



PERFORMANCE REPORT OF THE PCC AND POLICE AND CRIME PLAN SEPTEMBER 2017

This report provides an overview of the current performance of the PCC and his Police and Crime Plan. The information provided is accurate at the time of production. Information focuses on an agreed suite of performance indicators and support key diagnostic indicators. Additional information is also provided to establish the context of information presented and assist the reader in their understanding of the report.

Report prepared by the Office of the Police and Crime Commissioner for Cleveland

INVESTING IN OUR POLICE



Budget Monitoring

Projecting a 'break-even' position at the end of March 2018.



An extra £2 million invested in a dedicated protecting vulnerable people hub.

Funding for neighbourhood officers and PCSOs. Approval to recruit 63 new police officers, create 15 police staff posts and 16 PCSO's.



Publicly reported crime and calls for service are increasing (which is also seen at a national level with 42 forces also seeing increases) .

Police generated crime recording is also increasing showing a greater number of planned police interventions and operations.



Community Safety Hub

building is on track to open in Autumn 2018.



30,000 calls are made for police services every month.

Every day Cleveland Police receives an average of

- 275 calls for emergency services (999 calls)
- 550 calls for non-emergency (101) services.



Antisocial behaviour (personal) trends are decreasing. Although incidents of nuisance are increasing. These are generally youth related, banging on doors, drinking alcohol and verbally abusing shop staff.

TACKLING RE-OFFENDING



Joint Local Criminal Justice Board refreshed with Durham OPCC.



Restorative Cleveland

559 restorative justice interventions in 2016/17.

Youth Offending

Supporting Youth Offending Teams who have delivery 389 interventions in 2017.



Multi Agency Prevention Strategy for Sexual Violence being prepared.

SECURING THE FUTURE OF OUR COMMUNITIES



Since 2012, over 400 Your Force Your Voice meetings with meetings held in every ward across the Cleve-



£672,440 invested to directly support local services and initiatives in communities and neighbourhoods.



Supporting schools in tackling racism and hate crime.

- 29 sessions presented to 2,110 young school children



OPCC maintains and promotes others to adopt dementia friendly status.

A BETTER DEAL FOR VICTIMS AND WITNESSES



The PCC jointly with Durham invested £2 million for dedicated **victim care and advice services**. Over 1,400 victims have received a needs based assessment and one-to-one support.



Victims of crime satisfaction rates are increasing with the service provided by police officers.



ECins (Information Sharing)

Agreements are in place with all four Local Authorities. Initiatives currently supported are Victims First and Troubled Families.



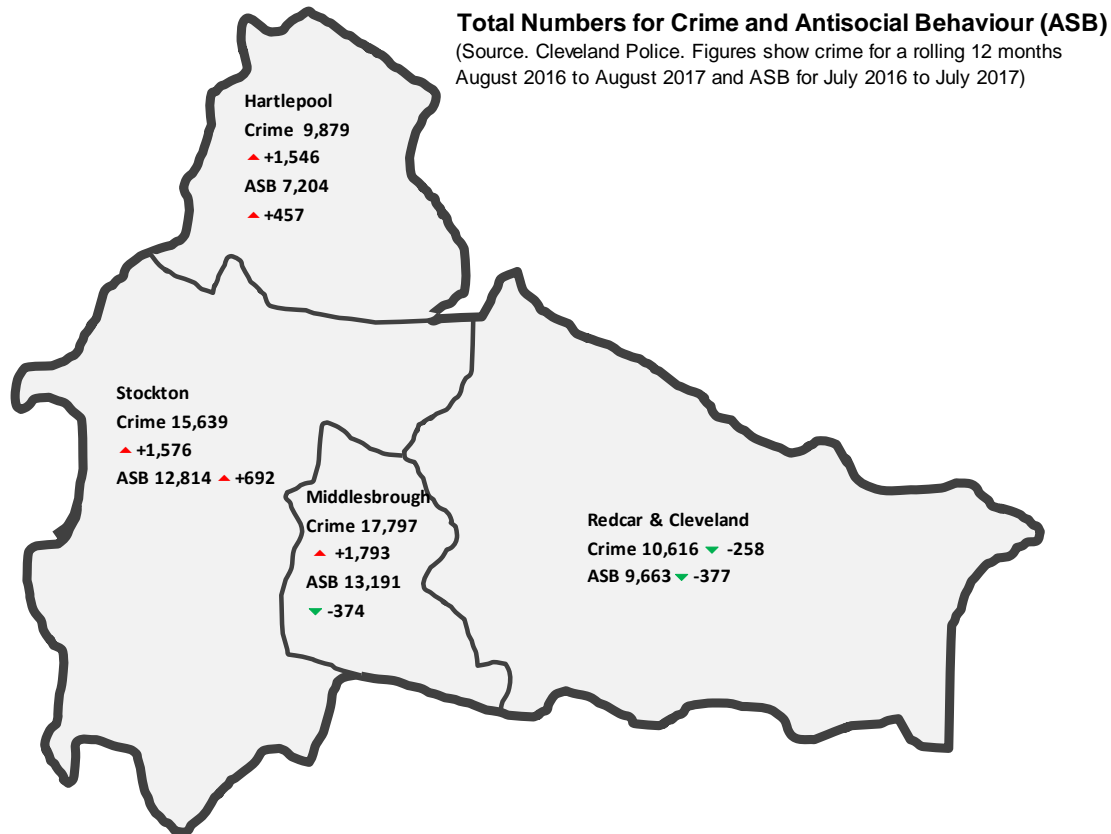
The PCC chairs the Tees **Rural Crime** Forum.



