

# POLICE AND CRIME COMMISSIONER'S COMMUNITY CONVERSATION



During 2014/15 the Police and Crime Commissioner undertook a period of public consultation and engagement, a 'community conversation'. This included conversations out and about in communities and a web chat but also an online questionnaire that asked the following questions:

1. How well do people get on in your local community?
2. What do you consider the main threats faced by communities across England and Wales?
3. What are the three issues relating to road safety that cause you the most concern/matter to you the most?
4. Have you or a member of your family ever been a victim of cyber crime? If so, what happened?
5. How can victims and witnesses be better supported?
6. What is your experience of your local Police Community Support Officers?
7. How can we open up opportunities for young people around education, employment and training?
8. How much extra people would be prepared to pay for policing next year?

A link to the online survey was sent to all those who have contacted the OPCC or was accessed through the PCC website which was publicised through the press and on social media. 1,854 responses were received and are set out in this report. Due to the method of collecting responses the views presented in this report are not representative of everyone's views but will provide a flavour of the issues and concerns people have within our communities here in West Yorkshire.

## DEMOGRAPHIC INFORMATION

District	Numbers	%
Bradford	402	23.0
Calderdale	169	9.7
Kirklees	313	17.9
Leeds	579	33.2
Wakefield	283	16.2
<b>West Yorkshire</b>	<b>1,854</b>	<b>100.0</b>

Ethnicity	%
White	95.0
Asian or Asian British	2.3
Black or Black British	0.6
Chinese	0.1
Mixed Heritage	1.0
Other Ethnic Group	1.0

NB table excludes 'not stated'

Gender	%
Male	56.4
Female	43.6

NB table excludes 'not stated'

Age	%
16-24	0.2
25-34	5.3
35-44	15.0
45-54	20.3
55-64	26.8
65-74	26.3
Over 75	6.0

NB table excludes 'not stated'

	%
Disabled	16.7
Not disabled	83.3

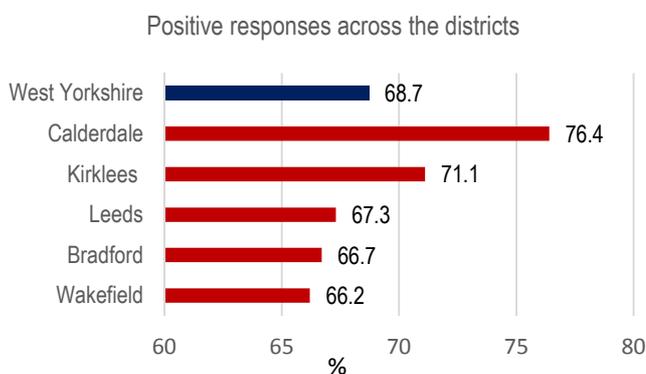
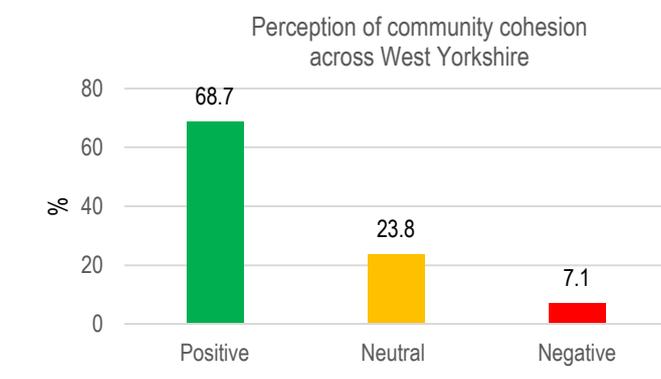
# 1. HOW WELL DO PEOPLE GET ON IN YOUR LOCAL COMMUNITY?

There were 1,831 responses provided to this question that were then coded into the categories shown in the below table.

%	West Yorkshire	Bradford	Calderdale	Kirklees	Leeds	Wakefield
<b>Very well</b>	34.5	31.1	44.4	36.2	34.0	31.7
<b>Well</b>	34.2	35.6	32.0	34.9	33.3	34.5
<b>OK</b>	20.1	20.6	17.2	19.5	21.1	19.9
<b>I'm not sure</b>	3.7	3.5	1.8	2.6	4.2	5.7
<b>Relationship decreasing</b>	2.1	2.5	2.4	1.3	1.4	3.2
<b>Not very well</b>	5.0	6.5	2.4	5.2	5.3	4.6
<b>Other</b>	0.4	0.3	0.0	0.3	0.7	0.4

Base: 1,831

The responses in the table above can be grouped into those that are positive, those that are negative, and those that are somewhere in the middle. The below left graph shows the responses across West Yorkshire grouped into these new categories (excludes "other"), whilst the below right hand side graph shows the proportion of positive responses in each district.



## From the data collected the following commonality was apparent:

- The positive responses (very well and well) accounted for over two thirds of all responses (68.7%).

## There are also some exceptions:

- There was a lower number of respondents from Calderdale stating that people did not get on very well than in any other district.
- 44.4% of respondents in Calderdale felt that people got on well in their local area which was significantly higher than Bradford (31.1%), Leeds (34.0%) and Wakefield (31.7%).
- A lower proportion of responses from Calderdale (1.8%) fell into "I'm not sure" category than in Wakefield (5.7%).
- A higher proportion of people from Bradford (6.5%) said that people did not get on very well than in Calderdale (2.4%).

What does this category cover?	
	Some of the positive responses included:
<b>Positive responses</b>	<i>'It is a thriving community. The environment is pleasant, people are friendly and services are good'</i>
	<i>'I feel that there are good community relations where I live and people get on well.'</i>
	<i>'Generally good as far as I am aware'</i>

<b>Neutral responses</b>	<p>Neutral responses include comments where respondents either stated both positive and negative elements, or answers which do not lean strongly either way. It also includes answers which state that their interaction is minimal with the wider community and so cannot comment.</p> <p><i>'OK as far as I know, not aware of any disputes'</i></p> <p><i>'OK in the most part, but as usual the actions of the minority impact most of us'</i></p> <p><i>'I live in a quiet cul-de-sac and so don't know much about the rest of the estate'</i></p>
<b>Negative responses</b>	<p>Examples for this category include:</p> <p><i>'Sadly not as well as they used to.'</i></p> <p><i>'There isn't a great sense of community anymore'</i></p> <p><i>'Not very, too much segregation between religion and nationality'</i></p> <p><i>'On the whole not very well, due to different age groups and cultures.'</i></p>
<b>Other</b>	<p>The other category generally includes responses where people have not necessarily answered the question or have stated that it is different depending on the location i.e: <i>'Depends what's meant by locally. My immediate locality seems ok, [the city] as a whole is like a bomb waiting to explode, growing racial tension and resentment'</i></p>

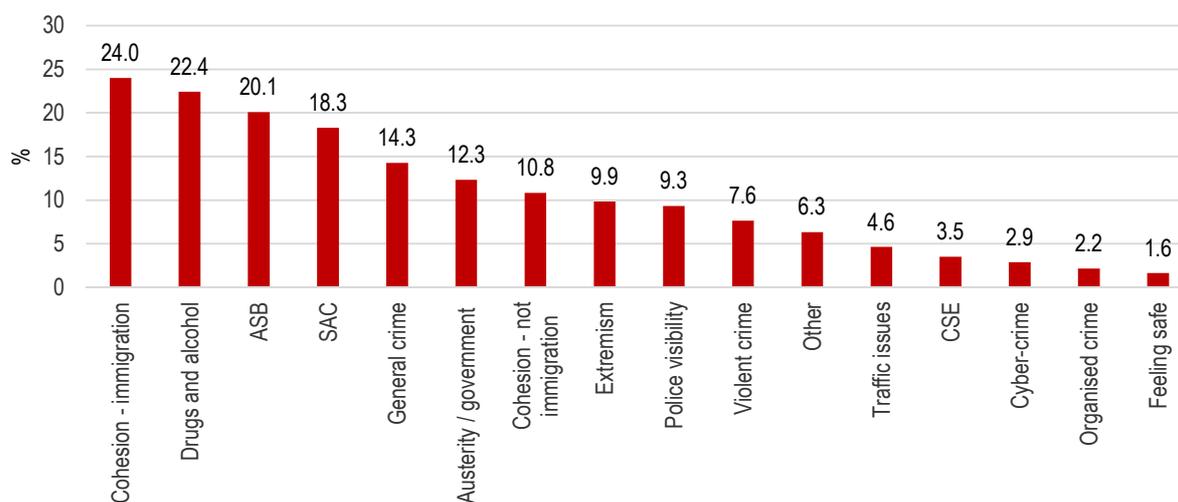
## 2. WHAT DO YOU CONSIDER THE MAIN THREATS FACED BY COMMUNITIES ACROSS ENGLAND AND WALES?

