



COMMUNITY OUTCOMES MEETING

Monday 31st July 2017

PRESENT

Mark Burns-Williamson – West Yorkshire Police and Crime Commissioner (PCC)
Dee Collins – Chief Constable (CC)
Ian Williams – Chief Inspector (Ch Insp)
Fran Naughton – Detective Chief Inspector (D/Ch Insp)
Kate Jowett – Superintendent (Supt)

APOLOGIES

None

ALSO PRESENT

Sharon Waugh - Engagement Manager
Celeste Armitage - Engagement Officer
Paul Cumming – Sergeant
David Smith – Third Sector Advisor

Numbers denote items present for.

1. **Notes of the previous meeting including matters arising**

The notes of the meeting held on 27th June were confirmed as a correct record subject to some minor changes.

2. **Urgent Items**

None to report.

3. **Police and Crime Commissioner Announcements**

- a) **Safer Communities Fund** - On the 3rd August, Safer Communities Fund Grant Round 11 would award 50 organisations over £200k. The projects would be focussing on 4 priority areas in the Police and Crime Plan; community cohesion, tackling radicalisation, road safety and missing people.

- b) **Recent Terror attacks** - At the last COM meeting in June the PCC and CC had discussed the public reassurance work in light of the recent terror attacks. He said he had now written to Victim Support to thank them for all they have done to support those victims caught up in the terrible attack in Manchester on May 22nd. He added that the work they did was crucial in helping victims and their families cope with the traumatic aftermath of being caught up in such an incident.
- c) **Human Trafficking** - Yesterday was UN World Day against Trafficking in Persons, to mark the day the PCC had launched a campaign to promote the UK Modern Slavery helpline. The helpline was a single point of contact for reporting suspicions of human trafficking and modern slavery. Launched in 2016, the helpline had so far received 1,799 calls and made 1,051 referrals with more than 2,000 potential modern slavery victims indicated. The helpline was being promoted through social media, a press release, and posters and leaflets sent out to District policing teams. As well as being tied in with the regional and national lead of the PU and West Yorkshire.

4. a) **Body Worn Video Update**

Ch Insp Ian Williams presented the update on Body Worn Video to the PCC. The rollout of devices had begun in Bradford and Calderdale in May 2016. However, further deployment was suspended following two separate technical issues with batteries. As a result, the entire stock of 2300 cameras was replaced by the supplier. WYP had also been compensated with an upgrade to a model with a greater battery capacity plus a quantity of additional cameras. The new cameras had not presented any defects following sustained use. The full rollout of cameras to Bradford, Calderdale, Kirklees, Leeds and Wakefield District's had been completed in March 2017. Protective Services Operations and Crime had also been completed in May 2017. Special Constables had been filtered into the training in early 2017 and to date 200 Special Constables had been trained. Ch Insp Ian Williams stated that a further 200 would be trained across evenings and weekends.

The CC gave an explanation of when officers should record incidents and why they don't record constantly. Officers were required to make a judgement call on whether the video could be used as evidence, and the emphasis was on proportionally of use. Insp Williams was pleased with the innovative ways in which Officers had developed the use of their cameras throughout the project including a 'walk through' of crime scenes following incidents which have been valuable for court proceedings. The PCC also mentioned the inclusion of firearms officers, the CC recognised the importance of urgency for their inclusion irrespective of the national discussions, the cameras had been implemented following trial and testing and future policy would take account of national guidance.

The PCC asked whether there had been any evidence to suggest that the number of assaults on police officers had reduced due to Body Worn Video. Officers were encouraged to record assaults or incidents as a crime, the camera can provide additional evidence which the CPS had identified and prosecuted accordingly. Over time WYP would have more data to assess the full impact.

The PCC asked whether there had been any evidence to suggest the number of complaints against police officers had reduced due to Body Worn Video. Ch Insp Williams detailed that there had been a 17 – 27% reduction in some aspects of complaints which perhaps could have been due to Body Worn Video but that it was too early to say.

The PCC asked a final question about whether there would be a post implementation review completed on this project. Ch Insp Williams said this would be completed in the next few months.

4. b) Digital Mobile Update

Ch Insp Ian Williams presented the Digital Mobile Update to the PCC. WYP had deployed Samsung Note 3 Hand Held devices to all operational officers in 2014. The main functionality was the PRONTO electronic notebook, fully integrated with NICHE (Crime management) and STORM (Incident Management) back office systems. This enabled users to complete a number of operational functions without having to return to the station and log on to desk top computers. A cultural change was required to fully implement the solution due to the level of integration and early difficulties with the technology which West Yorkshire Police were at the forefront nationally in developing. The device was now widely used by the majority of operational uniformed officers. Ch Insp Williams stated that the continued development and flexibility of the apps and devices meant that officers would need to return to police stations less and could remain in communities. Some of the ongoing developments mentioned included Biometric fingerprint searches which would be integrated with the new Home Office Gateway, PNC and Niche, as well as CORVUS Mapping and Neighbourhood Patrol Plans to name a few. Ch Insp Williams informed the PCC of the huge efficiencies which would be benefitted from these developments. Ch Insp Williams communicated to the PCC that additional work had been done with officers who had additional needs to ensure that the devices were appropriate for all.

The Digital Mobile Project had recently received national recognition at the 'Paperless In Public Service Awards'; a government sponsored award event held for the first time in 2017. WYP won the "Workflow and Process" award which the PCC congratulated them on.

