



# Performance Report of the PCC and the Police and Crime Plan

January 2018

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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.**

## PCC Performance

January 2018

### 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)



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 500 Your Voice Your Voice meetings with meetings held in every ward across the Cleveland area.



Over £1m 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 15,000 cases reviewed in Q2 to determine victims needs and one-to-one support services.



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.

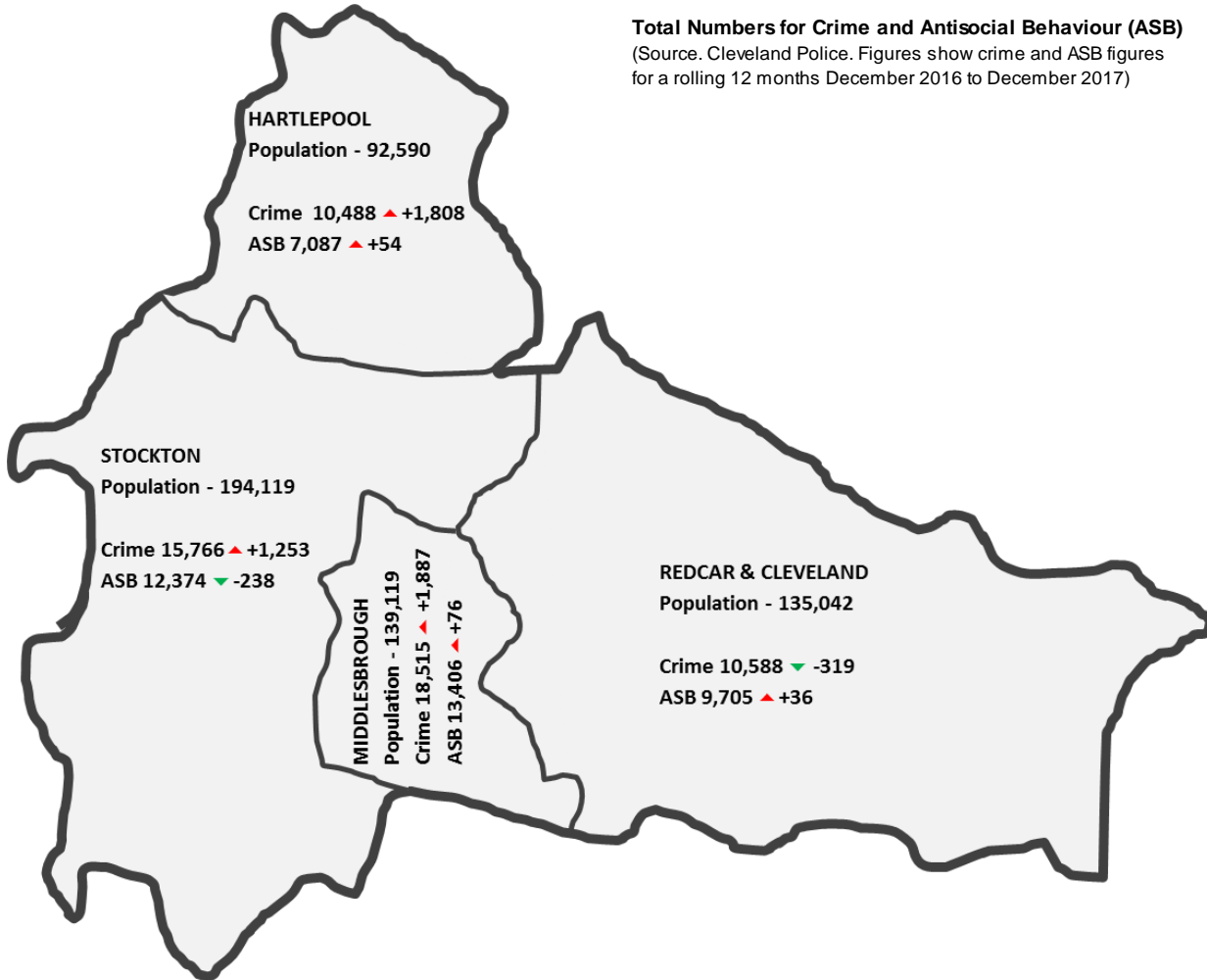


Cleveland Connected allows partners to share information by email, text and social media. There are 11,908 registered members and 721 registered businesses.

# INVESTING IN OUR POLICE

## Efficiency and Effectiveness: Crime and Antisocial Behaviour

Publicly reported crime and police generated crime is increasing. Increases are seen in three local policing areas with Redcar & Cleveland the only area to record a decrease. Vehicle crime, shoplifting and other theft appear to be the reasons behind these increases.



