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## **Report of the Police & Crime Commissioner to the Chair and Members of the Cleveland Police & Crime Panel**

**5 February 2014**

### **Quarterly Performance Report (October – December 2013)**

#### **1 Purpose of Report**

- 1.1 To provide an update of performance scrutiny undertaken by the Police & Crime Commissioner for Cleveland during the period October – December 2013, for the 2013 calendar year and for the current year to date (April – December 2013).

#### **2 Priorities of the Police & Crime Commissioner for Cleveland**

- 2.1 The priorities of the Police & Crime Commissioner (PCC) for Cleveland, as set out in the Police & Crime Plan 2013-17, are:
- Retaining and Developing Neighbourhood Policing
  - Ensuring a Better Deal for Victims & Witnesses
  - Diverting People from Offending, with a focus on Rehabilitation and the Prevention of Re-offending
  - Developing Better Co-ordination, Communication and Partnership between Agencies - to make the Best Use of Resources
  - Working for Better Industrial and Community Relations
- 2.2 Cleveland Police developed Operational Plans for the first year of the Police & Crime Plan that sets out priority areas to support the Police and Crime Commissioner's priorities. In developing these plans, the PCC has taken account of public consultation, listened to partners and considered current levels of crime and disorder.

2.3 The table below shows how the priorities of Cleveland Police support the Commissioner's priorities:

<b>PCC Objective</b>	<b>Force Priority</b>	<b>Area of Focus / Measurement</b>
Retaining and Developing Neighbourhood Policing	Reduce Neighbourhood Crime	<ul style="list-style-type: none"> <li>• Antisocial Behaviour (ASB) &amp; Criminal Damage</li> <li>• House Burglary</li> <li>• Personal Robbery</li> </ul>
Ensuring a Better Deal for Victims & Witnesses	Improve Services to Victims And Witnesses	<ul style="list-style-type: none"> <li>• Quality Of Service</li> <li>• Repeat Victimization</li> </ul>
	Protecting People	<ul style="list-style-type: none"> <li>• Sexual Exploitation of Children</li> <li>• Hate Incidents</li> <li>• Sexual Offending</li> <li>• Domestic Abuse</li> <li>• High Risk Missing People</li> </ul>
Diverting People from Offending, with a focus on Rehabilitation and the Prevention of Re-offending	Reduce Offending and Prevent Re-offending	<ul style="list-style-type: none"> <li>• Restorative Justice</li> <li>• Integrated Offender Management</li> <li>• Sexual And Violent Offenders</li> </ul>
	Tackle Serious and Organised Crime	<ul style="list-style-type: none"> <li>• Organised Crime Groups</li> <li>• Criminal Use Of The Roads</li> <li>• Proceeds Of Crime</li> </ul>
Developing Better Co-ordination, Communication and Partnership between Agencies - to make the Best Use of Resources	Effective Use of Resources	<ul style="list-style-type: none"> <li>• Force Structure</li> <li>• Develop Our Leaders</li> <li>• Effective Partnerships</li> <li>• Acting Professionally</li> </ul>

2.4 This report will update the Panel of performance information relating purely to the priorities of the Police & Crime Commissioner. This may include performance data or actions that have been undertaken by the Office of the PCC to hold the Chief Constable to account.

### **3 How the Commissioner Monitors Performance**

3.1 The Performance Management Framework of the PCC ensures analysis and scrutiny of priority performance, as part of overall performance management activities. This is undertaken via a number of means which are described briefly below:

#### *Weekly Meetings with the Chief Constable*

3.2 The PCC and Chief Constable meet weekly to consider current and future issues, including performance management, via a structured agenda. The actions from each meeting are recorded and published on the 'Force Accountability' page of the PCC's website to aid transparency.

### *Monthly Crime Performance Monitoring*

- 3.3 Monthly police performance data is made available to the Office of the PCC for a large number of strategic policing and organisational areas. The Office of the PCC prepares a summary of headlines across a wide range of crimes and antisocial behaviour with Cleveland's positioning against other Forces and Most Similar Groups (MSGs), informed by the crime statistics. Other information such as public confidence and victim satisfaction levels are made available when published quarterly.

