



Police & Crime Commissioner for Cleveland Cleveland Community Safety Hub

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Report of the Police and Crime Commissioner to the Chair and Members of the Police and Crime Panel

4 February 2020

Commissioners Update

1. Purpose of the Report

- 1.1. The purpose of this report is to provide Members of the Cleveland Police and Crime Panel with a summary update on progress since the meeting in November 2019.
- 1.2. In conjunction with this report further detail on progress made is included within the Scrutiny report, Decisions and Forward Plan of the PCC and Engagement reports. Collectively these reports provide progress in all areas of the Police and Crime Plan delivery.
- 1.3. The Performance report for this reporting period has been replaced by the PCC Achievements report. This has been produced as this will be the final Police and Crime Panel meeting before a new PCC is elected. This report provides key programmes of work that have been delivered over the full term of the PCC.

2. Investing in Our Police

- 2.1. The recent settlement announcement has started to clarify the funding position for Cleveland Police. A separate report will be provided to the Panel which details this and precept proposals.
- 2.2. The Force have developed and are starting to deliver the initial changes to address the HMICFRS report published in September 2019.
- 2.3. The Chief Constable set priorities to focus on Vulnerability, Demand and Neighbourhood Policing which are regularly reviewed through the newly established monthly Service Improvement and Performance Board. Updates are provided and scrutinised through monthly PCC meetings and regular interventions made from HMICFRS.

2.4. There scope and scale of activity is significant and on-going, high level key achievements to date include:

- The launch of a Vulnerability Desk within the Force Control Room providing 24 hour support and advice for domestic abuse (DA) victims. The desk seeks to ensure victims are clearly identified and get help when it is needed.
- The use of a Domestic Abuse Support Car has been extended following positive results from Operation Phoenix. Specialist DA support workers attend incidents with police officers to remove delays in victims accessing support.
- Developing results have identified; the slowing down and stabilising of DA crime rate, increases in arrest rates at 39% in November which is the highest since 2017.
- Production and assessment of demand for Response officers resulting in changes being required to the current shift pattern. This will realign the availability of officers to improve capacity on shift at busy periods and subsequently officer well-being.
- Completed a countywide public consultation on community priorities with responses exceeding over 4,700. This provides a strong base on which to develop proposals that are due to be presented in detail to the PCC.
- Implemented Stop/Search and Use of Force scrutiny panels which have seen a gradual increase in compliance to 98% in November and supervisor reviews at 100%
- A large range of recruitment activity at senior officer levels has resulted in a number of external applicants starting or due to start with the Force. This compliments the newly established chief officer team into the next levels across the organisation.
- Recruitment has also progressed with the Everyone Matters team resulting in 3 out of 5 posts now in place. The team have started to work with areas of improvement within the Force to identify where support and advice can be provided.

2.5. Since the last report the PCC, Chief Constable and respective officers have attended the second Police Performance and Oversight Group. The group was chaired by HMI Chief Inspector Sir Tom Winsor and included representation from the Home Office, College of Policing and other forces also being monitored by the process.

2.6. Within the meeting the Chief Constable presented an updated summary of progress to date and formally requested support from the NPCC and College of Policing.

2.7. Based on progress that had been evidenced, the PCC also confirmed the following:

- There was now a clear focus on internal accountability, public risk and delivery as a result of changes to the chief officer team. This had been demonstrated with the action the Chief Constable had taken in terms of intrusive supervision in support of vulnerability and the scale of recruitment that has been undertaken
- That changes in scrutiny had started to evidence improvement such as
 - a focus on improving compliance to the Victims Code Of Practice with the objective of achieving 85% by the end of March 2020
 - questions provided by the public into the scrutiny process such as county lines and violence for the Force to respond to
 - Integrated Offender Management processes for identifying offenders and a requirement to understand use of diversionary out of court alternatives
 - evidence of how the immediate action taken by the Chief and team is starting to have effect such as ensuring calls for service get answered quickly, have the appropriate grades and officers are deployed.

