing these recommendations.

3.1.4 In my recent meeting with the Chief Constable we discussed the progress of some of the newest reports, especially with regard to investigations and safeguarding children.

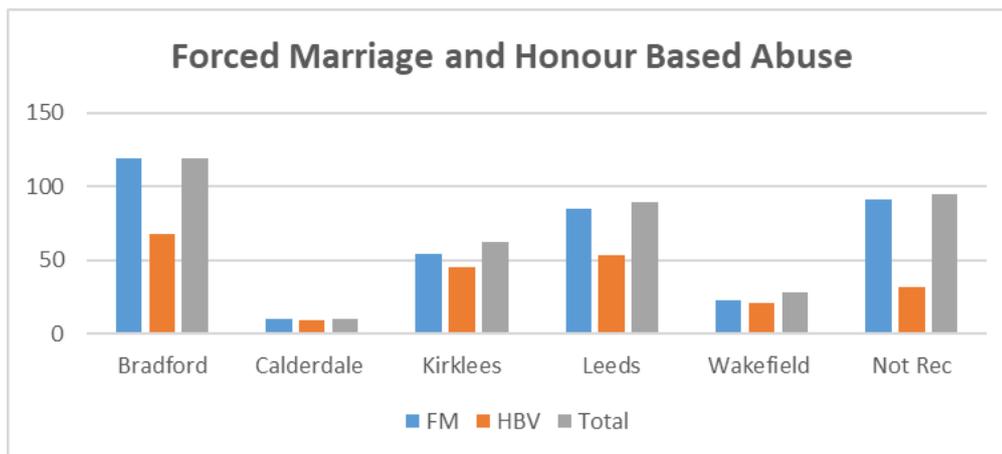
3.1.5 HMICFRS are expected to be in Force to start their assessment for PEEL in the **spring 2021** with final work taking place in June 2021 with the expectation of a new report in September 2021.

3.2 Objective: Reduce the number of looked after children who go missing



3.2.1 The numbers of missing people started to reduce in the last 2 quarters of 2019/20 and this reduction has been even more dramatic since April 2020 and unlike total crime, missing has continued to reduce in this quarter.

3.3 Objective: Police and partners keep vulnerable people safe by increasing the reporting of 'hidden crimes'



12 months to Sept 20	All.	Bradford	Calderdale	Kirklees	Leeds	Wakefield	nk
Forced Marriage	340	108	11	62	63	3	93
Honour Based Abuse	164	55	6	31	34	0	48
Overall total	379	109	13	70	81	3	103

3.3.1 Forced Marriage and Honour Based Abuse figures have now been joined into a single set of figures; this is due to there being so much overlap on them (i.e. many occurrences being flagged with both FM and HBA). Top occurrence types in the last 12 months were as follows: Domestic (117 / 31%), Referrals (62 / 16.3%), and Court Orders (62 / 16.3%). I am working with **Safeguarding Units** to ensure that these crimes are properly flagged and vulnerable victims are safeguarded.

3.4 Update on Delivery from OPCC, Police and Partners

3.4.1 West Yorkshire Police Delivery

- The number of **missing persons** had fallen dramatically during the pandemic and this lower level has continued with the numbers not rising to the levels seen at the same time last year. Key initiatives include:
 - The introduction of the Philomena protocol which is proving successful. This is a process led by carers which aims to ensure that children do not go missing but if they do, important information is collated about their risk factors or where they might go
 - The introduction of a new Locality Risk Assessment process. This ensures that the police can formally object to applications for children's homes where there are concerns (such as red light areas, CSE hotspots and high crime areas).
- The **mental health partnership** continues to meet every two weeks to discuss the response to COVID-19 along with ongoing work streams. Key developments include:-
- Both Bradford and Wakefield have developed the Hub Nurse model into a mobile Triage Car staffed by both police and health.
- Wakefield District are adopting the High Intensity Network model known as SIM for providing help and support to those mental health patients that come to the attention of services repeatedly.

