



Performance Report of the PCC and the Police and Crime Plan

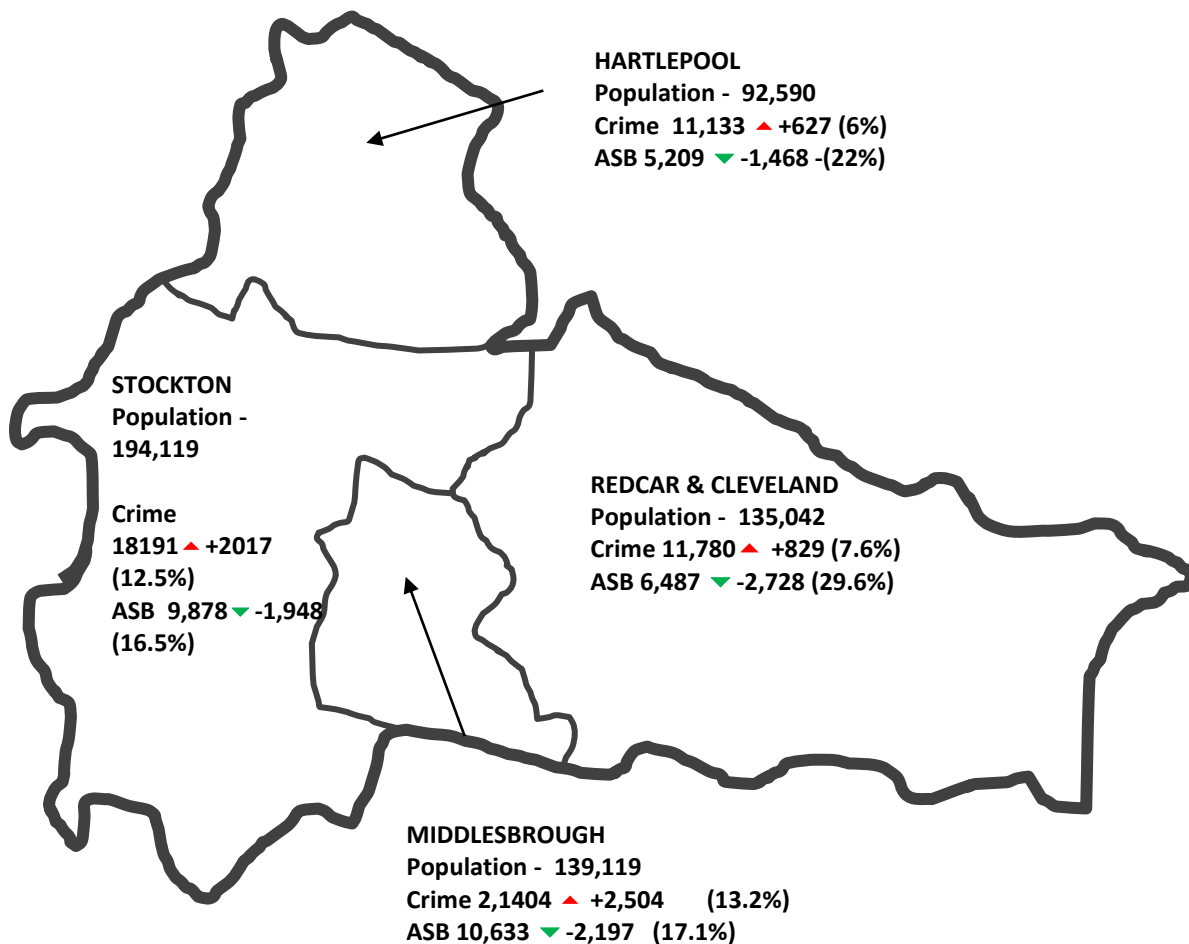
June 2019

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. 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.

PRIORITY 1 - INVESTING IN OUR POLICE

Outcome – Operation Efficiency and Effectiveness



The rolling 12 month trend for crime related incidents and antisocial behaviour May 2018 to May 2019 shows that antisocial behaviour continues to reduce in all policing areas and there are increases in crime related incidents. The increase in recorded crime is reflected at a national level. Violence and robbery are 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.

