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

3 February 2015

Quarter 3 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 third quarter (October – December) 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 his second Police & Crime Plan 2014-17. 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 also 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 2014-17) 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</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 crime performance and consultation with month two assessing corporate health indicators, primarily financial and that of human resource. The third month details commissioning and partnerships activity, and then the cycle repeats. At Performance Scrutiny Meetings, focussed questions are posed of the Force regarding crime data, ASB statistics and public satisfaction levels together with a review of the latest Performance Exception Report. Despite these meetings being held in private, agendas, minutes and papers are retrospectively posted on the dedicated Force Accountability page on the Cleveland PCC website to aid transparency.

3.5 Since the last update to the Police & Crime Panel in October, the PCC held a Performance Scrutiny Meeting with Cleveland Police on 20 November, covering the period August to October 2014. Questions posed by the PCC and their responses are shown in full in Appendix 2. The next Performance Scrutiny Meeting is scheduled to take place on 30 January 2015.

Monthly Crime Performance Monitoring

3.6 Monthly police performance data is available for a large number of strategic policing and organisational areas. The Office of the PCC continually reviews statistics across a range of crime categories, antisocial behaviour levels and Cleveland's national and Most Similar Group (MSG) positions. Other information such as public confidence and victim satisfaction levels are made available when published quarterly.

Attendance at the Strategic Performance Group

3.7 The PCC attends the Strategic Performance Group (SPG), chaired by the Deputy Chief Constable and attended by senior operational police officers and related personnel. Monthly assessment, by exception, incorporates:

- Year-to-date analysis of operational policing priorities
- Crime & antisocial behaviour performance
- Public confidence and victim satisfaction levels
- National and Most Similar Group Positions
- Arrest & custody data
- National Crime Recording System (NCRS) data
- Victim Code of Practice (VCOP) compliance
- Audits of National Standard for Incident Recording (NSIR) counting rules
- Finance, complaints and sickness information.

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

- 3.9 From the beginning of 2015, the SPG meetings will become quarterly taking place in January, April, July and October, assessing the performance of the previous quarters.

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 *Force Accountability* page of the Cleveland PCC 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

Supporting Performance Information

- 4.2 The following performance data is provided as context to support the retention and development of neighbourhood policing.

Recorded Crime

- 4.3 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.
- 4.4 The table below shows the outturns for Cleveland Police and its Local Policing Areas (LPAs) for Publicly Reported Crime (PRC) and Total Crime (TC) in Q3 (October – December 2014) and Year to Date (YTD) (April – December 2014) when compared to the same periods in 2013-14. The difference in the number of crimes is shown in brackets.

	Q3 2014-15		YTD 2014-15	
	PRC	TC	PRC	TC
Hartlepool	+40.9% (+560)	+36.9% (+572)	+13.6% (+570)	+11% (+525)
Middlesbrough	+17.3% (+518)	+16.9% (+571)	+3.1% (+281)	+2.9% (+294)
Redcar & Cleveland	+15.1% (+299)	+15% (+323)	+6.9% (+394)	+6% (+372)
Stockton	+19.9% (+476)	+18.5% (+493)	-2.2% (-170)	-1.7% (-149)
Force	+21.2% (+1853)	+20.1% (+1959)	+4% (+1076)	+3.5% (+1042)

- 4.5 A breakdown of the above recorded crime levels is outlined in Appendix 1

Antisocial Behaviour

4.6 In 2014-15, the Force has set a target to reduce the number of 'personal' Antisocial Behaviour (ASB) incidents when compared to 2013-14. For the year to date (April to December 2014), ASB has risen 4.2% (1392 more offences) against the levels recorded for the same period in 2013-14. Cleveland's LPAs have the following outturns for ASB for April to December compared with 2013-14 levels:

- Hartlepool (+4.6%, 265 more offences)
- Middlesbrough (+10.4%, 997 more offences)
- Redcar & Cleveland (+6.4%, 474 more/less offences)
- Stockton (-4.1%, 425 less offences)

4.7 A category breakdown of ASB levels is outlined in Appendix 1.

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 The levels of Local Public Confidence for the 12 months ending December 2014 state:

- **65.3%** think that Cleveland Police do a 'good' or 'excellent' job (up 0.4% against last quarter levels (12 months ending September 2014))
- **16.0%** feel that their quality of life is affected by the fear of crime or Antisocial Behaviour (down 0.5%)
- **69.1%** have confidence in Cleveland Police and their Local Authority (up 0.1%)
- **5.9%** perceive there to be a high level of ASB in their area (down 0.8%)
- **15.7%** of people perceive drug dealing or usage to be a problem in their local area (down 0.3%).
- **84.2%** of people have confidence in the police in this area (no change)

Crime Survey for England & Wales

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

published quarterly by the Office for National Statistics and are normally four months retrospective.

4.11 The latest results of the Crime Survey of England and Wales relate to the 12 months to the end of September 2014:

- **60.4%** of people think that Cleveland Police and Local Authority are dealing with the crime and ASB issues that matter locally.
 - This level is up 1% points with a national position of 22nd (up 4 places) against previous quarter levels (12 months ending June 2014). This rate is 0.8% points lower than the current national average (61.2%).
- **59.8%** of people think that Cleveland Police in this area are dealing with the issues that matter locally.
 - This level is up 1.7% points with a national position of 31st (up 5 places) against previous quarter levels. This rate is 2.7% points lower than the current national average (62.5%).
- **59.9%** of people think that Cleveland Police are doing a good or excellent job.
 - This level is up 0.6% points with a national position of 28th (up 4 places) against previous quarter levels. This rate is 2.6% points lower than the current national average (62.5%).
- **73%** of people, taking everything into account, have confidence in Cleveland Police.
 - This level is up 0.8% points with a national position of 33rd (down 1 place) against previous quarter levels. This rate is 3.1% points lower than the current national average (76.1%).

Progress against the PCC Objectives to Support Retaining and Developing Neighbourhood Policing

4.12 The table below outlines the performance against other objectives to retain and develop neighbourhood policing, as outlined in the Police & Crime Plan 2014-17:

PCC Objective	Progress to 31 December 2014
Continue and develop the 'Your Force, Your Voice' programme of consultation and engagement making sure there is a focus on minority communities.	The PCC attended 130 community meetings across all wards of Cleveland in 2013.
Increase the number of Special Constables to 200 (by 2017)	There are currently 74 Special Constables who volunteer for Cleveland Police. Cleveland Police launched a further recruitment of Special Constables as part of the PCC's Cleveland Criminal Justice Volunteers Fair on 4 November 2014 at Teesside University.

