



Performance Report of the PCC and the Police and Crime Plan

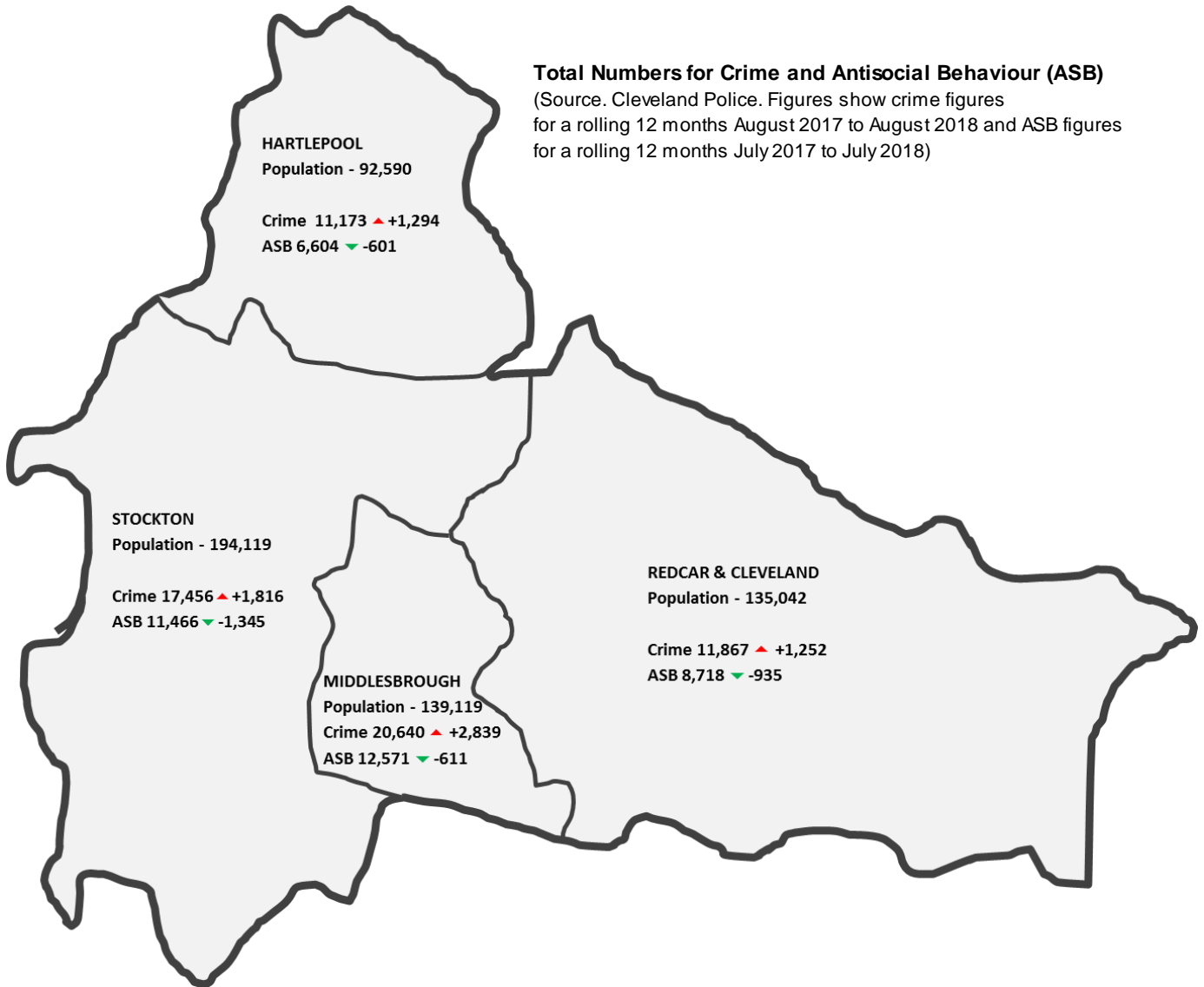
September 2018

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

Efficiency and Effectiveness: Crime and Antisocial Behaviour



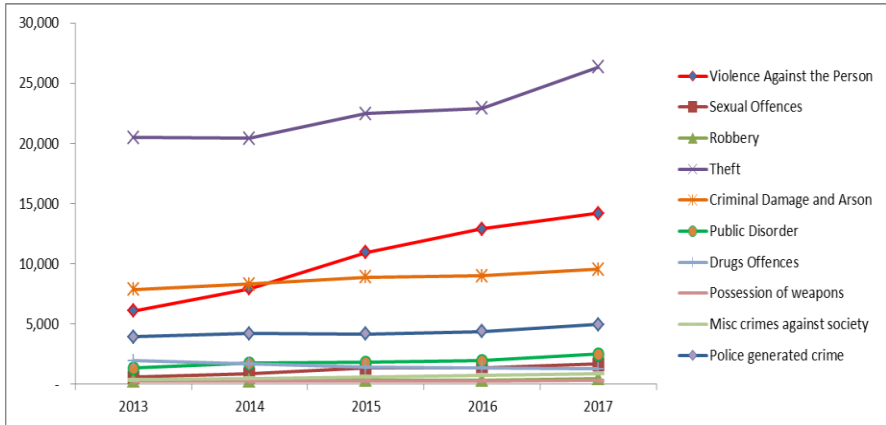
The rolling 12 month trend for publicly recorded crime shows that antisocial behaviour continues to reduce in all policing command areas. Crime has increased in all areas, this is reflected at a national level with 42 Forces recording increased crime levels. Violence and robbery being the main reasons behind these increases which includes malicious communications, harassment and stalking within the violence crime category.

