



**Police & Crime Commissioner for Cleveland
Cleveland Police Headquarters
Ladgate Lane
Middlesbrough
TS8 9EH**

Email: pcc@cleveland.pnn.police.uk
Website: <http://www.cleveland.pcc.police.uk>

Police and Crime Commissioner:	Barry Coppinger	Tel: 01642 301653
Chief of Staff (Chief Executive & Monitoring Officer):	Simon Dennis BA, Solicitor	Tel: 01642 301653
Chief Constable:	Jacqui Cheer QPM	Tel: 01642 301215

Report of the Police & Crime Commissioner to the Chair and Members of the Cleveland Police & Crime Panel 24 July 2014

Quarter 1 2014-15 Monitoring Report on Progress against the Police and Crime Plan

1 Purpose of Report

- 1.1 To provide an update of performance scrutiny undertaken by the Police & Crime Commissioner for Cleveland to support the delivery of the priorities of the Police & Crime Plan for the first quarter of 2014-15.

2 Priorities of the Police & Crime Commissioner for Cleveland 2014-17

- 2.1 In April 2014, the Police & Crime Commissioner (PCC) for Cleveland launched the second Cleveland Police and their criminal justice partners. The priorities remain:
- 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 In developing his plan, the PCC has taken account of public consultation (via his *Your Force Your Voice* initiative), liaised and listened to partners and considered current levels of crime and disorder.

2.3 During 2013-14, the PCC was involved in the Force’s priority setting process and Cleveland Police in turn have revised their operational plans for the second year of the Police & Crime Plan.

2.4 The table below shows how the priorities of Cleveland Police support the Commissioner’s priorities:

Cleveland PCC Priorities	<ol style="list-style-type: none"> 1. Retaining and Developing Neighbourhood Policing 2. Ensuring a Better Deal for Victims & Witnesses 3. Diverting People from Offending, with a focus on Rehabilitation and the Prevention of Re-offending 4. Developing Better Co-ordination, Communication and Partnership between Agencies - to make the Best Use of Resources 5. Working for Better Industrial and Community Relations 		
Force Priorities	Safer Communities		
	Protecting People	Protecting Property	Tackling Serious & Organised Crime
Force Objectives	<p>To increase public confidence in reporting and reduce the harm suffered by our communities in relation to:</p> <ul style="list-style-type: none"> • Domestic Abuse • Sexual Offending • Child Abuse and Exploitation • Hate Crime • Violence • Antisocial Behaviour 	<p>Reduce the level crime suffered by our communities, particularly in relation to:</p> <ul style="list-style-type: none"> • House Burglary • Theft • Criminal Damage 	<p>To reduce the threat and impact caused by organised crime focusing activity on:</p> <ul style="list-style-type: none"> • Organised Crime Groups • Supply Of Controlled Drugs
What the Force will measure	<ul style="list-style-type: none"> • Domestic Abuse Incidents & Positive Outcome Rate • Incidents Involving a Crime • Sexual Offences & Positive Outcome Rate • Child Abuse Referrals • Hate Crime Positive Outcome Rate • Racially Or Religiously Aggravated Offences & Positive Outcome Rate • Violent Crime Incidents & Positive Outcome Rate • Robberies & Positive Outcome Rate • Antisocial Behaviour (ASB) Incidents • Repeat Victimization Rate For ASB 	<ul style="list-style-type: none"> • House Burglaries Positive Outcome Rate • Theft Offences Positive Outcome Rate • Criminal Damage And Arson Positive Outcome Rate • Repeat Victimization Rates 	<ul style="list-style-type: none"> • The percentage of people who perceive drug dealing or usage to be a problem in their local area (Local Confidence Survey) • The value of confiscation and forfeiture orders
Corporate Health Indicators	<ul style="list-style-type: none"> • Data Quality • Quality of Service • Integrity and Ethics • Effective Use of Resources • Leadership 	<ul style="list-style-type: none"> • Financial Stability • Partnership Working • Sustainable Operating Model 	

2.5 This report will update the Police & Crime Panel of scrutiny activity associated with the delivery of the priorities of the Police & Crime Commissioner. Supplied operational performance data will provide context.

3 Performance Management Framework of the PCC

3.1 The Performance Management Framework of the PCC ensures analysis and scrutiny of priority related performance data, as part of overall performance management activities.

3.2 The table below (taken from the Police & Crime Plan) outlines how the PCC measures success in regards to performance.

