



## **COMMUNITY OUTCOMES MEETING**

Tuesday 24<sup>th</sup> January 2017

### PRESENT

Mark Burns-Williamson – West Yorkshire Police and Crime Commissioner (PCC)  
DCC John Robins (5, 6)  
T/ACC Tim Kingsman (4)  
T/ACC Angela Williams (8, 9)  
Ch. Insp Ian Williams (5)  
DCS Simon Bottomley (7)

### APOLOGIES

CC Dee Collins  
DCS Julie Sykes

### ALSO PRESENT

Sharon Waugh, Engagement Manager  
Clare Briscoe, Engagement Officer  
Celeste Armitage, Engagement Officer  
Rob Tinsley, Partnership Manager  
Sgt 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 11<sup>th</sup> October 2016 were confirmed as a correct record.

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

None to report.

### **3. Police and Crime Commissioner Announcements**

- a) Firearms Incident 2<sup>nd</sup> January 2017 – The IPCC were independently investigating this due to a mandatory referral following the fatal shooting. West Yorkshire Police were cooperating fully to allow the investigation to be open and transparent. The PCC said he had been in regular contact with the Chief Constable and had met with both the IPCC and Mr Yaqub at a recent meeting. During the meeting IPCC updated stakeholders on their role and updated them on the process. The IPCC who would be neutral throughout the process and would continue to work with the PCC around their engagement with communities.
- b) Contact Survey closed 19<sup>th</sup> January 2017 – The PCC updated on the Contact Survey, he explained there had been 2783 responses which will allow the PCC and the Chief Constable to understand why people contact the police and by what methods; whether they had visited a police station or other public enquiry counters recently and whether they were aware of the many new ways of contacting the police. The PCC informed that his office would be analysing over the next few weeks.
- c) Community Conversation survey closed 20<sup>th</sup> January 2017 – The PCC wanted to talk to people about a potential increase in local funding and to get their views on increasing the police element of the council tax by 1 – 2p per week. The majority of respondents were happy to increase if the money was spent on the recruitment of police officers. The Budget would be considered by the Police and Crime Panel on 3<sup>rd</sup> Feb 2017.

The PCC was grateful to have a great response from both surveys.

### **4. Progress Report Body Worn Video**

Temporary Assistant Chief Constable Tim Kingsman introduced the report which provided an update to the PCC on the Body Worn Video (BWV) project. T/ACC Kingsman discussed the investment in technology being critical to raise productivity and offset the effect of the financial savings required. He advised that the use of technology allowed officers to spend more time in communities and less time 'behind desks'.

T/ACC Kingsman informed the PCC of the current position; that 2000 Body Worn Cameras (BWC) had been purchased for issue on a pool basis to all front line operational staff, excluding Special Constables in the first instance. The roll out began in May 2016 and was due to complete in early May 2017.

T/ACC Kingsman said the cameras were fully encrypted and protected by back office data computer programmes. Once the cameras were docked, they automatically downloaded data, wiped and charged. He assured the PCC that evidential footage was retained in line with force policy and national guidelines and confirmed that non-evidential footage was deleted after 31 days.

The mandatory training for all users was described to the PCC as including e-learning, a 3 hour classroom based session and further online support with links for help and advice. The training covered all aspects of the law including data protection and human rights legislation. Force policy was explained on when to film including appropriate warnings and disclosure rules.

T/ACC Kingsman ensured the PCC that BWV was fully rolled out in Bradford, Calderdale and Kirklees districts and with Protective Services Operations. The cameras had also been fully rolled out to all non-firearms TASER officers and Off Road motorcyclists in Leeds and Wakefield. T/ACC Kingsman informed the PCC of the next steps including rolling out in Leeds district in January 2017

being followed by Wakefield district and Protective Services Crime. T/ACC Kingsman added that firearms officers did not currently use BWV as when worn, the current device was positioned in such a way that when used in conjunction with a firearm it would fail to record the relevant footage and would also hinder the officer wearing it operationally. West Yorkshire Police (WYP) were part of a national working group trying to overcome the issue with the view of supplying suitable BWV for firearms officers.

T/ACC Kingsman described some of the barriers WYP had overcome in the initial stages which included battery issues now upgraded with longer battery power with no extra cost to WYP.

The PCC was encouraged by the comments that the BWV had been generally well received by officers and the public, but queried how WYP had tackled some of the negative feelings. T/ACC Kingsman informed the PCC that the project had been used as a learning tool instead of performance management at this stage. There were some challenges with internal acceptance which they feel had now been overcome. WYP have not had any objections from the public so far. WYP had also given presentations to the Independent Advisory Group which had also been positively received.