The PCC queried how often the devices would need upgrading. Ch Insp Williams answered that each device would need upgrading every 3 – 4 years. The CC added that the ability to recruit new officers had made the biggest difference to the project, and that new recruits had been market leaders for usage and for encouraging others. The PCC queried whether therefore a reduction in desktop training should be discussed. The CC stated that a further investment in keyboards etc. would ensure this would happen sooner than anticipated.

5. Mental Health

D/Ch Insp Fran Naughton presented the Mental Health report to the PCC. The CC added that this report outlined WYP's contribution to trying to improve the challenges faced with Mental Health. She welcomed the government announcement for further funding made that day.

D/Ch Insp Naughton informed the PCC that there were several areas of policing where Mental Health was a key factor, which included people in crisis who may require detaining under S.136 of the Mental Health Act. D/Ch Insp Naughton also discussed that there was an issue around places of safety and she informed the PCC that the use of custody for those detained under S.136 had reduced significantly. D/Ch Insp Naughton stated that having 24-7 access to mental health practitioners needed to increase, and that having mental health nurses based in the control rooms to deal with Mental Health issues was vital to providing a better risk assessment around that person.

D/Ch Insp Naughton also spoke about the hand held devices which allowed officers to detail how they were dealing with incidents as well as volumes of incidents. This would inform force wide mental Health training in autumn 2017.

The CC stated that some key factors of the increase in the volume of mental health crisis incidents included that awareness was increasing which had resulted in further disclosures, which was a positive. The CC had a concern around whether WYP had the capacity to deal with the

volume, but that WYP would anticipate and aim to predict capacity issues, she planned to bid for government funding to reduce the demand. The PCC announced that the match funding for mental health nurses in the contact centre was to be extended.

The PCC asked whether they felt that the Police and NHS collectively would be in a position to meet the new legislative requirements around Places of Safety. D/Ch Insp Naughton said that overall WYP were ready but that there were further improvement required around increased communication, she added the Mental Health Forum had worked to prepare for this change.

The PCC asked whether there was potential for the third sector to play a bigger role with a wider range of options for Places of Safety. D/Ch Insp Naughton agreed that there was scope for more and for the third sector to provide early intervention options. Finally, the PCC questioned whether police officers themselves were aware of the services that would be available to them should they experience mental health problems. The CC discussed awareness raising was for communities but also internally for early intervention for officers. D/Ch Insp Naughton was confident that this would be covered in the training package in autumn 2017.

6. Supporting Victims and Witnesses

Supt Kate Jowett presented the report to the PCC on Supporting Victims and Witnesses and stated that victims were at the heart of all that WYP did. The CC discussed that this report would present what the police's responsibilities and the specialist support they provided such as family liaison officers. Supt Jowett discussed the Code of Ethics, which was used in all decision making undertaken by the police. She also discussed the Victim Contact Cards in more detail which provided victims with specific details about their crime and how it had been recorded.

Supt Jowett informed the PCC of the Victim Personal Statements which could be read out at court and that victims who had experienced this felt this was an empowering act. WYP would aim to increase the volume of these. WYP was in a position to offer information on Restorative Justice to all victims of crime should they require it and Supt Jowett informed the PCC that WYP was working with providers to improve this service. She described that Victim Support service as a critical friend to WYP and added they worked with wider partnerships to ensure any victim was appropriately supported. Supt Jowett stated that WYP had sought to achieve bespoke tailored packages of support for a wide variety of people not dependent on characteristics such as faith and race, this included LGBT or asylum seekers.

The PCC asked Supt Jowett whether there was evidence that all victims had been provided with Victim Contact Cards on initial contact with the police. Supt Jowett stated that some victims were falling through the gaps and Officers had not used the correct information cards at the first instance. WYP was pleased to have identified this problem and would make sure this was corrected going forward. The CC said they could look to design something in time which combined the positives of both the new and old victim cards. The Help for Victims signposting was welcomed by the CC.

The PCC asked whether WYP could provide reassurance that when consent was required from a victim to pass on their details, that this was being undertaken. Supt Jowett reassured the PCC that consent from victims was always sought, especially with regards to sensitive crime types which included crime specific procedures such as DASHH (Domestic Abuse, Stalking, Harassment and Honour Based violence) forms for domestic abuse cases.

The PCC asked what measures WYP had taken to keep victims informed about their case and whether they had seen an increase in using emails to update. Supt Jowett stated that email was useful but not always preferable due to security issues, victims were asked to indicate their preferred option of notification and time frames. WYP computer systems were in place to remind

officers ahead of time to provide an update to the victim. Supt Jowett informed the PCC that WYP had an aim to update victims of any change in their case within 1 day. Supt Jowett discussed the WYP Victim survey, the latest figures showed 80 – 90% of respondents felt positive that they had been dealt with appropriately. WYP were also looking at further improvements.

Finally, the PCC asked what role the Force Crime Management Unit (FCMU) had in overcoming any issues with deadlines being missed due to staffing requirements (those that aren't on duty). The CC informed the PCC that the victim was provided with clear expectations and if the case was assigned for investigation then FCMU would not get involved.

7. Future Agenda Items

Under the outcome of 'Tackling Crime and Antisocial Behaviour', the following items would be updated on in the next Community Outcomes Meeting:

- Antisocial Behaviour
- Cybercrime
- Hate Crime
- Road Safety

11. Any other business

No other business.

12. Next Meeting

The next meeting would be held on Tuesday 12th September at 2:00pm.