



Performance Report of the PCC and the Police and Crime Plan

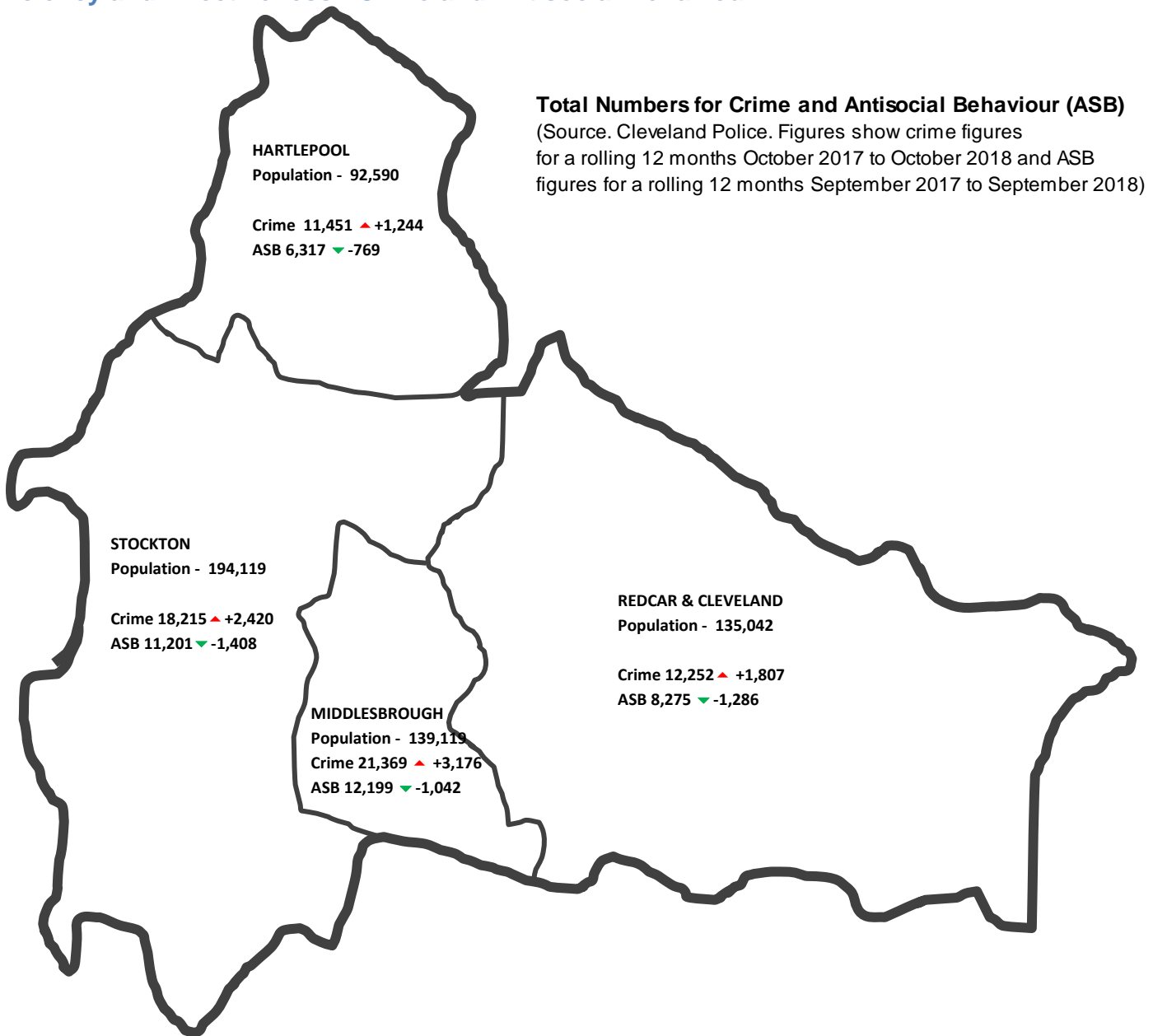
November 2018

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



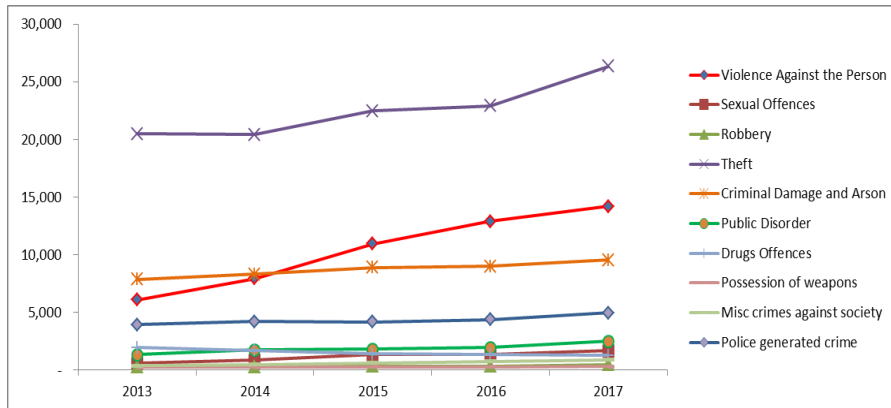
The rolling 12 month trend for publicly recorded crime shows that antisocial behaviour continues to reduce in all policing command areas. Crime has increased in all areas, this is reflected at a national level with 42 Forces recording increased crime levels. Violence and robbery being the main reasons 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



