



COMMUNITY OUTCOMES MEETING

Wednesday, 20 November 2018

PRESENT

Mark Burns-Williamson – West Yorkshire Police and Crime Commissioner (PCC)
Dee Collins – Chief Constable (CC)
Tim Kingsman – Assistant Chief Constable (ACC)
Damien Miller - Chief Superintendent (CS)
Nick Smart - Superintendent (Supt)

APOLOGIES

John Robins – Deputy Chief Constable (DCC)

ALSO PRESENT

Sharon Waugh - Engagement Manager
Jayne Maiden – Sergeant

1. Notes of the previous meeting including matters arising

The notes of the meeting held on 26 September 2019 were confirmed as an accurate record.

2. Urgent Items

There were none.

3. Police and Crime Commissioner Announcements

- a) **Early intervention Youth fund** – The PCC stated that a joint bid which involved West Yorkshire Police and each of the five district community Safety Partnerships had been successful. The bid would see over £1m come into West Yorkshire and more details on the projects would be available at a later date.
- b) **Ongoing Budget Issues** – The PCC had written an open letter to the Chancellor of the Exchequer raising concerns about the huge impact of a recent announcement around unfunded employer pension contributions across Policing.

The Chief Constable said she had agreed to publish the Exec Summary of the Force Management statement which would help explain to communities the demands and challenges of modern policing.

4. Citizens in Policing

The PCC spoke about his own contact and work with partners which included the third sector. The Chief Constable also spoke about the excellent contribution of volunteers across West Yorkshire and thanked them for their support and continued commitment.

The report covered Special Constables, Police Support Volunteers (PSV) and Community Volunteers (CV) it highlighted that West Yorkshire Police currently had 391 Special Constables. 327 Special Constables were actively delivering district policing. There were 64 Special Constables currently in training.

During 2017 Special Constables contributed a total of 116,853 hours of additional policing and had so far contributed 58,730 hours in 2018, diversity data was also contained in the report. The total numbers of Volunteers and the categories within which they sat in West Yorkshire were outlined in the report. PSVs were formally vetted and worked within Districts/Departments supporting a wide variety of policing roles in lots of different ways, Police Cadet Leaders were a specific sub set of PSV's volunteers, who are formally vetted and promote a practical understanding of Policing to young people aged 13-17 years in the 15 Police Cadet units.

Police Volunteer numbers in West Yorkshire Police had remained at a consistent level over the last 12 months. Dependant on the financial situation the force would maintain its commitment to Citizens in Policing with the continuation of 15 Cadet Units and maintain the number of Special Constables for the next 12 months.

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

The PCC offered his appreciation to specials and all other volunteers he asked about community initiatives which had taken place and how this had strengthened the delivery of Neighbourhood Policing.

Supt Smart explained that with the darker nights volunteers had assisted with Crime Prevention and leaflet drops, they supported events such as Tour de Yorkshire, they also supported site visits and staffed the police museum. The Chief Constable also spoke about the community engagement aspect of their work as part of problem solving and of the additional benefits to volunteers which included increased confidence. She also added in terms of Cadets she was looking to create a pipeline for people to come and work for the force.

In terms of Cadet recruitment the PCC was advised that there was a process which had to be followed but that districts had some autonomy which benefitted them locally.

The PCC asked about the costs involved and those present agreed it was money well spent based on the benefits. The CC also spoke about potential for future independent funding and support.

In terms of Neighbourhood Watch, the PCC also asked about gaps in schemes and West Yorkshire Police support, issues which were raised with him on a frequent basis. DS Smart explained there 2,004 Neighbourhood Watch Schemes across West Yorkshire, most being in Leeds and Bradford. There were gaps which Crime Prevention colleagues were looking at in line with the crime prevention problem solving strategy. The CC added that new the Neighbourhood Policing Strategy would support this area of work.

The PCC said that communities were crying out for crime prevention information and would welcome this support.

CS Damien Miller confirmed that West Yorkshire Police were no longer using OWL in Bradford but that the force were in negotiations for a new community messaging service.

4. **Digital Mobile Policing**

The PCC spoke about his investment in this area, the report which provided a combined update of the progress made in relation to both Mobile Hand Held Device and the deployment of Body Worn Video (BWV) projects. The report covered Biometric fingerprint search and the upgrade to contemporaneous interview following changes in (PACE) Legislation.

The re-organisation of Digital Policing under Operation Fusion had impacted on the mobile project. However, the software supplier had continued to develop PRONTO applications in partnership with the Digital Mobile Team. The replacement Note 8 device had recently been provided to the Digital Mobile Team for testing. Note 3 devices were being recalled from some roles in order to continue to supply new recruits with a device. The enhancements when available were listed in the report.

In terms of BWV the force continued to work with the supplier to manage the software and hardware issues being experienced. A new Project Board had been set up to oversee the procurement of the next generation Body Worn Video when the current contract expired at the end of 2019.

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

The PCC asked about the impact of Operation fusion and plans in place to deal with any further impact or delays on their development. The CC explained that fusion and the re-configuration of digital policing had impacted, she said the introduction of the several pieces new technology had slowed down the work but looking back this had proved helpful and allowed time for a new reconfigured team to take the work forward. She spoke about the challenges and of the need to prioritise the work which West Yorkshire Communities needed.