### *Strategic Performance Group Attendance*

- 3.4 The PCC attends the Strategic Performance Group (SPG), chaired by the Deputy Chief Constable and attended by Senior Police Officers and the Crime Registrar. Monthly content includes: Year-to-date analysis of Operational Policing Priorities, Crime & Antisocial Behaviour Performance, Public Confidence and Victim Satisfaction Levels, Arrest and Custody data, National Crime Recording System (NCRS) and Victim Code of Practice (VCOP) compliance, and results from thematic audits of National Standard for Incident Recording (NSIR) counting rules.

### *PCC Quarterly Performance Scrutiny Meetings*

- 3.5 Every month, the PCC holds themed Scrutiny Meetings with the Force and/or partners. The first month involves scrutiny of the crime data performance. Month two assesses corporate health, such as financial and human resource indicators. The third month looks at commissioning and partnerships, and then the cycle repeats.
- 3.6 At Performance Scrutiny Meetings, focussed questions are posed of the Deputy Chief Constable regarding quarterly crime data, ASB statistics and public satisfaction levels and a review of the latest monthly Performance Exception Report. All meeting documents are posted on the PCC's website to aid transparency.
- 3.7 At the most recent meeting (28 November), relating to second quarter (October – December 2013) and year to date (April - September 2013), the PCC posed questions relating to Force and Local Policing Area (formerly known as District) issues, namely:
- Decreases in Violent Crime, Domestic Burglary and Forgery
  - Increases in Vehicle Crime, Shoplifting and Other Theft
  - Increases in ASB (hot spots, causes, operations, collaborative working, repeat offenders, impact of triage, PCSO shift patterns)
  - Reporting and Outcomes in Hate Crime, and
  - Increases in the "fear of Crime/ASB levels" in the Public Confidence Survey.
- 3.8 The responses to these questions are shown in Appendix 1. The next Performance Scrutiny Meeting takes place on 28 February 2014.

## **4 Performance Against the PCC's Key Priorities**

4.1 Performance measures for the PCC's priorities are set out in the Police & Crime Plan 2013-17. Each priority is listed below with relevant update information.

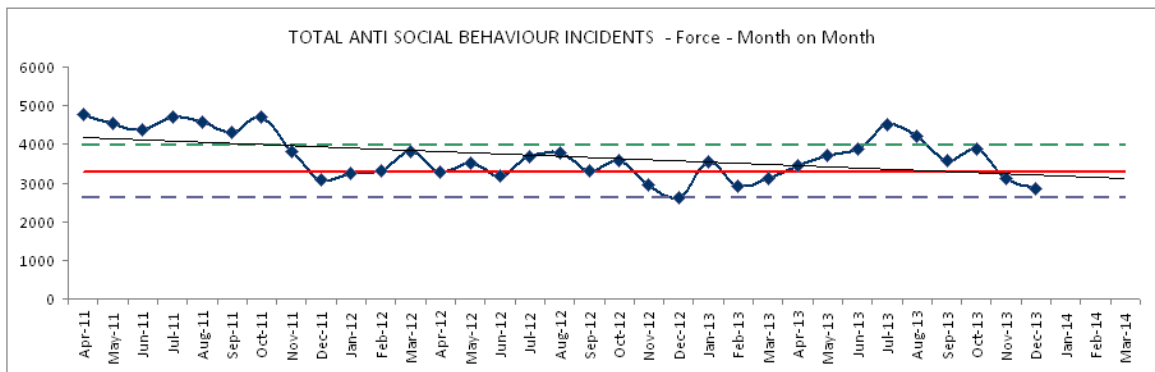
### **4.2 PCC Priority 1: Retain and Develop Neighbourhood Policing**

#### *Recorded Crime Statistics*

- 4.3 In April 2013, Cleveland Police set a target to reduce the number of publicly reported crimes (against a baseline position of 35,144 offences recorded during 2012-13) over three years.
- 4.4 For the period October – December 2013, levels of Publicly Reported Crime (where there is a victim) decreased by 6.1% (572 less offences) with Total Crime (Publicly Reported Crime and Police Generated Crime) decreasing cumulatively by 6.4% (663 offences) against the same period in 2012-13.
- 4.5 For the 2013 calendar year (Jan – Dec 2013), Publicly Reported Crime reduced by 1.5% (543 less offences) and Total Crime was down by 2.1% (832 less offences) against the 2012 calendar year.
- 4.6 For the year to date (April – December 2013), Publicly Reported Crime decreased by 0.1% (32 less offences) with Total Crime down 1% (308 offences) against 2012-13 levels.
- 4.7 A breakdown of Publicly Reported Crime and Total Crime for these periods is shown in Appendix 2.

