



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

**POLICE AND CRIME
COMMISSIONER FOR
WEST YORKSHIRE**

**QUARTERLY
PERFORMANCE REPORT**

SEPTEMBER 2013

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INTRODUCTION

The Police and Crime Plan 2013-2018, which sets out the key outcomes and priorities to be achieved for communities within West Yorkshire, was produced in partnership and published on 27 March 2013. This quarterly performance report sets out three different aspects in relation to delivery of the Police and Crime Plan for the period July to September 2013:

- Performance of West Yorkshire Police in delivering the priorities set out in the plan and for other key crime areas;
- Performance of West Yorkshire partners who have received money from the Police and Crime Commissioner (PCC) to deliver the priorities set out in the plan and wider funding commitments;
- Activity undertaken by the PCC and PCCs staff to achieve outcomes for the community, including the specific commitments made in the plan.

The report itself sets out both quantitative and qualitative information to evidence achievement of the priorities and commitments set out in the plan. There are priorities linked specifically to the police force so inevitably a wealth of information around police performance is included. However the 'and crime' element of the PCCs role should not be forgotten, and many of the priorities and outcomes in the plan can only be delivered in partnership with other agencies.

Above all, delivery of the plan is about communities feeling safer as much as them being safer.

Key performance achievements

- Improvements have been seen in 6 of the 15 performance measures in the Plan.
- Good 3.7% reduction in **total crime** in West Yorkshire.
- **Domestic burglary** – the reduction seen is the second highest reduction nationally (for data to June 2013)¹, and as at September 2013 continues to show an 11.8% decrease. Linked to this the perceived risk of household crime is improving over time². The satisfaction levels of burglary victims is increasing, suggesting that not only is the force effectively tackling the issue but also in a way that provides a good service to victims.
- **Perceptions of anti-social behaviour (ASB)** being a problem are getting better over time, both in regard to levels and specific types of ASB³.
- **Victim satisfaction** is getting better over time and is at the highest level achieved so far at 88.0%.

Key performance concerns

- There has been a reduction in the volume of safeguarding activity over time due to the legislative and partner agency policy changes.
- While satisfaction of victims of crime remains high, **confidence** of the general public in the police has reduced since last October, especially for those living in Bradford and Calderdale. However the latest Crime Survey for England and Wales data identifies that confidence is high compared to other similar police forces².
- Measures around **some acquisitive crimes** (such as shoplifting and bicycle theft), **sexual offences, violent crimes (without injury)**, and **sickness** are getting worse over time.

Key activities undertaken

- The police force now provides a regular, public facing report, to the Community Outcome meetings setting out current operational activity, how the force is responding to ongoing problems within communities and how the force works with partners to make communities safe and feel safe.
- High levels of activity for the PCC, meeting with communities and partners around a variety of issues.
- Progress has been made towards a number of commitment statements within the plan, including **proceeds of crime, police integrity, engagement with young people, child sexual exploitation, tackling hate crime** and **commissioning** of funds to other organisations.

¹ Crime statistics for England and Wales year to June 2013

² Crime Survey for England and Wales, June 2013

³ Police and Crime Commissioners public perception survey

1. POLICE AND CRIME PLAN INDICATORS

Trend over time – where significant differences have occurred (compared to the previous 12 months) these are shown as getting better or worse over time.

Indicator	Measures	West Yorkshire	
		12 months to Sept 13	Trend over time
1. Making communities safer by tackling all forms of crime	Total recorded crime	-3.7% (number of crimes 162,771)	Getting better
2. Reducing the risk of domestic burglary in West Yorkshire	Recorded burglary dwelling (TARGET – performance to be better than similar forces and partnerships)	-11.8% (number of crimes 12,928)	Getting better
	Risk of household crime	15.5% (June 13)	Getting better
3. Reducing the re-offending of persistent criminals who cause harm to our communities	Re-offending rate for persistent offenders (adults)	3.0% (Aug 13)	
	Re-offending rates of adults	26.0% (Sep 11)	No change
	Re-offending rates of young people	35.9% (Sep 11)	No change
4. Responding to reports of anti-social behaviour in a way that victims are happy with	Satisfaction with service delivery	81.7%	No change
5. Responding to reports to anti-social behaviour in a way that communities are happy with	Proportion of residents saying anti-social behaviour has got worse over the last 12 months	12.4%	Getting better
6. Improving the quality of support provided to victims of crime and incidents	Satisfaction with overall service	88.0%	Getting better
7. Protecting those domestic abuse victims who are at most risk	Repeat victimisation rate for domestic abuse	34.4%	Getting better
8. Making children safer in our communities	Volume of safeguarding activity	10,069	Getting worse ¹
	Re-offending rate of sex offenders	22.5%	No change
9. Maximising the proportion of police officers engaged in operational activity	% of police officers in operational functions (according to HMIC definitions)	94.2%	No change
10. Increase the confidence of communities by working with partners in the criminal justice system	% confident that the CJS is effective	43% (Mar 13)	No change
	% confident that the CJS is fair	62% (Mar 13)	No change

