

Mark Burns-Williamson

Police and Crime Commissioner for West Yorkshire



Annual Report

2014/15



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

Contents

Introduction	2
Our outcomes and priorities	3
Communities in West Yorkshire are safer and feel safer	4
Crime and re-offending is reduced	12
Anti-social behaviour is reduced	46
Victims and witnesses are supported	55
Local, regional and national threats, risks and harm are tackled	62
Criminal justice system is effective and efficient	73
Communities are listened to and involved	84
Police and partners are resourced	95
Holding the Chief Constable to account	108
Contact details	110

Introduction



Welcome to the annual report of West Yorkshire's Police and Crime Commissioner for 2014/15.

This annual report charts the progress in meeting the commitments I have made to people across West Yorkshire and sets out the activities of the Office of the Police and Crime Commissioner (OPCC), West Yorkshire Police and partners, as we work together to deliver on the priorities and shared outcomes as set out in the Police and Crime Plan 2013-18.

It also looks at the performance of West Yorkshire Police and the wider achievements of all our partners as they continue to work with the OPCC to reduce crime, re-offending and anti-social behaviour (ASB), support victims and witnesses, tackle local, regional and national threats, risks and harm, ensure the criminal justice system is effective and efficient and work to make sure all our communities are safer and feel safer.

These activities and achievements cannot be considered in isolation. This year has presented

significant challenges as government cuts continue to hit West Yorkshire hard and by 2016/17 the policing budget will have been slashed by over 30%. Further cuts are likely and the financial forecast for West Yorkshire looks bleak.

I continue to fight for a fairer funding deal for West Yorkshire - an area of some of the greatest need in the country. It is also an area of some of the greatest challenges as West Yorkshire Police and partners grapple with the complexities of meeting the policing and community safety needs of our diverse and deprived communities, with a real need for more resources, not less, to deal with new and emerging threats such as child sexual exploitation (CSE), cyber crime, trafficking and terrorism.

We also need a new partnership response. It is only by working better together to deliver more joined up services that we will be able to mitigate against these severe cuts, meet these significant challenges and deliver improved outcomes for people across West Yorkshire. This work has already begun and over the coming months I will continue to work with the Partnership Executive Group to drive forward this integration and accelerate this change.

I am now responsible for commissioning victims services and this year we have: delivered the Help for Victims website which provides information and advice to victims and witnesses; opened a victims hub for information, access to support services and assistance making a self referral; and through working with the NHS we now have the first Sexual

Assault Referral Centre (SARC) for victims in West Yorkshire.

I am also pleased that my Safer Communities Fund (SCF) has continued to fund local community groups, 153 projects have been supported by the fund, over 40 of which have a specific focus on supporting victims and witnesses most of whom are women, children and young people. I continue to campaign for more of the proceeds of crime seized here to be returned by government and through the SCF be invested back into our communities.

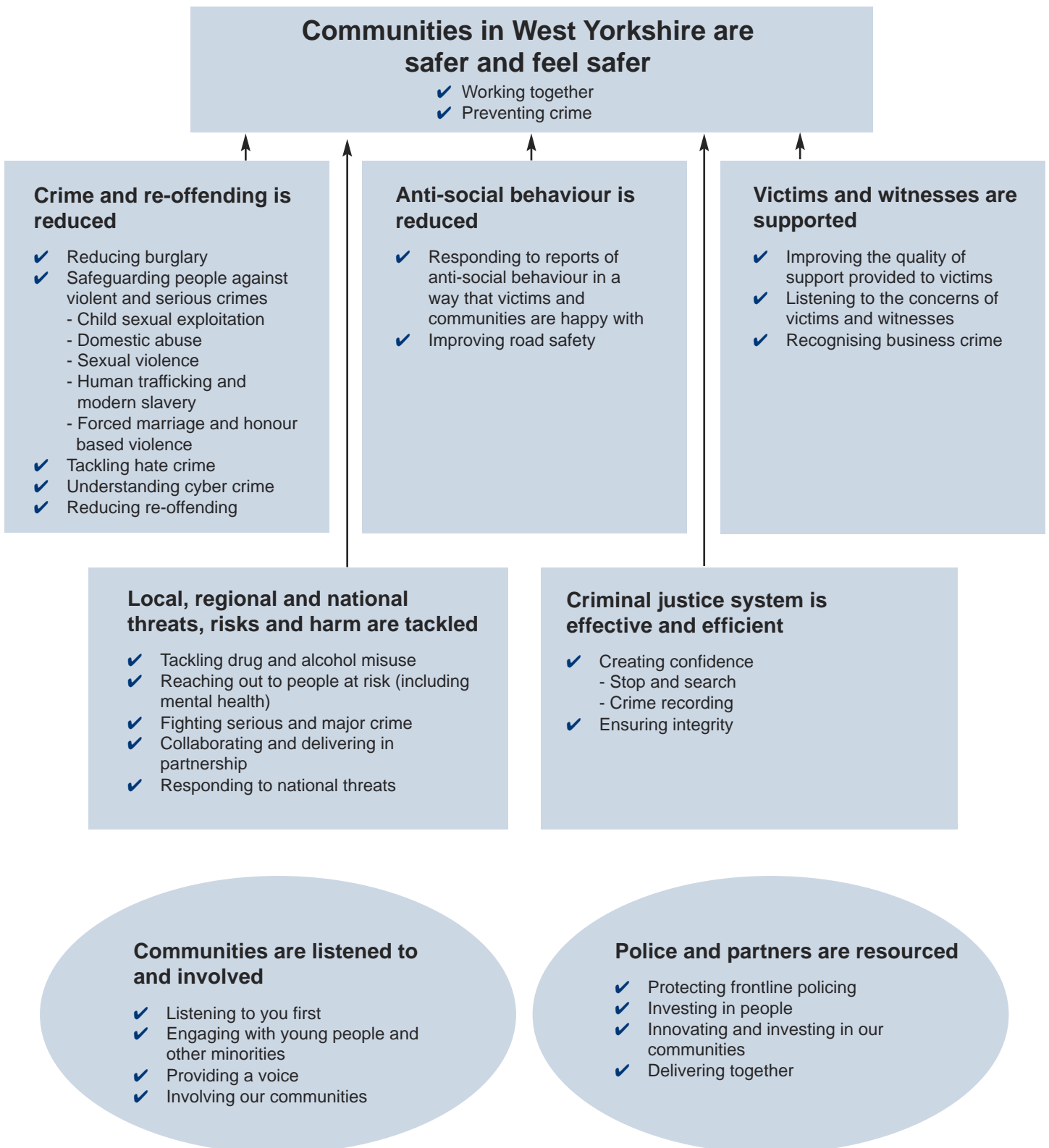
Meeting the needs of our communities drives the activities of the OPCC and I continue to closely engage with our communities to better understand policing and community safety issues. I have consulted widely through my community conversation this year and all engagement and consultation informs the work of the OPCC towards making sure all our communities are safer and feel safer.

I hope you find this annual report informative and useful in better understanding and assessing the work of the Police and Crime Commissioner, the police and our partners. If you would like more information on any of the activities or achievements outlined here please contact me or my office at: contact@westyorkshire.pcc.pnn.gov.uk

I look forward to hearing from you.

Mark Burns-Williamson
Police and Crime Commissioner
for West Yorkshire

Our outcomes and priorities



Communities in West Yorkshire are safer and feel safer

Working together

- ✓ Making sure that communities are safer and feel safer is not just the responsibility of the police but is everyone's business. I am committed to working in partnership with you, local councils, community safety and criminal justice organisations, the health and wellbeing sector, fire and rescue services, safeguarding boards, schools, businesses, trade unions, faith groups, charities, volunteers and other organisations in your communities to tackle the problems which matter on your street, across West Yorkshire and nationally.
- ✓ We will work as closely together as possible to deliver integrated, joined up services and I will investigate all opportunities for improving resilience.

Working better together is vital in these increasingly challenging times when unprecedented government cuts to budgets demand new ways of working and a totally new approach to service delivery. We need to be more ambitious in our approach to partnership and look seriously at the real opportunities for joined up services and integrated delivery to both continue to provide vital services to people across West Yorkshire but also enhance and improve services as set against

this backdrop of reduced resources. In short, it is only by working more effectively together that we will be able to deliver more with much less and harness the opportunities of partnership to meet the challenges we all will continue to face in making sure our communities across West Yorkshire are safer and feel safer.

There is a legal duty on me and on the other local criminal justice bodies - such as the courts, the probation and rehabilitation

services and the Crown Prosecution Service – to make arrangements to provide for an effective and efficient criminal justice system in West Yorkshire.

The Police and Crime Plan 2013-18 was structured around a community outcomes framework that had been developed by partners to plan for and deliver improved services. The key outcomes agreed by partners remain:

- Communities in West Yorkshire are safer and feel safer
- Crime and re-offending is reduced
- Anti-social behaviour is reduced
- Victims and witnesses are supported
- Local, regional and national threats, risks and harm are tackled
- Criminal justice system is effective and efficient

The Partnership Executive Group (PEG) has continued to meet during 2014/15, bringing together strategic leaders representing organisations from across West Yorkshire to work together to set the strategic direction needed to deliver on these outcomes and more joined up improved services. As well as West Yorkshire Police it includes the Crown Prosecution Service, the five local authorities including public health, the NHS,

the prisons, the community rehabilitation company, national probation service, youth offending services, the Fire Service, Victim Support and the third sector. Invites to join the PEG have also recently been extended to representatives from Trading Standards and the Citizen's Advice Bureau.

The remit of the PEG has remained unchanged since

2013/14 and has been working to identify solutions that work in West Yorkshire to reduce crime and disorder, improve community safety and ensure the effectiveness and efficiency of criminal justice services. For more information on the PEG please visit the website at:

<http://www.westyorkshire-pcc.gov.uk/partnership/partnership-working/partnership-executive-group.aspx>

Meetings during 2014/15 have built on the achievements from the previous year. In particular the PEG agreed to a Public Health Registrar secondment to the Office of the Police and Crime Commissioner (OPCC) with a focus on mental health that has led to important work on understanding what needs to be

done here in the county to improve service delivery and to make the links, with a mental health workshop that brought together criminal justice and health and wellbeing partners being held in December 2014. A Health and Criminal Justice 'Board' is currently being established to set strategic

direction for mental health delivery going forward.

During April 2014 the PCC allocated a £1million Innovation Fund to PEG to support innovation in partnership delivery during 2014/15 and 2015/16. A number of initiatives have been funded in the first year including:

- Appointment of a Safeguarding Co-ordinator and funding for an Independent Chair for a West Yorkshire Safeguarding Board. A budget has been provided for Directors of Children's Services within the five local authority areas to determine what initiatives need funding according to shared need in safeguarding young people in the county.
- Two joint pilots with Bradford and the Leeds and York Partnership NHS Foundation Trust to have mental health nurses in the police control room predominantly during twilight shifts.
- A Restorative Justice partnership – partnership workshop held during February 2015.
- Continuation of the Independent Sexual Violence Advisor (ISVA) post at Her Majesty's Prison New Hall.
- Continuation of delivery of restorative justice work at Her Majesty's Prison Leeds.
- Opportunity to test the Help for Victims website and comment on the new case progression tracking proposals.

West Yorkshire Police working at a strategic and local level are key to the delivery of our outcomes and priorities and the PCC has produced a Vision and Strategy for the implementation of the Police and Crime Plan 2013-18 that sets out what he would like partnership delivery to look like over this administration. This can be viewed at:

<http://www.westyorkshire-pcc.gov.uk/our-business/vision-and-strategy.aspx>



Mark Burns-Williamson with Safeguarding Co-ordinator Stuart Piper who was appointed in May 2015

When the PCC became responsible for the Community Safety Fund in April 2013 (previously held by local councils) he made the decision to passport money at the current levels to the five Community Safety Partnerships (CSPs) in West Yorkshire until March 2016. This has continued to ensure a strong, effective working relationship between the OPCC and the CSPs, Youth Offending Teams, drug and alcohol teams and also the three West Yorkshire Positive Futures projects. The PCC has met with each CSP individually on a six monthly basis to discuss performance, emerging issues and best practice.

The PCC continues to sit alongside criminal justice partners on the Local Criminal Justice Board (LCJB) working towards a criminal justice system which is both effective and efficient and to ensure we are working together to deliver integrated, joined up services. The PCC meets with Chairs of the Health and Wellbeing Boards and will investigate all opportunities for

improving resilience. Together they also ensure that the voice of victims is heard among all partners. Working together we have ensured that local crime and disorder priorities are reflected in both the Police and Crime Plan and local strategies. The PCC has also committed to passport the Community Safety Fund at the current levels, despite the cut to government funding, until March 2016 to ensure a strong, effective working relationship between the OPCC and the CSPs but also Youth Offending Teams, drug and alcohol teams and the three West Yorkshire Positive Futures projects.

The West Yorkshire CSP Forum continues to play a vital role in coordinating and facilitating across West Yorkshire the work of the PCC and partners locally and county-wide. Through the Forum a review of domestic abuse victim's services has been undertaken by a Domestic Abuse Coordinator and a sub group has been active in the last year to scope initiatives to tackle domestic abuse and has made recommendations on how

to allocate the £1m made available by the PCC to tackle domestic abuse in the county. This sub group will continue to meet as a Domestic Abuse Board to look at how we can better work together across districts to share best practice, pool our resources and meet the significant challenges presented across West Yorkshire by domestic abuse.

The Third Sector Advisory Group has continued to develop its important work over the last 12 months with a refreshed membership after an open advert in June 2014. A Third Sector Advisor (with a particular focus on the sector's contribution to services for victims and witnesses) was initially seconded from Voluntary Action Leeds but is now a temporary post within the OPCC to support third sector engagement and the further development of work for victims and witnesses. A successful 'working together' conference for the third sector, hosted by the Bradford CSP was held in February 2015 with over 70 participants attending.

The PCC's work with the third sector was recognised by the Cabinet Office and Compact Voice in November 2014, when it was shortlisted for an award for innovation. The work has also been recognised and publicised by two national voluntary bodies, the National Council for Voluntary Organisations and Clinks.

There are however many local organisations, groups and individuals who are also working across the county to make sure communities are safer and feel safer and the PCC has spent

much of the last 12 months having conversations, attending and speaking at events but also coordinating and facilitating events to better understand collectively the challenges we face

and how best to meet them through more integrated joined up working here in West Yorkshire.

Events and meetings the PCC has held or spoken at include the

launch of the Help for Victims website, the launch of Kirklees as a Restorative Justice Community Safety Partnership, conferences on Female Genital Mutilation (FGM), Safer Communities Fund awards evenings, Neighbourhood Watch conferences and safeguarding board meetings. He has also made visits to all West Yorkshire Police districts, meeting with senior leadership teams, officers and police staff colleagues across a variety of departments. The events that the PCC hosts, supports and attends give him the opportunity to truly understand

and recognise the issues that matter most to communities.

Since April 2014 the PCC has visited over 350 organisations, groups, events and communities, has met another 45 individuals via the monthly surgeries, and has spoken to many more at community events. He will continue to be out and about regularly in our communities and meet regularly with businesses, trade unions, charities and volunteer organisations to identify ways to work better together and

continue to make a positive difference locally, across the county and nationally as effective partnership working is key to tackling issues upstream.



Mark Burns-Williamson at the launch of the 'Help for Victims' website with Baroness Newlove, Temporary Chief Constable Dee Collins and Lesley McLean from Victim Support

Preventing crime

- ✓ I will work with partners to ensure that crime prevention is at the forefront of efforts to reduce the opportunity for acquisitive crime (such as burglary and car crime), violent crime, business crime and anti-social behaviour.
- ✓ I will advocate the use of work with academics and others to implement measures to predict, plan for and prevent crime.
- ✓ I will work with the police service to recruit more special constables from local areas.
- ✓ I want to see adequate support provided for Neighbourhood Watch schemes across West Yorkshire by the end of March 2015.
- ✓ Her Majesty's Inspectorate of Constabulary (HMIC) is due to report on its making best use of police time inspection in June 2014. Through holding the Chief Constable to account I will ensure that the areas for improvement around crime prevention identified are given due consideration and implemented swiftly.
- ✓ I will actively engage with those in Government with responsibility for matters affecting crime prevention in areas such as standards of security for new housing developments.
- ✓ I will engage with private and social landlords, the third sector and local people to highlight the need to increase security for their properties.
- ✓ I will work with trade unions, business people and other relevant partners in West Yorkshire to ensure that people at work are and feel protected.
- ✓ I will work with communities and organisations such as school/colleges, businesses and the third sector to open up opportunities for young people around education, employment and training.
- ✓ I will advocate the use amongst partners of early intervention in helping to prevent crime and anti-social behaviour from happening by tackling issues upstream.

It is imperative that through improved partnership working we focus our efforts on early intervention and tackling issues upstream. Not just because this reduces demand during times of unprecedented government cuts but because, quite simply, it is the right thing to do. As set out in the Police and Crime Plan the best way to support victims is to prevent crime from happening in the first place, and by doing this we provide greater protection for those people who are most vulnerable and improve the wellbeing of our communities. All too often crime is dealt with after the event but if we target our resources into preventing crime or contact with the criminal justice system in the first place we

can better safeguard and support people and their families, and make sure our communities really are safer and feeling safer. Over the past year the PCC has been working closely with the police, partners and community groups to establish ways to prevent crime in West Yorkshire.

Neighbourhood Watch is the largest voluntary crime prevention group in the country and was launched in West Yorkshire in 1985. The organisation has gone from strength to strength and there are currently over 6,000 schemes across the county. It is based on the principle of local communities coming together to reduce crime, and make their

communities safer. Over the last year the PCC has attended a number of Neighbourhood Watch meetings across West Yorkshire where he has offered support to the groups, listened to their concerns and given advice and guidance. In July 2015 he attended the Neighbourhood Watch awards ceremony, where the great work and commitment of our volunteers was recognised. Further information on how to get involved in protecting your neighbourhood can be found on our website:

<http://www.westyorkshire-pcc.gov.uk/get-involved/neighbourhood-watch.aspx>

In October 2014 the PCC supported a West Yorkshire Trading Standards event focused on preventing distraction burglary and other door step crimes. Distraction burglary is an appalling crime which often targets those who are vulnerable such as the elderly or disabled and this event brought members from this community together with the

OPCC, police and partners to discuss initiatives, offer crime prevention advice and raise awareness about this type of crime and those like it.

The PCC also spoke about his intention to put victims first and learn more about door step crime at an event in February 2015 which was held for people in

Wakefield district. Partners attending the event included Trading Standards and Victim Support. The PCC wants to do more and is looking to hold a county wide event in late 2015 to ensure that partners including West Yorkshire Police are working together and that vulnerable victims do not fall between a gap in services.

West Yorkshire Joint Services SAFER Project

SAFER (Scams and Fraud Education for Residents) is a community education and empowerment programme, funded by the Big Lottery, that provides older residents with the skills and knowledge they need to protect themselves against scams, fraud and rogue traders. It provides interactive community workshops where residents can gain knowledge, share information and learn from peers. It recruits volunteer champions, and also offers training to frontline workers, such as the police and ambulance service, to assist in victim identification.

The PCC has supported West Yorkshire Police and partners in a range of crime prevention initiatives including:

- The setting up of a retail crime group to bring retailers together to prevent shoplifting and other business crime.
- Awareness raising campaigns including drug-driving, cyber crime and the CSE “know the signs” campaign.
- Collaboration between West Yorkshire Police and the University of Huddersfield to understand the mentality of shoplifters and develop designs which reduce the opportunity for this crime.
- Assigning additional funds for crime prevention initiatives, including £10,000 which has recently been allocated to West Yorkshire Police’s crime prevention team.

The PCC allocated over £3.5m for the 2014/15 period to the five district local authorities for drugs intervention, youth crime and substance misuse and community safety. CSPs report back every quarter on progress against the priorities in the Police and Crime Plan and use some of this funding for crime prevention initiatives.

Kirklees CSP: The Safer Giving Campaign in Kirklees engaged with over 100 people from management committees of Mosques and Madrassahs about donating safely to registered charities. There has been development of a prevention resource package for local schools around knife crime, gangs and peer pressure.

Leeds CSP: The PCC’s continued support has enabled Leeds CSP (Safer Leeds) to maintain over 260 PCSOs within the district who are dedicated to working with communities and partners in their area to resolve local issues and prevent crime. In addition to daily crime prevention and visibility, a number of joint days of action with key partners have taken place addressing a wide range of local concerns including ASB, drugs, scrap metal related crime, noise nuisance and persistent parking problems.

Bradford CSP: Bradford CSP has continued to fund *Positive Pathways for Young People* which is an initiative that delivers targeted interventions to vulnerable or excluded young people around the consequences of crime. The programme is designed and delivered by ex-offenders and prisoners to help young people that are at risk of falling into crime, resolve problems and choose positive pathways.

Calderdale CSP: With the PCC's support, Calderdale CSP has embarked on a total upgrade, expansion and restructure of the CCTV systems in place. This will allow live time streaming of district wide CCTV footage to the police district control room and officers out on patrol through their mobile devices, which in turn will help to detect, investigate and reduce crime and anti-social behaviour.

Wakefield CSP: Wakefield has a vibrant night time economy and as such the CSP has supported the police to maintain public safety by funding the provision of Night Time Marshalls.



Mark Burns-Williamson at the awards evening for the third round of the Safer Communities Fund. Also pictured Learning Services Kirklees, Calderdale Smartmove, Strategic Partnerships and Bradford Environmental and Sports Department

Through the Safer Communities Fund, which sees money seized from criminals across the county under the Proceeds of Crime Act invested back into our communities, the PCC has supported a range of projects and groups that focus on crime prevention during 2014/15. For more information on my Safer Communities Fund visit the website at:

<http://www.westyorkshire-pcc.gov.uk/safer-communities-fund.aspx>

Groundwork Wakefield

The Urban Street Sports pilot scheme works with young people living in Wakefield to deliver positive diversionary activities using sport. Young people have the chance to get involved in a number of team games and fitness sessions including boxercise, dance, rugby and football. The project was run over the summer holidays and involved approximately 80 young people aged 11-25 years old.

Claire Wright from Groundwork Wakefield said: *"We are delighted with the success of this project and pleased that it's opened the doors to urban sports for so many young people. Together with Wakefield Trinity Wildcats and the other local rugby teams we are now looking at how we can expand the urban sports offer to young people across the district. Creating safer, healthier and stronger communities is of high importance to us and our partners."*

Havercroft and Ryhill Youth Centre

Havercroft and Ryhill Youth Centre was in danger of closing due to insufficient funds but the grant received from the Safer Communities Fund has allowed it to stay open providing somewhere for young people to go two nights a week. Using the grant the centre was able to provide a summer camp and sports sessions as well. It's hoped these activities will divert young people away from crime.

Eleanor Bradbury from Havercroft and Ryhill Youth Centre said: *"The funding allowed us to run a summer camp for 2 weeks and provide activities for young people over the summer holidays. Within the first two weeks we registered over 100 young people, some of these attended every day and others just attended a few times. This funding provided the young people of Havercroft, Ryhill and surrounding areas with affordable positive activities to engage in over the summer break."*

We are reliant on external funding as we are not part of the statutory youth services in Wakefield we are a charity. We are meeting over 80 young people a week with our sessions and we are very grateful to the Safer Communities Fund as we believe we are making a difference in the community. Havercroft and Ryhill is a deprived area with a high percentage of young people coming from benefit dependant and low income families, we are providing affordable, positive activities for the young people and this is a diversion from anti-social behaviour."



Mark Burns-Williamson with Havercroft and Ryhill Youth Centre at the awards evening for the second round of the Safer Communities Fund

Understanding why people feel safe

- ✓ I will make sure the measure of feelings of safety is reliable and reflects how people in communities actually feel. I will then be able to check that the work of the police and our partners is ensuring people have the ability to live their own lives without the fear of crime preventing them from doing so. I will monitor the performance of the police and partners against this.

To ensure that we fully understand what makes our communities safer and feel safer, a piece of work was commissioned through the University of Huddersfield which resulted in a survey being sent out during 2014/15 to residents across West Yorkshire. It asked people about their experiences of crime, their opinions on national and local crime levels, what makes them feel safe or unsafe, and what they think should be done to improve this. Over 2,700 people have completed the survey, and analysis of this vast wealth of information will carry on in to the 2015/16 period and will hopefully help the OPCC, police and partners understand feelings of safety, what drives those feelings and how people can be helped to feel safer.

Section A: You and your living arrangements

Firstly we would like you to tell us a little bit about yourself, the people you live with, and the area where you live.

1. Gender: ☐ Male ☐ Female ☐ 2. Age: _____ 3. Ethnicity: _____

4. Religion (please state): _____ 5. Do you have a disability?: ☐ Yes ☐ No ☐

6. Employment status (please tick all that apply):

☐ Employed ☐ Unemployed ☐ Carer ☐ Volunteer ☐ Student ☐ Retired ☐

7. Who do you currently live with? (Please tick all that apply):

☐ Alone ☐ Spouse/Partner ☐ Child(ren) 0-5yrs ☐ Child(ren) 6-16yrs ☐ Child(ren) 17+yrs ☐ Parent(s) ☐

☐ Other family member(s) ☐ Friend/non-relative(s) ☐ Other(s) (please specify): _____

8. What type of accommodation do you live in? (Please tick one):

☐ Terraced ☐ Semi-detached ☐ Detached ☐ Bungalow ☐ Apartment/flat ☐ Student halls ☐

☐ Other (please specify): _____

9. Homeowner status (please tick one):

☐ Homeowner ☐ Renting (private landlord) ☐ Renting (social landlord) ☐ Living with family ☐

☐ Other (please specify): _____

10a. What is your current postcode (or nearest town if unsure)? _____

10b. How long have you lived at this postcode? _____ year(s) _____ month(s)

10c. If you answered less than one year, what was your previous postcode (or nearest town if unsure)? _____

10d. How long did you live at that postcode? _____ year(s) _____ month(s)

Section B: Where do you get your information about crime?

11. We would like to find out where local residents get information about crime. In the table below, please tick the **three** sources where you get most of your information about crime. If you do not use any of the sources listed, or if we have missed out any that you do use, please tell us by writing in the "other(s)" box.

National news TV programme(s)	<input type="checkbox"/>	Local news TV programme(s)	<input type="checkbox"/>	Word of mouth	<input type="checkbox"/>
National radio station(s)	<input type="checkbox"/>	Local radio station(s)	<input type="checkbox"/>	Social media (e.g. Twitter, Facebook)	<input type="checkbox"/>
National newspaper(s)	<input type="checkbox"/>	Local newspaper(s)	<input type="checkbox"/>	Community group/meeting(s)	<input type="checkbox"/>
National news website/app(s)	<input type="checkbox"/>	Local news website/app(s)	<input type="checkbox"/>	West Yorkshire Police and/or West Yorkshire Police and Crime Commissioner website(s)	<input type="checkbox"/>

12. Other(s) (please specify): _____

Crime and re-offending is reduced

- ✓ If crime levels are on the increase, I will bring partners together to look at measures to combat crime and to find relevant and effective solutions.
- ✓ I will ensure that any crime identified by partners as a problem is given due regard to understand the nature of the problem and to find relevant and effective solutions.
- ✓ I will monitor the volume of total recorded crime.

Reducing crime and re-offending is not down to West Yorkshire Police alone. Crime and

re-offending is a complex socio-economic picture and by working in improved partnerships

we are better able to tackle crime and the causes and consequences of crime.

This year overall crime has reduced by 1.0% but there are certain crime types that have increased. The rises in crime types such as violent crime and sexual offences are mainly down to improvements in the

administrative processes around crime recording, but crime types such as theft of motor vehicle represent real increases in crime and it is important that these are considered to ensure there is no increase in threat to life or public

safety. Some rises in crimes seen during the year may or may not also be linked to the cost of living crisis or demonstrate a displacement from other crime types.

Make communities safer by tackling all forms of crime

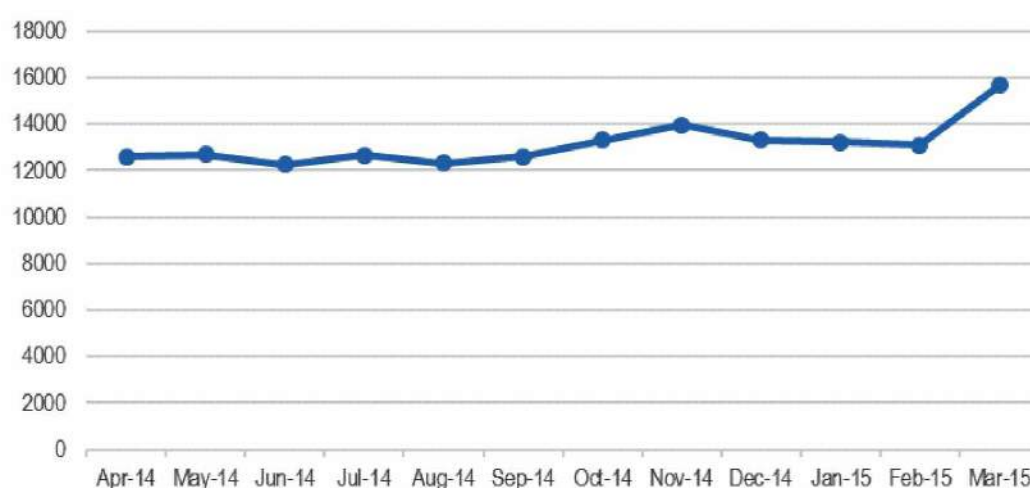
Total recorded crime

Measure	West Yorkshire		
	12 months to Mar 14	12 months to Mar 15	Trend over time
Total recorded crime	-1.8%	-1.0%	No change

Performance

- There were 157,872 crimes recorded during 2014/15 in West Yorkshire. This was a 1.0% reduction (1,641 fewer victims) compared to the previous year and reflects a stable trend over time. For the 12 months to December 2014, similar forces showed a 2.3% increase in total crime over time.
- The police recorded crime data for the 12 months to December 2014 ranked West Yorkshire as 35th nationally and at a 3 year low within West Yorkshire. It is worth noting that this has improved from 41st in June 2014.
- There has, however, been an increase in recorded crime between this quarter (Jan-Mar 2015) and the same quarter last year of 12.3% which has been largely put down to improved recording processes as the police implement recommendations from recent HMIC inspections, with increases in some types of crime such as violence, sexual offences, public order and vehicle inference. The number of calls being received and logged as crime incidents are not increasing, meaning the majority of crime increases will be due to changes in administrative practices around crime recording.

