



Performance Report of the PCC and the Police and Crime Plan

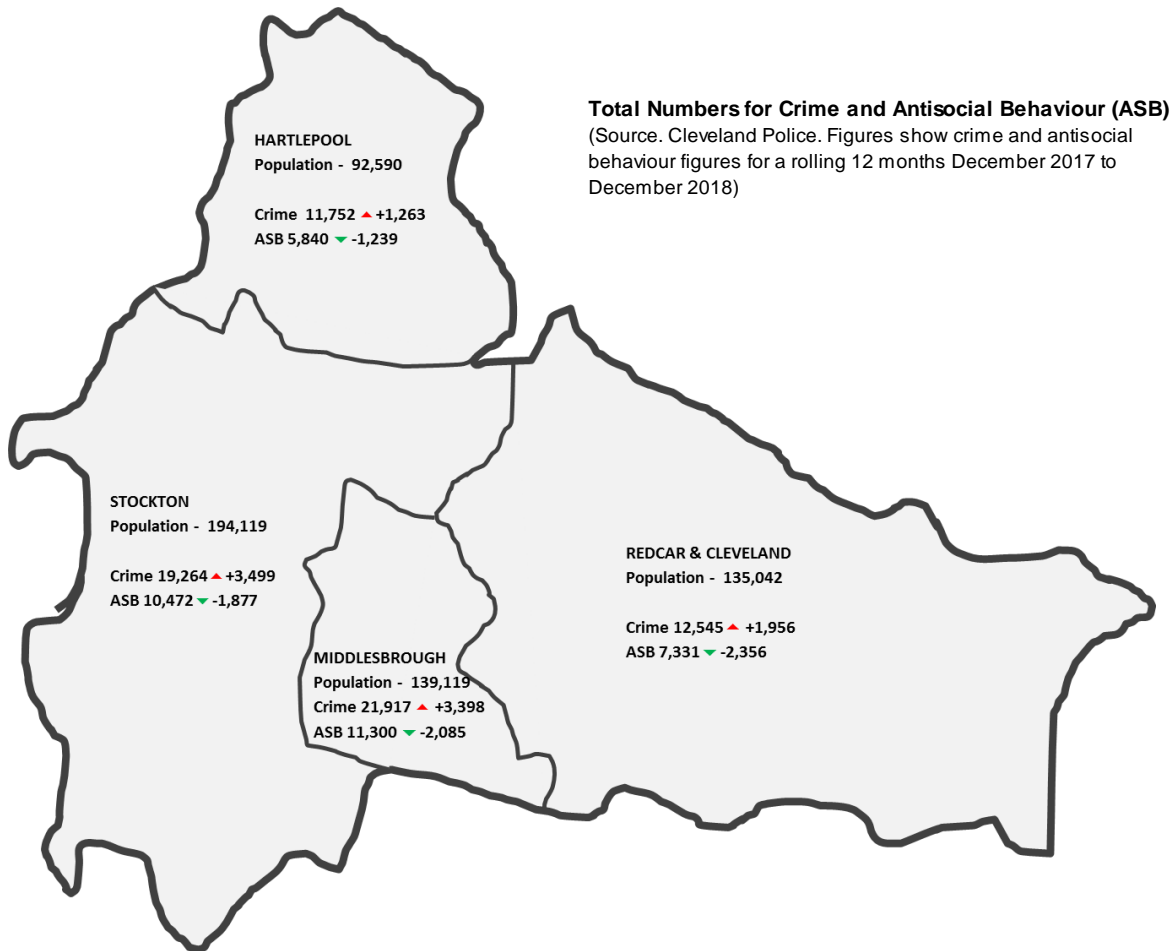
January 2019

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



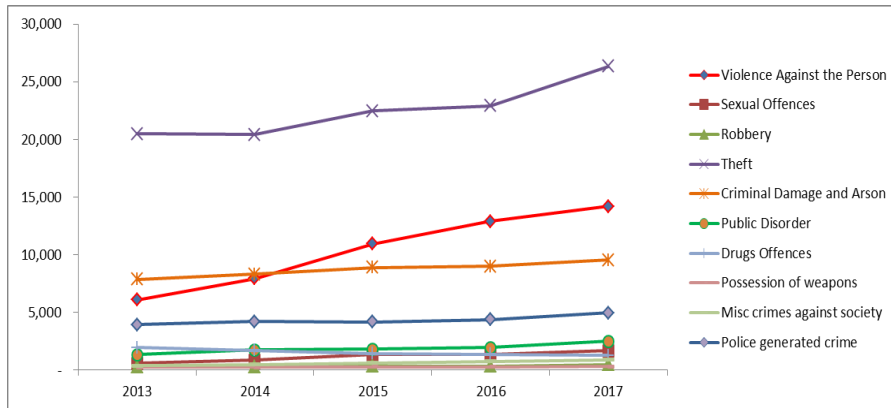
The rolling 12 month trend for crime and antisocial behaviour December 2017 to December 2018 shows that antisocial behaviour continues to reduce in all policing command areas and increases in recorded crime. The increase in recorded crime is reflected at a national level with 42 Forces recording increases. 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

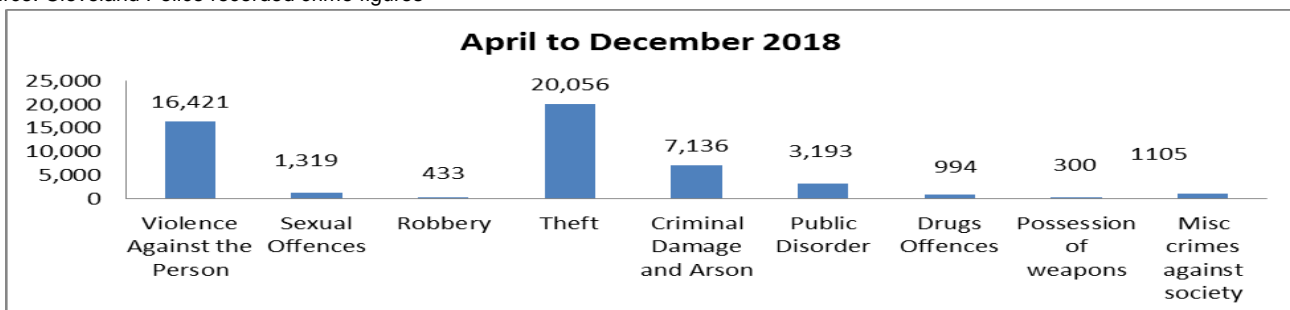


