



West  
Yorkshire  
Combined  
Authority

Tracy  
Brabin  
Mayor of  
West Yorkshire



# **Raneem's Law: Domestic Abuse (DA) Specialists in West Yorkshire Police Customer Contact Centres (CCCs)**

Supporting information

March 2026

## Introduction

With regards to policing and crime, the Mayor of West Yorkshire, is responsible for:

- Securing the maintenance of an efficient and effective police force and holding the Chief Constable to account.
- Issuing a Police and Crime Plan, determining police and crime objectives.
- Attendance at the Police and Crime Panel.
- Preparing an annual report.
- Calculating a council tax or budget requirement (precept).
- Maintaining the Police Fund.
- Appointing, and where necessary, suspending or calling on a Chief Constable to retire or resign.
- Delegating some of these functions to a Deputy Mayor for Policing and Crime where appointed.
- Consulting the public to ensure that their views and priorities on community safety issues inform the police and crime plan.
- Commissioning of services which include supporting victims and tackling reoffending.
- Strengthening links such as inclusive growth and community safety and cohesion.

To provide stronger and more transparent accountability of the police, the Mayor of West Yorkshire holds the Chief Constable to account, helping to make the police answerable to the communities they serve.

The Mayor will ensure community needs are met as effectively as possible and foster local relationships through building confidence. They will work in partnership across a range of agencies at local and national level to ensure there is a unified approach to preventing and reducing crime.

The Mayor does not run the police. The role is to be the voice of the people and hold the police to account.

When the Mayor of West Yorkshire, Tracy Brabin, was re-elected on 4 May 2024, they nominated Alison Lowe as their preferred candidate for Deputy Mayor for Policing and Crime (DMPC)

<https://www.westyorks-ca.gov.uk/policing-and-crime/about-the-deputy-mayor-for-policing-and-crime/>

### Police and Crime Plan 2024-2028

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The Mayors Police and Crime Plan is based on extensive consultation to enable us to fully understand what the 'need' is across West Yorkshire and where we should be focusing our resources and energy.

It provides a clear vision for policing and community safety is an important statement in capturing what we are striving towards in West Yorkshire. It is there to bring a focus to our work, and clearly set out our ambitions to communities.

The Mayors Police and Crime Plan 2024-28 is due to be launched in March 2025.

## West Yorkshire Police

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West Yorkshire Police is the territorial police force responsible for policing the metropolitan county of West Yorkshire, England. It is the fourth largest territorial police force in England and Wales by number of officers.

The Force's Contact department is at the very heart of West Yorkshire Police managing all telephone and online contact between the public and police and accurately risk assessing the Force's response to incidents around the clock.

West Yorkshire Police use the following definition of domestic abuse:

Any incident or pattern of incidents of controlling, coercive, threatening behaviour, violence or abuse between those aged 16 or over who are or have been intimate partners or family members regardless of gender or sexuality.

The abuse can encompass, but is not limited to, the following types of abuse:

Psychological;  
Physical;  
Sexual;  
Financial;  
Emotional; and/or  
Economical

### Customer Contact Centres (CCCs)

West Yorkshire Police have two Customer Contact Centres, located in Bradford and Wakefield

Locations

1. **Bradford** - Dudley Hill Centre, Harry Street, Bradford, BD4 9PH
2. **Wakefield** - Laburnum Road, Wakefield, WF1 3QP

### Meeting need

In the 12 months to December 2025, West Yorkshire Police recorded 68,785 domestic abuse incidents. Of these 40.7% of incidents involved a repeat victim of domestic abuse.

## Background

Raneem's Law aims to strengthen the police response to Domestic Abuse by embedding independent, external DA specialists within police control rooms. These specialists will help ensure that DA calls are assessed, managed and responded to effectively, and to ensure opportunities to safeguard victims are not missed.

Raneem's Law is a manifesto commitment and top priority for the government. Raneem's Law is being rolled out to all 43 forces in England and Wales in phases, and the government aims to have Raneem's Law operational in all police control rooms by the end of this parliament.

In February 2025, the Home Office began working with five forces under Phase One to launch Raneem's Law and scope out a refined model. Forces were selected based on having some existing provision in this space and building on this we were able to test out a variety of models for Raneem's Law.

Under Phase Two, a more consistent, refined model of Raneem's Law will be rolled out to more forces. A refined model for implementation has been developed based on an internal light-touch process evaluation of Phase One and feedback gathered from Phase One forces.