Cleveland Connected allows partners to share information by email, text and social media. There are 11,765 registered members and 721 registered businesses.

INVESTING IN OUR POLICE

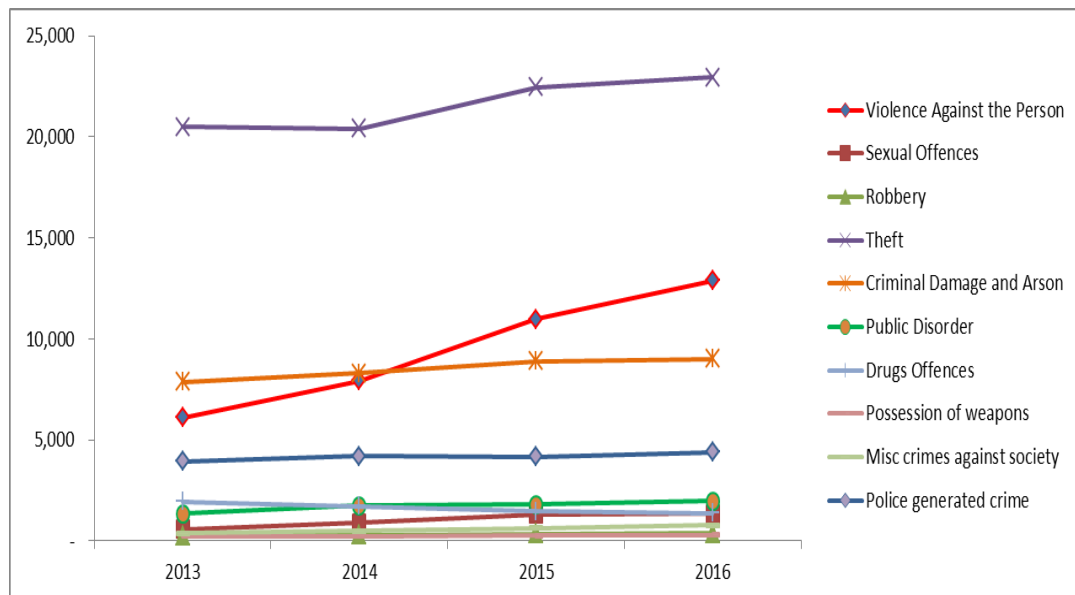
Organisational Efficiency and Effectiveness: Crime and Antisocial Behaviour



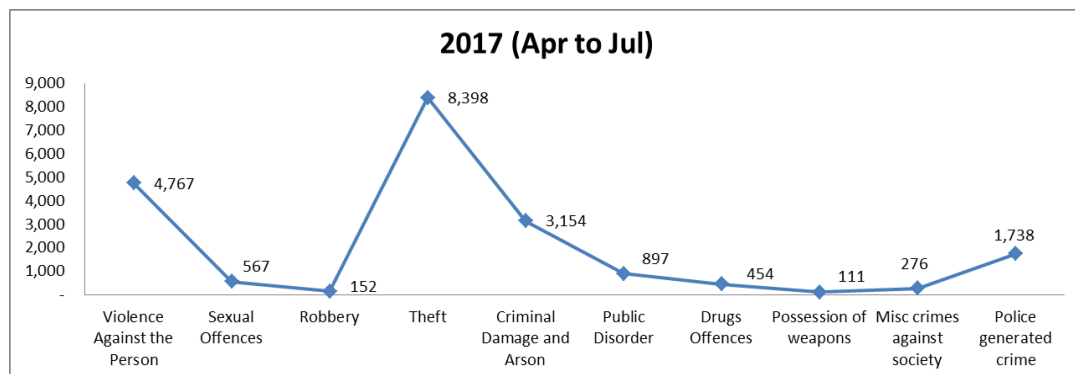
- The rolling 12 month trend for publicly recorded crime continues to show increases in all areas with the exception of Redcar & Cleveland.
- Increases in crime are also shown at a national level.
- During 2016/17, the PCC approved funding to recruit 63 new police officers and 16 PCSO's. The majority of these officers will join neighbourhood teams after training. In addition, 15 police staff posts were created, including five additional crime prevention coordinators, two hate crime investigators, a refugee and asylum seeker coordinator and a Communities Against Violence and Policing (CAVIC) coordinator post.