The PCC queried whether the success rate (with regards the rate of guilty pleas) had increased when BWV is involved in prosecution. The PCC appreciated that could have been too early to speak about specific cases but asked T/ACC Kingsman to elaborate on the positive outcomes from the CPS/Courts. T/ACC Kingsman discussed recent feedback from the Judiciary which had indicated that early decisions in Domestic Violence cases were more likely to be made where BWV was available at an early stage in the investigation and Court process. Prosecutions stated that when the evidence was available it helps the Prosecutions Team, Defence and CPS to visualise and contextualise what had happened.

The PCC was aware of the restrictions on BWV for Firearms officers, but asked about the time frame for the firearms policy with regards to BWV. WYP were learning from other pilots currently being undertaken elsewhere for overt firearms officers and would have more information in the second quarter of 2017. In response to a question from the PCC about the issue of BWV to covert firearms officers T/ACC Kingsman said there was a legislative responsibility which restricted their ability to have BWV. BWV for covert firearms officers was strategically desirable but legislation could not be compromised.

The PCC queried a more specific date on when the roll out of BWV would be completed.. T/ACC Kingsman confirmed the current completion date was 11<sup>th</sup> May; should no other technical issues arise.

## **5. Digital Mobile Policing**

Deputy Chief Constable (DCC) Robins introduced the report and discussed that with the investment from the PCC WYP could be smarter in ways of keeping people in West Yorkshire safe. DCC Robins described the project, which was now in its third year of development, and some of the technology for officers which was included in this; 4400 Samsung Note 3 devices, 550 Samsung S5 Neo devices and 200 8" Samsung Tablets.

After overcoming some cultural resistance, the technology had now been widely accepted. The project had been analysed and was estimated to save 2 hours of officers time per shift; 31 minutes per shift which would usually spent updating records and a further 1.5 hours per shift accessing emails and completing other administrative tasks. The Handheld devices allowed officers to complete tasks more easily whilst out in the community. It was explained that more App's were being developed every day which would increase productivity of Officers even further.

DCC Robins described some of the challenges faced which included the complexity of integration and user experience; for example some officers may need extra support but the training had accounted for this. Ensuring the security of data had also been a challenge and officers had adjusted their mind-set that the security of the devices was higher than smart phones. It was encouraging to hear that WYP was at the forefront of technology development compared to a number of other police forces. DCC Robins informed the PCC that the force had invested in a testing team with operational experience to ensure the quality of live Apps delivered to the front line was of a high standard. They would continue to look for opportunities to introduce technological improvements for things such as Stop and Search.

The PCC questioned DCC Robins about the recently released crime statistics for the West Yorkshire region, and whether the improvement in the technology had impacted on those statistics. DCC Robins agreed with the query that they may have increased (more accurately recorded) crime statistics as it was easier to record crime in real time. There would also be further future benefits when officers arrived at the scene.

The PCC asked whether the training was appropriate for all officers on Digital Mobile Policing or whether some adaptation had to be made. ACC Robins ensured the PCC that the training was bespoke and supportive for each officer. He added that the new recruits had stepped up and driven the technology forward and that supervisors were increasingly becoming more confident and supportive with it.

The PCC discussed the benefit of the extra two hours of time which could be spent on frontline policing. DCC Robins identified that Digital Mobile Policing was helping WYP to manage less resources and increased demand.

The PCC asked for an assurance as to whether Stop and Search recording would be improved on hand held devices. DCC Robins confirmed this would be the case in the future and stated that WYP were currently learning from other forces and would have a better idea of the function from February 2017. The developments described included more effective recording of Stop and Search and a dedicated Stop and Search App. Ch. Insp Williams also stated that WYP would be one of the first forces to benefit from this and he was confident that the procedure would be the best. Historically, a number of forces had adopted successful WYP methods such as Use of Force.

The PCC asked for more information about the Special Constable pilot. T/ACC Kingsman stated that 24 specials were being trained this would be assessed to form the basis for the future.

## **6. Annual Programme Progress Report**

DCC Robins outlined the current position in relation to Programme of Change. In August 2013 WYP embarked on a Programme of Change to deliver the required transformational change necessary to improve services against a background of Government cuts. WYP were also aware that in order to deliver against the priorities and outcomes in the Police and Crime Plan it was essential that WYP and partners improved the service they offered to communities. DCC Robins described that they were improving public service and effectiveness with the aim to save money. At present the programme was focusing on the recruitment of police officers and positive action.