Figure A: Total Recorded Crime figures from April 2014 to March 2015



Comment from the Police and Crime Commissioner

West Yorkshire Police still appear to be performing better than other similar police areas, however, this is an area which the PCC will be working closely with the Chief Constable on going forward, as we expect to see some increases over the next few months as the impact of improved crime recording practices are felt and vulnerability and safeguarding issues are better understood and addressed.

We need to ensure that we can fully differentiate between any genuine crime increases and those which are the result of improved recording. This has been raised with the Chief Constable who has commissioned analytical work in this area to help us understand the increases more clearly. Additionally in the 2015/16 financial year West Yorkshire Police will begin to carry out total crime audits alongside the burglary and serious sexual offence audits that they currently do. The PCC will continue to support the police in their efforts to make genuine reductions in crime and improved service to the public, and the OPCC will regularly look at performance in this area highlighting any issues or concerns.

It is important to understand that changing crime levels are not only impacted by crime data integrity but also by reducing budgets. The HMIC initially estimated that the police should be able to maintain service delivery with cuts of up to 12%, however since March 2010 the West Yorkshire Police budget has reduced by approximately 20%. Unfortunately this is likely to have a negative effect on crime levels going forward as it is estimated that it will be a 40% cut by 2018/19.

During the last 12 months trends in other types of crime have been monitored, and where increases have been identified the Chief Constable has been asked for further detail to explain these increases, and, where necessary, to take action to address this. Concerns have been raised specifically around the following crime types:

- An increase in the levels of blackmail by 90% (to 74 offences) in the 12 months to March 2015 compared to March 2014.
- An increase of 3% (to 3,610 offences) in theft of motor vehicle across West Yorkshire in the 12 months to March 2015 compared to March 2014.
- A number of issues have been raised in relation to violent crime, including: violence without injury; possession of weapons; and robbery.
- An 18% increase for the year to March 2014 in bicycle theft. By March 2015 this then showed a 10% reduction (to 2,121 offences).
- A 22% increase in dishonest use of electricity (to 155 offences) in the first nine months of 2014, which appears to reflect a trend around crimes linked to austerity.

More detail on these can be found within the public quarterly performance reports which summarise the issues raised and resulting discussions on the website at:

<http://www.westyorkshire-pcc.gov.uk/our-business/holding-the-chief-constable-to-account/quarterly-performance-report.aspx>

Kirklees CSP

Kirklees CSP has been working closely with West Yorkshire Police crime reduction officers and Crimestoppers to develop a new way of dealing with stone theft. Reports relating to possible stone theft are now handled by Crimestoppers who then liaise with the police to check against reported crime. The project has been promoted by local artist Ashley Jackson and is a great example of integrated working between agencies.

- ✓ By December 2014 I will bring social housing providers together to see what more I can do to help them to address some of the issues their tenants have, whether it be specific crime, anti-social behaviour and safety problems, how we can better protect those communities, or issues linked to social poverty.
- ✓ I will set up a review to establish the full impact that the changes to the welfare system and housing reform is having on crime and community safety across West Yorkshire.

In July 2014 a roundtable event brought social housing providers together from across the county to look at the issues faced by their clients which included drug dealing and using, domestic abuse, ASB, vulnerable victims and shoplifting. The group also spoke about residents moving from district to district, the impact on clients following the establishment of the bedroom tax, the impact of mental health and the issue of clients returning to abusive relationships out of financial necessity. The meeting demonstrated the value of discussing issues across social housing, policing, crime and disorder.

There are many social issues that can make people within our communities vulnerable. Homelessness is clearly a vulnerability for people across West Yorkshire and is a key priority for the Leeds CSP. Those who find themselves homeless often have complex needs and it is heartening to see the variety of agencies out there trying to help people address these needs and improve their lives.

In February 2015 the PCC took part in the 'Big Sell' and with a regular vendor sold copies of the

'Big Issue in the North' in Leeds City Centre to experience what it's like to sell the magazine. The 'Big Sell' aims to raise awareness of homelessness, increase sales for vendors, and help raise funds for the International Network of Street Papers, which supports over 114 street papers worldwide. Vendors purchase the Big Issue for a nominal price and keep the profits made from the sales they make. Vendors are also given advice on how to find the services that can help them achieve their goals and move away from the streets for good.

In July 2014 the PCC visited St. Georges Crypt to learn more about the work that they do and the projects they run in Leeds City Centre working with the homeless, the vulnerable and those suffering from addiction. People who were using the Crypt spoke about how they had utilised the centre to gain support and skills to help themselves to get out of their current situation. Support has been provided to the voucher scheme which was set up as a way to combat begging and point people in the direction of St. Georges Crypt, where they can get a meal provided by the staff working there.



Mark Burns-Williamson on his visit to St. George's Crypt speaking to overnight hub worker Jamie Nelson

Through the Safer Communities Fund during 2014/15 a project has been supported that has a core focus on homelessness. Bradford Nightstop-Kirklees Nightstop aims to enable homeless young people in Kirklees to access safe places to stay overnight in the homes of local volunteers, reducing the number of young people on the streets who are at risk of getting involved in criminal activity or of being victims. Over the last 21 years the organisation has offered 9,310 beds to homeless young people in Bradford and is now piloting this extension in Kirklees.

Reducing burglary

- ✓ I will monitor the volume of recorded domestic burglary and the risk of household crime.

Previous performance management regimes have focused on setting targets against a series of measures. However the government has shifted away from such a performance culture, scrapped targets and made it clear that the only objective was to cut crime. Locally this approach has also been adopted and key performance indicators rather than targets measure the performance of police and partners and monitor the direction of travel. In the current climate of reducing resources, it is unrealistic to set targets for continuous performance improvement, and in this context domestic burglary is being reviewed.

However communities and partners had highlighted burglary was a problem and therefore there was a target for the police and partners to perform better than

similar police or partnership areas. Whilst this focus was right at the time, and was acknowledged as such by HMIC, there has been a clear shift in the last 12 months towards safeguarding issues, which are complex to deal with and have a great impact on victims. As such this target is likely to be removed to prevent the elevation of domestic burglary in the minds of the police and partners above issues such as CSE, human trafficking and terrorism. This is not to say that it no longer remains a priority and given the progress we have made and the reduced risk to communities we should not become complacent.

The OPCC continue to work with the police and partners to support initiatives that will help to reduce the risk of burglary in our communities, encouraging work

with partners and the public through various events such as the National Crimestoppers Conference and a West Yorkshire Trading Standards event focussing on reducing vulnerability to distraction burglary.

The OPCC has also worked to develop the N8 Research Partnership of universities project involving West Yorkshire Police and University of Leeds with a focus on acquisitive crime.

N8 project on acquisitive crime

The N8 Research Partnership is a collaboration of the eight most research intensive universities in the North of England: Durham, Lancaster, Leeds, Liverpool, Manchester, Newcastle, Sheffield and York. Working with industry, N8 aims to maximise the impact of this research base by identifying and coordinating powerful research collaborations across the North of England and beyond.

A key area of work being taken forward by the partnership is a knowledge exchange platform for policing. This intends to address the challenges faced by police, exploit knowledge assets and explore models of co-production. As part of this there is a pilot project on acquisitive crime as it is a key issue for the police. The pilot is centred on 'data exploitation' and will use, and add value to, existing data through looking at, analysing, and visualising data on shoplifting and burglaries. As part of this project the public perception survey information gathered by the OPCC has been shared with N8 colleagues to provide a public side to the crime data.



As well as working alongside Neighbourhood Watch, three projects have been funded through the Safer Communities Fund during 2014/15 which had a focus on reducing the risk of burglary, including educating residents on how to make their homes safer and burglary proof.

Use of voluntary satellite tagging as a tool in the management of offenders

Below are two success stories from tagging of offenders who were managed by the Integrated Offender Management team, using GNSS satellite tagging equipment. The success is the use for two distinctly different reasons.

Offender 1 was a high risk prolific priority offender with a high rate of reoffending who has been so successful that they are no longer registered as a prolific priority offender. The offender was fitted with a GNSS satellite tracker on release from custody after serving a sentence for 4 burglary dwelling offences. The tracker was removed after successful completion of the required period during which time the offender wasn't convicted of any further offences and there was no intelligence to suggest they were committing offences. The offender was fully engaged with Probation and abided by the conditions of the license. Since then the offender has gained employment and is still currently working.

Offender 2 was a prolific priority offender deemed at high risk of reoffending and was fitted with a GNSS satellite tracker on release from custody. Through active management and analytical work of the GNSS data, it was identified that the offender could have been linked to 12 further offences during a small period of time after release. The offender has been sentenced for offences committed whilst on tracker.

Reducing the risk of domestic burglary in West Yorkshire

Recorded domestic burglary

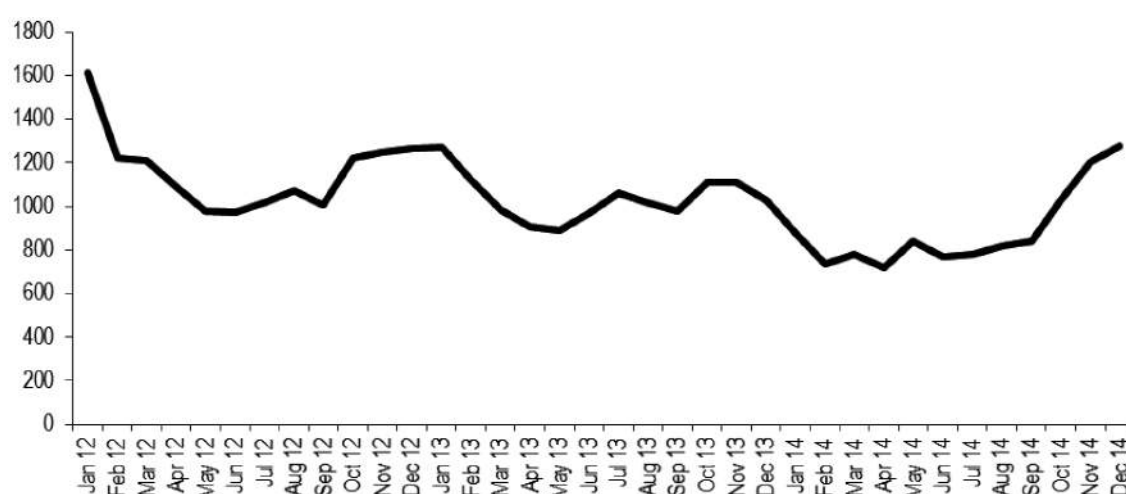
Measure	West Yorkshire		
	12 months to Mar 14	12 months to Mar 15	Trend over time
Recorded burglary dwelling	-13.5%	-1.4%	Slight Improvement

Performance

- There were 11,296 domestic burglary crimes recorded during 2014/15, with 165 fewer victims than the previous year. This represents a 1.4% reduction on the previous year.
- There were 622 more crimes for the January-March 2015 period compared to the same time the previous year, an increase of 26.0%.
- The Police and Crime Plan contains a target for West Yorkshire to out-perform similar police areas. As at December 2014 the average reduction across the similar group was 4.8%, showing that West Yorkshire was performing better than its similar police areas at that time. West Yorkshire stood 6th in the similar group.
- Leeds was the only district showing an increase for the 12 months to March 2015, with an increase of 6.5%.

	Performance to March 2015	Most Similar Family average to December 2014
Bradford	-6.0%	-3.3%
Calderdale	-24.4%	-4.9%
Kirklees	-0.4%	-6.3%
Leeds	+6.5%	-5.1%
Wakefield	-1.9%	+2.9%
West Yorkshire	-1.4%	-4.8%

Figure B: Domestic burglary crime figures from April 2010 to March 2014



Comment from the Police and Crime Commissioner

There was a reduction in domestic burglary last year albeit this slowed significantly in the latter part of the year. My conversations have focussed on issues that may affect these figures: the integrity of crime recording and the change to the counting of crimes occurring in multi-occupancy houses.

The incident to crime recording compliance rate has increased to 89.8% after a drop to 81.0% in December 2014. There is a lot of work ongoing within the police service to increase crime recording standards, including educational training around immediate recording of crimes, and a new process that includes a fixed period of time to review and rectify all instances of failed compliance.

There were 580 domestic burglaries attributed to multi-occupancy buildings in 2014/15, across 163 incident locations. The changes to recording of burglaries in multi-occupancy dwellings has also impacted on crime recording compliance as well as the volume of crime itself. For every multi-occupancy domestic burglary that is converted, this has counted as 4 crimes but this is also counted as multiple compliance failures. This is now up to date and the police service is confident that compliance rates will improve.

The HMIC crime inspection in October 2014 recognised the understandable focus on burglary and acknowledges that this focus is working.

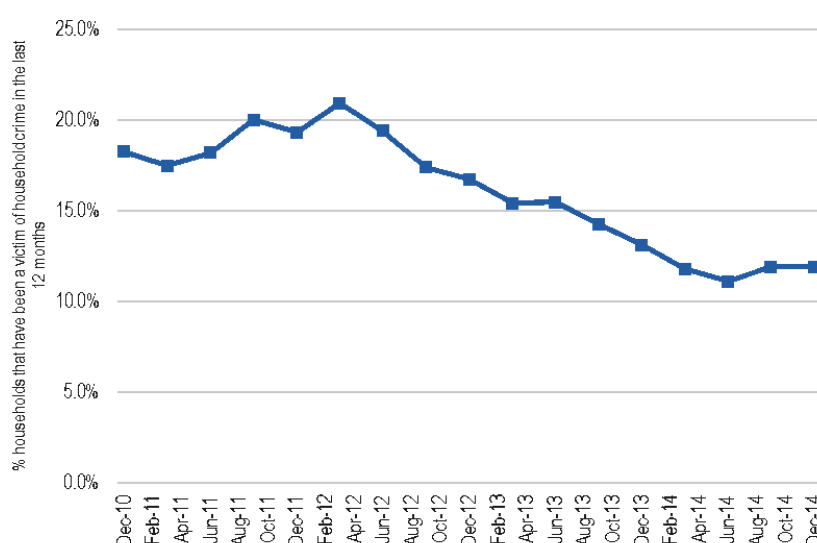
Measure	West Yorkshire		
	12 months to Mar 14	12 months to Mar 15	Trend over time
Risk of household crime	13.1%	11.9%	Slight improvement

Risk of household crime

Performance

- The latest Crime Survey for England and Wales data is to December 2014 and identifies that 11.9% of households surveyed have been a victim of household crime (which includes vandalism, vehicle-related theft, bicycle theft and other household theft), showing reducing risk since March 2012. This is the second lowest risk of similar police areas.

Figure C: West Yorkshire risk of household crime figures from December 2010 to December 2014



Comment from the Police and Crime Commissioner

Although this performance measure was seen as a link more to domestic burglary, it does cover a multitude of offences. Domestic burglary, theft of vehicle and bicycle theft have already been discussed in earlier sections. Opinions on how much of a problem property crimes are is also gathered on a monthly basis via the public perception survey, and shows an improving trend over time.

Distraction Burglary was raised in May following a rise of 4% in Leeds, with an action plan being put in place to tackle the rise through target hardening, intelligence development and trigger plans. Since then Leeds has remained stable however distraction burglary in West Yorkshire as a whole has risen by 25% from 135 to 169. Although the number of distraction burglaries only account for 0.7% of all burglaries in West Yorkshire the fact that this crime type often affects the most vulnerable residents makes it a serious cause for concern. I have shared these concerns with the police and have been told that there has been a national increase in deception and fraud and also more localised networks, and the root causes of this are being explored.

Safeguarding against violent and serious crime

Child sexual exploitation

- ✓ I will continue to work with partners to make children, wherever they are, safer from those who exploit them, identifying and punishing those in groups and gangs sexually exploiting children.
- ✓ I will monitor the number of children protected from harm.

Tackling child sexual exploitation (CSE) is an absolute safeguarding priority and since being elected the PCC has been working with the police and partners to tackle it. In July 2013 a summit brought key partners together to look at how collectively we could better combat this issue, and this was followed by a further multi-agency seminar in November 2013 which aimed to learn from others, identify the problems faced and to develop a more cohesive approach to child sexual exploitation. In February 2014 the PCC made an extra £3.5 million to the police for increased capacity to deal with child sexual exploitation, human trafficking and

cyber crime to reflect the changing nature of policing and the need for a renewed focus.

Following the release of the Alexis Jay report in August 2014 around child sexual exploitation in Rotherham the PCC asked for partners to ensure the relevant recommendations were embedded and information about all live cases and reassurance around historic cases to be provided. The PCC convened a meeting of West Yorkshire safeguarding experts, including police, local authority portfolio holders, Local Safeguarding Children's Board (LSCB) Chairs and Directors of Children Services

to establish how we can better tackle child sexual exploitation across West Yorkshire. Following this meeting, and in collaboration with the West Yorkshire CSE Strategy Group and PEG, funding has been provided to Directors of Children's Services for a period of 18 months to raise awareness particularly within schools, improve information sharing and support victims, both current and historic. Imperative to this work is the appointment of a Safeguarding Co-ordinator to bring together new initiatives and identify efficiencies to create a consistent approach across the five districts of West Yorkshire, improving the service to all victims and reducing harm.



West Yorkshire CSE Strategy Group

The West Yorkshire CSE Strategy group was set up in 2012 to make sure that the good practice in one area is quickly shared across the whole area, and to make everyone aware of any relevant national reports so that the recommendations can be implemented. Meetings take place at least every quarter and are attended by representatives from the five LSCBs, Directors of Children's Services and West Yorkshire Police as well as the OPCC. Some of the achievements this year have been:

- A publicity campaign aimed directly at children and young people which has been nominated for a national award. This builds on the 'Know the Signs' campaign which has increased public awareness of what to look for, and alerts children and young people about their safety online. It is part of an ongoing campaign in schools and in public spaces across West Yorkshire.
- A conference attended by over a hundred people which raised awareness of human trafficking and modern day slavery as there are often links with CSE. The attendees said that their practice was improved by attending the event as they now know what to look out for whereas the people perpetrating this crime work very hard to keep their activities secret.
- A bid to the Department for Education for funding for improved methods of identifying those who are at risk of CSE so that they can be safeguarded.
- The PCC has agreed to fund West Yorkshire Directors of Children's Services proposals for additional resources to extend work with schools and with victims and for improvements in sharing intelligence which are designed to lead to more prosecutions.
- The funding of a Co-ordinator post. Although there is so much good work already taking place it is the intention of everyone working in this field to make West Yorkshire a safer place and this post will mean that the work to make that happen will be done sooner.
- Agreement on shared protocols and a risk assessment model. This helps in analysing the impact of what is being done across the district and whether it is making a difference.

To tackle historic child sexual exploitation allegations, including historic child abuse in care homes, 25 additional dedicated CSE investigators have been recruited. As well as having an action plan in place to address the recommendations of the Jay report and a recent HMIC inspection, West Yorkshire Police are committing more resources and time into developing proactive responses to measuring the number of children at risk.

Child sexual exploitation and online grooming has been discussed with the PCC Youth Advisory Group. The passionate

and honest conversations highlighted the numerous risks that children now face, through various different platforms and this

increased awareness has informed the work of the OPCC with West Yorkshire Police and partners.

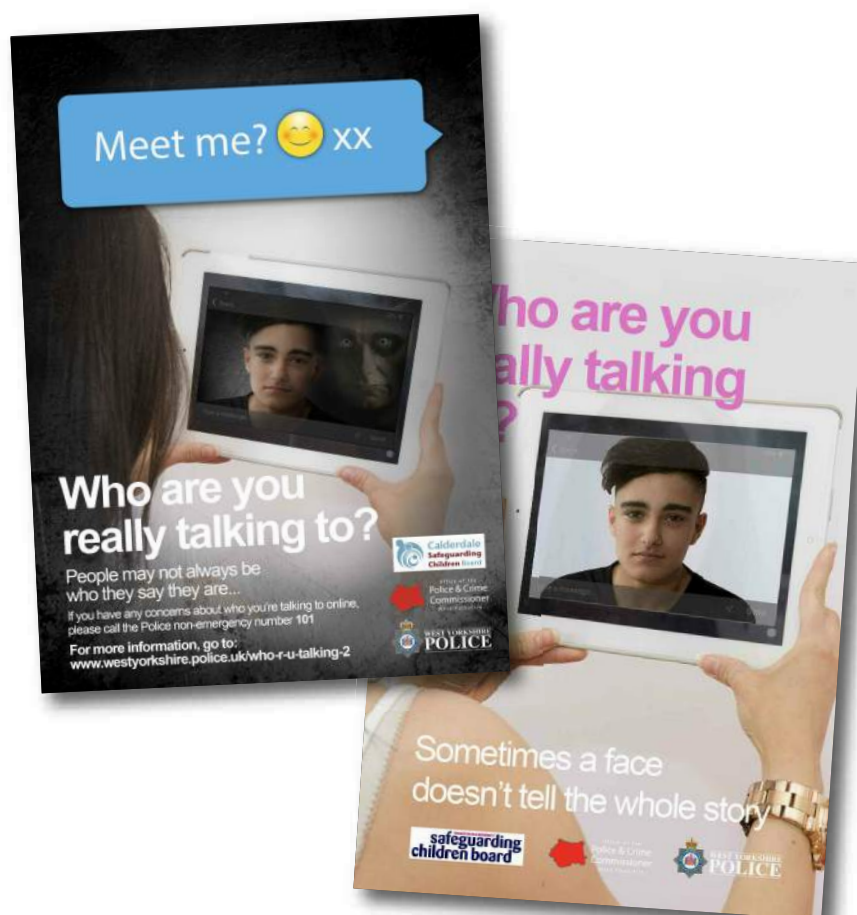


Mark Burns-Williamson with newly funded CSE investigators

Police and Crime Panel reassured by commissioner's commitment to tackling child sexual exploitation

'As a Panel, we needed to satisfy ourselves that the Commissioner is holding the force to account on its response to the recommendations from the recent HMIC National Child Protection Inspection. We are pleased that this remains a key priority for the Commissioner and that he has given assurances that he will provide funding to help and support victims, both past and present as well as making sure that the perpetrators of this terrible crime are brought to justice'.

Councillor Alison Lowe, Chair of the West Yorkshire Police and Crime Panel, taken from a press release following the meeting on 6 March 2015



During 2014/15 eleven projects have been funded through the Safer Communities Fund with a core focus on CSE, including:

- Making young people more aware of the risks of grooming and sexual exploitation.
- Targeting young people who are at risk of sexual exploitation and grooming and giving them the skills, knowledge, confidence and awareness of how these crimes take place and how to reduce the risk of becoming a victim.
- Encouraging young people to come forward and supporting them, making sure that the right support is available for those at risk of sexual exploitation.
- Tackling issues of cyber crime and safety and improving positive choices and outlooks for girls, including the risk of sexual violence or exploitation.
- Supporting and preventing the issues around sexual exploitation within the known and unknown environments, including prevention and early interventions for South Asian girls and mums.
- Providing information and support to keep boys and young men safe from sexual exploitation.
- Raising awareness amongst professionals, parents, communities and members of the public about the issue of male sexual exploitation.
- Providing a victim's voice in policy development.

Increase identification of those children at risk from harm

Measure	West Yorkshire		
	12 months to Mar 14	12 months to Mar 15	Trend over time
Number of children supported through safeguarding activity	12,037	13,701	Improving

Performance

- Activities included in this measure range from investigations, arrests for child abuse (physical, emotional, sexual and neglect), child protection conferences/review conferences, children removed from home, provision of information to family law courts and for child licences for children returning home (placement with parents).
- The number of children protected through safeguarding activity is gradually increasing as a result of increased focus.

Comment from the Police and Crime Commissioner

I have been working closely with experts and practitioners from across West Yorkshire to ensure that we are doing everything we can to protect children at risk of harm as my annual report hopefully demonstrates.

HMIC recently carried out an inspection into child protection within West Yorkshire Police which provided mixed feedback; overall there was strong evidence of good practice and a heavy focus on child protection, there were also concerns regarding the lack of consistency across the districts and the standard of CSE investigations. West Yorkshire Police had already devised action plans at the time of the inspection and have since been working towards developing these in line with the recommendations made by HMIC and was one of the key drivers behind appointing a safeguarding co-ordinator.

CSPs also have a role to play in protecting children at risk from harm. In Kirklees in 2014/15, 66 women were referred to the Freedom Project in the north of the district and feedback from the Children's Centres indicates that the success rate was high in terms of women continuing with training and being removed from a children in need/at risk registers following the programme.

Domestic abuse

- ✓ I have set up a working group of partners to look at innovative ways and evidence-based approaches of tackling domestic abuse, looking to take a county wide approach. I will ask for this work to conclude by the end of March 2015.
- ✓ Through holding the Chief Constable to account I will ensure that the areas for improvement from the recent inspection into domestic abuse are given due consideration and implemented swiftly.
- ✓ I will monitor the repeat victimisation rate for domestic abuse.

I will also work with partners to:

- ✓ Encourage people suffering from domestic abuse – or those who know someone who is affected – to come forward and report what is happening.
- ✓ Through commissioning of services provide the support victims need to feel safe, stay safe and help them recover.
- ✓ Do more to protect domestic abuse victims and those affected by such abuse by working with perpetrators to prevent them from re-offending again in the future.
- ✓ Monitor the introduction of Domestic Violence Protection Notices and the Domestic Violence Disclosure Scheme to ensure they are being used appropriately/effectively.

Domestic abuse remains a priority for the PCC and partners across the county, as it devastates lives. A vitally important element to dealing with domestic abuse is to ensure greater quality of support for victims of this crime. Following the Government consultation 'Getting it right for victims and witnesses' PCCs were given responsibility from October 2014 for commissioning locally most of the emotional and practical support services for victims of crime that are provided by the voluntary, community and social enterprise sectors. These services help victims to cope with and recover from the impacts of crime. Therefore the PCC commissioned a review of existing responses to domestic abuse and further

services will be commissioned based on its findings. The PCC also funded 14 projects through the Safer Communities Fund that have a core focus on domestic abuse.

£1m has also been allocated by the PCC in discussion with Local Authority leaders to the West Yorkshire Community Safety Partnership Forum to look at innovative services tackling domestic abuse and a perpetrator programme has been commissioned that provides early intervention to address domestic abuse offending for perpetrators who have limited previous police contact or limited concerns regarding escalation, which should reduce the risk to victims.

The PCC provided a video input for a conference in March 2015 organised by Leeds CSP which focussed on raising awareness and reducing the impact of domestic abuse with partners who have not traditionally been engaged in this work i.e. large employers and trade unions.

Commissioning review of domestic abuse

A review of domestic abuse victim support commissioned in West Yorkshire was conducted during 2014. Consultation with local stakeholders took place on two levels. Information was sought through questionnaire and face to face interview.

A questionnaire was issued to all five district CSP leads for completion. The questionnaire aimed to draw together a profile of the current domestic abuse services commissioned to support victims. This mapping provides an overview of current services commissioned in West Yorkshire and allowed an analysis of any limitations in this current profile of commissioned services.

Face to face interviews were held with community safety and domestic abuse stakeholders from each district. The meetings built on the information gained through the questionnaire providing the opportunity to expand around the current structures for delivery and gaps in current provision. In addition to meetings with commissioners consultation also involved interviews with commissioned services, most notably those providing IDVA services.

The work was undertaken alongside action plan delivery currently being undertaken by West Yorkshire Police in response to a domestic abuse HMIC review. Wherever possible the review has taken account of the findings, developments and recommendations being made by West Yorkshire Police to develop their and partners approach to domestic abuse.

Whilst a number of recommendations were set out which would support an improvement in the response to victims of domestic abuse in West Yorkshire these were made within a context of realism that budgets are limited. The recommendations therefore focused on priority work which could be commissioned by the PCC.

In addition to the commissioning focus, recommendations were also provided which involved suggested enhancements in service delivery which will also aid the response to victims.

High priority commissioning recommendations included the following areas:

- Prevention and early intervention
- Support services for standard/medium risk victims
- Perpetrator programme for first time offenders of domestic abuse
- IDVA and Multi Agency Risk Assessment Conference (MARAC) support

Work funded in Wakefield by the Community Safety Fund

A fundamental inter-agency review of support for victims of domestic abuse has been undertaken and proposals developed for consultation. The benefits to citizens will be easier access and clearer pathways to support, a stronger focus on prevention and staff across agencies with greater knowledge and skills around domestic abuse who will be able to offer better support.