There were 1,766 responses provided to this question that could be coded and a maximum of three different types of threat were recorded per respondent, although each type of issue was only recorded once per respondent.

%	West Yorkshire	Bradford	Calderdale	Kirklees	Leeds	Wakefield
<b>Cohesion issues related to immigration</b>	24	24.9	26.5	26.4	21.3	22.3
<b>Drugs and alcohol</b>	22.4	25.9	19.1	22.6	20.9	21.6
<b>Anti-social behaviour (ASB)</b>	20.1	20.2	22.2	16.6	19.6	23.8
<b>Serious acquisitive crime (SAC)<sup>1</sup></b>	18.3	20.7	13	13.2	22.5	15
<b>General crime</b>	14.3	13.7	19.1	11.8	14.6	15
<b>Austerity issues / government policy</b>	12.3	10.6	14.2	14.2	12.6	12.1
<b>Cohesion issues not related to immigration</b>	10.8	6.2	9.3	12.5	14.4	9.9
<b>Terrorism or extremism</b>	9.9	10.9	13	9.8	7.6	11.4
<b>Police visibility / enforcement</b>	9.3	8.8	7.4	7.8	10.6	10.3
<b>Violent crime</b>	7.6	8.5	8.6	6.4	8.3	7
<b>Other (i.e. corruption, education)</b>	6.3	8.3	6.2	5.4	6.3	5.9
<b>Traffic issues</b>	4.6	6.5	6.2	4.1	3.4	4
<b>Child sexual exploitation (CSE)</b>	3.5	5.2	3.1	3.4	3.6	2.6
<b>Cyber crime</b>	2.9	1.6	2.5	1.7	3.1	5.5
<b>Organised crime groups</b>	2.2	1.8	3.1	2	2.3	1.8

Base: 1,766

Perception of main threats across faced by England and Wales across West Yorkshire



The results clearly show that the most commonly stated issues were cohesion related to immigration, drugs and alcohol, ASB and SAC. It is interesting to see that cohesion issues combined (immigration related and non-immigration related) account for over a third of all responses (34.8%) showing that cohesion clearly matters to communities.

<sup>1</sup> Serious acquisitive crime includes burglary, shoplifting, theft from motor vehicle, theft of motor vehicles and robbery.

The below table shows how the top five categories were ranked across West Yorkshire.

%	West Yorkshire	Bradford	Calderdale	Kirklees	Leeds	Wakefield
Cohesion re. immigration	1	2	1	1	2	2
Drugs and alcohol	2	1	3	2	3	3
Anti-social behaviour (ASB)	3	4	2	3	4	1
Serious acquisitive crime	4	3		5	1	4
General crime	5	5	4		5	5
Austerity / government			5	4		

From the above table a few commonalities are apparent:

- Cohesion relating to immigration is ranked either 1<sup>st</sup> or 2<sup>nd</sup> across all the districts
- Drugs and alcohol are ranked in the top 3 across all the districts.
- ASB is ranked in the top 5 across all the districts
- General crime is ranked in the top 5 in all districts apart from Kirklees (where it is ranked 7<sup>th</sup>)

There are also some exceptions across the districts:

- Cohesion not related to immigration was ranked much lower in Bradford than anywhere else; with 6.2% of the responses in Bradford stating it was an issue compared to 12.5% in Kirklees and 14.4% Leeds.
- Serious acquisitive crime was ranked 7<sup>th</sup> in Calderdale despite being in the top 5 everywhere else.

Top threats	What does this issue cover?
<b>Cohesion relating to immigration</b>	Cohesion relating to immigration was the most common threat mentioned by respondents accounting for a quarter of all responses. Generally speaking the consensus was that the growing levels of immigration were affecting cohesion, economic stability and crime levels and often led to segregated communities; <i>'isolated communities due to incoming residents having a reluctance to integrate into UK town and cities'</i> . There were also a number of respondents who were concerned about the 'right-wing rhetoric' which they feel is damaging to cohesion as <i>'the media continues to mis-represent statistics on things like immigration... the fear generated will not be helpful to creating harmonious communities'</i> .
<b>Drugs and alcohol</b>	Drugs and alcohol issues including substance misuse or drug/alcohol related crime were ranked in the top three threats across West Yorkshire. It is worth noting that many people who stated that drugs or alcohol were a problem linked this to other crime types for example <i>'anti-social behaviour fuelled by excessive drinking..'</i> or <i>'drugs and the crime wave it perpetuates'</i> .
<b>ASB</b>	Respondents who answered that ASB was an issue often stated specific forms such as vandalism, drink fuelled ASB, or youths hanging around, whilst many also suggested that a lack of response to ASB results in wider problems for the community; <i>'ASB threatens everyday quality of life. Inaction to combat it creates a culture of recklessness in the offender which can escalate to more serious offences, whilst the victim is more likely to have a lack of confidence in the police and reluctance to engage or trust police to deal with future incidents'</i> .

### 3. WHAT ARE THE THREE ISSUES RELATING TO ROAD SAFETY THAT CAUSE YOU THE MOST CONCERN/MATTER TO YOU THE MOST?

1,818 responses were provided that could be coded. A maximum of three different types of road safety issues were recorded per respondent, although each type of issue was only recorded once per respondent.