Figures continue to show Theft, Violence Against the Person, Criminal Damage & Arson with the greatest numbers of recorded crime. The Theft category comprises

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

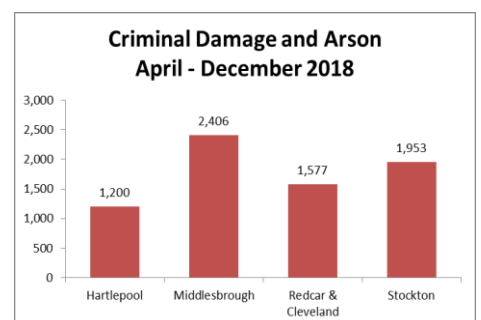
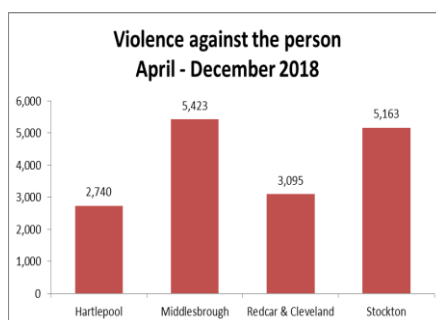
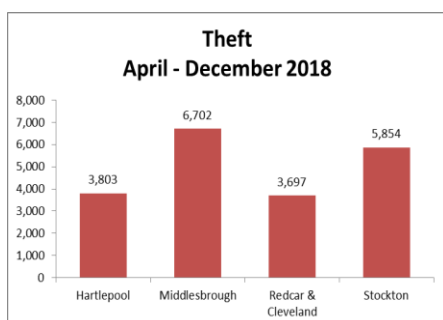
It is also notable that the number of crimes recorded from police led operations and initiatives (police generated crime) also increased. Cleveland Police are currently evaluating the impact of the recent restructuring on operations. This is being monitored by the PCC as part of his scrutiny programme.