INVESTING IN OUR POLICE

Organisational Efficiency and Effectiveness: Crime and Antisocial Behaviour



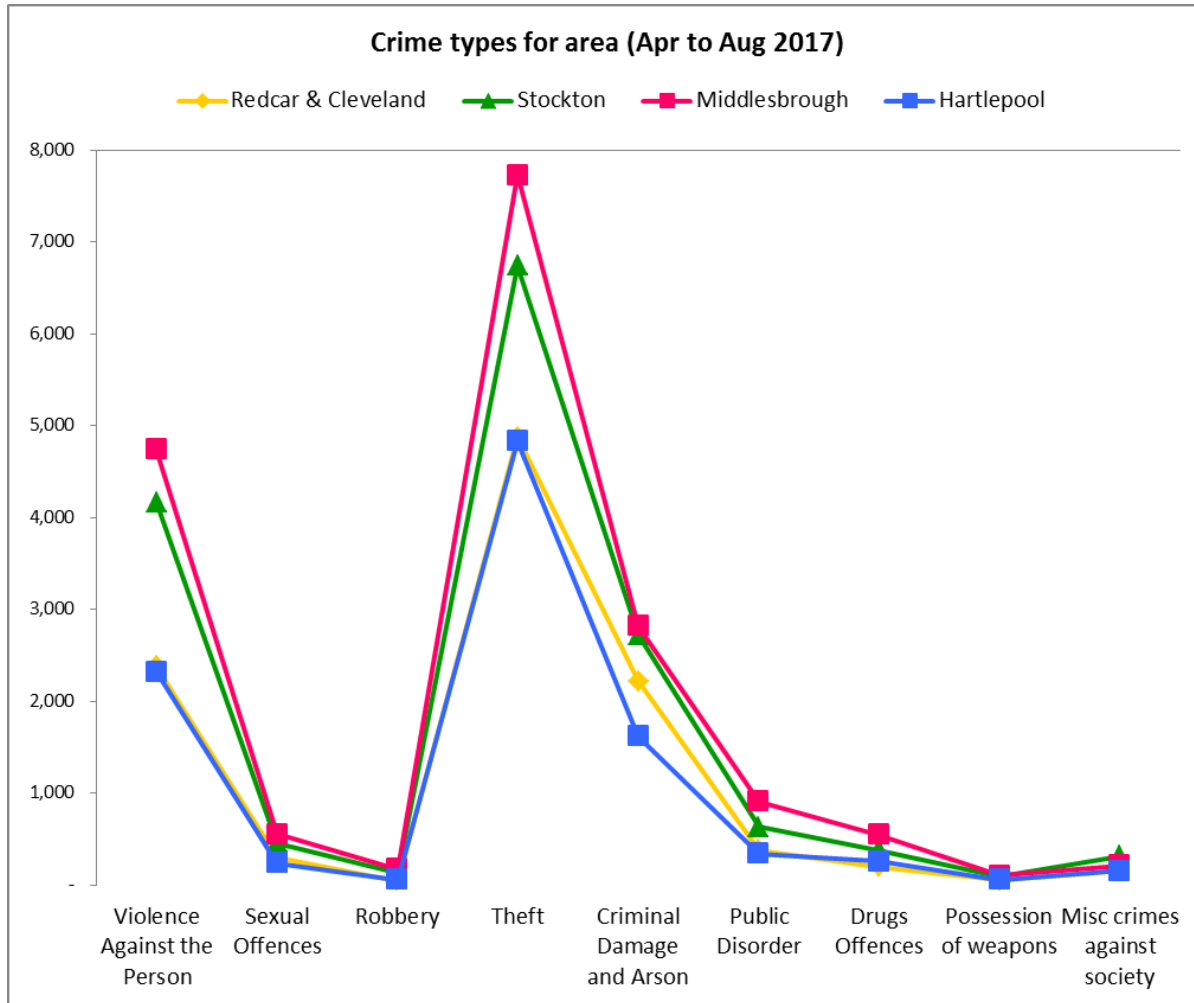
Source: Cleveland Police recorded crime figures (2013 - 2016)



Source: Cleveland Police recorded crime figures

- Theft and violence against the person show the greatest volume of recorded crime. Theft is made up of
 - Theft from the person
 - Bike theft
 - Shoplifting
 - Other theft.
- Annual figures show over 20,000 crimes of theft. The impact of which place a significant burden on police resources and capacity. To tackle this Operation Raptor was launched in June 2016 to reduce demand on police resources and to focus on targeted activities.
- Under a quarter of violence against the person crimes are alcohol related.
- Multi-agency Integrated Offender Management (IOM) arrangements involving Cleveland Police, Tees & Wear Reform Prison, Durham & Tees Valley Community Rehabilitation Company and National Probation Service (NPS) continue to manage the behaviour of the most prolific offenders in Cleveland for April, including those who commit a large volume of theft offences. Latest data to June 17 recorded a 24% reduction in the offending behaviour of this group of offenders when compared to the same time period in the previous year.

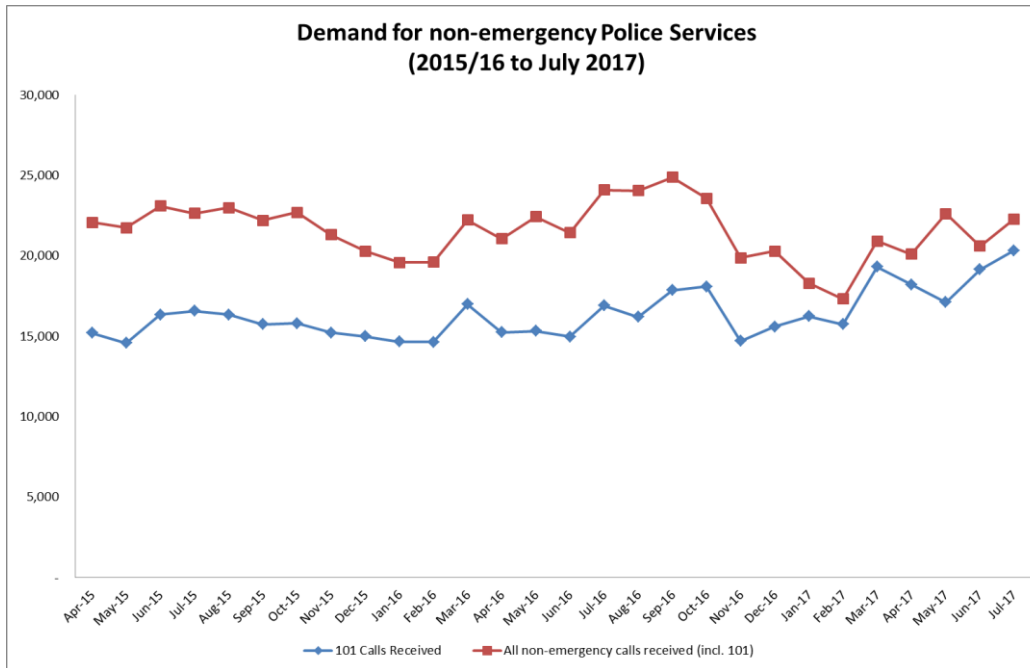
INVESTING IN OUR POLICE



- Local area figures reflect the volume crimes of theft, violence against the person and criminal damage in every local command area as summarised in Cleveland Police total crime tables on previous page of this report.
- As part of the PCC's commitment to working in partnership officers from the OPCC attend Community Safety Meetings to better understand issues at a local level.