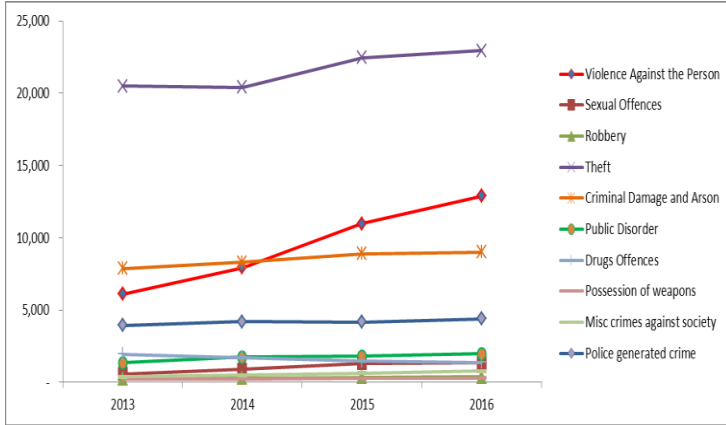
The rolling 12 month trend for publicly recorded crime continues to show increases in all areas with the exception of Redcar & Cleveland. Antisocial behaviour incidents are also increasing across three Local Policing Areas with the exception of Stockton. Increases in crime are also shown at a national level.

To raise awareness of and to help tackle crime, the PCC supports a broad range of initiatives as outlined in his Commissioning Strategy, Your Force, Your Voice meetings and support provided to local communities and projects for crime prevention initiatives.

# INVESTING IN OUR POLICE

## Organisational Efficiency and Effectiveness: Crime and Antisocial Behaviour

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

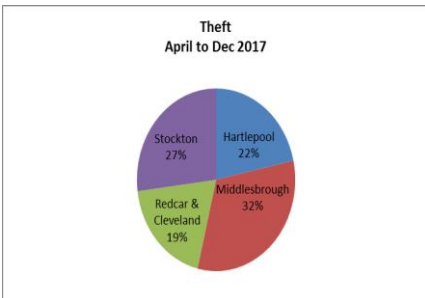
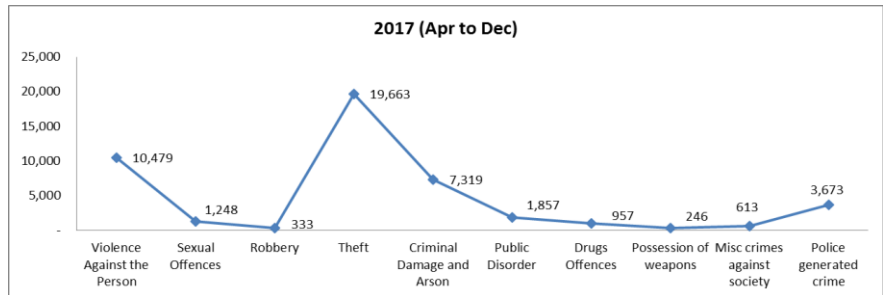


Theft and violence against the person continue to show the greatest volume of recorded crime. Theft is made up of

- Theft from the person
- Bike theft
- Shoplifting
- Other theft.

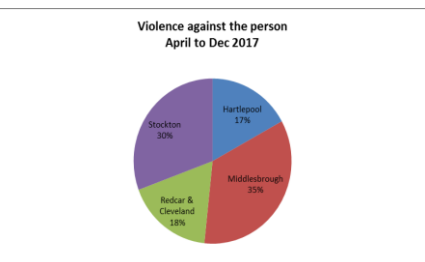
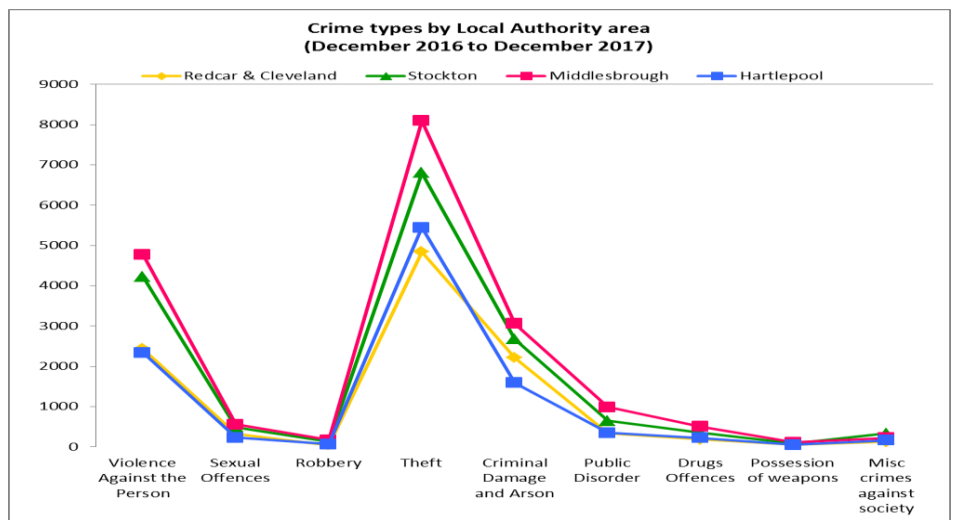
Source: Cleveland Police recorded crime figures