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 is 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.

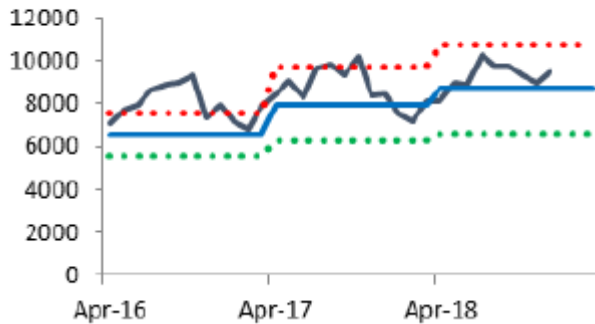


INVESTING IN OUR POLICE

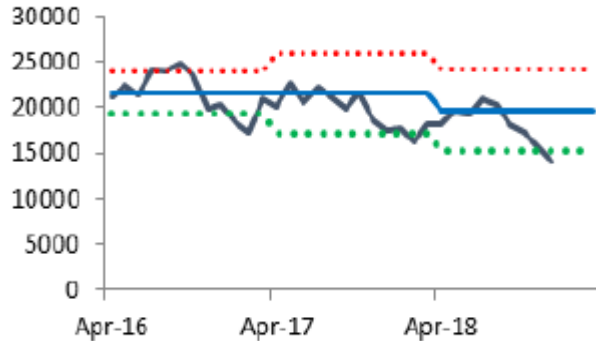
Operational Efficiency and Effectiveness: Demand for police services

Source: Cleveland Police

Control Chart: 999 calls



Control Chart Non 999 calls



- 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 rolling 12 months to December 2018 has increased by 2,989 (2.9%). The number of non-emergency calls (which includes 101 calls) has decreased 24,795 (-10.3%).
- 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 for the rolling 12 months December was 73.4%, an increase of 4.9% points.

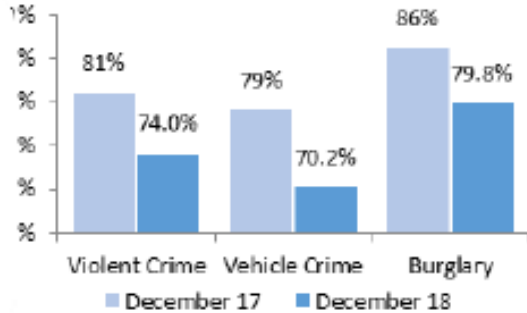
The PCC keeps a daily review of the Control Room and Serious Incident Logs and monitors the 101 call responses rate through the scrutiny programme.

- 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

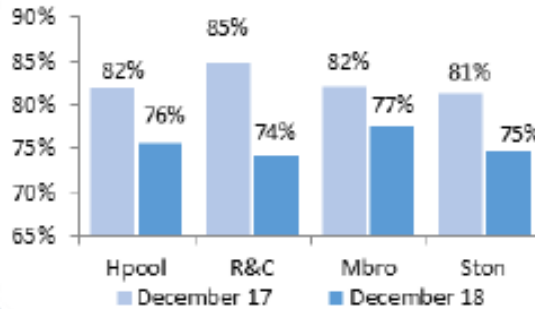
Improved Victim Satisfaction: Victims Surveys

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.