Outcome - Operational Efficiency and Effectiveness

Commitment - Ensure the control room is reviewed to provide a better service capable of meeting increasing demands and public expectation

The Force Control Room transferred to Cleveland Police on 1 May 2019. Significant investment, funded by money from the precept, has been provided to assist the control room to deal with increasing demand from the public and reduce pressure for officers on the ground. Over forty new local jobs have been created in the biggest boost to frontline services in the Cleveland Police Control Room in the last decade. A recruitment drive has begun to find Force Contact Officers who will work alongside the current team of staff to answer 999 calls and 101 calls from members of the public, dispatch officers to incidents and help with crime investigations.

Following the recruitment drive, the full control room team will have a number of posts dealing with incidents over the phone and supporting officers on the ground. Last year, Cleveland Police received over one hundred thousand 999 calls.

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

Commitment - Operating and efficient and effective Independent Custody Visitor Scheme.

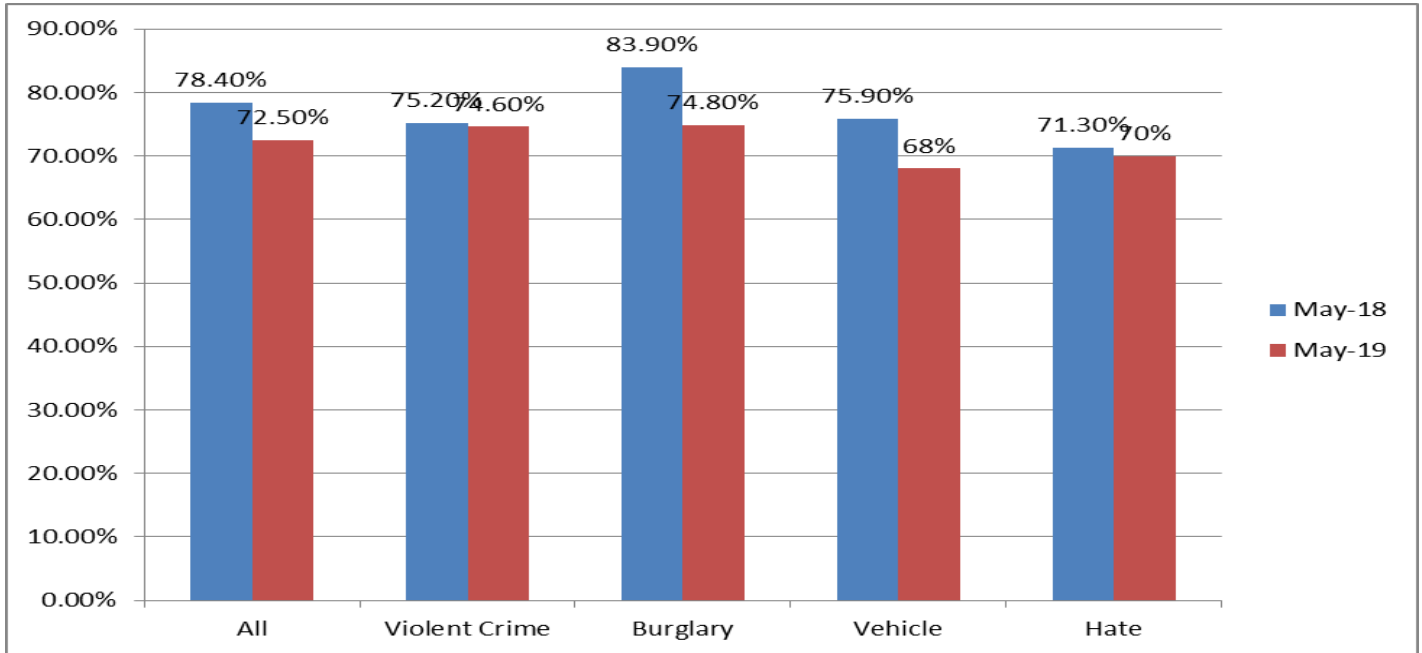
Cleveland Independent Custody Visitor Scheme is run by the Office of the Police and Crime Commissioner (OPCC) and sees volunteers making regular unannounced visits to police custody. Visitors assess the welfare of detainees and ensure Middlesbrough Custody Suite is equipped with essential supplies and is in good condition. The Cleveland scheme was assessed using the Independent Custody Visitor Association (ICVA) Quality Assurance Framework by the OPCC for South Wales and was awarded the silver award. In the last year, the volunteers have made 34 unannounced visits and interviewed over 100 detainees about the support they were offered by custody and medical staff. Information received from the visits is used to hold the force to account.