	West Yorkshire	Bradford	Calderdale	Kirklees	Leeds	Wakefield
Speeding	55.0	54.4	58.9	54.5	54.1	55.2
Parking	26.6	26.6	29.8	25.6	25.2	28.3
Use of mobile phones	18.3	14.9	19.6	21.4	20.1	17.2
Inconsiderate/reckless driving	15.6	18.5	8.9	14.3	15.5	18.3
Insurance issues	15.3	22.5	14.3	13.3	13.9	11.1
Poor road surfaces/pavements	14.0	10.6	14.9	15.3	13.9	16.5
Cyclists	12.0	6.1	9.5	9.1	19.6	11.5
Pedestrian safety	10.2	10.9	10.7	7.1	13.4	7.9
More appropriate enforcement/traffic calming needed	10.1	10.9	11.3	11.0	7.9	10.8
Drink/drug driving	9.5	7.6	7.1	11.4	9.5	11.5
Unnecessary traffic calming/enforcement	9.1	8.4	10.7	7.5	10.1	9.7
Driver attitude	7.9	7.6	9.5	7.1	7.9	8.2
Congestion/traffic volume	7.0	6.6	10.1	7.1	7.1	5.4
Issues with road furniture/layout/management	6.0	4.3	4.8	8.4	5.5	7.5
Other inconsiderate road behaviour	5.8	7.6	7.1	4.5	4.4	6.1
Traffic light violations	4.8	6.3	5.4	6.8	3.0	2.9
Other traffic violations	4.6	7.1	5.4	4.5	3.2	3.2
Other	4.0	3.3	3.0	4.5	3.9	6.1
Tailgating	3.7	3.3	3.0	4.2	3.2	4.7
People driving without a licence or whilst disqualified	3.5	6.3	-	3.2	2.8	3.2
Lighting	3.1	3.0	1.2	3.2	3.2	3.2
Inappropriate use of roads	3.0	3.8	0.6	3.9	2.5	3.9
Use of indicators	2.8	3.0	-	2.9	3.7	2.5
Young drivers (not covered elsewhere)	2.8	2.3	4.2	2.9	2.8	3.2
Education needed	2.0	2.5	2.4	2.9	1.1	1.1
Road works	1.9	1.0	4.8	1.6	1.1	3.2
Vehicle maintenance	1.8	1.0	3.0	2.9	1.1	2.9
Lack of knowledge/ignoring highway code	1.5	3.0	-	1.0	1.2	0.7
Middle lane hogging/lane discipline	1.4	1.0	0.6	2.6	1.1	2.2
Transport/infrastructure issues	0.9	0.8	0.6	-	1.6	1.4
Vehicle crime	0.9	1.3	-	0.6	1.4	-
Foreign drivers (not covered elsewhere)	0.9	0.8	1.2	0.6	1.2	0.7
Taxis (not covered elsewhere)	0.9	0.5	-	1.6	1.1	0.7
Noise issues	0.8	0.8	-	1.6	0.5	0.7
Vehicle lighting	0.7	0.3	2.4	0.3	0.7	0.7
Elderly drivers (not covered elsewhere)	0.6	0.5	0.6	0.6	-	1.4
Gritting	0.4	0.3	-	1.0	0.2	0.7

Base: 1,818

#### Commentary

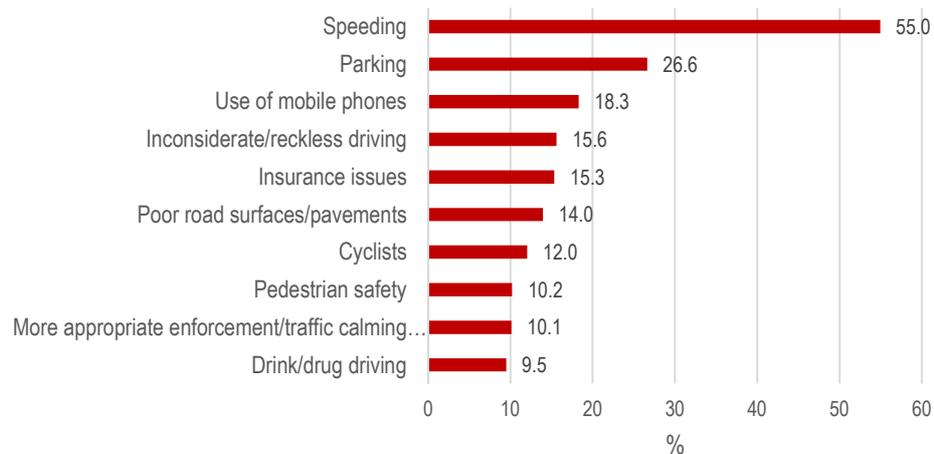
The large range of responses above shows how broad road safety issues are, and that aside from speeding and parking issues, there isn't necessarily any consensus on what the main issues are.

## Top issues provided

The table below sets out the top ten issues, ranked by West Yorkshire and district to highlight the differences seen in the issues faced in local areas.

	West Yorkshire	Bradford	Calderdale	Kirklees	Leeds	Wakefield
Speeding	1	1	1	1	1	1
Parking	2	2	2	2	2	2
Use of mobile phones	3	5	3	3	3	4
Inconsiderate/reckless driving	4	4		5	5	3
Insurance issues	5	3	5	6	6	8
Poor road surfaces/pavements	6	8	4	4	6	5
Cyclists	7		10	9	4	6
Pedestrian safety	8	6	7		8	
More appropriate enforcement/traffic calming needed	9	6	6	8		9
Drink/drug driving	10	10		7	10	6
Unnecessary traffic calming/enforcement		9	7		9	10
Driver attitude		10	10			
Congestion/traffic volume			9			
Issues with road furniture/layout/management				10		
Other inconsiderate road behaviour		10				

## Top 10 issues reported across West Yorkshire



## Key differences identified across the districts

- Fewer respondents in Bradford said that use of mobile phones is an issue (14.9%) than in Kirklees (21.4%) and Leeds (20.1%).
- Fewer respondents from Calderdale (8.9) said that inconsiderate/reckless driving was an issue than in Bradford (18.5%), Leeds (15.5%) and Wakefield (18.3%).
- More respondents in Bradford (22.5%) said that there were insurance issues than anywhere else.
- Fewer respondents in Bradford (10.6%) said that poor road surfaces/pavements were an issue than in Wakefield (16.5%).
- More respondents in Leeds (19.6%) reported issues relating to cyclists than in Bradford (6.1%), Calderdale (9.5%), Kirklees (9.1%) and Wakefield (11.5%).
- More respondents in Leeds thought that pedestrian safety was an issue (13.4%) than in Kirklees (7.1%) or Wakefield (7.9%).

- More respondents in Kirklees (6.8%) and Bradford (6.3%) said that traffic light violations were an issue than in Leeds (3.0%) and Wakefield (2.9%).
- Fewer respondents in Calderdale (0.6%) said that roads were used inappropriately than in Bradford (3.8%), Kirklees (3.9%), Leeds (2.5%) and Wakefield (3.9%).
- More respondents in Calderdale thought there were issues with road works (4.8%) compared to Bradford (1.0%) or Leeds (1.1%).

The table below sets out what some of the road safety issues cover.

Road safety issue	What does this issue cover?
<b>Parking</b>	<p>There were concerns that where driver's park can obstruct others, especially pedestrians on pavements, can reduce visibility on the road and create blindspots, and create danger at schools (parking associated with the school run was a frequent issue raised). Parking on both sides of the road can cause a number of problems for other people using the roads, as can parking on grass verges. There were also comments concerning residents parking on the road instead of their drives – which adds to congestion unnecessarily – and the abuse of disabled parking bays.</p> <p>A lack of parking spaces, parking not being adequate for need, and parking charges or restrictions elsewhere were also cited as issues as these can lead to people parking inconsiderately.</p>
<b>Inconsiderate/ reckless driving</b>	In the main the issues raised related to poor driving standards. There was also a mention of inconsiderate/reckless driving specifically by taxis, young drivers and boy racers, with some concerned about stolen cars and joy riding.
<b>Insurance issues</b>	This included those driving without insurance, insurance scams such as crash for cash, and the cost of insurance as a result.
<b>Poor road surfaces/ pavements</b>	The biggest concern was the state of the roads, with many complaints around pot holes and the condition of pavements. There were examples of pavements running out, damage to roads from HGVs and that this causes problems for cyclists as much as cars.
<b>Cyclists</b>	<p>The comments on cyclists were split into two groups: issues around the behaviour of cyclists; and concern about the welfare of cyclists.</p> <p>The behaviour of cyclists was mentioned with regards to cyclists using footpaths (this was the main concern), not using lights or wearing high visibility clothing and equipment, cyclists being generally inconsiderate including cycling side by side and the general increase in numbers of cyclists on the roads and the difficulty this can cause. Concerns were raised around insufficient cycle routes being provided and the injuries that cyclists receive.</p>
<b>Pedestrian safety</b>	<p>As with cyclists, responses were split around the safety of pedestrians and their behaviour itself.</p> <p>Pedestrian crossings were considered to be a key issue, with not enough crossings, crossings not being maintained, not enough time being provided for people to cross safely, and cars not stopping. It was felt that, unfairly, pedestrians were not seen to be a priority compared to other road users.</p> <p>There was also concern around the actions of pedestrians that put themselves and others in danger, specifically not being visible at night, children crossing the road unsupervised or playing in the street, people walking into the road without looking – particularly when using mobile technology – and a lack of awareness of the highway or green cross codes.</p>
<b>More appropriate enforcement/ traffic calming needed</b>	Many respondents felt that current penalties were inadequate and tougher sentences were needed, along with enforcement of legislation such as 20mph zones and tailgating. It was also felt that agencies were not always listening to communities who were telling them about problems and that agencies needed to work together better. Respondents expressed concern at the reduction in policing numbers, and felt that more police were needed rather than speed cameras. There were suggestions for lower speed limits, more traffic lights, and an alternative to speed bumps.