#### *Antisocial Behaviour (ASB)*

- 4.8 For 2013-14, Cleveland Police has set a target to reduce the number of Antisocial Behaviour (ASB) incidents when compared to 2012-13.
- 4.9 For the period October – December 2013, levels of ASB rose by 7.6% (693 more offences) across Cleveland, measured against the same period in 2012-13. This breaks down as Personal ASB (down 11.2%, 318 less incidents), Nuisance ASB (up 16.4%, 999 more incidents) and Environmental ASB (up 4.8%, 12 more incidents).
- 4.10 For the 2013 calendar year (Jan – Dec 2013), ASB rose by 6.1% (2476 more offences) against the 2012 calendar year. This breaks down as Personal ASB (down 19.9%, 2695 less incidents), Nuisance ASB (up 19.9%, 5011 more incidents) and Environmental ASB (up 12.2%, 160 more incidents).
- 4.11 For the period April – December 2013, overall ASB levels increased by 10.9% (3251 more incidents) against the same period in 2012-13. This breaks down as Personal ASB (down 18.6%, 1898 less incidents), Nuisance ASB (up 26.1%, 4918 more incidents) and Environmental ASB (up 25.8%, 1 more incidents).



*Antisocial Behaviour Incidents in Cleveland by Month (since April 2011)*

4.12 During 2013, Cleveland experienced increasing levels of ASB from February to July but these levels have decreased monthly since August, despite a slight increase in October. This can be shown in the ASB trend graph shown above.

*Local Public Confidence Survey*

4.13 The 'Local Public Confidence Survey' provides a structured means of obtaining feedback from local residents about the problems they face in their neighbourhood and their perception of how Cleveland Police are dealing with these problems. The survey is conducted via telephone interviews amongst a random sample of local people, irrespective of whether or not they have had any previous contact with the police. Whilst the survey script has been developed locally, some of the questions asked aim to replicate those asked via the Crime Survey for England and Wales. Performance is currently monitored via the following headline indicators:

- Perceptions of Police Performance
- Fear of Crime and Quality of Life
- Dealing with Local Concerns
- Perceptions of Antisocial Behaviour

4.14 Local Public Confidence levels for the period January - December 2013 state:

- **84.7%** of people have confidence in Cleveland Police (-0.6% based against last quarter levels (Sept 12 – Sept 13)),
- **71.9%** have confidence in Cleveland Police and their Local Authority (-0.4%),
- **63.7%** think that Cleveland Police do a 'good' or 'excellent' job (-1.0%),
- **16.9%** feel that their quality of life is affected by the fear of crime/ASB (+0.8%),
- **5.5%** perceive there to be a high level of ASB in their area (+0.1%).

*Crime Survey of England and Wales*

4.15 The Crime Survey for England and Wales measures the extent of crime in England and Wales by asking people whether they have experienced any crime in the past year.

- 4.16 The Crime Survey records crimes that may not have been reported to the police and is used alongside the police recorded crime figures to show a more accurate picture of the level of crime in the country. The results from the Crime Survey for England and Wales are published quarterly by the Office for National Statistics and are normally four months retrospective.
- 4.17 The latest results of the Crime Survey of England and Wales relate to the period October 2012 to September 2013:
- **62.5%** of people think that Cleveland Police and Local Authority are dealing with the crime and antisocial behaviour issues that matter locally. This level is up 1.9% points with a national position of 15<sup>th</sup> (up 1 place) against previous quarter levels (July 12 – June 13).
  - **64.6%** of people think that Cleveland Police in this area are dealing with the issues that matter locally. This level is up 0.4% points with a national position of 13<sup>th</sup> (down 1 place).
  - **62%** of people think that Cleveland Police are doing a good or excellent job. This level is up 1.4% points with a national position of 23<sup>rd</sup> (up 2 places).
  - **71.3%** of people, taking everything into account, have confidence in Cleveland Police. This level is up 0.8% points with a national position of 34<sup>th</sup> (up 2 places).