How Calderdale is addressing domestic abuse locally

A joint review of domestic abuse services was started in Calderdale in early 2014 with the aim of understanding the challenges faced locally, identifying gaps, improving outcomes for victims, tackling perpetrators and exploring a joint commissioning approach to services. As part of this Calderdale produced its first ever domestic abuse joint needs assessment in Summer 2014, which highlighted issues around improved governance, work with perpetrators, early intervention, and joint working and improved understanding and use of data.

Using the evidence collected through the domestic abuse review a bid to the Government's Transformational Challenge Award was submitted in late 2014, which proved successful and as a consequence significant funding has been awarded. In April 2015 a joint commissioning approach was adopted with budgets pooled from Calderdale Metropolitan Borough Council and the CSP.

Inefficiencies in the system have been identified which are significantly hampering the ability to tackle this issue and improve outcomes for local communities. This proposed service transformation will aim to reduce crime, increase personal resilience and increase economic activity.

Leeds Front Door Safeguarding Hub

Safer Leeds has received support in its development of the Front Door Safeguarding Hub (FDSH) which is one of seven breakthrough projects and a new initiative in Leeds designed to improve the safety and support of victims of domestic violence and abuse. The project brings together partners and builds on existing arrangements for the safeguarding of children affected by domestic violence to provide a faster, more co-ordinated and consistent response to all domestic violence cases. Key features of the new arrangements include improved information sharing, tasking and accountability.

Protect those who are affected by domestic abuse

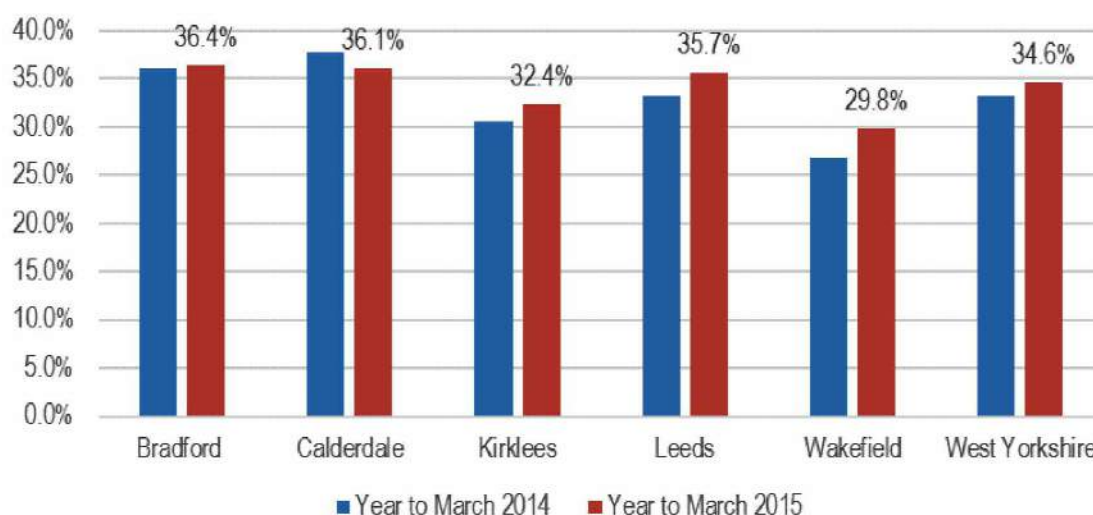
Repeat victimisation rate for domestic abuse

Measure	West Yorkshire		
	12 months to Mar 14	12 months to Mar 15	Trend over time
Repeat victimisation rate for domestic abuse	33.2%	34.6%	No change

Performance

- 34.6% of victims of domestic abuse were identified as having been victimised previously in the last 12 months.
- The repeat victimisation rate has risen slightly by 1.4% across West Yorkshire. This has been attributed to changes in the way that domestic abuse is recorded and reflects a more positive and victim-centred approach by West Yorkshire Police.
- The largest increases have been seen in Wakefield and Leeds, whilst Calderdale is the only district to be reducing. None of these changes are statistically significant.

Figure D: Domestic abuse repeat victimisation rate March 2014 and March 2015



Comment from the Police and Crime Commissioner

In the last annual report Calderdale district was showing a 4.1% increase in repeat victimisation, and an action plan had been put in place to address this and findings from an HMIC inspection. Since then repeat victimisation levels in this district have reduced, reflecting the hard work of the police and partners to address this issue locally.

Having found inconsistencies in the processes regarding domestic abuse and a lack of confidence that risks to victims were assessed effectively, HMIC revisited domestic abuse as part of its PEEL inspection in the latter part of 2014. During the revisit HMIC found that West Yorkshire Police was managing domestic abuse investigations effectively.

Domestic abuse remains a priority for the police and partners which is hopefully highlighted by the funding I have provided to partners to help with this area of work.

Sexual violence

- ✓ With partners I will make sure the right support is available for victims of sexual violence and that the right reassurance is given and action taken.
- ✓ I have signed the Survivor's Charter, which tells survivors of domestic and sexual violence how they should expect to be treated by the criminal justice system and agencies. I will encourage other agencies within West Yorkshire to do the same.
- ✓ I will monitor the conviction rate for sexual offences and, specifically, rape.

Throughout the last year the OPCC has worked in partnership with West Yorkshire Police and Leeds Community Healthcare to launch the new Sexual Assault Referral Centre (SARC) for West Yorkshire. It started operating from 1 April 2015. This partnership has significantly improved services for victims of sexual violence. This is especially important for those who self-refer; for the first time they have access to the full range of services whether or not they choose to report the crime to the police. A third party (for example the Police) can of course still refer victims to the Centre as before. The service is open to males and females over 16, and offers initial crisis care, the option of a forensic medical examination and also access to support services for health and wellbeing. It is operated by medical staff employed by Leeds Community Healthcare and crisis workers employed by West Yorkshire Police who are co-located at a purpose built health centre which is easily accessible by car and public transport.

The OPCC continues to work with NHS England to improve SARC-type services for those

under 16, which are currently provided by Hospital Trusts in West Yorkshire. This is known as the Child Sexual Abuse Assessment Service (CSAAS).

In addition to this a West Yorkshire wide Independent Sexual Violence Adviser (ISVA) service has been commissioned and started operating in July 2015. ISVAs will provide practical and emotional support to victims of all ages to help them cope and recover including through the wider criminal justice system. The service is provided by Victim Support, working in partnership with the SARC, the three rape crisis centres in West Yorkshire, Survivors West Yorkshire and other third sector organisations.

Survivors West Yorkshire has been funded through the Victims Services Preparatory Grant to provide a survivor led consultancy project which allowed interested agencies to access comprehensive evidence based knowledge and delivery experience relating to men who experience sexual violence. Funding levels have been maintained as money previously provided by the Ministry of Justice

comes to an end. Funding has also been provided to the three rape crisis centres in Bradford, Kirklees and Leeds to maintain and develop their core services and to the ISVA service based at New Hall Prison, to match Home Office funding.

Through the Safer Communities Fund eight projects have been supported during 2014/15 that focus on sexual violence, including:

- Supporting people in abusive and violent relationships or who have experienced rape and/or sexual violence.
- Helping vulnerable, hard to reach women who are involved in street and indoor sex work and prostitution.
- Providing a safe house for those women who have been trafficked for sexual or labour exploitation.
- Increasing the voice of victims/survivors of sexual violence in policy making and service design.
- Raising awareness of sexual violence amongst young people.

Improve the outcome for victims of sexual violence

Conviction rates

Measure	West Yorkshire		
	12 months to Mar 14	12 months to Mar 15	Trend over time
Sexual offences	82.5%	79.0%	Slight deterioration
Rape	66.8%	66.4%	No change

Whilst the conviction rate in sexual offence cases has reduced slightly from 82.5 to 79%, the performance of West Yorkshire is still above the national average of 77.5% to March 2015 which has also seen a slight downward trend from the previous year. It is worth noting that more cases are now getting to court following focus from the police in this area. In rape cases, again the slight reduction of 0.4% is echoed in the national figure reduction of 0.3%. The national performance of 60% to March 2015 is significantly lower than the West Yorkshire performance out turn of 66.4%.

Human trafficking and modern slavery

- ✓ I will work with partners - including the Anti Slavery Commissioner once in place - to raise awareness of and tackle human trafficking and modern slavery.
- ✓ Through the Partnership Executive Group I will agree how I and partners will address the findings and implement the suggestions provided at a recent event that I held to help identify and support victims of human trafficking.

Human trafficking is a significant threat nationally and within West Yorkshire, especially around forced labour. Human trafficking is a horrendous crime which has a profound impact on the lives of victims, unfortunately due to the nature of human trafficking these victims are often subjected to other crimes including violence and rape. The identification and support of victims, and the pursuit and prosecution of offenders,

requires a partnership response, with the police, local authorities, health, housing providers and third sector organisations playing a key role.

In February 2014 the PCC made an extra £3.5 million available to West Yorkshire Police to increase capacity to deal with child sexual exploitation, human trafficking and cyber crime and £1.5 million has been allocated to fund a

designated human trafficking unit that will research and investigate the trafficking of people in West Yorkshire. The PCC also organised a conference in April 2014 to bring partners together to increase awareness of human trafficking. Over 100 delegates from a range of agencies attended to discuss how we could increase awareness and how we could work together to tackle this issue.



Mark Burns-Williamson with the Human Trafficking Unit

West Yorkshire Human Trafficking Unit

West Yorkshire Police have set up a dedicated Human Trafficking Unit. The unit will solely research and investigate trafficking in human beings and is only the second designated Human Trafficking Unit in the country. The main objectives of the new Human Trafficking Unit are to:

- Mainstream human trafficking investigations in to regular policing over the next 2 years.
- Investigate offences of trafficking of human beings, known commonly as modern day slavery, targeting and investigating organised criminals involved in this type of offending.
- Create a point of contact to offer advice and guidance to police districts and offer investigative support where possible.
- Review all intelligence quickly to minimise risk to the potential victims.
- Focus on the Prevent and Protect strands of the National Strategy: developing the anti-trafficking network, information sharing and exploring Joint Investigation Teams arrangements and funding across Europe.

The unit will also be ensuring new recruits into West Yorkshire Police receive training input on the indicators of human trafficking.

In July 2014 a successful bid was made by the PCC for £200,000 from the Ministry of Justice Competed Fund to work with the charity Hope for Justice to establish and coordinate services, develop training and provide support for victims of human trafficking. A West Yorkshire Anti-Trafficking Network (WYATN) has now been established with an independent chair to bring cohesion across a number of statutory agencies and local organisations and to ensure coordination of service delivery across the county. More information on this can be found on the website:

<http://www.westyorkshire-pcc.gov.uk/get-involved/campaigns/human-trafficking.aspx>

Since its creation the network has met six times with an increase in attendance each meeting with partners attending from across West Yorkshire. The network has provided an invaluable chance for partners to meet and share thoughts and experiences from their own professional backgrounds. An important part of the network has been to train partners, police officers and staff on the signs and indicators of human trafficking. The training has been delivered by Hope for Justice and the number of

partners and police trained has now exceeded 2,500.

Linked to the funding from the Ministry of Justice the Purpose Project, set up to help victims cope and recover, has provided weekly drop in sessions with an interpreter, language lessons, a conversation club and has also linked clients with volunteering opportunities. 13 victims of human trafficking have been supported through the project which has also provided ongoing social support for eight other individuals rescued within West Yorkshire. A total of six victims are now in employment and six others have secured volunteer placements.

Four projects with a core focus on human trafficking have been funded through the Safer Communities Fund for 2014/15, including:

- Running a safe house service for women who have been trafficked for sexual and labour exploitation.
- Supporting both women who have been trafficked internationally and those who have been trafficked internally within the UK.
- Raising awareness of human trafficking, sexual exploitation and forced prostitution.



Mark Burns-Williamson and Temporary Chief Constable Dee Collins with Anti Slavery Commissioner Kevin Hyland

In March 2015 the PCC met the Independent Anti Slavery Commissioner to understand his role and his future plans. He was impressed with the partnerships in place in West Yorkshire and the work already done. His role will be important in driving improvement and increased awareness through law enforcement agencies and the PCC will be working closely with him going forward around establishing the national anti-trafficking network with other PCCs.

What Wakefield CSP is doing to tackle human trafficking

In April 2014 Wakefield District Safeguarding Children's Board, on behalf of the PCC and the West Yorkshire CSE Working Group, hosted a modern day slavery conference. Feedback from the day indicated that partners are keen to understand the risks for children in relation to this and would welcome further training and resources in this area.

Forced marriage and honour based violence

- ✓ I will support a partner led campaign to raise awareness of the new laws around forced marriage and honour based violence, which will include events across the county.

The Anti-Social Behaviour, Crime and Policing Act 2014 brought in new legislation around forced marriage and honour based violence, making forced marriage an offence along with breaching a forced marriage protection order. The new offence created states that:

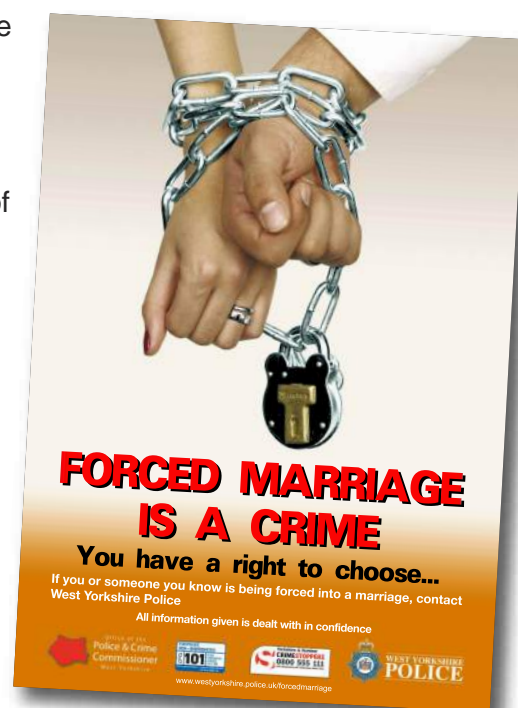
A person commits an offence under the law of England and Wales if he or she (a) uses violence, threats or any other form of coercion for the purpose of causing another person to enter into a marriage, and (b) believes, or ought reasonably to believe, that the conduct may cause the other person to enter into the marriage without free and full consent.

The PCC welcomes the change to the law and supported a campaign to raise awareness of this over the summer of 2014. He also spoke at an event held in Bradford

delivered by partners including the charity Staying Put, Bradford Metropolitan District Council, Bradford Women's Forum and Bradford Women's Aid that aimed to raise awareness on the issue of forced marriage and highlight the recent changes in legislation.

However much more work needs to be done to encourage victims and witnesses to come forward and report these crimes, and more work needs to be done to improve confidence in reporting crimes. The Help for Victims website

www.helpforvictims.co.uk has been developed to provide information and advice as well as self-referral guidance. The PCC is also working closely with West Yorkshire Police and others to support more engagement with communities and victims, to raise awareness in at risk and wider communities.



During 2014/15 six projects have been funded through the Safer Communities Fund with a core focus on forced marriage and honour based violence:

- An information and awareness package to young people (aged 16-24) who may be experiencing or at risk of honour based violence and forced marriage, by ensuring high risk young people have a voice and are able to make independent life choices.
- A forced marriage awareness programme for women of different ages, to demystify the issues surrounding forced marriage in a comfortable and safe environment and highlight the consequences of this practice.
- Victim support and awareness regarding forced marriage and honour based violence with delivery of training and support to schools to highlight that forced marriage and honour based violence are against the law.
- A refuge for women and young girls fleeing domestic abuse and forced marriage, to carry out needs assessments and support plans for service users.

Female genital mutilation

Although female genital mutilation (FGM) is covered under the banner of 'forced marriage and honour based violence' within the Police and Crime Plan, it has emerged as an individual area of focus throughout the year.

The Serious Crime Act 2015 gained Royal Assent in March 2015, and contains specific provisions around FGM including a duty on healthcare professionals and teachers to notify the police of FGM cases. Other amendments include:

- Providing anonymity to anyone alleged to be a victim of FGM
- Making it an offence for failing to protect a person from risk of FGM
- Providing courts with the power to impose FGM Protection Orders
- Providing guidance about FGM by the Secretary of State.

While the PCC welcomes any legislation that will help prevent people from becoming victims and enable the support for those that have become victims, the focus is not just about getting prosecutions, it is about a wider, joined up, long term approach. It is about education, support and awareness raising. If we get that right, reporting will increase and prosecutions should follow.

The PCC has engaged with our communities around FGM over the last 12 months, including speaking at a conference in Leeds in September 2014 and a West Yorkshire wide conference in March 2015. He also met with the International Development Minister Baroness Northover in March 2015 who came to Leeds to visit FGM campaigners and survivors in the city. A partnership

event has also been organised to pull together key partners from across statutory and voluntary sectors to look at how they are working to tackle FGM. The objectives will be around; education and awareness raising, working together across all sectors, ensuring the victim is at the heart of what we do, and prevention of this.

The OPCC has been holding meetings with the police and partners to identify funding for an FGM awareness campaign to be designed, which will include e-learning for police officers around recognising the signs, the new legislation and how to deal with FGM cases, and referral pathways. This vital work is in its early stages but will be progressed through 2015/16.

During 2014/15 two projects were funded through the Safer Communities Fund with a core focus on FGM, although several more funded will include work linked to or helping victims of FGM:

- One project aims to reveal more insights into many illnesses attributed to FGM yet to be discovered and encourage those people affected by FGM to open up and receive support.
- The other aims to deliver multi agency training to increase awareness of the cultural issues relevant to forced marriage, modern slavery and human trafficking, female genital mutilation, domestic abuse and honour based violence. The project will improve the capacity and capability of the third sector especially in the context of providing support to victims.

Tackling hate crime

I will bring people and partners together to tackle all forms of hate crime through:

- ✓ Ensuring people understand and are aware of what hate crime is, how it can be reported, and how they can help. This includes schools based hate/prejudice based incidents.
- ✓ People who experience or witness hate crime feeling able to come forward to report it, ensuring that they are supported in a way that best meets their needs.
- ✓ Being assured that people can go to individuals and organisations they trust and that reported hate crime is dealt with appropriately, while reinforcing the message that it is not acceptable in any form.
- ✓ Ensuring the right services are commissioned for victims and witnesses of hate crime to guarantee a consistent approach to tackling the problem across all strands of diversity and all districts in West Yorkshire.
- ✓ While a measure for satisfaction of victims of other hate incidents is being developed, I will monitor satisfaction levels for racist incidents.

Hate crime is incredibly under-reported across all the different strands and it is estimated that less than 40% of all hate crimes and non-crime incidents are reported. The OPCC has worked with West Yorkshire Police to deliver a joint hate crime campaign aimed at raising awareness throughout the county, and to promote this campaign the PCC has attended community meetings and events to talk about issues including hate crime, conducted media interviews and visited community projects which support victims of hate crime.

The PCC has again attended Pride events across West Yorkshire to speak to those from

communities that we hear from less frequently on a number of issues, including hate crime and has supported and attended further events and conferences which aim to better understand the causes and issues in relation to anti-Semitism, disability hate crime and Islamophobia awareness.

However, there is still a great deal of work to do to ensure our communities truly understand hate crime and recognise that it is not acceptable. The OPCC are also working with the police to better understand repeat victimisation in relation to hate crime and are looking to host a consultation event to prepare the initial

considerations for the future commissioning of hate crime services. This is scheduled to take place before the end of 2015.

Hate crime cases can currently be dealt with by an out of court disposal as part of a national pilot, with cases being eligible for community resolutions and conditional cautions in certain defined circumstances. A scrutiny panel chaired by the OPCC and including wider criminal justice partners will dip sample hate crime cases dealt with in such a way to ensure these are being issued correctly.

The OPCC are currently attending district scrutiny panels to see how independent scrutiny of hate crime is conducted and the PCC helped

launch the Bradford District Youth Hate Crime Panel which will run alongside the Hate Crime Scrutiny Panel, to offer greater

reassurance around youth hate crime.

During 2014/15 16 projects with a core focus on hate crime have been funded through the Safer Communities Fund. Key themes of issues being addressed through these projects include:

- Reducing the level of ignorance between different racial groups and promoting a friendlier more neighbourly and community estate.
- Delivering information, support, and places and people to go to if people feel vulnerable, to increase independent travel, awareness of hate crime and personal safety.
- Exploring experiences of hate crime and delivering personal safety training for people with a learning disability.
- Understanding 'Mate Crime', a particular type of hate crime that involves befriending a vulnerable adult which often affects adults with learning disabilities, and developing and delivering a training package to train young people and police officers to raise awareness about Mate Crime and its affects.
- Providing enhanced advocacy support to repeat hate crime victims and raising awareness of hate crime through education, publicity and training.
- Helping vulnerable and marginalised women to access appropriate support for hate crime.
- Providing information and support to Lesbian, Gay, Bisexual and Transgender (LGBT) young people and delivering LGBT awareness training to professionals and volunteers.
- Providing social, training and leisure activities for Transgender people and facilitating meetings between the police and the Transgender community.
- Supporting schools in facing the reality of homophobic behaviour and bullying.
- Setting up a task group for hate crime.

Following the changes to the recording of hate crime the OPCC will work to better understand hate crime that is recorded. West Yorkshire Police has now extended its satisfaction survey to cover all hate strands. This understanding of outcomes and levels of satisfaction with the service delivered will help the PCC deliver on his commitments and promoting positive outcomes will encourage our communities to report hate crime.



Mark Burns-Williamson at Leeds Pride 2014

Bradford Hate Crime Alliance

Since 2012 Bradford CSP has supported the work of Bradford Hate Crime Alliance (BHCA), primarily through funding the Hate Crime Co-ordinator. The below is a case study to highlight how the work they undertake can provide vital support for communities.

BHCA was contacted by a leading registered social landlord in Bradford, who was experiencing a significant challenge with a group of young males targeting two residences and singling out the occupiers. Housing officers over a period of time had taken reports from both tenants, reports which included racially motivated intimidation, harassment and threats of violence. The threats culminated in one resident's property being attacked, resulting in significant damage to a motor vehicle.

Local residents knew the perpetrators; however they were afraid to name them due to fear of reprisal. The gang of young men were known to be dealing drugs and involved in criminal activity and wanted the area to themselves, as the location was ideal for their drug dealing i.e. the properties were located in a gated area in a cul-de-sac with only two entrances one being from the street entrance through a large double gate and the other from an alley walk way. Unsuccessful attempts had been made to try and secure the gates however the youths broke them down.

BHCA firstly visited the victims to discuss their complaints and establish a fuller understanding of the issues. BHCA then worked with the registered social landlord to look at what action had been taken to date, and undertook a detailed risk assessment of the situation. The police, local authority, landlord and locally run charitable organisation working with groups in the area were invited to a meeting and subsequently an action plan was drawn up with each partner agreeing to address areas of concern, which included diversionary activities for the young people including hate crime awareness and diversity training, erection of Mosquito and increased community policing. Some of these issues have now been resolved, with effective action taken against the perpetrators, whilst ensuring the safety and concerns of the victims and residents.

How Leeds CSP is tackling hate crime

Following the successful launch of the joint Hate Crime Strategy with Leeds City Council, LASBT (Leeds ASB Team) has continued to work with its partners to increase awareness and understanding of what constitutes a hate crime and increase public confidence to report incidents. LASBT has been working closely with local schools to encourage them to report hate related incidents occurring within their school and since September 2014, 67 schools have submitted a further 320 reports of altercations, comments and incidents occurring during the school day where it has been perceived that there was a hate element or words spoken. This suggests that the work is paying off and confidence in recording this type of crime or incident is improving.

How Kirklees CSP is tackling hate crime

Kirklees CSP has delivered a number of initiatives to tackle hate crime:

- Six standard training sessions were delivered during 2014/15 and a further six arranged for 2015/16 for existing and new hate crime reporting centres, looking at the reporting process.
- Three hate crime sessions were delivered to students at Kirklees College with more sessions planned for 2015/16. This was on the back of some hate incidents having taken place in corridors.
- Work took place alongside Stop Hate UK to stage a one off Roma and Hate Crime session to look into the Roma community as victims of hate crime.
- Two half-day sessions were delivered on Transgender issues, including transphobic hate crime, during the LGBT History month celebrations. 90 officers from numerous agencies attended. Outcomes of the session were to enhance and improve awareness of transgender issues, look at definitions and consider best practices when working and supporting members of the transgender communities.

West Yorkshire Fire and Rescue Service

The Fire Service work in partnership with the police to provide additional fire safety measures to victims of hate crime in the event of a threat of arson, with the recent edition of an 'out of office hours' response to deal with urgent cases.



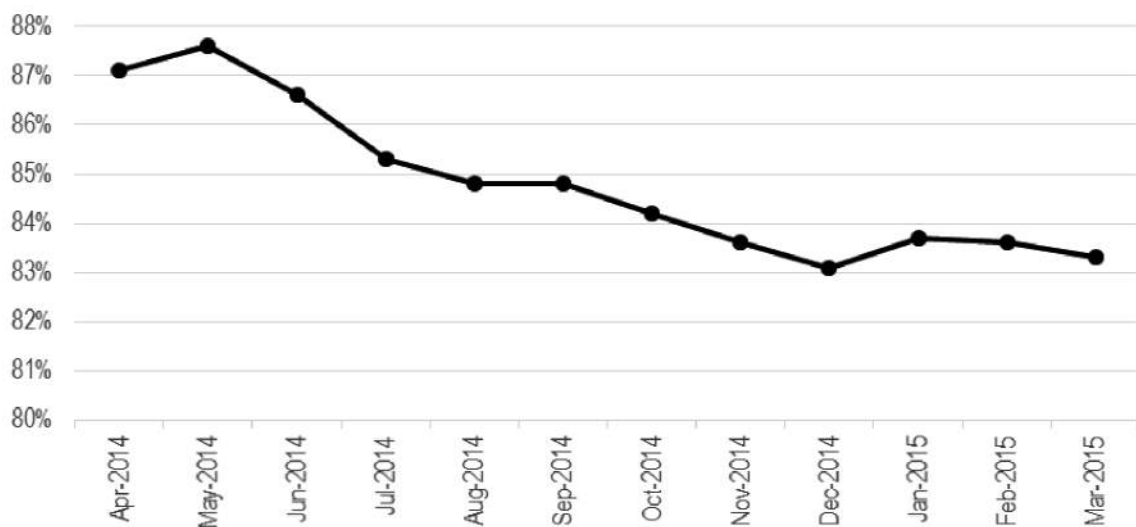
Improve the outcomes for victims of hate crime/incidents

Measure	West Yorkshire		
	12 months to Mar 13	12 months to Mar 14	Trend over time
Satisfaction levels for racist incidents	87.4%	83.3%	Slight deterioration

Performance

- There has been a reduction in the satisfaction levels for victims of racist incidents of 4.1% in the 12 months to March 2015 compared to March 2014. This reduction is not statistically significant but is a concern. Despite this reduction West Yorkshire Police are still ranked 3rd in their Most Similar Group.
- The deterioration appears to be linked to reductions in satisfaction with how victims are kept informed, and with treatment.

Figure E: Satisfaction levels of victims of racist incidents April 2014 to March 2015



Comment from the Police and Crime Commissioner

This is an area which I have raised with the Chief Constable in the past and continue to monitor closely. I am reassured that the police will be working hard to reverse the reducing trend and continue to keep victim satisfaction as a key priority.

Members of staff from the OPCC have also been improving links with the district hate crime scrutiny groups and will be looking at attending more meetings in the future. This will provide an opportunity for feedback and will hopefully have a positive impact for victims of hate crime.

A victim satisfaction survey for victims of all hate crime is being mandated by the Home Office. The police have adopted this from April 2015 and responses by different hate strands will be included in a dedicated report on hate crime that will be received at least six monthly.

Understanding cyber crime

- ✓ With partners, including the police service, I will undertake a review to look at the scale and impact of cyber and cyber-enabled crime in West Yorkshire.
- ✓ I will work with the police and partners to develop the right skill sets and tools to investigate and protect individuals, businesses and communities against crimes perpetrated via the Internet.
- ✓ Private industry has a role to play in protecting, preventing and pursuing cyber crime. I will work with both private and public partners to ensure action is taken by the appropriate people to get the best outcomes and prevent crime from happening in the first place.
- ✓ I will use my staff to work with others to raise awareness of all types of cyber crime, taking account of national and international protocols and guidance.
- ✓ I will call for a national review of the laws around prosecution of those who target others via social media, so called cyber bullying and cyber stalking.
- ✓ I will pursue opportunities for research and collaborative projects to increase the resilience of West Yorkshire's communities to high level cyber attacks in accordance with the Strategic Policing Requirement.

We have seen a real shift in the way crimes are committed in recent years. It can be seen in two parts: cyber-enabled crime, where crimes that may be committed without computers are instead committed using computer networks, with a wider scale or reach for example fraud and bullying; and pure cyber crime where the offence can only be committed through the use of computers for example computer hacking or malicious software. This type of crime is growing and with it partners will need to adapt how they respond.