To help tackle crime and to raise awareness of initiatives and crime prevention, the PCC supports a broad range of activities as outlined in his Commissioning Strategy and during his Your Force, Your Voice meetings. Further details of these can be viewed on the PCC's web pages.

INVESTING IN OUR POLICE

Organisational Efficiency and Effectiveness: Crime and Antisocial Behaviour

Source: Cleveland Police recorded crime figures



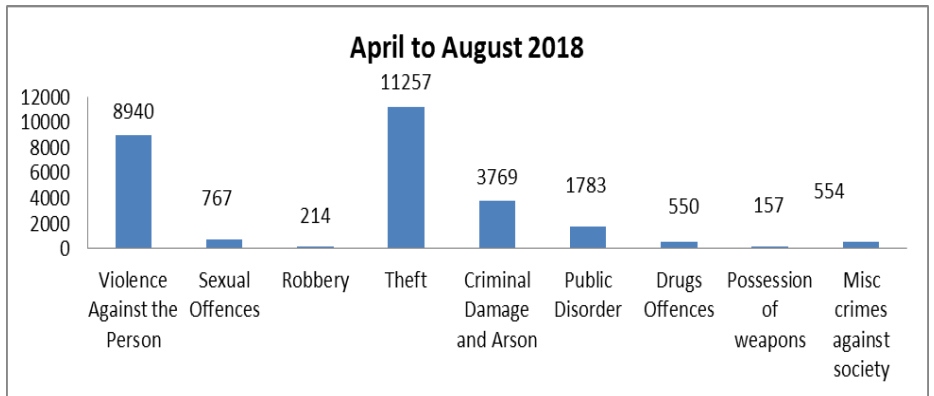
Figures continue to show Theft, Violence Against the Person, Criminal Damage & Arson with the greatest numbers of recorded crime. The Theft category comprises