*Third Quarter PCC Obligations to Support Neighbourhood Policing*

- 4.18 During the third quarter of 2013-14, the PCC fulfilled the following obligations to retain and improve neighbourhood policing:
- Following meetings with members of the rural community, the PCC established 'FarmWatch' across the Cleveland area, hosting a regional Rural Crime Conference in November.
  - In November, awarded £19,750 to support twelve local voluntary and charitable community projects via the Police Property Act Fund.
  - Launched a monthly e-newsletter in October, which outlines initiatives, local news and community meetings with the PCC, and
  - Attended 7 community meetings as part of the *Your Force Your Voice* initiative, publishing responses to public questions on the PCC website.

**4.19 PCC Priority 2: Ensuring a Better Deal for Victims & Witnesses**

*Victim Satisfaction Levels*

- 4.20 The latest findings from the Victim Satisfaction Survey for the period January – December 2013 states 84.4% of victims are satisfied with the service provided by Cleveland Police (up 0.2% based against the period of Oct 2012 - Sept 2013). The satisfaction sub-categories break down as follows:
- Ease of Contact – 97.2% (up 0.2% against previous period (see above))
  - Actions Taken - 82.5% (down 0.2%)
  - Kept Informed of Progress - 72.6% (no change)
  - Treatment by Staff - 92.9% (up 0.6%).

### *Third Quarter PCC Obligations to Support Victims and Witnesses*

- 4.21 During the third quarter of 2013-14, the PCC fulfilled the following obligations to ensure a better deal for victims and witnesses:
- The PCC and Crown Prosecution Service hosted an event for diverse community groups across Cleveland to discuss hate crime, stop & search, complaints, victim support and the criminal justice system.
  - The three North East PCCs from Cleveland, Durham and Northumbria launched a regional strategy on 10<sup>th</sup> December to tackle Violence against Women and Girls (VAWG), after commissioning the North East Women's Network to carry out consultation with victims and service providers.
  - Launched a poster campaign focusing on 'Mate Crime', the name given to incidents where vulnerable people are befriended by others who then take advantage of them, either financially, emotionally or in more extreme cases, sexually.
  - Published a dedicated *Victims of Crime Information* page on the PCC website to provide information about the route a crime takes through the criminal justice system and options available to assist victims going forward (i.e. *Victims Code of Practice, Victims Right to Review*, etc.).

### **4.22 PCC Priority 3: Diverting People from Offending, with a focus on Rehabilitation and the Prevention of Re-offending**

#### *Restorative Justice*

- 4.23 Restorative Justice (RJ) was launched in Cleveland in April 2013 as an alternative means of disposal for a number of offences committed by Under 18.
- 4.24 The offences covered by RJ are *Other Theft & Burglary, Vehicle Crime, Common Assault, Criminal Damage/Arson, Minor Robbery, Minor Drug Crimes, Antisocial Behaviour, Public Order, Harassment and Neighbour & Family Disputes*.
- 4.25 An example of an RJ conference, where the perpetrator meets the victim as part of the healing process, during the last quarter involved a 13 year old offender who had stolen from a supermarket.
- 4.26 They apologised to the store manager who explained how shoplifting can affect staff. Reparation work is currently being agreed however it was outlined that the conference had been very worthwhile by both parties.
- 4.27 The table below outlines the number of RJ Interventions recorded in Cleveland from October – December 2013.