Current figures show over 19,000 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. The PCC regularly monitors the impact of this as part of his scrutiny programme.

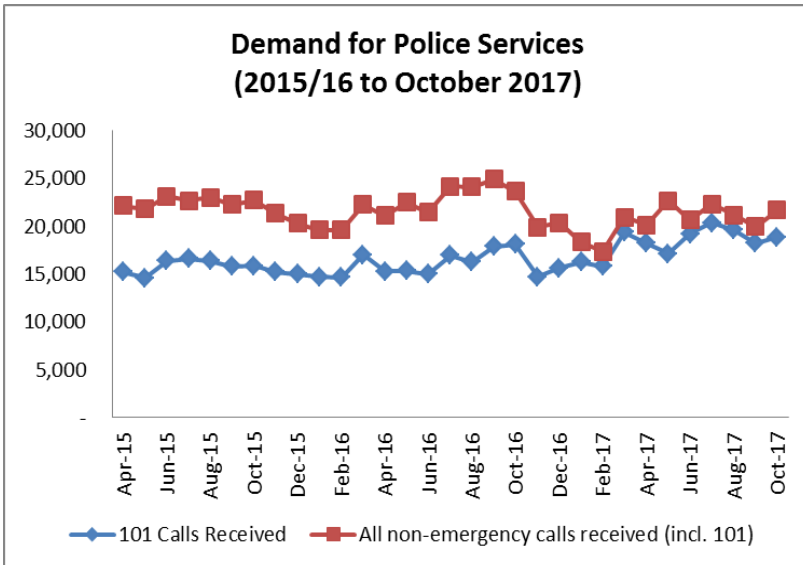
Local area figures reflect the volume crimes of theft, violence against the person and criminal damage in every local command area as summarised in Cleveland Police total crime tables in this report.



Violence against the person is also an area with high numbers of recorded incidents. Under a quarter of these are alcohol related.

# INVESTING IN OUR POLICE

## Operational Efficiency and Effectiveness: Demand for police services



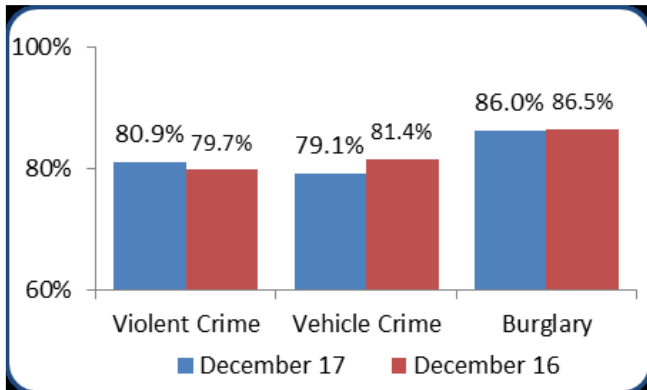
- Cleveland Police Call Centre receives in the region of 30,000 calls for service per month. Increases are always experienced in the summer months, with the school holidays making a big impact with increased social events, noisy neighbours from garden parties, etc. and calls relating to antisocial behaviour and domestic.
- The number of 999 calls for the 12 months to October 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

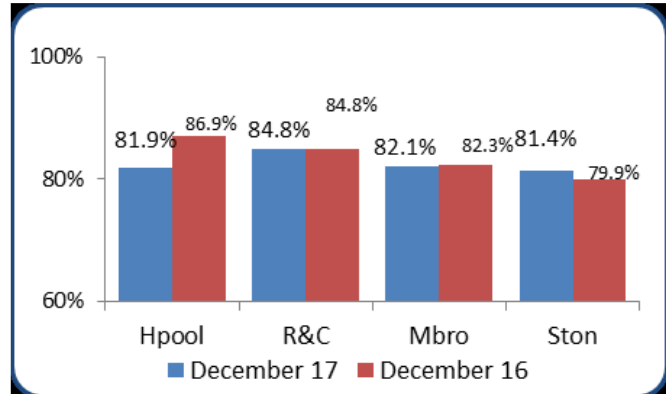
## Improved Victim Satisfaction: Victims Surveys