West Yorkshire Police has identified the increased risk of this crime and has developed a cyber action plan to address the capabilities identified by the College of Policing as key to ensure the police are able to tackle cyber crime. A cyber board, containing representatives from key departments across the police, was formed in the latter

part of 2014 and the OPCC is represented on this board. Its main aim in the early days is to ensure the police have the capabilities identified by the College of Policing, and they will be asking the College to quality assure this work in the near future. The PCC has provided £3.5m to tackle issues such as cyber crime, and West Yorkshire Police have recently set up a

cyber crime team to develop the approach and facilitate learning amongst wider officers. More serious cyber crime is dealt with by the Regional Cyber Crime Unit and the PCC has visited those working within the Unit to hear about the work they do. This work will continue to be supported through collaboration and the funding attached to it.



Tackling cyber crime at regional level

The Regional Cyber Crime Unit is part of the Yorkshire and Humber Regional Organised Crime Unit, and respond to, investigate and prevent the most serious cyber offences that have an impact on the region.

Examples of recent investigations in West Yorkshire include:

- The investigation of the illegal copying of confidential data from the computer network of a major national business.
- The arrest and conviction of an employee of a small business who disrupted the computer systems of the employer causing massive damage.
- The arrest of two suspects who stole sensitive data from a major business based in the region and attempted to publicise this data to damage the reputation of the company.

The PCC's community conversation survey included a question on whether people had been victims of cyber crime and if so what happened. The responses, amongst others things, indicated that people did not fully understand what a cyber crime was or the range of offences it covers, and a lot of the respondents considered it was inevitable that you would become a victim or an attempt would be made against you at some point in the future. The preliminary results from this work were shared with partners and were communicated to the cyber board for use to help inform a problem profile that was being developed. Responses to this question can be found on the PCC website:

<http://www.westyorkshire-pcc.gov.uk/get-involved/your-voice/community-conversation-consultation.aspx>

The PCC has discussed child sexual exploitation and online grooming with his Youth Advisory

Group. Members of the group shared some really important information on the types of social media websites and Apps out there and informed him of the risks they face on a regular basis while on the internet at home or school. These conversations have led to the PCC's support for the NSPCC's 'Flaw in the Law' campaign (to make it a crime for an adult to send a child a sexual message) and their 'Share Aware' campaign (to inform parents about the risks of different social network sites used by children).

In October 2014 the PCC also wrote to the Secretary of State for Justice to support calls for new and enhanced laws around internet trolls and so called 'revenge porn'.

During 2014/15 a project has been funded through the Safer Communities Fund that has a core focus on cyber crime, namely raising awareness of online exploitation. Many more of the

projects will undoubtedly tackle issues relating to the use of computers to perpetrate crime as use of technology is common place.



Cyber crime 'week of action'

The beginning of March 2015 started with a national Cyber Week of Action, with specific activities taking place in the Yorkshire and Humber region. Of particular note was the West Yorkshire #webmonsters campaign which used a combination of eye-catching posters with a sustained and co-ordinated Twitter campaign to highlight key threats and direct people to the police website and other sources of material for crime prevention advice. The OPCC was consulted on the design of the materials and provided funding to ensure the posters had a presence in public areas. If anyone would like posters for display, please contact the OPCC.

I also hosted a live webchat on cyber crime alongside a West Yorkshire Police crime prevention specialist which attracted around 60 visitors. Issues raised included online fraud, the balance between privacy and security and concerns about online child exploitation. More details on this webchat can be found at www.westyorkshire-pcc.gov.uk/news-events/web-chats.aspx



How Kirklees CSP is tackling cyber crime

Kirklees CSP has delivered a number of initiatives to tackle hate crime:

- Funding has been used to ensure there is a joined up approach to E-Safety in Kirklees, particularly in relation to children and young people. This approach will link in with educational providers to ensure all embed messages concerning E-safety (both as victims and perpetrators) as well as raising awareness of issues with frontline workers and in particular parents/carers regarding how to monitor safe internet use. The final part of the approach will be to ensure that children and young people who are at significant risk of grooming or other E-safety issues are quickly referred through to the appropriate support services and there is swift action taken regarding perpetrators.
- Community Safety Fund money has also been used to support a joint project with West Yorkshire Police, Huddersfield Giants and Kirklees Council which targets young people and cyber crime. The project aims to produce a range of trading cards to be distributed at games featuring Giants players and advice around reducing cyber crime. This will encompass messages around cyber bullying, stalking, sexting, identity theft, social networking and other issues around safeguarding young people.

Reducing re-offending

- ✓ I will monitor the proven re-offending rate of both adults and young people.
- ✓ Through existing partnership arrangements such as the Partnership Executive Group or the Local Criminal Justice Board I will ask questions of those involved in reducing re-offending if the re-offending rates begin to increase. This will include both the new National Probation Service and the Community Rehabilitation Company.
- ✓ Where a need is identified by the criminal justice agencies involved in reducing re-offending I will use my influence to affect decision making and policy at a regional and national level.
- ✓ I will bring current and new partners together to rehabilitate and reintegrate offenders back into their community and help them to succeed, including increasing opportunities to divert repeat offenders from a life of crime.
- ✓ I will ensure that, where relevant, all agencies including my office learn from offenders to help reduce re-offending.

Reducing re-offending is key to reducing crime and making sure that communities are safer and feel safer. A large proportion of certain crimes are often committed by a relatively small number of people, and it is these repeat offenders who cause the most harm to our communities. The OPCC meet regularly with partners who can influence reoffending including youth offending teams, the National Probation Service and the newly formed West Yorkshire Community Rehabilitation Company (CRC), and has worked closely with the police, partners and community groups to reduce re-offending, supporting a vast amount of good work in this area. To strengthen existing partnerships, the National Probation Service, the CRC and youth offending teams are represented on the PEG and all are involved in a scrutiny panel chaired by the OPCC looking into the use of out of court disposals.

As part of his commitment to ensure that partners are working together to rehabilitate and reintegrate offenders back into their community, the PCC has supported the newly established Resettlement Consortium in South and West Yorkshire funded by the Youth Justice Board (YJB). The aim of the consortium is to reduce reoffending and improve the life chances of young people leaving custody from South and West Yorkshire who were sentenced after 1 November 2014. The PCC currently sits on the Strategic Group along with senior representatives from Youth Offending Teams, the YJB, the custodial estate, National Probation Service, the police, Department for Work and Pensions and Directors of Children's Services. The consortium commenced its work in Autumn 2014 and the Strategic Group has overseen the development of a 'resettlement offer' as well as commissioning

services to support the added opportunities presented by the 'offer' for young people from South and West Yorkshire. The bringing together of such an influential group of partners is a great step forward for integrated working in West Yorkshire, and the PCC is confident that effective resettlement will help to reduce re-offending and ensure that communities in West Yorkshire are safer and feel safer.

Together Women's Project - J's Story

I committed my offence and the magistrate ordered that my children were to be looked after by my mother. The magistrate ordered me to do 15 hours with the West Yorkshire Probation CRC who then put me onto the Together Women Project. I wasn't sure what to expect as I started my order. When I first met my Probation Officer she gave me a timetable of what courses and groups I could attend. I went on lots of different activities like parenting classes, drug and alcohol workshops, life coaching classes, anger management groups, family links and nurturing parents' classes.

Starting on the Together Women Project was the wakeup call I needed. I wanted to address all negative aspects of my life and the project offered everything I wanted. I finished my 15 hours very quickly and decided to stay on the project. I've been attending for more than 8 months now because there's so much help on offer. I have a Support Worker who helped me keep my house which I needed to get my children back. She also helped me work out how to reapply for the child benefits.

If it wasn't for [them] I'm sure I would be in a very dark place right now. I felt so lost and isolated. I was down, depressed and had nowhere to turn. With the support I've had my life is now very positive and I want to give something back. I wanted to help other women who are in my previous situation so I started volunteering on West Yorkshire Probation's Right Direction programme where volunteers help offenders on their journey. Hopefully this will be a foot in the door for me; I'd really like to work for probation in the future. I just want to let people know that they're not alone and there's lots of help available. Now my kids are back with me and we're very happy to be together.

West Yorkshire Probation Community Rehabilitation Company

West Yorkshire Probation Community Rehabilitation Company (CRC) work closely with the police and drug agencies to manage and rehabilitate prolific and priority offenders (PPOs). The CRC had been working with an offender known as C, who had been identified as a PPO by the police in June 2013 due to his repeat offending. Between the ages of eighteen and forty, C had amassed 47 convictions, committing 129 offences, 87 of these being burglary dwellings, in the main to fund his heroin and crack cocaine use. Despite receiving a range of disposals nothing had been effective in reducing his re-offending or substance misuse. C was released from custody at the end of 2014 having agreed to the PPO conditions which included regular drug testing and a doorstep curfew. In addition to this he voluntarily agreed to take part in the GNSS monitoring. Upon his release CRC officers met with C and took him to the prescribing agency where he was given a script of methadone, this has been gradually reducing and there are now plans for him to detox completely. C had attended all of his appointments and has complied well with treatment and probation, and as a result some of his conditions were relaxed slightly. Unfortunately C admitted to using cocaine and told his offender manager that he was ashamed of his behaviour, and felt that he had let his family down. This resulted in his weekly drug tests being re-instated, and since this time C has continued to provide negative tests. C has been working closely with those involved in his probation and treatment and has formed positive trusting relations, overcoming previously negative views. There has been no intelligence regarding offending and despite the small set-back in April C has abstained from using illicit substances.

Wakefield CSP

Targeted action is being taken to further reduce re-offending within Wakefield, with a comprehensive action plan developed with implementation overseen by a re-offending sub group of the CSP. The action plan includes a focus on: accommodation, education, training and employment; offender health; and examination of pathways for specific groups.

West Yorkshire Fire and Rescue Service

Dedicated officers work with offenders with regard to fire setting behaviour within prisons, young offender institutions and after release to help them understand the implications and risks of fire setting and to reduce the likelihood of future offences being committed.

Reducing the re-offending of persistent criminals who cause harm to our communities

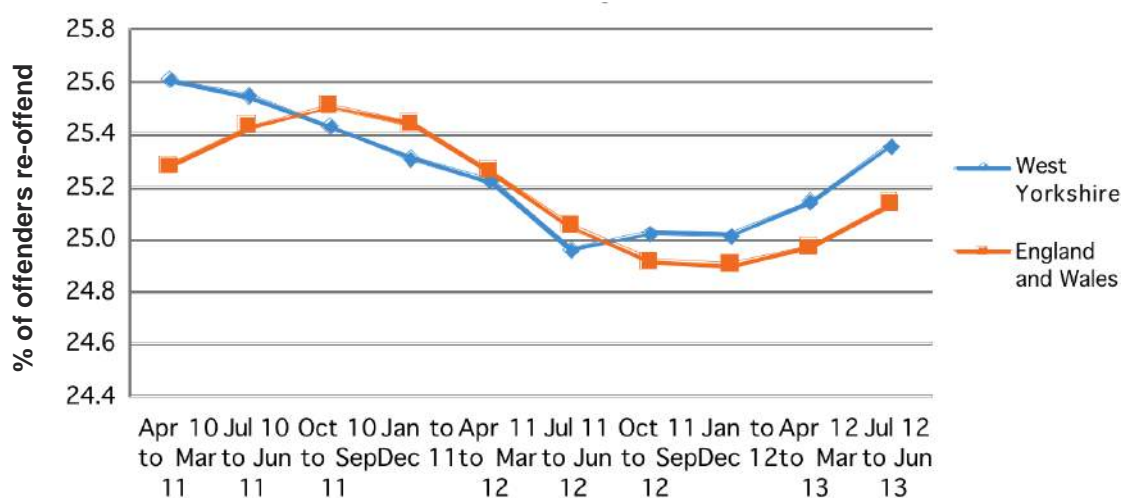
Proven re-offending of adults

Measure	West Yorkshire		
	12 months to June 2012	12 months to June 2013	Trend over time
Re-offending of adults	25.0%	25.4%	No change

Performance

- This re-offending measure is based on all adult offenders in West Yorkshire and draws on data published by the Ministry of Justice. The latest data, for the 12 months to June 2013, stood at 25.4%, and shows a stable re-offending rate across time.

Figure F: Proven re-offending rates for adults March 2011 to June 2013



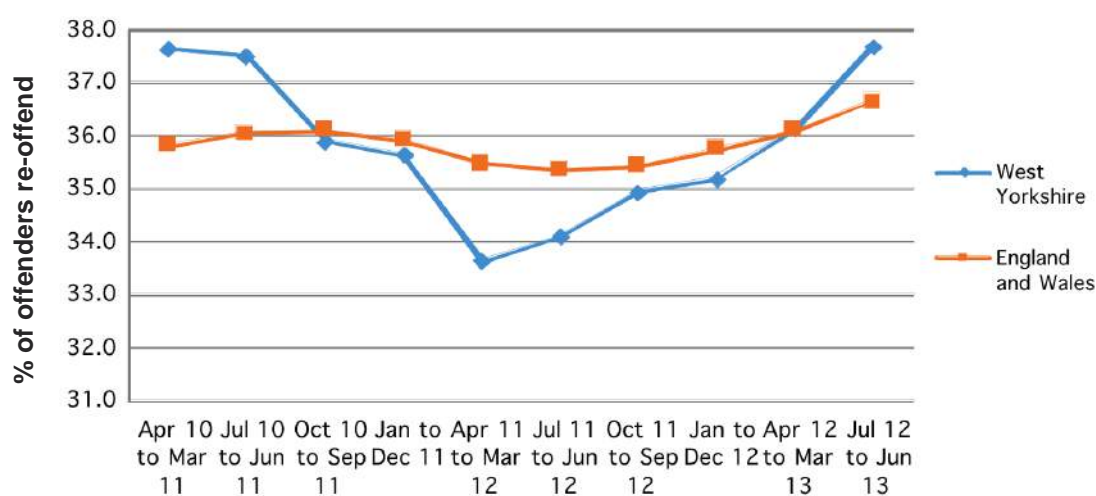
Proven re-offending of young people

Measure	West Yorkshire		
	12 months to June 12	12 months to June 2013	Trend over time
Re-offending of young people	34.1%	37.7%	Deteriorating

Performance

- This re-offending measure is based on all young offenders in West Yorkshire and draws on data published by the Ministry of Justice. The latest data, for the 12 months to June 2013, stood at 37.7%, and shows a reducing re-offending rate across time.

Figure G: Proven re-offending rates for young people March 2011 to June 2013



Comment from the Police and Crime Commissioner

As more people are diverted away from offending the cohort of those offenders tracked for re-offending reduces, and with that it is the more challenging offenders with complex needs that are measured and this can impact on the re-offending rate. The number of actual offenders tracked in the cohort has reduced for adults from 22,463 (June 12) to 19,857 (June 13) and for youths from 2,742 (June 12) to 1,837 (June 13). This further emphasises the importance of work in this area and I will continue to work closely with the police and partners to ensure that we are focused on the remaining repeat offenders.

Anti-social behaviour is reduced

Tackling anti-social behaviour

- ✓ I will work with partners to implement the Community Trigger in a way that is most appropriate and meaningful for the communities of West Yorkshire. I will review the use of the Community Trigger on a quarterly basis across all districts.
- ✓ I will consult the public and partners on the list of actions contained within the Community Remedy, which I will then agree with the Chief Constable and publish by September 2014.
- ✓ I will ensure that agencies work together to effectively tackle anti-social behaviour in West Yorkshire and make best use of the new legislation to target those who cause the most harm in their communities. The focus must be on engaging with communities (including young people), dealing with anti-social behaviour effectively and preventing its escalation

The Anti-Social Behaviour, Crime and Policing Act came into effect in 2014, replacing existing powers used to tackle anti-social behaviour, such as ASBOs, with a more refined set of powers intended to provide more flexibility and be more victim-focused. The powers address a number of issues, including drugs and ASB, litter and rubbish, groups hanging around, bullying, harassment or intimidation, noisy neighbours and drunken behaviour.

The PCC has been directly involved with two of these powers; the community trigger and the community remedy. Leeds district piloted the community trigger in the latter part of 2013, so it was well established there before it officially came into effect on 20

October 2014. However as at December 2014 there was only a handful of activations of the trigger across West Yorkshire. When the trigger has been in effect for a reasonable period a conversation will take place with community safety partners to review its use and understand whether there is more to be done to use the trigger to combat ASB.

The community remedy gives victims a say in the out-of-court punishment of offenders for low-level crime and anti-social behaviour. It sets out a list of actions which may be chosen by the victim for the perpetrator to undertake in consequence of their behaviour or offending. The OPCC undertook a period of public consultation throughout the

summer of 2014 to find out from people and community representatives what punitive, restorative or rehabilitative actions they would consider appropriate to be in the community remedy document. The results were analysed along with the views of the police and partners and the remedy for West Yorkshire was published on 20 October 2014. A copy of the remedy and the results of the public consultation can be found at www.westyorkshire-pcc.gov.uk/how-we-work/our-priorities/anti-social-behaviour/community-remedy.aspx.

The police and partners work together to tackle ASB issues, and there are many examples of good practice over the last 12 months.

Through the Safer Communities Fund during 2014/15, 80 organisations have been supported to deliver projects and initiatives aimed at reducing anti-social behaviour, including:

- Providing multi-sports diversionary activities for young people along with workshops around bullying, grooming, substance abuse etc.
- Supporting and engaging with 100 young people over the course of 12 months through bicycle mechanics and refurbishment workshops.
- Working with young people aged 6-18 years to develop their bush craft skills and organising outdoor activities.



Mark Burns-Williamson speaking to PC Beecroft in Lund Park, Keighley

Lund Park Keighley

I have been aware of a wide range of ongoing crime and ASB issues being faced by those living around and using Lund Park in Keighley and the affect it was having on the wider community. On undertaking a webchat in November 2014 it became apparent that this was more widespread than originally thought, and more people came forward to ask for my assistance. I immediately raised people's concerns with the Bradford District Commander and asked for further feedback if problems were not addressed, but also visited the Lund Park area to speak with local residents and representatives to see if things had improved.

How Calderdale CSP is tackling ASB

The Calderdale ASB Partnership Team has been able to identify 'hot spot' areas within communities through developing local knowledge and effective case building with a commitment to include residents at the heart of the decision-making process in order to achieve appropriately-tailored solutions. An area of Halifax was identified which was unappealing to prospective tenants and as a consequence proved difficult to let. The community is a mixture of elderly and vulnerable tenants many of whom suffer with mental health issues and physical disabilities, and the neighbourhood consisted of one bedroom flats located in two storey blocks. The locality had a diverse population which has resulted in cultural tensions between the new emerging communities and the established community. Once local need was identified, joint funding was sourced to deliver physical improvements to communal areas i.e. door entry systems, deployable mini-dome CCTV etc. This project was nationally recognised via the UK Housing Awards 2015 and was nominated as one of the finalists from over 700 Registered Providers and Local Authorities.

How Kirklees CSP is tackling ASB

- Plans were developed in 2014/15 for all ASB officers, Police and Safer Kirklees officers to be co-located along with Stronger Families, Prevent and mediation staff which has been successfully implemented. This has resulted in better co-ordination and more effective service delivery.
- A Good Citizenship course has been developed for low level environmental offences, with the first course attracting 23 participants, and similar numbers booked onto future courses. Anecdotal feedback has been really positive.
- Two Community Alcohol Partnerships (Huddersfield and Cleckheaton) have been set up to address issues relating to young people and anti-social behaviour. This work is funded and supported by businesses.
- A young people's forum is making a film funded by Network Rail to highlight issues relating to Real Ale Trail.
- Numerous training and awareness raising sessions delivered to partners and voluntary sector organisations in preparation for the new tools and powers.



Bradford District anti-social behaviour bike team

Bradford District ASB bike team

Bradford District has suffered from the anti-social use of motorcycles and quad bikes for many years, but it has been difficult for the police to respond when the offenders almost always make off on their bikes as soon as a police car comes into view. As such an ASB bike team was formed in mid July 2014. Their aim is to reduce ASB and officers patrol the district by targeting hot spot areas of concern, providing a visible deterrent to potential offenders whilst providing reassurance to the communities they serve. The officers search the area and deal with anyone they find causing a nuisance. Details of offenders are also passed to the districts ASB team and partner agencies so other avenues can be considered as well as tenancy enforcement.

The team use helmet cameras during the course of their duties and this footage has often resulted in the positive identification of offenders, video capture of offences has assisted in the successful prosecution of offenders, with points added to licences, licence holders being banned and fines being issued. On 28 April 2014, the team seized its 200th vehicle in Bradford.

Police Summer Camps 2014

Using a partnership approach, Police Summer Camps aim to provide diversionary activities for 300 young people aged 9-15 per week, from across the Bradford District. The purpose is to reduce ASB in the short term but also to provide youngsters with the life skills required to make safer and informed choices going forward thereby reducing the likelihood of future involvement in ASB. The PCC's financial and staffing commitment to the Police Camps, as well as support from partners, including Bradford CSP, means they are able, for £10 per young person to offer a weeks' activities including workshops on ASB, cyberbullying, home fire prevention, recycling and the environment and first aid as well as multi sports and fun activities to keep youngsters engaged. Information and skills that are taught have real value to youngsters and their families, as demonstrated by a young person in August 2013, who saved his mother's life after she choked on some food; he had learnt to perform the Heimlich Manoeuvre at the summer camp just days before. (see <http://www.mirror.co.uk/news/real-life-stories/hero-son-saves-mum-choking-2194363>).

Police Camps: Key Successes

- 613, 9-15 year olds from the Bradford District booked on to the 2014 camps with 600 engaging with the full weeks programme. They came from a wide range of backgrounds and ability levels.
- 48 volunteers developed their employability skills and gained invaluable work experience in 2014. They formed 50% of a staff team that came from 11 partner organisations. For 2015, volunteers will contribute approximately 3,300 hours during the four weeks of camps.
- The Police Camps Management Team have been awarded a Chief Constables Commendation, High Sheriff of West Yorkshire's Award for Outstanding Contribution to the County, Outstanding Individual in the Area of Innovation Award by Bradford College and came runners up at the West Yorkshire Police Awards for Team of the Year.

Safer Leeds noise nuisance service

I have supported the development of the Leeds Noise Nuisance Service which is now well embedded in the LASBT (Leeds ASB team), and accounts for over 59% of all ASB reports during the last 12 months (7,200 reports made). This has enabled an out of hours service which has dramatically increased the number of reports that can be dealt with.

Anti-social behaviour injunctions

Incommunities Ltd, a Bradford based Social Landlord and a member of the Bradford CSP, has forged an alliance with the charity ARCH to deliver intervention programmes to tenants whose behaviour is a cause of nuisance using the new anti-social behaviour injunction powers. In a case which was one of the first of its kind, Incommunities was dealing with a tenant whose partying and rowdy behaviour was making his neighbour's lives a misery, Incommunities identified that alcohol abuse was the root cause of the problem. When it went to court, as well as seeking orders prohibiting the bad behaviour, Incommunities asked the court to use its new powers to order that the perpetrator co-operate with an intervention programme to be delivered by ARCH. A programme was tailored to address the underlying causes of the individual's behaviour and was approved by the court. Failure to comply with the programme is not an option and can be met with imprisonment.

Arson

There has been a rise of 9.7% in incidences of arson to 1,140 offences when the 12 months to March 2015 are compared to the 12 months to March 2014. This was raised with the temporary Chief Constable who stated that this has been jointly due to a 25% increase in Leeds attributed to a single offender setting low level fires and also a change in crime recording processes. Many incidents which were previously graded as “unknown cause” are now graded as arson if there is any suspicion at all, meaning that the recorded levels of arson have risen, however there has been no increase in the threat to life or safety.

Improving road safety

- ✓ I will ask the broad range of local agencies that are involved in this area to work together with local people to ensure that local plans are in place to tackle high priority road safety issues where it is needed, and in the most appropriate way. As part of this I will ask local authorities, through the appropriate remit, to ensure this is raised across relevant departments, as it is not simply a community safety issue and cannot be tackled without that wider buy-in from local people as well as local partners.
- ✓ I will encourage the police and other partners, where appropriate and a need exists, to educate communities on road safety.
- ✓ I will work with relevant partners to invest in and utilise technology such as automatic number plate recognition technology and CCTV to keep our roads safe.

Road safety was added to the refreshed Police and Crime Plan in May 2014 as consistently people have raised road safety as a priority in their community. CSPs agree that there are problems around road safety, but that these need to be dealt with on a local basis – different local areas may suffer from different problems. Roundtable events were held with partners in Bradford, Kirklees, Leeds and Wakefield during 2014 while Calderdale provided feedback after their own consultation and the issues raised were; to focus around education, not enforcement, that specific issues varied greatly from district to district, with particular concerns in Leeds and Wakefield around safety outside of schools and the immediate school area, and in all

areas there were issues with communications and relationships with the police and partners including the level of strategic support.

In November 2014 the PCC launched his community conversation, where he spoke to residents and conducted a survey across West Yorkshire about the issues that mattered to them. One of the questions was around road safety and asked what the three issues relating to road safety were that caused people the most concern. The results can be seen on the PCC website www.westyorkshire-pcc.gov.uk/get-involved/your-voice/community-conversation-consultation.aspx and is being used to inform his conversations with partners

around what needs to be done across our communities going forward.

The OPCC is represented on the West Yorkshire Safer Roads Partnership, which comprises West Yorkshire Police, the five local authorities, West Yorkshire Fire and Rescue Service, the Ambulance Service, and Highways. The Strategic West Yorkshire Roads Safety Partnership aims to reduce the number of people killed or seriously injured on roads across West Yorkshire. The OPCC also has formal links with each of the Districts Road Safety Partnership, these are integral to the delivery of appropriate road safety publicity, education and training to communities across the region.



Road safety campaigns

I have supported the production of 'It'll All End in Tears', an educational film inspired by the crash between the minibus and lorry on the M62, where local teenager Bethany Jones was tragically killed. The film focuses on personal safety and risk whilst travelling in vehicles and featured students from Hemsworth Arts and Community Academy and Minsthorpe Community College. The OPCC worked closely with officers from the South East Neighbourhood Policing Team to organise the premiere in November 2014 and help with the design of media products. I have supported the roll out of the film and accompanying teachers pack in schools across the county. You can find more on this at:

<http://www.westyorkshire-pcc.gov.uk/get-involved/campaigns/it'll-all-end-in-tears-road-safety-dvd.aspx>

I have also supported the "Strap It not Wrap it" Baby Safety Campaign in Kirklees.

£2,000 has been provided to the national road safety charity Brake, to enable them to provide an information pack and helpline for anyone who has been bereaved or seriously injured in a road crash.

Automatic Number Plate Recognition (ANPR)

ANPR technology is used within West Yorkshire Police to help detect, deter and disrupt criminality at a local, county, regional and national level, including tackling traveling criminals, organised crime groups and terrorists. I have provided support and authorised investment in West Yorkshire and regional ANPR capabilities, which involves the growth in the ANPR infrastructure, the ANPR vehicle fleet, the ANPR software provision plus the creation of an ANPR Operations Unit staffed 24/7 alongside a dedicated West Yorkshire-wide ANPR Airwave channel.

Wakefield CSP has also utilised ANPR cameras using the funding allocated to them via the Community Safety Fund, placing them at strategic points around the Wakefield district to assist in addressing road safety.

Reducing speed limits in Calderdale

20mph speed limits are being introduced from June 2015 to help reduce the number and seriousness of collisions, however changing driver behaviour will not happen overnight. Changing attitudes and driver behaviour will take a range of interventions so that over time, driving at 20mph becomes the norm. The police will continue to work with local people to tackle those areas where speed continues to be an issue. For example police will work with local schools and children to use 'speed guns' on selected streets and stop drivers who drive above the limit.

The approach uses education rather than enforcement, with a clear campaign message - by driving at 20mph those behind you will have to. The campaign also advises drivers about the tools available to keep them safe, for example in-car CCTV.

Improving the way victims are dealt with

- ✓ I will monitor the satisfaction of those who report anti-social behaviour with the overall service provided to them.
- ✓ I will monitor the proportion of residents who say that anti-social behaviour has got worse over the last twelve months.

Many of the issues people talk to the PCC about are regarding ASB. Through the public perception survey, when people are asked what the issues are that matter to them in their local area, the top answers given are always around road safety/traffic issues (such as speeding, inconsiderate parking and poor driving) and cleanliness (such as fly tipping, dog faeces and litter). While the OPCC is not

always able to deal with the issues raised, it tries to put things right wherever possible and contact partners to try to resolve those issues where enough detail is provided to do so. There have been some encouraging examples of where action has been taken and the quality of the lives of individuals in our communities have been improved.

Partners also have a crucial role to play in improving the way victims are dealt with, such as Bradford CSP who have funded an ASB Victims Champion, managed by the local authority Restorative Justice/Victim Services Manager. This post recognised a gap for working with vulnerable and repeat victims of ASB.

Problems with ASB

"We seek to advise you that your staff and WYP have dealt very effectively and swiftly with all items. Both our members, local MP, councillors are very pleased to be able to inform all of you that matters are totally resolved beyond our expectations."

Sowerby Bridge Youth and Community Centre

"I would like to take this opportunity to thank you for your action last week, and all you have done. The motorcycle in question on Friday was a reformed person, short shifting and riding his machine like a normal human, not a mad man!"

Email to the PCC following issues with a motorcyclist who was driving in an anti-social way that was also deemed a danger to the public, and following a lack of response from local police.