Month	Hartlepool	Middlesbrough	Redcar & Cleveland	Stockton	Total
April	2	4	6	15	27
May	8	12	14	18	52
June	6	15	13	10	44
July	6	12	12	27	57
August	15	9	1	14	39
September	15	12	9	21	57
October	12	13	11	21	57
November	8	20	12	16	56
December	5	17	10	23	55
<b>Total</b>	<b>77</b>	<b>114</b>	<b>88</b>	<b>165</b>	<b>444</b>

*Restorative Justice Interventions in Cleveland for the year to date (April – December 2013)*

### *Third Quarter PCC Obligations to Divert from Offending and Re-offending*

- 4.28 During the third quarter of 2013-14, the PCC fulfilled the following obligations to divert people from offending and prevent re-offending:
- On 10 October, the PCC hosted a multi-agency workshop to improve co-ordination and collaboration in Restorative Justice, focussing on the service and interaction with victims.
  - Launched a Restorative Justice project in Hartlepool to enable victims of crime and their perpetrators to move on and have a brighter future.
  - Promoted the use of Foodbanks to support struggling families who could turn to shoplifting.

### **4.29 PCC Priority 4: Developing Better Co-ordination, Communication and Partnership between Agencies - to make the Best Use of Resources**

- 4.30 The Office of the PCC is informed by performance data from each its criminal justice partners, engages individually through regular structured meetings and collectively via the Cleveland & Durham Local Criminal Justice Board.

### *Third Quarter PCC Obligations to Support Agency Partnership*

- 4.31 During the third quarter of 2013-14, the PCC fulfilled the following obligations to develop better co-ordination, communication and partnership between agencies:
- Combined with 12 Police & Crime Commissioners from across England and Wales in a joint letter to the Secretary of State condemning the privatisation of probation services.
  - On 14 October, the PCC successfully hosted Cleveland's first Criminal Justice Volunteers Fair at Teesside University to promote volunteer opportunities with the PCC Office, Cleveland Police, Courts, Probation, Youth Offending Teams and other crime prevention and victim support organisations. Over 900 expressions of interest were registered at the event.



- On 17 October, the PCC launched a multi agency Safe Place Scheme which sees community venues such as shops, libraries or sports centres being nominated as a safe place for vulnerable people if they feel unsafe and need help and support.
- Supported National Personal Safety Day in Hartlepool at an event hosted by SkillShare North East, aimed at reducing the fear of crime and highlighting ways to be safer in daily lives.

#### **4.32 PCC Priority 5: Working for Better Industrial and Community Relations**

4.33 The Office of the PCC monitors Force data relating to capital investments, revenue expenditure, treasury management, sickness, time off in lieu (TOIL) and rest days in lieu (RIDL), which are presented and scrutinised at the quarterly Finance, Resource and Policy meeting.

4.34 The PCC monitors the embedding of Equality, Diversity and Human Rights legislation, both as an employer and an emergency service provider, via monthly Equality and Diversity reports, attendance at Force Equality meetings, Staff Forums and updates to the Force Equality and Diversity Action Plan.

#### *Third Quarter PCC Obligations to Enhance Industrial and Community Relations*

4.35 During the third quarter of 2013-14, the PCC fulfilled the following obligations to work for better industrial and community relations:

- On 8 November, the PCC became the first northern and one of first Police Commissioners nationally to be accredited as a Living Wage Employer.
- On 16 October, the Safe Place Scheme was launched which sees community venues such as shops, libraries or sports centres being nominated as a safe place for vulnerable people to go if they feel unsafe and need help and support.
- Supported the Middlesbrough Retail Crime Partnership campaign to stamp out shoplifting and anti-social behaviour in the town centre.
- Continued to develop new models of working and enhance leadership skills through Project Orbis, Business Transformation Projects.
- Ensure a balanced budget is achieved through scrutiny of the Force's finances.
- Prepare Stage 2 transfer arrangements which come into effect from 1 April 2014.

## **5 Finance**

5.1 There are no further financial implications arising from this report.

## **6 Risk**

6.1 There are no further risk implications arising from this report.

## **7 Diversity and Equal Opportunities**

7.1 There are no further diversity or equal opportunities implications arising from this report.

## **8 Recommendations**

8.1 This quarterly performance report is noted.

**Barry Coppinger**  
**Police & Crime Commissioner for Cleveland**

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Author of Report:

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## PCC Scrutiny Performance Questions (April - September 2013)

*As part of the scrutiny process, the PCC asked the following questions of the Force to provide responses for the Performance Scrutiny Meeting, held on 28 November 2012, which assessed crime performance during the second quarter and the Year to Date (April – September 2013).*

