



## **COMMUNITY OUTCOMES MEETING**

Tuesday 11<sup>th</sup> October 2016

### PRESENT

Mark Burns-Williamson – West Yorkshire Police and Crime Commissioner (PCC)  
T/DCC John Robins  
Supt Nick Adams (5)  
Chief Insp Jonathan Pickles (5)  
DI Ben Kemp (4)  
T/ACC Angela Williams (6)

### APOLOGIES

T/CC Dee Collins

### ALSO PRESENT

Susan Field, Interim Chief Executive  
Sharon Waugh, Engagement Manager  
Clare Briscoe, Engagement Officer  
Insp Paul Cumming

Numbers denote items present for.

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

The notes of the meeting held on 12 July 2016 were confirmed as a correct record.

#### **2. Urgent Items**

None to report.

### 3. Police and Crime Commissioner Announcements

- a) Police and Crime Plan 2016-21 - The PCC advised that the Police and Crime Panel had been sent an initial draft of the Police and Crime Plan for review. The draft plan was also with wider partners for comment.
- b) Hate Crime - The hate crime 'Hate Hurts' campaign had launched and the PCC spoke about the need for more to be done around the reporting of Hate Crime.
- c) Regional Collaboration - The PCC spoke about his work in relation to regional collaboration, he had attended a recent meeting and was pleased with the groups' progress.
- d) New Interim Chief Executive - The PCC introduced Susan Field to the meeting.

### 4. Counter Terrorism and Anti Radicalisation

Superintendent Nick Adams introduced the report which outlined the current work undertaken by West Yorkshire Police. The Prevent team at North East Counter Terrorism Unit also covered a further 6 forces which made up the North East region: Northumbria, Cleveland, Durham, Humberside, North Yorkshire and South Yorkshire.

Supt Adams informed the PCC that the Counter Terrorism and Security Act 2015 (CTSA 2015) came into force on the 1st July 2015, which meant that statutory Prevent partners had a duty to prevent individuals being drawn into violent extremism and terrorism. Prevent partners included: Health, Education, Fire Service, Probation, Local Authorities and Police. *Prevent Tragedies* was a Police and Partnership initiative to help prevent people getting drawn into violent extremism and terrorism. The website and initiative began following a number of instances where vulnerable individuals and families had left the UK to travel to conflict zones, such as Syria and Iraq. *Prevent Tragedies* aimed to safeguard individuals who may be vulnerable to radicalisation. The website and initiative had contributions from women from communities, charities, public sector organisations and Government departments.

Supt Adams spoke about three successful events which had been held across West Yorkshire in 2016 where North East Counter Terrorism Unit officers had engaged with a wide range of young people from diverse communities to help understand the role the police and communities could play in defeating terrorism locally and online. In addition officers continued their focused youth engagement work aimed at diverting those who may be at risk of being drawn into terrorism through Daesh propaganda. Also within West Yorkshire there was a programme of community champions who were officers that supported the prevent function. There were also community advocates who were figures within the community who could influence change. West Yorkshire (Kirklees) was one of nine pilot sites nationally which was trialling a revised Channel process which effectively transferred management from the police to the local authority for those who were considered vulnerable rather than criminal.

The PCC enquired how West Yorkshire Police had engaged with other partners around the delivery of the Prevent strategy and what obstacles they had encountered with regards to engaging partners to jointly implement the Prevent duty, he was advised that the work done around the safeguarding agenda had raised more awareness and there was capacity for other organisations to pick up on Prevent responsibilities.

With Prevent being essentially a safeguarding mechanism the PCC asked about the work undertaken to embed Prevent across the rest of WYP, as a safeguarding responsibility for all officers and staff.

Supt Adams stated that each district had a multi-agency panel which had supported individuals around radicalisation and built a support mechanism around safeguarding.

The PCC asked about the role of Community Champions. Supt Adams advised that community champions were full time officers who could bring together community advocates to talk about radicalisation.

The report highlighted a range of Prevent activities which included engagement with communities. The PCC asked what processes were in place to ensure that all vulnerable communities were identified and engaged with in the right way. Supt Adams confirmed that senior leaders were working to identify areas of greatest vulnerability, they also looked at the individual referrals that come through from a variety of agencies. The engagement with the community also provided additional vital information.