PRIORITY 2 - A BETTER DEAL FOR VICTIMS AND WITNESSES

Outcome - Improved Victim Satisfaction

Overall Satisfaction by Victim Type

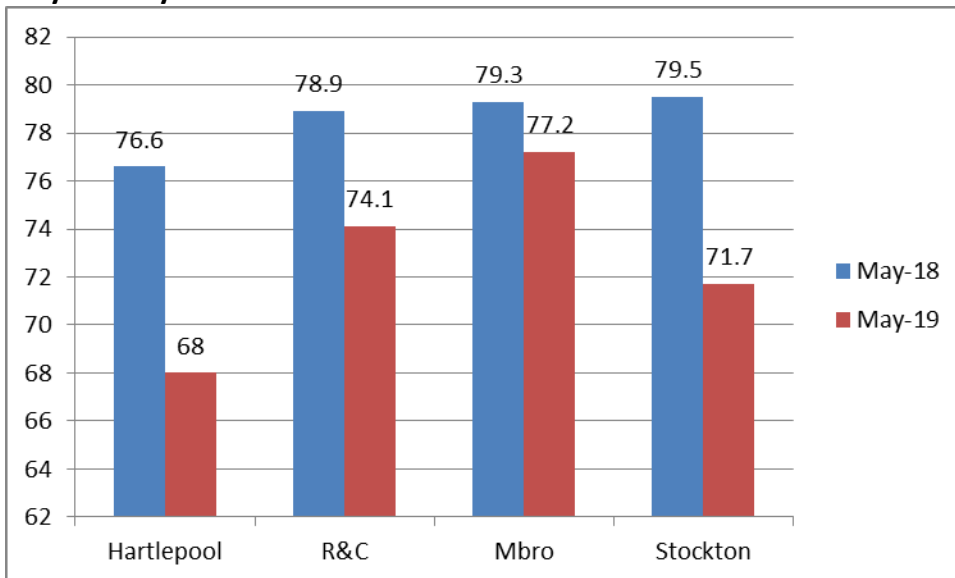
May 18 – May 19



Source – Cleveland Police

Overall Satisfaction by area

May 18-May 19



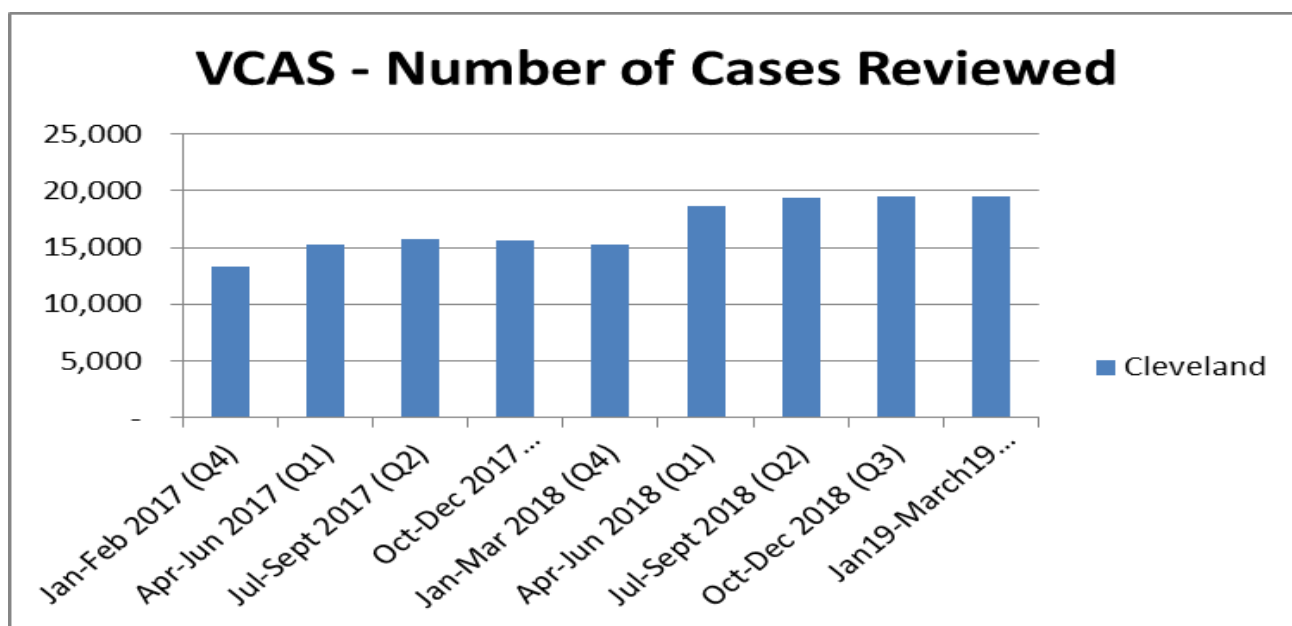
Source – Cleveland Police

Whilst month to month figures are currently stable, the 12 month rolling performance highlights 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 the scrutiny programme and on the 1st July, and as part of the

developing scrutiny programme, the PCC will be undertaking a full scrutiny of Priority 2 – A Better Deal for Victims to assess the Force’s delivery of the commitments within the Police and Crime Plan.

Outcome - Victims and Witnesses are supported, well informed and kept up to date with the progress of their case

Victim Care and Advice Service (VCAS)



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 impact upon the victim	126
Crime Prevention advice required	113
Ip fears that they at risk of repeat victimisation	98
Emotionally distressed	87
Negative outlook or no confidence in recovery	81
Housing issue due to victimisation - support required	37
Affected Financially	35
Physical Health or injuries has impact upon the ability to cope and recover	29
Repeat victim of crime or ASB (Whether reported to the police or not)	29
Mental Health / Wellbeing issues disclosed or apparent	23
Employment or education affected by crime	17
Criminal Injuries advice required	11
Lacks support from family and friends	7
Using alcohol or other drug or increased use of either to cope with the crime	5
Wider family member affected by impact of crime - support required	4

Commitment – Continue to deliver and review our comprehensive Victim Care and Advice Service

The OPCC is currently extremely satisfied with the services provided by VCAS which is robustly monitored through quarterly contract and performance meetings. This view is reflected following a series of focus groups held by the OPCC during January – March 2019. Key areas of service that victims found beneficial were:

- Having a single point of contact through the whole criminal justice process;
- Victim Care Officers obtain updates on the case for the victim;
- Having someone who understood the whole case;
- Having someone who has time to talk and really listen – ‘*You only access this service at your most vulnerable and it’s reassuring to have someone by your side*’;
- Being able to talk in complete confidence, knowing your conversations are private; and
- Relief that someone actually cares about the case.

Between 1 April 2018 – 31 March 2019, **4,317** victims were identified as meeting the VCAS vulnerability criteria and/or referred to the service. Of this **1,443 (33%)** were added to the Case Management System and had a full Victims Needs Assessment completed. **675 (18%)** received telephone contact, had an initial assessment and advice was given.

In summary **51%** of victims contacted by the VCAS service received some sort of support against their required needs. Before the introduction of local commissioning arrangements, the national average was around **12%**.

Commitment – further develop Restorative Cleveland and raise awareness of restorative approach opportunities amongst all victims

Since its launch in 2018 the service has been positive in terms of referral pathways and engagement with key partners (i.e. Holme House, NPS, and Courts). One positive example of an innovative referral pathway is between Restorative Cleveland and the Divert Team (deferred prosecution). When a case is considered for a referral to Cleveland Divert, as per the Victims Code of Practice (VCOP), the victim is provided with an update in terms of their case. At this time a referral to Restorative Cleveland is discussed and with consent, a referral made via E-CINs. It is possible that these links have supported positive victim satisfaction with the Divert Project, as the links with Restorative Cleveland have enabled victims to have their voices heard. Further work will be completed over the coming months to understand performance of this Divert including victim satisfaction in greater detail.