PCC OBJECTIVE	HOW THIS WILL BE MEASURED	WHAT THE PCC WILL DO
<p>Retain and develop Neighbourhood Policing.</p> <p>Outcome: Reduced Neighbourhood Crime</p>	<p>Analyse and scrutinise:</p> <ul style="list-style-type: none"> Publicly Reported Crime Data. Antisocial Behaviour levels. Public Confidence ratings. National and Most Similar Force Positions for Crime Categories. Performance measures associated with any commissioned services. 	<ul style="list-style-type: none"> Weekly accountability meetings with Chief Constable. Monthly attendance at the Strategic Performance Group. Quarterly Performance Scrutiny Meetings with the Force. Publication of Force Monthly Performance Exception Reports on the PCC website. Attend at least one local area meeting in each of the 82 wards. Commission services to assist in retaining and developing Neighbourhood Policing.
<p>Ensure a better deal for victims & witnesses. engagement with victims.</p> <p>Outcome: Improved Victim Satisfaction</p>	<ul style="list-style-type: none"> Analyse victim crime and satisfaction data supplied by our Force and partner agencies. Develop and deliver key actions identified through engagement with victims through the PCCs Victims Strategic Planning Group. Performance measures associated with any commissioned services. 	<ul style="list-style-type: none"> Establish Cleveland-wide groups to embed best practice in the support victims of crime. Generate support to influence the future developments and activities with our Force and partner agencies. Commission services to assist in ensuring a better deal for victims and witnesses.
<p>Divert people from offending, with a focus on rehabilitation and the prevention of reoffending.</p> <p>Outcome: Fewer People Reoffending</p>	<ul style="list-style-type: none"> Analyse all available offending data to develop diversionary initiatives within Cleveland. Measure the level of success of restorative justice interventions. Performance measures associated with any commissioned services. 	<ul style="list-style-type: none"> Establish a Young People's Strategic Planning Group to plan and commission services that prevents and diverts young people from becoming involved in crime. Develop a restorative justice approach with the Force and partner agencies. Commission services to assist in diverting people from offending, with a focus on rehabilitation and the preventing of reoffending.
<p>Develop better coordination, communication and partnership between agencies to make the best use of resources.</p> <p>Outcome: Successful Services Commissioned</p>	<ul style="list-style-type: none"> Measure the level and effectiveness of partnership working through agreed deliverables. Monitor partner performance data to inform the PCCs objectives. Performance measures associated with any commissioned services. 	<ul style="list-style-type: none"> Ensure resources are given priority at the front-line. Improve partnership working with relevant agencies (e.g. criminal justice, advisory groups, voluntary and community sector) and in the use of police volunteers. Commission services to develop better coordination, communication and partnership between agencies to make the best use of resources.
<p>Working for better industrial and community relations.</p> <p>Outcome: Organisational Stability</p>	<ul style="list-style-type: none"> Monitor all aspects of police human resources data (e.g. sickness levels, equality & diversity info). Monitor all finance data in respect of the police service with particular reference to capital investments, revenue expenditure and treasury management. Performance measures associated with any commissioned services. 	<ul style="list-style-type: none"> Establish stability in the Chief Constable's team. Develop new ways of working and prepare a balanced budget. Emphasise the importance of integrity and openness. Fight for the interests of Cleveland Police locally, regionally and nationally. Commission services to improve industrial and community relations.

3.3 The PCC facilitates scrutiny and accountability via the following forums:

PCC Quarterly Scrutiny Meetings

- 3.4 Every month, the PCC holds themed scrutiny meetings with the Force Executive Team and/or partners. The first month involves scrutiny of performance and consultation with month two assessing corporate health, such as financial and human resource indicators. The third month looks at commissioning and partnerships, and then the cycle repeats.
- 3.5 At performance scrutiny meetings, focussed questions are posed of the Deputy Chief Constable regarding crime data, ASB statistics and public satisfaction levels together with a review of the latest monthly Performance Exception Report. Despite these meetings being held in private, agendas and papers are retrospectively posted on the PCC's website to aid transparency.
- 3.6 There has been no performance scrutiny meeting since the last performance report to the Police & Crime Panel on 26 June. The next scrutiny meeting will take place on 15 August. Questions posed of the Force (with their responses) will be included in the Q2 2014-15 Performance Outturn Report in September.

Monthly Crime Performance Monitoring

- 3.7 Monthly police performance data is available for a large number of strategic policing and organisational areas. The Office of the PCC prepares a summary of headlines across a range of crime categories and Antisocial Behaviour, referencing Cleveland's national and Most Similar Group (MSG) positions, informed by the statistics. Other information such as public confidence and victim satisfaction levels are made available when published quarterly.