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

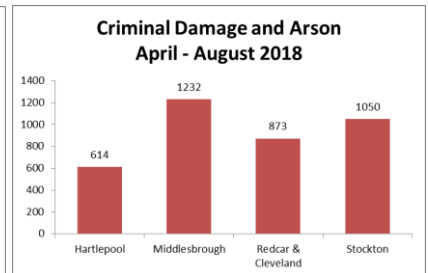
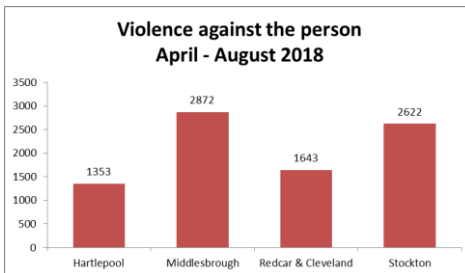
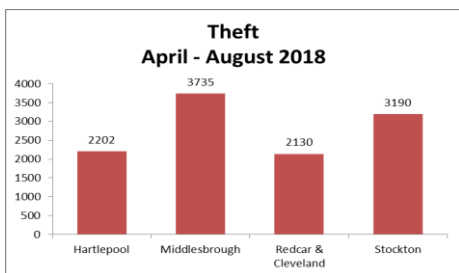
It is also notable that the number of crimes recorded from police led operations and initiatives (police generated crime) also increased. Cleveland Police are currently evaluating the impact of the recent restructuring on operations. This is being monitored by the PCC as part of his scrutiny programme.

Source: Cleveland Police recorded crime figures

Theft shows the largest number of crimes and Cleveland continues to be an area with the highest number of recorded shoplifting crimes. The impact of which places a significant burden on police resources and capacity. To tackle this Operation Raptor was launched (June 2016) to help reduce demand on police resources and to focus on targeted activities. A review of this operation is scheduled and will be monitored as part of the PCC scrutiny programme.

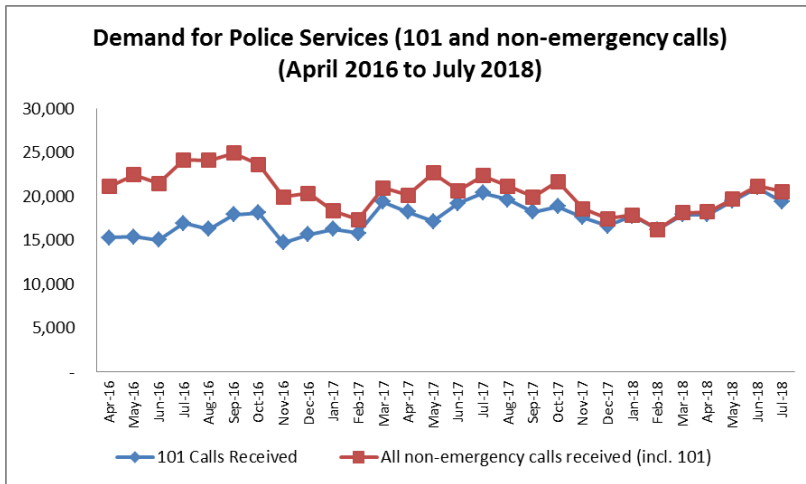


Local authority/command crimes reflect those as shown above. That is the volume crimes of theft, violence against the person and criminal damage in every local command area. Details are shown in the following charts.



INVESTING IN OUR POLICE

Operational Efficiency and Effectiveness: Demand for police services



- Cleveland Police Call Centre receives in the region of 29,000 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 violence.
- The number of 999 calls for the 12 months to July 2018 has increased by 5.9% compared to the previous year. The

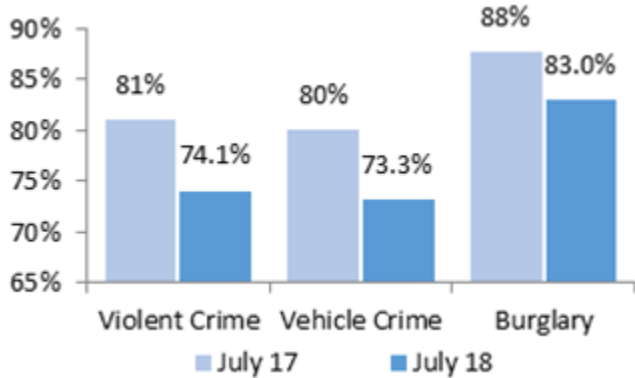
number of non-emergency calls (which includes 101 calls) has decreased 12.9%.