¹Data for 6 months to September 2013 – numbers have been affected by a changes in private family law, a new national agreement for Cafcass and the introduction of a new triage system in Bradford and Leeds.

2. EXCEPTION REPORTING OF OTHER CRIME INDICATORS

A range of performance indicators have been reviewed and performance exceptions identified. Set out below are the indicators where exceptional performance has been identified. Data is to September 2013 unless otherwise stated.

Using percentages as a way to quantify and assess increases/decreases over time is a relevant approach. However, where actual volumes are low, very small changes when converted to percentages can look like a large change up/down. Therefore, when viewing percentage data it should always be balanced with the actual volumes they relate to.

Good performance

Getting better over time	
Knife crime March 2013	Crime rate ⁴ : 0.49 Number of offences: 1,096 Trend: -3%
Risk of household crime June 2013	Rate: 15.5% Trend: -3.9%
Overall user satisfaction with follow-up, treatment and whole experience June 2013	87.8% satisfied with whole experience
Satisfaction of burglary victims for actions taken, follow-up, treatment and whole experience June 2013	94.5% satisfied with whole experience
Perceptions of drunk or rowdy behaviour (taken from OPCC public perception survey)	Rate: 19.6% Trend: -0.9%

⁴ crime rate per 1000 residents, trend (12 months to Sept 2013 vs 12 months to Sept 2012)

Performance concerns

Getting worse over time	
Shoplifting	Crime rate: 6.48 Number of offences: 14,439 Trend: +12%
Bicycle theft	Crime rate: 1.01 Number of offences: 2,251 Trend: +4%
Serious sexual offences (including rape)	Crime rate: 1.05 Number of offences: 2,329 Trend: +76% ⁵
Violence without injury	Crime rate: 4.57 Number of offences: 10,181 Trend: +10%
Miscellaneous crimes against society	Crime rate: 1.02 Number of offences: 2,262 Trend: +9%

⁵ see section 5.0 of the covering report for more context around serious sexual offence performance.

Police treat people fairly June 2013	Rate: 63.0% Trend: -7.1%
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Crime statistics for England and Wales (for the year to June 2013)

- In West Yorkshire there has been an 8% reduction in **overall crime** for the 12 months to June 2013, a larger reduction when compared to the 5% drop nationally. Yorkshire and the Humber also saw a 6.5% decrease.
- **Domestic burglary** fell significantly by 19.7% (6.3% nationally) which was the 2nd highest reduction nationally.
- **Robbery** also fell significantly by 17.9% (12.7% nationally). The reduction in Yorkshire and the Humber as a region was 9.1%.
- **Sexual offences** increased by 51.1%⁵. This is the largest increase across all the forces (8.9% increase nationally).
- **Theft from the person** increased nationally by 8.2%. In West Yorkshire there has been a 3.1% reduction in the 12 months to June 2013.
- **Shoplifting** in West Yorkshire increased by 9.9% (1.1% nationally). Yorkshire and the Humber also saw a 5.4% increase.
- **Other theft** fell by 15.2%. West Yorkshire still has the 2nd highest volume of offences across all forces with only the Met having a higher rate of Other Theft offences per 1000 population.
- **Drug offences** fell by 7.3% nationally for the 12 months to June 2013. In West Yorkshire there has been a 9.2% reduction and in Yorkshire and the Humber an 8.5% decrease. An 8% increase in **drugs seizures** seen in 2012/13 compared to an 8% reduction nationally and 5% reduction across Yorkshire and the Humber.
- **Possession of weapon offences** fell by 10.6% in West Yorkshire (11.2% nationally).

Other data (for April to September 2013)

Attrition rate ⁶ – where a decision to charge an offender has been made by the Crown Prosecution Service (CPS)	Rate: 22.9% Trend: -7.5% (getting better)
Percentage of working hours lost to sickness	Rate: 2.7% Trend: +0.3% (getting worse)

⁵ see section 5.0 of the covering report for more context around serious sexual offence performance.