The service is robustly managed via quarterly contract and performance meetings. During the first 12 months of service delivery (1 April 2018 – 31 March 2019), **193** individuals (including victims and offenders) were referred into Restorative Cleveland, cases involved, Arson / Criminal Damage, Burglary, Public Order, Robbery, Sexual Offences, Theft and Violence Against the Person. To date the referrals have resulted in: **19** Face to Face Conferences, **24** Letter of Explanation, **1** recorded message, **1** reparation, and **9** shuttle mediation.

Commitment – further develop our scrutiny panel processes for Rape and Domestic Abuse to ensure continuous improvement in our services

Future arrangements will include a joint Rape / Sexual Abuse and Domestic Abuse Scrutiny Panel which is supported by partners. The first meeting will be held on Friday 12 July. Specifically Cleveland Police will consider and confirm how feedback from the panels will contribute to individual and organisational learning.

Commitment – further develop Restorative Cleveland and raise awareness of restorative approach opportunities amongst all victims

Restorative Cleveland commenced on 1 April 2018 and is a multi-agency partnership commissioned by the PCC and led by Safe in Tees Valley. The current multi-agency team is made up of:

- Restorative Justice Service Manager (Safe in Tees Valley)
- Restorative Justice Practitioner (Safe in Tees Valley)
- Restorative Justice Practitioner (Durham Tees Valley Community Rehabilitation Company)
- Restorative Justice Practitioner (Cleveland Police)

PRIORITY 3 -TACKLING OFFENDING AND RE-OFFENDING

Outcome - Fewer people re-offending

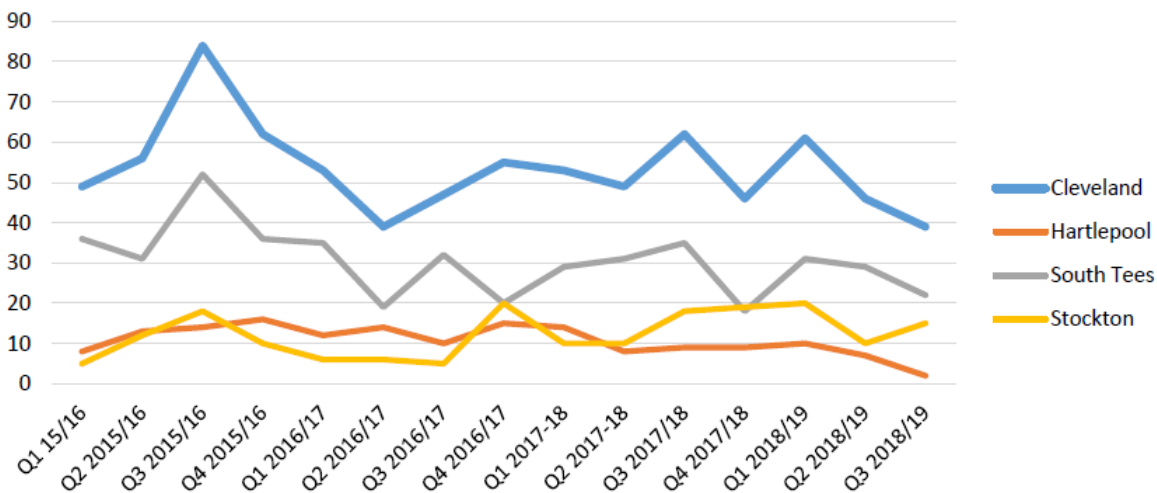
Commitment – Implement the ‘deferred prosecution model’ to both adult (Cleveland Divert) and young people (Youth Offending Triage Service) – providing interventions as an alternative to prosecution.

The Police and Crime Commissioner continues to fund and supports a number of initiatives to tackle offending and re-offending, some of which are shown below.