- The average number of 101 (non-emergency) calls received per day is 580. The average number of 999 emergency calls per day is 279.
- However, not every call equates to an incident. The call to incident ratio in August was 69.3%, an increase of 6% points.
- 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 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 Chief Constable is also looking at its operation as part of his review of policing. Oversight of these is on-going and monitored by PCC via his scrutiny programme.

A BETTER DEAL FOR VICTIMS AND WITNESSES

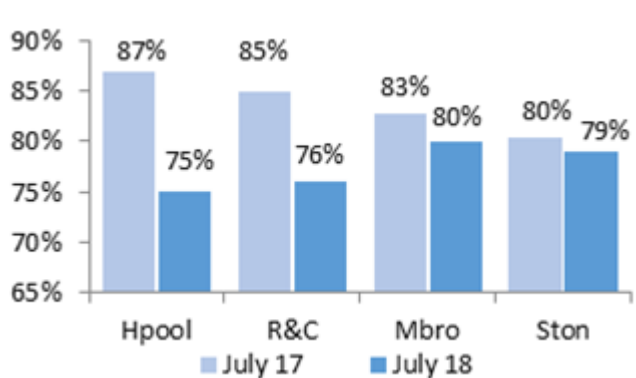
Improved Victim Satisfaction: Victims Surveys

Overall Satisfaction by Victim Type



Source: Cleveland Police

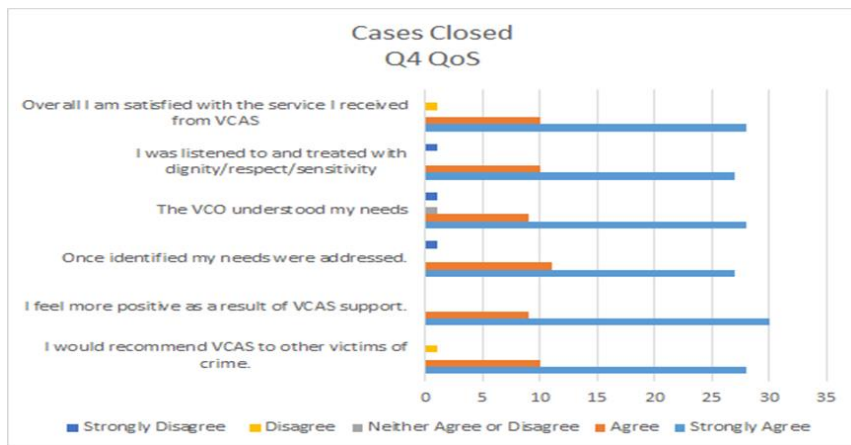
Overall Satisfaction by LPA



Source: Cleveland Police

Figures show that the overall satisfaction rate within Cleveland Police is 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. The PCC is monitoring this closely via his Scrutiny programme.

Victim Care and Advice Service – Satisfaction



At the point that a 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 volunteer to complete the survey. The chart shows the results of the Survey.

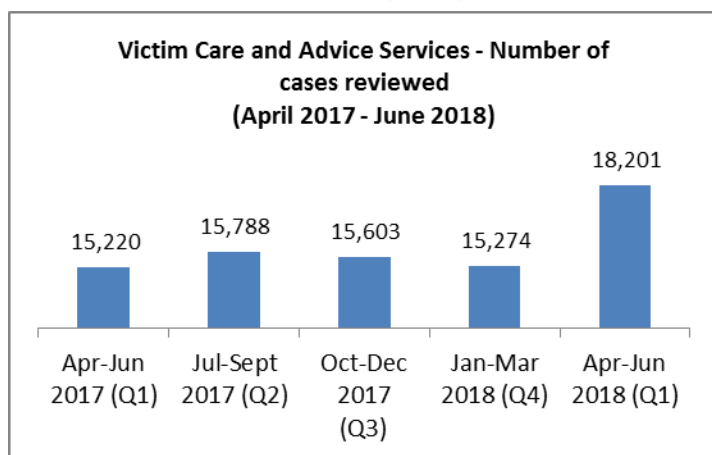
During the reporting period 66 Victim Satisfaction Surveys were carried out in Cleveland for cases closed between 1 October and 31 December 2017. The vast majority of people are very satisfied with

the service provided. The 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 and 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 and has since been extended until 1 March 2020.