⁶ Attrition rate – the rate of cases which do not result in a conviction or guilty plea after charge, reporting for summons or postal requisitioning.

3. PROGRESS TOWARDS COMMITMENT STATEMENTS

It is six months since the Police and Crime Plan was launched. Appendix A sets out detail around those commitment statements that have been progressed in the July to September 2013 period.

Key commitment statements progressed:

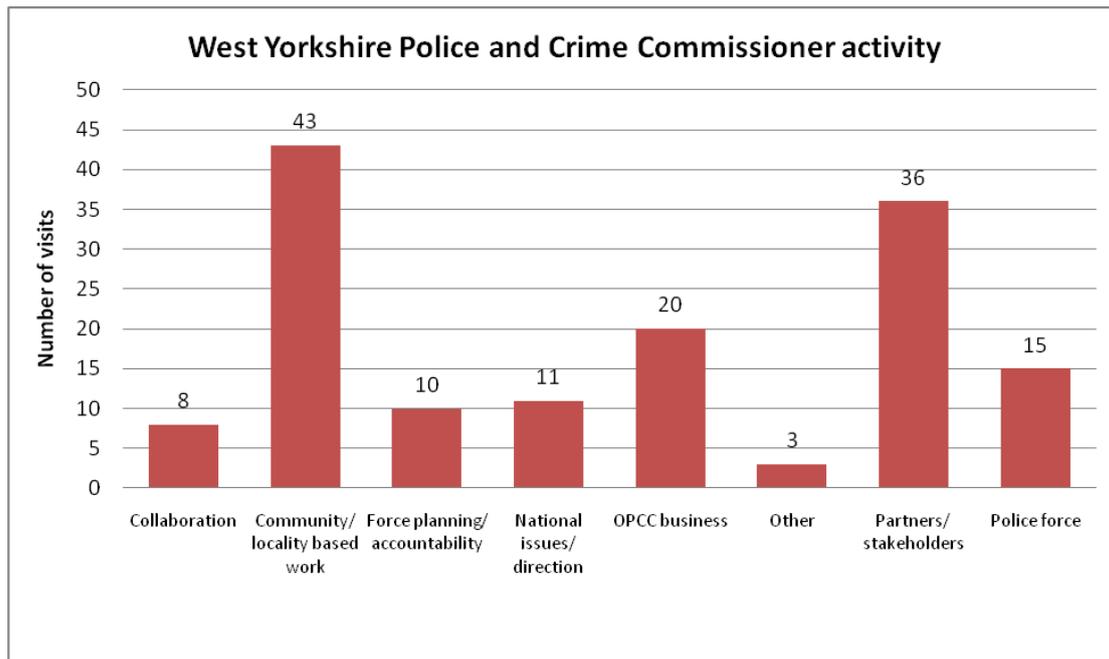
- ***Proceeds of Crime Act*** – attendance at summer events to get signatories for a petition calling on the Government to give back all the money recovered from criminals to be invested in our communities to tackle the causes and consequences of crime and crack down on criminals. Formation of a working group to review governance and allocation of monies.
- ***Youth advisory group*** – as part of the PCCs commitment to treat all young people as citizens, young people have been recruited for a young persons' advisory group. The group will be able to express their views and comments which will steer all future decisions, policy and engagement with young people. Whilst the group will report directly to the PCC they will organise their own work programme/project with support from the OPCC.
- ***Independent review of police conduct and standards*** – Catherine Crawford, former Chief Executive of the Metropolitan Police Authority, has been appointed to lead the review, which is now underway.
- Keys partners came together to share practice and identify stronger working for the protection of young people at a ***child sexual exploitation*** summit in July.
- ***Tackling hate crime*** – PCC and Chief Constable have agreed proposals for a significant piece of work linked to the hate crime commitment statements, covering recording and classification of hate crime and hate crime reporting.
- ***Commissioning*** – a commissioning framework and early intentions has been agreed from April 2014.

Police and Crime Commissioner activity

Consulting with people in their communities, listening to the needs and concerns of people across West Yorkshire, and engaging with partners (working towards greater community safety) and other community stakeholders is central to the PCC delivering on shared community outcomes. The PCC needs to work in partnership with other stakeholders towards communities feeling safer and being safer across the county.

In the period July-September 2013 the Police and Crime Commissioner has attended 146 groups or meetings across the county. Figure A shows a breakdown of the types of activity undertaken.