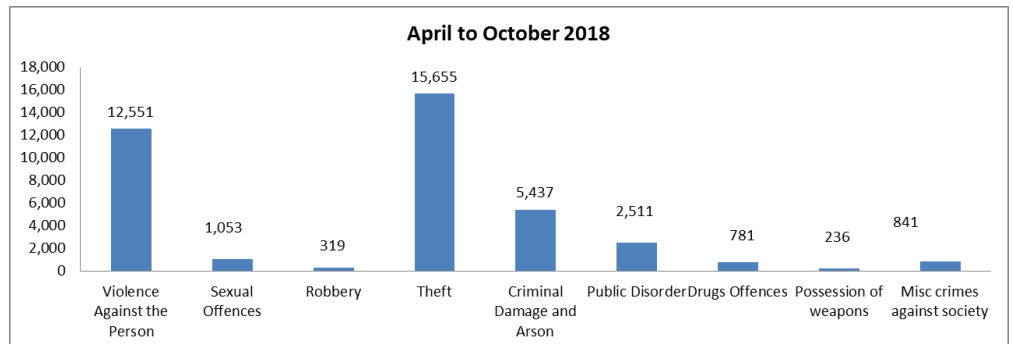
Figures continue to show Theft, Violence Against the Person, Criminal Damage & Arson with the greatest numbers of recorded crime. The Theft category comprises

- 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.

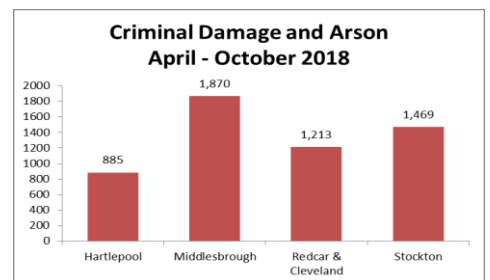
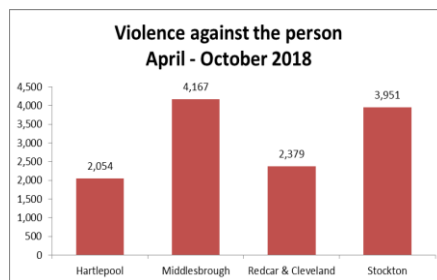
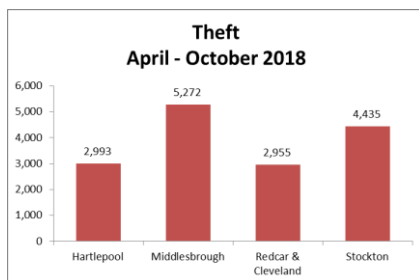
Source: Cleveland Police recorded crime figures

