

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

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Police and Crime Commissioner: Chief of Staff (Chief Executive & Monitoring Officer): Barry Coppinger Simon Dennis BA, Solicitor

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

#### 8 September 2016

# **Performance Report**

#### 1 Purpose of Report

1.1 To provide a summary of performance against the Police and Crime Plan.

#### 2 Police and Crime Plan

- 2.1 In May 2017, the Police & Crime Commissioner (PCC) for Cleveland was re-elected for a second term. The Police and Crime Plan is in its consultation phases and will be launched in September.
- 2.2 The PCC's objectives are published, these are
  - Investing in our Police
  - A Better Deal for Victims
  - Tackling Re-offending
  - Working Together to Make Cleveland Safer
  - Securing the Future of our Communities
- 2.3 This report will update the Police & Crime Panel on performance associated with the delivery of PCC objectives, the wider aspects of the Police and Crime Plan and statutory responsibilities.

#### 3 Performance

3.1 The PCC new performance framework builds on the strengths from his first term of office. It focuses on evidence-based practices and evaluation of the impact of activities and initiatives in delivering outcomes as published in the Police and Crime

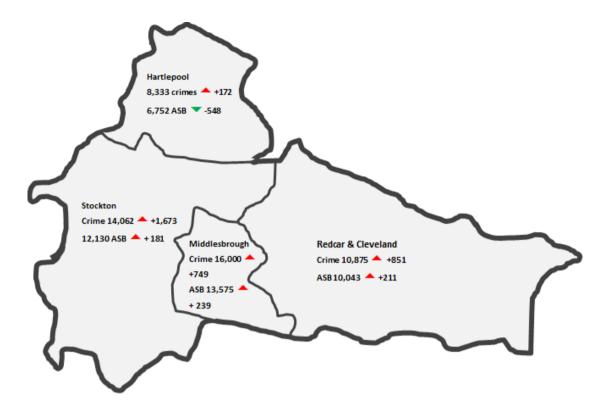
Plan. The diagram shows areas influencing the performance and delivery of the Police and Crime Plan.



3.2 Measures supporting PCC objectives and their outcomes are currently being prepared.

### 4 Crime and Antisocial Behaviour

- 4.1 The graph shows levels of publicly reported crime and antisocial behaviour incidents for the rolling 12 month periods July 2015 to July 2016 and August 2015 to August 2016.
- 4.2 Further information on recorded crime and antisocial behaviour is provided under the Operational Effectiveness heading in the Cleveland Police, Strategic Performance Dashboard at Appendix 1.



# 5 Driving out greater benefits from the scrutiny programme

- 5.1 The PCC during his second term of office has determined that the time is right to renew and strengthen OPCC support to scrutiny of the Force, partner and commissioned services. The new scrutiny programme offers a more focused and robust approach and includes:
  - working with Cleveland Police to align police performance scrutiny with the thematic domains considered by HMIC under their PEEL programme; this will strengthen opportunities for the PCC to bring to bear supportive 'deep dive' scrutiny of a more immediate and agile nature than that undertaken by the HMIC review process.
  - ensuring that PCC scrutiny work is based on inputs from throughout his team and is enhanced in terms of focused support to the PCC.
  - ensuring that scrutiny work undertaken outside of the quarterly meeting cycles is captured and that the public are kept informed about it.
  - ensuring that scrutiny of commissioned services forms part of a different approach to grant and commissioning 'contract management'.
- 5.2 The PCC's new programme includes a schedule of Scrutiny, Delivery and Performance and Working Together meetings which are published on the PCC's website. These replace the former Finance, Resources & Policy, Performance and Partnership & Commissioning meetings. The new style meetings offer a more focused and robust approach for holding the force and partners to account and for scrutinising commissioned services and their impact.

- 5.3 Each meeting is themed on a PCC objective and scrutiny questions are posed to officers. Meetings are held on a monthly basis with senior representatives of the Chief Constable. The Working Together meetings are represented by each Local Authority with members from Community Safety Partnerships.
- 5.4 Scrutiny questions raised at July and August Scrutiny, Delivery and Performance meetings are listed below for information. Responses are included in the notes of the meetings which are published on the PCC's website.

# July meeting – Tackling Reoffending

- Scrutiny processes for NHP and impact assessment of changes introduced?
- How do we demonstrate/measure if NHP is being delivered?
- Use of dogs in operational policing and associated risks. Is this included on risk register?
- Update on LCJB review requested.
- Impact of changes and processes regarding 101 calls and costs to individual callers.