Attendance at the Strategic Performance Group

- 3.8 The PCC attends the Strategic Performance Group (SPG), chaired by the Deputy Chief Constable and attended by senior operational police officers and the crime registrar. Monthly assessment, by exception, incorporates:
- Year-to-date analysis of Operational Policing Priorities,
 - Crime & Antisocial Behaviour Performance,
 - Public Confidence and Victim Satisfaction Levels,
 - Arrest & Custody data,
 - Finance, Complaints and Sickness information,
 - National Crime Recording System (NCRS)
 - Victim Code of Practice (VCOP) compliance, and
 - Thematic Audits of National Standard for Incident Recording (NSIR) counting rules.

- 3.9 The PCC publishes public versions of SPG Performance Exception Reports each month on the *Force Accountability* page of the Cleveland PCC website.

Weekly Meetings with the Chief Constable

- 3.10 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 PCC's website.

4 Performance Against the Commissioner's Key Priorities

- 4.1 Performance measures for the PCC's priorities are set out in the Police & Crime Plan 2014-17. Each priority is listed below with relevant update information.

PCC Priority 1: Retain and Develop Neighbourhood Policing

Recorded Crime

- 4.2 The Force continues to measure against a three year target to reduce the number of publicly reported crimes, as projected to March 2016 against a 2012-13 baseline.
- 4.3 In the first quarter (Q1) of 2014-15, the Force achieved a reduction in Publicly Reported Crime (PRC) of 3.8%, with 334 less victims of crime than at this time last year.
- 4.4 Levels of Total Crime (TC), which include Police Generated Crime such as public disorder and drug offences, also reduced by 4.1% (410 less crimes) against Q1 levels in 2013-14. A breakdown of the Publicly Reported Crime and Total Crime statistics is shown in Appendix 1.
- 4.5 Cleveland's Local Policing Areas (LPAs) had the following outturns for crime performance in Q1 2014-15 against Q1 2013-14 - Hartlepool (PRC -4.5%, TC -4.6%), Middlesbrough (PRC -5.8%, TC -5.9%), Redcar & Cleveland (PRC +2.6%, TC +0.3%) and Stockton (PRC -5.6%, TC -4.9%).

Antisocial Behaviour

- 4.6 For 2014-15, the Force has set a target to reduce the number of 'personal' Antisocial Behaviour (ASB) incidents when compared to 2013-14.
- 4.7 For Q1 2014-15, ASB rose 8.8% (976 more offences) against the levels recorded in the first quarter in 2013-14. Cleveland's LPAs had the following outturns for ASB in Q1 2014-15 – Hartlepool (+1.5%, 28 more offences), Middlesbrough (+15.4%, 475 more offences), Redcar & Cleveland (+8.5%, 212 more offences) and Stockton

(+2.4%, 85 more offences). A breakdown of the ASB categories for the Force and its LPAs is in Appendix 2.

Local Public Confidence Survey

- 4.8 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 monitored via the following headline indicators - Perceptions of Police Performance, Fear of Crime & Quality of Life, Dealing with Local Concerns and Perceptions of ASB and Drug Dealing/Usage in their local area.
- 4.9 Local Public Confidence levels for the 12 months ending June 2014 state:
- **84.3%** of people have confidence in Cleveland Police (-0.1% based against last quarter levels (12 months ending March 2014))
 - **69.8%** have confidence in Cleveland Police and their Local Authority (no change)
 - **65%** think that Cleveland Police do a 'good' or 'excellent' job (+0.8%)
 - **17.3%** feel that their quality of life is affected by the fear of crime or Antisocial Behaviour (no change)
 - **6.8%** perceive there to be a high level of ASB in their area (+0.7%)
 - **15.7%** of people perceive drug dealing or usage to be a problem in their local area (+0.4%).

Crime Survey for England & Wales

- 4.10 The next update of the Crime Survey for England & Wales will be in August 2014 and will be included in the Q2 2014-15 Performance Outturn Report to the Panel in September.

PCC Obligations to Support Neighbourhood Policing

- 4.11 Below is a list of further activities undertaken by the PCC to retain and improve neighbourhood policing during the first quarter of 2014-15:
- In April, the PCC supported a national campaign to disrupt criminal activity and bring rogue traders and distraction burglars to justice.
 - The PCC accompanied police officers on two dawn drug raids in April (Middlesbrough) and June (Hartlepool) and was present at the incineration of over £1m of seized illegal drugs by the Community Drug Enforcement Team (CDET).
 - In May, the PCC visited the Cleveland Police Cadets in each of the four local policing areas and faced a wide range of questions about his role.