<b>Unnecessary traffic calming/enforcement</b>	Responses were seemingly mixed as to whether there is too much or too little traffic calming or enforcement activity. The main issues for those who said there was too much included speed cameras, both being used to make money and making people brake suddenly, and speed bumps, including the damage these cause to cars. People also cited confusing variable speed limits or sudden changes to the limits imposed and excessive enforcement.
<b>Congestion/traffic volume</b>	Particular issues cited include queues, traffic volumes caused by rush hour and the school run, too many lorries, traffic flow on small roads, and other issues such as parking that can cause congestion. The main roads in and out of Leeds and Bradford were noted as being particularly bad for congestion.
<b>Issues with road furniture/layout/management</b>	Road signs were often raised, with differing opinions as to whether there were too many or not enough (this may be location specific), and signs being unclear or chaotic. There were issues with road markings, junctions and the layout and design of roads. Some of those who responded felt that traffic lights and bus stops were badly placed, and that some roads were narrow with no passing places. Foliage could obstruct road signs and vision at junctions and therefore needs keeping on top of, and road furniture can be broken or not working.
<b>Other inconsiderate road behaviour</b>	Examples include: queue cutting; driving appropriate to conditions; school run issues (not specified); not paying attention; blocking junctions/roads; reversing in inappropriate places; and overtaking.
<b>Other traffic violations</b>	Examples include: not wearing seatbelts; no tax; failure to stop at give way lines/crossings; children not strapped into their seats; illegal manoeuvres; lack of headgear on bikes; disregard of one way streets; and undertaking.
<b>Other</b>	Other issues cited include: driving test issues (all drivers resitting tests after 6 points; tougher tests; quality of instruction); motorcycle issues including expense and safety; smart motorways; pollution; debris on roads causing a hazard; in car distractions; flooded roads; damage caused to pet and animals should be prosecuted; and the iconisation of speed in films/games/sport.
<b>Lighting</b>	There were complaints from respondents that there was not enough lighting on streets, and that sometimes it can be obscured.
<b>Inappropriate use of roads</b>	The main issues raised referred to too many HGVs using inappropriate roads to cut their journey short, roads being too narrow for traffic, youths using quad bikes on the roads, motorbility scooters, horses running into the roads and general use of roads for short cuts.
<b>Education needed</b>	Comments surrounding education generally covered the need for children to be educated in road safety, parents not taking responsibility for teaching their children and sufficient driver training.
<b>Road works</b>	For some respondents road works were a source of frustration, including the delays they cause, undertaking road works at inappropriate times, road closures and poor signage. It was felt that more communication could help to alleviate some of these frustrations.
<b>Middle lane hogging/lane discipline</b>	Respondents were often aware of the new laws around middle lane hogging, and some also mentioned the lack of lane discipline displayed by drivers, who change lanes unnecessarily or inconsiderately.
<b>Transport/infrastructure issues</b>	There were some key themes, namely lack of public transport or viable alternatives to driving and issues surrounding new developments of houses and retail premises.
<b>Vehicle crime</b>	This covered both theft of and theft from vehicles, and vandalism.
<b>Vehicle lighting</b>	The main points raised covered lights blinding other road users, car headlights not working, and non-use of headlights when visibility was poor.

#### 4. HAVE YOU OR A MEMBER OF YOUR FAMILY EVER BEEN A VICTIM OF CYBER CRIME? IF SO, WHAT HAPPENED?

1,642 people responded to this question. Responses were not restricted to a given time frame, so experiences cannot be assumed to have taken place within the last 12 months. Responses have been coded according to whether respondents believe they have been a victim or not, rather than based on any legal definition.

##### Personal experience

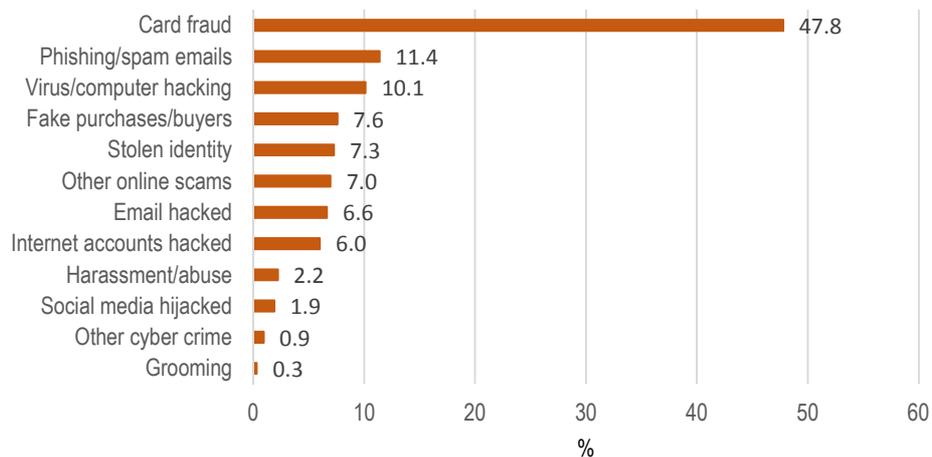
The table below sets out those respondents who either had no experience of cyber crime or had experienced it directly themselves. Responses relating to other people's experiences are set out in a separate table.

%	West Yorkshire	Bradford	Calderdale	Kirklees	Leeds	Wakefield
<b>No – not experienced</b>	79.5	80.2	78.6	80.4	76.3	82.7
<b>Yes – been a victim</b>	20.5	19.8	21.4	19.6	23.7	17.3

Base: 1,642

Respondents were asked what types of cyber crime they have been a victim of, 316 provided responses that could be coded, some respondents provided more than one example. A maximum of three different types of cyber crime were recorded per respondent. The table below sets out the proportion of different crime types experienced.

Types of cyber crime experienced personally



The category of 'Other online scams' includes relationship scams and job scams. Many of the examples given for online scams were of phone calls purporting to be from a software company who report a problem with a computer, ask for control of the machine and then demand payment to fix the issue. Many respondents were wise to this and did not allow themselves to be tricked however there were examples of older people being particularly vulnerable.

'Other cyber-crime' related to issues such as internet connections being used by third parties and personal details being posted online.

Responses provided show that there were some issues around the definition of cyber crime, with not everyone sure of what it covered. This may have affected the answers provided. Some people may have said they hadn't been a victim when they have been, while other people may not have provided the full breadth of the crimes they have been a victim of. Specific issues included:

- Credit/card fraud – it is not clear from some responses either whether the card details were stolen online, used online, or skimmed elsewhere and then used on the internet.
- Some people mentioned telephone calls and use of phones.
- When is phishing/spam email a crime? Some people said they had been a victim purely through receiving it, while others said they hadn't, and others only said they'd been a victim if they had 'fallen for' the scam.