Respond to reports of anti-social behaviour (ASB) in a way that victims and communities are happy with

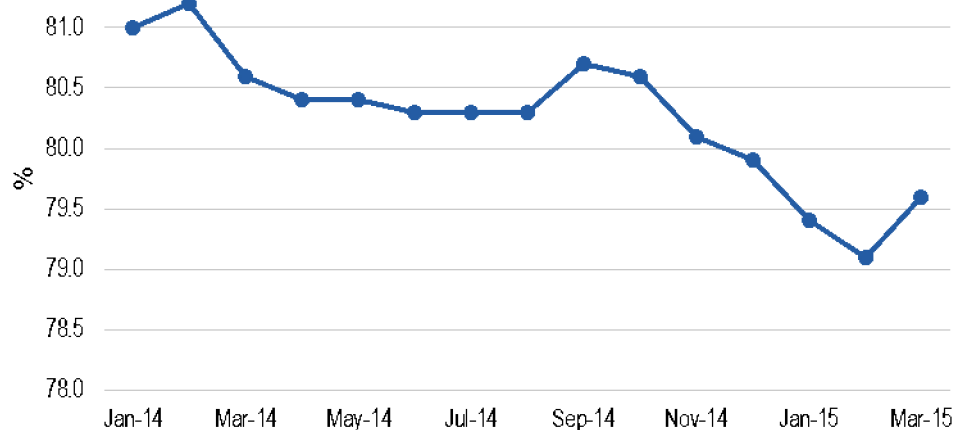
Satisfaction with ASB service delivery

Measure	West Yorkshire		
	12 months to Mar 14	12 months to Mar 15	Trend over time
Satisfaction with service delivery	80.6%	79.6%	No change

Performance

- 79.6% of victims of ASB indicated that they were satisfied with the service delivered by West Yorkshire Police. This is a small reduction on the previous year due to reductions in satisfaction seen during the latter half of 2014/15.
- Reductions were seen across all districts with the exception of Bradford, which increased by 2.0%, having decreased dramatically in 2013/14. In 2014/15 Calderdale has seen the biggest decrease of 7.0%.

Figure H: Levels of satisfaction with how ASB reports were dealt with January 2014 to March 2015



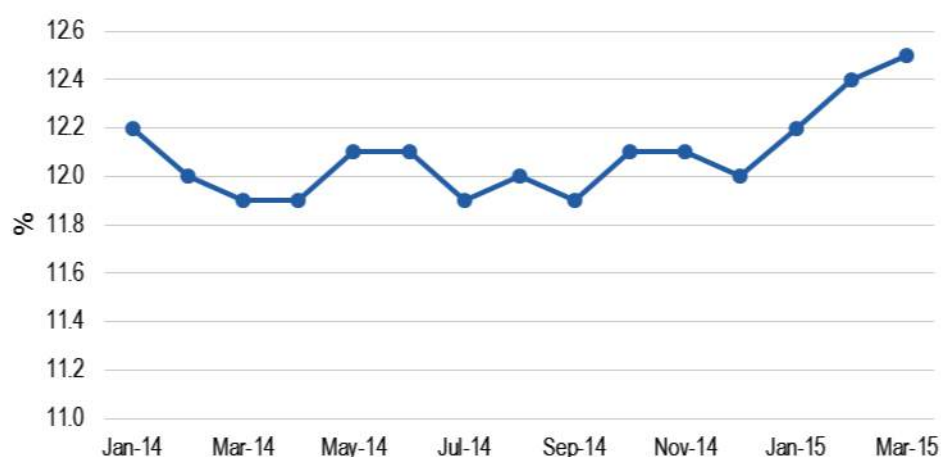
Proportion of residents saying ASB has got worse over the last 12 months

Measure	West Yorkshire		
	12 months to March 14	12 months to March 15	Trend over time
Proportion of residents saying anti-social behaviour has got worse over the last 12 months	11.9%	12.5%	No change

Performance

- The proportion of the public responding to the PCC public perception survey indicating that levels of anti-social behaviour had increased over the last 12 months stands at 12.5%, and has remained fairly constant over the last year, although it has appeared to be increasing in recent months, particularly in the Leeds district.
- There are differences in perceptions across districts, with 16.7% believing ASB has increased in Bradford while only 9.4% believe ASB has increased in Calderdale.

Figure I: Proportion of public perception survey respondents who believe that levels of anti-social behaviour have increased January 2014 to March 2015



Comment from the Police and Crime Commissioner

Previously I have raised concerns with the Chief Constable regarding the poor levels of satisfaction with ASB service delivery in Bradford, and the levels of satisfaction within Bradford have since increased. Despite the increase this area of service delivery has remained a focus of local accountability meetings within the police service and, as a result, improved recording of incidents should deliver a more comprehensive account of ASB and more effective problem solving with partners. Other areas are now seeing a decrease, in particular in respect of ease of contact and treatment, although this is not resulting in a significant deterioration across the police area. Reductions in resourcing will inevitably impact on the ability of officers and staff to keep victims updated and this could be starting to show.

The HMIC PEEL inspection graded West Yorkshire as 'good' at effectively tackling ASB, noting a number of good initiatives with a focus on prevention and reduction in and around schools, good partnership approaches with agencies seeing ASB as part of their core business, and evidence that ASB reports received by partner hubs are risk assessed (around vulnerability, repeat victims, hate crime and mental health), correctly recorded and victim-centred.

Victims and witnesses are supported

I have made five promises to victims and witnesses. I will work with partners to see how we can fulfil these promises to:

- ✓ Be open and accountable to victims and witnesses, seeking out and acting on their views.
- ✓ Make sure victims and witnesses get the high quality help and support they need, when they need it.
- ✓ Make the police more victim focused and more effective at meeting victims' needs.
- ✓ Give victims and witnesses an effective voice in the wider criminal justice system.
- ✓ Constantly work to develop new ways of delivering justice for victims.

Additionally:

- ✓ As part of the preparations for me taking over the commissioning of victims' services I will ask Victim Support to map those services currently available to victims of crime, to identify duplication, gaps and best practice.
- ✓ I will work with partners to build on the earlier Local Criminal Justice Board work that looked at the journey that victims and witnesses take through the criminal justice system – in their eyes – with the aim of improving this journey.
- ✓ To provide a louder voice for victims I intend to work with the police to provide the opportunity for victims to prepare a victim personal statement (VPN).
- ✓ I will establish a specific website to provide practical support for victims and witnesses. This will include an 'app' for use on smartphones and tablets and multi-lingual access to the Victims' Code, based on frequently asked questions.
- ✓ I will learn from the work being undertaken in West Yorkshire to tackle both crime and anti-social behaviour with people who have committed crimes, putting right the damage they have done, and endorse the expansion of use of such practices to improve victim satisfaction and reduce re-offending.
- ✓ I will also support victims and communities, whenever it is appropriate, by providing a community impact statement that is considered during sentencing at court

The Government consultation *Getting it Right for Victims and Witnesses* concluded that victims should receive high quality support tailored according to need and that this would be best achieved through a mixed economy of local and national commissioning. With this new landscape for commissioning victims' services the Ministry of Justice retain responsibility for some national commissioned services, while PCCs became responsible for commissioning some support services for victims of crime in their local areas from

1 October 2014. An extra £2m has been allocated by the PCC over the period 2014-16 for innovative services for domestic abuse, child sexual exploitation and mental health interventions. Partners have been instrumental in identifying and designing these services and the OPCC have worked closely with a number of agencies involved in providing improved services to all our victims in West Yorkshire. The Police and Crime Plan recognises that victims need to come first, that this is a priority for all people no matter what background they

are from, and that the right services need to be provided in the right way, by the right agency.

Knowing where to go for support for victims of crime is essential. It is vitally important to provide support to all victims whether or not they choose to report their crime to the police. To enable this the PCC has established the Help for Victims website, partnership victim's hubs, victim referral and local support services, and a victim's champion project.

Help for Victims website

The PCC commissioned the Help for Victims website www.helpforvictims.co.uk which was launched in October 2014. It is an online resource for victims and practitioners and provides helpful information for victims of crime which includes questions and answers explaining the Victims' Code and Witness Charter. Where the answer can't be found on the website there is the facility to ask a relevant question. The local version of the website provides translations into several languages that best suit that area's community, links with information to local supporting organisations, together with an ability to self-refer to the local victim's service. Over 400 organisations across West Yorkshire offering a huge range of generalist and specialist services are listed at the site and can be accessed by everybody who lives and works across the county.

The screenshot shows the homepage of the Help for Victims website. At the top, there is a navigation bar with links for 'advanced search', 'about', 'accessibility', and 'contact'. The main header features the 'help for victims .co.uk' logo and the tagline 'Independent, informed and impartial'. Below the header is a search bar with the placeholder text 'Type your question' and a 'Search' button, alongside a 'Browse topics' button. The main content area is divided into several sections. On the left, there is a large banner titled 'What victims and witnesses need to know' with a background image of a person walking away. Below this banner is a question 'Have you been affected by crime?' and a 'Find out more' button. To the right of the banner, there is a section titled 'Your local area' with a house icon, a text input field for 'Enter your town or postcode to see information from your local area', and a 'GO' button. Below this is a 'victim support' logo with the tagline 'find the strength'. Further down is a section titled 'Can't find the answer?' with a question mark icon and the text 'Ask a question and help us improve the service'. At the bottom of the main content area, there is a 'Question of The Day' section with the question 'What if I am not satisfied with the response to my complaint?'. The footer of the website includes a dark grey bar with the 'help for victims .co.uk' logo, a list of links: 'Admin', 'Privacy', 'Help', 'Terms & Conditions', 'Covering Your Tracks', and an RSS icon, and the tagline 'Independent, informed and impartial'.

Partnership victim's hubs for information, self-referral and access to support services

The development of partnership Victim's Hubs across West Yorkshire was kick started in Leeds City Centre early in 2015 in conjunction with Safer Leeds and Victim Support and we are working towards opening hubs in Bradford and Wakefield. The Hubs aim to provide face to face, written or online information and support to simplify the victim's journey, improve their experience and increase the confidence of victims resulting in improved reporting rates. Victims are able to self-refer to support services if they wish to do so, whether or not they have reported a crime.

Victim referral and local support services

The PCC has worked with Victim Support through a period of significant change to ensure continuity of service from the regional Victim Care Unit which takes calls from the public and handles referrals from the police, other agencies and victims. There are clear pathways to continued support from local teams of staff and volunteers or identified pathways for referral to other services in West Yorkshire. The intention is to continue supporting this core service and to develop a range of enhanced services for victims and witnesses during 2015/16 providing a greater level of support through the wider criminal justice system.

Victim's Champion

Of course there is a real need to ensure that existing and new services engage all communities and the PCC has commissioned a Victim's Champion with an initial focus on Black and Minority Ethnic (BME) victims to assist with this which includes undertaking equality impact assessments, providing expert advice for any service specifications developed prior to open procurement.

Particular attention has been paid to improving services for victims of serious crimes, including: the allocation of £1m in funding to CSPs around services for victims of domestic abuse; an 18 month programme of work to raise awareness of CSE, improve information sharing and support victims; successfully applying for funding to establish and co-ordinate services, develop training and support victims of human trafficking; the launch of the SARC and commissioning a West Yorkshire wide ISVA service. A donation has also been made to the national road safety charity Brake to enable them to provide an information pack and helpline for anyone who has been

bereaved or seriously injured in a road crash.

The PCC has led the development of a distinctive West Yorkshire approach to restorative justice, commissioning a report to map out existing initiatives, identify their strengths and weaknesses, and funding has been provided for CSPs and other parts of the criminal justice system. The findings from this report were used to consult further and a West Yorkshire specification has been prepared for commissioning a restorative justice provider to implement a service during the summer of 2015. In addition to this the PCC has also provided funding to HMP Leeds for the

continuation of restorative justice work with offenders and victims.

Neighbourhood resolution panels bring local victims, offenders and criminal justice professionals together to agree what action should be taken to deal with certain types of low level crime and disorder. They have been established in all five districts to give people the opportunity to prevent issues from escalating into more serious crime. Each case is thoroughly assessed so that victims of low level crimes, if they wish, are able to voice their experiences and reach an agreement on how to repair the harm that has been caused.

How CSPs are undertaking restorative justice work

Wakefield

All 110 residential staff (local authority and private providers) in the Wakefield district have been trained in the use of restorative interventions. 13 staff have also completed extra training to enable them to be specialist leaders in their individual settings. Restorative practice training has also been delivered to the Reach Team, schools, foster carers, supervising social workers and police.

Volunteers deliver face to face restorative justice conferences, victim awareness sessions and assist with the delivery of a shop theft programme. The volunteers also facilitate Restorative Family Meetings and as community members champion the use of restorative justice to create cohesive communities.

The project facilitated a War Veteran meeting with the young people who stole his medals. This was a powerful encounter that resulted in the young people taking responsibility for their actions and making good the harm they had caused. It also allowed the War Veteran the opportunity to question and challenge the young people and give closure to this experience.

Bradford

Since 2012 Bradford CSP has supported the use of neighbourhood resolution panels which aim to deliver a restorative justice service to low level crime and neighbour disputes. Over 70 volunteers from the community are involved in this work and help to provide a local response to crime and anti-social behaviour. Its successes have led to the panels being subsumed by the Restorative Justice Hub which was launched in December 2014, and has since received the Restorative Service Quality Mark. As a result I have commissioned all of the other CSPs to learn from Bradford and set up a pre-court neighbourhood resolution panel process.

Measuring victim satisfaction on a regular basis is one way of ensuring that victims of crime in West Yorkshire are being provided with the service that they deserve. It importantly also allows us to understand where there may be issues and highlight where improvements can be made. The PCC reviews a number of victim satisfaction indicators on a monthly basis and holds the Chief Constable to account for any reductions or concerns.



Improve the quality of support provided to victims of crime and incidents

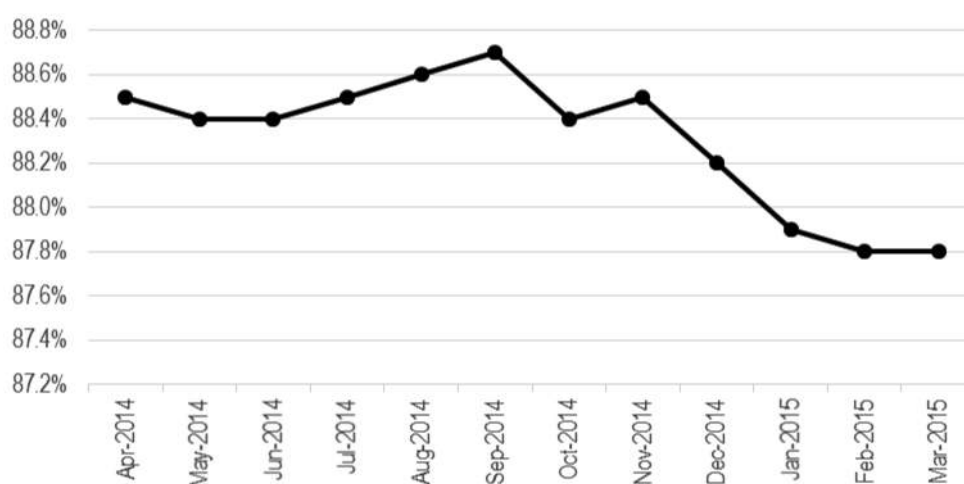
Satisfaction with service delivery

Measure	West Yorkshire		
	12 months to Mar 14	12 months to Mar 15	Trend over time
Satisfaction with overall service	88.5%	87.8%	No change

Performance

- The overall victim satisfaction level for the 12 months to March 2015 stands at 87.8% which is a slight but not significant reduction of 0.7% from the same period last year. The police have managed to maintain relatively high levels of overall victim satisfaction and is currently ranked 2nd in its Most Similar Group (MSG).

Figure J: Overall satisfaction levels of victims of crime April 2014 to March 2015



Comment from the Police and Crime Commissioner

Although overall performance is good, there have been some issues throughout the last year with victim satisfaction which I have raised with the Chief Constable including: reductions in satisfaction relating to ease of contact, speed of arrival and treatment; reductions in Bradford across overall satisfaction, ASB and racist incident satisfaction; and reductions in satisfaction for white victims of violent crime.

The Chief Constable has assured me that victim satisfaction is still important, although reduced resources may be impacting on the ability of officers and staff to keep victims up to date. I will continue to support West Yorkshire Police as they continue to work towards improving satisfaction levels for victims of crime.

The OPCC are currently leading on a joint project with representatives from West Yorkshire Police and Victim Support which is focussed on gaining a more in depth view from

victims regarding the service provided to them. It is hoped that this project will combine a thorough survey with focus groups, allowing for victims of various crime types to fully explain

their experience, throughout their journey and what they believe should be improved. This work will continue into next year and will hopefully contribute to an improved service for our victims.

A section of the community conversation survey is dedicated to supporting victims and witnesses and asked the public what they thought could be done to improve the support given. The responses were extremely helpful and told us a great deal about

what the public would like to see from the OPCC, police and partners in relation to supporting victims and witnesses. The results from this will continue to feed into the work with partners to ensure that victims and witnesses are getting the high quality help and

support that they need. A fuller summary of the results of the community conversation can be found on the website at <http://www.westyorkshire-pcc.gov.uk/>

During 2014/15 a range of projects focused on supporting victims and witnesses have been funded through the Safer Communities Fund, with the majority being women, children and young people.

The hard work of West Yorkshire Police and partners to support victims and witnesses was noted by HMIC during its PEEL inspection, making particular

reference to good problem solving, the range of multi-agency meetings, and victim-centred restorative justice disposals. It was also encouraging to see that

the level of victim satisfaction in West Yorkshire was higher than the rest of England and Wales (as of June 2014).

Recognising business crime

I will work with business people and partners in West Yorkshire to:

- ✓ Agree/implement a definition for business crime to allow the police and partners to identify the real impact of all types of crime experienced by businesses - work is ongoing at a national level and I will review the outcome of this.
- ✓ Make sure that I consult with local businesses in a way that is meaningful and useful and that will allow local businesses to have a say in decision making.
- ✓ Businesses can help play a part in addressing crime and anti-social behaviour and I will engage with businesses to see how this can best be done, such as utilising particular skills their staff have, through to using their visibility in our communities.
- ✓ Seek opportunities for working with businesses and other public sector services to reduce the impact of economic crime, particularly cyber-enabled crime.
- ✓ Hold the Chief Constable to account for providing adequate mechanisms for businesses to make an impact statement that can be considered in court.
- ✓ Reduce and prevent shoplifting, which has increased both locally and nationally.



Mark Burns-Williamson speaking to local businesses

Thriving businesses are a key feature of any healthy community. If we are to improve people's lives and create jobs in West Yorkshire we need local businesses to do well. A number of businesses have raised with the PCC that crime is a key problem for them.

The PCC spoke at a Business Crime Summit in June 2014, and has supported efforts to get further funding through Local Enterprise Partnerships. Although this was unsuccessful, crime prevention advice to businesses continues to be available from West Yorkshire Police, with the needs of small and medium

enterprises forming part of the day to day duties of PCSOs. Meetings have taken place with the Tobacco Manufacturers Alliance (TMA), and the National Pawnbrokers Association (NPA) to discuss how these particular sectors can contribute to crime reduction. Stronger links have been developed with local business crime partnerships such as the ones based in Wakefield, Leeds and Bradford. The OPCC had a presence at the Association of Business Crime Partnerships Yorkshire and Humber event in March 2015 and the PCC is also supporting West Yorkshire Police in its development of a business

crime prevention strategy to give a clearer focus to all the work being done. This includes: the establishment of a retail crime group, which met for the first time in April 2015; a project with University of Huddersfield students to develop concept designs for different devices to combat shoplifting; research with shoplifting offenders to develop effective approaches to prevention; and a cyber crime prevention seminar held in April 2015 which included consideration of how it affects businesses.

Kirklees CSP

Kirklees CSP have funded a number of initiatives that support businesses including:

- Funding for Huddersfield Town Centre Partnership networking systems to increase information sharing and reduce shop theft.
- Development of a Kirklees Safer Business Partnership which will include engagement with businesses to ensure they are clear about how to report crime and ASB issues impacting on themselves and their business. It will also develop a 'safer business award' which will result in an award being given to businesses meeting defined community safety criteria. As well as demonstrating how they consider community safety in their business planning, this will also demonstrate how they are giving something back to their local community through activities such as volunteering.

Local, regional and national threats, risks and harm are tackled

Tackling drug and alcohol misuse

- ✓ I will work with partners to get a better understanding of the serious problems that exist in our communities around drugs and alcohol.
- ✓ With partners I will ensure that the findings of the drug intervention programme review are considered and acted upon, promptly.
- ✓ With partners I will work towards reducing the harm caused to individuals, families and communities through the abuse of drugs and alcohol.
- ✓ I will lobby government to update the policies and laws that exist around drugs to reflect the rapidly changing problem we are facing such as legal highs.

Tackling drug and alcohol related offending and supporting people to overcome substance misuse remains a priority and the OPCC has continued to work with partners and support their responses to this problem. The last annual report covers the review commissioned into the Drug Intervention Programme (DIP) to ensure that resources were being directed in a way that improved outcomes for our local communities. The results of this review were published in April

2014 and the OPCC along with partners have spent the last year implementing the series of recommendations which arose from the review. This commenced with a multi-agency workshop in June 2014 which involved key partners including district service providers, the Police and Crime Panel, West Yorkshire Police, and West Yorkshire Probation where the recommendations were considered and a joint delivery plan was established. Progress has continued to be made in

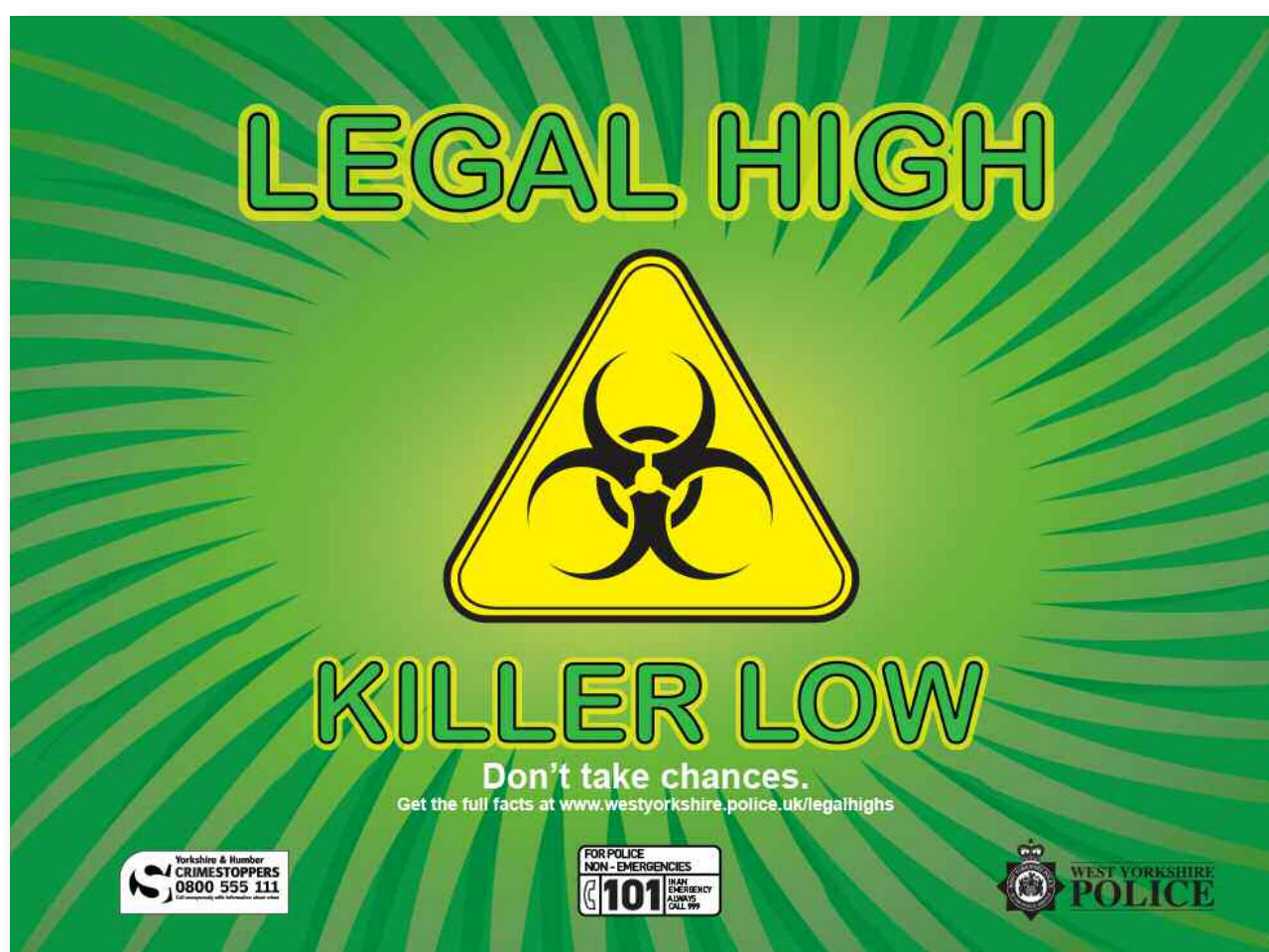
implementing this action plan, including formalising different early identification processes for drug and alcohol using offenders, improving the efficiency of referrals to drug and alcohol providers, and establishing a performance management framework for the delivery of the programme. The full report can be found at <http://www.westyorkshire-pcc.gov.uk/our-business/reports/dip-review.aspx>

The OPCC continues to collaborate with partners in this work and do all we can to help tackle and treat drug and alcohol

addiction. In addition, the Community Safety Fund ensured that each of the five CSPs can continue to tackle and treat drug

and alcohol addiction in their local areas. Some examples of the work that this has been enabled by the community safety fund are:

- Legal high awareness events throughout West Yorkshire, following on from an OPCC backed campaign last summer. The increasing use of legal highs has prompted partners to work together with the police and local businesses to build awareness and prevent supply.
- A number of alcohol awareness initiatives ranging from health related posters, extra alcohol related safety classes in high schools and a number of youth diversions.



Through the Safer Communities Fund during 2014/15 a number of projects with a core focus on drug and alcohol misuse and the consequences of this have been funded, including:

- Educating young people around the dangers of excessive drinking and how to stay safe.
- Utilising the unclaimed stolen bikes seized by West Yorkshire Police as part of a diversionary repair programme for those who are recovering from drug and alcohol misuse.

Reaching out to people at risk

- ✓ I will work with the police and other partners to review the need for services around places of safety for those with mental health issues, missing persons, and appropriate adults for children and vulnerable adults.
- ✓ Two districts in West Yorkshire are hosting pilots for how mental health services work with the police (the street triage system in Leeds, and the liaison and diversion service in Wakefield). I will work with partners to ensure that the learning from these pilots is rolled out across the West Yorkshire districts as soon as possible.
- ✓ I will work with partners, including health and wellbeing, to improve our understanding of the issues around mental health, community safety and the criminal justice system and ensure joined up working and funding to put in place better systems to deal with those issues.

People with mental health issues should be treated as patients and not be detained in police cells. They should have direct access to healthcare, and not be placed as a first or last resort into police care or custody. The Deputy Police and Crime Commissioner has sat on the Association of Police and

Crime Commissioners Mental Health Working Group to influence the debate at a national level and a great deal of work is on-going between partners locally to make sure these extremely vulnerable people in our society are best protected and supported in West Yorkshire. The PCC has signed

the Mental Health Crisis Care Concordat, met with the chairs of the five districts Health and Wellbeing Boards to identify shared outcomes and begun to explore how we can work together on these areas of shared concern.

West Yorkshire Fire and Rescue Service is supporting the Crisis Care Concordat by developing a partnership aimed at promoting the safety of individuals in crisis by offering home fire safety checks to individuals post crisis. Officers have been given training in understanding the impact of mental health issues in relation to fire safety issues and work closely with partners to ensure the best outcomes are achieved.

In order to provide an increased focus on this area of work and encourage joint working, the OPCC seconded a registrar from public health to concentrate on supporting mental health issues within West Yorkshire. The establishment of this position has been of great benefit enabling the OPCC to better support the work being done by the police and partners around mental health. The registrar started the secondment by undertaking a review of mental health initiatives, carrying out consultation with local partners, and holding a multi-agency conference to develop priorities regarding

criminal justice and mental health. Examples of some of the work undertaken around these priorities are:

- The OPCC and NHS have jointly funded pilots in Leeds and Bradford district to have mental health staff working within police control rooms.
- Additional support has been provided to assist with the implementation of the Wakefield Crisis Care Concordat action plan.
- A collaborative bid was made to provide mental health and social care support to the police in Bradford District.
- Support has been given to NHS England who have

commissioned a pilot liaison and diversion service based in Wakefield. These services identify mental health issues and vulnerabilities that offenders may have so that they can either be supported through the criminal system pathway or diverted into a treatment, social care service or other relevant intervention or support service. liaison and diversion services aim to improve health outcomes, reduce re-offending and identify vulnerabilities earlier, thus reducing the likelihood that offenders will reach crisis-point.

The March 2015 HMIC report on the welfare of vulnerable people in police custody found that too many are detained for unnecessarily long periods due to slow and delayed criminal justice processes, the time it takes to secure legal representation and appropriate adults, and difficulties in finding more appropriate accommodation for children or people who are mentally unwell.

The PCC runs a custody visiting scheme which is staffed by volunteers who check on the treatment of detainees and the conditions in which they are held, and that their rights and entitlements are being observed. They have a part to play in reporting those types of issues back to custody staff where immediate action is needed and the PCC to ensure these are addressed with the Chief Constable.