Overall Satisfaction by Victim Type



Source: Cleveland Police

Overall Satisfaction by LPA



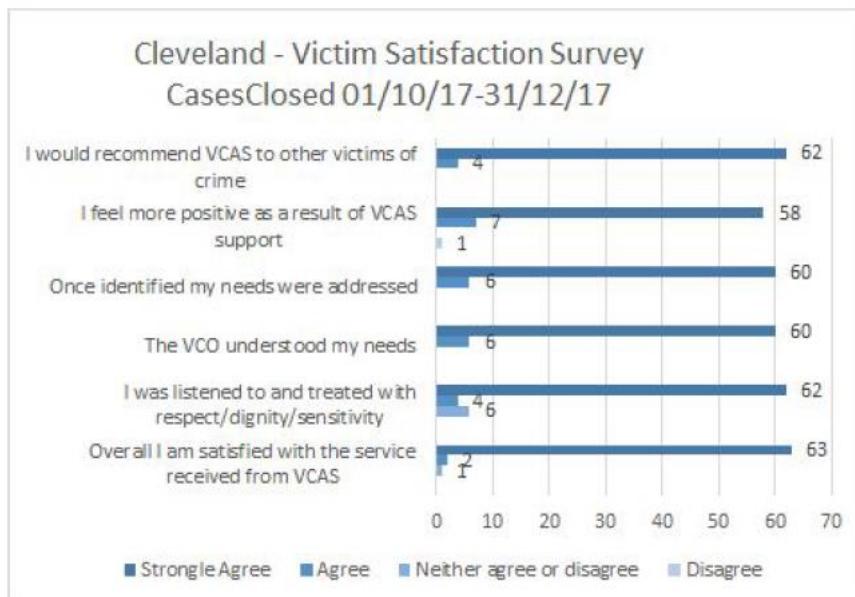
Source: Cleveland Police

Figures show that the overall satisfaction rate within Cleveland Police continues to improve although completely satisfied victims are declining. The offence types covered by the survey include; Domestic Burglary, Violent Crime, Vehicle Crime and Hate Crime. This survey was previously mandated by the Home Office, as this is no longer the case consideration is being given to reviewing both who is surveyed and the exclusions that currently apply.

### Victim Care and Advice Service – Satisfaction

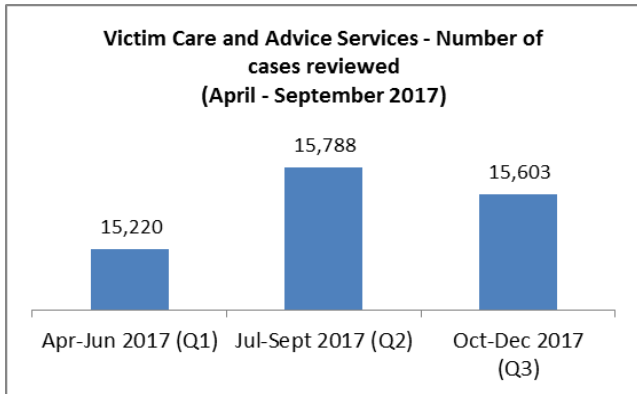
At the point that a VCAS case is closed victims are asked if they are willing to take part in a Victim Satisfaction Survey. Those that agree to take part are contacted by a VCAS volunteers to complete the survey. Between October

and December 2017 66 Victim Satisfaction Surveys were carried out. As can be seen below the vast majority of people are 'very satisfied' with the service provided. The VCAS Team Manager reviews all comments and in particular those that have not been satisfied with the service to ensure that all action to support the victim has been taken to assess if improvements in the service can be made.



# A BETTER DEAL FOR VICTIMS AND WITNESSES

## Victims of Crime are able to cope and recover: Victim Services



### Victim Care and Advice Service (VCAS)

The joint Cleveland and Durham VCAS contract commenced on 1 April 2016 initially for a period of two years with the option to extend for a further two. With year two successfully coming to an end and following negotiation with the service, the contract has now been extended until March 2020.