Figure A Type of activity PCC has undertaken



Collaboration includes work with other Police and Crime Commissioners and forces such as those in the Yorkshire and Humber region or from comparable force areas to address local, regional and national threats, risks and harm. An example of this is the Regional Collaboration Board and preparations for next years Tour de France.

Community/locality based work includes meetings and visits with groups or projects who work directly with local communities. This category also included Neighbourhood Policing Team visits and surgeries.

Force planning/accountability includes meetings with the Chief Constable to discuss police performance and activity or future planning, such as community outcome meetings, force accountability meetings and strategic planning days.

National issues/direction relates to meetings and work at a national level which for example may contribute to national policy. This category includes Association of Police and Crime Commissioners meetings.

OPCC business covers ‘business as usual’ type meetings such as Freedom of Information reviews and executive meetings.

Other includes a very small number of meetings, which for July to September 2013 included a visit from a Home Office civil servant and a meeting with another force to discuss a review of processes.

Partners/stakeholders relates to meetings with other organisations such as the Ambulance and Fire and Rescue Services, Youth Offending Teams, and partnership working hubs around ASB and offender management. This category includes meetings of a more strategic nature.

Police force these are meetings with West Yorkshire Police personnel such as meetings to discuss stage two or progress specific issues, programme of change and POCA boards.

These activities are linked to the priorities within the Plan, as shown in figure B below. They are undertaken, for example, to:

- Learn about services provided and the impact issues have within communities e.g. the impact of alcohol and drug abuse;
- Engage with services providers and service users and establish relationships;
- Listen to communities and individuals who wish to raise issues directly with the PCC e.g. via surgeries;
- Discuss resourcing (both financial and people) within the police and partner agencies;
- Further commitment statements within the Plan; and
- Contribute to national or local policy development.

Figure B Priorities contained within the 2013-18 Police and Crime Plan that have been discussed through meetings or visits by the PCC

COMMUNITIES IN WEST YORKSHIRE ARE SAFER AND FEEL SAFER

- ✓ Working together and delivering integrated, joined up services
- ✓ Preventing crime

CRIME AND RE-OFFENDING IS REDUCED

- ✓ Young people contributing to society and playing by the rules
- ✓ Protecting people from violent and serious crimes
 - Domestic and sexual abuse
 - Child sexual exploitation
 - Human trafficking
- ✓ Tackling hate crime
- ✓ Helping communities with the greatest problems
- ✓ Recognising business crime

ANTI-SOCIAL BEHAVIOUR IS REDUCED

- ✓ Delivery of anti-social behaviour services in an integrated, joined up way
- ✓ Responding to reports of anti-social behaviour

VICTIMS AND WITNESSES ARE SUPPORTED

- ✓ Keeping victim and witness promises
 - Supporting victims and witnesses
- ✓ Supporting use of victims getting justice
 - Restorative justice

LOCAL, REGIONAL AND NATIONAL THREATS, RISKS AND HARMS ARE TACKLED

- ✓ Reaching out to people with mental health issues, missing and vulnerable people
- ✓ Collaborating, delivering in partnership and responding to national threats

CRIMINAL JUSTICE SYSTEM IS EFFECTIVE AND EFFICIENT

- ✓ Working with the criminal justice system
- ✓ Creating confidence
- ✓ Ensuring integrity
 - Trying to put things right
 - Independent review of police conduct and standards

ENSURING THE POLICE SERVICE IS ADEQUATELY RESOURCED

- ✓ Staffing
- ✓ Proceeds of crime
- ✓ Commissioning

COMMUNITIES ARE/FEEL INVOLVED

- ✓ Listening to you first
 - Spending time listening in communities and holding surgeries
 - Taking into account views of the public when making decisions
- ✓ Promises to minority groups
 - Making myself accessible to young people
 - Providing an equal platform for all members of the community

4. PERFORMANCE AGAINST THE COMMUNITY SAFETY FUND GRANTS

In March 2013 the Home Office provided a Community Safety Fund grant of £5,292,000 for the Police and Crime Commissioner (PCC) to allocate to community projects across West Yorkshire. The fund is for the purpose set out in section 9 of the Police Reform and Social Responsibility Act 2011 and may include the commissioning of services and award of grants that contribute to the PCCs objectives of cutting crime, crime prevention, reducing re-offending, and community safety.

The Community Safety Fund will last for one year only (2013-14), and from 2014-15 will be rolled in with police funding. It is important to note that a number of funding streams have also been withdrawn by the Home Office, for: Drug Intervention Programme (DIP); Youth crime and substance misuse prevention; Community Safety Fund for CSPs; Positive Futures; DIP Drug testing; and Safer Future Communities.

