



COMMUNITY OUTCOMES MEETING

Tuesday 19th December 2017

PRESENT

Mark Burns-Williamson – West Yorkshire Police and Crime Commissioner (PCC)
Jayne Sykes – Interim Chief Executive Officer (CEO)
John Robins – Deputy Chief Constable (DCC)
Catherine Hankinson – Assistant Chief Constable (ACC)
Tim Kingsman – Chief Superintendent (Ch Sup)
Julie Sykes – Chief Superintendent (Ch Sup)

APOLOGIES

None

ALSO PRESENT

Celeste Armitage - Engagement Officer
Paul Cumming – Sergeant

1. Notes of the previous meeting including matters arising

The notes of the meeting held on 12th September were confirmed as a correct record subject to a minor change.

2. Urgent Items

None to report.

3. Police and Crime Commissioner Announcements

- a) **Safer Communities Fund** – Grant Round 12 awarded 33 projects on Thursday 14th December with grants totalling £152,363.03, meaning that since 2014 the fund has given out over £2million (2,060,804.31) to 463 community groups. The next grant round (13) will be opening on the 8th January 2018, and the theme will be announced w/c 2nd January.
- b) **HMICFRS Update** – HMIC recently released their efficiency and legitimacy reports for 2017 which has graded West Yorkshire as 'good' in both areas.

- c) **Memorandum of Understanding** – The OPCC has signed a memorandum of understanding with West Yorkshire Fire and Rescue Service and West Yorkshire Police (WYP) to ensure we are working as efficiently as possible to crack down on attacks on fire fighters. This also will extend to working with the Ambulance service to ensure they understand what service they can expect.

4. Complaints/Conduct

Ch Sup Sykes presented the report to the PCC from the Professional Standards Department (PSD) detailing complaints and conduct for the period of March – October 2017.

The full report can be accessed [here](#).

The PCC noted the vast improvements since PSD has taken responsibility instead of districts which was welcomed. The PCC asked Ch Sup Sykes to explain why West Yorkshire is the second highest force in terms of the number of allegations which are recorded per 1000 employees. Ch Sup Sykes corrected this and clarified that per 1000 employees West Yorkshire recorded 323 allegations which ranks the force at 15th highest. She explained this is very positive as we are the 4th largest force in the country and shows we have good ethical procedures in place; any dissatisfaction from the public will be recorded compared to some other forces. The PCC welcomed this 'proactive' reporting.

The PCC asked what plans were in place to reduce the risk of inappropriate disclosure of information in view of the introduction of the new data protection legislation next year. Ch Sup Sykes explained that disclosure of information was one of the top 3 strategic threats and that computer misuse was high on the agenda. West Yorkshire have 8 data protection principles which are advertised through newsletters and in training across the force. The completion rates on packages is analysed allowing WYP to tackle low numbers and ensure all officers and staff have completed the training. PSD have also launched an animation video on computer misuse.

The PCC asked about the reduction in local resolution issues and whether Ch Sup Sykes was happy with the robustness of this process. Ch Sup Sykes was confident in the process which includes full process reviews and dip sampling. She explained the HMICFRS were satisfied as well and that WYP have a strong relationship with the IPCC link officer and regularly sought feedback. She described they are not complacent and would continually aim to improve.

The PCC asked whether lessons were learnt around individual cases as he encounters complaints through the OPCC case work and through regular surgeries and hopes that the OPCC and WYP are working together to tackle customer concerns. Ch Sup Sykes ensured the PCC that there is a good relationship and that WYP and the OPCC meet on a regular basis.

In relation to the figures around the IPCC in the report, the PCC queried whether the uplift of staff in the IPCC has resulted in WYP getting a better quality of service. DCC Robins said that the IPCC have increased the nature and depth of cases and that it would not be wise to comment further as they are overseeing some live cases in West Yorkshire. The PCC understood and commented that the IPCC have had additional funding and that a more timely process would be welcomed by the public.