The West Yorkshire Combined Authority and West Yorkshire Police have been awarded funding to delivery Raneem's Law in West Yorkshire from 1 April 2026 to 31 March 2027. It is also anticipated there will be an optional 1 year extension to the funding

## Our approach

Home Office grant funding is available to support forces to implement Raneem's Law Phase Two. The funding can be used to cover the salary of the DA specialist; costs associated with recruiting, onboarding and/or vetting the new DA specialist; and staff administration costs to facilitate the DA specialist role (e.g. payroll, shifts, rotas, etc.)

Our approach is a significant opportunity to strengthen early identification, risk assessment, and safeguarding for victims at the first point of contact. We know that embedding independent DA specialists in our CCCs will improve the quality and consistency of decision-making, enhance victim engagement, and ensure that opportunities for timely intervention are not missed. Our approach will improve and support police confidence and capability in responding to DA through real-time advice, reflective feedback, and constructive challenge from experienced specialists.

### DA Specialist provider

It is expected that the provision will be supported by paid Domestic Abuse Specialists working in West Yorkshire Police CCCs.

The DA specialist provider will use its discretion to appoint suitable candidates who should be independent from policing. The contractual arrangements must ensure that the DA specialist is sufficiently independent to feel empowered to influence and drive improvements within the CCCs.

All DA specialists should have access to supervision and wellbeing support and have the right processes in place for their support and supervision.

DA specialists' performance monitoring will be conducted by their line manager in their parent organisation. However, this should be informed by feedback from their supervisor in the CCCs.

The DA specialist provider should also consider the specialist's ongoing need for continuous professional development (CPD). The DA specialists should regularly spend time with their parent organisation to ensure their victim support skills and knowledge remain up to date. One model to consider is using multiple DA specialist workers from a provider to perform the full-time roles. In this way, the workers remain embedded and engaged with the work of their parent organisation and are able to better support the force.

Induction training for WYP IT systems, policies and processes etc. will be provided for the DA specialists.

### **Role of a DA specialist**

The DA specialists must be physically co-located with police staff in the CCCs, with access to police systems. The DA specialist's activities **should always be an addition to and never a replacement for the work of police staff.**

There is no expectation for the DA specialist to engage directly with victims, as their primary function is to support and upskill police staff.

The DA specialist is intended to provide support, guidance and constructive challenges to police, working collaboratively with police to improve outcomes. **The police retain ultimate authority.**

The DA specialist can also work with the force to identify any additional areas where they may be able to help improve the police response to DA.

### **Vetting level requirements**

Non-Police Personnel Vetting (NPPV) Level 2 Full is required to work in WYP's CCC. WYP Vetting Unit has confirmed that vetting can be expedited if required.

Please note expedited vetting associated costs will be covered.

### **Essential criteria**

- The DA specialist must be independent from police staff and co-located within the Force CCCs.
- The role is primarily desk-based, focused on supporting staff within the CCCs, by carrying out the following activities
  - Listen to DA calls and provide feedback to call handlers on victim engagement.
  - Review police risk assessments and identify any which may need a different risk grading / response time.
  - In addition to the information provided by CCCs staff, provide operational advice and information from manual intel checks of police systems to officers attending a scene.
- The specialist's role is primarily to work alongside police officers and staff to improve their response to victims.

### **Additional considerations, skills and standards**

#### **The DA specialist should**

- have experience of directly supporting victims of DA. Experience of working with the police is also beneficial. A qualified IDVA would likely be a suitable candidate for the role, but this qualification is by no means necessary,

- have a good understanding of risk assessments, safety planning and the typologies of DA. DA caseworkers experienced in dealing with cases at a range of risk levels, may also be well suited to observing movements in risk level,
- have a thorough understanding of the local specialist services available to support victims of domestic abuse, including by and for services , and be able to make informed referrals based on the type of support each service provides,
- have received relevant DA training, including specialist knowledge training from a by and for service where possible. It would be advantageous for the DA specialist to have experience of delivering DA training or facilitating workshops,
- be able to demonstrate an ability to work effectively in a crisis. Experience supporting victims of DA in moments of crisis/at the first point of contact would be advantageous – for example, DA helpline workers.

## Working pattern and resources

The working hours for the shifts of the DA specialists will be aligned with times of peak DA call demand.

One DA specialist is required in each Customer Contact Centre for the following shifts

Monday to Friday 10:00 to 18:00 (10am to 6pm)  
 Monday to Friday 17:00 to 01:00 (5pm to 1am)  
 Saturday to Sunday 10:00 to 18:00 (10am to 6pm)  
 Saturday to Sunday 17:00 to 01:00 (5pm to 1am)

Data reviewed over the past 12months to the end December 2025 shows the peak times of DA calls demand are Monday to Sunday 10:00 to 01:00 (10am to 1am).