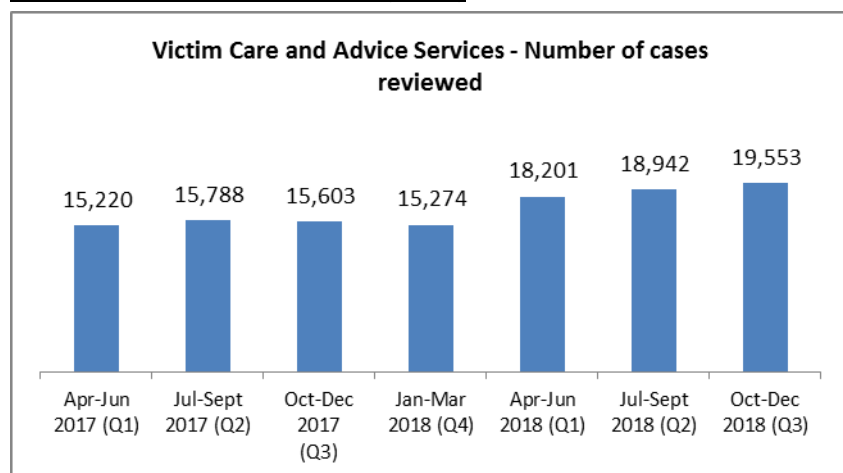
Victim Care and Advice Service – Satisfaction

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. During the reporting period 34 Victim Satisfaction Surveys were carried out in Cleveland for cases closed between October to December 2018 with the vast majority of people (32) being 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 October – December 2018, 19,553 crimes and incidents were reviewed to assess whether the victims were vulnerable and would benefit from support. Of these, 429 were Action Fraud crimes. This represents the highest number of reported crimes reviewed in the last 12 month, 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 102 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 area of needs for victims..

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

TACKLING RE-OFFENDING

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

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.

Caseload (October – December 2018)

Case Type	Cases Opened	Cases Closed
Victim	32	20
Offender	36	21
Total Caseload	68	41

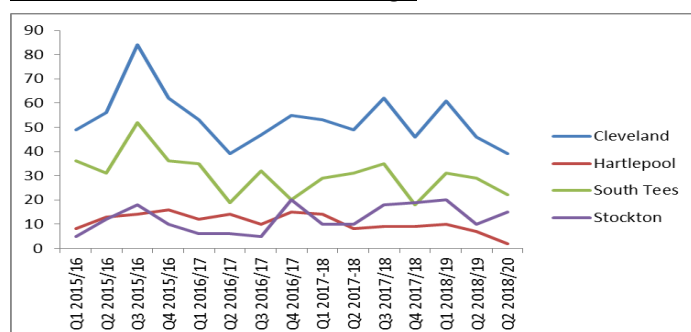
Restorative Cleveland

Restorative Cleveland celebrated its official launch in November 2018, coinciding with Restorative Justice (RJ) Week. Restorative Cleveland was introduced formerly to key partners and professionals and feedback received indicates the content and speakers were positively received by those in attendance. Since that time, the team has undertaken specialist training in providing

quality restorative practice in sensitive and complex cases, and in the management of cases of domestic abuse. Ongoing work has continued in the development of the Orcuma FIRsT Case Management System. Additional changes have been implemented to promote greater accuracy in the reporting of a wider range of intervention/support and criminal justice outcomes, victim and offender satisfaction, the monitoring of victim and offender initiated referrals and a broader range of referral sources, including the introduction of the Divert Project. The introduction of E-Cins has enabled the smooth transition of referrals from Divert for Restorative Justice assessment and outcome updates.

Youth Offending

Numbers referred to Youth Triage



Supported by funding from the PCC, during the Youth Offending Team's across Cleveland have delivered over 212 triage interventions. They include assessment and intervention programmes for young people and their families as well as restorative services for victims. These interventions are a vital part for reducing the number of young people entering the criminal justice system for the first time.

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

IOM reoffending data for October-December 2018

Number of offenders	64
Number of offences	163
Average number of offences per offender	2.5