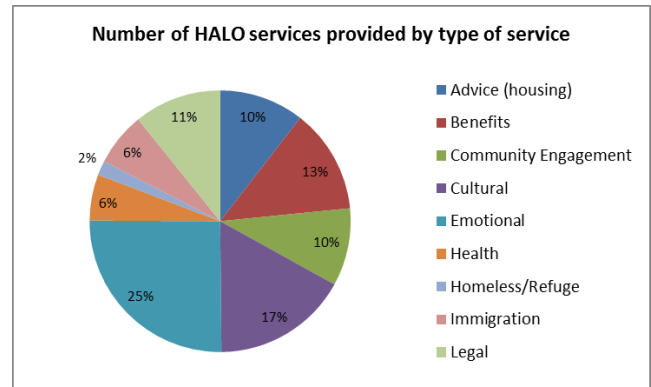
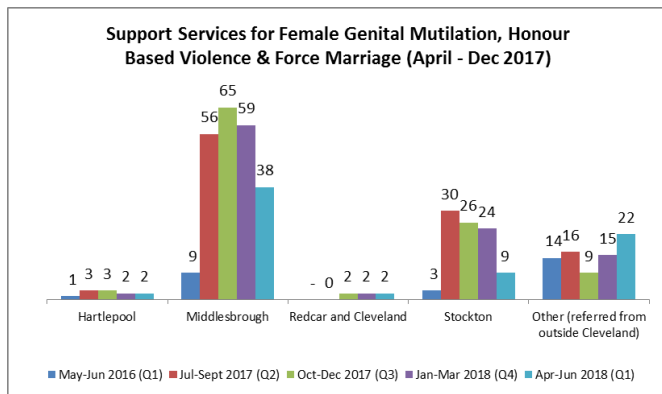
During April-June 2018, 18,201 crimes and incidents were reviewed to assess whether the victims were vulnerable and would benefit from support. In addition, 422 Action Fraud crimes were also reviewed. This represents the highest number of reported crimes reviewed in the last 12 months, although we do not have access to Police analytical data it is felt that all

Districts have seen an increase in crime with acquisitive offences such as auto crime and shoplifting. As a result of VCAS reviews 1,238 victims were identified as being potentially vulnerable and attempts were made to contact them to offer support through the Victim Care and Advice Service (VCAS). The following table highlights areas of needs for victims.

Cleveland - Detailed area of need	
Needs Identified for Cleveland Cases opened between 01.01.18 - 31.03.18	Number
Crime prevention advice needed	113
IP fears that they are at risk of repeat victimisation	112
The crime has had a significant or serious impact on the victim	109
Negative outlook or no confidence in recovery	72
Emotionally distressed	63
Housing issue due to victimisation - support required	39
Physical health or injuries has some impact on ability to cope and recover	38
Employment or education affected by impact of crime	16
Mental Health / Wellbeing issues disclosed or apparent	12
Repeat victim of crime or ASB (Whether reported to the police or not)	10
Wider family member affected by impact of crime - support required	10
Lacks support from family or friends	8
Criminal Injuries advice required	2
Using alcohol or other drug or increased use of either to cope with the crime	2

Halo

The Halo Project supports victims of Honour Based Violence/Forced Marriage and Female Genital Mutilation. With a current workload of 72 cases, the charts show the number of referrals by local authority area as well as the services provided.



For the period April to June, 3077 calls requesting HALO services from clients, partners and stakeholders were recorded. There was 891 in April, 1187 calls in May and 999 calls in June.