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

Supporting Performance Information

4.13 The following performance data is provided as context to support ensuring a better deal for victims & witnesses.

Victim Satisfaction Survey

4.14 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.

4.15 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.

4.16 The Victim Satisfaction Survey for the 12 months ending December 2014 listed the following satisfaction levels:

- **95.4%** of people were satisfied with how easy it was to contact someone who could assist them (down 0.3% based against the 12 months ending September 2014).
- **79.4%** of people were satisfied with the actions taken by police (down 2.1%).
- **68.8%** of people were satisfied with how well they were kept informed in relation to progress (down 3.3%).
- **89.4%** of people who are satisfied with the way they were treated by the police officers and staff who dealt with them (down 0.5%).
- Taking everything into account, **80.8%** of people were satisfied with the service provided by the police (down 1.8%).

Progress against the PCC Objectives to Support Ensuring a Better Deal for Victims & Witnesses

4.17 The table below outlines the performance against the objectives to support ensuring a better deal for victims & witnesses, as outlined in the Police & Crime Plan 2014-17:

PCC Objective	Progress to 31 December 2014
Develop a Commissioning Strategy to focus on services for victims and prevent reoffending	The final version has been approved and a supporting PCC decision is imminent.

PCC Objective	Progress to 31 December 2014
Improve feedback from the police to victims as part of the drive for better victim and witness satisfaction and confidence	The Ministry of Justice are keen to develop 'Track my Crime' for all Forces but it is up to each individual force to implement. Cleveland is currently assessing ways of delivering its implementation.
Undertake a programme of consultation with victims to inform the commissioning of services and the implementation of new antisocial behaviour legislation	In December, the PCC agreed and published a decision outlining Commissioning Victims Services in the Cleveland Police Area outlining the challenges and opportunities. Actions are currently being built into supporting plans and processes.
Implement a Cleveland delivery plan, to support the regional Violence Against Women and Girls (VAWG) Strategy	In November, Durham PCC hosted a "VAWG - One Year On" event which provided regional updates of the strategy. Cleveland PCC and Cleveland Police published a comprehensive document outlining progress in each of the 20 key area of the strategy. This document and all associated presentations and reports from the event are available in the <i>Conference and Seminars</i> page on the Cleveland PCC website.
Drive the implementation of the new Victims' Code of Practice (VCoP)	The PCC attends the monthly Strategic Performance Group where audits of the Force's adherence to VCoP is assessed and discussed. The PCC Victims Strategic Planning Group is also evaluating the adherence to VCoP.
Encourage victims and witnesses to report hate incidents	Hate Crime consultation and promotion of Hate Crime Reporting Centres was undertaken at Middlesbrough Pride, which was supported by the PCC in September. Volunteers are quality checking hate crime reporting centres in preparation for the launch.
Improve services and access to the Cleveland Sexual Assault Referral Centre (SARC)	The PCC hosted a SARC Mapping Day on 8 December attended by the OPCC, SARC, Cleveland Police, NHS England, Tascor (who provide forensic medical support) and Safe in Tees Valley. A holistic process map outlining victims' journeys (and the wide range of options available) is currently being drafted and consulted upon and will be presented to the SARC Board upon completion.
Improve support for children and young people who are victims of sexual assault	To improve sexual assault services the Tees Sexual Violence Strategic Group Coordinator is arranging a commissioners meeting on 11 February with partners. An awareness raising event is also planned for 10 March.

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

Supporting Performance Information

4.18 The following performance data is provided as context to diverting people from offending, with a focus on rehabilitation and the prevention of re-offending.

Youth & Adult Restorative Justice

- 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. 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*.
- 4.20 So far in 2014-15, there have been 687 crime occurrences that were dealt with by means of a restorative justice intervention (378 Youth Interventions and 309 Adult interventions). The table below shows the breakdown of interventions by type and by local policing area.

Quarter 1 2014-15	H	M	R&C	S	Total
Youth Restorative Interventions	14	56	50	21	141
Adult Restorative Interventions	12	45	22	20	99
Quarter 2 2014-15					
Youth Restorative Interventions	9	36	26	16	87
Adult Restorative Interventions	9	53	19	19	100
Quarter 3 2014-15					
Youth Restorative Interventions	27	56	37	30	150
Adult Restorative Interventions	16	47	35	12	110
Total	87	293	189	118	687

Restorative Justice Interventions (Q1 to Q3, 2014-15)

Progress against the PCC Objectives to Divert People from Offending and Prevent Re-Offending

- 4.21 The table below outlines the performance against the objectives to divert people from offending and prevent re-offending, as outlined in the Police & Crime Plan 2014-17:

PCC Objective	Progress to 31 December 2014
Work with partners to improve Restorative Justice (RJ) arrangements	The OPCC is producing a report regarding the implementation and future of RJ in Cleveland. This is currently being discussed at the monthly RJ multi-agency meeting which is chaired by the PCC appointed RJ Co-ordinator.
Support the expansion of Restorative Justice to adult offenders	Since its launch in April 2014, 309 adult RJ interventions have been sanctioned by Cleveland Police (see table above).
Support the creation of a single Integrated Offender Management (IOM) Team for Cleveland	The Force and PCC are progressing the principles of IOM with Community Rehabilitation Companies (CRC). Accommodation has been sourced to locate a central IOM team.

PCC Objective	Progress to 31 December 2014
Monitor and hold to account any new probation providers	The OPCC is monitoring closely the transition of Probation services. A reply was received by both the Cleveland and Durham PCCs to their letter on 9 Oct from the Director of the Rehabilitation programme, which sought to address some concerns. Confirmation has now received from the MOJ that the ARC consortium is the preferred bidder for Durham and the Tees Valley. The OPCC is preparing to monitor the contract award process as it is finalised and await contact from National Offender Management Service (NOMS) Rehabilitation Services Deputy Director for Durham Tees Valley.
Promote 'best practice and successful' restorative projects and the Community Payback scheme and work with any new provider to improve schemes	The Cleveland PCC website provides the public with an opportunity to suggest unpaid work projects in their area. All suggestions submitted are automatically sent to the probation contact for the local policing area where an assessment is undertaken to determine if the work is feasible and not carried out by any other organisation. The scheme is proving to be successful with some suggestions being implemented in a matter of days.
Develop further the pre-custody mental health project (street triage) to include custody based care pathways	This service is implemented forcewide with the PCC monitoring arrangements via the Force's Health & Justice Care Partnership Board. The future of this project continues to be discussed nationally and scrutinised locally.