Some of the highlights of the programme so far included the force being on target to reach its ambition of recruiting 605 new constables in this financial year. Between April and December 2016, WYP had recruited 376 new officers; with just under 9% of those expected to be from a BME background. Positive action/inclusion had enabled the force to be more representative of the communities which it served. Using innovative social media approaches such as Facebook Live, webchats, Twitter and YouTube videos of staff across the force. A full review of the projects

within the programme was undertaken to ensure all work was reviewed or delivered as part of the programme and was aligned to the national policing priorities.

Another highlight of the programme was the establishment of 130 additional road safety cameras and 40 new cars with ANPR features which enabled WYP to provide safer roads and a better service to communities.

DCC Robins described the introduction of the new Force Crime Management unit which allowed an enhanced delivery for safeguarding children and young people. Along with the establishment of the new Abusive Images Unit and completion of the Regional Imaging Unit.

DCC Robins stated that £7.3million had been saved from a non-pay review identifying opportunities for savings. Non-pay refers to expenditure which was not related to staffing costs, examples included budgets for running costs of buildings and payments made in respect to contracts, repairs etc. This had enabled WYP to keep frontline services at a consistent level. DCC Robins ensured the programme of change would have minimal impact on the communities of West Yorkshire and WYP worked with unions to work through the challenges. Project Fusion was also working with external consultations to design a transformational back office function that would enable WYP to identify savings for re-investment in frontline services.

The PCC questioned the budget and savings for the next financial year. After the current savings and cash reserves from savings mentioned, there was still a deficit of £30m to find. He asked whether WYP were confident that they would achieve the savings required whilst continuing to recruit on target. DCC Robins confirmed that it was operationally imperative that we recruit to the targets set and over the next year. WYP would continue analysis to find those savings whilst delivering efficient services.

The PCC asked DCC Robins to expand on what the Force Crime Management Unit encompassed. DCC Robins described it as a project that they had designed and implemented at force level to provide a better service to the public at the earliest point of contact. All crimes were reviewed by trained investigators to ensure that WYP response was proportionate, appropriate and it made the best use of WYP resources. This had included development of a robust framework to support effective decision making which identified vulnerability, considered threat, harm and risk and provided a consistent service to the Public of West Yorkshire.

The PCC enquired whether there were appropriate welfare measures in place for the staff who are employed by the Abusive Images Unit (AIU). DCC Robins ensured that there was extensive support for staff members which included regular appointments with the occupational therapist and psychologists. All appointments were made in confidence. DCC Robins stated that there had never been a time when the issue of online child sexual exploitation had been so high in the forefront of public consciousness. It was not a new problem, but the pervasive nature of internet capable devices, their ease of use for criminal purposes coupled with increased desire and capability to identify victims and offenders, meant that the potential opportunities to protect children and identify offenders had increased. This meant that there may be an increased number of intelligence referrals along with an increased number of proactive methods that could be utilised. The safeguarding of children at risk of sexual exploitation was at the centre of the PCC's Police and Crime Plan with a key element being how the Force addressed the distribution of indecent images of children over the internet, work which is currently led by the AIU.

DCC Robins said everything was done in this project with a view it would collaborate processes. Project Fusion was created from an amalgamation of the Internal Shared Services Review (ISSR) and the Corporate Services Review (CSR). The project was set up in order to transform the way West Yorkshire Police's back office services operated by making them more efficient, effective

and potentially in order to release money through savings which could be re-invested in to the frontline.

The PCC asked for confirmation that whilst the programme mentioned that it took account of a wide variety of plans/national priorities, he could be assured that the new Police and Crime Plan's priorities were driving the programme. DCC Robins assured the PCC that the Policing Strategy was the implementation of the Police and Crime plan.

## 7. **Professional Standards Department Complaints and Conduct Data**

The report outlined the Forces current position in relation to Complaints and Conduct data. The PCC was committed to ensuring that WYP were open and transparent and reviewed complaints accordingly. He had worked with the Chief Constable to implement the findings of the Crawford Review of complaints which was published in March 2014; which included the early resolution approach to police complaints.

DCS Bottomley was pleased to report that the total complaint allegations had decreased steadily over the last 3 months data (August – October 2016). Although yearly totals for complaint allegations had increased by 501 (22%).

The main areas of concern were neglect and failure in duty, incivility, intolerance and impoliteness. DCS Bottomley informed of the Professional Standards Department (PSD) Inspector and Single Point of Contact's (SPOC's) which had now been appointed to address specific issues with Districts and provide assistance and learning when required.