# **August meeting – Investing in our Police**

- Please provide a brief overview of the Force's current assessment of the anticipated impact of the A19 litigation on financial plans?
- How will the benefits and impact of new vehicles be monitored and assessed?
- How is the PCC's additional investment in NHP in March 2016, being applied, monitored and assessed?
- What involvement does the Force have in the establishment of a North Tees Childrens' hub and are any discussions underway to create a South Tees hub?
- Does the Force have any review scheduled regarding the use and impact of body worn video when attending incidents?
- What Community Remedy triggers does the Force have and how are these being monitored?
- Please outline the Force's up to date People Strategy and the manner in which it is intended that the PCC should be position to monitor and scrutinise it going forward?
- In line with my strategic direction following the Employment Tribunal (decision 100-2015 December 2015), please can the Force provide a further briefing in relation to outstanding litigation featuring allegations of discrimination; and the use of alternative dispute resolution to resolve such disputes in a timely and and lasting way.
- 5.5 The PCC continues to carry out the following activities to complement his scrutiny programme.
  - Daily review of the Control Room and Serious Incident Logs

- Weekly accountability meetings with the Chief Constable
- Monthly crime performance monitoring
- Attendance at the Force's monthly Tactical Performance Group (TPG) and quarterly Strategic Performance Group (SPG) meetings.
- Attend at least one local area meeting in each of Cleveland's neighbourhood police team areas.

# **6** Commissioned Services – Victim Care and Advice Service (VCAS)

- 6.1 The PCC has a statutory duty to provide services for victims of crime. Safe in Tees Valley were awarded a contract to provide victim services on behalf of the PCC.
- 6.2 Performance against the contract and quality of service provided is monitored by the PCC and regular monitoring reports are published by Safe in Tees Valley. Highlights from their report for the period April to August 2016 are:
- 6.3 The number of cases added to the VCAS Case Management System totals 181 people. Of these, 95 victims are still receiving support through VCAS and 86 cases have been closed after the VCAS support has been completed. 116 of the victims are female and 65 male.
- 6.4 The majority of victims supported were from the UK with eight being from Syria and one from the Czech Republic, Egypt, Morocco, Nigeria, Peru and Poland. Of those victims that did not speak English nine spoke Arabic, one Polish and two Spanish.
- 6.5 Of the 181 people that received support through VCAS during the reporting period 17 related to offences of hate crime, one LGBT and two disability crimes.

#### 7 Finance

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

#### 8 Risk

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

# 9 Diversity and Equal Opportunities

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

### 10 Recommendations

9.1 That this performance report is noted.

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

#### Strategic Performance Dashboard 12 months ending June 2016 Making our communities safer, helping them to be stronger Satisfaction with Whole Experience After a lengthy Overall Public Whilst the % of Whilst the % of Perceptions of Police VCOP Compliance people who have people which think period of decline, Confidence Performance Up 2% Ease of confidence in Cleveland Police do a there are early signs Against a target (CSEW) (CSEW) Cleveland Police is 'good' or 'excellent' of an improvement rate of BO% in satisfaction rates Down 2% currently lower job is currently lower Down 3% (Last 12 months) than it was this time across all service than it was this time last year, the last year, the 76% aspects, particularly 72% Since 2015 38% VCOP compliance rates continue difference is not difference is not treatment by staff to fluctuate, peaking at a high of considered to be and provision of Since Dec considered to be Follow up Since Dec 61% in September 2015. significant. feedback 2015 significant. Organisational Efficiency Operational Effectiveness Placing victims at the centre of all that we do Right people, right place, right time with right skills doing right job Budget Monitoring Annual Budget - Based on the actual spend Antisocial Behaviour Progress Against LTFP Publicly Reported to date, the Force is currently projecting a Crime Incidents 'breakeven' position at the end of March 12% Towards 2020 wn 1% in the Workforce Planning Budgeted The force continues to transform its Establishment Workforce service delivery model through a Demand Management 1292 officers 1295 officers The slight reduction in overall programme of organisational Most crime types continue to The Force 132 PCSOs 119 PCSOs ASB can be attributed to a fall in change. Revised shift patterns for increase however, with the 228 Police staff 240\* Police staff currently\*deals with incidents of Nuisance behaviour IRT and INT have been implemented exception of violence (up 31%) 44% of calls for service (down 8%) and environmental and the dedicated VEMT team is \*Includes additional staff recruited to and vehicle crime (up 11%), all without deployment. incidents (down 20%). However the role of Police Staff Investigator now fully operational. The PVP remain within acceptable The aim is to increase personal ASB continue to support hub will go live on at the tolerances. House burglary. this figure to 50% beginning of September. increase (up 18%) continues to decrease (down 3%) \* 3 months to June 2015 Leadership and People Legitimacy and Integrity Collectively striving to be the best that we can be, every day Ensuring our actions and interactions are of a high quality Sickness Absence NCRS/NSIR Compliance Data Quality Professional Standards Staff Survey 711 complaints 88% NCRS 9.27 received 86% NSIR 6% upheld (down 2% pts) 9.92 Compliance rates continue to MATTERS 160 complaints fluctuate, peaking at a high of DATE LEGISTER HANDS Compared to of indvility 97% (NCRS) and 96% (NSIR) in PDR Compliance Cast 12 received, down October 2014 Grievance Procedure January 2015. 70% sufficient 36% resolved Stop and Search was unavailable at the point of publication. The volume of stop searches has fallen In the last year sickness absence has cost the 11 grievances received, 2 with However, the Force force £3,284,890 for police officers and significantly, currently averaging multiple complainants, 2 resolved at recognise this as an £587,965 for police staff - approximately 5% approximately 149 per month (although stage one, 2 resolved at stage two and area for improvement. outcome (15% linked) in recent months there has been of the staffing budget. 7 are on-going. significantly fewer). All icons sourced from: Flaticon.com

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