INVESTING IN OUR POLICE

Operational Efficiency and Effectiveness: Demand for police services

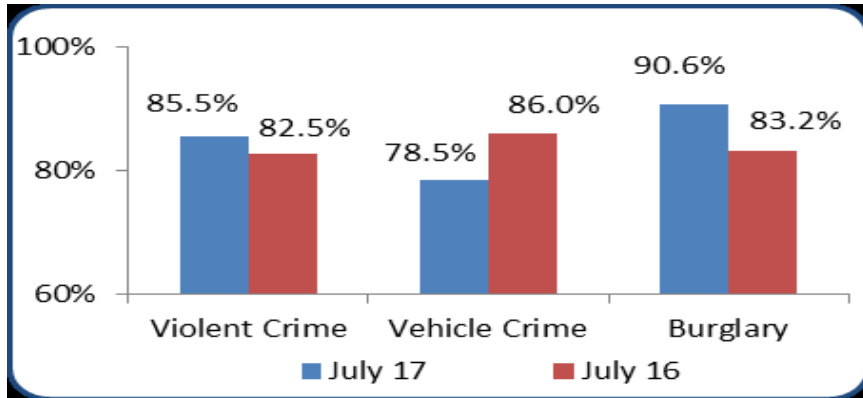


- Cleveland Police Call Centre receives in the region of 30,000 calls for service per month. Increases are always experienced in the summer months, with the school holidays making a big impact with increased social events, noisy neighbours from garden parties, etc. and calls relating to antisocial behaviour and domestic.
- The number of 999 calls for the 12 months to July 2017 has increased by 18% compared to the previous year. The number of 101 calls has increased by 12% but the number of non-emergency calls (which includes 101 calls) has decreased by 2%.
- The average number of 101 (non-emergency) calls received per day is 550. The average number of 999 emergency calls per day is 275.
- However, not every call equates to an incident. There are 634 incidents per day where the control room liaise with police officers and partner agencies.
- The PCC keeps a daily review of the Control Room and Serious Incident Logs and monitors the 101 call responses rate through the scrutiny programme.
- A thorough review of the Control Room has recently been undertaken by the force which has resulted in a number of recommendations which the PCC will be monitoring carefully through the scrutiny programme. The implementation plan is on-going and monitored by PCC and Scrutiny.

A BETTER DEAL FOR VICTIMS AND WITNESSES

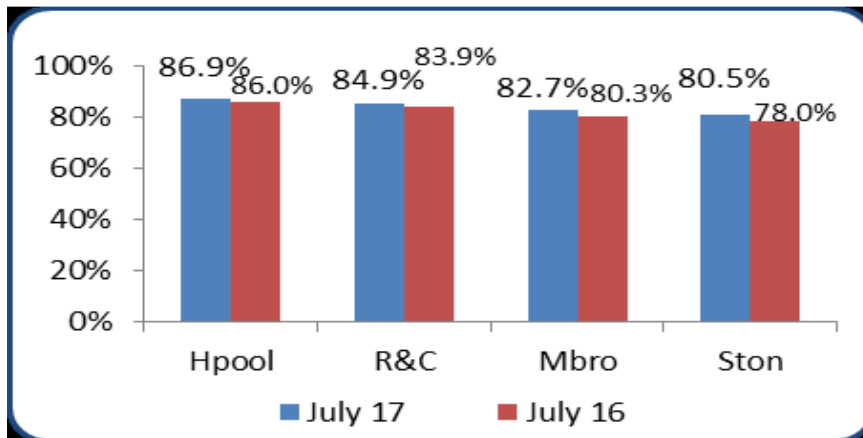
Improved Victim Satisfaction: Victims Surveys and Victims Code of Practice (VCOP)