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

Supporting Performance Information

4.22 The following performance data is provided as context to develop better co-ordination, communication and partnership between agencies.

Criminal Justice Partners

4.23 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. 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

- 4.24 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.
- 4.25 The most recent Regional PCCs Meeting was held on 12 December 2014 in Durham and discussed items such as Victims Services Commissioning, Association of Police & Crime Commissioners (APCC) issues, National Police IT Services and the Judge Moorhouse enquiry. The next meeting is scheduled to take place in April 2015 in Northumbria.

Progress against the PCC Objectives to Develop Better Co-Ordination, Communication and Partnership between Agencies

- 4.26 The table below outlines the performance against the objectives to develop better co-ordination, communication and partnership between agencies, as outlined in the Police & Crime Plan 2014-17:

PCC Objective	Progress to 31 December 2014
Conclude development of an Estate Strategy and decisions on a new police headquarters	
Encourage and support collaboration across emergency services and broader public sector	The Police & Crime Commissioner in July approved the progression of a Community Safety Hub project. On 15 October, the PCC published the decision to approve the progression of data centre arrangements with sufficient capacity to accommodate the requirements of North Yorkshire Police at the proposed Community Safety Hub in Hemlington. On the same date, a publication scheme for the project was also approved.
Lobby on key crime and disorder issues affecting the Cleveland area, with a continued focus on minimum alcohol pricing and firearms' licensing	Since becoming PCC, Barry Coppinger has written numerous letters to the Home Office regarding Firearms Licensing and about the introduction of a minimum alcohol unit price. In November, the three North East region PCCs took a complaint of misconduct against Judge George Moorhouse, for his handling of domestic violence cases, by appealing to the Judicial Appointments and Conduct Ombudsman. This matter is still pending decision.

PCC Priority 5: Working for Better Industrial and Community Relations

Supporting Performance Information

- 4.27 The following performance data is provided as context to work for better industrial and community relations.

Organisational Stability

- 4.28 The PCC monitors organisational data relating to capital investments, revenue expenditure and treasury management via the Finance, Resource and Policy scrutiny meeting. Sickness, time off in lieu (TOIL) and rest days in lieu (RIDL) levels are reported separately via the Strategic Performance Group (see paragraph 3.7 of this report).
- 4.29 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

- 4.30 The following tables and comment regarding police staff and police officer sickness is taken from the September Strategic Performance Exception Report, which is published publicly on the Force Accountability webpage on the PCC's website.

Performance Data	Monthly Comparison		Year to Date		Rolling 12 months		Direction of Travel
	Sept 14	+/-	2014/15	+/-	2014/15	+/-	
Police officer total number of working days lost	1087	-136 -11.1%	6833	679 11.0%	14664	1111 8.2%	Increasing
Average working days lost per police officer	0.81	-0.04 -4.7%	5.03	0.78 18.4%	10.62	1.36 14.7%	Increasing
% days lost long term	68.2%	6.8%	69.9%	4.5%	67.9%	6.2%	Stable

Police staff total number of working days lost	337	101 42.8%	1658	73 4.6%	3381	-210 -5.8%	Increasing
Average working days lost per police staff member	1.05	0.40 61.5%	5.13	0.84 19.6%	9.93	0.32 3.3%	Increasing
% days lost long term	57.3%	5.2%	64.7%	4.0%	63.6%	8.2%	Reducing

- 4.31 The Exception Report provides the following commentary regarding the above tables:
- 4.32 "Over recent months police officer sickness has begun to fall. However, longer term there continues to be a steep upward trend. An upward trend in police staff sickness is also now evident. The Force is actively seeking to manage down sickness absence and has recently revised its sickness absence policy. The policy enables managers and supervisors to proactively address all levels of sickness and robustly tackle long term absence via the Attendance Management Meeting (AMM) and Return to Work (RTW) processes in a fair, yet supportive way. AMM should be completed when a member of staff exceeds 8 days of sickness (or 3 separate occurrences) within a rolling 12 month period. RTW should be completed following each individual period of absence."

Time Off in Lieu (TOIL)

4.33 The following table is taken from the September Strategic Performance Exception Report, which is published publicly on the Force Accountability webpage on the PCC’s website.

Performance Data	Previous Month			Previous Year			Direction of Travel
	Sept 14	Aug 14	+/-	Sept 14	Sept 13	+/-	
Average TOIL per officer*	8.58	8.79	-0.21	8.58	7.75	0.83	Stable
Total outstanding TOIL (Hours)	11736	12085	-349	11736	11272	464	Stable
Total officers exceeding 30hrs	103	109	-6	103	119	-16	Stable

* Includes officers of all ranks - all other data relates to Inspector rank and below only

Rest Days in Lieu (RIDL)

4.34 The following table and comment is taken from the September Strategic Performance Exception Report, which is published publicly on the Force Accountability webpage on the PCC’s website.

Performance Data	Previous Month			Previous Year			Direction of Travel
	Sept 14	Aug 14	+/-	Sept 14	Sept 13	+/-	
Average RIDL per officer*	4.16	3.74	-0.42	4.16	4.29	-0.13	Stable
Total outstanding RIDL (days)	5476	4945	531	5476	6030	-554	Stable
Total officers exceeding 5 days	374	323	51	374	377	-3	Increasing

* Includes officers of all ranks - all other data relates to Inspector rank and below only

4.35 The Exception Report provides the following commentary regarding the above tables:

4.36 “The outstanding Cleveland Police RIDL balance is consistently below historical average. Over the past two years outstanding TOIL and RIDL balances have been monitored and actively challenged via the MPR process. As a result outstanding balances have fallen significantly. Whilst outstanding TOIL and RIDL have now stabilised (both remain consistently below the remains below the historical average. That said, a significant number of officers continue to hold balances which exceed the acceptable limits (i.e. 30hrs of TOIL or 5 RIDL).

4.37 “The number of officers with more than 5 rest days owing has now started to increase. The Force continues to seek further reductions in both of these areas whilst at the same time acknowledging the progress that has been made to date.”