The OPCC is currently working with relevant partners to identify enhancements that could be made to the existing statutory provision for appropriate adults.

West Yorkshire Street Triage Pilot

The Leeds Street Triage pilot commenced in December 2013 for a period of one year. The aims of the pilot included reducing Section 136 Mental Health Act detentions, improving partner relationships within criminal justice, and preventing criminalisation of people with mental health issues. The pilot consisted of two mental health workers providing cover between 1500 hours and 0100 hours 7 days a week. They attended, assessed and triaged mental health related police incidents or provided telephone advice. During the pilot there were a total of the 879 street triage contacts. The team attended 88% of these within 1 hour, and 99% within 2 hours. 338 of 879 contacts were detained under S136 and the number of people detained under S136 within the Leeds area fell by 26% during the pilot. Additionally street triage facilitated a 72% increase in onward referral of contacts to mental health care. Although the nationally funded pilot operated until November 2014, permanent local funding has been found to broaden provision to 24/7 cover.

Differing models of street triage, control room triage and first response teams are in operation or about to begin in all 5 Districts of West Yorkshire and will be evaluated over the coming year.



Fighting serious and major crime

- ✓ I will work with the police and other agencies to ensure the threats posed locally and nationally by organised crime groups are tackled in the most effective and efficient way to minimise serious harm in our communities.
- ✓ I will support the development of suitable mechanisms for the support of the police and oversight of serious and organised crime activity – through a local organised crime partnership board – by April 2015.
- ✓ I will ask partners to ensure that their own strategic plans adequately reflect the role that they need to play in tackling serious and major crime, taking particular account of the Strategic Policing Requirement.

Fighting serious and major crime often demands a much more complex and multi-faceted approach than with other crime types. To do this effectively we need to combine local, regional and national responses, and make sure we have strong joint working between a range of agencies. The

OPCC continues to work closely with a number of different organisations to identify opportunities for working better together, examples include working with the National Crime Agency and the Centre for Excellence in Terrorism, Resilience and Organised Crime

research (CENTRIC) at Sheffield Hallam University. The Chief Executive also attended the European Union (EU) high level conference on cyber security and the OPCC has succeeded in attracting EU funding for research projects in a number of key areas through the West Yorkshire for Innovation (WyFi) team:

<http://www.westyorkshire-pcc.gov.uk/>

In July 2014, West Yorkshire Police took responsibility for the delivery of the organised crime function across Yorkshire and the Humber under 'Operation Odyssey'. Odyssey is one of nine Regional Organised Crime Units (ROCU) providing specialist capability to tackle the increasingly complex threat posed by organised crime. The PCC continues to work with and support this unit, and make sure there is regular liaison between West Yorkshire Police (as the lead force) and the other regional forces and PCCs, as it is crucial that all work together to fight serious crime.



Regional Cyber Crime Unit

The changing nature of crime and the rise in computer-based (cyber related and cyber enabled) crime is a very real threat; it is also a prime example of why we need to engage with partners in education, industry and with other criminal justice agencies to understand and identify solutions to this type of crime. The Regional Cyber Crime Unit (RCCU) which is part of the Regional Organised Crime Unit, is continuously working with these organisations to share information and promote best practice.

In the last 12 months the RCCU has:

- Disrupted over 500 web servers controlled by Organised Crime Groups denying them the use of the Internet.
- Disrupted 35 individuals involved in hacking and prevented further offending.
- Brought to justice suspects for £62 million worth of attacks on regional companies.
- Dealt with investigations affecting local businesses with suspects in nine countries.

Similarly the OPCC is also working closely with the North East Counter Terrorism Unit to broaden the delivery of the Prevent Strategy across the region, which will continue over the next year. The PCC continues to work with neighbouring PCCs

so that the government's serious organised crime strategy is delivered in the most efficient and effective way, and in a way that reflects the fact that determined criminals do not respect geographical boundaries any more than they respect legal ones.

It is not just the police who can help in the fight against serious and major crime.

How Safer Leeds is helping to tackle serious and major crime

Safer Leeds have been working towards the creation of a Leeds Prevent Hub made up of a team of specialist officers and local authority staff delivering the Prevent agenda and Channel programme which aims to stop people being drawn into terrorism. The Leeds Prevent Hub will be the first of its kind across West Yorkshire and will ensure a more effective service supporting the district and will incorporate:

- A newly centralised, co-located team of existing specialists from West Yorkshire Police and the local authority, which will be supervised, governed and led by officers from Safer Leeds.
- A revised action plan, specific to the threat posed to the Leeds area.

How Kirklees CSP is helping to tackle serious and major crime

A number of initiatives have been undertaken across Kirklees including:

- Over 600 teaching staff across 139 schools have been trained around radicalisation and extremism.
- A Home Office approved intervention provider has delivered extremism workshops in 10 schools across the authority discussing subjects such as violent extremism, radicalisation and international and national issues.
- A programme has been delivered in schools and youth clubs to tackle issues such as travel to Syria, far right extremism and the promotion of British values.
- A Syria awareness event was held for school and college head teachers in October 2014.
- A counter narrative to ISIS event was held in Dewsbury in November 2014 with community members and leaders in an attempt to develop counter narrative messages to the terrorist group.
- A women's only event was held in April 2015 to discuss women's role within the community, travel to Syria and freedom of speech.

Case study: Calderdale CSP response to reducing gang related violent crime

Halifax West had been suffering with persistent gang related violence and drug dealing which had undermined public confidence and put members of the public at risk. Previously a number of policing methods had been used with varying degrees of success. Gang members were in and out of prison and when inside their gap was plugged by another gang member. Witnesses in the community were intimidated and did not wish to give evidence. Numerous undercover and other highly visible operations were conducted but did not solve the problems. Despite a long term concerted effort from the police problems remained and the community were blighted by the gang's activity.

A new approach to tackle the problem was needed and this came in the form of Gang Injunctions. These allow a partnership approach for the police to seek injunctions against gang members. The conditions which are imposed are far reaching and severely restrict gang related activity. Breaches generally have a power of arrest and can result in imprisonment. Each injunction lasts for a minimum of two years.

In Halifax the collection of evidence began in April 2014. Two main gangs were identified: Gang A (a drug dealing gang who use violence to secure their business) and Gang B (another drug dealing gang in opposition with Gang A). Whilst extensive in size, various gang members were in prison at the time of the investigation for gang related violence and could not be considered for gang injunctions. The team collected evidence going back two years consisting of crimes, logs and intelligence and the final hearing took place in April 2015. The case presented by the team was described as "compelling" and both applications were successful.

Whilst it is still early, the positive impact of this legislation and the hard work of the team is being felt in the community. The implementation of this legislation is now being used alongside more conventional methods to reduce gang related violence and keep the community safe.

Collaborating, delivering in partnership and responding to national threats

- ✓ When it comes to policing and crime, no single organisation is big enough or wealthy enough to go it alone. I will consider all realistic options for collaborating with others to ensure better value for the people of West Yorkshire, and to seek strong public sector delivery of those services.
- ✓ For those areas of policing that West Yorkshire leads on, whether it be regionally or nationally, I will hold the Chief Constable to account for the delivery of appropriate services to the other forces it serves. I will make sure that where other forces take the lead that the communities within West Yorkshire are benefiting from this arrangement, and ask questions if I feel our communities are not.
- ✓ I will hold the Chief Constable to account to ensure that the police tackle major crime which impacts nationally and locally on the public of West Yorkshire.
- ✓ With the Chief Constable I will make sure that we have the right resources, understanding, people and governance frameworks to tackle national threats such as terrorism, serious public disorder, organised crime, major cyber incidents and civil emergencies. I will work with local authorities and planning agencies to make sure we are prepared for the national risks, threats and harm set out by the Home Secretary in the Strategic Policing Requirement.

Some threats and risks can only be dealt with effectively by drawing together the resources and expertise of people regionally or across the country. There are many good examples of collaboration at a local, regional and national level happening in West Yorkshire and this annual report sets out a few of these.

The PCC has been working with the West Yorkshire Local Resilience Forum to make sure agencies are all sighted on major risks and threats to communities in West Yorkshire. The forum provides expert guidance and helps agencies build capability and capacity across respective

organisations including health, education, environment, ambulance, fire and the military. This means we can respond promptly and effectively to civil emergencies and ensure our communities in West Yorkshire are properly protected and informed when risks such as those from Ebola and Middle Eastern flu arise as risks and, if things go wrong (such as freak weather conditions, major health incidents or other adverse events) our communities are ready to respond to, deal with and recover from the consequences.

The Regional Collaboration Board involves all four police and crime

commissioners and chief constables from Yorkshire and the Humber and is responsible for setting the direction for the four regional police services to work more closely together, minimising duplication and maximising our working together. The board is also responsible for overseeing the work of the ROCU and the region's local serious and organised crime profiles.



Tour de France in West Yorkshire

Tour de France

In July 2014 West Yorkshire hosted the Tour de France Grand Depart, which placed considerable demand on policing and community safety resources. West Yorkshire Police and partners came together to ensure that the event was safe and successful, which shows that despite major challenges stemming from the government cuts effective policing is still being provided and we are still fulfilling our duties under the SPR. This success was recognised in our first HMIC Peel assessment:

“In July 2014, along with colleagues in South and North Yorkshire, an excellent policing operation was put in place for the Tour de France Grande Depart. It (West Yorkshire Police) has also policed five English Defence League demonstrations.”

West Yorkshire Police is the lead force for the North East Counter Terrorism Unit (NE CTU) which was established in 2007 to strengthen the UK's response to the growing threat of terrorism. The PCC has continued to support the unit and has met with officers and staff on a number of occasions throughout the last year to ensure that he is fully briefed on the challenges facing us both in relation to the threat of terrorism and the impact of government cuts. The OPCC Chief Executive attended a four cities forum chaired by the Mayor of London and involving the leaders of the four regions that host a counter-terrorism unit and the PCC also recently organised a conference with all of the north

east region Police and Crime Commissioners to provide the opportunity to discuss these matters and establish a way forward. The OPCC has been working closely with the Prevent team at the NE CTU to identify ways to better equip police officers for identifying and preventing radicalisation and extremism. This work will continue into 2015 and will be shared across the region for adoption. The PCC is represented on the West Yorkshire CONTEST board which is crucial in bringing together organisations including the fire service, health, education, and armed forces, to discuss and plan the delivery of the CONTEST strategy across the north east region. EU funding has also been

attracted for counter-terrorism research projects with European police forces, universities and other key bodies and significant expertise in this area has been developed.

The PCC continues to provide the governance, risk and assurance framework for the National Police Air Service (NPAS) and chairs the National Strategic Board. Phase 1 of this ambitious national programme has been completed and in April 2015, the Metropolitan Police Service joined NPAS, meaning that West Yorkshire is now responsible for the governance and operational deployment of the majority of police air services across England and Wales.



NPAS

NPAS is the first truly national collaboration of the 43 Home Office forces in England and Wales. Led by West Yorkshire Police, it brings together the strategic policing function of air support, retaining local delivery underpinned by the resilience and economies of scale that can be delivered by a national organisation. As the lead Local Policing Body and the Chair of the National Strategic Board I have worked hard with my staff and those of West Yorkshire Police to establish a fully operational, cost effective air support service for England and Wales. This support is delivered under a collaboration agreement the operational aspects of which are managed by the Chief Constable of West Yorkshire while the issues of local governance are overseen by my office.

With 23 aircraft in the fleet (including one used by the Norwegian Police) NPAS is the biggest emergency services air operator – by hours flown – in the UK. NPAS is supported by a dedicated national dispatch and flight following centre based in Bradford handling 150-200 task requests per day.

This shared service is integral to maintaining safety and security and can often mean that other emergency services are freed up to deal with different calls for example:

In January 2015 two requests for air support were received via the NPAS despatch centre at the same time. Both incidents involved reports of missing people and were assessed as high risk meaning there was great concern for both person's vulnerability and safety. One person was reported missing in the hills of Windermere, Cumbria and one in the Crook o' Lune area of Lancashire. After carefully considering the threat and risk to both people, and the operational impact that this would have on resilience of both forces the dispatcher decided to deploy one aircraft from the Wharton base in Lancashire and another from Tees Valley. This ensured coverage was still maintained in the North of England for any other spontaneous request, and demonstrates the benefit of borderless tasking of a national service.

Both missing persons were found quickly although sadly one had died. Had NPAS not deployed to these scenes, covering the search areas on foot would have been substantial and would have taken days to complete, potentially with a worse outcome. Furthermore by servicing both forces through NPAS, a vast amount of money, time and resources were saved, again showing how valuable effective collaboration is.

The Strategic Policing Requirement (SPR) sets out what, in the Home Secretary's view, are the national threats that the police and partners must address. The threats are organised crime, terrorism and extremism, public order, civil emergencies and a major cyber incident. To meet these threats, West Yorkshire Police (as the country's fourth largest police service) must show

that it is able to deal with and contribute to the national response to these threats. The PCC's role is to ensure that the Chief Constable takes account of this requirement when setting priorities and when taking resource decisions for West Yorkshire Police, to make sure that they are in a position to make an effective contribution as part of the wider police service should the

need arise. The OPCC has been closely involved with the SPR since it was first designed, contributing to its development and testing. The PCC continues to make sure that the OPCC and West Yorkshire Police are meeting the requirements and are capable of responding to national threats as they arise.

Criminal justice system is effective and efficient

Working with the criminal justice system

- ✓ I will work in partnership with criminal justice agencies to align our priorities and plans and achieve the outcomes people expect for their communities particularly for victims of crime.
- ✓ I will ask West Yorkshire Police to look at how its custody facilities might be used by wider agencies, whether it is health and wellbeing completing assessments of detainees or other agencies with powers of detention such as immigration.
- ✓ With partners I will push for a change in legislation so that custody is no longer used as a place of safety for detainees with mental health issues.
- ✓ The National VIPER® Bureau – which is owned and run within West Yorkshire – provides technical support to witnesses and courts around identity parades and the electronic presentation of evidence. I will explore how the bureau can be used to help make criminal justice services more effective and efficient.
- ✓ I will work in partnership with relevant criminal justice, third sector and other agencies to address the multiple needs of women within the criminal justice system.
- ✓ I will monitor the conviction rate and ineffective trial rate across West Yorkshire.

Over the last year partnership with criminal justice partners, who are included in the PEG, has been enhanced with the PCC represented at the LCJB. The OPCC also attends sub group meetings such as Efficiency and Effectiveness and Victims and

Witnesses where value can be added. The PCC part funded the LCJB Partnership and Performance Manager post to ensure that the partners had continued co-ordinated support going forward and work is ongoing to make the criminal justice system

more effective and efficient. A lot of effort from the criminal justice system in the last year has focussed on 'transforming summary justice', a programme that was established by the National Criminal Justice Board.

Transforming summary justice

If unnecessary delays occur when cases are heard in magistrates' courts, this can cause additional distress for victims and witnesses. The criminal justice system is working towards reducing delays in the magistrates' courts, holding fewer hearings per case and increasing the number of trials that go ahead the first time they are listed. Transforming summary justice is a Ministry of Justice initiative to aid delivery of an efficient criminal justice system.

The programme contains ten areas which, will improve the efficiency and effectiveness of the magistrates' courts. These include quality assured police files; anticipated plea hearings; the right personnel at the hearing; clear expectations of effectiveness; police support for anticipated not guilty hearings; and connectivity (WiFi) for each agency at court. The process delivers an increased conviction rate, an increased guilty plea at first hearing, reduced attrition, fewer hearings for both guilty and not guilty pleas, an increased trial effectiveness rate and reduced victim attrition.

Bradford were chosen as the early adoptor site for North and West Yorkshire and began the process in October 2014. Since its introduction in Bradford the trial caseload at the Magistrates Court has reduced from an average of over 500 cases to only 320. In essence 180 victims and witnesses where a trial would have been reasonably expected to occur have been avoided and dealt with at the first hearing with an outcome in 28 days as opposed to four months.

There has also been a lot of work around the use of out of court disposals (OCD), a method of resolving an investigation when the suspect is known and admits the offence. An OCD can only be used in limited circumstances and aims to reduce re-offending by enabling restorative and reparative justice. Nationally

OCDs include community resolutions, conditional cautioning, simple cautions, cannabis warnings and Penalty Notices for Disorder. West Yorkshire was selected as one of three police services to take part in a national pilot to reduce the number of these disposals and the PCC has ensured relevant safeguards have

been put in place by the police and that this was only used where appropriate. The OPCC chairs a county-wide scrutiny panel looking at use of OCDs with representatives from relevant criminal justice agencies. This commenced in April 2015 and will meet quarterly.

Out of court disposal pilot

The Ministry of Justice are working with West Yorkshire Police, Staffordshire and Leicestershire to explore the use of a limited number of out of court disposals. The purpose is to achieve greater simplicity and transparency, creating a framework that is easier for the public to understand and for practitioners to implement. On 24 November 2014 West Yorkshire Police partially commenced implementation of a new simplified, two-tier model; the pilot only permits the use of conditional cautions and community resolutions. The rationale for limiting the method of disposal is to ensure the availability of:

- An entirely non-criminal process (community resolutions)
- A more significant (comply or fail) method of dealing with suspects that are not prosecuted (conditional cautions)

A community resolution allows for the victim and investigating officer to determine the appropriate means of dealing with a suspect. Most frequently, this is by means of an apology. A conditional caution allows a suspect to receive either a punitive, restorative or reparative element to a caution. This might include as an example an apology to a victim, a small fine, a financial penalty to repair damage etc. The caution will be issued on the basis that the condition must be complied with; in circumstances where a condition/s are not complied with, a suspect will be dealt with by a court for the original offence for which they were cautioned and, supplementary, for breaching the condition/s of the caution.

The pilot commenced on 24 November 2014 in Leeds, then went live on 8 December 2014 in Kirklees, 16 January 2015 in Wakefield, 26 January 2015 in Calderdale and 9 February 2015 in Bradford. Sheffield Hallam University and IPSOS MORI have been commissioned by the Ministry of Justice to conduct an evaluation of the project.

Under the Police Reform and Social Responsibility Act 2011 PCCs have a responsibility to operate an independent custody visiting scheme. The scheme in West Yorkshire enables volunteer members of the local community, unconnected with the police or the criminal justice system, to act as independent monitors, checking on the treatment of detainees and the conditions in which they are held, and that their rights and entitlements are being observed.

A small number of nominated Independent Custody Visitors (ICVs) have received enhanced training relating to the detention of terrorist suspects.

Leeds Community Healthcare Trust has been commissioned by West Yorkshire Police to lead a healthcare partnership within its custody facilities. The use of custody as a place of safety has been raised with partners locally through the various mechanisms

and nationally through the Home Office and APCC, and the PCC welcomes the government plans to change the legislation. The PCC has joint funded along with NHS England nurses to be placed in the control rooms in Leeds and Bradford to divert vulnerable people away from custody and the successful street triage pilot in Leeds is now being rolled out across the county.

VIPER®

The National VIPER® Bureau continues to support the criminal justice system by producing around 17,000 video identification parades each year. These video identification parades provide an opportunity for a witness to identify a suspect without the need to confront them face to face. This was the case in the past with the line-ups often portrayed in films and on television but the system, designed by the team from West Yorkshire Police, overcomes that problem. The VIPER® identification parades takes the form of a short film which is viewed by a witness in comfortable surroundings. It is played from a DVD created by the team at VIPER® and it shows a 15 second clip of the suspect and at least eight others of similar appearance. The witness chooses which of the people in the film they believe they saw at a previous incident.

The team at VIPER® are always seeking to improve and they continue to innovate wherever possible. The recent implementation of a new method of recording images of those arrested by the police is the latest new capability produced by the team. The new method produces high definition images recorded in the VIPER® identification booth and are of greater quality than those recorded in the past. These images will assist in the investigation of crime both now and in the future. This technology is at the cutting edge of that used by the police and is a major element of day to day policing which is heavily relied upon within investigations. I fully support this initiative and intend to promote its use in other forces within the UK wherever possible to maximise the benefits to the police as a whole.



Recording images of those arrested

The PCC has also commissioned the ISVA service which provides emotional and practical support to assist victims to cope and recover as well as providing funding for video link facilities direct to court houses for vulnerable and/or intimidated victims, currently

undergoing development in Leeds and Halifax. The PCC has also given support to third sector organisations who aim to help people with multiple problems to turn their lives around and divert them from the criminal justice system, such as the West

Yorkshire-Finding Independence project. This project has been promoted by the PCC as an example of good practice and innovation, and a representative from the OPCC sits on the project Stakeholder Group.

West Yorkshire Finding Independence Project

In early 2014 a Big Lottery Fund grant of £10m was awarded to West Yorkshire-Finding Independence. The project, led by DISC, works with people with at least three of the four complex needs: homelessness, addiction (alcohol and drug), re-offending behaviour or mental ill health. By 2020, the project will have worked with over 1,000 individuals across West Yorkshire, helping them to live fulfilling lives.

"I got into drink and drugs at 13, and had children very young. I met a man who had just left prison and I found that lifestyle exciting - I had a nice house and a nice car, but my entire life was funded through drug dealing and other crime. My own drug habit took hold, which meant I neglected my children – not physically, but emotionally - there was no attachment.

I started going in and out of prison for small crimes, all the while the thought of heroin niggling at me. One time I was released and I went to a hostel where I started working on the streets, turning the hostel into a brothel. I was arrested again and spent 18 months in prison.

On release, a new probation worker told me she wanted to work with me to address my chaotic lifestyle. She worked with various services to get me a house, a job and my kids back. When I heard about WY-FI, I knew it was what I needed because of my past experiences – I fit into all four of the complex needs. I became an Expert by Experience, using my past to help shape the project's future. Now, I have a job at the probation service which I love. I no longer find talking to people daunting, I can converse with people about everyday things, or attend meetings and talk about my experiences. I would never have been able to do any of these things before - being involved in WY-FI has given me a new-found confidence."

Big Lottery Fund's support for WY-FI comes from its £112m Fulfilling Lives: Supporting People with Multiple Needs initiative which aims to help people with multiple problems to turn their lives around for good, through better co-ordinating the services designed to help them and putting them at the heart of service design and delivery.

Create a more effective Criminal Justice System that has victims needs at its heart

Conviction rate

Measure	West Yorkshire		
	12 months to Mar 14	12 months to Mar 15	Trend over time
Crown Court	81.6%	80.6%	No change
Magistrates Court	82.5%	83.7%	Improving

The introduction of the transforming summary justice programme into the Magistrates Courts in October 2014 is seeing an improved approach to how first hearings are conducted. Improved case management and dedicated staff from the police, CPS and courts service attending these first hearing courts is leading to an increased level of guilty pleas at the first hearing and subsequently an increased conviction rate and better outcomes for victims sooner. Bradford Magistrates Court were the Early adopter site for North and West Yorkshire with the remaining courts joining the programme in March and April. The conviction rate in the Crown Court remains stable. The introduction of Better Case Management principles imminently is expected to further improve performance in the Crown Court.

Ineffective trial rate

Measure	West Yorkshire		
	12 months to Mar 14	12 months to Mar 15	Trend over time
Crown Court	11.4%	15.1%	Slight deterioration
Magistrates Court	17.4%	15.8%	Improving

Ineffective trials are those trials that are not heard on the day and do not have an outcome and may need to be re-set at a future date. A cracked trial is a trial that does not go ahead but reaches a conclusion; such a trial can be reached by the defendant pleading guilty on the day before the trial begins, hence no trial is needed but an outcome is reached.

Ineffective trials can be caused by a myriad of reasons such as defence witnesses or defendants unable to attend court on the day of trial, procedural issues or there simply not being enough court time due to other cases over running their anticipated times. The measure monitors the efficiency of the court process and informs the need to re-adjust court listings from time to time. In the Magistrates Court the national target is set at 17.5%. West Yorkshire are within that target and the 15.8% seen in the Magistrates Court is better than the national average of 17.3% in the 12 months to March 2015. In the Crown Court the measure is more changeable due to the complexity of cases and the increased number of witnesses at trials.

Creating confidence

- ✓ I will monitor the proportion of people who are confident that the criminal justice system in West Yorkshire is effective and fair.

The criminal justice system is made up of several agencies including the police, the Courts Service, youth offending and probation services, the Crown Prosecution Service and prisons. Everything in criminal justice is inter-dependent, meaning we all

have to work together to be more effective and efficient. If the system works then people should be deterred from committing crime, witnesses and victims will have a real voice in the process and will be supported, while those who cause the most harm or

persistently offend will be dealt with swiftly, proportionately and appropriately. Confidence in the system will encourage victims and witnesses to come forward and report crime in the first instance.

Increase the confidence of communities by working with partners in the Criminal Justice System

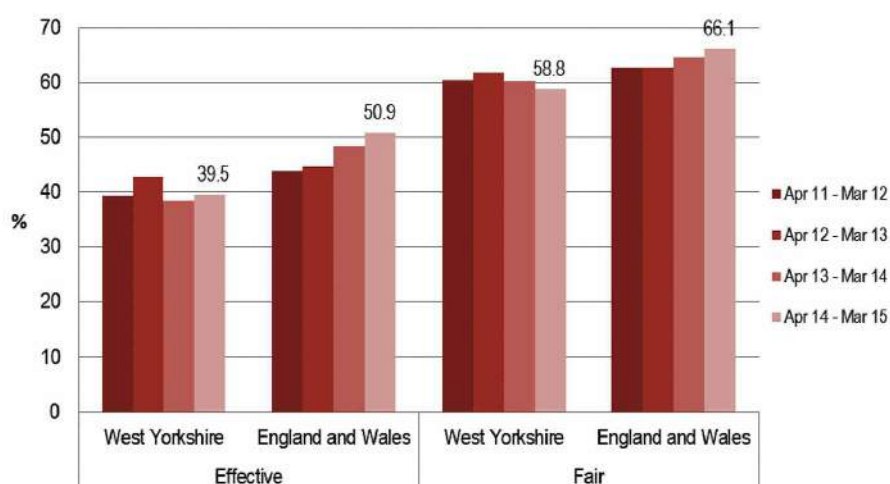
Confidence that the criminal justice system is effective and fair

Measure	West Yorkshire		
	12 months to Mar 14	12 months to Mar 15	Trend over time
% confident that the CJS is effective	38.5%	39.5%	Slight improvement*
% confident that the CJS is fair	60.2%	58.8%	Slight deterioration*

Performance

- For the year to March 2015 39.5% of the public believed that the criminal justice system in West Yorkshire is effective whilst 58.8% believed it to be fair. This data is based on results from the Crime Survey for England and Wales (CSEW) and is only available annually.
- While previously the results for West Yorkshire were similar to the results for England and Wales overall, this has changed for the last two years, with confidence that the criminal justice system is effective now being significantly different from the national average (39.5% compared to 50.9%), although it is in line with the Yorkshire and Humber region (41.1%).

Figure K: Proportion of respondents confident that the criminal justice system is effective and fair March 2011 to March 2014



Comment from the Police and Crime Commissioner

While the performance measures here look at the whole of the criminal justice system and are only at a West Yorkshire level, confidence in the police (measured by the proportion of people who believe the police are doing an excellent or good job) is monitored locally through my perception survey.

Confidence in the police to March 2014 stood at 54.4% while to March 2015 this had reduced to 51.6%. Nationally, however, confidence compares well to other police areas (comparison for Crime Survey for England and Wales results for the year to December 2014). There have been periods of fluctuating confidence over time, and the recent deteriorations seem concentrated in a few local areas. Work has been undertaken by the police to understand factors affecting public confidence, victim satisfaction and satisfaction of those reporting anti-social behaviour however the economic climate and effects of the government's severe budget cuts are clearly being seen or felt by the public.

Stop and search

- ✓ I will hold the Chief Constable to account to ensure stop and search activity is used appropriately, proportionately, in the pursuit of a legitimate aim and in a way that can be explained by the searching officer to the person stopped.
- ✓ My staff will undertake a programme of consultation with the public to assess the current impact this activity has had on them and assess whether the perceptions around stop and search of all kinds reflect the changing figures.

In 2013 HMIC inspected West Yorkshire Police to assess how effectively they used stop and search, specifically around leadership, strategic governance, performance management, training provision, supervision of activity, adherence to the legislation, treatment of those stopped and publication of policy and data. HMIC made a number of recommendations for how West Yorkshire Police could improve its approach to stop and search across most of these areas. Since

this report the PCC has been monitoring progress against the recommendations, receiving quarterly reports which are published, where appropriate, on his website. The Internal Audit team conducted a follow up review of stop and search and their recommendations will be reviewed again in May 2015. Work is planned with the police to undertake some joint consultation regarding stop and search encounters.

With the support of the PCC, West Yorkshire Police has fully launched the Government's Best Use of Stop and Search Scheme. The voluntary scheme, which was announced by the Home Secretary in April 2014, is part of a range of measures that will contribute to a reduction in the overall use of stop and search, lead to better and more intelligence-led stop and searches and more effective outcomes.

The scheme aims to:

- Increase transparency by recording all outcomes of stop and search and whether there is a connection between the grounds for the search and the outcome;
- Restrict the use of Section 60 "no suspicion" powers;
- Give members of the public the opportunity to observe stop and search in practice; and
- Introduce a community complaints trigger - ensuring that complaints are properly monitored and scrutinised.