3.4.2 OPCC Delivery

- Victims of **sexual abuse and violence** will now be receiving more support with the appointment of three Independent Sexual Violence Advisors (ISVAs). The ISVAs will work within two current organisations providing victim support, the West Yorks ISVA Service provided by Victim Support and Kirklees and Calderdale Rape and Sexual Abuse Centre (KCRASAC).

The new ISVAs will mean that:

- The Wakefield District will have access to rape crisis services for the first time.
 - More outreach work will be done with Black, Asian and Minority Ethnic communities.
 - Services for male victims of all ages will be developed further, including Gay, Bisexual and Trans victims and survivors.
- All of the roles are being funded by just over £230,000 over two years through the Police and Crime Commissioners office with Ministry of Justice (MoJ) support until the end of March 2022
 - Jul 30 was **World Day against Trafficking in Persons** – an absolutely horrendous crime that destroys lives and I used it as a timely reminder to encourage people to understand the signs and impact of modern slavery
 - Back in 2016 I created and launched the **National Anti-Trafficking & Modern Slavery Network** for PCC's (NATMSN) and I continue to be the Association of Police and Crime Commissioners (APCC) National Lead on Modern Slavery as Chair of the network. Our NATMSN regularly meet to talk about a wide range of issues and efforts to tackle and better understand some of the evolving trends around Modern Slavery
 - My office helps to run and coordinate a West Yorkshire Anti-Slavery Partnership to strengthen local work and July saw the launch of new webpages on my website at <https://www.westyorkshire-pcc.gov.uk/wyasp> in support of the group. The pages contain a whole host of information and resources to help fight modern slavery

3.4.3 West Yorkshire Partners' Delivery

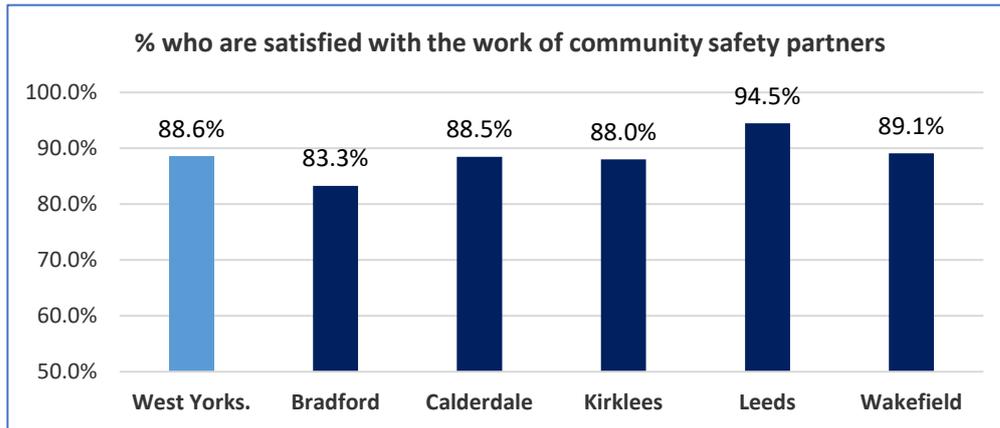
- Domestic Abuse - **Safer Leeds** is introducing a new Domestic Violence and Abuse Board in line with the Domestic Abuse Bill legislation going through parliament. This will run shadow arrangements until the legislation comes into place for April 2021. The first meeting of the Board has been held and arrangements to strengthen the role of the third sector and the voice of victims and their families are being developed.
- **Modern Day Slavery/ Human Trafficking** - MDS/HT training in **Wakefield** has been provided across the district. The Councils Transparency Statement has been agreed at Cabinet and is now published online along with the new webpage.
- **Radicalisation** - Several online sessions took place for the Prevent Champions at the end of September into October, these were well received and well attended. As a result of the training provided there has been an increased uptake of Prevent Champions opportunities.