The Interim CEO of the OPCC, Jayne Sykes asked what efforts were being made to address the off duty behaviour detailed in the report. Ch Sup Sykes explained that PSD have a training and engagement officer who actively engages to advertise their services as well as to train the officers. Information is sent widely to officers about the standards of professional behaviour.

The PCC thanked PSD for their work and for the report submitted.

5. Use of Force, including Firearms

Ch Sup Kingsman presented the report on Use of Force to the PCC, which was required to be recorded by all forces from the 1st April 2017.

The full report can be accessed [here](#).

The PCC discussed the recent 'Protect the protectors' campaign around how the police should be protected in the exercise of their duties and that the figures in the report were interesting for quarter 1. The PCC asked what proportion of incidents attended in this time period resulted in a Use of Force.

Ch Sup Kingsman explained the ratio of incidents which have required a variety of Use of Force methods stood at around 4% of incidents attended. Ch Sup Kingsman expects this figure is under reported as WYP have around 4000 arrests a month but he will continue to promote and push for this data to be recorded to allow for a more accurate picture.

The PCC then went on to ask what proportion of these incidents had resulted in a complaint being made, and what proportion of these were upheld. Ch Sup Kingsman assured the PCC that this was a small figure and that 1.3% had resulted in a complaint, of which none had been upheld at this moment in time although 69 cases were still live.

The PCC asked whether the roll out of spit and bite guards to all officers had been completed. Ch Sup Kingsman explained that the roll out was not yet complete and that 1255 officers had been trained up to 11th December 2017; which equated to 45% of WYP frontline. Ch Sup Kingsman went on to say that although it was too early for a post implementation review, the general feedback from officers is that they were pleased to be trained in this area.

The PCC then asked about the reduction in the rate of the Baton as a Use of Force, and whether this was becoming less relevant in modern day policing. DCC Robins explained that the baton replaced the truncheon as personal protective equipment prior to the Taser. Taser cars can be deployed when dealing with known violent offenders and spit and bite guards used for protection of officers. Each occasion is reviewed by a Chief Inspector on every deployment to ensure proportionality. Ch Sup Kingsman said he wouldn't call the baton obsolete but that other methods are used more commonly.

The PCC asked whether the 'Protect the Protectors' initiative had had any visible impact on the number of assaults on police. DCC Robins explained that WYP had worked with the Federation and that there was in house education needed for officers to ensure that they don't take assault on board as it is not part of their job. He went on to describe the work done with the Crown Prosecution Service (CPS) around ensuring appropriate thresholds for prosecution for on duty staff. DCC Robins was grateful for the support for this campaign as he described that the police step forward in to dangerous situations and don't deserve to be assaulted.

The PCC asked for assurance around the support offered to officers following use of force incidents. DCC Robins explained WYP have developed an 8 point plan alongside the unions and that the officers line manager, union representative and occupational health can be notified of incidents if required. WYP offer physical and psychological treatment programmes and work in partnership with the NHS and with charities such as the police treatment centre to benefit the officer and their families. DCC Robins was proud of the progress made to support officers in challenging financial climates.

The PCC queried the ease of access for the reporting app on the hand held device and whether this could be contributing towards the under reporting. Ch Sup Kingsman was confident with the app and that the under reporting was due to officer culture; more work is being done around encouraging reporting so WYP can learn from the findings. DCC Robins added that Use of Force was also recorded on custody records.

The CEO asked about what efforts were being made to address the cultural change required to increase reporting Use of Force. Ch Sup Kingsman described that it was being addressed in training for all officers and that the head of public order had put out a message to officers to encourage reporting.

The PCC looked forward to seeing the 12 month picture after 31st March 2018.

6. CCC Update (101)

Ch Sup Kingsman presented the report on the Customer Contact Centre call handling services for 999 emergencies and 101 non emergencies.

The full report can be accessed [here](#).