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



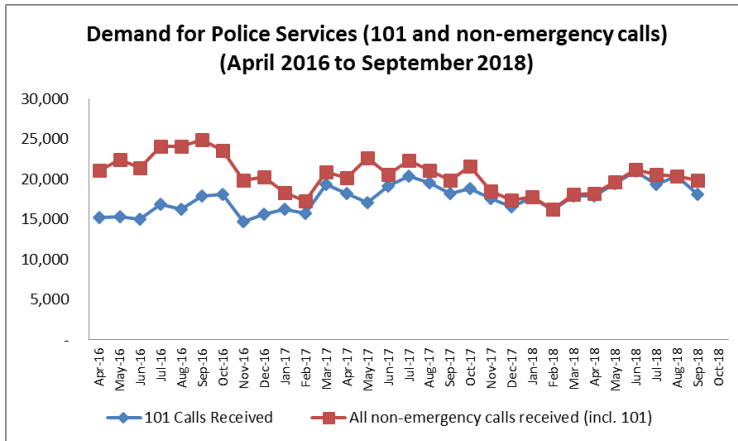
Raptor was launched (June 2016) to help reduce demand on police resources and to focus on targeted activities. A review of this operation is scheduled and will be monitored as part of the PCC scrutiny programme.

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 September 2018 has increased by 4.5% compared to the previous year. The number of

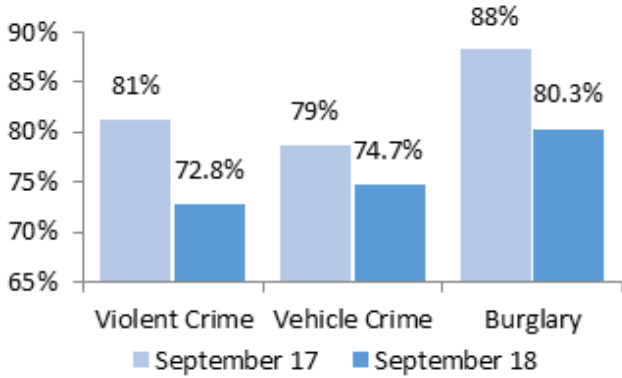
non-emergency calls (which includes 101 calls) has decreased 8.4%.

- 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 September was 72.1%, an increase of 5% 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

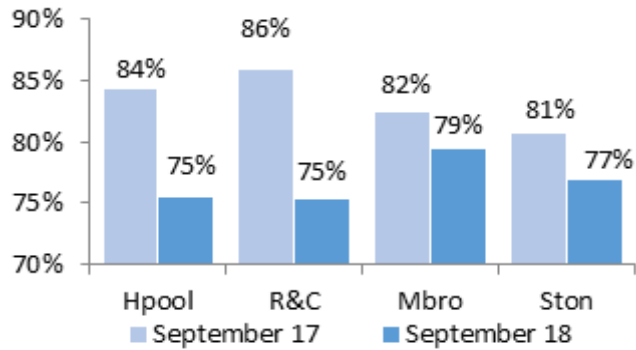
Improved Victim Satisfaction: Victims Surveys