- From April to June 2014, the PCC attended 30 community meetings across Cleveland as part of the *Your Force Your Voice* initiative, publishing responses to public questions on the PCC website.

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

Victim Satisfaction Survey

- 4.12 The Victim Satisfaction Survey provides a structured means of obtaining feedback from victims of crime who have had direct experience of the service provided by Cleveland Police. The survey is conducted via telephone interviews amongst three victim groups: victims of domestic burglary, of vehicle crime and of violent crime. The survey is undertaken approximately 6-10 weeks following the initial report of a crime. The survey script follows a national template used by all police forces in England & Wales and is structured around 5 core questions, each asking respondents to rate their level of satisfaction with a specific aspect of service received. These are: (1) ease of contact, (2) actions taken, (3) being kept informed of progress, (4) treatment by staff and (5) the whole experience.
- 4.13 The Victim Satisfaction Survey for the 12 months ending June 2014, based against the 12 months ending March 2014, listed the following satisfaction levels:
- Ease of Contact – **96.4%** (down 0.7% against the previous period)
 - Actions Taken - **82.7%** (down 1.1%)
 - Kept Informed of Progress - **72.9%** (down 1.9%)
 - Treatment by Staff - **92.6%** (down 0.5%)
 - Whole Experience - **84.3%** (down 0.7%).

Commissioning of Victims Services

- 4.14 On 25 February 2014, the Ministry of Justice announced that a £12m Competed Fund will be made available to PCCs for commissioning services for victims. The total maximum amount of additional funding that any PCC can receive will equal their allocated budget for victims' services in 2014-15, which in Cleveland is £237K.
- 4.15 On 3 July 2014, the PCC was notified it had been successful in its bid and will receive the full amount, which is allocated as follows:
- £107,700 will provide body worn cameras for officers to enable effective evidence gathering, avoiding the need in some instances for testimony in court. Video-links to court buildings from neutral locations and the introduction of pre-trial therapy for victims of serious crime were also put forward in this project.
 - £63,200 will support projects to increase victim safety and reduce intimidation. These projects focus on keeping domestic violence victims safe and the introduction of a 'one-touch' emergency contact phone will ensure repeat victims can easily summon assistance and capture critical evidence.

This will be followed up by joint visits by Independent Domestic Violence Advisors (IDVA) and neighbourhood police officers, who provide a combination of reassurance and practical help.

- £29,000 will support young victims with schools being notified immediately where a pupil has experienced the trauma of domestic violence or abuse.
- £37,000 was awarded to 'Build Confidence and Awareness' providing a directory of services for the most vulnerable victims. Some of the funding will also be used to improve the reporting of Honour Based Violence and Forced Marriage.

4.16 From 1 October 2014, the majority of support services for victims will be provided at a local level by the Police and Crime Commissioner. This will replace the current model where services for victims are provided at a national level by the Government. Work has been commissioned to Safe in Tees Valley to accurately define the range of services available to victims across Cleveland. The results were received early July and will be fed into the appropriate victims networks.

PCC Obligations to Support Victims and Witnesses

4.17 Below is a list of further activities undertaken by the PCC to ensure a better deal for victims and witnesses during the first quarter of 2014-15:

- In May, the PCC launched a Disability Hate Crime Training DVD, which will highlight to police officers, staff and partner agencies, harrowing experiences of people with learning disabilities who have been victims of disability hate crime.
- The first training event for community ambassadors who will help to report and identify hate crime across Teesside was also launched.
- For a second year, Barry Coppinger supported Lesbian, Gay, Bisexual and Transgendered (LGB&T) communities from across Cleveland in demonstrating their determination to tackle hate crime as part of International Day against Homophobia and Transphobia (IDAHO).
- The Office of the PCC continues to host and facilitate forums such as the Tees Sexual Violence Strategic Group (TSVSG) and Victims Strategic Planning Group.

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

Youth Triage / Restorative Justice

4.18 Youth Triage is an intervention aimed at preventing the unnecessary introduction of young people (aged 10-17 years) to the criminal justice system which also looks to identify and address risks which may lead to future offending. The referral is case managed by a Service Manager where the following interventions may be considered.

- Referral to specific services, for example, drugs and alcohol
- Crime and consequences session

- Restorative Justice Intervention
- Reparative Justice Intervention
- Family Support, or
- Any other intervention which is deemed appropriate having considered the individual circumstances of the offence and the offender.