The PCC was aware of the fantastic results in the 999 aspect of the Customer Contact Centre (CCC) but has been informed by the public and partners on numerous occasions around their concerns with 101, in particular waiting times. DCC Robins explained that the CCC was the entry point for most people into the organisation, he explained that there have been some challenges with 101 in the past but that Ch Sup Kingsman and the team had worked hard to improve this service over the past year even with the financial budget restraints. Ch Sup Kingsman informed the PCC of the low sickness rates in the CCC which stand at less than 3.5%, which is a significant reduction. He acknowledged the turnover of staff as a number of colleagues begin their policing career in the CCC but that good progress had been made. The report was described as the strongest yet for both 999 and 101; which had recently been covered in the media. The PCC commented on the range of calls he experienced when visiting the CCC earlier in the year and congratulated all the team for their hard work.

The PCC was aware of the partnership working being done with the Metropolitan Police and asked for further information on how WYP are supporting them with calls. Ch Sup Kingsman explained that during quieter times in West Yorkshire (during the night for example) WYP are picking up calls from the Met to help with their demand. This is at no detriment to the service which West Yorkshire received as they are able to help at times without effecting the service for our communities.

The PCC queried why there was a difference in our performance to some other forces. DCC Robins explained that the demand for calls in West Yorkshire is increasing, but not at the rate in which other forces are experiencing. WYP had planned for this increase which is paying off now.

The PCC said although the 0% abandon rate for this period was very good, there is a still a perception for some communities that the 101 service is difficult to reach. Ch Sup Kingsman explained that the CCC reviewed peak times and recruited new staff specifically to these key times and that he would ask the public to look at the reason why they're calling 101 and whether some of the online reporting facilities could be utilised such as the live chat. He also asked the public to try and avoid peak times between 4pm and 7pm where possible and not to abandon calls once in a queue as this increases demand.

The PCC queried what was included in the 'non police' calls which was mentioned in the report. Ch Sup Kingsman described this as topics which councils are responsible for such social services

calls, general queries about road closures or gritting, to name a few. Ch Sup Kingman made a plea to the public to only use the CCC for police related matters as he estimated that 10% of 101 calls and 5% of 999 calls are for 'non police' matters, which would significantly reduce the demand. He offered to come and speak to any community groups or forums to offer advice or guidance, or for guests to come and tour the CCC. The PCC was disappointed at the rate of 'non-police' calls and expressed his views that 101 should have always been a multiagency proposal.

DCC Robins understood that a negative perception is based on an individual's last experience of that service and assured the PCC that they will continue to resource and improve the service.

The CEO congratulated WYP on their strong performance and the reduced sickness rate but asked for further clarity on what the average waiting time would look like in peak times, and at what point people commonly abandon calls.

Action – CCC to update on the average waiting times during peak times and at what point people commonly abandon calls.

7. NPT Update

The PCC explained that neighbourhood policing is hugely important to him and to the communities of West Yorkshire; including how safe they feel and how they perceive they are being policed. DCC Robins introduced ACC Hankinson to present the report.

The full report can be accessed [here](#).

ACC Hankinson discussed that the uplift of 100 officers into neighbourhoods would be positive for our communities. It would give officers time and capacity to be involved in their local communities. The expectation of neighbourhood policing teams would be to grasp problem solving and to intervene earlier.

The PCC asked for further information on what will be included in each focus of Community Engagement, Problem Solving and Prevention and Early Intervention and whether this is clear for officers. ACC Hankinson assured the PCC that it will be clear for officers and detailed that a community engagement strategy was being written by WYP's Principle Engagement Officer and WYP will engage with communities about how they would like to engage. She explained that all officers are trained in problem solving to ensure a consistent level of service. The District Commanders for West Yorkshire were currently being consulted with on the early intervention foundation principles.