West Yorkshire Police have recently undergone a follow up inspection on stop and search, and the following areas for improvement were identified:

- Consistency and understanding around the use of the more intrusive stop and search powers. Data should be available to properly understand and scrutinise any such incidents;
- The central monitoring of stop and search records that are finalised as 'not approved' by supervision;
- The relatively small number of complaints around the use of stop and search which appears to contrast with some public perception. More could be done to establish true levels of dissatisfaction which will allow the organisation to reinforce the desired change in culture.

The OPCC continues to work with the police to ensure all recommendations are implemented and progress is made and also attends district scrutiny panels to see how independent scrutiny of stop and search is conducted.

www.police.uk now allows users to see where stop and searches have taken place in their local area, a development that I not only welcomed but had pushed for previously when West Yorkshire Police Authority had its trailblazing crime mapping website.

Crime recording

- ✓ Through holding the Chief Constable to account I will ensure that the areas for improvement identified in the upcoming HMIC inspection are given due consideration and implemented swiftly.
- ✓ I will ask the Chief Constable for quarterly updates on action plans and crime recording audits undertaken internally by the police service.
- ✓ I will ask the joint Internal Audit team to periodically dip sample a selection of crime data to ensure that crime recording standards are being followed, and to review the processes to ensure they remain robust and reliable.

In 2014 HMIC carried out an inspection into the way the 43 police forces in England and Wales record crime data, with a view to establishing whether police-recorded crime information could be trusted. A report on the inspection of West Yorkshire Police was released in August 2014, and found that while the police are aware of the threat and risks involved with crime data integrity and has begun to make improvements, and the Chief Officers and Senior Management are positively encouraging accurate crime recording, there were clear failings in the way that the force records crimes in relation to vulnerable victims. Under recording can be put down to a range of factors including; misunderstanding of counting rules and recording standards, performance pressures, and

investigate-to-record tendencies. There were also issues around 'no-crime' recording processes and out of court disposals being used when it was either not suitable or without consideration for the victim's wishes.

Following these findings the PCC has sought regular updates and assurances from the police around the progress being made to address the identified weakness, and, with police colleagues, has provided information to the public via the Police and Crime Panel who have, quite rightly, provided robust challenge on the depth and speed of response to the recommendations. The Internal Audit team is conducting an audit covering two areas: ensuring recommendations and the associated action plan are

adequately implemented; and dip sampling to provide independent reassurance on compliance. Monthly compliance data, showing the proportion of incidents that have correctly been recorded as a crime, are now being considered at internal accountability meetings, and the PCC considers this data at quarterly performance meetings, where he holds the Chief Constable to account for the performance of West Yorkshire Police. The OPCC is represented on the Gold Group that is looking to implement the recommendations around the HMIC data integrity report, to ensure that the PCC is kept fully briefed on developments.

Ensuring integrity

- ✓ I will scrutinise complaints against the police and, wherever possible, aim to help put things right.
- ✓ I will ensure that the lessons and findings from the independent review of police conduct and standards (known as the Crawford review) are understood and locally acted upon, and promptly. I will ensure an action plan is in place to address the findings by September 2014.
- ✓ I will also work with the Independent Police Complaints Commission (IPCC) to ensure we work more closely together to reduce bureaucracy and duplication of effort, and make the outcomes of investigations into conduct and standards more joined up and meaningful to the public of West Yorkshire.

The regulations for dealing with police complaints are complex and this can deter some people from making a complaint, so the PCC arranged for a review of the way that complaints are dealt with in West Yorkshire. The Crawford Review, which was published in March 2014, made a number of suggestions. Some were simple common-sense, such as using clearer language and less jargon in letters and changing the website so that it's easier to make a complaint and some were more involved, such as introducing mediators into the complaints process. The OPCC is leading on such a project that will mean trained people, independent of the police, can help the person making the complaint and the police officer who they've

complained about to reach an agreed resolution.

The police are also doing a lot of work in response to the Crawford Review. This includes piloting an early resolution approach when police complaints are made which has resulted in a dramatic improvement in the timeliness that complaints are dealt with and an increase in public satisfaction with the outcome. The Chief Constable is now looking at ways of introducing this approach across the service. The police are also reviewing the information given to complainants and published on the website in line with the Crawford recommendations.

The Government has also recognised some of the problems

in the police complaints system and the PCC has responded to a recent government consultation on proposed changes to the regulations.

Throughout the last 12 months the PCC has routinely considered performance data, initially through quarterly performance meetings with the Chief Constable, but more recently through public community outcomes meetings, which should ensure that the detail of the discussion – and now the report itself – is made available for the public to see. Where it has been necessary the PCC has raised issues with the Chief Constable around complaints, to ensure that trends in complaints are understood and acted upon if appropriate.

Complaints and Allegations to West Yorkshire Police - issues raised at the February 2015 Quarterly performance meeting

Public complaint cases had seen an increase of 15% as at September 2014, with 543 complaint cases recorded between April to September 2014 compared to 471 cases in the same period last year. This increase had been explained as being due to a change in guidance from the IPCC as to what constitutes a complaint. The quarter October-December 2014 saw a continuation in this increase, with a 27% increase compared to the same time the previous year. Although the increase is in part due to this change in complaints guidance, the Chief Constable was asked to look into inconsistencies in complaints increases and rates per officer across the districts, and report back including information regarding the complainant's ethnicity. This analytical work showed that there is no difference between the types of complaints made by ethnic minority complainants and white complainants, however some community tensions were identified in certain areas. To combat this, additional educational packages and briefings for staff were developed around additional sensitivities some communities may face.

A 2015 IPCC report detailed the number of upheld appeals and for the year to March 2014 a higher proportion of appeals were upheld in West Yorkshire compared to the national average. This was raised with the Chief Constable who explained that appeals only account for 3-4% of complaints received and many involved a few individuals with multiple complaints. Work has been ongoing at police district quality units around complaint handling and since March 2014, the period that the IPCC report covers, many changes have been put in place.

The number of complaints dealt with via a local resolution has significantly increased from 12% in 2013 to 39% in 2014, mainly after a service recovery team was set up in October 2014. The complaints legislation allows the local resolution process to be used without victim consent whereas in West Yorkshire the local resolution process is victim led, which means that West Yorkshire often do not deal with as many complaints via this method compared to other areas. As at February 2015 the team finalised 114 cases, with only 2 appeals being received, neither of which was upheld.

The PCC regularly meets with the IPCC Commissioner for West Yorkshire to discuss ways in which further improvements can be made to the complaints system and continue to work with her and her office to improve public confidence in the complaints process. The PCC also holds monthly surgeries and other one

to one meetings to deal with concerns and complaints and the OPCC deals with around 100 separate communications each month.

The OPCC Chief Executive sits on two Home Office sub-groups responsible for reviewing legislation and practice around

police conduct and advises the APCC. He was also invited to give evidence to the Committee on Standards in Public Life on the complaints and conduct arrangements under the PCC model.

Communities are listened to and involved

Listening to you

- ✓ I will spend as much of my time as possible listening to the people of West Yorkshire, visiting neighbourhoods, holding surgeries and listening to a wide range of groups about their experiences and what matters to them.
- ✓ I will work with the Chief Constable to improve engagement, increase consultation with local partners and local people and ensure more coherent, joined up communications.
- ✓ I will work with communities on key issues affecting them and put their needs first when making decisions.
- ✓ When you tell me issues that you are encountering I will work with the police and partners to try to address these issues, and will reflect them where appropriate in any decision I make.
- ✓ I will use my staff at the Office of the Police and Crime Commissioner to help me to gather people's views, allowing me to hear the voices of more of the people I have been elected to serve.
- ✓ I will also use my staff to raise awareness of my role, so that people are aware of who they can turn to when they have questions or need help, how they can influence the priorities within the Police and Crime Plan and what I am doing for them.
- ✓ I will share what the majority and minority views are on the issues the people of West Yorkshire care about, and then make decisions with communities taking these views into account.
- ✓ I will work with and encourage partners to share the results of community consultation and engagement so that we can build up as complete a picture as possible of crime and community safety concerns across West Yorkshire.
- ✓ Above all else, I will continue to listen to you first.

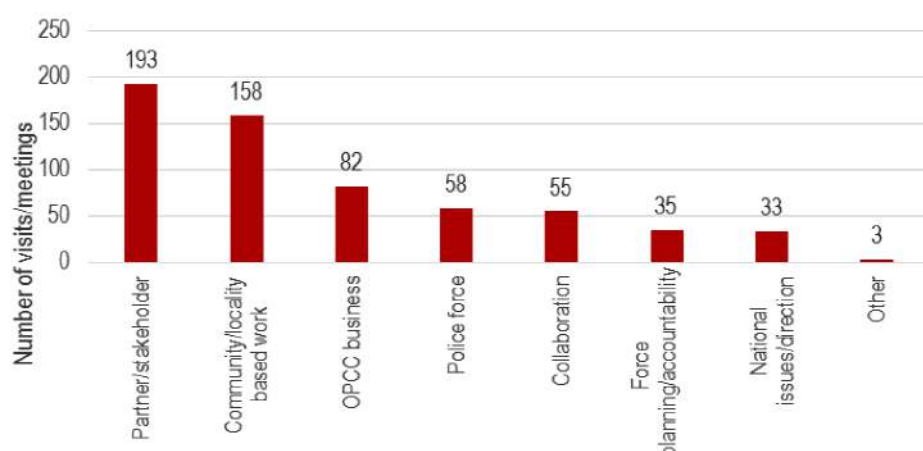
Listening to the people of West Yorkshire is extremely important, the PCC does everything he can to make himself accessible and seek out views. The OPCC carries out a vast amount of public

consultation through surveys, meetings and events, and the PCC hosts regular surgeries and web chats. The PCC encourages people to contact him through various mediums such as post,

email, social media or through events. More information on how to contact the PCC can be found on his website at:

<http://www.westyorkshire-pcc.gov.uk> or at the end of this report.

Figure L: West Yorkshire Police and Crime Commissioner activity April 2014 to March 2015



Since taking office the PCC has been committed to spending as much time as possible out in communities and listening to the people of west Yorkshire. This year he took part in 193 partner or stakeholder meetings, and visited 158 local community groups or people allowing him to engage with people from all walks of life across West Yorkshire. Combined this accounts for approximately 57% of his activity during this period.

The PCC is committed to meeting people individually, to provide members of the public with an opportunity to speak with him about their specific issues and start the process towards solving them. Between April 2014 and March 2015 he held 10 surgeries across most of the districts in West Yorkshire, with 30 appointments and 45 attendees in total.

Every summer the PCC and OPCC look to visit as many community events and roadshows across West Yorkshire as possible. The events are a great opportunity for the PCC to find out more about the issues which matter most to local communities and some events attract communities which represent a wide cross section of the diversity of West Yorkshire. They continue

to be one of the many ways the PCC can talk to people about what he is doing and more importantly listen to their views, thoughts and feelings about policing crime prevention and community safety.



Mark Burns-Williamson engaging with the communities of West Yorkshire



In June 2014 I visited Bradford Festival which has replaced the Bradford Mela. It takes place over a full weekend and is held in Bradford's City Park. The event attracts families and individuals from across Bradford and neighbouring areas. I spoke to lots of people who told me more about the impact that drugs and drug related issues had on them personally.

In July 2014 I attended the annual emergency services day which was hosted by my colleagues at West Yorkshire Fire and Rescue, this was a great opportunity for me to talk to families and groups who attend. Attendees also find out more about essential community safety messages and it raises awareness of some of the lesser known blue light services.

In August 2014 I visited Leeds Pride and spoke to hundreds of people from across West Yorkshire, many of whom were from the LGBT community. They spoke to me about how safe or unsafe they felt, and those who told me they had been a victim of crime also spoke about the level of support they had received. The event was the 8th annual celebration of diversity and acceptance in Leeds and I was delighted to be part of such a positive event.

Community conversation

In November 2014 the PCC's community conversation survey was launched, which was supported by a number of themed web chats and community drop-in meetings across West Yorkshire. The community conversation provided another opportunity for the people of West Yorkshire to have their say and share their views. It allowed the PCC to engage with over 2,000 people and discuss a range of issues from traffic issues, CSE, frontline policing and staying safe. The information gathered has been shared with the police and partners to act upon going forward.

Public perception survey

In place since April 2006, the OPCC received almost 15,000 responses to the public perception survey between April 2014 and March 2015 which helped the PCC to understand how people feel about a range of matters including crime, ASB, and confidence in the police. The results were mixed with improvements being seen in relation to property crime, drunken behaviour and young people, but deteriorations in traffic issues, and feelings towards the police. On average the OPCC receives around 1,200 responses each month, which are shared with police and partners at a strategic and a local level.

Feelings of safety survey

In order to better understand what makes our communities safer and feel safer, the OPCC has worked with the University of Huddersfield to produce a survey which was sent out to residents across West Yorkshire, asking people about their experiences of crime, their opinions on national and local crime levels, what makes them feel safe or unsafe, and what they think should be done to improve this. Around 2,700 responses have been received, are being analysed and will be fed back to West Yorkshire Police and partners.

Conducting casework

Over 100 people a month contact the PCC with their issues, in writing, in person, or in one of the monthly surgeries he holds across the county. The nature of the communication varies enormously but where things have gone wrong he tries, where appropriate, to put them right and address the needs and concerns of all the people across West Yorkshire who contact him. This casework covers all sorts of topics but the majority express some form of dissatisfaction with the police service they have received. A sizeable proportion of those are referring matters in the belief that the PCC can overturn decisions that have been through the entire complaints process. The rest tend to cover topics such as:

- Calls to the police which haven't been responded to, either by attendance or contact from an officer by telephone.
- Investigations where the police have not kept them informed about the progress (either because they have not managed expectations well enough, the officers are on rest days or because through processes they have not been kept updated).
- Calls to the police where they have been told that the police can't help them (where it would appear that any accompanying explanation from the police hasn't been clear enough, the complainant doesn't feel that the police have followed all the available evidential leads, the outcome of the investigation or there is a difference of opinion whether the matter is criminal or civil).

"From the beginning I was unsure whether anything would come of speaking to the commissioner. I had given up on the money that I had paid and did not think that the policy that led to this expense would be changed. It was only out of desperation that I contacted you. Mark has surpassed my expectations beyond measure. You have shown me that the creation of the role of police commissioner is a massive step forward in making sure that the police meet the needs of the community. What's more, through his actions, Mark has shown that he really does care about his electorate. He has my full respect for challenging police policy and I look forward to hearing the results of this review."

West Yorkshire resident who contacted Mark after twice having a vehicle stolen and having to pay costs for recovery, which led to a reimbursement of costs and a review of police policy around the recovery of stolen vehicles.

"Earlier this year I wrote to you for your support regarding acts of vandalism to both my car and property. I am writing today to express my thanks – as a result of your intervention the parents of the vandals have now paid for the damage, and the matter has been concluded satisfactorily. I would also like to give praise to the police officer who has acted as my point of contact throughout and dealt with the incident extremely professionally. My only regret is that the incident was not better managed by the police sooner, and without the need for your involvement"

West Yorkshire resident who approached the OPCC for help with a matter reported to the police.

During 2014/15, 1,181 pieces of casework were received, and 1,161 pieces of casework were concluded.

Figure M: Distribution of cases by number of days taken to complete each case

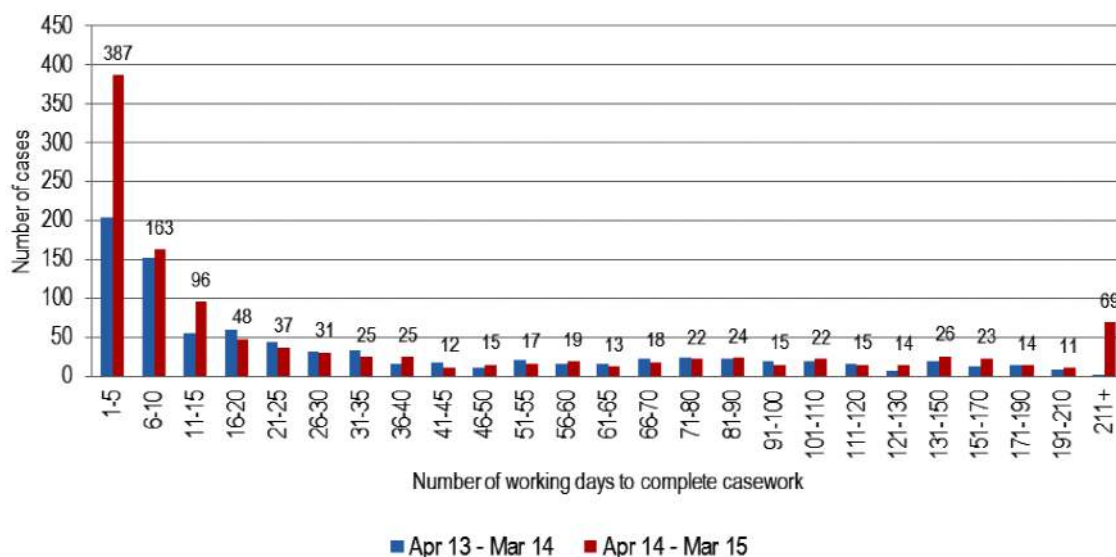


Figure N: Distribution of cases by the month cases were completed in

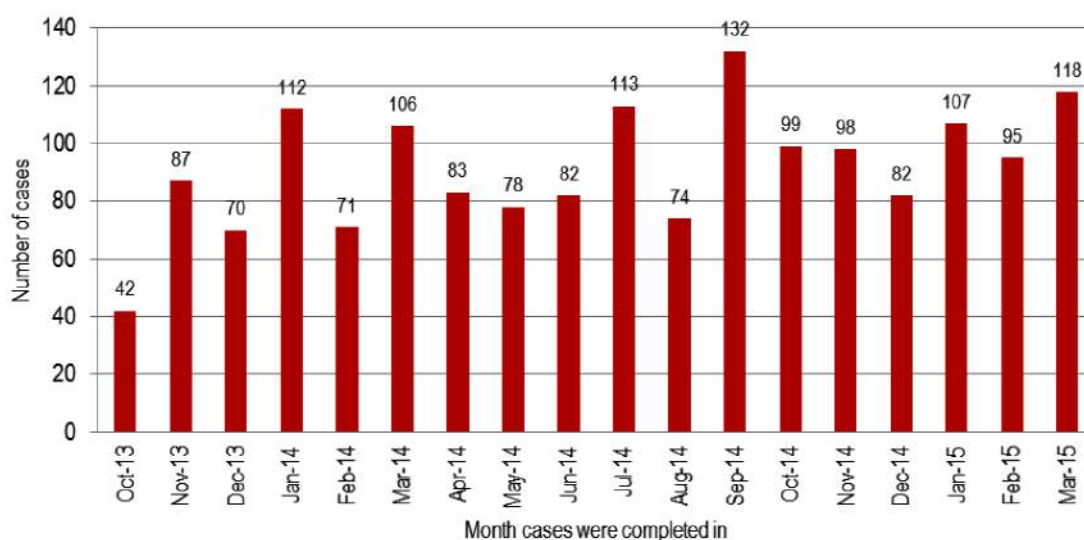


Figure M clearly demonstrates the majority of casework is dealt with on a timely basis, with a third (33.3%) of cases being completed within 5 working days of receipt, almost two thirds of all cases being dealt with within 20 working days of receipt (59.8%) while 69.9% of cases are dealt with

within 40 working days. The graph shows that more cases are now being dealt with, and certainly more are being closed within a shorter period of time. It also shows that in the last year more of the long standing cases have been brought to a conclusion.

Figure N shows that generally speaking a similar number of cases are completed each month, with some seasonal peaks following key holiday times such as January and September.

Complaints

Of the cases received by the OPCC the following have been categorised as complaints.

	Apr to Jun 2014	Jul to Sept 2014	Oct to Dec 2014	Jan to Mar 2015	Total
New Complaints	24	32	35	55	146

The Chief Constable is responsible for dealing with complaints against police officers and police staff so when police officer or police staff complaints are received by the OPCC they are passed to the Chief Constable.

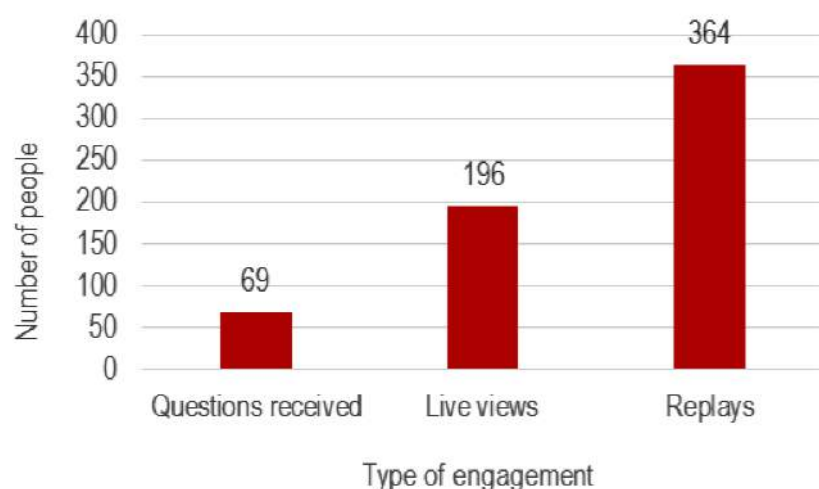
The PCC is responsible for dealing with complaints against the Chief Constable. Over the last year seven new complaints or conduct matters have been recorded against the Chief Constable. Details of these complaints can be found on the PCC's website at:

<http://www.westyorkshire-pcc.gov.uk/our-business/holding-the-chief-constable-to-account/complaints-against-the-chief-constable.aspx>

The Police and Crime Panel are responsible for dealing with complaints against the PCC. The Panel meet regularly and consider an update on complaints at each meeting. For more information please visit their website: www.westyorkshire-pcp.gov.uk

Web chats

Figure O: Web chat viewing statistics



The PCC is always looking for new ways of communicating with members of the public and online web chats are the latest method. People wishing to join in can do so from the comfort of their own home and comments can be made anonymously. The PCC has

hosted and taken part in a number of web chats over the last year which have been a great opportunity to listen to local issues, and to offer advice on a range of community safety and policing issues. Whilst some of these web chats have been

focused on a specific theme such as cyber-crime or crime prevention, others have been more generic allowing the public to raise a whole host of issues including traffic enforcement, frontline policing, human trafficking, ASB, and online safety. In total over 69 questions were received during the year and the web chats were watched by many more. The above chart shows that 196 people viewed the web chats live whilst a further 364 have replayed the web chats at a later date. The PCC is pleased with the success and feedback from the web chats and plans to take part in many more. For a list of completed and upcoming web chats, including how you can get involved, please visit:

<http://www.westyorkshire-pcc.gov.uk/news-events/web-chats.aspx>

Engaging through social media

Social media is unrivalled in its ability to spread information, both quickly and to a far reaching audience. The PCC currently has accounts on Facebook, Twitter, YouTube and Flickr with messages and media reaching around 5,000 followers, giving people the ability to contact him at the push of a few buttons at any time that suits them. It is crucial to have a presence on social media, and the PCC has actively sought to build strong working relationships with members of the public, partners and West Yorkshire Police. The PCC has been able to use social media to

promote and support numerous campaigns and appeals throughout the year including the specials constables recruitment, hate crime reporting, missing persons, burglary prevention advice and the Help for Victims website. The PCC receives a variety of contact through this medium and endeavours to respond to comments, and by working with West Yorkshire Police and partners, solve issues raised. However as good as social media is, it is not always the appropriate place to deal with contact and the PCC uses this platform in conjunction with other

more private methods of contacting his office. The PCC also has a monthly newsletter which is currently sent out to over 7,000 people with hard copies handed out at events. To read the newsletters and sign up to receive them in future visit

<http://www.westyorkshire-pcc.gov.uk/news-events/newsletter.aspx>



Including young people and minority groups

I have made five promises to young people. I will work with partners and young people to see how I can fulfil these promises, which are to:

- ✓ Make myself accessible to young people and provide appropriate ways for young people to express their concerns to me (e.g. face-to-face surgeries, social media, e-petitions).
- ✓ Treat all young people as citizens, valuing their interests and opinions as much as any other group in the community.
- ✓ Provide an equal platform for all members of the community, including minorities and those who are marginalised.
- ✓ Establish a way of meaningful representation of young people's views by creating, for example a young advisory panel.
- ✓ Use my influence as Police and Crime Commissioner to support the police to engage positively with all young people.

It is important that young people and those in minority groups have a voice and the PCC continues to work hard to ensure that their views are captured and inform the work of the OPCC. In addition to the engagement work summarised above, the PCC has met with numerous partners, stakeholders and community groups who work with young and minority groups. These include visits to schools and retirement homes, meetings with people from black and minority ethnic groups, visits to religious centres, and talking to people from the lesbian, gay, bi-sexual and transgender communities at events such as Pride. Their input has been invaluable and has informed key areas of work including hate crime, stop and search, ASB, child sexual exploitation, human trafficking, and all other aspects of supporting victims and witnesses, and making people feel safer in West Yorkshire. The OPCC has recruited a Victim's Champion project with an initial BME focus to drive further work forward in this area.

The PCC has continued to meet with many partners and stakeholders who work with groups who are marginalised; this informs all aspects of his work including how he oversees what the police do on a daily basis. He has visited many groups across the county to talk about the issues which matter to them, the one thing they all have in common is their willingness to engage and their commitment to help the PCC in his role.

He has also visited older people's forums including visits to retired men's and women's groups and groups representing both women's and men's interests, learnt more about domestic abuse by talking to women and children in women's refuges. He has also met with a wide variety of BME groups and individuals exploring issues and challenges facing young and out of work people and discussed the impact of violence and gang culture including the impact on individuals. He has met with other religious leaders and groups across the county to

discuss the challenges they face and learned more about the benefits of multi faith partnerships. In particular he has discussed forced marriage, FGM, safeguarding and CSE.

The PCC has learned more about crime issues affecting disabled people and about the impact of hidden disabilities including learning difficulties, including feelings of safety when they travel across the county and see the impact of the Safe Scheme which supports some of our most vulnerable people, and has met with homeless people and discussed their feelings of safety.

The PCC will continue to work to ensure that all people have an equal opportunity to have their voice heard and to increase awareness and understanding of the needs of specific groups to ensure his work is accessible to all and continue to support work with specific communities.

Ensuring that people from minority groups are supported not only by the police but by partners and community groups is extremely important to me which is why I decided that the third round of my Safer Communities Fund should have an emphasis on equality. This encouraged a wealth of organisations to come forward who were focused on working with people from all manner of minority communities, including:

- A national organisation working towards challenging all forms of hate crime and discrimination based on any aspect of an individual's identity. My support enables the organisation to extend its Hate Crime Advocacy service so that it can provide face to face support.
- An organisation which supports people who are transgender through offering advocacy, buddying, social contact, information and training. My support allowed them to carry out a number of seminars for up to 40 people in Bradford to help attendees gain knowledge and support transgender people.



The Youth Advisory Group at Carr Gate Training and Development Centre

The PCC has continued to take the views of young people seriously, speaking to young peoples' partnerships including Angel for Youth, and has expanded his Youth Advisory Group (YAG) by recruiting a further 27 members from across West Yorkshire taking the overall membership to 64. The YAG has met four times in the last year including a visit to the new Carr

Gate Training and Development Centre where members were taken on a tour of the new facilities. The group have been informed on important areas within the Police and Crime Plan and continued to offer opinions on how to improve campaigns, service and work on policy area's by providing their invaluable youth perspective. This year the Youth

Advisory Group have covered: road safety; human trafficking; hate crime; the 'Appy Student' App; the Help for Victims Website; child sexual exploitation and 'know the signs campaign'; professional standards and police behaviour; Smart CV; and cyber crime. Each and every meeting has seen excellent ideas expressed by the group.

Examples from YAG members

'Being part of YAG has given me a great appreciation of what the police do for us which I had previously been unaware of. Also it has made me feel much more included in the community because I have been able to share my thoughts on the problems we face in our communities. I have really enjoyed being part of YAG and hope to continue going to meetings for a lot longer.'

'Being in the Youth Advisory Group has opened my eyes to a lot more of the work that the police do in our local communities, it has shown me that the police are a lot more diverse than one may expect. In and around my area, the police are absolutely brilliant, they are always here to help and have always performed to the highest standard, and I feel that I can now communicate this to the PCC and his colleagues in a new variety of ways that I previously could not do. I also feel that the Youth Advisory Group has given me a voice that I thought that I previously may not.'



The PCC is extremely supportive of the West Yorkshire Police explorers programme, which involves young people aged 16-18. He had the chance to meet with all 160 explorers at this year's launch event and the OPCC have so far led three sessions across the Bradford, Kirklees and Calderdale districts to inform explorers about the role of the PCC, his values and objectives, and roles within the OPCC. The PCC is always keen to listen to the views of young people, who have some great ideas about how to make communities safer and feel safer and, where possible, he will support young people to innovate.

Members of the Youth Advisory Group at meetings in Huddersfield and Halifax

Tech-savvy students from Huddersfield joined forces with West Yorkshire Police to design an app aimed at keeping fellow students safe as they start the new academic year. Under the unique venture I gave students from Huddersfield University a £10,000 grant in conjunction with Kirklees CSP, to create the app called 'appy student'. The joint project, which was believed to be the first of its kind in the UK, is free to download and is available for iOS and Android-based smart phones and tablets.