4.1 Criminal Justice

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

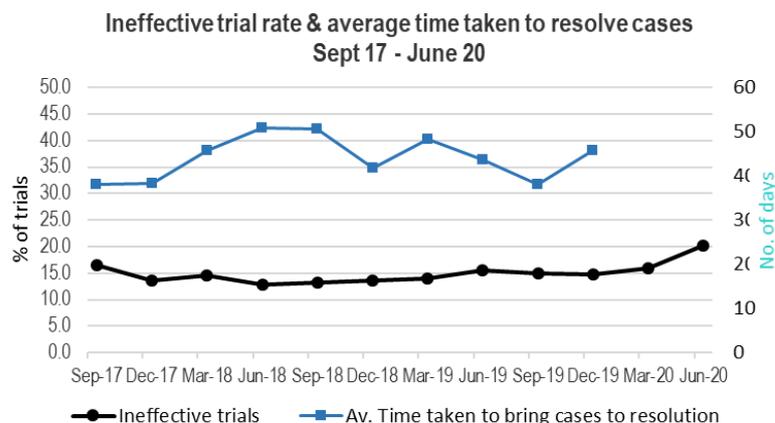
4.1.2 As per the previous measures, this 'Your Views' measure has been partially replicated in the **Community Survey** so can be reported on even without the formal 'Your Views' taking place.

4.1.3 89% of respondents said they felt that the work of **community safety partners** had been good/very good or satisfactory during lockdown (55% described the CSP's response as good/very good).



4.1.4 We asked residents how the PCC/CSPs could work to support them during the Covid crisis, and the most common response (31% of respondents) was to increase the visible police presence in communities. 7% asked for better communication about available support services.

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

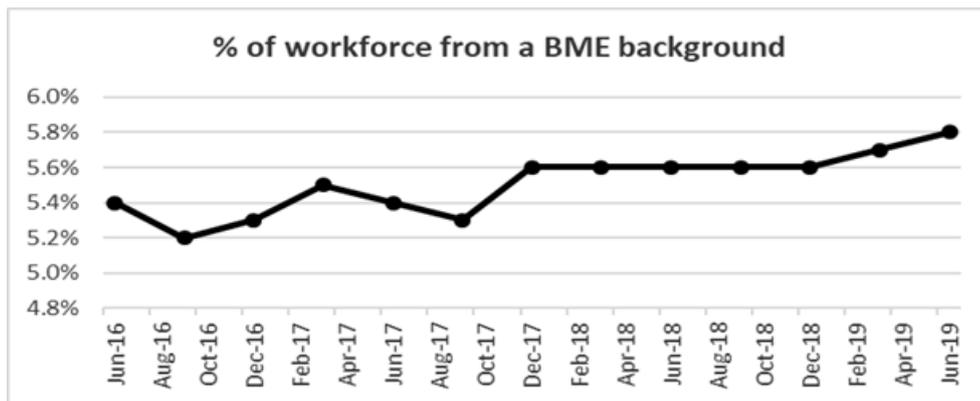


4.2.1 This is the most up to date data that we have with regard to the Criminal Justice measures and they start to show the **effect of the pandemic** and social distancing and how that has affected the court systems. The new delivery quarterly measures will show the results of my work with the Local

4.2.2 Criminal Justice Board to bring the system **back on line** with measures to not just return to normal, but to **improve it**.

4.3 Objective: Have a police service which is more representative of the people it serves

4.3.1 The Police and Crime panel have scrutinised a recruitment paper which sets out the challenges and the opportunities for more BAME representation going forward. The below graph looks at the BAME representation for officers and although the increase is only small, there is a definite upward trend as the result of the recent recruitment campaigns.



4.3.2 Current Delivery

Since my last delivery quarterly, I have continued to chair more frequent **Local Criminal Justice Boards** (LCJBs), although thankfully we have been able to reduce their frequency of late. Underneath these strategic boards however are number of other working groups, who continue to drive business and address the problems which Covid has brought to our Justice system, particularly within Courts.

