



COMMUNITY OUTCOMES MEETING

Wednesday, 26 September 2018

PRESENT

Mark Burns-Williamson – West Yorkshire Police and Crime Commissioner (PCC)
Jayne Sykes – Interim Chief Executive Officer (CEO)
Dee Collins – Chief Constable (CC)
Catherine Hankinson – Assistant Chief Constable (ACC)
Simon Bottomley - Detective Superintendent (DS)

APOLOGIES

John Robins – Deputy Chief Constable (DCC)

ALSO PRESENT

Sharon Waugh - Engagement Manager
Jayne Maiden – Sergeant
Paige Cowling – Business Support Officer

1. Notes of the previous meeting including matters arising

The notes of the meeting held on 19 June 2018 were confirmed as an accurate record.

2. Urgent Items

Homelessness and Street Begging

The PCC spoke about increased contact via casework and direct letters/emails regarding the issue of Homeless people and street beggar's in a number of the town and City Centres across West Yorkshire. He suggested there was a need for further work to truly understand the problem. The Chief Constable said it would be helpful to understand the wider provision and support, particularly "out of hours" provision. She spoke about the often very complex needs of the individuals involved many of whom were vulnerable, she agreed there was a need for better, wider partnership understanding.

Actions:

- a) Provide an update to the PCC outside of COM on how West Yorkshire Police were tackling City and Town Centre Crime and ASB linked to Homelessness and street begging.
- b) That information be sought from partners to understand the provision provided to support homeless people and street beggars across West Yorkshire.

3. Police and Crime Commissioner Announcements

- a) **Early intervention Youth fund** – The PCC stated that a joint bid which involved West Yorkshire Police and each of the five district community Safety Partnerships had been submitted to the Home Office Early Intervention Youth Fund. The bid would seek to tackle knife crime and other serious and violent crime.
- b) **Consultation Paper on Probation and Community Rehabilitation** – The PCC was keen to engage with the Ministry Of Justice. He said that the current arrangements would run out in 2020. He added there was a need for a much better unified service.

4. Complaints and Conduct

The Chief Constable Dee Collins spoke about how far West Yorkshire Police had come in the last 4 years following learning from the Crawford Review, HMIC feedback and IOPC findings.

Chief Supt Bottomley introduced the report which showed that the yearly totals for complaint allegations had decreased by 535 (18%), and complaint cases have decreased by 469 (22%). He highlighted that the decrease was still mainly due to work of the PSD Service Recovery Team. The top three categories of complaints which accounted for 62% of all complaints were neglect or failure in duty, incivility, impoliteness and intolerance and other assault. This information was presented and driven by the Training and Engagement Officer at all training inputs and engagement events.

The current local resolution rate was 61% for all complaints finalised (July 17 – June 18). The Service Recovery Teams at PSD continued to have a great impact on both the timeliness and quality of complaint investigations and the high proportion of cases dealt with by local resolution.

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

The PCC welcomed the progress, he commented that the report showed that the IOPC upheld more appeals than the Force did. He asked if more information could be given about the processes that would be put in place following the discussion with the IOPC in July 2018 and what this would mean in terms of the experience of the complainant.

Put simply the expected public outcomes would be less appeals, swifter finalisations and better explanations of what had been investigated. DS Bottomley explained the grounds for appeal which included, not being kept informed of the findings, actions taken against each allegation (proportionate investigation) whether there was a case to answer and what action would be taken against the officer/staff member and whether it was referred to the Crown Prosecution Service.

There were 460 cases where the IOPC were the appeals body of which 103 appealed and 46 were upheld. Colleagues from WYP had visited the IOPC team to understand what was meant by proportionate investigation and to better understand some of the differences. This work had highlighted issues such as differences around procedure, terminology and context.

The PCC questioned what was being done by the Force to address the learning points identified by the IOPC in terms of the grading of reports of missing persons by the control room staff. DS Bottomley explained there had been a rise in matters returned by the IOPC as referred to in the report, he explained control room staff were at the forefront. He further explained that it was not always practical in such a busy intense environment to refer to the appropriate policy but the team had tried to assist colleagues working with IOPC to produce aide memoirs which would support colleagues in safeguarding vulnerable people.

The CC also commented that West Yorkshire had more missing people per head of population than any other area, there was a need to address the risk and further work was going.

The interim CEO Jayne Sykes welcomed the welfare support programme referred to in the report, she asked what was being done to reduce the time of the investigations acknowledging the strain on officers and staff.

The system was designed to be swift and efficient as possible but was bureaucratic. The CC said it was important that public understand the context of the investigations for example, the number of witnesses which needed to be spoken to, the complexity of evidence involved, the legal support she also stated that staff involved could sometimes become ill and welfare issues sometimes added to the time taken, she was reassured within the complexities that colleagues were working hard to ensure efficiencies.

5. Customer Contact Centre Call Handling Report – Update August 2018

The PCC spoke about the public interest in this item. For added context the CC also spoke about a similar report discussed at a recent police and crime panel meeting.