4.19 Restorative Justice (RJ) was launched in Cleveland in April 2013 as an alternative means of disposal for a number of offences committed by individuals who are under 18 years of age.

4.20 From April 2014, the scheme was extended to incorporate adults who have an appropriate, non offending background, and have been 'clear' of any criminal sanctions for the two years prior to a crime being reported. 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.*

4.21 During Q1 2014-15, there were 271 crime occurrences that were dealt with by means of a youth triage or a restorative justice intervention. The table below shows the breakdown of interventions by type and by local policing area.

April 2014	H	M	R&C	S	Total
Youth Triage	1	3	0	0	4
Youth Restorative Interventions	4	16	9	18	47
Adult Restorative Interventions	6	2	1	12	21
May 2014					
Youth Triage	2	0	12	2	16
Youth Restorative Interventions	6	26	6	19	57
Adult Restorative Interventions	4	4	8	16	32
June 2014					
Youth Triage	3	4	8	2	17
Youth Restorative Interventions	4	2	6	19	31
Adult Restorative Interventions	2	16	11	17	46
Total	32	73	61	105	271

Youth Triage & Restorative Justice Interventions (Q1 2014-15)

Howard League for Penal Reform

4.22 The Howard League for Penal Reform is a national charity working for less crime, safer communities and fewer people in prison. It was established in 1866 and is named after John Howard, one of the first prison reformers. It is also entirely independent of government and is funded by voluntary donations and membership subscriptions.

4.23 During Q1 2014-15, nationally the Howard League provided a critique of the proposed government reforms to judicial review, assessed the reasons behind the fall in child arrests in the UK (down 59% in the last five years) and the

implementation of the Zahid Mubarek Inquiry recommendations with the aim of making prisons safer places.

- 4.24 The PCC will continue to monitor any further analysis undertaken by the Howard League which may affect offending and re-offending rates in our local areas.

Arrest Referral

- 4.25 Arrest referral is a pathway into services from a criminal justice setting and assists the transition from what are normally chaotic lifestyles to treatment, with a view to reducing offending behaviour. It is aimed at persons in custody whose offending and/or antisocial behaviour is linked to alcohol misuse and in some cases drug abuse. Arrest referral workers are based in police custody areas and offer an opportunity for early intervention, to engage at the point of arrest, when the motivation to change can be heightened.
- 4.26 Up to 31 March 2014, arrest referral services in Cleveland were provided through a 5 year contract with an external provider. In January 2014, the PCC considered numerous options and made a decision that on contract completion, Cleveland Police would provide an internal arrest referral service, with a saving of around £450k per year against the cost of the current contracted service. It was also affordable within the expected budget for 2014-15.
- 4.27 Since April 2014, the Force have appointed three arrest referral operatives, who are based at Middlesbrough and available to Hartlepool custody, will review detainees, select those suitable for mandatory drug testing and refer to partner agencies. Two further operatives will be appointed in the coming weeks.

PCC Obligations to Divert from Offending and Re-offending

- 4.28 Below is a list of further activities undertaken by the PCC to divert people from offending and prevent re-offending during the first quarter of 2014-15:
- From 1 April 2014, the PCC is funding a Restorative Justice Co-ordinator role for a two year period within Cleveland Police, who will lead a programme of long term RJ development, whilst also providing suitable advice and guidance. One of the key aspects will be to promote RJ throughout the force, partner agencies and communities.
 - On 29 April 2014, the PCC launched the use of GiveItAGO (a diversionary activities mobile website) at the Middlesbrough FC Kicks programme. Part funded by the Commissioner, Erimus Housing and Hartlepool and Stockton Community Safety Partnerships, the GiveItAGO initiative was originally thought to be solely in the remit of keeping young people out of trouble, however as the project has developed it has quickly been realised that everyone of all walks of life enjoy activities of one form or another and can benefit from using the application.

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

Criminal Justice Partners

- 4.29 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.
- 4.30 The Cleveland PCC website contains links to publicly available partner performance data which includes information from Crown Prosecution Service, National Probation Service, Youth Offending Service, Her Majesty's Courts & Tribunals Service and Her Majesty's Prison Service. Links are also provided to overall criminal justice statistics reports which consolidate criminal statistics, sentencing statistics and reprimand, warning or conviction levels for young people aged 10 to 17.