There were a number of responses that could not be counted as they did not relate to cyber crime but to other issues such as burglary and vehicle crime. Many respondents suggested that greater education is needed, which is further backed up by the lack of understanding as to what constitutes a cyber crime.

While many people reported that they hadn't been a victim, were 'not aware of', or 'attempts were made but resisted', there appeared to be an air of inevitability in the answers given – respondents appeared resigned to the fact that they were likely to become victims in the future, that at least some attempt would be made, or that you are in some way responsible yourself for being a victim:

*'not yet'*

*'not that we know of.. maybe they were just too good'.*

*'we have also had a credit card 'skimmed', silly step-son let his card out of his sight!'*

*'Most cyber crime is down to the stupidity of the user'.*

### Family experiences

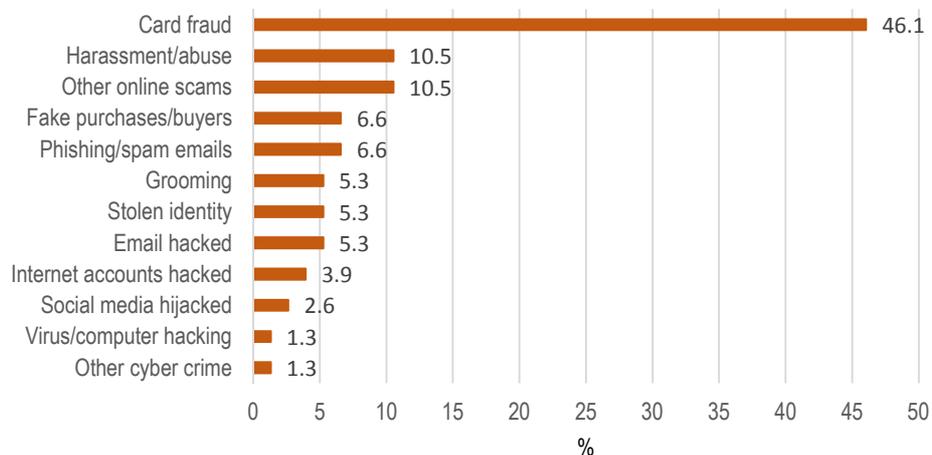
The table below sets out responses that reported family experiences of cyber crime. It should be noted that this does not necessarily reflect the totality of experiences of the families of respondents, respondents only tended to report their family's experiences if they had not experienced it themselves.

	West Yorkshire	Bradford	Calderdale	Kirklees	Leeds	Wakefield
<b>Yes - family</b>	4.5	3.1	6.1	4.0	4.3	7.1

Base: 78

Respondents were asked what types of cyber crime family had been a victim of, 76 provided responses that could be coded, although some respondents provided more than one example. The table below sets out the proportion of different crime types experienced.

**Types of cyber crime experienced by family**



While card fraud remains the most reported form of cyber crime experienced, there was a greater proportion of reports of harassment/abuse and grooming of those close to the respondents. As these are quite serious and emotive it may be that they were more likely to be remembered than other types of cyber crime. There were also a couple of reports of cyber attacks on employers, although these were not included within these results.

### How victims perceive responses to the crimes they experienced

Although we did not ask specifically about whether they reported the crime or how it was dealt with, many people took the opportunity to provide information on this aspect of their experience.

Many people appeared to have contacted service providers directly, such as banks, social media, and auction sites, while some contacted the police. Generally in relation to card fraud and online sales issues respondents got their money back. However there were many examples provided where the respondents had received a disinterested response to their reports and many did not know what happened after crimes were reported:

*Nothing is done ‘..about cyber crime. The effort against it seems effectively to have been privatised to software suppliers’.*

*‘The bank eventually credited the money back but not immediately and I do not think they logged it as a crime. This is wrong and there would have been some kind of electronic trail that could have been tracked to find out who the fraudsters were and catch them but the banks don’t seem bothered’.*

*‘When my daughter was at school she was bullied. [social media provider] weren’t interested so we had to sort it out ourselves’.*

*‘..account hacked and password changed, then purchases made. Very difficult to get account re-set’.*

*‘I have reported it 3 times this year to Action Fraud... but they do not seem to care’.*

*‘..harassment on-line... reported to police who did very little until death threat received when they went and had a word with perpetrator’.*

*‘..photos of myself posted on the internet as well as my emails/social media sites being hacked by my ex husband. Police did nothing. He got away with it’.*

*‘It was reported to the police on 101. To actionfraud.police.uk online, to the fraud officers of the banks involved, by phone, 5 days later notified of NFA by police.... I am disgusted’.*

## **The impact of cyber crime on victims**

The main impact that cyber crime has had on the victims who responded to this survey falls into the three elements of financial, emotional or practical:

### **Financial**

Whilst many respondents who fell victim to online card fraud had their money reimbursed or refunded, others who were involved in other scams such as relationship scams, or fake websites, were not so lucky and reported losses ranging from tens of pounds to thousands of pounds.

*‘A friend of mine had been a victim of a dating scam and lost quite large amount of money’.*

*‘I’ve been scammed for over £3000’.*

*‘My son used [an online auction site] to buy an item. The seller took his/her money but did not mail the item. My son paid via [online payment provider] who were unable to help him. He suffered what for him was a huge financial loss’.*

### **Emotional**

Sometimes the crimes experienced caused a level of emotional distress to the respondents, including embarrassment and making people feel uneasy or overly cautious.

*‘..my son...the bank didn’t want to believe him and he suffered mental stress as all his accounts were closed’.*

*‘It is unnerving that they ask for you by name...’.*

*‘I have a 13 year old who is active online, and I consider this as much of a risk as having him out on the street’.*

*‘... it feels like a complete imposition on our privacy... we have been in despair over it and have felt completely violated’.*

*‘.. created embarrassment for me since messages were sent which were of a vile nature by someone else to my friends and other contacts’.*

## Practical

Many of the reports relating to hacking or viruses impacting practically on software and systems, and while most of the experiences reported related to fraud were spoken of in terms of the actual or potential financial impact, some internet users lost confidence after such experiences, impacting on their usage, or were impacted in other practical ways offline.

*'ID theft – after a few years the aftermath goes away, but until then it has a significant affect on my credit score which takes far too long to shake off'.*

*'Aged father was continually being tricked, usually over the phone, to buy shares, rate, rebates etc. In the end we had to stop all incoming calls other than from family'.*

*'..her.... account was hacked the things that were said were horrific so she shut it down and no longer has an account'.*