While completing games based around 'university life' and ensuring the central student character stays safe, the app also includes links to safety advice from West Yorkshire Police, Kirklees Council and Huddersfield University.

The app was launched in September 2014 and has been downloaded over a thousand times. There is a planned relaunch in September 2015 to keep the next round of students safe. You can access more information on student safety by visiting the following link

<http://www.westyorkshire.police.uk/studentsafety>



Involving communities

- ✓ I will work with the Chief Constable and partners to involve the community through appropriate volunteering opportunities.

There are a number of ways that the police and partners currently work with volunteers:

- 28 volunteers are currently engaged as Independent Custody Visitors in West Yorkshire.
- There are 842 appointed special constables, with many more awaiting training or assessment.
- 48 volunteers were involved in the Police Summer Camps in Bradford in 2014, forming 50% of the staff team, and predicted to contribute approximately 3,300 hours during a four week period in 2015.
- There are 64 young people engaged in the PCC's Youth Advisory Group.
- The National VIPER® Bureau records the images of volunteers for use as a 'foil' on ID parades.
- Volunteers are used in each district to facilitate neighbourhood resolution panels.
- There are currently 3,340 registered Neighbourhood Watch Co-ordinators across West Yorkshire.
- West Yorkshire Police has 570 volunteers – including 152 aged under 18 – with a desire to increase this to 1,000 by May 2016.

The PCC is keen to extend volunteering opportunities and is in early discussions around enhancing existing statutory provision for the volunteer Appropriate Adult scheme across West Yorkshire. He frequently opens recruitment for more ICVs, and an ICV recruitment and training DVD is available to view on the West Yorkshire Police Youtube channel, for more information on how to get involved visit:

www.westyorkshire-pcc.gov.uk/get-involved/custody-visiting.aspx

Police and partners are resourced

Protecting frontline policing

- ✓ I will lobby Government for adequate funding nationally for policing and a fairer share of the total funds available for West Yorkshire, reducing the removal of funds from our national grant top sliced for other uses.
- ✓ I am committed to keeping neighbourhoods safe by funding and supporting services devolved to the local level, which can act and change what happens on your street to prevent and tackle anti-social behaviour and crime.
- ✓ I will monitor the proportion of police officers engaged in operational activity.

The challenges we face here are significant. West Yorkshire is the fourth largest police service in England and Wales with a population of 2.2m living and working across a diverse county with complex policing and community safety needs. With a £163m reduction (40%) to local police funding needed by 2016/17 and public sector partners in West Yorkshire facing severe cuts themselves there are not the resources to adequately fund police and partners here.

The PCC continues to raise with the government that cuts to policing go too far, too fast and fight for a fairer deal for West Yorkshire as the way police funding is allocated by the government across the country hits areas like ours, those with the greatest needs, the hardest. This is creating an unacceptable north-south divide in adequate resources for policing and other public sector services. The PCC has raised concerns with government about the way that money for policing is being 'top sliced' and diverted away from

policing. Partners need more resources here, not less, to make sure our communities are safer and feel safer but there are further government cuts to come.

Only this year, in an attempt to provide a clearer picture of the work a 'typical' police service does to protect the public, prevent crime and catch criminals, the

College of Policing has acknowledged that the environment in which the police – and partners - operate is very different, with a changing mix of crime types in the last 10 years coupled with reductions in staff number over the last 5 years, and that this is impacting on the demand the service faces.



Mark Burns-Williamson with PCSOs in Normanton

There are new contexts in which crimes are committed that are increasingly coming to the attention of police and it is likely that, as many are associated with vulnerability, public protection and safeguarding, they will require more policing resources as they are generally more complex to investigate.

Alongside this increasing demand, there is a continued requirement to meet national obligations and standards in relation to specialist areas of policing e.g. counter-terrorism, organised crime and public order.

As resource levels fall, there is a risk that the remaining resource time is taken up dealing with reactive demand and less resource remains for preventative work and discretionary activity.

‘Estimating demand on the police service’, College of Policing, January 2015



Mark Burns-Williamson with newly attested recruits in January 2015 which were funded by the 1.99% increase in Council Tax

The PCC has protected frontline policing as far as possible but since 2010 we have lost nearly 2,000 officers and staff. People continue to raise that the visibility of officers and staff is a top concern for them and working with council leaders, who together contribute to up to 399 Police Community Support Officer (PCSOs) posts across the county, the PCC has made extra money available to try to maintain the number of PCSOs in neighbourhood policing teams. After extensive consultation with local people through the community conversation, recruitment of police officers is ensured through a 1.99% increase in the police council tax.

Maximising the proportion of police officers engaged in operational activity

Proportion of officers in operational functions

Measure	West Yorkshire		
	12 months to Mar 14	12 months to Mar 15	Trend over time
% of police officers in operational functions	93.6%	94.3%	No change

Performance

- 94.3% of police officers were identified as undertaking operational functions at the end of 2014/15, 0.7 percentage points below the previous year.

Comment from the Police and Crime Commissioner

This clearly represents that, despite budget reductions of £103m since 2009/10, those police officers dealing with members of the public are being maintained. It is important to maintain the high level of the workforce in operational roles particularly as the demands placed on the police are gaining complexity. Whilst the number of calls received by the police remains fairly stable (1,436,148 in 2014/15) many of these require more time and resources to deal with, such as safeguarding and cyber crime.

Frontline policing making an impact

'I just thought I would get into contact with you to tell you how brilliant the police have been around [the area] recently. During the entire incident from him fainting to the police arriving....I was watching and I have to say that all of the emergency service that were attending were brilliant.'

Throughout I was speaking to a single officer, who talked to me about pretty much anything making sure I was OK... while his colleagues attended to the scene and the PCSOs attended to the family.

I really do think that the officers around here are brilliant and do a great job. The officers really did bring light to the entire situation, and a very grim day.'

Feedback from a young person on police behaviour following an incident where a man collapsed at a craft fayre.

The PCC is committed to increasing investment in community safety, with partners, to keep communities safer and feeling safer. An inspection by HMIC highlighted the need for a fundamental change in the way West Yorkshire Police operates, to address both the financial and

performance challenges it faces. He continues to work with the Chief Constable on the Programme of Change, to ensure the needs and views of our communities are properly considered as we move forward. £20m has also been made available by the PCC to West

Yorkshire Police from cash released through the early delivery of savings to transform the way the police work, to invest in technology and to enable staff and officers to work smarter and be more visible and available within our communities.

Minimising the impact of changes to resources

During the summer months of 2014 the handling of calls to the 101 non-emergency number was impacted upon by a number of issues: transfer of staff out to districts to help plug staffing gaps; a reduction in the overall number of staff; and an increasing trend in the volume of 999 calls between March and October 2014, with call volumes remaining higher than those received the year before. By September 2014 just over 20% of calls were being answered within 30 seconds, with many calls being abandoned. The longest waiting time recorded was 1 hour and 7 minutes in October 2014.

Recognising the impact these changes had made on the service provided to the public West Yorkshire Police recruited new operators in September and October 2014 to improve staffing levels. Following these changes the number of calls answered within 30 seconds increased to almost 80% in December 2014 and the number of abandoned calls has reduced. Improvements continue to be seen as the experience of these new staff grows.

There has also been some slight concerns about the number of emergency response incidents which were not attended within 15 minutes, after this deteriorated slightly by 2.5% to 88.3%. I raised this with the Chief Constable who explained that demand management was being reviewed as a whole, and that each "missed emergency" was looked at on a case by case basis to identify the cause and any learning. It is encouraging to see however that the average time to respond to an emergency call was 10 minutes and 7 seconds. Going forward I will be working with the Chief Constable to ensure that the number of "missed emergency" calls reduces, and that non-urgent calls are directed to other services who may be better placed to deal with the issues at hand, including local authorities and partners.

A number of financial decisions have been taken by the PCC to ensure that there is a sustainable financial position for the future, to keep communities safer and feeling safer. These include:

- Providing additional funding of £2.285m over 2014/15 and 2015/16 to the five District Councils to assist them in maintaining the 399 PCSOs that they help to pay for.
- Ensuring the continued recruitment of police officers through a 1.99% increase in the police council tax, which adds around £2 a year for the majority of households in the county and was supported by respondents to the community conversation survey.
- Protecting the level of the Community Safety Fund paid to partners for 2014/15 and 2015/16 at £5.3m a year, despite the further government cut equivalent to £0.43m, and providing an extra £2.3m for community safety initiatives.
- Providing £2m over 2014/15 and 2015/16 for innovative services for domestic abuse, child sexual exploitation and mental health interventions.
- Providing funding in the budget for the recruitment and training of more special constables (currently at 842) and volunteers, including in specialist areas like cyber and financial crime.
- Work with partners, and providing approximately £1m funding via the Ministry of Justice grants, to develop and support local Victim Services including the Help for Victims website.
- Successfully pursuing European Union grants to work with partners in specific areas relating to policing, internationally, nationally and locally with the establishment of the WyFi team.

Keeping neighbourhoods safe through the use of technology

Some of the funding the PCC has provided to Kirklees CSP has been used (along with matched funding from West Yorkshire Fire and Rescue Service) to develop a safety App which provides guidance for front line workers to deal with a range of community safety issues outside the scope of their day to day working. This will provide a fast response to issues either by themselves or through signposting to the most appropriate agency.

With the police service I will work towards

- ✓ Recruiting more special constables in local areas.
- ✓ The whole workforce – including staff, officers, special constables and volunteers – being more representative of the communities the West Yorkshire Police serve.
- ✓ I will monitor the proportion of police workforce from a minority ethnic background.



Mark Burns-Williamson meeting Special Constable's at a recruitment event

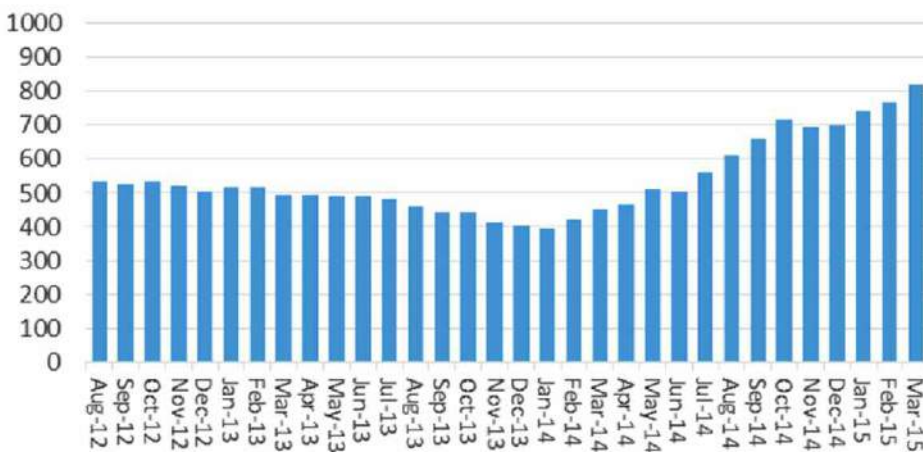
Together the PCC and Chief Constable are recruiting more special constables with the skills, local knowledge and understanding to add capacity and capability to the work of West Yorkshire Police and the PCC is looking at ways in which volunteering could be widened, including for the OPCC, to engage all communities more in smarter ways to prevent crime and target types of crime. Our special constables and other volunteers are the next generation of police officers and staff and with targeted

recruitment we can try to ensure that West Yorkshire Police is much more representative of the communities it serves.

Special constable recruitment has continued throughout the last 12 months, with a series of recruitment drive launches in each district in April 2014. More recently a further 71 special constables were appointed on the weekend of 7/8 March 2015 taking the total strength to 842 (314 of these being in training). There are 50 candidates who have completed

the recruitment process and who have been invited to an induction seminar in April 2015, and a further 135 candidates are at the post assessment stage. Figure P shows how the recruitment of special constables has increased the total numbers serving West Yorkshire Police significantly since April 2014. The work of the specials in West Yorkshire is vital and valued as they play a key role in making sure our communities are safer and feel safer.

Figure P: The number of special constables within West Yorkshire Police from August 2012 to March 2015



Strive for a police workforce that is representative of the community it serves

Proportion of workforce that is from a Black and Minority ethnic (BME) background

Measure	West Yorkshire		
	12 months to Mar 13	12 months to Mar 14	Trend over time
% of workforce from BME background	4.9%	5.1%	No change

Performance

- The proportion of the workforce from a BME background has risen to 5.1% in the past 12 months; although this is still disproportionate to the overall population it is still a slight improvement.
- Unfortunately due to reduced recruitment at present, this is a difficult measure to improve. There has been a slight improvement as a result of the special constable recruitment, which will hopefully continue over the next year.

Comment from the Police and Crime Commissioner

West Yorkshire Police has actively tried to encourage people from BME backgrounds to join the police in order to be more representative of the diverse communities within West Yorkshire. The latest recruitment of special constables has increased the BME proportion from 9.1% to 9.6% which is a significant improvement, but there is clearly more to do in working towards a more diverse workforce.

Investing in people

I will support the Chief Constable to ensure that:

- ✓ The police service workforce has the skills they need to carry out their jobs in a way that meets the needs of communities.
- ✓ West Yorkshire Police fulfils its equality objectives in line with the national Equality Standards for the Police Service, for the equality objectives please see <http://www.westyorkshire.police.uk/about-us/equality-diversity>
- ✓ West Yorkshire Police is working towards being a living wage employer.

To invest in our communities is to invest in our people; special constable recruitment drives have continued over the last 12 months which make sure that despite in a time of limited potential for police recruitment that the people who serve our communities are from our communities. Importantly this also helps to provide the skills and experience to help special constables progress in their careers including into the police service. We could not keep our communities safer and feeling safer without the dedication and commitment of special constables

and indeed all those, including Neighbourhood Watch and police support volunteers and the PCC continually looks at how they can be better supported. An apprentice scheme is now in operation across the police and the OPCC to provide young people with more opportunities for employment into the future.

There is now a new style community outcome meeting that it is hoped will demonstrate public transparency in holding the Chief Constable to account. The reports will all consider impacts around

equality and diversity, human rights and the community impact of any activity, information, or decision. The OPCC sits on the West Yorkshire Police Equality Board, which meets quarterly and regularly considers monitoring of performance and progress with the Equality Delivery Model and production of the annual statutory equality information, which comes to a meeting between the PCC and the Chief Constable prior to publication.

Innovating and investing in our communities

- ✓ I will continue to work with the police and partners to find money through other sources, such as the Innovation Fund, making sure we use our assets to best effect and generating income through new ways of working. I will try, wherever possible, to reduce the impact of funding cuts on frontline policing so important for communities in West Yorkshire.

The PCC is increasingly looking beyond traditional methods of funding as there is a need to attract new sources of income and examine ways for the service to be delivered more innovatively. This will become even more

important as budgets decrease still further and the size of the police service continues to reduce. We need to look at new ways of generating income to invest in our communities here and with this in mind an

innovation, income generation and investment capability has been set up to look at ways of accessing monies and, with partners, identify opportunities and bid for funds such as the innovation fund.

West Yorkshire for Innovation

The West Yorkshire for Innovation (WyFi) team supports the PCC in exploring all avenues of revenue and to explore opportunities for encouraging innovation and increasing investment in communities.

During 2014/15, WyFi have submitted proposals for grant-funding to a total value of £10,461,761 and have secured a total of £4,045,534. Highlights include £200,000 from the Ministry of Justice to establish the West Yorkshire Anti-Trafficking Network to support victims of slavery and a suite of successful projects submitted to the Home Office Police Home Innovation Fund supporting innovations for VIPER® which shall drive innovations in the Criminal Justice System and the design and delivery of efficiency-saving software to create a live-time forensic database and forensic evidence repository for the Yorkshire and Humber Scientific Support Unit.

To provide police officers, Police Community Support Officers and police volunteers with local community and youth engagement opportunities, Sportivate funding has been secured providing valuable opportunities to address health, social and wider community engagement issues for young people and they include:

- **Futsal:** A form of indoor five a-side football approved and endorsed by FIFA, UEFA and the FA. Funding was secured to deliver two Futsal sporting activities for eight weeks with young deaf adults and children and were the first of their kind to be held in West Yorkshire.
- **Life Savers Project:** A number of young people aged between 11-16 took part in 12 swimming sessions at the Knottingley Sports Centre. The sessions were delivered with support from the Pontefract and Knottingley Neighbourhood Policing Team.
- **Boxercise:** In the Kirklees district funds were secured to deliver Boxercise classes delivered by a qualified boxing coach. The weekly two hour sessions were held over an 8 week period focusing on basic fitness and Boxercise skills with input on diet and nutrition such as diabetes.
- **Gang and Knife resistance:** Funding was secured to establish eight gang and knife resistance projects across all districts in West Yorkshire. Delivered through martial arts training, the sessions focus on reducing knife crime and gang membership, and include elements of gang resistance education, modules on drugs and weapons awareness being tailored to meet the specific needs of the communities of West Yorkshire.



Mark Burns-Williamson at a Futsal match event in Bradford

To develop an increased evidence-based approach to policing in West Yorkshire, WyFi have supported the development of the N8 Police Research Partnership (N8 PRP) with the University of Leeds. Working with the University of Leeds and the N8 PRP, WyFi have secured a new 5-year project, Innovation and the Application of Knowledge for more Effective Policing, funded by the Higher Education Funding Council for England (HEFCE) which will deliver a programme of research and knowledge sharing, playing a key role in informing future policing policy, representing major new research innovation and collaboration across the North of England.

- ✓ I will continue to lobby government and try to get more of the money seized from criminals in West Yorkshire kept here and invested back in tackling crime.
- ✓ I will also continue lobbying government to ensure that the laws around proceeds of crime are updated and any loopholes allowing people to escape these laws are closed.
- ✓ I will encourage and support more work by our police service and criminal justice partners to recover more assets from criminals.
- ✓ I will decide together with communities how this money is spent locally to address threat, risk and harm, and will hold the Chief Constable to account for any of this money spent directly by the police service.

The Safer Communities Fund (SCF) was set up by the PCC to invest monies seized or confiscated from criminals here in West Yorkshire back into the communities that suffered such

criminality in the first place. Now in its second year, the Safer Communities Fund has ensured over £700,000 of criminal assets have been delivered back to our communities.

A one year on review of the fund has shown that all of the 129 wards in West Yorkshire have benefited from 153 projects funded through the SCF. The review found that the most

common outcome focus of the projects have been reducing crime and reoffending, reducing ASB and supporting victims and witnesses. There is also a correlation between where the SCF projects are working and where the demand is greatest based on both deprivation and crime indicators, and of those victims and witnesses supported the majority are children, young people and women.

Just under 900 applications to the SCF have been received since its launch in February 2014 and it would have been great to be able to fund all of these projects. The PCC has lobbied the government this year for increased powers for police and partners to recover more from criminals but also

continues his campaign to get all of the money back.

Currently the Treasury keeps 50% of the money and assets seized and confiscated here in West Yorkshire but with all the money recovered in West Yorkshire returned many more of the applications to the SCF could have been successful and more projects would now be in place to continue to divert young people away from crime and ASB, improve their life chances, prevent crime in our communities and to protect people from harm.

The PCC will continue, with the support of thousands of people across West Yorkshire, to lobby government for more of our money back and you can see

more about the projects funded through the SCF on the PCC website through the link:

<http://www.westyorkshire-pcc.gov.uk/safer-communities-fund.aspx>



Mark Burns-Williamson with successful applicants from grant round 2 of the Safer Communities fund

Safer Communities Fund

"We are reliant on external funding as we are not part of the statutory youth services in Wakefield we are a charity. We are meeting over 80 young people a week with our sessions and we are very grateful to the Safer Communities Fund as we believe we are making a difference in the community. Havercroft and Ryhill is a deprived area with a high percentage of young people coming from benefit dependant and low income families, we are providing affordable, positive activities for the young people and this is a diversion from antisocial behaviour.

The Proceeds of Crime Unit and West Yorkshire Police are national leaders in recovering assets from criminals and it is poetic justice to see that criminals malevolent activities which threaten communities can be turned against them and made to benefit local communities."

Eleanor Bradbury, Havercroft and Ryhill Youth Centre

Delivering together

- ✓ I will ensure that, come October 2014, there is a clear framework in place for the commissioning of victims' services.
- ✓ When procuring and commissioning services I will have regard to local providers while balancing this with the need to ensure value for money.
- ✓ I will also ensure that partnership working is set out against agreed outcomes.
- ✓ With partners I will develop a database of those interventions and projects that have been proven to work, to help inform future funding decisions.

In October 2013 the PCC announced the continuation of funding for a further six months to partners who receive the Community Safety Fund, and this has been extended up to 31 March 2016. This is in recognition

of the valuable work of the CSPs, Youth Offending Service, the Positive Futures projects and those working to reduce the impact of drugs and alcohol in our communities. This additional funding will be maintained at the

current level despite the amount received from central government continuing to fall. The funding is set out at figure Q.

Figure Q: Money granted to local authorities and other partners through the Community Safety Fund

	Bradford	Calderdale	Kirklees	Leeds	Wakefield	West Yorkshire Police
Local authority; covering:	£936,250	£320,135	£533,070	£1,301,887	£494,601	-
• Drugs Intervention Programme (DIP)						
• Youth Crime and Substance Misuse Prevention						
• Community Safety Fund						
Positive Futures	£131,786	£69,598	-	£123,256	-	-
WYP DIP drug testing	£412,557	£128,925	£116,042	£501,902	£128,925	£88,066
Safer Future Communities	£5,000					

The PCC has signed up to a partnership agreement with the five local authorities in West Yorkshire around funding streams for 2014-16, which, as well as the funding mentioned in the above table, includes:

- £1m over two years for joint work to improve outcomes on domestic abuse and sexual offences across West Yorkshire.
- £2.3m over two years for community safety initiatives (which includes £75,000 PCSO funding and £213,787 for Better Start in Bradford).
- £1m over two years for the Partnership Innovation Fund, which will include work on child sexual exploitation and mental health interventions.
- Approximately £170,000 per quarter for the Safer Communities Fund.
- £200,000 funding successfully gained from the Ministry of Justice Competed Fund for co-ordination of services, developing training and support victims of human trafficking, with this funding.

From the budget provided by the Ministry of Justice for victim services in October 2014, the PCC has commissioned:

- A fund to the road safety charity Brake to provide support for the bereaved and seriously injured victims of road accidents.
- Neighbourhood resolution panels to respond to victims of low level crimes.
- Continuation of restorative justice work with offenders and victims at HMP Leeds.
- A Help for Victims website, launched in October 2014.
- Partnership victims' hubs for information, self-referral and access to support services to provide emotional and practical support to assist victims to cope and recover.
- Services for victims and survivors of sexual violence (county-wide Sexual Assault Referral Centre and Independent Sexual Violence Advisers service together with funding to support the work of the three local rape crisis centres).

- Continued funding of Independent Domestic Violence Advisers prior to procurement of a county-wide service.
- Victims' Champion project to work with the OPCC and partners with an initial focus on BME victims.
- From the findings of a feasibility study work towards establishing a video link direct to court from the Women's Centre in Halifax.
- Development of Community Voices, a social media training and communication tool developed to educate and raise awareness of online threats and risks to citizens and community safety.
- Development of a case progression system to be implemented with support from partners during the next year.
- With West Yorkshire Police, designed and delivered a hate crime campaign to deter offenders and support victims.

West Yorkshire Positive futures

West Yorkshire Positive Futures (WYPF) is a service for 10-25 year olds commissioned by the PCC. It provides targeted provision for young people that are involved or at risk of being involved in ASB and/or crime. The WYPF has access to other wrap around services such as substance misuse support and alternative training/education for those young people not currently engaged in education or employment.

"The continuation of the WYPF project has meant that we are able to provide essential services to young people that have been engaging with the project for some time. We work in partnership with the Youth Offending Team and Police to ensure that we have a package of activities we can offer to young people that maybe involved in offending and/or anti-social behaviour. WYPF also provides an excellent "front door" for young people that are ambivalent about engaging with our substance misuse service.

Mark has been approachable and personable. The Police and Crime Plan has become embedded within our delivery both through WYPF and other projects and sits nicely alongside the priorities of our other services."

Katy Hetherington, Young Persons Development Manager, Lifeline Project

Holding the Chief Constable to account

Holding the Chief Constable to account to “ensure the safety of the community and effective criminal justice” is a core function of the PCC. This year the PCC has adapted some of the OPCC governance arrangements in order to be more effective and efficient in delivering this function and therefore ensure improved governance of decisions and activities undertaken by West Yorkshire Police. These changes also ensure that the Chief Constable is held to account in a more accessible way with increased openness, transparency and importantly from people across the county. There is a link on the website to the legislative duties placed upon PCCs at: <http://www.westyorkshire-pcc.gov.uk/how-we-work/transparency.aspx>

A new style Community Outcomes Meeting (COM) between the Chief Constable and the PCC focuses on important policing and community safety issues which are of a high public interest, the aim is to offer greater transparency to communities about how the PCC holds the Chief Constable to account on these important issues. To help demonstrate this, the PCC has asked West Yorkshire Police to include an assessment of the wider public interest in their reports to the OPCC under the specific heading of “community impact”. A full non verbatim note is taken which covers the comments and questions raised and the responses given to the PCC from the Chief Constable and senior West Yorkshire Police colleagues. The PCC is also piloting the filming of these conversations so that communities can see the process for themselves. He will continue to look at ways to make the Community Outcomes meeting more interactive and engage more people.

The COM also provides an excellent opportunity for the PCC to raise issues with the Chief Constable on behalf of members of the community and such examples include:

A member of the public approached me because she was unhappy with how a number of complaints about a particular police officer had been handled. One of these complaints did not fall under the Police Reform Act 2002 and therefore she was unable to appeal against it, as a result she raised her concerns with me. After discussing the matter with her, I brought it to the Chief Constable and other senior officers through a Community Outcomes Meeting where a full review of her complaints was agreed. Consideration was also given to the fact that her complaint did not fall under the Police Reform Act.

Throughout the year there have also been issues with the 101 telephone line after users had experienced long delays. A number of people had raised this matter through letters, emails and phone calls to the OPCC which were picked up by my casework team. The team quickly established a link to the Contact Centre Manager, who provided clear explanations for the increased time taken to answer calls. Due to the impact that this issue could have on our communities I also decided to raise this with the Chief Constable through a Community Outcomes Meeting, and members from the OPCC have continued to work closely with the force to monitor and improve performance on this matter.

Other items of note from the last year include:

- Continuous attention has been given to the issue of crime data integrity following the HMIC inspections and subsequent reforms.
- Monitoring of activity to improve the use of stop and search powers.
- Reviews of the complaints against the police have been formalised and will now be reported back on a quarterly basis.
- Crime levels including burglary, shoplifting, violent crime etc. are reviewed every quarter and any issues raised.
- Police and crime plan performance indicators such as confidence in local policing and victim satisfaction are also discussed each meeting.

The agendas, key discussion items, papers, decisions and actions agreed, as well as the West Yorkshire Police Community Outcomes Report are available on the website at:

<http://www.westyorkshire-pcc.gov.uk/our-business/holding-the-chief-constable-to-account.aspx>

The PCC has also established in the new governance structure the Joint Executive Group (JEG). This is to provide a forum for West Yorkshire Police's Chief Officer Team and the Executive Team of the OPCC to work in a more joined up, integrated way, consider activities upstream and downstream, propose and agree future activities and direction of travel, consider exceptional activity from other executive, partnership and governance groups and work better together to ensure continued delivery on the priorities and the outcomes in the Police and Crime Plan.

In addition to this, the PCC continues to be in further regular contact with the Chief Constable and every week when there is no COM or JEG, the PCC holds more informal bilateral meetings with the Chief Constable to discuss current activities, matters arising and other timely issues and areas of concern. Other meetings including the delivery and performance quarterly, the assets board and the commissioning and grants group are now established and an executive member is delegated to chair meetings.

In response to an investigation by the Police Service Northern Ireland the PCC decided in June 2014 that it was necessary to suspend the Chief Constable from office in accordance with the relevant law. As a result, the PCC appointed a Temporary Chief Constable who has led West Yorkshire Police during this challenging period. The Temporary Chief Constable has been accountable to the PCC for the performance of West Yorkshire Police, the management of resources and the strategic planning for delivering policing in partnership with others.

The OPCC provides a joint risk based internal audit service to both the PCC and the Chief Constable, providing assurance that organisational risks and the systems and controls that underpin the achievement of the Police and Crime Plan outcomes and priorities are being effectively managed. Areas of audit activity this year include: drug disposal processes, vetting, stop & search, risk management, mandatory training, covert accounts, estates moves, community resolution, resolution without deployment, asset security, cash handling, expense claims, payments to informants and freedom of information (FOI) processes.

The role of the Police and Crime Panel is to scrutinise and support the PCC in holding the Chief Constable to account. The Annual Report of West Yorkshire's Police and Crime Panel can be viewed at:

<http://www.westyorkshire-pcp.gov.uk> And who holds the PCC to account? Mark Burns-Williamson, the Labour Party Candidate, was elected as PCC in November 2012 and people from across West Yorkshire will have the ultimate say at the ballot box in the next PCC election in May 2016.

Contact details

For any feedback or queries relating to this annual report please contact me or my office via the following methods:

Email: contact@westyorkshire.pcc.pnn.gov.uk

Telephone: 01924 294000

Address:

Office of the Police and Crime Commissioner for West Yorkshire
Ploughland House
62 George Street
WAKEFIELD
WF1 1DL

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