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1. The Force has seen a reduction of 8.6% in Violent Crime (295 less crimes) particularly in the category of Violence with Injury in the second quarter against 2012-13 levels. What has the Force done differently to achieve this positive position?
  - **There have been no significant changes in Force practices that explain the decrease in violence, except for activity that builds on the strong foundations built over recent years. However, activity continues to tackle violence linked to the night time economy.**
  - **Domestic Violence accounts for a significant proportion (33.1%) of all violent crime. The merging of the Vulnerability Units into the Protecting Vulnerable People Unit has provided greater flexibility to deploy detectives to investigate cases of domestic abuse. Improvements to the MARAC system are aimed at reducing the number of repeat victims who are suffering more serious domestic abuse including assaults.**
  
2. All Theft has increased by 6.3% (638 more crimes) compared to last year with observed increases in Vehicle Crime, Shoplifting and Other Theft. What is the Force doing to combat further increases in these areas?

### Vehicle Crime

- **Targeted deployments of staff are co-ordinated through the Pacesetter and Tasking and Coordinating Group (TCG) processes.**

### Shoplifting

- **Each of the 4 Local Policing Areas (LPAs) is working in partnership with retailers to tackle shoplifting. For example Hartlepool has well established processes including “adopt a shop” where PCSOs / Neighbourhood officers are allocated retailers who are experiencing shoplifting and work with them providing support to improve security and tackle offenders. The Middlesbrough Retail Crime Partnership has also recently been launched and is the culmination of many months of planning. Examples of good practice from these initiatives will be shared across the Force through the Shoplifting Group.**

### **Other Theft / Acquisitive Crime**

- **Specific crime trends/hot spots are identified through the Pacesetter process and through additional analytical work which can be commissioned directly by the LPA Commanders. The TCG process also identifies hot spot areas and target criminals. Good practice is shared across the force and activity is co-ordinated where criminals work across more than one LPA.**
  - **There are a number of operations in place across the force to tackle acquisitive crime and other theft, such as days of action providing targeted patrols and specific crime types, including plain clothes officers' activity.**
  - **Second hand dealers and other potential outlets for stolen goods are visited and monitored to deter criminals from using these outlets to dispose of stolen goods. The retailers are aware they are being monitored to deter them from accepting suspect items and to report to the police individuals who they suspect may be trying to sell stolen goods.**
  - **The Community Drug Enforcement Team (CDET) was formed on the 11<sup>th</sup> November 2013, and part of their remit is to target drug dealers who are either, accepting stolen goods as payment for drugs or who may themselves be involved in other forms of criminality.**
  - **The Force has a designated lead for metal theft who is working with the 4 Local Authorities who are processing applications for individuals to be licensed as either mobile collectors or Scrap Metal Dealers. The new Scrap Metal Dealers Act goes live on 1<sup>st</sup> December and will give the Force additional tactical options to tackle this problem.**
3. Domestic burglary continues to fall with year to date figures showing a decrease in all Districts, with the exception of Hartlepool (+3.2%, an additional 5 offences). Has focussed policing provided this downturn?
- **The Force provides crime prevention advice, heightened awareness and reassurance around police activity in targeted areas where there have been domestic burglaries.**
  - **The Force focuses on subjects who are actively committing crime in a particular area, providing opportunities for timely interventions when a burglary is reported e.g. if a burglary is reported as having just occurred, the TCG targets can be identified and visited immediately to ascertain their whereabouts and description of clothing etc.**
  - **Each of the 4 LPAs have plain clothes patrols focused on hot spot areas and suspected burglars, and were possible to make arrests during the night to allow detectives to carry on the investigation the following day.**
4. Forgery has seen a dramatic decrease of 95.6% (174 less crimes) against 2012-13 levels. What accounts for this large decrease?
- **In 2012/13, the Home Office National Crime Recording Standard (NCRS) category was Fraud and Forgery, which encompassed fraud, including making off without payment, and forgery offences. Since 1<sup>st</sup> April 2013 all**

frauds are now reported to Action Fraud, and making off without payment is now counted in the category Other Theft.