The amount of £5.29m allocated to the West Yorkshire PCC Community Safety Fund is a reduction of 15% compared with the amounts partners received from the Home Office for 2012/13. As PCC, Mark pledged in the lead up to the election that for this next financial year he would pass this fund to partners who had previously received funding from the Home Office.

Appendix B to this report contains more detailed information on the performance of partners who received the Community Safety Fund in 2013/14.

5. CASEWORK, COMPLAINTS AND FREEDOM OF INFORMATION

Summary

- The percentage of casework (individual cases brought to the PCC by members of the public and other people) closed appears to have reduced, in part due to the complex nature of each individual case coming to the PCC and also the number of staff available to deal with such queries.
- The average time taken to resolve people's cases appears to be increasing.
- The number of new complaints has reduced in the last quarter.

Casework July-September 2013

Month		Total
April-June 2013	Number received	334
	% closed	64%
	<i>Av time to resolve (working days)</i>	11
July-September 2013	Number received	276
	% closed	25%
	<i>Av time to resolve (working days)</i>	23

Freedom of Information (FOI) requests July-September 2013

An FOI is a request for recorded information that the Office of the Police and Crime Commissioner (OPCC) holds and has a statutory time limit for responses within 20 working days

Month	Received	Transferred	Info held and disclosed	Part info held and disclosed	No info held	Exemptions applied	ICO* appeal	Withdrawn	Ongoing
July	7	0	2	0	4	0	0	1	0
August	3	0	0	0	2	0	0	0	1
September	8	0	0	1	6	0	0	0	1
Total	18	0	2	1	12	0	0	1	2

* Information Commissioners Office

Complaints

	April-June 2013	July-September 2013
New complaints	55	39

Complaint outcomes July-September 2013

	New complaints	Recorded	Upheld	Not upheld	Appeal	Ongoing
Received against the Chief Constable	2	2	-	1	-	1
Received against OPCC staff	3	1	-	1	-	2
Received against West Yorkshire Police	34					

Figures shown represent new complaints which have been received by the OPCC. The Police and Commissioner is the 'appropriate authority' for any complaints or conduct matters involving the Chief Constable. Of the two complaints made about the Chief Constable/ex-Chief Constable, one has been referred to the Independent Police Complaints Commission (IPCC) for investigation and one has been finalised and not upheld. The Chief Constable is the 'appropriate authority' for complaints or conduct matters relating to other officers and when these are received by the OPCC they are passed to West Yorkshire Police for recording and investigation. The figures do not include those matters dealt with as casework on behalf of the Police and Crime Commissioner.

The Police and Crime Commissioner has a responsibility to hold the Chief Constable to account for how policing is delivered and for ensuring that appropriate processes are in place for dealing with complaints and conduct matters. During this reporting period the Chief Executive has met with the Head of Professional Standards Department (PSD) to review significant cases and the Finance and Administration Manager has met with other officers in PSD on four occasions to progress issues raised by members of the public with the OPCC.

6. PUBLIC PERCEPTIONS

Summary

- Confidence in the police is deteriorating over time, especially for those living in Bradford and Calderdale, and white respondents.
- Public satisfaction with the level of visible patrol is decreasing over time across all districts with the exception of Leeds.
- Perceptions of ASB being a problem are improving over time, both in regard to levels and specific types of ASB, with some localised variations.

The public perception survey is a monthly survey programme run by the OPCC to gather the views of communities on the crime and ASB issues that affect them and opinions of the police and their local area.

Data 12 months to September 13

West Yorkshire	
↓ Traffic issues	↑ Drunk behaviour
↓ Police and council do the things that matter	↑ Teenagers causing a nuisance
↓ Satisfaction with visible patrol	↑ Vandalism
↓ Police can be relied upon	↑ Level of crime
↓ Confidence in police	↑ Level of ASB
	↑ Clearly Improving over time
	↓ Clearly deteriorating over time
Bradford*	Calderdale*
↓ Violent crime	↓ Hate crime
↓ Teenagers causing a nuisance	↓ Rubbish
↓ Rubbish	↓ Satisfaction with visible patrol
↓ Police and council seek people's views	↓ Confidence in police
Kirklees*	
↓ Police and council do the things that matter	↓ Police and council do the things that matter
↓ Satisfaction with visible patrol	↓ Satisfaction with visible patrol
Wakefield*	
↓ Confidence in police	↓ Satisfaction with visible patrol

When asked 'what are the issues that matter in your local area' the top issues were:

- Traffic issues (37.2%)
- General cleanliness issues (22.5%)
- Drug dealing/taking (14.0%)
- Teenagers hanging around the streets and causing a nuisance (10.1%)
- Safety (8.5%)
- Burglary (8.3%)

* District level info is shown for those areas which are getting worse over time only. While the actions of the police and other agencies can have an impact on perceptions, other influences outside their control can also have an impact e.g. national media stories.