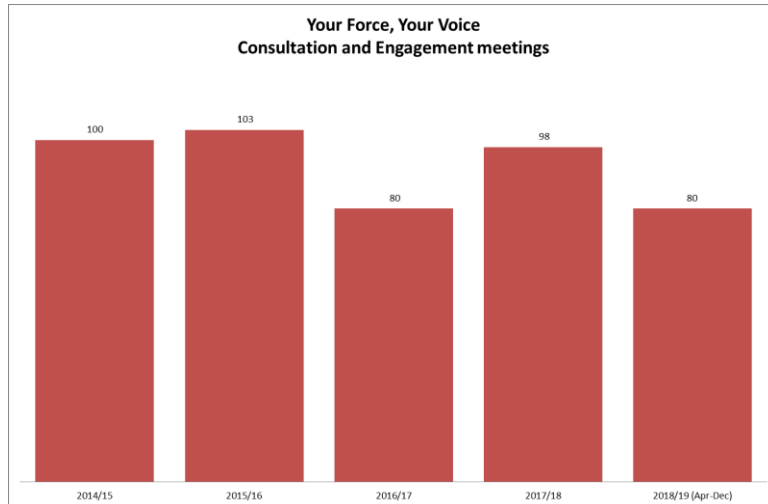
- reducing the negative impact of crime and reoffending
- reducing the number of people who become victims of crime
- helping to improve the public's confidence in the criminal justice system.

October-December 2018	Number of offenders	Number of offences	Average number of offences per offender
Middlesbrough	20	34	1.7
Stockton	26	69	2.6
Redcar and Cleveland	10	16	1.6
Hartlepool	13	44	3.4

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 80 due to a period of reduced activity in the run up to the local Police and Crime Commissioner elections in May 2016.

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

- Attending the Transgender Day of Remembrance. This was a day of events coordinated by Trans Aware and included a trans awareness session with key stakeholders and opportunities for victims of transphobic hate crime to share feedback on their experiences of reporting hate crime.
- Hosting a series of public consultations in shopping centres across all four Local Authority areas to gather resident's opinions on the new custody diversion scheme 'Cleveland Divert'. People were overwhelmingly supportive of giving first time offenders of low level offences an opportunity for rehabilitation. Further events focusing on young people are planned.
- Meeting with NFU and farmers to discuss rural crime concerns. Following feedback received during this meeting, training sessions are planned with Control Room staff.
- Attending a multi-agency meeting with residents at Foggy Furze, Hartlepool to discuss concerns regarding car crime, criminal damage and the introduction of a Low Level Crime investigation team established by Integrated Team in Hartlepool.
- Attending the Tees Rural Crime Forum where concerns were raised regarding police visibility in East Cleveland. Residents are keen to assist police and the Special Constabulary recruitment processes were promoted.

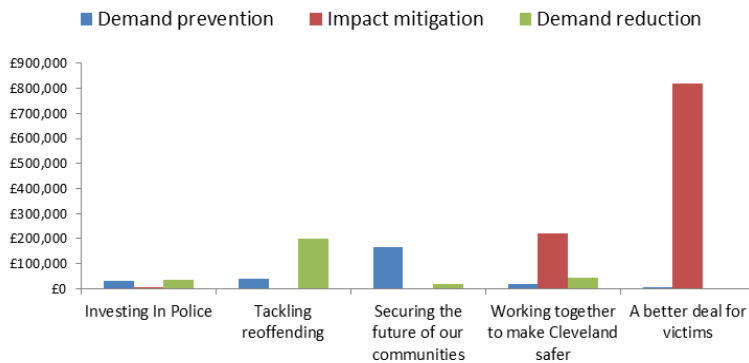
SECURING THE FUTURE OF OUR COMMUNITIES

Successfully commissioned community services: Services and Initiatives Commissioned

Since April 2018 the PCC has invested over £1,240,000 on commissioned services, £96,634 on Community Safety Initiatives and £4,020 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.

Source: OPCC

PCC Commissioned Services/Initiatives by PCC objective
April - December 2018



Initiatives supported include

- The purchase of 20 coats for volunteers of the Redcar Beacons. The Beacons provide a caring presence in Redcar Town Centre on Friday and Saturday nights between 10pm and 3am, during the night time economy period when members of the public may become vulnerable and in need of help.
- A sport and employability academy helping unemployed young people across Cleveland aged 16-25 achieve a six month job outcome.

- A project working with the community at Holme House Prison to share offender stories. Their stories and words will be transformed into songs and be performed in local schools to educate young people.
- Materials for a local youth group who are delivering a weekly programme for young people aged between 5-18 years old focussing upon risky behaviours and the impact of these on individuals.

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

PCC Commissioned Services/initiatives by area
April - December 2018