- **The following crime types are the only ones in the Home Office NCRS Forgery category: Forgery or use of Drug Prescription; Other Forgery (mainly counterfeit currency); Possession of False Documents, and Fraud, Forgery etc associated with Vehicle or Driver Record.**
- **At the current rate of recording there will be a circa 50% reduction in the category of forgery. There is no clear explanation for the reduction, but it is likely that some offences involving counterfeit currency have been reported to, and recorded by, Action Fraud as a fraud, particularly those where persons have paid for goods obtained by way of counterfeit notes.**

5. There has been a continued rise in ASB (up 11.6%, 2407 more offences than 2012-13 levels). The Force is projecting an increase in ASB at the end of year of 17.2% (6793 additional incidents). Cleveland is also listed as the worst force area for incidents of ASB in the UK with a rate of 70.9 incidents (per 1000 residents) well above the national average of 40.08 incidents.

Have the force identified any key hot spots?

- **ASB hotspots are identified through the TCG and Pacesetter processes. The intelligence systems also show ASB data and can be used to identify repeat locations.**

Have the force identified cause?

- **The summer period showed a considerable increase in ASB, this can be linked to the hot weather, increased alcohol consumption, barbecues, etc. The Fire Service has seen a similar increase in activity with a considerable increase in the number of deliberate ignitions over the summer months. The trend for ASB in all 4 LPAs is downward.**

What operations will be in place to resolve the upturn?

- **An Operation to tackle ASB and criminal damage linked to 'Mischief Night', Halloween and Bonfire nights was carried out and was successful in reducing levels of criminal damage and ASB during this period. Additional Operations or targeted patrols will be implemented in response to changes in the intelligence picture around ASB.**

What examples of collaborative working are impacting in ASB?

- **The TCG process is a multi-agency process and partners can contribute to efforts to tackle ASB however the effects of austerity measures on our partner's ability to support these activities cannot be ignored. Budget cuts have meant a reduction in the visibility of "officials" within our communities, for example the reductions in Street Wardens.**

Do we know what percentage of ASB is committed by repeat offenders?

- **Due to the way the data is recorded this figure cannot be readily obtained.**

Is the Youth Offending Service (YOS) triage system impacting on ASB?

- **It is hoped that the YOS triage system will eventually have a positive impact on ASB but it is too early to evaluate any degree of impact at this time.**

6. PCSOs shift patterns stop at 11.00pm. Incidents of ASB rise in certain areas after this time. PCSOs have voiced concerns they are not there when needed. What if any action is being taken?

- **The Head of Neighbourhood & Partnership Policing is keen to review the role of PCSOs, looking at increased flexibility to their deployments and the roles and tasks they perform.**

7. Hate Crime has seen a rise in reporting but a drop in positive outturns from 45.3% in 2012-13 to a 39.6% in 2013-14. The increase in reported incidents is a positive as it illustrates the force is more accessible. However, could this reduce alongside the fall in positive outcomes?

- **The hate crime numbers across the force area are low and therefore more susceptible to fluctuation with low numbers affecting the overall percentages.**
- **The Force is working with other agencies, third party reporting centres and the PCC to try and increase reporting of hate incidents which is believed to be under reported by victims in particular offences against disabled people.**
- **The Force's mobile data device (CUPID) has been updated to now include the facility to record hate incidents, making it easier for officers to do so. Throughout 2013 all front line officers have had hate crime training which has enabled them to identify a hate incident more effectively.**
- **The Force is looking at the specific cases and circumstances which may have had an impact on the positive outcome rate.**

8. The September 2013 Local Public Confidence Survey shows that the percentage of people whose quality of life is adversely affected by the fear of crime or ASB has increased from 14.8% to 16.1% over a three month period. Are there any campaigns that the Force should undertake to reduce this percentage?