2.8. The meeting was positive and supportive and as expected the force will remain in 'Engage' for the foreseeable future. Regular communication continues to take place across the OPCC, the HMICFRS regional team and Chief of Staff to co-ordinate future progress.

2.9. As reported in November the process for governance and scrutiny continues to develop with the Chief Constable and Cleveland Police. The reports of the monthly Performance and Scrutiny meetings are included within the overall scrutiny report.

2.10. Other key areas of progress to report to the panel include the purchase of 2 drones which became operational on 20 January 2020. The benefits of these will be progressed in future scrutiny meetings.

2.11. A significant decision was further taken during December to purchase St Mark's House in Stockton. The purchase has been made to provide accommodation as a result of the uplift in officers and the return of the currently outsourced contract Sopra Steria in October 2020.

2.12. As referenced within the Decision Notice the purchase was £800k equating to approx. £50 per square foot which following independent assessment provided better value for money.

3. A Better Deal for Victims

3.1. In support of the improvements Cleveland Police have progressed within the priority of Vulnerability, the OPCC are also in the process of reviewing the full portfolio of commissioned services for victims across the Cleveland area.

- 3.2. To improve the opportunities for economies of scale and countywide service provision, a co-commissioning approach will be the starting point for future contracts, working with partners to identify where improved value for money can be provided.
- 3.3. Opportunities for further develop the service provided to victims through the Victim Care and Advice Service (VCAS) have been identified and a number of pilots are in progress. These include:
- Location of a VCAS staff member within the Force Control Room to improve the speed of response in terms of supporting victims of crime and anti-social behaviour
 - Reviewing of sexual violence cases to ensure that who requested service have engaged and have access to the right support
 - Closer working with Witness Care to ensure victims of crime going to court have a full understanding of the services that are available
- 3.4. The nationally commissioned Homicide Service delivered by Victims Support provides support to direct family members of the deceased only, and not those who may have directly witnessed a Homicide. As a result VCAS has experienced increases in the number of witnesses that require support in response to the recent number of homicide's over the Christmas period. These cases often require a greater level of support to ensure they cope and recover fully from what they have witnessed.
- 3.5. This has also impacted on the number of days required for supporting victims of serious violence at trial which peaked during October and November.
- 3.6. An evaluation has been published on the funding that was previously provided for the Violence Against Women and Girls Strategy. The full report is available for members as required with the main findings including:
- **A successful reconfiguration of the Commissioning Framework:** the PCC for Cleveland and partners have realised the objectives of the Transformation Fund and after a little over only one year of delivery, the system is in place and organisations and service users have already received benefits, such as increased access for people with protected characteristics.
 - **Improvements in organisational capacity:** The Transformation Fund has enabled all commissioned Independent Sexual Violence Advisors (ISVA), including those for children, to work within one organisation. ISVAs reported improved understanding, coordination, cooperation and an improved service for clients.
 - **Service integration leading to improved service user experience:** bringing all ISVAs into one organisation has led to an improved experience and the introduction of choice for victims/survivors. As recommended in the needs assessment, service users can receive the services they require (with a caveat that there is limited counselling for victims/survivors available through local authority funding outside of Middlesbrough).

- **An increased diversity of victims/survivors receiving support:** The first 12 months of the Fund generated a 350% increase in the number of BAME referrals, from nine to 32 over the space of the year. There are now more disabled people, transgender, non-binary, BAME and LGBT+ communities than previous. The number of referrals from health agencies has more than doubled.
- **Clear, consistent branding:** the restructure and new service has been accompanied by rebranding. A new website provides a clear and standardised portal which presents the Cleveland service and presents a simple message about process and confidentiality.

3.7. Following discussions with partners there has been agreement to progress joint commissioning for an ISVA service as well as regional partners and the NHS progressing with provision for the Sexual Assault Referral Centre (SARC). As a result the previously reported risk of funding no longer being required from April 2020 has been mitigated.