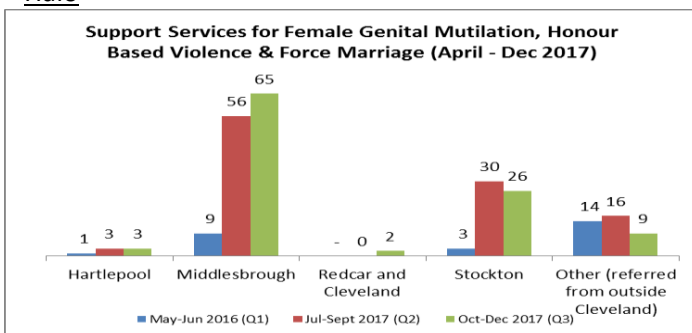
During year two of the contract, in Cleveland alone VCAS have reviewed 46,611 crimes/incidents to identify victims

that meet the VCAS vulnerability criteria. Of these 3,573 met the criteria. 28% victims that met the criteria went on to have a full victims needs assessment completed, 9% had their needs met through initial telephone contact, 30% of those meeting the criteria were contacted by VCAS but declined the offer of support and 34% did not respond when contacted. Of those victims that VCAS support the top five needs identified by the majority of victims:

- Victim fearing that they are at risk of repeat victimisation
- The crime had a significant or serious impact on the victim
- Negative outlook or no confidence in recovery
- Emotionally distressed
- Housing issues due to victimisation.

In July 2017 in Cleveland the VCAS service was extended for a pilot period (until 31 March 2018) following an increase in demand for service. The pilot has allowed for an additional two Victim Care Officers to be recruited to ensure safe levels of case management amongst the Victim Care Officers. This has also enabled the scope of VCAS to be extended to allow provision for those victims affected by anti-social behaviour. An evaluation report is in the process of being completed by VCAS for consideration by the PCC to continue this pilot in the longer term.

### Halo



The Halo Project are commissioned to support victims of Honour Based Violence / Forced Marriage and Female Genital Mutilation. As the above graph shows since the service was commissioned in May 2017 referral numbers have increased each quarter with the majority of referrals being from the Middlesbrough area. To enable further performance information to be provided in the future Halo are in the process of having their case management

system updated. The new case management system will be implemented in the new financial year.

### Sexual Assault Referral Centre (SARC) and Independent Sexual Violence Advisor (ISVA) Provision

Cleveland PCC in collaboration with NHS England have recently been through a joint commissioning exercise for the Teesside SARC, Teesside ISVA Service and regional crisis worker service to commence on 1 April 2018. Safe in Tees

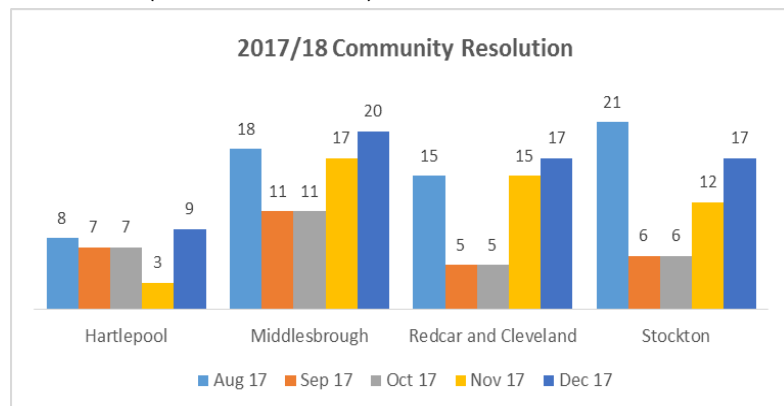
Valley were awarded the successful bidder and work is on-going to ensure a smooth transfer of service from the current supplier. As part of this a performance framework is being developed for future performance reports.



# TACKLING RE-OFFENDING

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

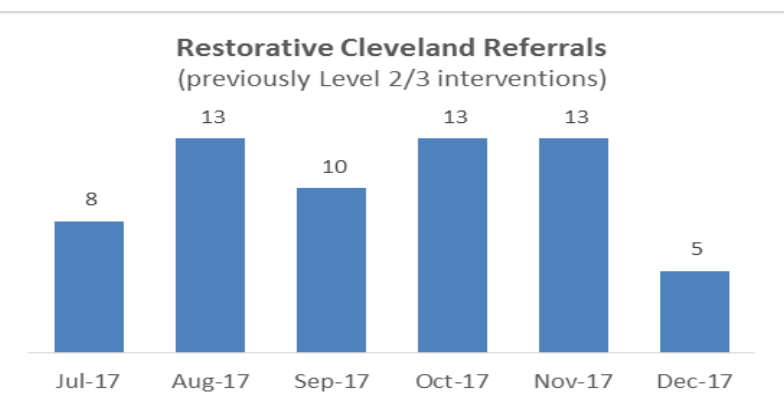
Source: OPCC (Restorative Cleveland)



In December 2017, the PCC awarded a two year contract for the provision of Restorative Justice services. This was awarded to Safe and Tees Valley and will start on 1 April 2018.