In terms of the current usage by officers ACC Kingsman explained that in the summer usage had increased, he added that on average Patrol officers used the devices most followed by, Neighbourhood Policing and Opps support, he also added that 2,500 PNC checks were completed on the handhelds each day.

The PCC added that the crux was as the investment increased colleagues should use the technology more. The CC said that the increased usage by patrol and neighbourhoods was really positive. However, there was some nervousness that the Home Office may see further opportunities for savings where there weren't any.

In terms of the challenges and opportunities ahead with the next generation of BWV ACC Kingman explained that some of the key challenges were ensuring that a suitable system replaced the current one with no gap between contracts as BWV was now considered essential. Other key issues included costs and value for money. There would also be a new national framework launched in Feb 2019 and potential market opportunities with new suppliers and therefore new competition.

There were further opportunities with developing and new technology for example livestream video into control rooms, integrated evidential updates, digital transfer, better software and hardware and better solutions for firearms officers and a covert armed solution.

The Senior Leadership Team were on top of usage but were reassured by the many positive and issues highlighted by its use.

The CC and PCC spoke about some national delays due to technology with the CPS and courts.

6. Mental Health

The PCC spoke about the positive work of the mental health and Criminal Justice forum, he also received a report which highlighted that the Police and Crime Act made several changes to the Mental Health Act of 1983 and this had continued to be a positive driver to improve services for those suffering with a mental health crisis. This report showed the statistics for mental health detentions by West Yorkshire Police Force and Districts.

The report also outlined that consultation with a Mental Health practitioner before detaining someone under the Mental Health Act was now mandatory. It also completely ruled out the use of police cells for children and specified very exceptional circumstances for the detention of adults in police cells. There were a total of 337 S.136 Mental Health occurrences created between July 2018 and September 2018. Of these, none were processed through custody suites.

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

The PCC continued to welcome the fact that no Section 136's were processed through custody suites but with regards to the data he asked about the percentage of the age groups of people detained, he also asked if from the data whether BAME communities were over-represented in the use of S136.

BAME representation had increased from 9 to 18%, however this was not an increase in real terms it was because the number recorded as white had fallen considerably, the differential had changed and was in line with national comparisons. In terms of under 18's, there were issues with access to medical health records, as CAHMS was not a 24hr service. Leeds was higher but comparable to other major cities.

The PCC also asked if SWYFT areas (Calderdale, Kirklees, and Wakefield) were low because SWYFT lacked capacity. DS Miller confirmed that this was not the case and that officers were happy with the 24/7 access to hub nurses and places of safety.

The PCC asked about the research which was highlighted about those with mental health detentions who then go on to commit other crimes. The CC confirmed that lots of work undertaken by unit, however the scale of the detention was wide and varied and correlation may have no relevance relation to the arrest.

7. Victim Satisfaction

The PCC received a report which stated that the levels of victim satisfaction were at their highest in 2015, with 87.8% of burglary, violent crime and vehicle crime victims (as per the previous Home Office mandated measure) which indicated that they were satisfied with the service delivered by West Yorkshire Police as of 31 March 2015. Over the next two years overall victim satisfaction had fallen by 9.2% to 78.6% as of March 2017.

Latest performance, for the 12 months to July 2018, showed that 75.7% of victims were satisfied with the overall service they received; 9.4% of victims were neither satisfied nor

dissatisfied and 14.9% registering that they were with either fairly, very or completely dissatisfied.

The Home Office had discontinued the mandated survey programme from April 2017, during April 2017 the Force revised the questionnaire to differentiate between those crimes police attend and crime reports dealt with over the telephone, in order that victims are asked about the service they received.

The report presented the latest performance and improvement activity which was taking place.

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

The PCC asked what evidence existed to support the statement that “BAME victims had higher expectations. WYP had surveys and focus groups which highlighted issues around critical investigations. The CC added that many BAME communities felt additionally vulnerable and therefore had higher expectations. The reflector groups had helped WYP to better understand the issues and expectations.

In terms of the fall in victim satisfaction the reflector groups also spoke about 101 performance and the time taken to attend incidents. Issues beyond WYP control such as CPS and sentencing decisions were also a concern.

The CC added that this was a complex environment and more points of contact allowed for more points of potential failure, the key was to be realistic and helpful from the first contact with the victim right through to end of the investigation.

In terms of people stated they had not been kept informed and the action plan to resolve this issues such as the victim contact form, feedback, dip sampling, updates and the needs on victim’s statement were being looked at. More could also be done to prompt officers’ automated emails, governance and the supervisory structure. Victim Support training for officers were also being looked at. The CC added that this was a complex environment and that there were certain circumstances when updates could not be provided,

The PCC was reassured that technological solutions were being used to their maximum benefit to support solutions.

9. Future Agenda Items

To be agreed.

10. Any other business

No items of any other business were discussed

11. Date of the Next Meeting

The next meeting would take place on Wednesday, 13 February 2019.