DCS Bottomley reported that in the recently published Independent Police Complaints Commission (IPCC) annual police complaints statistics for 2015/16 (April 2015 – March 2016), WYP showed an increase of 49% from the previous 12 months from 1255 to 1867 cases. DCS Bottomley said the rise was almost entirely due to the way in which complaints were now recorded. Lower level complaints such as a failure to return a phone call, would have previously been captured and dealt with at a district level, now this was included in the complaints statistics. The IPCC Statutory Guidance did allow for low level complaints to be dealt with in that way; However in some cases they were not felt to be resolved which led to a large increase in the numbers of non-recording appeals to the IPCC.

DCS Bottomley informed the PCC of the PSD Service Recovery Team and the increase in Local Resolutions. The Service Recovery Teams at PSD were implemented in February 2016 and had a great impact on both the timeliness and quality of complaint investigations and the high proportion of cases dealt with by local resolution.

The PCC was updated about appeals. DCS Bottomley reported that over the last 12 months 5% of appeals against the outcome of an investigation and local resolution had been upheld and returned for further investigation. The number of appeals had decreased in October 2016 compared to the previous month of September 2016 by 28% (18 down to 14).

DCS Bottomley informed the PCC that the figures for IPCC referrals had decreased; 11 referrals were made to the IPCC in October 2016 compared to 16 in September 2016 and 17 in August 2016. Over the last 12 months the number of referrals had remained constant.

Lastly, DCS Bottomley reported the figures on Conduct, Police Staff Disciplines and Suspended/Restricted staff to the PCC. Conduct allegations had decreased for the last available data set from 10 down from 13 (October 2016 compared to September 2016), although yearly totals for this have increased by 2% (4). Since March 2016 PSD data recording began, there have been 57 cases recorded. The breakdown included 37 cases of 'general conduct', 13 of

confidentiality, 1 a criminal conviction, 2 equality and diversity, 4 honesty and integrity and 6 were performance of duties. DCS Bottomley informed the PCC that there were currently 9 police officers suspended and 29 police officers on restricted duties. There are also 5 police staff members that are suspended.

The PCC questioned DCS Bottomley on what the force would be doing to reduce complaints. DCS Bottomley responded that WYP had undertaken recommendations from HMIC and the IPCC with regards to current reporting methods which was positive. This allowed them to improve the criticism that the 'there and then' complaints were not timely. He reiterated that everything was now recorded by PSD which would have skewed the figures. He explained that if we compared those figures to old recording practices, the figures that had increased would remain at similar levels. DCC Robins described statistics being sometimes difficult to interpret, in relation to crime data integrity but said that WYP would continue to work on the Code of Ethics and behaviour when police officers were on and off duty. They would also provide support for prolific officers and previously mentioned BWV would help to support officers with conduct issues or false allegations.

The PCC discussed the positive figures regarding the increase in local resolution which had put WYP above the national average. DCS Bottomley confirmed that WYP had continued to try to identify cases suitable for local resolution or mediation by assessment of each complaint at an early stage.

Action:

Update on the Interim report due on New Performance Measures introduced from the Professional Standards Department.

## 8. Stop and Search Update

T/ACC Williams introduced this report to the PCC and outlined the current position in relation to the use of stop and search powers. The impact of stop and search on communities could be significant. WYP produced a quarterly report for the PCC which outlined the statistics for stop and search.

T/ACC Williams reported that just over 14,000 stop searches had been undertaken in the last 12 months, and the data reflected a continuing downward trend in the use of stop and search; for WYP and nationally. It was reported that the rate of stop and search activity where the ethnicity was known showed around 24.3% of stop and search activity was focused on people of a BME background. This was marginally larger than the 18% of the local population which represented this group. T/ACC Williams also discussed the reduced rate of this with stop and searches for younger people of a BME background, and this rate was more proportional to population (a smaller gap by 2.3%). It was to be kept in mind that the census data (2011) for which these figures were based on was out of date which could skew the figures.

T/ACC Williams reported to the PCC that most stop searches were undertaken under Section 23 of the Misuse of Drugs Act 1971. The most commonly used power was Section 1 of the Police and Criminal Evidence Act, and the numbers have increased over the last quarter by 0.7%. Whilst it was accepted that WYP search twice as many people from a BME background under this act, this was in line with the intelligence and offender profiles; with the level of searches for both Section 23 and Section 1 mirroring the intelligence received by WYP. When broke down by authority, Asian people were less likely to be stopped than White people under Section 1, but twice as likely under Section 23. Black people were more likely to be searched than white people

under Section 1 and Section 23. There had been 6 More Than Outer Clothing (MOC) searches, all of which were white people. There have also been 58 strip searches across all ethnicities in a safe and private custody setting.