### Reducing Reoffending Meeting

The PCC chairs a multi-agency Reducing Reoffending meeting, which includes representatives from the three Youth Offending Services in Cleveland. Regarding young people in contact with the Criminal Justice System the main areas of focus are:



Improving Mental Health Services for Children & Young People in contact with the Criminal Justice System – Improving the communication skills of young offenders significantly reduces the risk of reoffending, increases access to rehabilitation, treatment programmes and can, improve an individual’s chances of gaining employment. National research estimates that over 60% of offenders in the youth justice system have a communication disability and that of this population 46-67% have ‘poor’ or ‘very poor’ skills, it is also cited that up to a third of children with untreated speech or language difficulties will develop mental health problems with resulting criminal involvement in some cases.

Locally, a successful joint bid developed by Clinical Commissioning Groups, Youth Offending Services (YOS) and the Office of the Police and Crime Commissioner for Cleveland has secured funding from NHS England to provide training and support for professionals working directly with young people at risk of offending behaviour to help them identify signs of speech, language and communication difficulties. During 2018, targeted training sessions will be delivered to

Restorative Cleveland Referrals by referral source	Jul-Sept 17	Oct - Dec 17
<b>Cleveland</b>	<b>30</b>	<b>30</b>
DTV Community Rehabilitation Company (CRC)	6	11
Durham RJ Team	0	1
Integrated Offender Management (IOM)	9	12
Kirkclevington Prison	8	1
National Probation Service	1	0
Remedi	4	1
RJ Team	0	3
Self Referral	0	1
VCAS	2	0
<b>Number of Referrals by Primary Offence Type</b>	<b>Jul-Sept 17</b>	<b>Oct - Dec 17</b>
Burglary	7	10
Criminal Damage	0	2
Fraud & Forgery	1	2
Other Offences	3	7
Robbery	4	1
Sexual Offences	1	0
Theft & Handling	2	2
Violence	12	6
<b>Number of Referrals by Primary Offence Type</b>	<b>Jul-Sept 17</b>	<b>Oct - Dec 17</b>
Open	13	35
Closed	17	10
<b>Number of closed referrals that led to a restorative intervention</b>	<b>Jul-Sept 17</b>	<b>Oct - Dec 17</b>
<b>Number that led to restorative intervention</b>	<b>5</b>	<b>2</b>
Conference	2	1
Letter	2	0
Shuttle Mediation	1	1
% of referrals that led to a restorative intervention	29.4%	20.0%

# TACKLING RE-OFFENDING

practitioners working within YOS, Pupil Referral Units, Early Help Teams, Anti-social Behaviour Teams, Exclusion Panels, Liaison & Diversion Teams, Youth Outreach Teams and Neighbourhood Policing Teams.

By adopting the 'Making every contact count' approach we aim to increase the number of young offenders who receive the necessary support to address any speech and language difficulties and to recognise the signs amongst those young people who are at risk of offending.

Liaison & Diversion Service – Work has been undertaken to extend the reach of the all-age Liaison & Diversion (L&D) service that works in police custody suites across Cleveland to identify and assess individuals, including young people, who may have a mental health, learning disability, substance misuse or other vulnerability. Following assessment individuals are supported through the criminal justice system and signposted into appropriate services for treatment and ongoing support.

Given the increasing number of young people who are voluntarily attending police stations to be interviewed, the L&D service has enhanced and further developed the assessment and support given to voluntary attenders. This more structured and proactive approach supports the police in their decision-making, but also ensures individuals who voluntarily attend Police Stations receive the same timely intervention as those in custody suites or courts.

## Adult Custody Diversion Scheme

Using the learning from the successful implementation of the Cleveland Triage Scheme (as described above) the PCC is seeking to implement a similar deferred prosecution model to divert adult offenders from the criminal justice system.

As an alternative to prosecution the scheme will offer eligible offenders a time limited contract to engage with services to address the underlying reasons for their offending behaviour and to encourage them to desist from further offending.

The offender will be supported through the process by a specialist 'navigator' who completes a detailed needs assessment and creates a tailored contract which will include interventions around any of the issues the offender may have. Should the offender successfully complete the contract, including not reoffending, no further action will be taken against them for the original offence.