Overall Satisfaction by Victim Type



Source: Cleveland Police

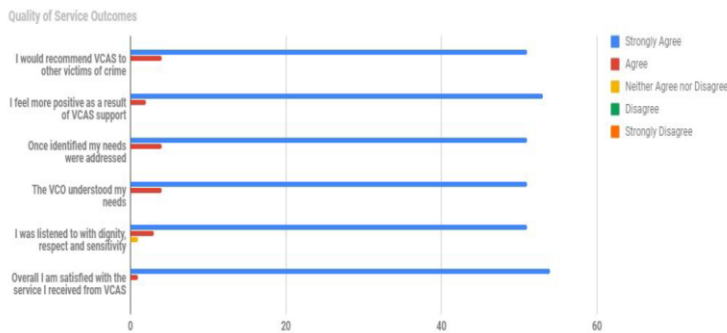
Overall Satisfaction by LPA



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



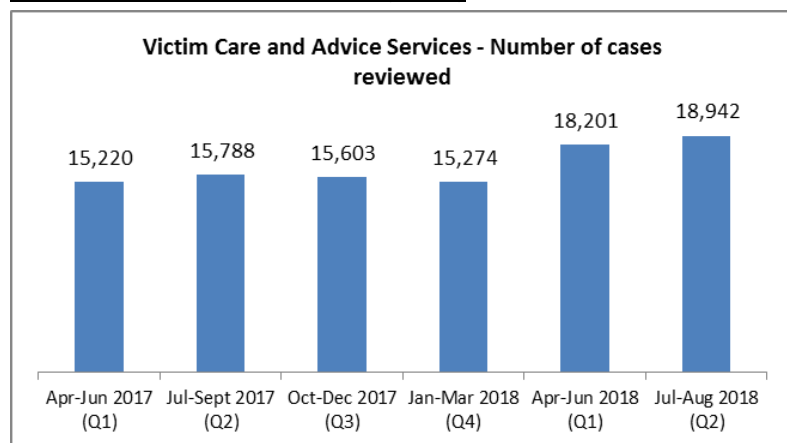
At the point that a case is closed victims are asked if they are willing to take part in a Victim Satisfaction Survey. Those that agree to take part are contacted by a VCAS volunteer to complete the survey. The chart shows the results of the Survey. During the reporting period 54 Victim Satisfaction Surveys were carried out in Cleveland for cases closed between July to September 2018. 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 July-August 2018, 18,942 crimes and incidents were reviewed to assess whether the victims were vulnerable and would benefit from support. In addition, 469 Action Fraud crimes were also reviewed. This represents the highest number of reported crimes reviewed in the last 12 months, although VCAS does 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 771 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 need for victims.

| Cleveland - Detailed area of need | |
|--|---------------|
| Needs Identified for Cleveland Cases opened between 01.01.18 - 31.03.18 | Number |
| The crime has had a significant or serious impact on the victim | 117 |
| Crime prevention advice needed | 105 |
| IP fears that they are at risk of repeat victimisation | 100 |
| Emotionally distressed | 75 |
| Negative outlook or no confidence in recovery | 72 |
| Housing issue due to victimisation - support required | 33 |

TACKLING RE-OFFENDING

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

The proportion of the entire cohort (**adults and juveniles**) who reoffended within a 12 month period has been increasing over the past 10 years but has been stable at **39.8%** for the past three cohorts. The same is true for male and female offenders. The average number of re-offences per offender (**adults and juveniles**) continues to increase, currently at **5.42** (Figure 4). Since 2012/13, the gap between Cleveland and the rest of the North East has increased on both measures of reoffending.

The PCC funds and supports a number of initiatives to tackle re-offending, some of which are shown below.

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 |

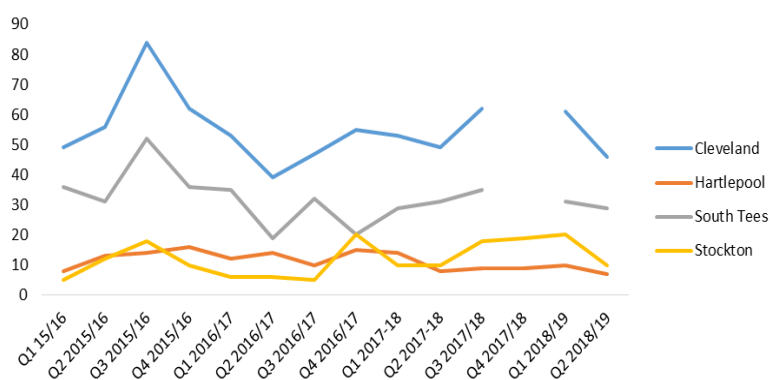
Restorative Justice

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.