ACC Tim Kingsman introduced the report which provided the PCC with an update on the demands on call handling which had continued to rise nationally, with 15% increases on 999 calls in this Force alone, a slight decrease in 101 calls (1% on last year) and rises in on-line contacts of around 72% year on year. He explained that despite this increase West Yorkshire Polices' 999 service continued to improve with some of the best performance in the country, it had been over 12 months since the Contact Centre abandoned a 999 call and he said it was essential that we protect this critical risk. Many Forces had reported delays in responding to 999 calls, as well as issues with SNEN demand, WYP continued to perform very strongly in relation to 999 calls being answered, a position closely monitored by the NPCC.

However, he was not content with the 101 performance, he explained they were working hard to improve and had looked at key abandonment rates (around the 7 min marker) he added that 20 to 30% of all 101 calls were ring backs with people asking why an officer had not attended or attended on time or were requests for updates on crime reports. He referred to ongoing developments which included recruitment, management of avoidable demand and reviewing best practice via the contact manager's forum. He also spoke about further work to build on the online capability and the success of social media where WYP were ahead of the game. There had also been significant improvement with 101 over the last 3 weeks.

The CC also referred to the unprecedented demand over summer, she said that the hot weather had resulted in more calls which coupled with the number of events and less resources had added to the demand. She also stated that the police were also one of the few services which operated 24/7 and that calls for service ranged from the simple to complex which included repeat callers with vulnerabilities and nuisance calls.

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

The PCC welcomed the 999 performance, most people who were delayed in getting through on 101 may not appreciate that the same staff deal with both 999s and 101 calls, he added there was a need to recognise all the work which had been put in place to ensure that despite increased demand the 999 performance was so good, he thanked the manager and staff for their hard work.

In terms of 101, he was pleased that the average que time had reduced from 5 to 3 minutes. He asked based on the 70% of calls that were abandoned if ACC Kingsman knew the percentage of those abandoned calls which opted into online reporting.

ACC Kingsman explained that unfortunately he couldn't link the data to determine causal links, anecdotally he would say yes, he said an IVR message had been added at 4 to 5 minutes to ask the caller to stay on as a call backs would go back to the end of the que.

The PCC highlighted that calls were charged at a 15p flat rate, which was a national contract and not set by WYP.

In response to a question from the PCC, ACC Kingsman explained how WYP were strategically dealing with the 20-30% of 101 calls which sought updates on previous reports. He stated that where appropriate and only for victim's individual officers numbers were now provided, colleagues were also realistic about officer response time. Also from October 2018 the new contact function would be co-located.

The CC said there was a need to be more upfront with calls in terms of time frame and demand she stated that the public were aware of the pressures on policing and the provision of a more realistic timeframe would be appreciated.

The PCC asked if the call response would be risk assessed. It was confirmed that this would be built into the response. The PCC also asked about the impact of FCMU performance on demand.

ACC Kingsman explained that the FCMU took approximately 175 calls per day, so could take some demand, there prime role was to allocate resources for investigation within 24hours although sometimes there was some variance either side of the required timeframe. The CC added that the team of officers and staff were skilled at how to handle a crime report and complete an initial investigation over phone, they could identify if there were further lines of enquiries and speedily allocate the appropriate resource to assist.

In response to a question from the interim CEO the CC confirmed work was in progress to plan for the demands in 2019. The PCC said there was need to revisit nationally the 101 number which was meant to be a single national emergency number.

The PCC welcomed the reduced sickness rates and asked how this had been achieved.

ACC Kingsman said this included early supervisory contact and intervention, a positive sense of team, messaging around significant changes, flexibility and a supportive and robust attendance policy with a clear focus on people's health and well-being.

6. Use of Force

ACC Kingsman introduced the report by stating that it was a requirement placed on all Forces by the Home Office to record the Use of Force by officers and staff and submit the data to the Home Office. The report detailed the tactical options available to officers and the records submitted in relation to their use.

The report provided the first Annual Data Return (ADR) to the Home Office for all data relating to UOF was required by the 31 March 2018. 12 months of data had been forwarded to the Home Office. The report covered Tactical Communications which included officer presence and communication skills to resolve conflict at an incident, Handcuffing both compliant and non-compliant handcuffing, Baton – this included drawing and striking with the Baton, Spit and Bite Guards – in a custody setting or outside of custody, CED Conducted Energy Device or Taser as it was commonly known, used in prescribed modes of drawn, aimed, red dot, arced, fired, angle drive stun and Firearms both aimed and fired

The Use of Force reporting process gave Officers the opportunity to note whether they were injured or not during the process. There were 856 records of Officers being injured during incidents where force was used. This is out of a total of 16,165 reports, which was circa 8% of all use of force reports.

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

The PCC noted that the report did not include any equality data, he asked about any trend information in relation to any of the equality strands. ACC Kingsman said that as this was only the first year of recoding it was hard to provide trend information.

However the statistics showed, Perceived Gender - 82% Male, 16% female, 2% not noted, Age - 11 to 17, 10.6%, 18 to 34, 54.8%, 35 to 49, 26.3% and 50 to 64, 5.5%, Perceived Ethnicity - White 79%, Black 6%, Asian 9.8% and 2.2% Chinese, Disability - Mentally disabled 23%

The PCC asked about the estimated of the percentage of use of force reports not being recorded. The best guess was that probably one third to half were not recorded based on the arrest figures, all district commanders had received a personal communication and work was underway to educate officers on the importance of recording.