IT equipment and desk space will be provided for the DA Specialists in each Customer Contact Centre.

## Policy Context

### The Domestic Abuse Act (2021)

<https://www.legislation.gov.uk/ukpga/2021/17/contents>

### Tackling violence against women and girls in the UK

<https://lordslibrary.parliament.uk/tackling-violence-against-women-and-girls-in-the-uk/>

### The Mayor of West Yorkshire's Safety of Women and Girls Strategy

This Safety of Women and Girls Strategy outlines how we will work in partnership with stakeholders in West Yorkshire, as well as at a regional, national, and international level. We will deliver change with voluntary, community and social enterprises, the private sector, local communities and most importantly, listen to the voices of women and girls, to improve the lives of all people across our region.

<https://www.westyorks-ca.gov.uk/a-mayoral-combined-authority/mayoral-pledges/the-safety-of-women-and-girls/safety-of-women-and-girls-strategy/>

## Local Authority Strategies

- **Bradford District Domestic Abuse and Sexual Violence Strategy 2021- 2024**  
<https://www.saferbradford.co.uk/media/jozhjrwi/bradford-dasv-strategy-21-24.pdf>
- **Calderdale Domestic Abuse Strategy 2023 - 2028**  
<https://new.calderdale.gov.uk/sites/default/files/2024-07/Calderdale-domestic-abuse-strategy-2028.pdf>
- **Kirklees Domestic Abuse Strategy 2022 – 2027**  
<https://democracy.kirklees.gov.uk/documents/s49842/Domestic%20Abuse%20Strategy%202022-2027%20FINAL.pdf>
- **Leeds Domestic Violence and Abuse Strategy 2023 to 2028**  
<https://www.leeds.gov.uk/plans-and-strategies/leeds-domestic-violence-and-abuse-strategy>
- **Wakefield District Domestic Abuse Strategy 2022 – 2027**  
<https://www.wakefield.gov.uk/media/arjheep1/domestic-abuse-strategy.pdf>

## Child First approach

Child First is the central guiding principle in the Youth Justice Board's strategic plan. The core focus is around creating a justice system that treats 'children as children'. We want to see this approach embedded beyond youth justice so that every service operates in a child first way. It aims to recognise the strengths and capabilities of children, whilst focusing on positive outcomes that the child wants to achieve.

This applies to us all, whether we work directly with children or not. To achieve this there should be an emphasis on co-production, co-design and consultation to allow children to have a role in shaping the services there to support them and informing decisions that affect them.

<https://www.westyorks-ca.gov.uk/media/12663/a4-child-first-framework-digital.pdf>

## Trauma Informed

Our trauma informed approach in West Yorkshire will mean services will see and understand what has happened to people, rather than what is wrong with people.

We have a joint ambition to work together with people with lived experience and colleagues across all sectors and organisations to ensure West Yorkshire is a trauma informed and responsive system by 2030. Understanding that life experiences can be the root cause of poor health is integral to building a trauma informed system. People experiencing traumatic experiences when young such as abuse, violence, neglect, poverty, or discrimination are more likely to be affected later in life, for example, depression, anxiety, chronic diseases such as diabetes, cardiovascular and respiratory conditions, substance misuse or behavioural problems etc.



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The West Yorkshire Adversity, Trauma and Resilience Programme<sup>5</sup>, jointly delivered by West Yorkshire Health and Care Partnership and West Yorkshire Violence Reduction Partnership. By working together across districts the West Yorkshire Adversity, Trauma and Resilience Programme aims to help prevent trauma and mitigate harm by:

- understanding our services better
- understanding the needs of our population
- preventing re-traumatisation and offering better care for all that is equitable and accessible

A system that is trauma informed creates safe, inclusive and responsive services for all those who work and access them.

## Population of West Yorkshire

### Ethnicity, Language and Religion

- West Yorkshire has a population of over 2.3 million people living in the five metropolitan districts of Bradford, Calderdale, Kirklees, Leeds and Wakefield, the most populous being Leeds, accounting for over one third of the total population (just under 800k).
- Just under a third of the West Yorkshire population are under 24 (705.5k) and almost 17% are over 65 (just under 400k). The population of West Yorkshire is projected to grow by 8% to more than 2.5 million by 2043.
- West Yorkshire has amongst the most ethnically diverse communities in the country. The population of West Yorkshire who identify as being from an ethnic minority has increased by 35% compared to an increase of 38% in England as a whole. At least 23% of the population now identifies as being from a minority ethnic background, with the largest BAME communities being of Asian origin.
- In 2021, 91.3% of West Yorkshire residents aged 3 and over spoke English as their main language, higher than the England average (90.8%). Within West Yorkshire, Calderdale has the greatest share of the resident population who speak English as their main language (95.4%), whilst Bradford has the lowest (88.6%)
- In 2021 Urdu was the most commonly spoken non-UK language in West Yorkshire, followed by Panjabi and Polish. In 2011 Panjabi was the most commonly spoken non-UK language. 1 in 10 Urdu or Panjabi speakers in England live in West Yorkshire.