T/ACC Williams reported that the proportion of stop searches which had resulted in a positive outcome in the past 12 month was 17.8% of which arrests accounted for 11.3%. This was an increase on total positive outcomes over the last three quarters, and suggested officers were taking a more targeted approach to stopping the right people.

T/ACC Williams updated the PCC on the 'Home Office Best Use of Stop and Search Scheme' It involved a wide range of measures that contributed to a reduction in the overall use of Stop and Search; as well as leading to a better more intelligence-led Stop and Search process and more effective outcomes. There were outstanding Community Trigger complaints which are still live cases. An update would be provided at the next COM on the outcome of these cases. The programme also incorporated ride along schemes, where members of the public had the opportunity to accompany officers on patrol and observe stop and search in action (if applicable). In the last quarter, T/ACC Williams reported that 26 ride along's had taken place across the Force which is an increase on the previous quarter.

T/ACC Williams reported on the ongoing work and developments to the project which included Community Engagement around the communities' experiences of Stop and Search and obtaining feedback from those individuals who have been searched. WYP were also looking to adapt the College of Policing's national training package in relation to Stop and Search to make it suitable for WYP colleagues; without compromising the learning outcomes or objectives. There had also been a number of national recommendations issued which WYP were considered including HMIC recommendations; All Party Parliamentary Group for Children and PEEL Review 2015. These are useful tools for assessing where WYP stood against all the national recommendations and expectations.

The PCC queried the complaints trigger and whether an update could be received on those when the time is appropriate. T/ACC Williams agreed to provide an update on these.

The PCC queried the data presented for the Ride Along scheme, as it showed no Ride Along's had taken place in Bradford or Calderdale. T/ACC Williams explained that the officer in both Calderdale and Bradford districts who usually organised these opportunities has been unavailable during this period. It was recognised that the staffing issues need to be resolved. T/ACC Williams broke the information down further and detailed there have been a total of 43 participants, with two arranged for 2017 at Kirklees District. Leeds and Kirklees had completed the most Ride Along's, with the age group of 16-24 being the most popular to take part in the scheme. Overall 20% of participants had been of Asian ethnicity. Leeds had led with 41.7% of their participants being of Asian ethnicity. T/ACC Williams informed the PCC that a meeting was held in the autumn to share Leeds District best practice, as Leeds were identified as the leading District in terms of promoting and running Ride Along. In view of Kirklees' improved performance, Force Performance Improvement Unit (FPIU) would hold a further meeting for ride along SPOCs to identify and address any issues and highlight any additional best practice.

Action:

Update in due course over one of the complaints in relation to a stop and search of two children (Will need to wait for investigation to conclude)



## 9. Victim Satisfaction

T/ACC Williams introduced the Victim Satisfaction report to the PCC. The report outlined the current satisfaction statistics, detailing previous and current performance, how the force compared with 'Most Similar Groups' and a broad overview of work undertaken. The needs of victims and witnesses should be at the heart of the criminal justice system and would be at the forefront of WYP delivery. It will be designed so everyone could access information and support services fairly across every district in West Yorkshire.

T/ACC Williams reported that Victim Satisfaction was assessed through a monthly survey programme which gathered the views of victims of crimes and incidents about the quality of service which they have received from WYP. The types of victims surveyed included victims of burglary dwelling, violent crime, vehicle crime, hate crime/incidents and antisocial behaviour. Force level survey findings were discussed at the Force Accountability Meetings.

T/ACC Williams informed the PCC that the victim satisfaction was broken down into additional categories to help forces understand specific areas of service delivery, which was the ability to take calls; ease of contact; speed of arrival; actions taken by the police; how well the victim was kept informed and the way victims were treated.

When WYP was compared to Most Similar Groups (MSG) WYP was placed amongst South Yorkshire, Northumbria, Lancashire, South Wales, Greater Manchester, Nottinghamshire and West Midlands. Satisfaction levels for WYP are on par with the national average, but a recent deterioration means that the force has slipped into a lower position.