*'Changed my whole system, self preservation'.*

*'Dad does not shop on line anymore. He was an avid shopper until that point'.*

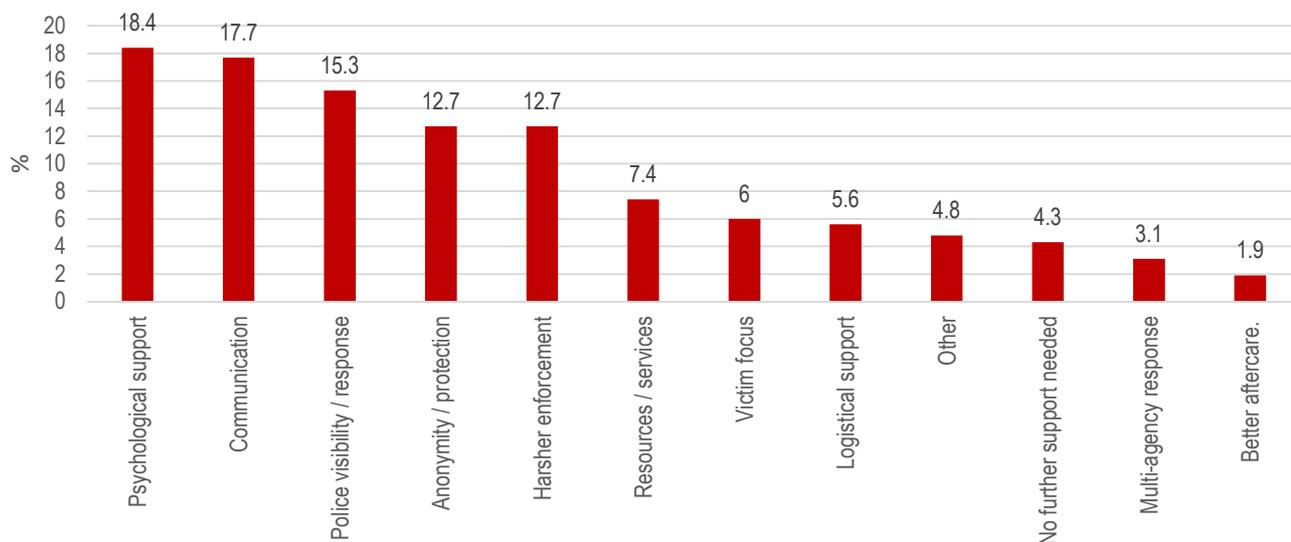
## 5. HOW CAN VICTIMS AND WITNESSES BE BETTER SUPPORTED?

There were 1,291 responses provided to this question that could be coded and a maximum of three different types of threat were recorded per respondent, although each type of issue was only recorded once per respondent.

%	West Yorkshire	Bradford	Calderdale	Kirklees	Leeds	Wakefield
<b>Better psychological support (including counselling / more personalised response)</b>	18.4	17.9	14.4	18.8	18.4	18.4
<b>Better communication / kept updated</b>	17.7	17.2	17.6	16.2	21.2	17.7
<b>Better police visibility / response</b>	15.3	16.9	15.2	14.8	11.6	15.3
<b>Anonymity / protection against offenders</b>	12.7	13.6	10.4	13.5	14.4	12.7
<b>Harsher enforcement for criminals</b>	12.7	13.9	12.8	15.7	8.8	12.7
<b>More resources / services / volunteers / better training</b>	7.4	7.9	12.8	7.9	6.5	7.4
<b>More focus on victim rather than offender</b>	6.0	5.6	5.6	7.4	6.0	6.0
<b>Better logistical support (including special measures at court / crime prevention advice)</b>	5.6	6.0	6.4	3.9	6.5	5.6
<b>Other (i.e. financial support, or depends on crime)</b>	4.8	4.3	5.6	3.9	6.3	4.8
<b>No further support needed</b>	4.3	3.6	4.0	2.6	5.6	4.3
<b>Joined up multi-agency response</b>	3.1	3.0	0.8	3.1	3.7	3.1
<b>Better aftercare (i.e. after case concluded)</b>	1.9	1.3	0.8	2.2	2.3	1.9

Base: 1,291

Suggestions to better support victims and witnesses across West Yorkshire



The below table shows how each of the top five categories were ranked across West Yorkshire.

	West Yorkshire	Bradford	Calderdale	Kirklees	Leeds	Wakefield
Psychological support	1	1	3	1	2	1
Communication	2	2	1	2	1	4
Police visibility / response	3	3	2	4	4	2
Anonymity / protection	4*	5		5	3	5
Harsher enforcement	4*	4	4	3	5	3
Resources / services			5			

\* Ranked equally

From the above table a few commonalities are apparent:

- Providing additional psychological support was the most common response in three out of the five districts, in the other two it was ranked 2<sup>nd</sup> and 3<sup>rd</sup>.
- With the exception of Calderdale (where anonymity had dropped to 6<sup>th</sup> and been replaced by increased resources), the top five remained the same across the board; psychological support, improved communication, increased police visibility, anonymity of victims, and harsher enforcement.

There are also some exceptions across the districts:

- As mentioned, Calderdale differs slightly in its top five most common responses.
- Respondents in Wakefield ranked communication lower (4<sup>th</sup>) than all other districts where it was either 1<sup>st</sup> or 2<sup>nd</sup>.
- Respondents in Leeds ranked anonymity /protection for victims and witnesses higher than elsewhere (3<sup>rd</sup> compared to 4<sup>th</sup> across West Yorkshire).

Top suggestions	What does this issue cover?
<b>Better psychological support</b>	This included examples such as counselling and providing a more individual response or specific case worker; <i>'personalised support with a named officer to take ownership of ongoing issues and co-ordinate multiple strands'</i> .
<b>Better communication</b>	Victims and witnesses need to be kept informed of progress throughout the case (or indeed lack of progress); <i>'more updates on what is happening (even if there is no progress to report)'</i> . Another albeit less common theme was that there need to be improvements to the pathways for victims and witnesses to contact the agencies involved, suggesting that the communication needs to be two-way.
<b>Better police visibility / response</b>	This category encapsulates answers around improving police visibility and response, and includes preventative action, responding to reports of crime and investigating cases afterwards. The majority of answers in this category call for increased police visibility <i>'by providing more police on the beat'</i> , however where police response is mentioned many simply want to be given a better and more expeditious service <i>'police need to respond quickly'</i> , however it is clear there is also a link with the wider issue around police confidence; <i>'I know I can rely on the Police, but not everybody shares my view'</i> .

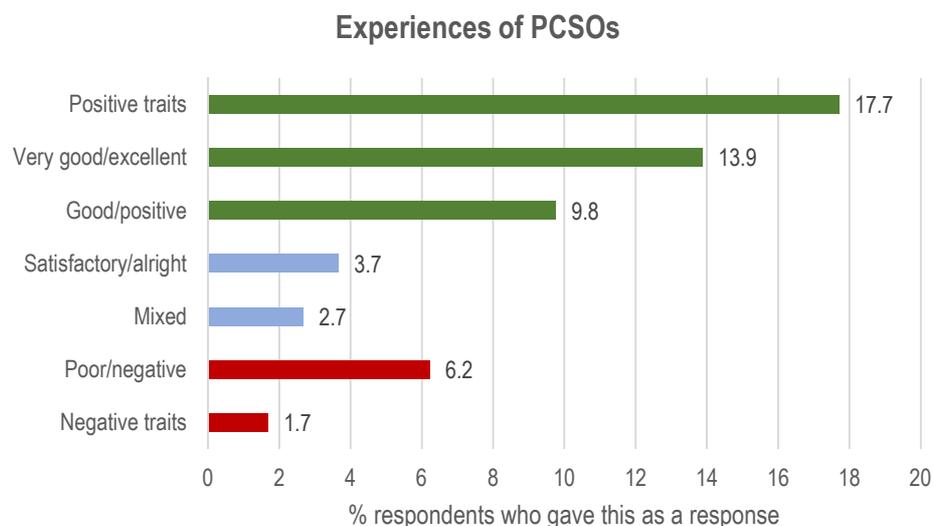
## 6. WHAT IS YOUR EXPERIENCE OF YOUR LOCAL POLICE COMMUNITY SUPPORT OFFICERS?

1,723 provided responses that could be coded. A maximum of three different experiences were recorded per respondent, although each type of issue was only recorded once per respondent.