Confidence

Currently the force monitors white and BME levels of confidence. Below is the latest data using 12 months averages.

Confidence in local policing	Rate: 53.3% Trend: -1.7% (getting worse)
Confidence in local policing – BME residents	Rate: 44.2% Trend: -2.7% (no change)
Confidence in local policing – White residents	Rate: 54.3% Trend: -1.7% (getting worse)

At a local level

The majority of perception measures where the force is getting worse over time are seen as drivers of confidence. The table below shows those Neighbourhood Policing Team (NPTs) areas where these measures are getting worse.

Issues	NPTs where perceptions are getting worse
The police and local council deal with the crime and ASB issues that matter	<ul style="list-style-type: none"> • Kirkburton and Denby Dale 39.9% (-8.0%) • Spen Valley 31.6% (-12.4%) • Queensbury, Royds and Wibsey 37.1% (-7.9%) • Great Horton and Little Horton 34.8% (-8.0%) • North Bradford 36.0% (-11.3%)
Satisfaction with levels of visible patrol	<ul style="list-style-type: none"> • Burmantofts and Richmond Hill 37.0% (-9.3%) • Batley, Birstall and Birkenshaw 34.0% (-9.8%) • Huddersfield South 36.5% (-7.6%) • City Ward 33.5% (-10.7%) • Great Horton and Little Horton 35.3% (-9.4%) • North Bradford 29.8% (-12.3%)
Police can be relied upon to be there when needed	<ul style="list-style-type: none"> • Aireborough and Wharfedale 56.0% (-8.8%)
Police do a good or excellent job (confidence)	<ul style="list-style-type: none"> • Aireborough and Wharfedale 59.8% (-10.2%) • Kirkburton and Denby Dale 55.8% (-13.0%) • City Ward 35.1% (-12.2%) • Great Horton and Little Horton 39.9% (-9.2%) • North Bradford 42.9% (-10.2%) • Wharfedale and Craven 65.9% (-9.0%)

7. EXTERNAL INSPECTIONS

Stop and search

- HMIC recently published an inspection report which made a number of recommendations for how West Yorkshire Police could improve its approach to stop and search. The report examined leadership, strategic governance, performance management, link to the force intelligence system, training provided to relevant staff, supervision of activity, adherence to the legislation, treatment of those stopped and publication of policy and data. The inspection team found shortcomings across most of these areas.
- I have the following Commitment in my Police and Crime Plan: "With the Police I will ensure stop and search activity is used appropriately, proportionately and when necessary to do so, working with communities to assess the impact this activity has had on them and better explain why."
- I have already met with the Chief Constable on 3 separate occasions to discuss the Force Action Plan which was drawn up following the inspection report and we will be working together to address the concerns raised in the report and implement the changes needed to make sure we get stop and search right.
- I will continue to assess the delivery of the action plan at our regular Community Outcome meetings. I have also asked my audit team to conduct an audit on stop and search.

8. INTERNAL AUDIT AND AUDIT COMMITTEE

The joint Audit Team has finalised eight audits during July to September 2013. The high level risks and key/significant recommendations are detailed below.

Audit	Links to Community Outcomes	High Level Risks Examined	Key Fundamental/Significant Recommendations
<p>Journal Testing compliance testing of the Force's core financial systems not covered in the previous 12 months.</p>	<p>CJS is effective and efficient</p>	<p>Testing was undertaken as part of the 2012/13 central systems testing, in order to support the work of External Audit and to provide assurances to Management and the Police and Crime Commissioner (PCC), that journals are being dealt with appropriately.</p>	

9. CONCLUSION

The shared community outcome is to make sure communities are safer and feel safer in West Yorkshire. The police service, the PCC and OPCC, and other partners will be monitored and measured against the priorities and commitments set out in the plan and this information will be presented in quarterly performance reports to allow the public and other parties to regularly measure performance improvements and key actions taken.

In partnership this year the OPCC will look to develop a robust way of measuring how people are feeling safer, which is an equally important shared outcome to people being safer.