4.3.3 Our **use of technology** continues to grow and we have been able to progress virtual hearings where both professionals working from home, and witnesses who are either shielding or in self-isolation, have still been able to provide evidence to the courts. We have also recently opened the new **Sexual Assault Referral Centre (SARC)** for West Yorkshire which has been a long term vision to provide state of the art facilities for the most vulnerable victims. The facility is now second to none in the country, including live links to court and will only go from strength to strength when fully embedded in providing specialist wrap around services leading to better outcomes for victims.

4.3.4 Our **local HMCTS colleagues** have worked hard to ensure that the courts estate is used to best advantage locally, allowing as many people as possible to attend court safely and ensure that justice is progressed as swiftly as possible. Leeds and Bradford Crown Courts have been the first in the country to implement the use of screens and portakabins to accommodate Juries safely, and so we will very soon be back to our pre-covid capacity, but big challenges are still faced particularly within the Crown Courts.

4.3.5 Sharing out facilities across the county has also ensured that our **Magistrates court** work can be better accommodated, and everything which had built up in the “backlog” now has a hearing date,

with throughput looking better. I am hopeful that we will see the volume of cases outstanding recede in the early part of next year.

4.3.6 This does not take away however from the suffering of **Victims and witnesses**, who will still be waiting much longer than they should be, to see justice done in the way they deserve. I continue to work closely with partners such as Victim Support, the Witness Care Unit and the Witness Service locally, to ensure that those affected by crime are supported whilst on their journey. I cannot emphasise enough how industrious and resilient staff from these agencies have been, continuing to support and engage with those who need support, despite greatly increased workloads

4.3.7 I continue to **lobby at the highest level**, however, to ensure that the progress we have made locally is not frustrated by decisions made at a national level, and to emphasise the need to build on this and for the future model of working to be better, for all those involved in the CJ system.

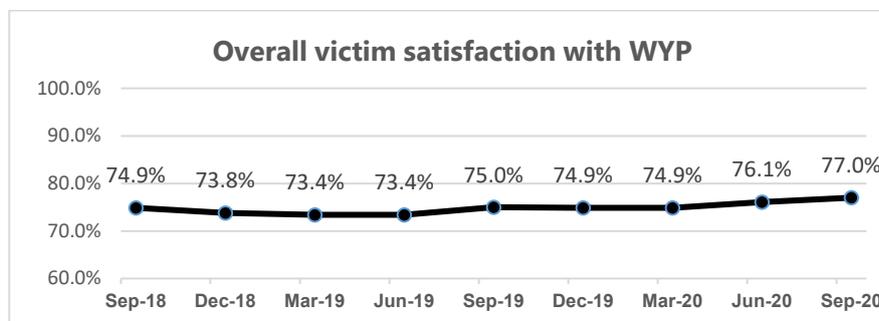
4.4 Update on Delivery from Partners

- **Youth Offending** - The **Leeds YJS** has introduced a new Resettlement Promise to all young people in custody (whether sentenced or remanded). This promise details what young people who are in custody (and their families) can expect from the service and the 'resettlement promise' enables young people to hold Leeds YJS to account. The sections of the 'promise' are based on the seven resettlement pathways, and cover all the areas research says matter, such as accommodation, employment, education, health and substance misuse. Whenever a Leeds young person goes to custody, whether on remand or sentence and whether in a secure children's home, STC or YOI, staff give a copy of this promise to them and talk it through.
- **Drugs and Alcohol** - Quarter 2 in **Bradford** also saw the embedding of the new Multiple Needs Navigator Service, which commenced on 1st Jun 2020. The aim of the service is to ensure people with complex needs have the opportunity of a settled home, positive health and wellbeing, access to education and employment and trust in a positive future.