Progress against the PCC Objectives to Work for Better Industrial and Community Relations

4.38 The table below outlines the performance against the objectives to work for better industrial and community relations, as outlined in the Police & Crime Plan 2014-17:

PCC Objective	Progress to 31 December 2014
Support the Living Wage campaign, by ensuring Cleveland Police and our strategic partners adhere to Living Wage requirements as contracts are renewed	In November 2013, the Cleveland PCC became one of first Commissioners nationally to be accredited by the Living Wage Foundation and the only police body in the north. The PCC is committed to supporting the Living Wage campaign and has ensured that staff employed by Cleveland Police and its strategic partners are paid the Living Wage or above. As a result of accreditation, new conditions have been incorporated into tender and contract documents to ensure suppliers are paying their employees at least Living Wage rates. The PCC remains accredited for the coming year, commencing November 2014.
Support the independent, joint Audit Committee in monitoring performance on key business issues	The joint Audit Committee meets quarterly and assesses and reports audits of finance, resource and organisational resilience. The OPCC facilitates and organises the business of the Committee, under clear guidance by its Chair.
Continue to support and assist the Strategic Independent Advisory Group (SIAG) drawn from across the community	The Force has reviewed the structure of the SIAG with recommendations being embedded.
Promote tolerance, equality, fairness and transparency	The OPCC website has a dedicated diversity and equality page outlining the PCC objectives to tackle equality and diversity both across Cleveland and in the work place. Links are also provided to all press releases and articles relating to the PCCs involvement with protective characteristic groups.

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 Q3 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

Force Performance Q3 2014-15 and/or Year to Date (April – December 2014)

Recorded Crime - Force

Quarter 3

FORCE	OCTOBER - DECEMBER			
	Q3 2014/15	Q3 2013/14	Difference	% Change
Violence against the Person	2354	1516	838	+55.3%
<i>Homicide</i>	2	2	0	0.0%
<i>Violence With Injury</i>	1154	938	216	+23.0%
<i>Violence Without Injury</i>	1198	576	622	+108.0%
Sexual Offences	240	142	98	+69.0%
<i>Rape</i>	98	45	53	+117.8%
<i>Other Sexual Offences</i>	142	97	45	+46.4%
Robbery	79	70	9	+12.9%
<i>Business Robbery</i>	12	6	6	+100.0%
<i>Personal Robbery</i>	67	64	3	+4.7%
Theft	5520	4927	593	+12.0%
<i>Burglary - Domestic</i>	705	482	223	+46.3%
<i>Burglary - Non domestic</i>	703	594	109	+18.4%
<i>Bicycle Theft</i>	308	261	47	+18.0%
<i>Theft from the person</i>	106	119	-13	-10.9%
<i>Vehicle Crime (inc Interference)</i>	800	821	-21	-2.6%
<i>Shoplifting</i>	1479	1341	138	+10.3%
<i>Other Theft</i>	1419	1309	110	+8.4%
Criminal Damage & Arson	2394	2079	315	+15.2%
Publicly Reported Crime	10587	8734	1853	+21.2%
Total Crime	11703	9744	1959	+20.1%

Year to Date

FORCE	APRIL – DECEMBER			
	YTD 2014/15	YTD 2013/14	Difference	% Change
Violence against the Person	5681	4664	1017	+21.8%
<i>Homicide</i>	6	5	1	+20.0%
<i>Violence With Injury</i>	3105	2764	341	+12.3%
<i>Violence Without Injury</i>	2570	1895	675	+35.6%
Sexual Offences	633	450	183	+40.7%
<i>Rape</i>	239	152	87	+57.2%
<i>Other Sexual Offences</i>	394	298	96	+32.2%
Robbery	209	205	4	+2.0%
<i>Business Robbery</i>	35	22	13	+59.1%
<i>Personal Robbery</i>	174	183	-9	-4.9%
Theft	15234	15490	-256	-1.7%
<i>Burglary - Domestic</i>	1729	1439	290	+20.2%
<i>Burglary - Non domestic</i>	1932	1942	-10	-0.5%
<i>Bicycle Theft</i>	934	984	-50	-5.1%
<i>Theft from the person</i>	267	303	-36	-11.9%
<i>Vehicle Crime (inc Interference)</i>	2247	2405	-158	-6.6%
<i>Shoplifting</i>	4158	4041	117	+2.9%
<i>Other Theft</i>	3967	4376	-409	-9.3%
Criminal Damage & Arson	6105	5978	127	+2.1%
Publicly Reported Crime	27862	26787	1075	+4.0%
Total Crime	30848	29806	1042	+3.5%

Recorded Crime - Local Policing Areas

Quarter 3

HARTLEPOOL	Q3 2014/15	Q3 2013/14	Difference	% Change
Violence against the Person	420	269	151	+56.1%
Sexual Offences	36	19	17	+89.5%
Robbery	10	11	-1	-9.1%
Theft	1001	750	251	+33.5%
Criminal Damage & Arson	461	319	142	+44.5%
Publicly Reported Crime	1928	1368	560	+40.9%
Total Crime	2124	1552	572	+36.9%

MIDDLESBROUGH	Q3 2014/15	Q3 2013/14	Difference	% Change
Violence against the Person	801	542	259	+47.8%
Sexual Offences	78	39	39	+100.0%
Robbery	41	37	4	+10.8%
Theft	1797	1727	70	+4.1%
Criminal Damage & Arson	790	644	146	+22.7%
Publicly Reported Crime	3507	2989	518	+17.3%
Total Crime	3952	3381	571	+16.9%

REDCAR & CLEVELAND	Q3 2014/15	Q3 2013/14	Difference	% Change
Violence against the Person	463	257	206	+80.2%
Sexual Offences	56	46	10	+21.7%
Robbery	8	10	-2	-20.0%
Theft	1157	1155	2	+0.2%
Criminal Damage & Arson	599	516	83	+16.1%
Publicly Reported Crime	2283	1984	299	+15.1%
Total Crime	2473	2150	323	+15.0%

STOCKTON	Q3 2014/15	Q3 2013/14	Difference	% Change
Violence against the Person	670	448	222	+49.6%
Sexual Offences	70	38	32	+84.2%
Robbery	20	12	8	+66.7%
Theft	1565	1295	270	+20.8%
Criminal Damage & Arson	544	600	-56	-9.3%
Publicly Reported Crime	2869	2393	476	+19.9%
Total Crime	3154	2661	493	+18.5%