Overall Satisfaction by Victim Type



Source: Cleveland Police

Overall Satisfaction by LPA

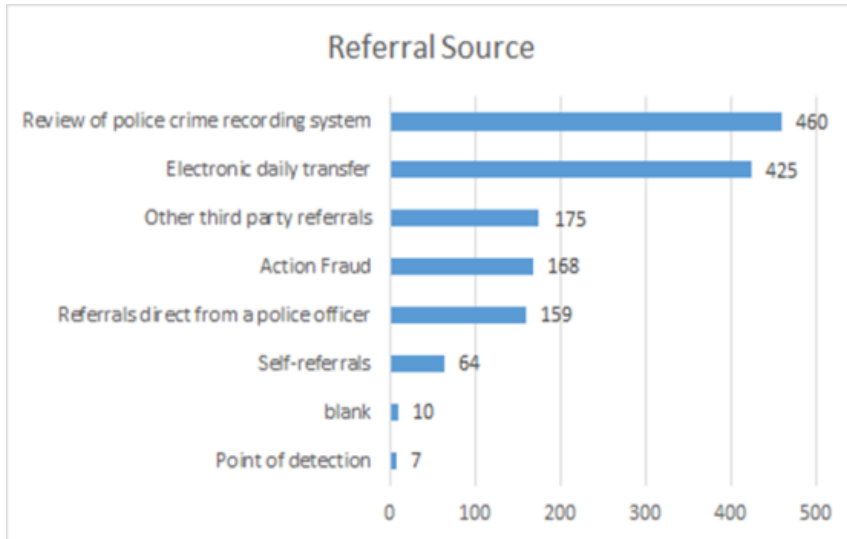


Source: Cleveland Police

- Figures show that the overall satisfaction rate continues to improve although completely satisfied victims are declining.
- Compliance with the **Victims Code of Practice** is monitored quarterly. Current figures show a 53% compliance rate. The main reasons for non-compliance are needs assessment missing, contact agreement not completed and missed contacts. The PCC monitors progress through the scrutiny programme.
- The PCC commissions services to support those that have become a victim of crime. Initiatives supported include
 - Delivery of activities set out in the Violence Against Women and Girls Strategy
 - Publishing a domestic abuse victims family court advisory leaflet
 - Reviewing the multi-agency risk assessment conference to better combat repeat victimisation and reoffending
 - Reviewing Integrated Offender Management (IOM) scheme to include domestic abuse.
 - Mapping the victim's journey through the Criminal Justice System to identify gaps and areas for improvement which will become available and presented to the Victims Strategic Planning Group later this year.
 - Funding for specialist domestic abuse (Operation Encompass) workers to provide advice schools on domestic violence incidents.
 - Funding to Barnados to provide specialist support to anyone under 18 who has experienced sexual violence.
- PCC crime prevention activities include
 - Funding to Crime Prevention Panels to purchase crime prevention equipment and publicity materials.
 - Funding activities for young people during the summer months (Rifty Youth Club, Crucial Crew).
 - Funding for Anti-Ram Pole for CCTV footage.
 - Raising awareness of and promoting cultural diversity (Mela, Nagar Kirtan, Trans Aware).

A BETTER DEAL FOR VICTIMS AND WITNESSES

Victims of Crime are able to cope and recover: Demand for Victim Care and Advice Services



- Figures show that the majority of victims supported by VCAS are age over 40. Cases are identified by VCAS based on a review of the police crime recording system, self-referrals are accepted and referrals from other agencies such as police officers.
- Since the service began it has reached out to over 4,000 vulnerable victims in Cleveland, with over 1,400 people receiving a needs-based assessment and appropriate one-to-one support.
- The VCAS contract has been extended to enable a pilot project that allows support to be provided to vulnerable and repeat victims of antisocial behaviour. This pilot started on the 1 July 2017 and will continue until 31 March 2018. It has allowed for an addition two victim care officers to be recruited, a Victim & Witness task and finish group is in the process of being set-up with partners to discuss referrals received to data and to develop and agree criteria for the future should we wish the service to continue beyond March 2018. Performance figures will be available following contract performance meeting in November.

TACKLING RE-OFFENDING

More offenders are engaging with services and demonstrating positive steps in reducing their offending behaviour: Youth Triage scheme

First Time Entrants to the criminal justice system: Rate per 10,000

10-17 years population (*Middlesbrough & Redcar)

YOS Area	2013/14 (Baseline)	2016/17	Change
Stockton	526	286	-46%
Hartlepool	575	411	-29%
South Tees*	522	464	-11%

Source: Local Authority Youth Offending Services

Number of Triage Assessment and Intervention Programmes to Young People and their Families

YOS Area	2016/17
Stockton	37
Hartlepool	49
South Tees*	108
Total	194

Number of Enhanced Programmes delivered with Young People as part of the Out of Court Disposal's

YOS Area	2016/17
Stockton	67
Hartlepool	13
South Tees*	115
Total	195

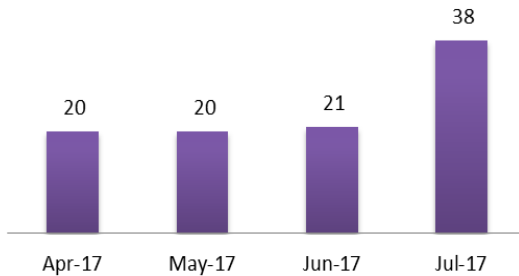
Source: Local Authority Youth Offending Services

- Supported by funding from the Police & Crime Commissioner, during 2016/17 the Youth Offending Team's across Cleveland have delivered 389 interventions; this includes assessment and intervention programmes for young people and their families; and restorative services for victims.
- These interventions have directly contributed to the reduction in the number of young people entering the criminal justice system.
- **First Time Entrants** to the criminal justice system are classified as young people, who received their first reprimand, warning, caution or conviction. Measure based on data recorded by the police on the Police National Computer (PNC).
- **Triage** is an informal process that means a young person will not be prosecuted, given a community resolution or youth caution. The young person can be asked to go to Youth Offending Team appointments. Young people who get in trouble for the first time or for less serious offences can be dealt with informally by the police. Triage is recorded on the police national computer (PNC) as no further action (NFA).
- **Youth Conditional Cautions** allows an authorised person (usually a police officer) or a relevant prosecutor (usually a member of the Crown Prosecution Service) to decide to give a caution with one or more conditions attached. When a young person is given a conditional caution for an offence, criminal proceedings for that offence are halted while the young person is given an opportunity to comply with the conditions. Where the conditions are complied with, the prosecution is not normally commenced.