5.1 Supporting Victims and Witnesses.

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

5.1.2 This is the current measure from the **victim satisfaction survey** that is compiled by West Yorkshire Police. There are a variety of crimes reviewed as part of this survey and detail is provided for the Community Outcome Meeting on a regular basis, which looks at the detail behind this measure.



5.1.3 In this survey, victims are asked to comment on services they have received from the police following an incident. The West Yorkshire level results in the table differ from those of the districts as they also include the service provided by the force's central customer contact centre and Force Crime Management Unit.

5.1.4 Out of the 9240 victims/callers surveyed during the 12 months to September 2020, 77.0% said they were satisfied with the overall service provided, by the police, which is a **significant increase** of 1.8 percentage points in comparison to the previous 12 months, and the highest level seen for over 3 years.

5.1.5 There have been **significant increases** in the level of overall satisfaction for both attended and unattended crimes and incidents. Levels for attended crimes and incidents now stand at 80.6% (up 2.4%) and whilst satisfaction levels for unattended crimes and incidents are significantly lower than seen for victims of attended crimes, they have increased by 4.0% up to 70.0%.

User Satisfaction	West Yorks.	Bradford	Calderdale	Kirklees	Leeds	Wakefield
12 mths to Sept. 20	77.0%	77.0%	76.7%	78.4%	80.4%	80.1%
12 mths to Sept. 19	75.2%	74.7%	78.6%	77.6%	77.6%	75.9%

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

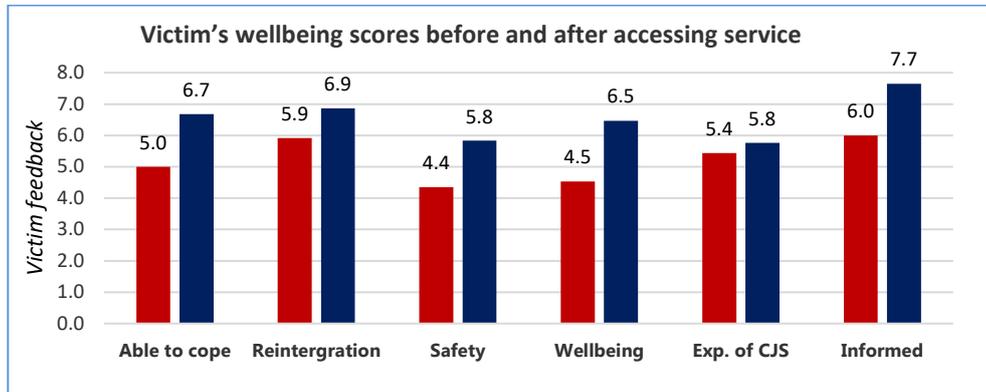
5.2.1 The current measure looks at the before and after intervention outcomes for victims accessing the West Yorkshire Victim Support service. Although the way that services have been offered to victims has changed in its nature – to a more virtual space, the service has continued to offer support, so the **outcomes are still relevant**.

5.2.2 Commentary

Victim Support (VS) received 22,400 referrals during Q2 (a substantial uplift on referrals in Q1), the majority of which were referred after contact with the police. Those contacting the service are

frequently victims of violent offences (with or without injury), with domestic violence a common theme.

5.2.3 Victim Support’s (VS) services help victims by arranging peer support, building self-confidence, and helping with personal security. When accessing VS services, victims are asked to score their sense of safety, and five other personal wellbeing measures. The chart shows how victims progress during their contact with VS. Overall, Q2’s data shows that victims’ scores **improved by 26%** following VS support.