Year to Date

HARTLEPOOL	YTD 2014/15	YTD 2013/14	Difference	% Change
Violence against the Person	1008	854	154	+18.0%
Sexual Offences	97	67	30	+44.8%
Robbery	24	23	1	+4.3%
Theft	2587	2300	287	+12.5%
Criminal Damage & Arson	1051	953	98	+10.3%
Publicly Reported Crime	4767	4197	570	+13.6%
Total Crime	5277	4752	525	+11.0%

MIDDLESBROUGH	YTD 2014/15	YTD 2013/14	Difference	% Change
Violence against the Person	2029	1715	314	+18.3%
Sexual Offences	203	132	71	+53.8%
Robbery	105	92	13	+14.1%
Theft	5120	5376	-256	-4.8%
Criminal Damage & Arson	1955	1816	139	+7.7%
Publicly Reported Crime	9412	9131	281	+3.1%
Total Crime	10597	10303	294	+2.9%

REDCAR & CLEVELAND	YTD 2014/15	YTD 2013/14	Difference	% Change
Violence against the Person	1028	755	273	+36.2%
Sexual Offences	129	99	30	+30.3%
Robbery	31	32	-1	-3.1%
Theft	3388	3301	87	+2.6%
Criminal Damage & Arson	1529	1524	5	+0.3%
Publicly Reported Crime	6105	5711	394	+6.9%
Total Crime	6607	6235	372	+6.0%

STOCKTON	YTD 2014/15	YTD 2013/14	Difference	% Change
Violence against the Person	1616	1340	276	++20.6%
Sexual Offences	204	152	52	34.2%
Robbery	49	58	-9	-15.5%
Theft	4139	4513	-374	-8.3%
Criminal Damage & Arson	1570	1685	-115	-6.8%
Publicly Reported Crime	7578	7748	-170	-2.2%
Total Crime	8367	8516	-149	-1.7%

Antisocial Behaviour (Year to Date)

A breakdown of the ASB categories for the Force and its LPAs is shown below.

Force

FORCE	April - December 2014/15	April - December 2013/14	Difference	% Change
Personal ASB	9966	8288	1678	+20.2%
Nuisance ASB	23685	23737	-52	-0.2%
Environmental ASB	891	1125	-234	-20.8%
TOTAL ANTISOCIAL BEHAVIOUR	34542	33150	1392	+4.2%

Local Policing Area

HARTLEPOOL	April - December 2014/15	April - December 2013/14	Difference	% Change
Personal ASB	1655	1407	248	+17.6%
Nuisance ASB	4262	4178	84	+2.0%
Environmental ASB	149	216	-67	-31.0%
TOTAL ANTISOCIAL BEHAVIOUR	6066	5801	265	+4.6%

MIDDLESBROUGH	April - December 2014/15	April - December 2013/14	Difference	% Change
Personal ASB	3073	2402	671	+27.9%
Nuisance ASB	7241	6865	376	+5.5%
Environmental ASB	242	292	-50	-17.1%
TOTAL ANTISOCIAL BEHAVIOUR	10556	9559	997	+10.4%

REDCAR & CLEVELAND	April - December 2014/15	April - December 2013/14	Difference	% Change
Personal ASB	2280	1827	453	+24.8%
Nuisance ASB	5348	5334	14	+0.3%
Environmental ASB	268	261	7	+2.7%
TOTAL ANTISOCIAL BEHAVIOUR	7896	7422	474	+6.4%

STOCKTON	April - December 2014/15	April - December 2013/14	Difference	% Change
Personal ASB	2921	2640	281	+10.6%
Nuisance ASB	6772	7346	-574	-7.8%
Environmental ASB	224	356	-132	-37.1%
TOTAL ANTISOCIAL BEHAVIOUR	9917	10342	-425	-4.1%

PCC Performance Scrutiny Questions (August - October 2014)

As part of a transparent scrutiny process, the PCC asks periodically questions of the Force to provide responses at his quarterly Performance Scrutiny Meetings. The questions below relate to the period August - October 2014. The responses will be assessed together with the most up to date Performance Exception Report (October 2014) at the meeting to be held on 20 November 2014.

The PCC's questions refer to the following periodic police performance data:

- *Crime Figures (Aug – Oct 2014) and year to date (April – Oct 2014)*
- *ASB levels for year to date (April – Oct 2014)*
- *Local Public Confidence (12 months ending September 2014)*
- *Crime Survey of England and Wales (12 months to the end of March 2014)*
- *Victim Satisfaction Survey (12 months ending June 2014)*

Force responses are shown in blue text.

Force Crime Performance

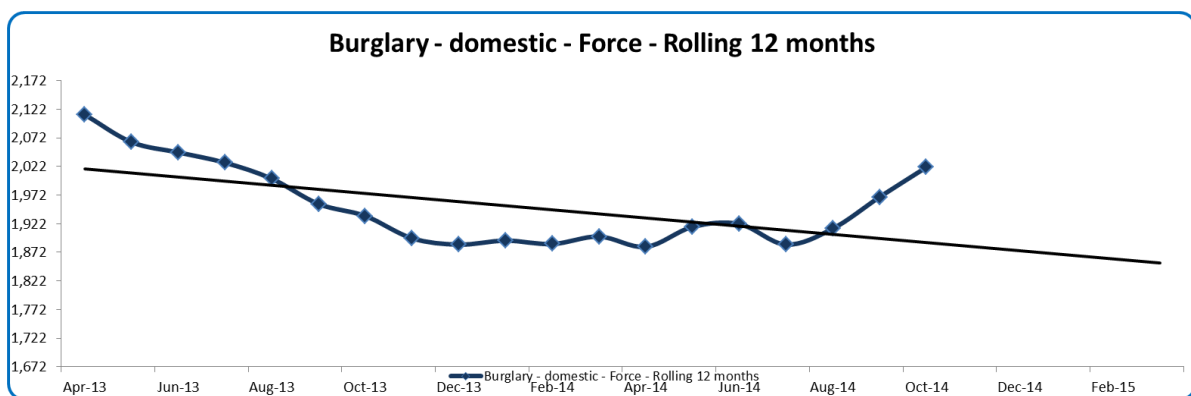
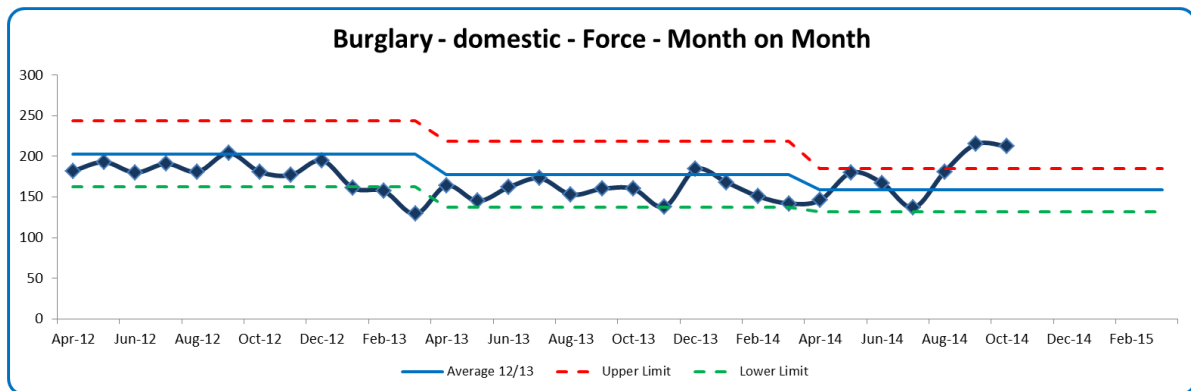
"Firstly, the Force should be commended on maintaining a reduction in Publicly Reported Crime of 1.9% for the current year (April – October 2014) with 404 less victims of crime in Cleveland than at this point in 2013-14. Stockton is showing particularly good crime performance for the year to date with a reduction in PRC of 9.9% and more than 600 less victims in their area. This achievement has been recognised by our partners and should be highlighted as a considerable achievement. Well done to all officers and I hope we can achieve a reduction in Publicly Reported Crime, meaning less victims across Cleveland by the end of the year."