The PCC spoke about the need to identify emerging threats for the next five years around counter terrorism. Supt Adams said that the PCC would be aware that the national threat level was still classed as "Severe" it was difficult to predict issues over the next five years. However, locally it was about responding to those who were vulnerable or had been radicalised and groomed

The PCC highlighted the work through the Safer Communities Fund (SCF) which had supported various groups working towards reducing anti radicalisation and community cohesion.

Action:

- Frequency of further reports to COM to be agreed – subsequently agreed every 6 months.

## 5. Cyber Crime

Detective Inspector Ben Kemp introduced a report which outlined the current work undertaken by WYP. The report detailed the general position and progress of WYP with regards to cyber crime.

Between July 2015 and June 2016 WYP recorded a total of 5,055 cyber related incidents. This represented an increase of 119.4% on the previous year, with 4,999 of those offences being enabled (harassment/fraud etc.) and 56 of these offences were dependant (hacking/ransomware etc.). Facebook was the most prominent medium featuring in over 2,335 offences.

Harassment was the most frequent enabled offence (2,625 offences), followed by Sexual/Indecent offences (1,686) and then Fraud (632). A spike in January 2016 was noted and suspected to be linked to the increase in online purchases in January sales and a realisation of fraud following the arrival of December bank statements.

The cyber crime team was established in June 2015 and over that period had supported over 1000 investigations conducted by WYP with an online or digital element. The team had assisted and enhanced investigations into a wide range of crime types including but not limited to Fraud, Murder, Human Trafficking, Serious Sexual offending, Child Sexual Exploitation and Cyber Crime, identifying and exploiting new and emerging technological opportunities. The team had been involved in 112 fraud investigations and 42 dependant cyber crime investigations.

WYP had also established the UK's first Cyber Independent Advisory Group chaired by Chief Supt Mark Ridley, representatives included Barclays, Sky, Yorkshire Bank, Academia - Leeds University, Leeds Beckett University, Sheffield Hallam University and Victim support, NSPCC, Stonewall and Help the Aged. The first meeting was held in April 2016 and was well received, as a direct result new cyber partnerships had been established and put to use in prevention work such as webchats, one of which focused on fraud with Trading Standards.

The Force Cyber Strategic board involved stakeholders from across the force, chaired by ACC Foster. The Force had worked to the College of Policing Action Plan for cyber crime capability and remained 100% compliant. An internet investigation document had been produced and agreed through the board which supported the approach to internet investigations. This had been endorsed by the office of the Surveillance Commissioner as best practice.

The Force Cyber tactical board chaired by Supt Mark Ridley, took place monthly and involved cyber leads from each district. This board had been keen to establish a clear structure and support network for investigations, prevention work and district responses to cyber related offending. Through this board the Digital Media Investigators had been effectively embedded and provided a high level of support to investigations. West Yorkshire Police was nationally one of the leading forces around the role of a Digital Media Investigators with over 30 officers/staff trained.

The Cyber Crime team identified nationally that there was a lack of guidance for Customer Contact Centre staff when dealing with fraud and in particular cyber related fraud. A new national call takers document was developed with colleagues in Economic Crime Unit and Action Fraud with the aim of providing clear guidance and standardising Police response to such calls. This ensured that where vulnerability or immediate risk was present the victim received a quality service in West Yorkshire rather than been referred on to Action Fraud and potentially waiting several months for a response. This had been adopted and implemented nationally by Action Fraud for all Forces. A programme of training through the Force was in place and ongoing.

The Force had also established a Cyber Prevention Working Group chaired by Force Crime Prevention Officer, Chris Joyce. This group would contain a practitioner representative from each district and plan and deliver cyber safety events across the force reporting into the force tactical board. The first meeting of the group was due to take place on the 7<sup>th</sup> October 2016.

Over the 6 week holidays 650 people across Wakefield were engaged with a cyber safety stall at locations in the district. This was in partnership with Sainsbury's, O2 and the NSPCC.

Prevention continued to be a key focus, on the week of 12<sup>th</sup> September 2016, the force launched a cyber campaign, this commenced with a feature on BBC Look North where DCI Smith was interviewed live on the show. There was a feature around a victim of cyber fraud, Carol Pearson, who was also interviewed. On the 13<sup>th</sup> September 2016, D/Insp Kemp completed a live interview with BBC Radio Leeds on the breakfast show and DCI Smith was interviewed by Capital Radio live. Features appeared in all local press. D/Insp Kemp completed a series of Facebook live events through the week with around 4k viewers per video and a large number of positive comments. The reach of the Facebook live is around a combined total of 65k people. The Force website, 'click4ucall' and campaign material was refreshed and publicised throughout. A large focus of this campaign was around cyber related scams and fraud.