In addition, Police Independent Advisory Group (IAG) leaflets that are given to victims at call out have been translated into Punjabi and Arabic, they include the list of all victim service providers across Cleveland and include Halo.

Both the six bed refuge and the safe house have been full during the quarter and victims and their children have had to be regularly turned away and signposted to other national refuge providers. The DCLG funding which underpins the refuge running costs has been extended to November 2018, this is whilst the project is being independently evaluated. The findings from this evaluation will feed into the combined Local Authority submission into the newly announced funding for refuge provision nationally, the deadline for this work is early August.

One area of work that has arisen as a concern since the last report is a gap in specialist appropriate support and also housing provision for young women (eg. those aged 16/17) from BME communities who are fleeing abuse. Current options are foster care or refuge neither of which are desirable or in many cases available. Alongside this development for which we are evolving an appropriate model of response has been the cuts in legal aid meaning we have women who are not being represented at court by a solicitor.

TACKLING RE-OFFENDING

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

Source: OPCC (Restorative Cleveland)

Number of Referrals by Primary Offence Type	Jul-Sept 17	Oct - Dec 17	Jan- Mar 18
Burglary	7	10	3
Criminal Damage	0	2	2
Fraud & Forgery	1	2	1
Other Offences	3	7	3
Robbery	4	1	1
Sexual Offences	1	0	0
Theft & Handling	2	2	0
Violence	12	6	5

Restorative Justice

On 1 April 2018 the newly commissioned Restorative Justice service commenced with development work ongoing by the service provider; Safe In Tees Valley. Restorative Cleveland is a multi-agency partnership funded by the PCC to deliver restorative justice throughout Cleveland. The partnership is made up of thirteen

organisations comprising police, local authorities, victim services and probation services, with a shared vision of ensuring victims have access to high quality restorative justice at any stage of their journey.

The scheme was awarded the Restorative Service Quality Mark (RSQM) by the Restorative Justice Council in June 2018. Restorative Cleveland joins other RSQM awardees – in sectors ranging from criminal justice through education to care – delivering high quality restorative processes. The RSQM is a badge of quality that guarantees that a service provides safe, high quality restorative practice which meets the six Restorative Service Standards.

Early Intervention		2015/16	2016/17	2017/18
Number of Youth Triage Referrals	Cleveland	251	194	212
	Hartlepool	51	51	40
	South Tees	155	106	115
	Stockton	45	37	57

Youth Offending

Supported by funding from the PCC, during 2017/18 the Youth Offending Team's across Cleveland have delivered 212 triage interventions; this includes assessment and

intervention programmes for young people and their families as well as restorative services for victims. These interventions have directly contributed to a reduction in the number of young people entering the criminal justice system for the first time.

IOM Data		Q1 2017-18	Q2 2017-18	Q3 2017/18	Q4 2017/18
Number of offenders on the IOM cohort	Cleveland	240	232	229	229
	Hartlepool	50	50	49	50
	Middlesbrough	70	66	68	67
	Redcar	50	50	53	50
	Stockton	70	66	59	62
Number of offenders who have re-offended in the quarter	Cleveland	60	58	64	44
	Hartlepool	14	10	15	14
	Middlesbrough	19	18	19	14
	Redcar	12	16	13	12
	Stockton	15	14	17	18

Integrated Offender Management (IOM)

The PCC continues to support IOM arrangements, which brings a cross-agency response to address the offending behaviour of our most prolific and priority offenders. IOM helps to improve the quality of life in communities by:

- reducing the negative impact of crime and reoffending
- reducing the number of people who become victims of crime
- helping to improve the public's confidence in the criminal justice system.