"Despite good reductions in crime reported by the Force in the last period of scrutiny (May – July 2014) where Publicly Reported Crime dropped 6.2%, the following three months have seen a rise in of 3.6% (320 more crimes) across the Force area.

- 1. For domestic burglary, the Force has experienced an increase of 28.5% (135 more offences) over the last three months to October. It has also seen a rise of 10.8% for the year to date (121 more crimes).**
- a. Has there been any particular reason for this increase and is there any rationale behind the lower rates experienced last year?"**

House burglary has fallen significantly over the past three years, falling to a record low of 129 crimes in March 2013 and then averaging at 158 crimes per month throughout the following year (2013-14). Since then, crime has begun to increase and more recently has exceeded what we refer to as the 'acceptable tolerance', hence triggering a formal performance exception. Currently the Force is recording an average of 177 crimes per month, a level not seen since the end of 2012.

The latest rolling 12 month comparison would indicate that our direction of travel to be 'increasing' with a 4.4% increase observed when compared to the previous year.



According to the latest **published** statistics (as at the end of June 2014), reductions have been observed across England and Wales and the North East region, down 7.1% and 9.4% respectively.

Similarly, house burglary has also fallen within the MSF group (down 3.9%).

b. "How is the Force hoping to reduce incidents of domestic burglary going forward in order to keep dwellings safe in Cleveland?"

A Chief Inspector has been tasked with looking at burglary, retail theft, open space violence and ASB across the force, reviewing national best practice to come up with proposals for the Force to take forward and implement across all Local Policing Areas.

LPA Crime Performance

"In all Local Policing Areas (LPA), with the exception of Stockton, there have been rises in Publicly Reported Crime of 4.4% (Middlesbrough), 6.9% (Redcar & Cleveland) and 26.3% (Hartlepool). Year to date figures show increases in Publicly Reported Crime of 3.7% (Redcar & Cleveland) and 6.8% (Hartlepool) – Middlesbrough and Stockton maintain decreases in victim based crime.

1. Hartlepool in particular has seen a rise in crime of 21.4% with the majority of its increase of 359 crimes resulting from theft (308 crimes). (Note: Year to Date figures for Hartlepool also reflect this rise with 86% of the 222 crimes increase resulting from theft.)

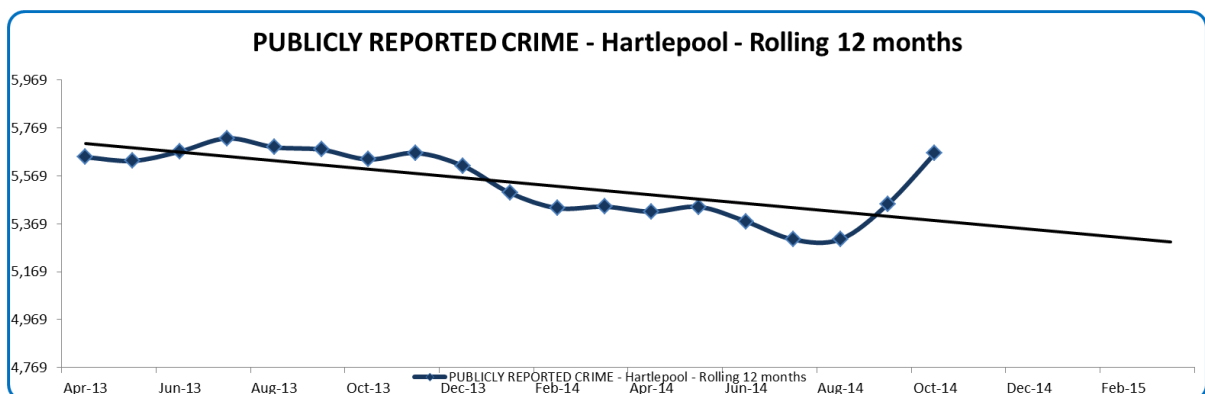
a. How can the Force account for the rise of crime over the last three months and what targeted operations are being undertaken to tackle these rises in Hartlepool going forward?"