TACKLING RE-OFFENDING

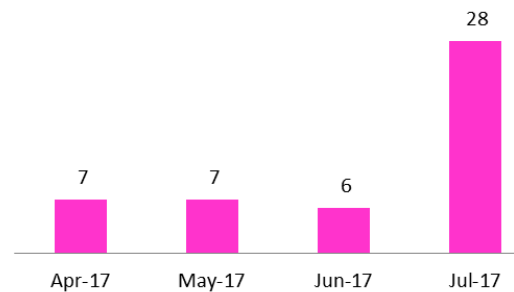
More offenders are engaging with services and demonstrating positive steps in reducing their offending behaviour: Restorative Cleveland

2017/18 Restorative Cleveland Level 1 Interventions
(under 18 years old)



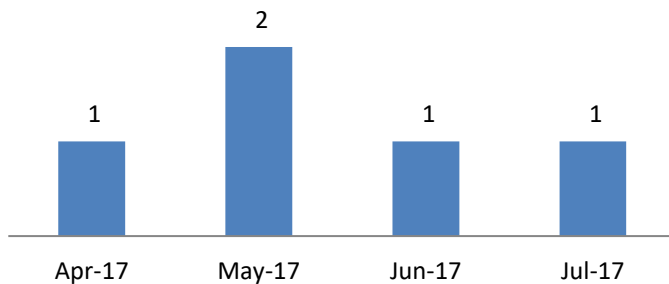
Source: Cleveland Police

2017/18 Restorative Cleveland - Level 1 Interventions
(over 18 years old)



Source: Cleveland Police

2017/18 Restorative Cleveland Level 2/3 Interventions



- In April 2017 a review was completed in regards to Restorative Justice across the Cleveland area. The subsequent report included a recommendation that the RJ service should be formally commissioned during 2017/18 with an anticipated service start date of 1 April 2018.
- As an interim measure it was agreed to advertise secondment opportunities to partner agencies to assist in the delivery of RJ and to look at ways in which the service can be improved in the future.
- Positive steps are taking place engaging with ex-offenders and tracking their progress has just begun. Further information will be reported on this in subsequent updates
- Level 1 is often referred to as 'on-street' or 'instant' conferencing dealing with minor low levels crimes on the spot.
- Level 2 – is more in-depth intervention, whereby the victim and offender have the opportunity to meet, with a trained facilitator, so they can discuss what happened and the effects.
- Between April 2015 and January 2017 Restorative Cleveland recorded 84 referrals for level 2 restorative interventions. The figures for 2017/18 show five interventions.

WORKING TOGETHER TO MAKE CLEVELAND SAFER

Efficient and effective public sector services with the capability and capacity to meet demand: Information Sharing

The PCC and his staff work closely with councils, community groups, the fire service, housing, education and health on a daily basis.

Multi agency collaboration is taking place in a number of areas. **The Evolve Programme** is the major collaboration agreement between PCCs and forces in Cleveland, Durham and North Yorkshire and is subject to scrutiny by a Task and Finish Group of the Police and Crime Panel. Under that programme there is now a joint dog section and a joint legal services team, collaborations enable the best use of resources and provide better value for money.

The **Major Investigation Unit** has been established between Cleveland and North Yorkshire, the initiative ensures that the forces have the right resources in place to deal with really serious crimes and protect communities from harm.

Rural Crime – The PCC chairs the Tees Rural Crime Forum where residents can raise concerns about crime and anti-social behaviour in their area.

Following repeat incidents of the disruptive use of off road bikes on Eston Hills, the PCC has established an action group of local residents, community groups and the local authorities to develop a protection plan for the area.

- **Cyber Crime** - The PCCs for Cleveland and Durham have issued a joint survey to businesses to identify how we can prevent under-reporting of cyber crime and how we can better support businesses who are targeted by cyber crime.
- The PCC's for Cleveland, Durham and Northumbria are working together on preparing a joint booklet for the region to raise awareness of and tackle cyber crime.
- **Working Together** - As part of the Standards and Scrutiny Programme Working Together meetings each Local Authority, with members from Community Safety Partnerships, is represented. The purpose of the meetings is as follows: to discuss commissioned services, to provide a platform which ensures that the PCC is kept up to date with any developments and issues in these areas; that attendees have the opportunity to discuss any concerns with the commissioner; and as a forum to discuss national and local initiatives around crime prevention

WORKING TOGETHER TO MAKE CLEVELAND SAFER

Those who live, work or visit the area are safe and feel safe: Information Sharing Schemes

Empowering Communities Inclusion and Neighbourhood Management System (E-Cins)