	West Yorkshire	Bradford	Calderdale	Kirklees	Leeds	Wakefield
Never seen any/no experience	25.5	19.9	30.1	31.5	21.9	30.1
Positive traits	17.7	18.9	16.3	14.3	20.4	15.8
Very good/excellent	13.9	12.3	13.3	11.0	17.5	12.9
Limited visibility/experience	11.8	9.8	13.3	11.7	11.3	14.7
Good/positive	9.8	14.1	8.4	8.8	9.7	5.9
Visible in local area	7.1	6.8	3.6	6.8	9.6	4.8
Poor/negative	6.2	7.3	9.0	5.5	5.0	5.9
Satisfactory/alright	3.7	6.8	1.8	2.6	3.2	2.6
Mixed	2.7	1.8	2.4	4.5	2.3	2.6
Not sure who they are	2.6	2.3	4.2	2.3	2.3	3.3
Negative traits	1.7	2.0	1.2	1.9	1.4	1.8
Lacking in power/more needed	1.3	1.3	1.2	1.9	1.1	1.5
Visibility reduced/spread too thin	1.3	1.0	1.2	1.0	1.8	1.1
Other	1.2	1.3	0.6	0.6	0.9	2.6
Don't patrol at the right times	0.7	1.0	0.6	0.6	0.9	0.0

Base: 1,723

Some of the responses can be seen as being positive, negative or neutral. The chart below sets out the responses that can be grouped in such a way, with the green bars representing the positive responses, the blue representing the mixed responses and the red bars representing the negative responses.



On the whole, the experiences mentioned by respondents were positive, although over a quarter reported never having seen or having no experience of PCSOs, and a further 11% reported limited experience which meant it was difficult for them to offer comment.

### Key differences across districts

- Fewer respondents from Bradford (19.9%) and Leeds (21.9%) said they had never seen any/had no experience of PCSOs compared to Calderdale (30.1%), Kirklees (31.5%) and Wakefield (30.1%).
- More respondents in Leeds (20.4%) than Kirklees (14.3%) cited positive traits about PCSOs.
- More respondents in Leeds (17.5%) said PCSOs were very good/excellent than in Bradford (12.3%) and Kirklees (11.0%).
- Fewer respondents in Bradford (6.8%) or Wakefield (4.8%) said PCSOs were visible in their local area than in Leeds (9.6%).

**The following key themes in responses can be seen:**

**Positive responses** - respondents described PCSOs as being respectful, friendly, helpful, and approachable, doing their best and providing reassurance. Respondents reported a high level of service from PCSOs which had left a positive impact for those involved.

*'Don't see them too often but when I do they are always well presented and polite. They can be a great asset to deter criminality by just being visible'.*

*'I have no complaints whatsoever about our local officers. They are visible, and approachable, in the village, attend village events and are very reliable and professional when called upon.'*

*'Superb my father who suffered from dementia went missing and they were brilliant supportive though and when they found him, they brought him home'.*

*'They work well in our community and are the only visible police presence'.*

Even when praising PCSOs respondents often said that improvements could be made, such as patrol times, powers, not wasting time, and being more approachable.

**Mixed** – a response could be classed as mixed as it could be the same example containing mixed experiences or several examples cited of differing quality. Examples include: advice could have been given to better the interaction/more could have been done; they are making the effort but action is limited; some say hello, others don't; some appear to walk around aimlessly.

*'A polite and friendly bunch, not convinced they are the most dynamic, motivated people I've met though'.*

*'Very good from a local community group leader point of view – bad from an individual person point of view'.*

**Negative responses** – responses included that PCSOs were inefficient and ineffective, they don't patrol enough or that they had a poor experience. There were also reports that PCSOs were scruffy, unprofessional, didn't want to know, were dismissive, had poor communication e.g. spelling and grammar and were not approachable.

*'I have met one. She repeatedly interrupted me, talked across me, seemed incapable of basic listening and comprehension.... As a member of the community, I was not supported by this individual, rather my brief, unfortunate interaction with her did me further harm'.*

*'Sloppy dressed, scruffy in appearance – do not inspire any confidence'.*

*'They are not very observant, they just stroll about chatting to one another'.*

*'Very poor communication and not very helpful'.*

**Little/no experience** – some respondents said that they had either not seen a PCSO or just said they had no experience of them. Others said they often only see PCSOs if a crime has occurred, visibility can depend on where you live, they have a large area to cover, and they are seen on patrol but not been spoken to.

*'Fortunately I have not had any cause for contact with any of them....'.*

*'Very limited BUT their presence on the street has certainly reduced the amount of anti-social behaviour experienced in my local area'.*

**Issues with the PCSO post** – a number of people reported issues with the PCSO post, including issues relating to powers, visibility and patrol.

- Some said PCSOs were lacking in power or more powers were needed. There was an overriding theme of 'not visible enough' and 'not enough powers'. There was also a feeling that PCSOs were not respected especially by youths despite good job they do.
- Visibility had reportedly reduced and PCSOs were being spread too thin. Consistency is needed, PCSOs appear to always be moved on.

- There were reports that PCSOs don't patrol at the right times. Comments included '*Very rarely see any. They only seem to work 9-5 .This is obviously the quietest time of day in a village and so they will not see much. They need to be on the streets later in the day say 5pm-1am*'.

**Not sure who they are** – some people didn't know who they were, with comments including '*do we have them?*' and '*what's one of those we don't see the police in any form around this area*'.

**Visible in the local area** – these were comments that PCSOs were often seen frequently, but there was no particular opinion offered besides visibility.

**Other** – other comments included that PCSOs were not value for money, don't achieve much, are not a substitute for police officers and respondents wanted more police officers instead of PCSOs. These were often not backed up with stated experiences.

*'They don't come near our house but then again don't seem to need them so it would be a waste of money'*.

*'Of limited value'*.

## 7. HOW CAN WE OPEN UP OPPORTUNITIES FOR YOUNG PEOPLE AROUND EDUCATION, EMPLOYMENT AND TRAINING?

1,338 provided responses that could be coded. A maximum of three different types of opportunities were recorded per respondent, although each type of issue was only recorded once per respondent.

	West Yorkshire	Bradford	Calderdale	Kirklees	Leeds	Wakefield
Training/apprenticeships	21.5	16.9	20.3	22.4	23.3	25.1
Funding/government	9.9	11.5	14.8	9.4	7.8	9.2
Youth provisions	8.7	9.2	7.0	9.0	10.8	4.8
Police engagement	8.4	11.5	6.3	6.1	8.5	6.3
Employment opportunities	5.8	7.6	4.7	8.6	3.9	4.8
Not a police/PCC issue	5.5	6.1	3.9	9.0	4.4	3.9
General engagement with young people	5.4	5.1	5.5	4.5	6.2	5.3
Other	4.9	4.5	3.1	5.3	4.1	8.2
Improved/enhanced education	4.9	3.8	3.1	4.1	6.5	5.3
Work experience	4.8	5.4	3.1	5.3	5.1	3.4
Better communication	4.3	6.1	3.9	4.1	4.4	2.4
Community	4.0	4.5	4.7	1.6	4.4	4.3
Parents/family	3.7	3.5	5.5	2.4	2.8	6.3
Supporting and encouraging young people	3.1	3.8	2.3	1.2	2.8	5.3
What do young people want	3.1	1.9	2.3	3.3	4.1	2.9
Opportunities already exist	2.3	1.9	1.6	1.2	2.5	3.9
Discipline/punishment/YOTs	2.0	1.6	3.1	1.2	1.6	3.9
Youths taking responsibility	2.0	1.6	3.1	1.6	2.1	1.9
Volunteering	1.8	1.9	0.8	2.4	1.4	2.4
Police relationships	1.6	1.0	1.6	2.9	1.4	1.4
Higher education	1.6	1.9	2.3	1.2	1.2	1.9