T/ACC Williams presented the current performance data, which showed overall victim satisfaction stands at 80.6%, which was a significant comparison to the previous 12 months; down 5.5%. This significant reduction over time is for both BME and white survey respondents. The biggest reductions in BME satisfaction was linked to victims of vehicle crime. Similar reductions in overall satisfaction of white victims was predominately linked to service delivery for vehicle crime and hate incidents. The majority of victims indicated that they were satisfied with the ways in which they could make contact with the police. This included the use of emergency and non-emergency numbers, on-line, in person and written reporting methods. Although there has been a slight reduction in satisfaction levels with the increasing number of victims contacting WYP via the non-emergency number and feeling that they weren't dealt with in a reasonable time. T/ACC Williams explained this was in the previous 12 months, calls for service had increased (999 up 9.4% and 101 up 4.7%), in comparison with the same period last year, putting additional pressures on call takers and delays in calls being answered.

The barriers to performance were then discussed and that current satisfaction performance needed to be taken into context with reduced resources. The number of Constables/PCSOs had fallen month on month until May 2016 and although numbers had increased since the recruitment drive, the benefits would not be seen until training periods had been completed and officers/staff were imbedded on their respective teams. Districts now sought opportunities to utilise effect demand management methods for example, 'resulting without deployment' for non-urgent calls. T/ACC Williams described this enabled WYP to reduce demands on front line resources, but to also invest in key threats and vulnerabilities facing our communities. It was acknowledged that communication with victims regarding the policing action needed to improve. An area for improvement had been acknowledged that failure to record correct contact numbers and email addresses for victims at the initial point of contact created a barrier.

T/ACC Williams identified some areas for performance improvements that WYP had introduced such as technological improvements. These improvements had been introduced to aid the delivery of updates; sending alerts to investigating officers as a reminder to provide victim updates. The volume of overdue occurrences had decreased over the last year, with 246 currently overdue in comparison to 448 last year. It was discussed that the introduction of the Force Crime Management Unit (FCMU) was an opportunity to provide a degree of consistency within crime recording, investigation and victim contact; which will also provide the victims with the ability to speak directly to investigators at the point of initial contact when they take responsibility for the live time handling in February 2017. To summarise, T/ACC Williams also assured that refreshed perspective on the value of high quality victim updates through training and awareness to new student police officers and staff will be recommended.

The PCC asked if Confidence Data was included in Victim Satisfaction reports as this was something he wanted to focus on after re-election. T/ACC Williams answered and hoped the HMIC could include more categories to encompass victim vulnerability going forward.

The PCC also discussed whether it would be possible to notify local officers of any victims in their patrol area, so they could pick up the call or contact when close by. T/ACC Williams said updating the PCSO's with their hand held devices could be possible. WYP would continue to prioritise the most vulnerable in our communities. DCC Robins appealed for a survey to include all victims and not just a random sample, which would allow a fuller picture. The force crime management unit would be available as of the 6<sup>th</sup> February.

The PCC asked for clarity on the training around victim's services. T/ACC Williams described the training as being available for new recruits first, as they need the most urgent introduction which could easily be combined with other training.

The PCC discussed the stability of staff levels in the contact centre, and whether WYP could look to make improvements. T/ACC Williams said it was already being discussed and they were looking to introduce a system where by recruits could not change jobs whilst in their probationary period ideally increasing stability in staffing levels.

The PCC asked about the issue of obtaining victim telephone numbers on a few different occasions, stating that hindered good communication and could impact on victim satisfaction. According to the table 8.3% of all crimes/incidents were recorded without a telephone number. The PCC asked what the force were doing to improve this.

T/ACC Williams stated that of the Forces that have replied to our enquiries, similar processes did exist in other forces but tended to be more generalised rather than to a specific crime. In February, all crime reports would be handled by the Force Crime Management Unit, a department that would record incidents, conduct initial enquiries and determine what course the investigation should take. They will also provide real time information to victims utilising text messaging facilities, emails or telephone calls. This will allow WYP to provide a consistent response to crime reports whilst providing valuable crime prevention advice to our victims across the organisation.

DCC Robins discussed the positives in this data, and reiterated that this data is based on public perceptions. Overall, he believes the figures are great which is reassuring for all parties that WYP are treating victims well.

The PCC summarised by understanding the complex issues which 101 and the Contact Centre team are facing, but that we should all strive to support for a greater service.

Action:

Update in due course over the implantation and benefits realised regarding victim satisfaction with the adoption of Crime Prevention Notices (When discussing vehicle crime)

7. **Future Agenda Items**

Future agenda items would be reviewed and a new draft forward agenda items agreed.

8. **Any other business**

None

10. **Next Meeting** – 7<sup>th</sup> March 2017