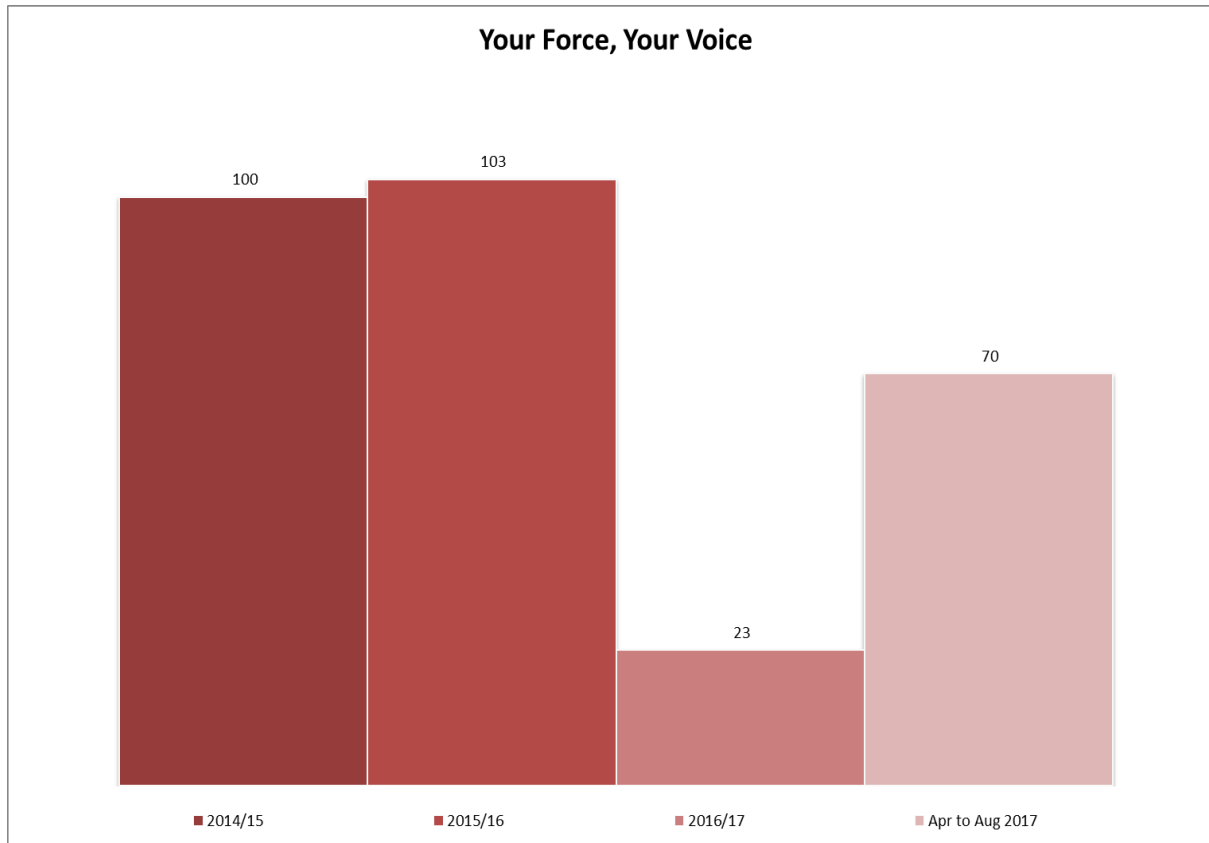
- The PCC has commissioned a two year contract with E-Cins to encourage partners to share key information. The system is a multi-agency tool designed to improve information sharing across services.
- Current partners participating/supporting this project include
 - Cleveland Police
 - Middlesbrough Borough Council
 - Hartlepool Borough Council
 - Stockton Borough Council
 - Redcar & Cleveland Borough Council
 - 13 Housing
- Services currently supported by E-Cins include
 - Victims First
 - Troubled families
- Adverts are currently being prepared to recruit a new Project Coordinator to further develop information sharing across Cleveland.

Cleveland Connected – The scheme is a forum for Cleveland Police, Neighbourhood Watch and other public sector partners to send information and messages by email, text and social media to registered members of the system. Members will also have access to Home Office crime statistics for their area.

There are currently 11,841 individual members registered and 722 registered businesses on Cleveland Connected who receive regular information from the force.

SECURING THE FUTURE OF OUR COMMUNITIES

Improved dialogue and understanding of the Community: Your Force Your Voice and community engagement meetings



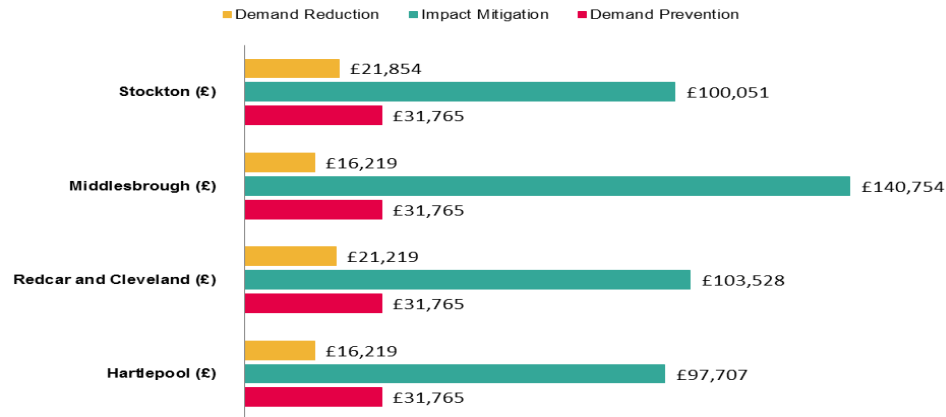
Source: OPCC

- Listening to and taking up your concerns at local, regional and national level is central to the PCC's activities.
- The PCC regularly attends community meetings in each of Cleveland's 79 wards to speak directly with local residents to understand their concerns. Since taking up office in 2012 the PCC has attended over 450 meetings.
- There is a slight dip in the numbers of visits in 2016/17 when visits were postponed due to purdah, in the run up to the local Police and Crime Commissioner elections in May 2016.
- The **top five issues discussed** from June to August 2017 are:
 - Progress of the Community Safety Hub
 - Issues with 101
 - ASB
 - Speeding and traffic issues
 - Drugs.