Numbers referred to Youth Triage



Youth Offending

Supported by funding from the PCC, during 2017/18 the Youth Offending Team's across Cleveland have delivered over 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 reoffending data for July-September 2018

| Number of offenders | 72 | | |
|---|------------------|-----------------|---|
| Number of offences | 141 | | |
| Average number of offences per offender | 1.95 | | |
| July to September 2018 | No. of offenders | No. of offences | Average number of offences per offender |
| Middlesbrough | 28 | 44 | 1.5 |
| Stockton | 25 | 55 | 2.2 |
| Redcar & Cleveland | 11 | 23 | 2 |
| Hartlepool | 14 | 19 | 1.3 |

Integrated Offender Management (IOM)

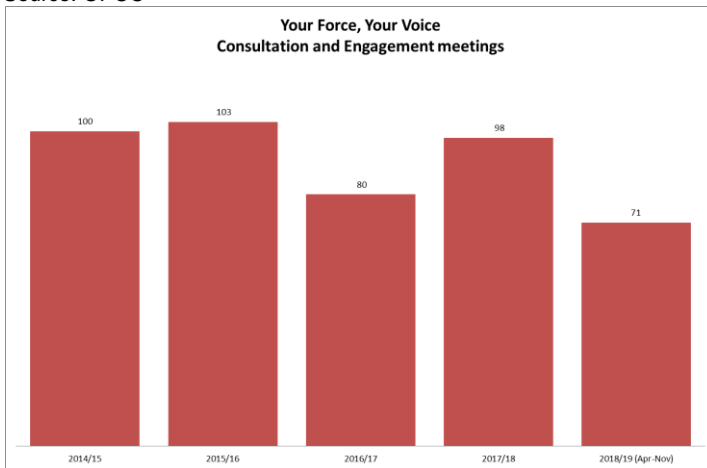
The PCC continues to support IOM arrangements, which brings a cross-agency response to address the offending behaviour of our most prolific and priority offenders. IOM helps to improve the quality of life in communities by:

- 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.

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 600 meetings.

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

During September and October the PCC has engaged with a wide range of diverse communities across Cleveland, including

- Guisborough Forest Festival – crime prevention stall in conjunction with Rural Crime Prevention Officer funded by PCC. This was an opportunity to engage with the wider community at a family friendly event.
- Tees Rural Crime Forum – chaired by the PCC, this meeting which brings together rural community members and businesses with community safety partners with the joint aim of preventing and tackling rural crime. The new Cleveland Police Rural Crime Strategy was launched at the meeting, which is based upon the concerns raised by the rural community through engagement.
- Middlesbrough Senior Citizen's Forum – engagement with older people from across Middlesbrough. Key areas of concern raised were visibility of policing and cyber crime.
- Kings Academy – engagement with sixth form students, key areas of discussion were the PCC role and remit.
- East Cleveland Communities Organisation – representing the communities of East Cleveland this residents group raised concerns regarding visibility of policing and antisocial behaviour.
- Hartlepool Asylum Seeker event – an opportunity to engage with refugees and asylum seekers in Hartlepool. Key areas of discussion were improved hate crime response through the introduction of PCC funded Hate Crime Investigators.

These meetings summarise the range of communities who are engaged with through the Your Force Your Voice programme. The key community concern raised is reduced visibility of policing in the context of continued reductions in funding and resources.