Regional PCC Working

- 4.31 The three North East PCCs (Barry Coppinger (Cleveland), Vera Baird (Northumbria) and Ron Hogg (Durham)) meet on a quarterly basis to discuss issues which affect the region and assess possible opportunities for collaboration.
- 4.32 The most recent Regional PCCs Meeting was held on 9 June 2014 in Northumbria and discussed items such as a slavery & trafficking awareness raising seminar, facilitated a discussion with the Deputy Director of the National Probation Service, followed up the handling and investigation of rape and assessed the benefits of the Cleveland Street Triage programme.

PCC Obligations to Support Agency Partnership

- 4.33 Below is a list of further activities undertaken by the PCC to develop better co-ordination, communication and partnership between agencies during the first quarter of 2014-15:
- The 2014 Cleveland Community Safety Awards, which recognise the efforts of everyone involved in partnership work in our communities, were launched in June with nominations closing on 1 September. The awards are being sponsored by Thirteen Housing Group and Coast & Country Housing.
 - The three Police and Crime Commissioners launched Domestic Violence Protection Orders (DVPOs). These powers will provide protection to victims by enabling the police and magistrates to put in place protection in the immediate aftermath of a domestic violence incident.
 - Hartlepool Council has signed up to the Teeswide Safe Places Scheme, a PCC supported partnership, which enables vulnerable people to seek help via a network of buildings, businesses and facilities.
 - The PCC and partner agencies supported the national campaign aimed at sending out a clear message on domestic abuse throughout the World Cup period.

PCC Priority 5: Working for Better Industrial and Community Relations

Organisational Stability

- 4.34 The PCC monitors organisational data relating to capital investments, revenue expenditure and treasury management via the quarterly Finance, Resource and Policy scrutiny meeting held with the Force. Annual Reports of sickness, time off in lieu (TOIL) and rest days in lieu (RIDL) levels are also presented at this meeting.
- 4.35 The PCC also 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 equality meetings and staff forums and updates to the Force's Equality & Diversity Action Plan.

Force Sickness / Time Off in Lieu (TOIL) / Rest Days in Lieu (RIDL)

- 4.36 At the Police & Crime Panel on 24 June, an update of current sickness, time off in lieu (TOIL) and rest days in lieu (RIDL) levels was requested. Attendance management, TOIL and RIDL levels are reported monthly at the Strategic Performance Group (SPG), attended by the PCC.
- 4.37 These levels are also listed in the Strategic Performance Exception Reports, published on the *Force Accountability* webpage of the Cleveland PCC website.

Force Sickness

- 4.38 The following information was presented by the Force to the PCC at the Finance, Resource and Policy scrutiny meeting on 25 April 2014 (available in *Scrutiny Meetings* on the PCC website):
- 4.39 "The following figures show the working days lost due to sickness absence between 1st April 2013 and 31st March 2014:

	Total Working Days Lost	Average Working Days Lost
Police Officers	13985	9.82 per Officer
Police Staff	3308	9.08 per Staff Member

- 4.40 During the financial year 2013-14, the average working days lost for Police Officers was 9.82 per officer, which is a decrease compared to the financial year 2012-13, when 10.86 days per officer were lost due to sickness absence. This is a decrease of 9.6%. In 2013-14, the average working days lost for Police Staff was 9.08 per staff member, which is also showing a decrease compared to the financial year 2012/13, when the average days lost per staff member was 11.05. This is a decrease of 17.8%.

- 4.41 Managing sickness absence continues to be an area of priority for Command Unit management teams and for the Force Executive. Attendance Management as a whole is currently being reviewed with the aim of achieving further reductions in sickness absence and for the Force to compare more favourably to its most similar Forces. As well as reviewing the procedures currently in place, the support available to managers in terms of systems and documentation to assist with the process is being reviewed. The review will also include looking at what the Force can do to support health and wellbeing and encourage a healthy workforce.
- 4.42 The Executive are asking for more detailed information on sickness absence and are robustly questioning management teams regarding attendance management and compliance with the Force Attendance Management Policy. Management teams continue to work closely with HR to review sickness absence on a weekly basis to identify any patterns or trends and to ensure that the appropriate support measures are in place. Occupational Health continues to be an area of support and supervisors continue to work closely with HR to ensure that timely referrals are made when required.
- 4.43 Long term sickness absence continues to be an area of priority and management teams work closely with HR and supervision to ensure that individuals on long term sickness absence are receiving appropriate support. Supervisors keep in regular contact with individuals on long term sickness absence and supportive measures such as a short period of recuperative duties are utilised to facilitate a return to work when possible. The Force Executive are briefed on long term sickness absence as part of the Monthly Performance Review (MPR) process and continue to keep an active interest in the management of cases.
- 4.44 Formal Unsatisfactory Performance Procedures for police officers and Capability Procedures for police staff continue to be utilised where appropriate. When necessary, after all other options have been explored some officers and staff leave the organisation by way of ill health retirement.
- 4.45 Attendance Management Workshops continue to be delivered to managers and supervisors by HR staff. These are designed to give managers practical guidance as to how to apply the Force policy and their role and responsibilities in the attendance management process. In November the Head of Human Resources delivered a session for the senior leadership forum which focussed on attendance management and a further follow up session was held in March.
- 4.46 The stress audit has been completed. Identified actions and outputs are likely to be picked up in the delivery plan of the Transformational Leadership Programme.
- 4.47 A meeting has been held with the Federation to address some concerns regarding the application of elements of the policy particularly with the drive to ensure Attendance Management Interviews are undertaken when necessary. As a consequence and subject to further internal consultation elements of the policy have been reviewed and updated; the sickness criteria will cover a period of twelve months rather than two years; and documentation has been produced for managers