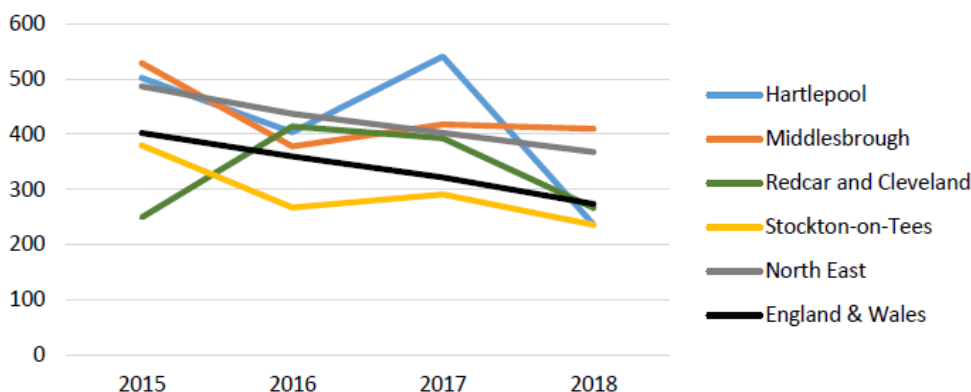
Youth Offending Triage Service

The Police and Crime Commissioner continues to invest in the evidence-based Youth Triage scheme, which provides specialist assessment and intervention programmes to address the needs of children and young people at the earliest signs of offending behaviour. Delivered across the Cleveland area by Youth Offending Teams during 2018/19, 240 children and young people have received triage interventions across Cleveland. The effectiveness of this scheme has had a direct impact on the reductions in the number of young people entering the criminal justice system for the first time.

Number of Children and Young People referred into Youth Triage



Rate of First Time Entrants into the Criminal Justice System per 100,000 10-17 years old



In April 2019, South Tees Youth Offending Service, covering Redcar and Middlesbrough local authority areas, underwent a Single Agency Inspection by Her Majesty’s Inspectorate of Probation (HMIP). Inspectors rated the partnership approach to Out-of-Court Disposals, encompassing the Youth Triage scheme, as ‘Outstanding’. This is reflective of the positive joint working with Cleveland Police and partners as well as the quality of intervention offered to young people to endeavour to divert the away from offending at the earliest opportunity. As recommended in the inspection, the Police and Crime Commissioner will work with Cleveland Police and Youth Offending Teams to explore the feasibility of broadening the scope and offer of the Youth Triage Scheme.

Link to Inspection: <https://www.justiceinspectorates.gov.uk/hmiprobation/wp-content/uploads/sites/5/2019/06/South-Tees-YOS-inspection-report-FINAL.pdf>

Cleveland Divert

In January 2019, the Police and Crime Commissioner commenced with the rollout of **Cleveland Divert** a deferred prosecution scheme for adult offenders, aged 18 years and over. Delivered in partnership with Durham Tees Valley Community Rehabilitation Company and Cleveland Police, Divert offers an innovative and alternative way to engage with first time and low-level offenders, instead of sending them to court and prosecuting them.

Evidence shows that people are generally motivated to commit crime due to a range of underlying issues. By tackling these issues at potential point of entry into the Criminal Justice System through an effective and targeted early intervention offer these issues can be addressed before becoming overly problematic and lead to more offending behaviour.

Subject to an agreed eligibility criteria, the scheme assesses and identify the needs of individuals, and addresses the underlying causes of offending behaviour through the development of a personalised agreement to support them to desist from further offending behaviour.

Supported by multi-skilled Divert Support Officer individuals will engage with agencies to address the issues that have contributed towards their offending behaviour including but not limited to – substance misuse, housing, physical/mental health, finances, employment, relationships, attitudes, thinking and behaviour.

Since its inception Divert has received over 100 referrals, with more than two thirds of closed cases resulting in full compliance and successful completion.