## Whole System Approach to Female Offending

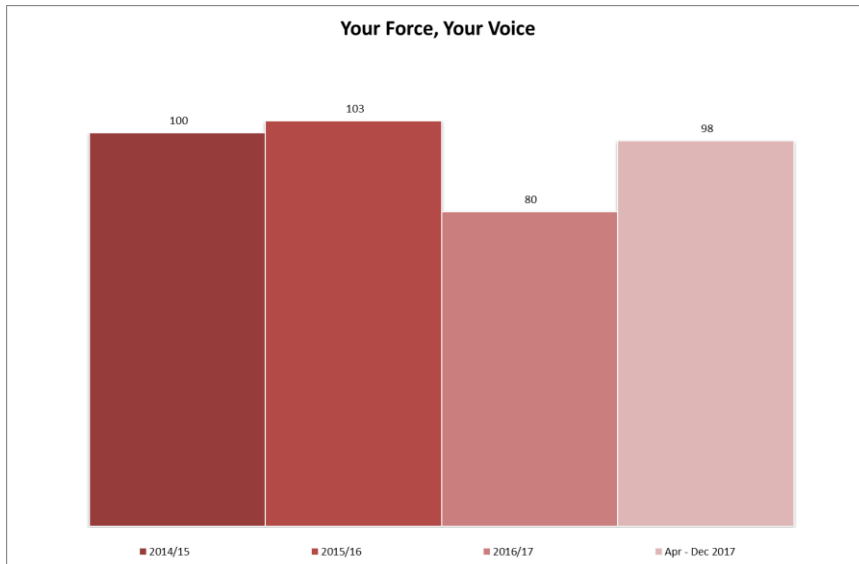
Female offenders account for approximately 18.4% of arrests in Cleveland and 18.8% of offenders supervised by Durham Tees Valley Community Rehabilitation Company. As a group, their offending is generally less serious than that of men but cases often present with complex needs, are frequently also victims of sexual and/or domestic abuse and have higher incidents of mental health and self-harm in custody. Locally, work is being undertaken to:

- Develop an improved understanding of the crime, reoffending and needs profile of female offenders across Cleveland.
- Work in partnership to deliver a range of desistance provisions for female offenders.
- Improve coordination of existing provision to ensure services are configured to meet the diverse needs of Cleveland female offenders.
- Engage female offenders in the design and development of programmes and interventions to reduce their risk of reoffending.
- Improve pathways to enable effective interventions for females throughout the Criminal Justice process.
- Enhance community provision, including 'Through the Gate' support for female offenders.

# SECURING THE FUTURE OF OUR COMMUNITIES

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

Source: OPCC



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 500 meetings.

Meetings during 2016/17 decreased to purdah in the run up to the local Police and Crime Commissioner elections in May 2016.

During November & December the PCC attended the following YFYV meetings:

- Hemlington Community Council to discuss the Community Safety Hub building.
- Synthonia Scouts for a question and answer session with scout group on the role of the PCC.
- Show Racism the Red Card Middlesbrough FC event taking part in a panel being questioned by school pupils regarding racism policy.
- Show Racism the Red Card at St. Peters school, Brotton to meet children taking part on a PCC funded SRTRC workshop.
- Marhaban Café project to engage with BAME community.
- Transgender Day of Remembrance event to engage with transgender community.
- Kings Academy panel taking part in a question and answer session with pupils on the role of the PCC.
- Ahmadiyya Muslim Community to engage with BAME community
- Rift House Residents Association to engage on crime issues including car crime, inconsiderate parking, use of social media to promote police messages, distraction burglaries.
- Coulby Newham Community Council to discuss the Community Safety Hub building.

The main issues discussed in November and December were

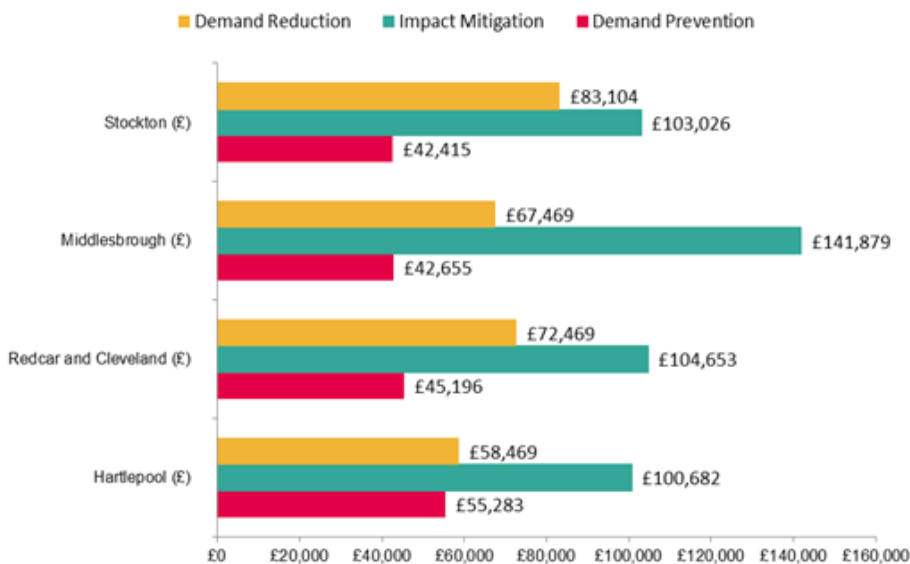
- Community Safety Hub
- Police approach to hate crime.