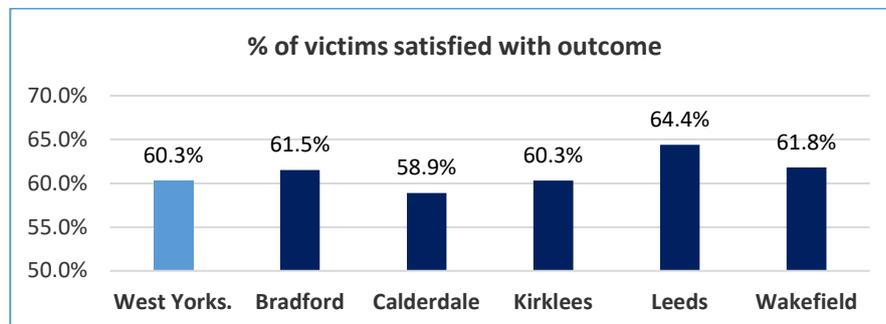
5.3 Objective: Improve the outcomes for victims of Crime

5.3.1 As part of West Yorkshire police’s victim survey a question with regard to the outcome of the case was added at the request of the OPCC. The last quarter’s results are detailed below:

5.3.2 Commentary

5.3.3 West Yorkshire Police’s survey of **victims’ satisfaction with the outcome of their case** covers victims of burglary, vehicle crime, criminal damage, arson, robbery, theft, violence against the person, and hate incidents.

5.3.4 In the year to September 2020, 60.3% of victims said they were satisfied with outcome of their case, which represents an **increase in satisfaction** from twelve months beforehand (59.1% in Sept. 2019). Satisfaction with outcome levels are higher for victims of attended crime compared to unattended crimes (63.5% and 55.4% respectively). Levels vary from 59% (Kirklees) to 64% (Leeds) across the five districts.



5.3.5 The results from this question show a much lower satisfaction for this measure than for any of the other questions. This is because the survey is conducted early on in the process for victims, and

many have not had the final outcome for their case. As a consequence, results are based on a very small number of the victims sampled and may not be representative of the actual satisfaction.

5.4 Update on Delivery from OPCC, Police and Partners

5.4.1 Police Delivery

- Driving improvements in the **Standards of Investigations** remains central to the Force's ambitions over the coming year. Embedding an improved investigative culture through the delivery of newly designed training packages and establishing important process change in areas such as crime allocation and prisoner handovers are incorporated in the Force's new 'Victims Journey' project, the purpose of which is to improve the quality of service to victims across West Yorkshire.
- In response to the HMICFRS 'Poor Relation' report on **Adult Safeguarding**, key work has now been delivered including:
 - Force policy has been updated and an Adult Safeguarding Guide published.
 - Three 'bite size' symposiums have been held and an I-learn is being designed.
 - Adult Safeguarding will now feature on the new Safeguarding Supervisors course starting in
 - 2021.
- A Niche guide has also been published advising officers how to correctly record crimes and referrals where an Adult at Risk is involved.
- Referral numbers vary across the county depending upon the local partnership referral process. Further work is now underway with Adult Social Care partners to develop clearer lines of communication to make and receive referrals and conduct joint investigations under S.42 of the Care Act where appropriate

5.4.2 OPCC Delivery

- In July the **National Victims Commissioner**, Dame Vera Baird, released her first annual report outlining the work she has undertaken since taking up the post in March 2019. I worked closely with Dame Vera when she was Northumbria PCC and now as the National Victims Commissioner and know how much excellent work she undertaken to better support victims.
- She is working closely with us at the Association of Police and Crime Commissioners (APCC) to ensure we are working collectively to understand and address the issues victims face when reporting crimes, and how they are navigated through the legal process.
- Locally in West Yorkshire we have done much to champion the rights of victims with the launch of our **Victim's Strategy** in February which Dame Vera attended and helped launch. That Strategy outlined seven objectives to raise awareness of what is available, including to victims who do not report to the police, to get the initial response from the police and others right first time, every time, and to increase overall confidence in the criminal justice system.
- We are currently working with local district **Community Safety Partnerships (CSPs)** to ensure the aims in my strategy are being implemented at district level. We have just opened a new Sexual Assault Referral Centre (SARC) at the heart of West Yorkshire to ensure we are supporting vulnerable victims of sexual violence through the whole criminal justice process.