to use when undertaking attendance management meetings which will ensure that the policy is consistently applied across the organisation. It should also ensure that it is a positive and supportive process with the aim being to improve attendance whilst encouraging an attendance culture within the Force.”

Time Off in Lieu (TOIL)

- 4.48 The following information is taken from the March 2014 Strategic Performance Exception Report, available on the *Force Accountability* webpage of the Cleveland PCC website:
- 4.49 “The outstanding Cleveland Police TOIL balance is consistently below historical average and exceeding its lower limit.
- 4.50 In March 2014, the total number of outstanding TOIL hours was 11563. Whilst this is an increase of 925 hours, when compared to the previous month, it continues to represent a longer term downward trend and a significant reduction of 3273 hours when compared to the same month last year. The current acceptable limit for outstanding TOIL hours is a maximum of 30 hours per officer. Whilst the average number of outstanding TOIL hours per officer is currently 8.45, 108 officers still hold a balance in excess of the acceptable limit.”

Rest Days in Lieu (RIDL)

- 4.51 The following information is taken from the March 2014 Strategic Performance Exception Report, available on the *Force Accountability* webpage of the Cleveland PCC website:
- 4.52 “The outstanding Cleveland Police RIDL balance is consistently below historical average and exceeding its lower limit. In March 2014, the total number of outstanding RDIL was 5074. This is a reduction of 414 days when compared to the previous month and it continues to represent a significant reduction of 1470 days when compared to the same month last year.
- 4.53 The current acceptable limit for outstanding RDIL is a maximum of 5 days per officer. Whilst the average number of outstanding RDIL per officer is currently 3.7, 290 officers still hold a balance in excess of the acceptable limit. This area of performance has historically been identified as an area of concern not only by the Force Executive but also by the PCC and the Police and Crime Panel.
- 4.54 Due to the significant improvements outlined above, the PCC has agreed to accept future updates on an exception basis only. The Force will continue to monitor and actively progress performance in this area via the MPR process.”

PCC Obligations to Enhance Industrial and Community Relations

4.55 During the first quarter of 2014-15, the PCC fulfilled the following obligations to work for better industrial and community relations:

- During Q1 2014-15, £13,754 was awarded to support 11 local voluntary or charitable community projects in a further round of allocations from the PCC's Property Act Fund. Since implementation of the new award process in August 2013, over £54k has been allocated to support over 50 community projects.

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 Q1 2014-15 Monitoring Report on Progress against the Police and Crime Plan is noted.

Barry Coppinger
Police & Crime Commissioner for Cleveland

Author of Report:

Dr Neville Cameron, Performance Officer, Office of the Police & Crime Commissioner for Cleveland

Publicly Reported Crime and Total Crime Performance (Q1 2014-15)

Force

FORCE	APRIL– JUNE 2014			
	Q1 2014/15	Q1 2013/14	Difference	% Change
Violence against the Person	1667	1512	155	+10.3%
<i>Violence With Injury</i>	3	0	3	-
<i>Violence Without Injury</i>	960	892	68	+7.6%
Sexual Offences	193	145	48	+33.1%
<i>Rape</i>	84	45	39	+86.7%
<i>Other Sexual Offences</i>	109	100	9	+9.0%
Robbery	61	63	-2	-3.2%
<i>Business Robbery</i>	10	8	2	+25.0%
<i>Personal Robbery</i>	51	55	-4	-7.3%
Theft	4756	5185	-429	-8.3%
<i>Burglary - Domestic</i>	497	471	26	+5.5%
<i>Burglary - Non domestic</i>	624	686	-62	-9.0%
<i>Bicycle Theft</i>	305	262	43	+16.4%
<i>Theft from the person</i>	71	86	-15	-17.4%
<i>Vehicle Crime (inc Interference)</i>	704	808	-104	-12.9%
<i>Shoplifting</i>	1285	1344	-59	-4.4%
<i>Other Theft</i>	1270	1528	-258	-16.9%
Criminal Damage & Arson	1864	1970	-106	-5.4%
Publicly Reported Crime	8541	8875	-334	-3.8%
Total Crime	9482	9892	-410	-4.1%