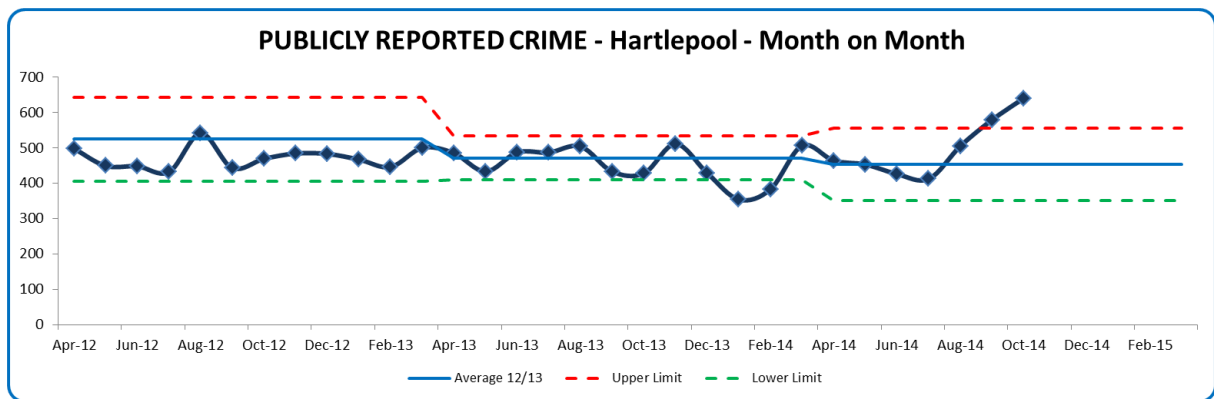
August to October is a relatively small time period (three months). This approach does not take into consideration whether or not the comparative period in the previous year was typical of historical levels and therefore it provides a limited insight into current performance.

Further analysis has in fact shown that the number of crimes recorded in Hartlepool during the three month period in question generally fell below average, with October yielding the lowest monthly outturn of the 2013 calendar year.

Therefore, in terms of the longer term direction of travel a more useful comparison can be made using a rolling 12 month assessment. On this basis, crime in Hartlepool remains relatively static (up 0.4%).

That said, recent increases are acknowledged with PRC in Hartlepool now exceeding the 'acceptable tolerance' and therefore triggering a formal performance exception (in this LPA shoplifting, vehicle crime and house burglary all currently attract similar status). At the headline level, the same observation is also made across other LPA's, with the exception of Stockton.





A Chief Inspector is looking at dedicated patrols for Christmas, and putting operations in place to deal with named suspects named suspects & outstanding jobs.

Antisocial Behaviour (ASB) (see attached ASB levels for April – October 2014)

"ASB in Cleveland for the year to date has dropped from 1% points since it was last reported in July (+6.1% in July and +5.1% in October) however Stockton remains the only local policing area with an overall decrease (-2.4%, 200 less incidents)."

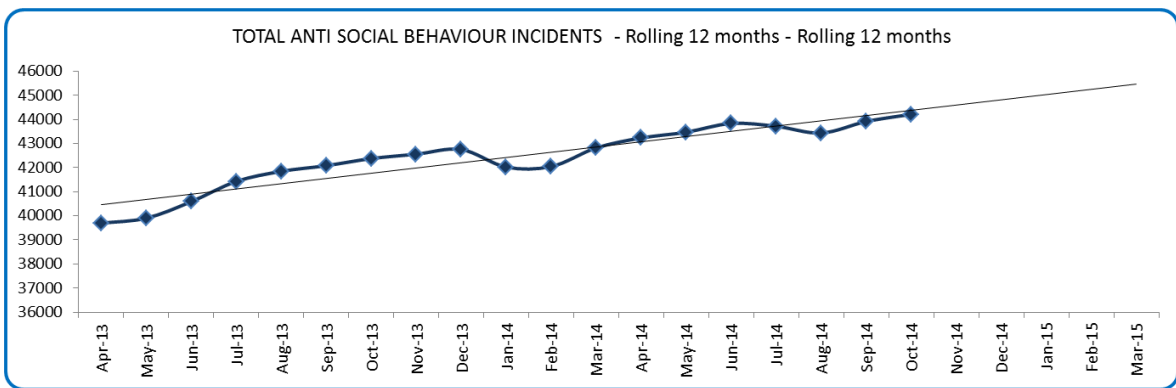
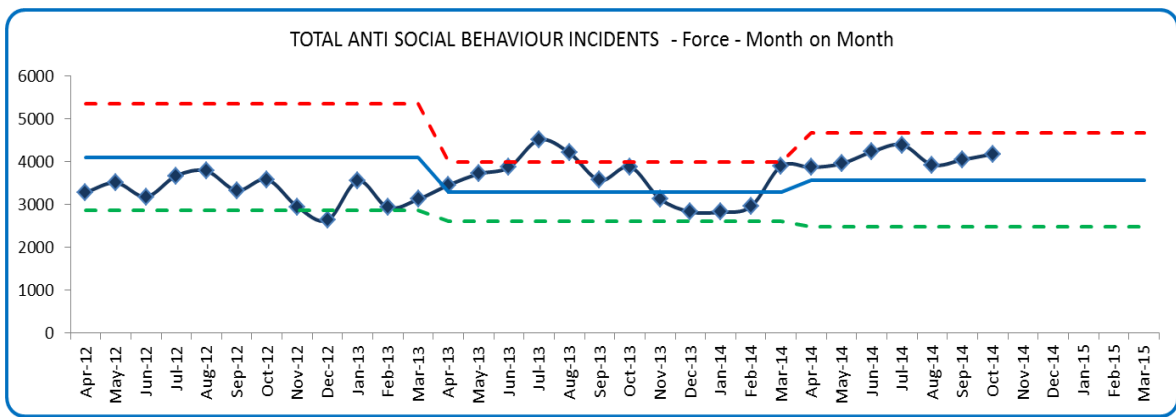
Incident figures remain subject to change as records are audited and reclassified etc. The most recent comparisons show that as at July the Force was running at a 5.8% increase, slightly lower that reported above.

1. "How was the Force able to reduce ASB across the Force during the last three months especially in light of October where ASB can rise above normal levels?"

The question is based on an apparent decrease in the rate of change, based on the YTD comparison. This type of assessment can be misleading and should not be used in isolation when determining the current direction of travel.

For example, the reason for the apparent performance improvement is a 'dip' in the single month of August (down 6.6% on the previous year). Despite this we continue to see an upward trend and current levels remain consistently above the historical average. This is particularly evident in the rolling 12 month assessment (see below) which aims to eliminate any seasonality for the data.

In reality, the individual months of September 2014 and October 2014 actually yielded more incidents that the same individual months last year (up 13.4% and 7.6% respectively).