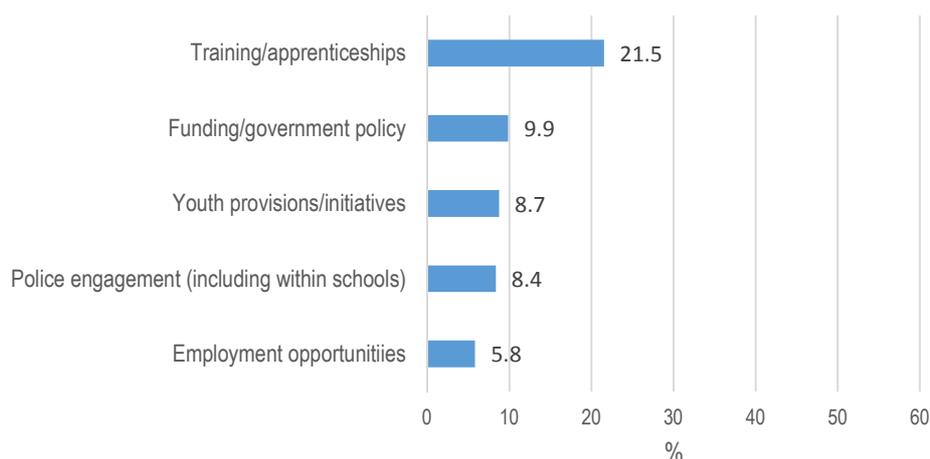
Base: 1,338

The number of categories set out above and the varied response shows that this is a complex issue that there is no one solution to, either for communities or partners agencies. This shows why it is important that all agencies involved in dealing with children work together to open up opportunities and identify the needs that young people have. This diversity in answers is spread across the districts, as the table below shows.

### Top 5 responses ranked across West Yorkshire

	West Yorkshire	Bradford	Calderdale	Kirklees	Leeds	Wakefield
Training/apprenticeships	1	1	1	1	1	1
Funding/government	2	2	2	2	4	2
Youth provisions	3	4	3	3	2	
Police engagement	4	2	4		3	4
Employment opportunities	5	5		5		
Not a police/PCC issue				3		
General engagement with young people			5			
Other						3
Improved/enhanced education					5	
Work experience						
Better communication						
Community						
Parents/family			5			4

## Top 5 suggestions for young people



### Differences across the districts

- Across the districts Calderdale had the highest percentage of respondents feeling that there were issues around funding/government (14.8%).
- More respondents from Bradford felt police engagement was key with 11.5% recording it as an issue compared to 6.1% in Kirklees and 6.3% in Wakefield.
- Fewer respondents in Leeds (3.9%) felt more employment opportunities were needed compared to Bradford (7.6%) and Kirklees (8.6%).
- More respondents from Kirklees (9.0%) felt this wasn't an issue for the police/PCC compared to Leeds (4.4%), Calderdale (3.9%) and Wakefield (3.9%).
- Fewer respondents from Kirklees thought that supporting young people was an issue (1.2%) compared to Bradford (3.8%) and Wakefield (5.3%).

Suggestion	What does this cover?
<b>Training/ Apprenticeships</b>	This included vocational training and mentoring.  <i>'...providing training in useful and marketable skills in conjunction with job opportunities, like the apprenticeships of days gone by. I know apprenticeships are coming back, but we need to grasp that university degrees aren't for everyone.'</i>  <i>'Encourage more employers to take on apprenticeships.'</i>  <i>'...a lack of industrial apprenticeships and other technical training facilities...'</i>
<b>Funding/Government</b>	This included reducing the retirement age to free up jobs for young people, changing government policies, taking benefits away from young people and increasing funding/investments.
<b>Youth provisions</b>	This included; youth clubs, youth initiatives, sport diversionary activities and out of hours school activities
<b>Police engagement</b>	This referred to police engagement within schools and colleges, and opportunities for engagement such as Police Cadets.
<b>Employment opportunities</b>	A variety of issues were raised regarding employment opportunities, including making work more appealing (work/reward), stop exporting jobs and creating more jobs.
<b>General engagement with young people</b>	This included engagement within schools (with no mention of police) and schools offering more initiatives - taking a greater responsibility to engage with students.
<b>Other</b>	This category covered issues such as the economy, business responsibility and more help for the unemployed.
<b>Improved/enhanced education</b>	The majority of responses fell in to two categories; increasing the standard of education and the types of education.  <i>Standard</i> - Respondents felt that teaching standards needed to be improved as did the educational standard of the students. It was also felt that non-academic standards needed to be improved.

	<p>Types – Many respondents felt that the types of education provided needed to be enhanced to include practical/life skills, issues relevant to real life such as drug and alcohol awareness and improving basic skills such as literacy and numeracy skills.</p> <p>In addition issues such as providing night classes and extending educational time limits were raised.</p>
<b>Work experience</b>	Work experience needs to be available that is valuable and meaningful i.e. with businesses, CJS agencies etc. would provide more opportunities.
<b>Better communication</b>	It was felt that better communication of opportunities to young people via newsletters and using social media would open up opportunities for young people.
<b>Community</b>	More community involvement was raised as an issue. It was felt that schemes which linked and worked with the community would open up opportunities.
<b>Parents/family</b>	Many felt that it was the responsibility of parents and family members to educate their children from an early age and support the ongoing work of teachers to make young people aware of opportunities.
<b>Supporting and encouraging young people</b>	Various issues around supporting young people were raised. These included supporting to help them develop, offering careers advice and preparing for interviews.
<b>What do young people want</b>	Respondents felt young people should not be stereotyped and needed to be engaged with to ask what they wanted.
<b>Discipline/Punishment/YOTs</b>	<p>Youth Offending Teams (YOTs), discipline and punishment play a role. Many felt that that national service and training for young offenders would open up opportunities.</p> <p><i>'I would like to see young offenders exposed to courses or information showing them the alternative routes they could take and being made aware of how to access these opportunities so they have a real choice instead of a perceived single downhill route'.</i></p> <p><i>'National service it would bring back a spirit of togetherness'.</i></p>
<b>Youths taking responsibility</b>	Young people need to take responsibility for themselves and should be self-motivated.
<b>Police relationships</b>	<p>It was felt that the police needed to build relationships with young people and with partners to open opportunities.</p> <p><i>'Inviting them to police led challenging activities, taking them in a police car, and showing different challenges faced by police officers in professional life and family life and for the good of the community'.</i></p>

## 8. HOW MUCH EXTRA WOULD YOU BE PREPARED TO PAY FOR POLICING NEXT YEAR?

There were 1,713 responded to this question. This was different to the other questions as a set number of categories were offered for people to choose from. There was an 'other' response which allowed people to answer how they would like, and these responses were then coded. Many could be coded to the existing categories while other categories were created. The table below sets out the final categories of responses.

Amount	West Yorkshire
Reduction	0.3%
No increase	18.3%
1	13.5%
2	15.1%
3	12.3%
4	3.0%
5	22.7%
Over 5	2.4%
Other	2.4%
The money should come from other sources, such as central government, local government, from other non-front line services, fines, politicians.	1.7%
Indications of a willingness to pay an increase but no amount specified. Sometimes conditions to an increase are stated e.g. if spent on police officers, if the service improves etc.	5.2%
Reductions should be made in other areas first e.g. becoming more effective and efficient, removing internal waste, providing value for money, mergers/reorganisation, reductions in pensions.	3.2%

Base: 1,713

### 'Other' responses

Responses under 'other' fell into a couple of categories:

- No information to gauge whether an increase is needed.
- Make police expenditure on petrol, furniture etc. tax free.
- Increases should be in line with pay increases (so if pay does not increase then neither should the police element of council tax).
- Need to explain reasons for increases before people would agree.
- Can't consider police budget in isolation from others.
- Everyone is making cuts, so should the police.
- Those in higher bands should pay the increase while those struggling should not. Target bankers and the rich.