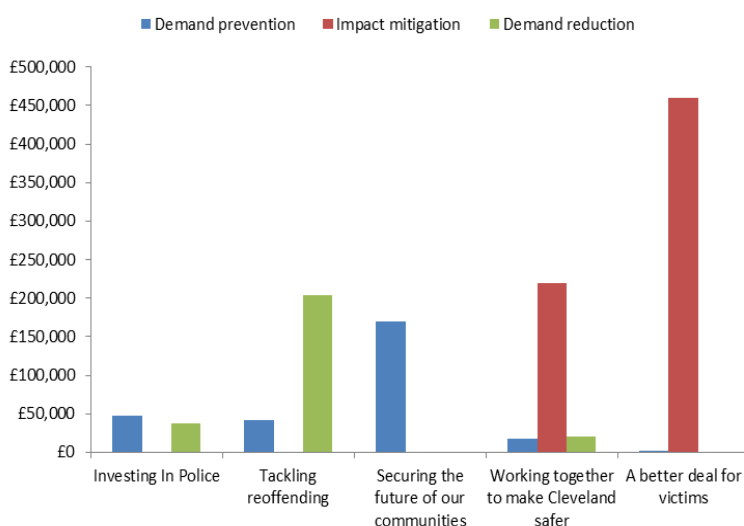
SECURING THE FUTURE OF OUR COMMUNITIES

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. At the time of preparing this report there had been no further PCC funding meetings, the next meeting being 7 November 2018. Details of funded projects and initiatives approved at this meeting will be prepared for the next Police and Crime Panel meeting.

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



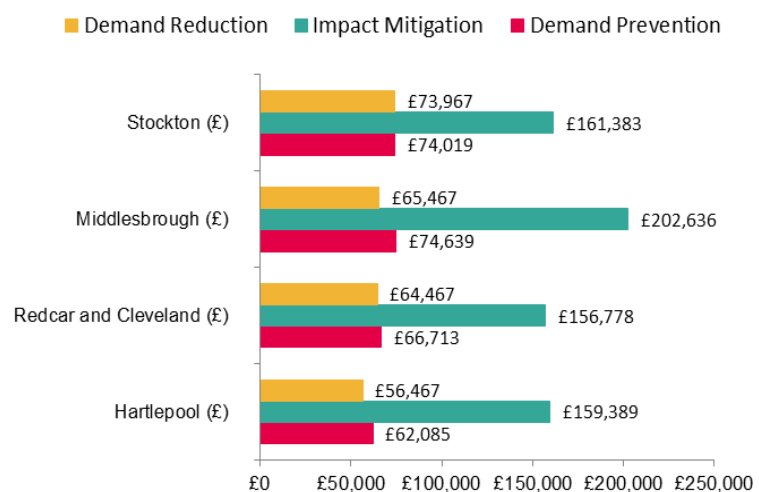
- Contribution towards a youth project being delivered by the charity NEPACS at HMP Holme House.
- Materials for a local knitting group who are running weekly sessions for asylum seekers and refugees, producing trauma toys for Cleveland Police.

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.

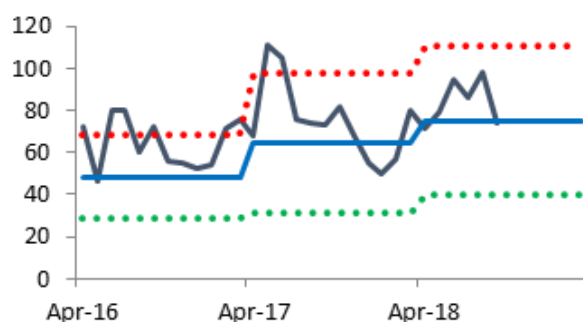
PCC Commissioned Services/initiatives by area
1st April - 31st August 2018



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 696 (+2)
- Transgender 15 (-5)
- Disability 59 (+16)
- Religion/belief 25 (+7)
- Sexual orientation 100 (+4)

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, Middlesbrough and Stockton, whereas a decreasing trend is shown for Redcar & Cleveland. Victim satisfaction levels have also risen by 12% points to 71%.

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.