The PCC welcomed the training for officers and asked to what extent they viewed partners being involved in the problem solving. ACC Hankinson assured the PCC that this model does involve partners and that this has been developed and built upon. She described local authorities as being the lead on early intervention and would like to utilise the training packages from them and what might be available in the third sector. The PCC wanted clarification that the officers would be made aware of the expectation of partnership working, which ACC Hankinson assured him they would be clear and that there is historically great examples of this and more opportunities for new partnerships. The PCC was keen to work with WYP on this before it goes live in March 2018.

The PCC asked for ACC Hankinson to describe the feedback which has been received from officers and staff during the formal consultation period. ACC Hankinson said that the overarching feedback displayed how passionate our neighbourhood teams are and feel the value of having increased visibility in the community which can promote longer term problem solving. ACC Hankinson spoke about the proposed change in shift patterns and said the common themes

included needing to rearrange childcare or personal arrangements, the span of hours and the potential fatigue experienced on Day 7 (of working over 7 consecutive days) and the financial implications on some staff.

The PCC and ACC Hankinson discussed the vital change which was needed to build WYP neighbourhood capacity and that working with partners would allow them to achieve this; for example colocation for rural officers. The PCC asked whether colocation and access to vehicles was being considered throughout this review. ACC Hankinson assured this was part of the review and that there are already good examples of drop in's and colocations in rural areas.

The CEO welcomed ACC Hankinson's 'fresh pair of eyes' on the review, having joined the force this year. The CEO stated that historically neighbourhood officers were being drawn into response requirements and asked whether this review safeguarded those officers against that. ACC Hankinson said that they don't want to distract neighbourhood officers from their core role but that critical incidents may occur but this would be measured.

The PCC explained his support for the PCSO role and whether WYP had considered a change of role or increased powers. ACC Hankinson said they clearly articulate to PCSO's what more they can do in terms of early intervention and that the debate around powers will always be up for review as they want to get the most out of this valuable resource.

8. Community Cohesion

The final report to discuss was Community Cohesion and was presented by ACC Hankinson. The PCC described the events which had taken place throughout 2017 to discuss this topic including back in March 2017 and most recently the Third Sector event in November 2017; all which showed the huge appetite for joint working to improve community cohesion in West Yorkshire.

The full report can be accessed [here](#).

ACC Hankinson explained that promoting Community Cohesion was an integral part of Neighbourhood Policing and that WYP aim to promote a sense of belonging for communities which are new to West Yorkshire and for those who are settled; a healthier society who support each other and who are willing to engage. She described that the vision for the officers within the NPT's will be to act as coaches and mentors and to build trusting relationships with our communities. The NPT Engagement video would allow the communities in West Yorkshire to tell WYP how they would like to engage which is important moving forward.

The PCC asked for further information on the key individuals described in the report. ACC Hankinson said that the key individuals which WYP would like to work with could be anyone who would be willing and happy to engage to spread key messages across their community. WYP will identify them by utilising existing NPT knowledge, by working with third sector organisations and looking at where data overlaps.

The PCC asked if WYP will be targeting any specific communities other than those listed in the report. ACC Hankinson described that they may not target an entire community in terms of locality but provided an example of targeting young people who could be susceptible to becoming involving in organised criminality or use knives in schools, and that these targets might not be in one location. WYP will work with their team of Strategic Engagement Officers on specific themes or groups of people.

Finally, the PCC asked if there is any specific work being done around increasing public confidence. ACC Hankinson informed the PCC that the NPT review seeks to address this and that they aim to be visible, familiar and accessible for communities to build trust.

9. Future Agenda Items

Under the outcome of 'Safeguarding Vulnerable People' the following items would be updated on in the next Community Outcomes Meeting:

- CSE, Sexual Abuse and Domestic Abuse
- FGM
- Human Trafficking and Modern Slavery
- Missing People
- Radicalisation

11. Any other business

No other business.

12. Next Meeting

The next meeting will be held on Monday 8th January at 15:00.