- **There has been a significant amount of negative media coverage and commentary regarding, crime, ASB and the police over recent months. This has the potential to shape people's views and therefore influence how they respond to the survey.**
- **As a Force we will focus on delivering the best possible service that reduces harm across the communities we serve, this will lead to increased confidence.**

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DCC Iain Spittal  
28 November 2013

## Publicly Reported Crime Data (Second Quarter, 12 Months &amp; Year to Date)

Crime Type	OCTOBER - DECEMBER 2013				12 MONTHS (JANUARY – DECEMBER 2013)				YEAR TO DATE (APRIL – DEC 2013)			
	2013/14	2012/13	Change	% Change	2013/14	2012/13	Change	% Change	2013/14	2012/13	Change	% Change
<b>Violence Against The Person</b>	<b>1513</b>	<b>1711</b>	<b>-198</b>	<b>-11.6%</b>	<b>6116</b>	<b>6901</b>	<b>-785</b>	<b>-11.4%</b>	<b>4662</b>	<b>5151</b>	<b>-489</b>	<b>-9.5%</b>
<i>Violence With Injury</i>	934	981	-47	-4.8%	3624	4178	-554	-13.3%	2761	3060	-299	-9.8%
<i>Violence Without Injury</i>	579	730	-151	-20.7%	2492	2723	-231	-8.5%	1901	2091	-190	-9.1%
<b>Sexual Offences</b>	<b>142</b>	<b>117</b>	<b>+25</b>	<b>+21.4%</b>	<b>608</b>	<b>526</b>	<b>82</b>	<b>+15.6%</b>	<b>450</b>	<b>398</b>	<b>+52</b>	<b>+13.1%</b>
<i>Rape</i>	44	37	+7	+18.9%	192	172	20	+11.6%	151	133	+18	+13.5%
<i>Other Sexual Offences</i>	98	80	+18	+22.5%	416	354	62	+17.5%	299	265	+34	+12.8%
<b>Theft</b>	<b>5003</b>	<b>5195</b>	<b>-192</b>	<b>-3.7%</b>	<b>20533</b>	<b>20113</b>	<b>420</b>	<b>+2.1%</b>	<b>15701</b>	<b>15252</b>	<b>+449</b>	<b>+2.9%</b>
<i>Burglary - Domestic</i>	483	553	-70	-12.7%	1887	2276	-389	-17.1%	1440	1684	-244	-14.5%
<i>Burglary - Non Domestic</i>	595	642	-47	-7.3%	2527	2446	81	+3.3%	1943	1895	+48	+2.5%
<i>Robbery - Personal</i>	64	55	+9	+16.4%	233	239	-6	-2.5%	183	195	-12	-6.2%
<i>Robbery - Business</i>	6	9	-3	-33.3%	31	32	-1	-3.1%	22	26	-4	-15.4%
<i>Vehicle Crime (Inc Inter.)</i>	821	919	-98	-10.7%	3271	3159	112	+3.5%	2405	2385	+20	+0.8%
<i>Shoplifting</i>	1342	1357	-15	-1.1%	5316	4999	317	+6.3%	4042	3725	+317	+8.5%
<i>Other Theft</i>	1692	1660	+32	+1.9%	7268	6962	306	+4.4%	5666	5342	+324	+6.1%
<b>Criminal Damage &amp; Arson</b>	<b>2076</b>	<b>2283</b>	<b>-207</b>	<b>-9.1%</b>	<b>7854</b>	<b>8114</b>	<b>-260</b>	<b>-3.2%</b>	<b>5975</b>	<b>6019</b>	<b>-44</b>	<b>-0.7%</b>
<b>Publicly Reported Crime</b>	<b>8734</b>	<b>9306</b>	<b>-572</b>	<b>-6.1%</b>	<b>35111</b>	<b>35654</b>	<b>-543</b>	<b>-1.5%</b>	<b>26788</b>	<b>26820</b>	<b>-32</b>	<b>-0.1%</b>
<b>Total Crime</b>	<b>9744</b>	<b>10407</b>	<b>-663</b>	<b>-6.4%</b>	<b>39213</b>	<b>40045</b>	<b>-832</b>	<b>-2.1%</b>	<b>29806</b>	<b>30114</b>	<b>-308</b>	<b>-1.0%</b>

Links to other Force performance related information including: Official Cleveland Police Crime Statistics,, Neighbourhood Crime Statistics including outcomes (at postcode level), Cleveland Police Performance against English and Welsh Forces, Local and National Confidence Figures, and HMIC Inspection Outcomes & PCC Responses are listed on the PCC's website at: <http://www.cleveland.pcc.police.uk/Performance/Police-and-Partner-Performance.aspx>