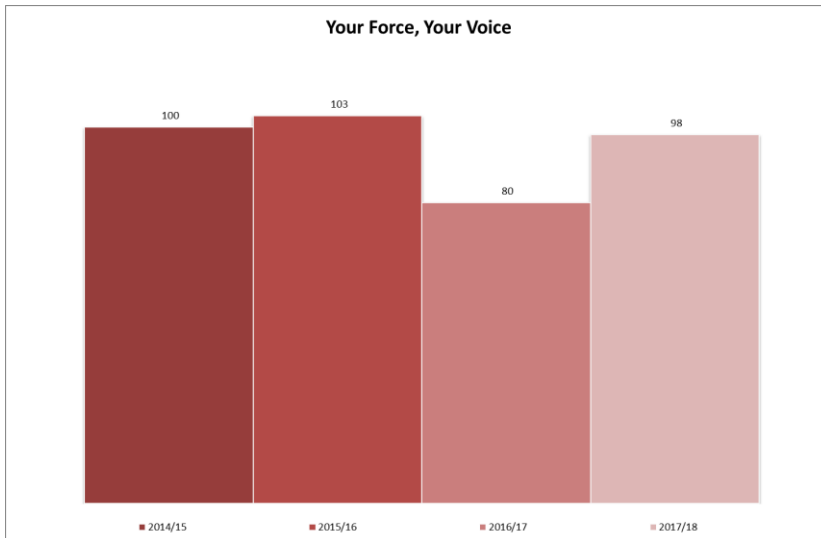
The tables show that the IOM scheme figures during 2017/18 had a cohort of 229 offenders at the end of March 2018 with a reoffending rate of 19.2%.

IOM Re-offending Rate		Q1 2017-18	Q2 2017-18	Q3 2017/18	Q4 2017/18
% offenders in the IOM cohort reoffending in the quarter	Cleveland	25.0%	25.0%	27.9%	19.2%
	Hartlepool	28.0%	20.0%	30.6%	28.0%
	Middlesbrough	27.1%	27.3%	27.9%	20.9%
	Redcar	24.0%	32.0%	24.5%	24.0%
	Stockton	21.4%	21.2%	28.8%	29.0%
Average number of re-offences per offender	Cleveland	3.4	3.3	2.9	3.5
	Hartlepool	3.1	2.3	2.2	3.4
	Middlesbrough	2.5	3.1	2.6	1.6
	Redcar	3.6	3.0	3.0	2.8
	Stockton	4.7	4.5	3.6	2.9

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 585 meetings.

Meetings during 2016/17 decreased to 80 in the run up to the local Police and Crime Commissioner elections in May 2016.

During July 2018, the PCC has attended the following meetings:

- Cleveland Anti Slavery network.
- Cleveland Show
- Grangetown Festival
- Junior World Cup tournament
- Middlesbrough Mela
- Sikh Nagar Kirtan parade
- South Bank Carnival
- Stockton EID Fusion
- Whale Hill Primary School.

The main issues discussed during community meetings were:

- Lack of feedback following incidents being reported.
- Cybercrime.

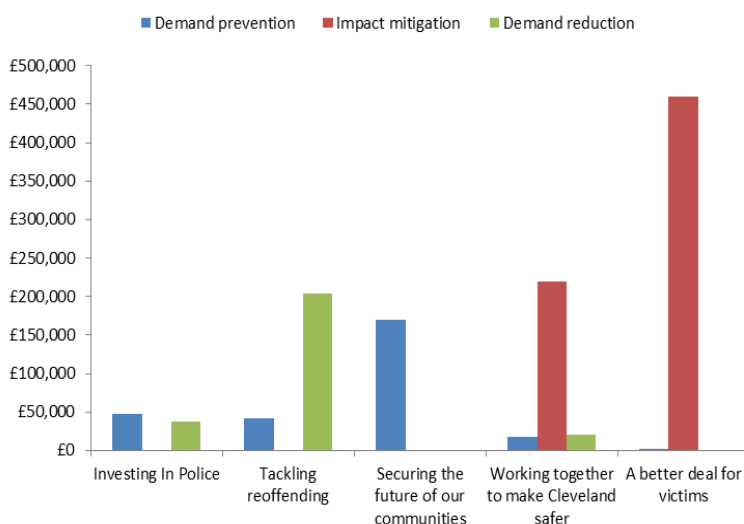
SECURING THE FUTURE OF OUR COMMUNITIES

Successfully commissioned community services: Services and Initiatives Commissioned

Source: OPCC

Since April 2018 the PCC has invested over £1,240,000 on commissioned services, £71,634 on Community Safety Initiatives and £2,070 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. Funding and grants are awarded for the provision of services and activities from local organisations and charities.