The Cyber crime team had taken part in Cyber Webchats which had been targeted at a range of diverse communities with a focus on LGBT communities in partnership with Stonewall. A focus on the elderly with Help the Aged and a focus on the deaf with Victim Support

Action Fraud were moving to a 24/7 service and would be sending urgent cases through to the Force twenty four hours a day.

This was a change from current practice where referrals were only made during business hours. As such it was anticipated that demand would increase for urgent cases outside of these times. Work was ongoing to understand the impact on current provisions during out of hours to ensure that the Customer Contact Centre, FCMU and Districts were equipped to take on reports of this nature.

The PCC asked if there was an update on the progress of work funded through the police Knowledge Fund. DI Kemp explained it was a partnership approach with West Yorkshire Police and Leeds Beckett University jointly funded by the College of Policing which paid for 4 cyber officers who worked exclusively on a research project which was going well.

With regards to Facebook, the PCC questioned what steps were being taken to tackle this including any approach to social media operators to join the Cyber Independent Advisory Group. DI Kemp advised that Facebook was very popular and appealed to a large section of society. West Yorkshire Police had invested heavily in training and upskilling officers to extradite evidence from social media, he added Facebook had engaged at a national level. T/DCC Robins informed the PCC that the force would continue to work with Facebook so they can see the impact they had from both a positive and negative perspective.

In response to a question about when call handlers would be fully trained on cyber and fraud offences, DI Kemp advised by April 2017. The PCC queried if there was any work being done around informing the public about other ways of contacting the police. T/DCC Robins agreed there was more to do to publicise alternative was to contact the police such as online reporting, click b4 you call and live chat.

The PCC welcomed the excellent prevention events that had been held across West Yorkshire but said it seemed to be a little ad hoc, he asked if the Cyber Prevention Working Group were looking to develop a more consistent approach. DI Kemp explained that the group was focused on getting more practitioners to deliver structured cyber prevention work. DI Vanessa Smith was working on a calendar for prevention campaigns locally, regionally and nationally. The PCC asked if there would be a continued focus on the cyber team or would WYP be looking to mainstream. T/DCC Robins advised there was a need to have a dedicated team to deal with high end fraud, deception and data theft. Looking to the future, it may take up to 10 years for the team's work to be fully mainstreamed.

The PCC enquired if some of the harassment cases escalated to become stalking offences. T/DCC Robins explained that officers found that cyber bullying was often committed by the younger generation and harassment was often the older generation. Most people are issued with a warning or public order notice with 50% of cases being harassment.

The PCC queried what plans were in place for Action Fraud referrals. DI Kemp explained the creation of the new document gave WYP call handlers the ability to better assess those who were vulnerable. However, details were still passed to action fraud.

**Actions:**

- The PCC to raise with MP's the need for Facebook and other social media platforms to be more accountable.

## 6. Hate Crime

Temporary Assistant Chief Constable Angela Williams introduced the report which outlined the current work undertaken by WYP. The report outlined the general position and progress of the Force with regards to Hate Crime.

T/ACC Williams explained a Hate Crime was any criminal offence which is perceived by the victim or any other person to be motivated by hostility or prejudice based on a person's disability, race, religion, sexual orientation or is a transgender person or perceived disability, race, religion, sexual orientation or transgender. A hate incident may not necessarily result in a crime being recorded.

A Hate incident was any non-crime incident which was perceived by the victim or any other person to be motivated by hostility or prejudice based on a person's disability, race, religion, sexual orientation or a transgender person or perceived disability, race, religion, sexual orientation or transgender.

The statistics showed a 70% increase in hate crimes recorded in 2015/16 following a period of relative stability and a further 25% increase so far this year. The recent increases were predominantly associated with administrative change in relation to Force crime recording processes which had resulted in an increased likelihood of a crime being recorded following an incident report to the Police.

Over 80% of hate crime related to offences of public order where the victim was caused to feel under threat, distressed or alarmed (54% of all hate crime) or violence without injury (27% of all hate crime). Recent publicity may also have encouraged victims of hate incidents and crimes to come forward and report their experience to the police. WYP had an active communication strategy over the last 12-24 months to raise awareness and ensure they had appropriate communication and reporting options available - this included local reporting centres in every community, where victims and witnesses of hate incidents and crimes could make reports to local identified persons acting as intermediaries between victims and the Police (i.e. not directly to the police). The increase in the reported incidents and crimes was a positive step, but there were still concerns that some incidents and crimes were not being reported.