# SECURING THE FUTURE OF OUR COMMUNITIES

## Successfully commissioned community services: Services and Initiatives Commissioned

Source: OPCC

**PCC Commissioned Services/initiatives by area  
April - December 2017**

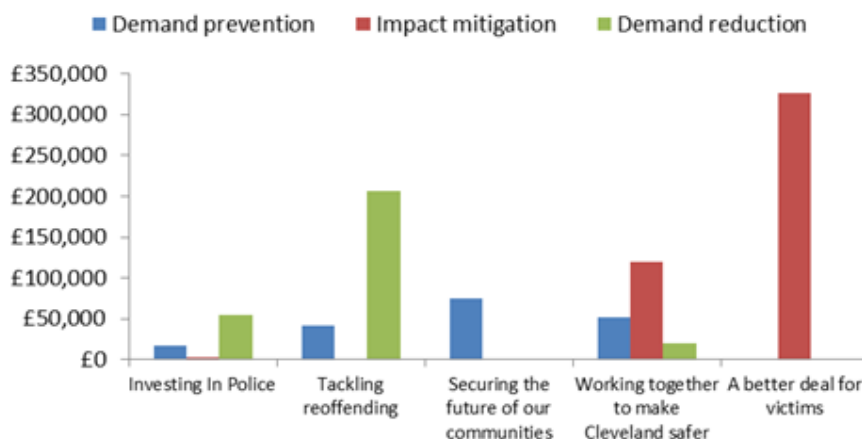


Since April 2017 the PCC has invested over £1,000,000 on commissioned services. Comprising £130,313 on Community Safety Initiatives and £6,034 on Police Property Act charitable projects to support communities and neighbourhoods to prevent crime locally, deliver positive diversionary activities for young people and to build community cohesion.

Highlights of PCC funded initiatives are

- A football and employability programme that helps young, unemployed people aged 16-24 progress into employment, education or training.
- Audible alarms for members of the Teesside & District Society for the Blind following meetings with Crime Prevention.
- A dot peen machine to mark individuals property with their details to prevent theft.

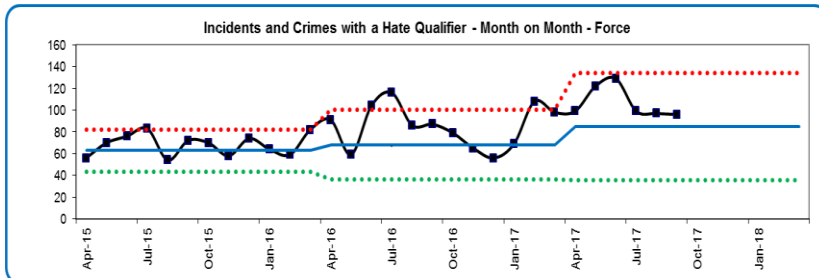
**PCC commissioned services/initiatives by PCC objective**



# SECURING THE FUTURE OF OUR COMMUNITIES

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

Source: Cleveland Police – rolling 12 months



- During the past 12 months (December to December) the following hate crimes have been recorded:

- Racial 716 (+124)
- Transgender 20 (+15)
- Disability 54 (+20)
- Religion/belief 21 (+1)
- Sexual orientation 101 (+28)

The vast majority of hate crime continues to be within the 'racial abuse' category.

- The PCC Chairs the Cleveland Strategic Hate Crime and Incident Group and supports/funds a number of initiatives aimed at helping those subjected to hate crime. These include:
  - VCAS services include supporting victims of hate crime.
  - Show Racism the Red Card – provides training to police officers. The scheme has also presented sessions in 20 schools to over 1,800 children.
  - Appointment of a Community Cohesion Coordinator, Refugee and Asylum Seeker Coordinator and two Hate Crime Investigators. All have aided vulnerable victims who have been subjected to hate crime and are involved in publicising key events taking place next week. They will also be distributing Hate Crime leaflets which detail the various methods of contacting the police and third party organisations to report hate incidents.
  - Regional Refugee Forum to work with Refugee led Community Organisations across Cleveland to produce a video using authentic refugee voices to explain to new arrivals how the criminal justice system works in this country and how to seek help with hate related incidents.