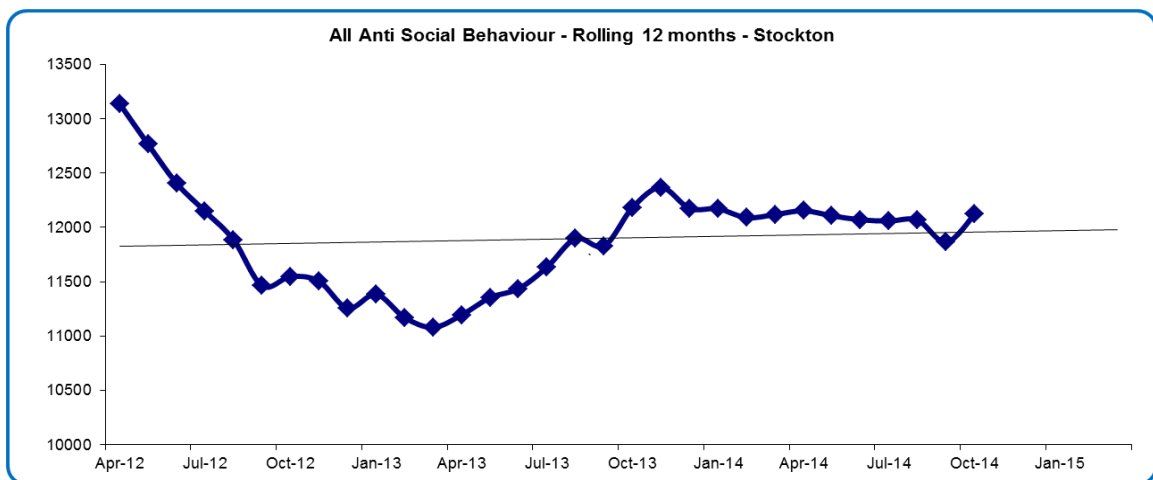
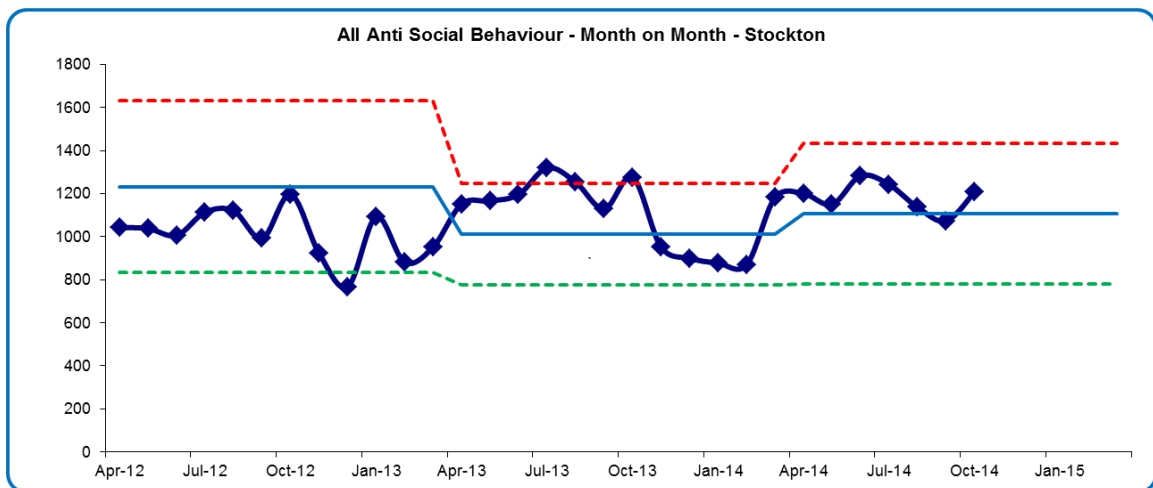
It is also worth noting that the Force have introduced an ASB car in Hartlepool as a pilot. If this is proved to be successful it will be considered for other areas. As mentioned earlier a Ch/Insp is looking at ASB across the force and at national best practice.

2. "Stockton has been shown to be able to reduce ASB whilst the other LPAs are experiencing increases of 3% to 11% to the end of October.

a. Are there any transferrable tactics which could be used elsewhere in Cleveland to bring ASB levels down?"

It is acknowledged that Stockton is the only LPA currently showing a 'static' trend on the rolling 12 month assessment (see chart below) and a YTD reduction. However, the observed reduction in Stockton is reflective of the comparatively high volume of incidents occurring in the first half of 2013. Between January and July 2013 month on month increases were observed in Stockton with the level of ASB rising above the 'acceptable tolerance'. In this LPA the average monthly figure for 2013-14 was 1010 (compared to 573, 731 and 934 in H, R and M respectively).

That's said, current levels are above the historical average. Should this trend continue then a YTD increase will occur over the next couple of months, particularly when the comparatively low volume of incidents recorded at the end of 2013 are taken into consideration (see chart below).



Any identified good practice that is identified from the work that Ch/Insp Chris Downes is doing, will be replicated across the Force.

Victim Satisfaction

1. **“According to the Victim Satisfaction Survey for the 12 months ending June 2014, 72.9% of people were satisfied with how well they were kept informed in relation to progress. The other satisfaction measurements all record over 82%.**

- a. **Can the Force comment on this current rate and what is being done to improve providing victims with feedback?”**

‘Follow up and feedback’ has consistently been the service aspect which yields the lowest level of satisfaction. This is a pattern observed across all forces be it regional, national or within the MSF group.

Throughout 2013 and the first part of 2014 performance improvements were observed with satisfaction peaking at 74.8% (12 months ending March 2014). More recently rates have fallen but the rate of change is not considered to be ‘statistically significant’. More

detailed analysis of the responses obtained via the Victim Satisfaction Survey would indicate the most common reason for dissatisfaction in this area to be as follows:

- The victim was given no feedback/information at all
- The officer/staff member failed to keep in touch as agreed
- The victim had to initial further contact
- There was a lack of advice/support provided
- The officer/staff member did not provide contact detail

Follow Up and Feedback also needs to be seen in the context of overall satisfaction which has also been on a long-term increasing trend since 2010, with the current level (82.6%) being stable and higher than anything before September 2013.

There has been no particular activity or initiative which can be identified as having contributed to the latest position, although, as the PCC knows, the described upward trends have coincided with a renewed emphasis on victim satisfaction and compliance with the Code of Practice for Victims (VCOP) which started in 2012.

The PCC will also be aware that the force is working with the Office of the PCC in regard to various initiatives to understand, map and improve (through associated commissioning strategies among other actions) the victim journey through the Criminal Justice System as a whole. This will include the feedback element within policing, and the expectation would be that as this work comes to fruition, action relating to this particular aspect of service will attract particular attention.

DCC Iain Spittal
20 November 2014