Victims of Hate Crime were surveyed so that the Force could act on victim feedback and improve service delivery. The latest victim satisfaction rates, at 81.4% was a 3.2 percentage point reduction since the start of this year. The main driver of the overall reduction related to a deterioration in satisfaction in relation to keeping people informed.

The last NCTT (National Community Tension Team) identified that, following an immediate increase in the volume of hate incidents post the Brexit vote, recent figures showed a reduction and levelling out of post referendum tensions. This mirrored the reported West Yorkshire position.

The vast majority of hate incidents were related to race, they accounted for around three quarters of all hate incidents recorded in West Yorkshire and around 80% of all hate crimes reported. So far this year the volume of race related hate incidents had increased by 13% to stand at 1,836 in the period April to August 2016 whilst race related recorded hate crime had increased by 33% to stand at 1,671.

The repeat victimisation rate for race hate incidents, at 13.9%, had held stable since September 2015.

In the past 12 months 545 incident reports involved a victim who had been subject to one or more other hate incidents in the previous twelve months. Where a suspect was identified for race hate incidents, 230 suspects had been involved in one or more other hate incidents in the previous twelve months. The number of arrests made at race hate incidents had fallen in the latest 12 months, to 762, reflecting a downward trend in the arrest rate (from 35% a year ago to 24% in the latest period (the reduced arrest rate is associated with a reduction in the volume of arrests and the increase in volume of incidents). Almost 90% of race hate incidents relate to violence and alcohol was identified as an aggravating factor in 7% of incidents.

A total of 3,244 race hate crimes were recorded in the latest 12 months, with 398 charges, 383 other outcomes for the offender (caution or community resolution) and 1,549 outcomes where the suspect was identified but the decision was taken not to proceed with the criminal justice process (e.g. the victim declined/was unable to support the prosecution, evidential difficulties prohibit, victim refuses to support).

Almost 60% of race hate victims were male, over 85% were aged under 50 (with almost 30% in the 30-39 age bracket). Around 30% of victims define their ethnicity as Asian. The majority of race hate incident suspects were also male (almost 70%) were in the younger age groups (around 55% are under 30). Over half of suspects defined their ethnicity as white British.

Faith hate incidents had increased significantly in volume and stood at 269 for 2015/16 which was around double that reported in the previous year. The number of repeat victims was relatively low at 35 in the last 12 months, as was the number of repeat suspects at 15. Just over 40% of incidents related to violence offences.

A total of 240 faith hate crimes were recorded in the latest twelve months and 182 outcomes recorded, with relatively few charges or other outcomes for the offender. Around one half of all Faith Hate crimes recorded related to offences where the targeted faith was Islam. Around 13% of all Faith Hate crimes recorded related to anti-Semitic offences.

Disability hate incidents had increased significantly in volume to stand at 266 for 2015/16. The number of repeat victims was 47 in the latest twelve months, number of repeat suspects was 6. Almost 40% of incidents related to violence.

A total of 177 disability hate crimes were recorded in the last twelve months and 176 outcomes recorded, with relatively few charges or other outcomes for the offender.

Around 54% of disability hate victims were male, with a high proportion in the younger age brackets and around two thirds defined their ethnicity as white British. Almost three quarters of suspects were male and almost two thirds defined their ethnicity as white British.

Sexual orientation hate incidents had increased significantly in the last twelve months to stand at 446 for 2015/16 So far this year, the volume has increased further, with 241 so far the number of repeat victims was relatively low at 96 in the last twelve months, as was the number of repeat suspects at 23. Over half of incidents related to violence and alcohol was identified as an aggravating factor in 21 incidents.

A total of 394 sexual orientation hate crimes were recorded in the latest twelve months along with 361 outcomes resulting in 30 charges, 45 other outcomes for the offender and 177 outcomes where the suspect was identified but the decision was taken not to proceed with the criminal justice process.

Transphobic hate incidents were relatively low in volume but had increased steadily to stand at 46 for 2015/16. So far this year, 30 incidents had been recorded. The number of repeat victims was 22 in the last twelve months

A total of 37 transphobic hate crimes were recorded in the last twelve months along with 34 outcomes resulting in 1 charge and 2 other outcomes for the offender. There were 14 outcomes where the suspect was identified but the decision was taken not to proceed with the criminal justice process.