3.8. Training for Adverse Childhood Experiences and County Lines continues focusing on a range of partners including parents, foster carers and outreach agencies supporting young people and Cleveland Police. Once completed approximately 500 people will have received the training as a result of funding from the PCC and Early Intervention Fund.

3.9. Follow up sessions are planned with attendees to ensure learning and new knowledge is being applied and/or to confirm where additional support may be required.

3.10. The Home Office will be evaluating the use of the Early Intervention Fund during February. Further funding bids are being explored to find further opportunities to support prevention and early intervention support.

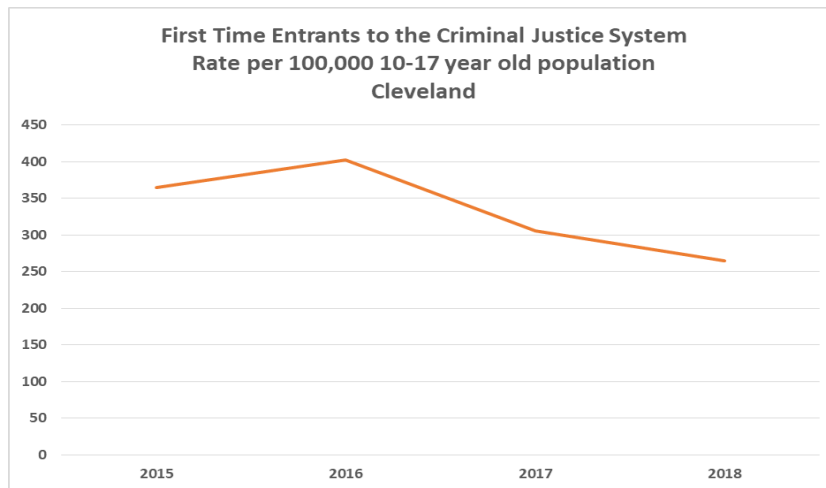
3.11. The Independent Anti-Slavery Commissioner visited Cleveland on Friday 15 November 2019 to meet with the PCC, Chief Constable and to attend the Anti-Slavery Network meeting. At the network meeting Dame Sara Thornton presented on her strategic plan and heard first-hand the positive multi-agency work that is taking place in Cleveland. She was very impressed by the Victim Care Pathway (which is thought to be one of the first in the country) and said:

“I was particularly interested in the network’s Victim Care Pathway and I look forward to working closely with the PCC’s Office in future to learn from and share such examples of best practice.”

4. Tackling Offending and Reoffending

4.1. During this reporting period activity has focussed on developing Local Criminal Justice Partnership supporting structures, strengthening independent scrutiny arrangements of Cleveland Divert and overseeing the implementation of the Heroin Assisted Treatment Programme.