PCC Commissioned Services/Initiatives by PCC objective
1st April - 31st August 2018



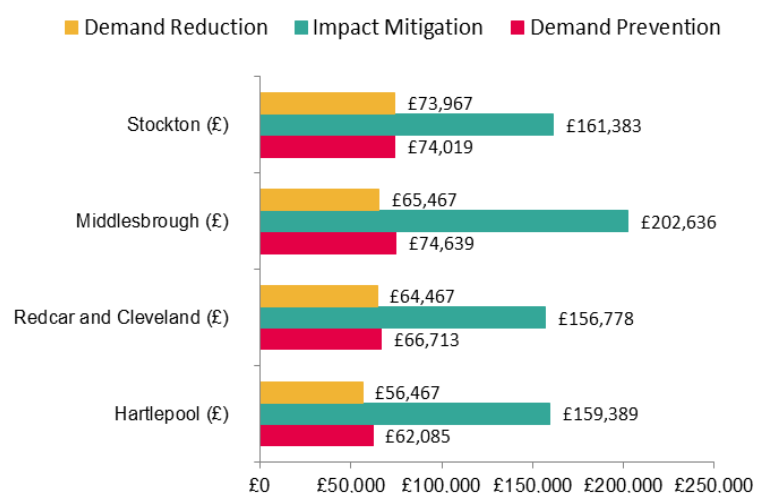
- Contribution towards a youth project being delivered by the charity NEPACS at HMP Holme House.
- Materials for a local knitting group who are running weekly sessions for asylum seekers and refugees, producing trauma toys for Cleveland Police.

Details of all funded projects are on PCC website at www.cleveland.pcc.police.uk.

Initiatives supported include:

- The purchase of 50 metal rural watch signs to place in communities to promote the work that Tees Valley Rural Community Council and Cleveland Police are doing to tackle rural crime, recruit members for Rural Watch and to also prevent crimes from occurring.
- MFC Foundation Kicks, a national initiative that uses football and the brand of a professional football club to engage 8 to 18 year olds in deprived areas.

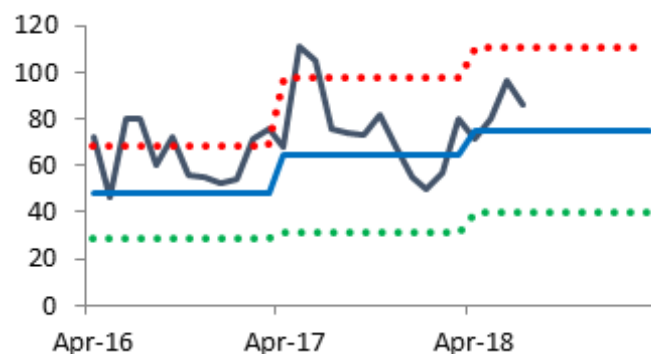
PCC Commissioned Services/initiatives by area
1st April - 31st August 2018



SECURING THE FUTURE OF OUR COMMUNITIES

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

Hate crimes (source. Cleveland Police)



During the past 12 months the following hate crimes have been recorded:

- Racial 684 (-4)
- Transgender 17 (+2)
- Disability 56 (+15)
- Religion/belief 17 (0)
- Sexual orientation 98 (+3)

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

Due to the relatively small numbers of hate crimes when split by Local Policing Areas, any changes lead to large percentage changes. An increasing trend is being seen in Hartlepool and Stockton, whereas a decreasing trend is in Redcar and Middlesbrough. Victim satisfaction levels have also risen by 8.3% to 69.9%.

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.