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 Performance page of the PCC's website at:

<http://www.cleveland.pcc.police.uk/Performance/Police-and-Partner-Performance.aspx>

Local Policing Areas

HARTLEPOOL	Q1 2014/15	Q1 2013/14	Difference	% Change
Violence against the Person	313	270	43	+15.9%
Sexual Offences	23	22	1	+4.5%
Robbery	5	6	-1	-16.7%
Theft	688	770	-82	-10.6%
Criminal Damage & Arson	313	337	-24	-7.1%
Publicly Reported Crime	1342	1405	-63	-4.5%
Total Crime	1502	1575	-73	-4.6%

MIDDLESBROUGH	Q1 2014/15	Q1 2013/14	Difference	% Change
Violence against the Person	628	575	53	+9.2%
Sexual Offences	62	43	19	+44.2%
Robbery	33	27	6	+22.2%
Theft	1607	1847	-240	-13.0%
Criminal Damage & Arson	558	573	-15	-2.6%
Publicly Reported Crime	2888	3065	-177	-5.8%
Total Crime	3265	3471	-206	-5.9%

REDCAR & CLEVELAND	Q1 2014/15	Q1 2013/14	Difference	% Change
Violence against the Person	274	242	32	+13.2%
Sexual Offences	36	25	11	+44.0%
Robbery	10	9	1	+11.1%
Theft	1121	1055	66	+6.3%
Criminal Damage & Arson	458	519	-61	-11.8%
Publicly Reported Crime	1899	1850	49	+2.6%
Total Crime	2045	2039	6	+0.3%

STOCKTON	Q1 2014/15	Q1 2013/14	Difference	% Change
Violence against the Person	452	425	27	+6.4%
Sexual Offences	72	55	17	+30.9%
Robbery	13	21	-8	-38.1%
Theft	1340	1513	-173	-11.4%
Criminal Damage & Arson	535	541	-6	-1.1%
Publicly Reported Crime	2412	2555	-143	-5.6%
Total Crime	2670	2807	-137	-4.9%

Antisocial Behaviour Performance (Q1 2014-15)

Force

FORCE	Q1 2014/15	Q1 2013/14	Difference	% Change
Personal ASB	3264	2774	490	+17.7%
Nuisance ASB	8395	7791	604	+7.8%
Environmental ASB	349	467	-118	-25.3%
TOTAL ANTISOCIAL BEHAVIOUR	12008	11032	976	+8.8%

Local Policing Area

HARTLEPOOL	Q1 2014/15	Q1 2013/14	Difference	% Change
Personal ASB	508	486	22	+4.5%
Nuisance ASB	1395	1366	29	+2.1%
Environmental ASB	55	78	-23	-29.5%
TOTAL ANTISOCIAL BEHAVIOUR	1958	1930	28	+1.5%

MIDDLESBROUGH	Q1 2014/15	Q1 2013/14	Difference	% Change
Personal ASB	963	776	187	+24.1%
Nuisance ASB	2506	2207	299	+13.5%
Environmental ASB	93	104	-11	-10.6%
TOTAL ANTISOCIAL BEHAVIOUR	3562	3087	475	+15.4%

REDCAR & CLEVELAND	Q1 2014/15	Q1 2013/14	Difference	% Change
Personal ASB	740	575	165	+28.7%
Nuisance ASB	1859	1794	65	+3.6%
Environmental ASB	107	125	-18	-14.4%
TOTAL ANTISOCIAL BEHAVIOUR	2706	2494	212	+8.5%

STOCKTON	Q1 2014/15	Q1 2013/14	Difference	% Change
Personal ASB	978	934	44	+4.7%
Nuisance ASB	2534	2420	114	+4.7%
Environmental ASB	87	160	-73	-45.6%
TOTAL ANTISOCIAL BEHAVIOUR	3599	3514	85	+2.4%