Since the EU referendum, June 2016 the Chief Officer Team had been monitoring levels of hate crime and incidents with Districts on a daily basis and nationally, weekly monitoring was in place until early September 2016.

In West Yorkshire, as a result of a slight rise in hate crimes directly following the two weeks post-Brexit and with greater media enquiries due to national reporting, reassurance to communities was being provided. A website video response was launched from TACC Williams, jointly with the PCC which was supported by local TV and radio appearances. In addition, partner contacts were continuing to post short videos on the importance and how to report via third party reporting centres.

Leeds District continued with hosting Forum Meetings with CST (Community Security Trust) to jointly monitor anti-Semitic hate crimes and incidents and members are proactively involved in briefings and awareness to support community planning events. The meetings included members of the Jewish community, representatives from the Crown Prosecution Service (CPS) and WYP personnel (including Hate Crime Co-ordinator).

In April 2016, WYP signed up to an Information Sharing Agreement (led by ACC Mark Hamilton, National Police Chiefs Council) with Tell MAMA, which was an independent, non-governmental organisation supporting victims of anti-Muslim hatred. The agreement now enabled monthly sharing of anonymised data and monitoring anti-Islam hate crimes across West Yorkshire. Joint partner working through outreach events have occurred in Kirklees and Calderdale Districts.

WYP continue to be represented on the CPS Regional Scrutiny Panel, which identified lessons learnt for the Police and partners through the Criminal Justice process.

To provide further challenge to the service delivery and independent scrutiny by a Yorkshire and Humberside regional Force, West Yorkshire Police is undertaking a hate crime peer review with Humberside Police during Autumn 2016.

Due to the increase in hate crime recording and the extensive analysis showing a 4-5% genuine increase the PCC enquired if analysis showed any changes to this figure post Brexit. ACC Williams agreed that there had been a steady increase over the last 12-18 months of hate crime and a sharper increase immediately post Brexit. On average there were approximately 13 reports per day.

The PCC asked if more detailed analysis was carried out at Sub-Group level. T/ACC Williams advised that a little more analysis could be undertaken and included in future reports.

The victim satisfaction rate with Hate Crime had reduced but the information in the report provided details about the reasons for a similar drop in overall victims satisfactions, the PCC asked if it was possible to get a breakdown. T/ACC Williams advised that crime reports were allocated to Ward Officer's with support from the PCSO's. The PCC suggested that the public may get confused between hate crimes and hate incidents. T/ACC Williams agreed that this may be confusing but agreed to look at how this was shown in future reports.



The PCC sought reassurance that due to the arrest rate for hate incidents reducing and an increase in incidents that suspects were still being dealt with accordingly. T/ACC Williams assured the PCC that the outcome rate for racially and religiously aggravated offences was more than double the rate for acquisitive crime and criminal damage and also higher than the rate for violent crime.

The data from 2015/16 showed a further 20% increase in incidents with roughly half of the cases being targeted at the Muslim community, the PCC enquired if there were any other faith groups targeted. T/ACC Williams advised that Jewish and Christian communities were also targeted but there had been no other faith which had highlighted as an increased risk area.

The PCC asked why the number of outcomes recorded were less than the number of crimes recorded. T/ACC Williams stated that this was due to crimes still under investigation and matters were still ongoing.

The PCC queried what West Yorkshire Police were doing at a district level to reassure not only the Polish community but also other Eastern European communities following a recent Hate Crime attack in Armley, Leeds. T/ACC Williams informed the PCC that all commanders were giving updates at accountability meetings and were working with Councillors, Community Safety Partners, the media and community groups.

The PCC expressed concern about the impact of reassurance on communities whose first language was not English, he asked what more could be done to protect people who had additional vulnerabilities. T/ACC Williams reassured the PCC that West Yorkshire Police were working with Stop Hate UK who were producing literature as well as a website in different languages.

The PCC enquired about the Sub culture and Misogynistic hate crime agendas, T/ACC Williams advised that West Yorkshire Police were looking at the results of pilot work from other forces.

**Actions:**

- T/ACC Williams to provide more detail in future reports on the sub categories and look at the format of the report with regards to hate crime/hate incidents.
- The PCC would like a meeting to discuss added potential for further hate crime strands

**7. Future Agenda Items**

Future agenda items would be reviewed and a new draft forward agenda items agreed following the launch of the Police and Crime Plan 2016-21.

**8. Any other business**

None

**10. Next Meeting – 13 December 2016**

Re arranged to 24 January 2017