The CC added she was more confident of accurate reporting at the serious end, she also flagged that some arrests resulted in no use of force.

The PCC highlighted the need for more accurate reporting to offer reassurance, confidence and transparency.

7. Neighbourhood Policing and Community Cohesion

The report provided an update on neighbourhood policing and community cohesion

ACC Hankinson spoke about the benefits of cohesion to policing communities, the new Neighbourhood policing Model which included work around “know me to protect me” and the complex makeup of different communities across West Yorkshire. She also spoke about the work of the Local Policing Governance board.

The Chief Constable also referred to the partner element to community cohesion a much wider issue which involved communities and partners.

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

Regarding Community Cohesion the PCC said that both Page 1 and 2 of the report highlighted the importance of community cohesion and referred to public confidence, in addition to this he asked what other measures or methods WYP had used to measure cohesion.

ACC Hankinson said it was difficult to measure, WYP reviewed information from joint agencies, reduction in demand and the use of the Your Views survey.

The PCC said that Neighbourhood Policing was referred to as the bedrock of policing and he had continued to invest and fully support it, he welcomed the "know me to protect Me" content of the engagement toolkit, and asked about the broader strategy to increase community confidence. Specifically he spoke about increased communication via Casework which included correspondence from Councillors and others about the delivery of Neighbourhood Policing in their area, more needed to be done to ensure all had a better understanding how the Neighbourhood Policing changes had bedded in. He added that there was a need to look into this further outside of the meeting, he was particularly keen to understand its impact after the first 6 months.

The CC spoke about the importance of Neighbourhood Policing and about the current context of the changes. Many of the issues faced by Neighbourhood Teams were not only policing issues but those which often required partnership solutions and there were some issues which enforcement was not the answer.

The PCC said he would like to know more about how the early intervention and training referred to in the report had gone. ACC Hankinson spoke about the additional work undertaken by Intensive Engagement which related to a complex location case study.

The PCC said he wanted to learn more about how the impact of the broader engagement training in a future report.

With regard to PACT, meetings had run as expected, and the feedback was that the street briefings were impactful. WYP were working to measure positive interactions but may not see results until 6-12 months' time with some issues take longer.

The PCC spoke about the need to better understand the current picture of Neighbourhood Policing.

Action:

Provide an update to the PCC outside of COM to evidence the current impact of the Neighbourhood Policing Review following its launch in March 2018.

8. Stop and Search

ACC Hankinson introduced the report which outlined the current use of stop and the report explored the use of the various stop and search powers in relation to gender, age and ethnicity, and the number and type of positive outcomes for the searches carried out. The data contained in the report was collated over a rolling 12 month period. Just over 8,300 stop searches have been undertaken in the last 12 months, a reduction of 3,000 compared to the previous reporting period, reflecting a continuing downward trend in the use of stop and search powers by West Yorkshire Police.

Examination of stop and search activity over the previous 12 months where ethnicity is known shows that 30.1% of all Stop and Search activity is focussed on people of BME background. This is 12.1% higher than the 18% of the local population from this group and a 4.4% increase on the previous reporting period.

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

The CC said there was need a wider discussion about the best use of stop and search given the current serious violent crime levels, she said she would welcome a conversation about the issue with the PCC.

The PCC asked if there was an understanding of why the number of searches of persons aged between 30 – 44 years under the Psychoactive Substances Act has seen a 31.8% increase. The increase was largely due to the sad prevalence of spice which also link to homelessness already discussed at the meeting.

There had been a total of 41 strip searches with 70% (21/22 people to 28) being carried out on persons who self-define as having a BME ethnicity, a 39% increase on the previous period, he asked if this could be explained and was it impacted by the fact that Asian people were three times and Black people twice as likely to be stopped under section 23 Drugs offences.

ACC Hankinson acknowledged the context that stop and search was an intrusive power, drugs were easier to conceal rather than knives etc. which is why there were more drug related strip searches.

The CC spoke about street dealing of drugs she stated that NPTs knew there areas and that searches were proportionate and often based on robust community intelligence, she added that disproportionality did not always mean discrimination and that Body Worn Video offered reassurance around fairness and transparency.

The PCC and CC discussed the ongoing Hampshire pilot and their wider remit.

The PCC welcomed the huge increase in ridealongs since the last report, he asked what happened to the feedback received. Feedback was both verbal and written as those who took part completed a questionnaire. The information was used to inform training and scrutiny. BWV was also now available and being viewed by scrutiny panels in Calderdale.

Action:

That the work being undertaken by WYP as part of a new method of identifying disproportionality to be shared with the PCC when available.

9. Future Agenda Items

Mental Health, Citizens in Policing, IT and Digital Mobile and Victim Satisfaction would be discussed at the next meeting.

10. Any other business

No items of any other business were discussed

11. Date of the Next Meeting

The next meeting would take place on Tuesday, 20 November 2018.