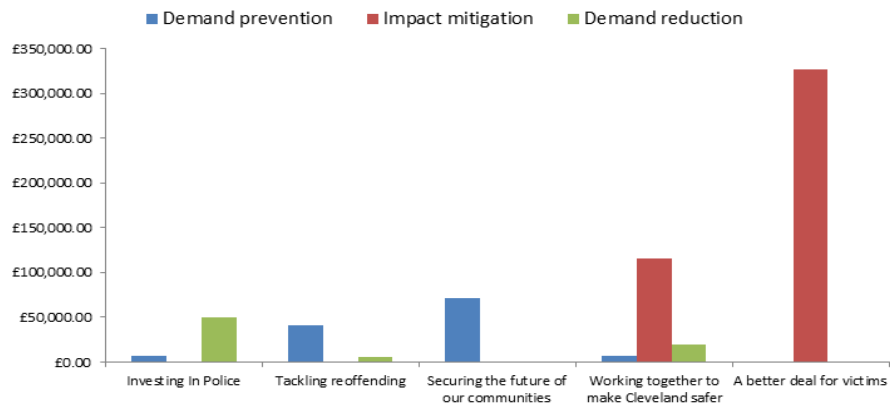
SECURING THE FUTURE OF OUR COMMUNITIES

Successfully commissioned community services: Services and Initiatives Commissioned

PCC Commissioned Services/Initiatives by Area
April - August 2017



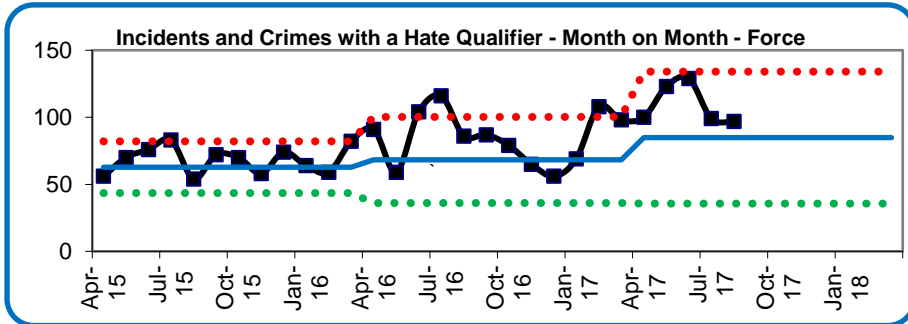
PCC commissioned services/initiatives by PCC objective



- Since April 2017 the PCC has invested over £579,822 on commissioned services, £90,000 on Community Safety Initiatives and £2,618 on Police Property Act charitable projects to support communities and neighbourhoods to prevent crimes locally, deliver positive diversionary activities for young people and to build community cohesion.
- Initiatives supported include:
 - 1,373 young people aged 8 to 18 from deprived areas in Stockton and Middlesbrough engaged in the Kicks Programme.
 - Show Racism the Red Card.
 - Positive and diversionary activities for young people provided through Local Authority Community Safety Partnerships.
 - My Sister's Place, Specialist Men's Advocate - Route 2 – a service for men 18 years and over who are abusive in their relationships and seeking help and support, on a voluntary basis, to address their behaviour.
 - The reintroduction of School Liaison Officers into the Force. The PCSOs will visit schools to education young people about crime and justice to raise awareness and ensure they turn away from a potential life of crime.
- The PCC continues to lobby the Government on the impact of the cuts on Cleveland Police. The PCC, along with the Chief Constable, met with the Police and Fire Minister to present him with the challenges affecting policing in Cleveland and to make a case for a fair level of funding.

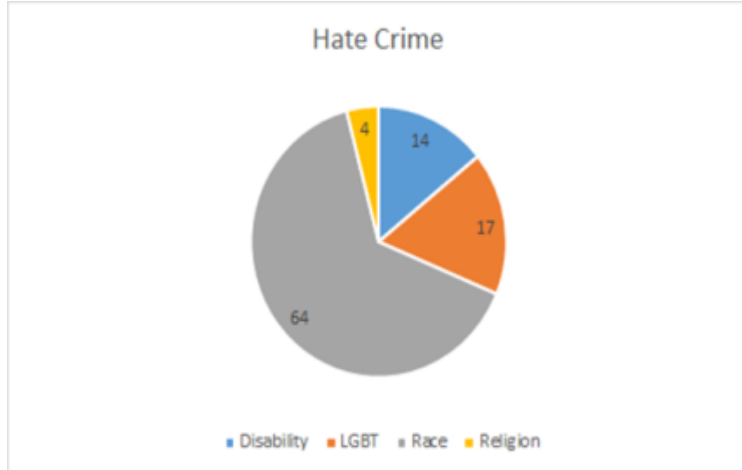
SECURING THE FUTURE OF OUR COMMUNITIES

Increased strength and resilience across our communities: Hate Crime and Incidents



Source: Cleveland Police – rolling 12 months

VCAS - Victims of Hate Crime



Source: Victims Care and Advisory Service, Safe in Tees Valley

- The rolling 12 month trend shows an increase.
- During the past 12 months the following hate crimes have been recorded:
 - Racial 686 (+145)
 - Transgender 15 (+12)
 - Disability 41 (+7)
 - Religion/belief 19 (-2)
 - Sexual orientation 95 (+35)
- The PCC Chairs the Cleveland Strategic Hate Crime and Incident Group which works to establish a mechanism that facilitates a cohesive, coordinated approach across all services to deal with hate crime and hate incidents, sharing best practice, challenging prejudice and hate and connecting communities to improve cohesion.
- The PCC supports a number of initiatives aimed at tackling hate crime. These include:
 - Show Racism the Red Card – the scheme has presented 29 sessions in schools to 2,110 children.
 - VCAS - who support victims of hate crime.
 - Funding for new roles
 - 5 crime prevention coordinators
 - 2 hate crime investigators
 - 1 community cohesion officer
 - 1 refugee and asylum seeker coordinator
 - 3 PCSO school liaison officers
 - 4 early intervention coordinators
 - 2 IOM police staff
 - 1 communities and partnerships police sergeant.