Divert Referrals	
January	16
February	7
March	9
April	18
May	33
June (as at 19 June 2019)	25
Total	108

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

Commitment – Further enhance our integrated offender management approach

Management of Prolific and Priority Offenders

The management of prolific and priority offenders has been strengthened by the development of an Integrated Offender Management (IOM) Partnership agreement involving Cleveland Police, Durham Tees Valley Community Rehabilitation Company, National Probation Service, and Tees and Wear Prisons Group. In partnership IOM manages 240 offenders across Cleveland, and brings a cross agency response to the crime, harm and re-offending threats faced by local communities. Where the most persistent and problematic offenders are identified and managed jointly by partner agencies working together.

IOM helps improve the quality of life in communities, by:

- Reducing the negative impact of crime and re-offending;
- Reducing the number of people who become victims of crime;
- Helping to improve the public's confidence in the criminal justice system;
- Reducing the risk of harm to communities; and
- Engaging through rehabilitation

PRIORITY 4 - WORKING TOGETHER TO MAKE CLEVELAND SAFER

Outcome - Those who live, work or visit the area are safe and feel safe

Commitment - Work with Partners to deliver Operation Endurance and reduce the dangers caused by illegal off road motorbikes.

A large scale multi-agency operation took place to deal with off road and quad bike riders along with 4x4 drivers riding illegally on the Eston Hills Sunday 28th April and that operation involved the use of a drone for the first time.

Operation Endurance, which comprises an on-going programme of education to local youngsters as well as enforcement to tackle antisocial and illegal off-road biking, saw three quad bike riders escorted off the hills, given £50 fixed penalty notices (FPNs) as well as Section 59 notices* and very 'strong words of advice' not to return by police.

The operation brought together police, fire, and volunteers to tackle anti-social behaviour on Eston Hills and there is an on-going programme of education and enforcement, and the police motorcycle unit, backed up by drones patrolling across the hills will be used to allow local residents of all ages to better enjoy this important landmark

* Section 59 allows the police to give drivers and their vehicles a warning if they are reported to have used their vehicle in a manner which causes "alarm, distress or annoyance".

Outcome - Efficient and effective public sector services with the capability and capacity to meet demand

Commitment – to support the Local Authorities in jointly developing safeguarding children hubs.

The South Tees Children's Hub is now established and its development will be assisted by good practice taken from the North Tees Children's Hub.

PRIORITY 5 - SECURING THE FUTURE OF OUR COMMUNITIES

Outcome - Improved dialogue and understanding of the Community

Commitment – Continue with Your Force Your Voice, a personal commitment for the PCC to engage with local communities in the 79 Cleveland Wards.

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.

During January and May the PCC has engaged with a wide range of diverse communities across Cleveland, including:

- Empower Middlesbrough initiative;
- a community cohesion event at Jamia Mosque in Middlesbrough;
- a meeting with knife crime activist Theresa Cave as part of the planning being undertaken in relation to the National Monument Against Violence and Aggression;
- the PCC hosted a multi-agency event focusing on sharing best practice around supporting refugees and asylum seekers;
- joint Police and OPCC ROSE (Recognition Of Service Excellence) Awards;
- the National Staff Networks Day;
- Home Office Regional Serious Violence event; and
- the launch of the Tees Valley Rural Action Group.

Commitment - Work with the Commissioner on countering extremism and encourage partners to support the work locally

- Workshops to educate young people about the causes and consequences of racism have been attended by over 1700 Cleveland children over the last 12 months. PCC has funded educational workshops run by Show Racism the Red Card who work closely with football clubs to help young people understand the impact of racist behaviour. The interactive sessions have been attended by 1794 Year 4, 5 and 6 children between April 2018 and March 2019 – in schools across all four boroughs of Cleveland.
- Led by Sara Khan, the Commission for Countering Extremism was established after the terror attacks in 2017, and became an independent body in March 2019. The Commission had launched a ten week consultation to improve understanding of extremism and its impact on individuals, communities and wider society and give people the confidence to challenge. The PCC held a session at the Community Safety Hub with Sara Khan and partners in order to provide feedback to the consultation.