Census 2021 Topic Summary: Ethnicity, Language & Religion <https://www.westyorks-ca.gov.uk/media/9664/census-2021-ethnicity-language-religion.pdf>

### Sexual Orientation and Gender Identity

- 89.3% of West Yorkshire residents aged 16 and over identified as being Straight or Heterosexual, compared to 89.4% in England as a whole.
- 60,368 people, 3.2% of West Yorkshire residents identified as LGB+, with just under half (46%) living in Leeds (4.2% of people aged 16 and over identify as LGB+).



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- 28,246 West Yorkshire residents (aged 16 and over) identified as Gay or Lesbian (1.5% of the population) and 25,550 identified as Bisexual (1.36% of the population), slightly higher than the England average.
- 4,604 West Yorkshire residents identified as Pansexual, 1,022 identified as Asexual and just under 600 identified as Queer, whilst 351 identified as another sexual orientation.

Census 2021 Topic Summary: Sexual Orientation & Gender Identity <https://www.westyorks-ca.gov.uk/media/9681/census-2021-sexual-orientation-gender-identity.pdf>

### Health, Disability and Unpaid Care

- In 2021, 47.2% of the population of West Yorkshire (1.1m people) reported being in very good health, slightly lower than the England average of 48.5%. Just over 132k West Yorkshire residents (5.6% of the population) reported being in either bad or very bad health.
- 414k people in West Yorkshire were disabled under the Equality Act which equates to 17.6% of the population. 232k people in West Yorkshire reporting being disabled with their day-to-day activities limited a lot. In 2021, there were 321k households (33.0%) in West Yorkshire which included at least one disabled person (up from 310k (33.6%) in 2011)
- At the time of the 2021 Census, 194k residents (aged 5 years and over) in West Yorkshire, 8.8% of the population, were providing some unpaid care a week.

Census 2021 Topic Summary: Health, Disability & Unpaid Care <https://www.westyorks-ca.gov.uk/media/9817/census-2021-health-disability-unpaid-care.pdf>

### Business and employment

- West Yorkshire has an employed workforce of 1.1 million and around 95,000 businesses. In addition, West Yorkshire is the United Kingdom's largest regional finance centre and contains more manufacturing jobs than anywhere in the north. West Yorkshire is largely self-contained, with 90% of residents working within the area and 90% of jobs in the area being undertaken by local residents. Around 200,000 jobs in West Yorkshire, or 20% of the total, pay below the Real Living Wage. The percentage increases to 37% for part-time workers. West Yorkshire also has a deficit of the highest paying jobs.
- More than 1 in 5 people in West Yorkshire (equivalent to more than half a million people) live in neighbourhoods within the 10% most deprived in England (Index of Multiple Deprivation 2019, indicating that there are many areas with significant issues relating to unemployment, poor education, health, housing, income and the living environment and these also tend to be the areas where crime is highest. The deprivation profile of our region has remained relatively unchanged between 2004 and 2019, reflecting the existence of pockets of persistent deprivation. The most disadvantaged areas are clustered around town and city centres and their periphery. A key issue of concern is that residents from an ethnic minority group are almost twice as likely as the population as a whole to live in areas of the most acute deprivation in our region, meaning that around a third of residents in the most deprived neighbourhoods are from an ethnic minority group.

## Equity, Diversity and Inclusion

Under the Equality Act 2010, the West Yorkshire Combined Authority has an ongoing legal duty to pay 'due regard' to the need to: eliminate unlawful discrimination, harassment and victimisation and other prohibited conduct; advance equality of opportunity between different groups (those who share a protected characteristic and those who do not); and foster good relations between different groups.

The provider must:

- Act in accordance with this duty, as well as the more general provisions of the Equality Act.
- Understand the diversity of West Yorkshire and ensure the service is accessible focus and commitment to equity, diversity, and inclusion (EDI).
- To proactively, and through an intersectional lens, consider how interventions are supported and embedded both within the organisation and in work with local communities and partners, to achieve quality social and inclusion outcomes.
- Actively attract, nurture, and retain a diverse and talented workforce.



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**Find out more**  
[westyorks-ca.gov.uk](https://westyorks-ca.gov.uk)

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All information correct at time of writing