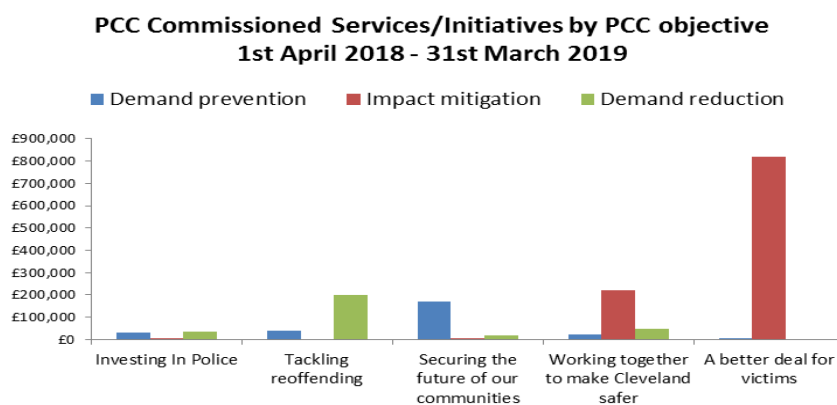
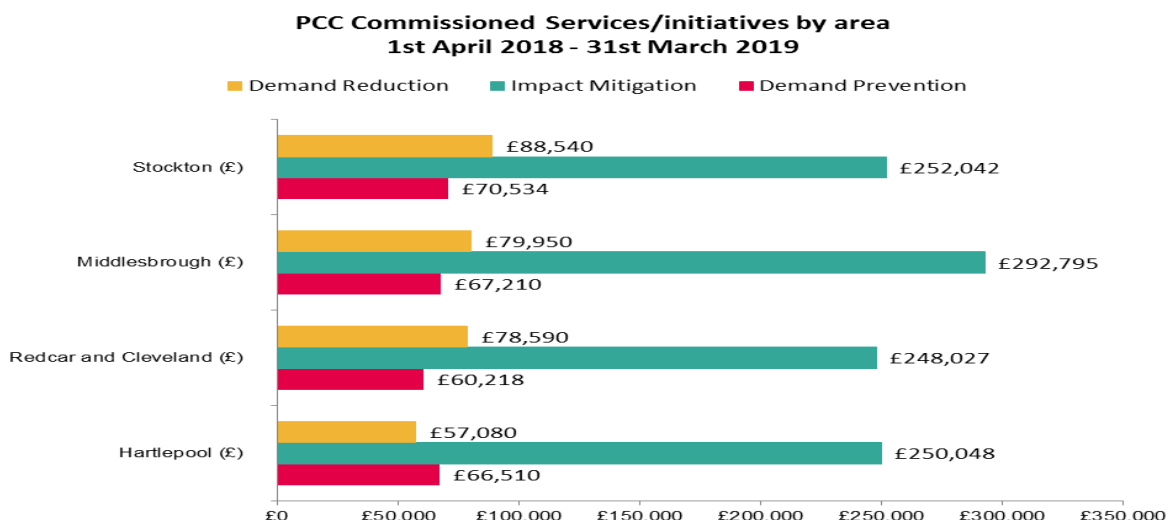
Outcome – Increased strength and resilience across our communities

April 2018-March 2019

From 1st April 2018 to 31st March 2019 the PCC has invested over £1,240,000 on commissioned services, £100,481 on 31 Community Safety Initiatives and £4,619.50 on 6 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.

Initiatives supported include:

- an asylum seeker and refugee diversity event to celebrate the diverse cultures living in Cleveland;
- a youth club to provide positive social activities to divert young people from anti-social behaviour and crime;
- purchase of crime prevention equipment;
- a multi sports and employability programme helping young, unemployed people aged 16-24 into work, education or training; and
- Creative activities and workshops for victims of crime.



April 2019 to June 2019

From 1st April to 30th June 2019 the PCC has invested over £1,817,951 on commissioned services, £17,180 on 5 Community Safety Initiatives and £1,850 on 2 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.

Initiatives supported include:

- a multicultural event that brings together local community groups from diverse backgrounds;
- anti-racism education workshops for young people across Cleveland;
- contribution to Crimestoppers, an independent charity where crime can be reported anonymously; and
- Hartlepool United Community Sports Foundation Kicks, an initiative that uses football and the brand of a football club to engage 8 to 15 year olds in deprived areas.