- 4.2. Engagement with the Association of Police & Crime Commissioners and Ministry of Justice Probation national working group have progressed to provide input and where possible influence on the future delivery model of probation services.
- 4.3. The existing Chief Executive for the Durham Tees Valley Community Rehabilitation Company (DTV CRC) has been successful in being appointed as the Regional Probation Director for the new North-East Probation Region. This will comprise of Cleveland, Durham and Northumbria Police Force areas.
- 4.4. Taking up post in April 2020, the Regional Probation Director will be responsible for the overall delivery and commissioning of probation services in each region. Partnership working with the PCC will be a fundamental aspect to this role ensuring that local services meet the needs and demands of Cleveland.
- 4.5. The needs of the most prolific and persistent offenders have been analysed to identify key pathways by cohort and gender. The results are included within Appendix A (separate attachment) and this information will be used to consider future developments as to how services for offenders should be delivered including priorities for commissioning. Opportunities for national funding are also being considered to identify whether the criteria for the Safer Streets Fund could be linked to re-offending.
- 4.6. A regional partnership review across Cleveland and Durham of the Integrated Offender Management (IOM) scheme is planned in March. This will include performance against the standards and expectations outlined in the HMICFRS and HMIP Joint Inspection IOM framework.
- 4.7. Cleveland Divert continues to make progress with performance from April – December 2019 demonstrated 298 referrals have been accepted into the scheme, with 75% of cases successfully closed during this time period with the status of 'Needs Met'.
- 4.8. Independent scrutiny of the Divert scheme has been initiated through the Out of Court Disposals Scrutiny Group, where on a quarterly basis five cases are scrutinised by a multi-agency panel chaired by a Magistrate and attended by representatives of Cleveland Police, Crown Prosecution Service, National Probation Service, Youth Offending Service, victim services and restorative justice services. The Group review cases to assess these are being appropriately dealt with by the scheme and quality assure responses ensuring victim wishes are taken into account.
- 4.9. The Youth Offending Triage Service supported by the PCC continues to be an important element of diversionary early help and intervention to address offending behaviour and divert young people away from the criminal justice system.
- 4.10. Since April 2019 the scheme has engaged over 80 young people and directly attributed to the reduction in First Time Entrants in the Criminal Justice System as demonstrated by the chart below.



4.11. Ongoing discussions with Youth Offending Service leads and police representatives are in progress to explore extending the early intervention offer/criteria for young people who are at risk of offending and/or have offended. A pilot proposal is being developed outlining a multi-agency tiered approach with support required from all Youth Offending Services to take this forward.

4.12. The Heroin Assisted Treatment Pilot is now in place with progress being reported into a project board comprising of police and partners chaired by the PCC. Whilst still being in the early stages recent progress identified the following:

- Individuals receiving treatment are responding positively to the scheme with reports of improved well-being, motivation, access to support services, accommodation being found and a reduction in the use of 'street' drugs. The impact of this on crime and health services are in the process of being identified.
- Individuals are beginning to stabilise behaviour and are attending clinic twice a day to receive treatment
- The most challenging aspect of the scheme is locating identified individuals and gaining agreement to take part. As a result the Board have taken steps to consider how a larger cohort of people can be identified to fully utilise the opportunity
- The Evaluation Protocol with Teesside University has been agreed and funding secured from South Tees Public Health
- Longer term funding opportunities are now starting to be explored by the Board to identify the costs and business case to determine how the scheme can be sustained.

4.13. Through funding secured from the Ministry of Justice Female Offender Community Investment fund, the PCC has enhanced the provision of specialist support for females who are at risk of offending and/or have offended.

4.14. Since April 2019 to December 2019 (inclusive) there have been 235 referrals into the scheme with 81.5% engaging with support services. The performance report is located in Appendix B (separate attachment) and summarised as follows:

- A Way Out have delivered 25 evening assertive outreach sessions providing over 100 engagements with female sex workers who are at risk of offending or have offended.

- Fortnightly visits to Low Newton prison have taken place supporting 11 women in helping to prepare for release, agreeing and co-producing resettlement plans with them alongside providing trauma recovery support for them.
 - In partnership with My Sisters Place, A Way Out has delivered drop-in sessions engaging 12 women into safety planning and the provision of emergency food parcels and items of clothing being provided.
 - Delivery of clinics within Middlesbrough Police custody suite extending reach to women in custody to help address the underlying issues behind their offending behaviour and provide critical tailored bespoke support at a crisis point for them within the criminal justice system.
 - The BAME Tender Loving Care (TLC) programme has developed individual training modules for use within the community. TLC is a community education course that is designed to be delivered based upon attendees needs; this could be individually "prescribed" modules or delivered in a wider group setting which would require delivery aids. The programme is now ready to pilot and attendees are being recruited via community networks and partnerships including identification of groups that would benefit.
 - On-going work continue with partner agencies to ensure that there are appropriate referral pathways in place for women supported through this project. This has included regular attendance at community hub drop ins with the need identified to increase presence in the community so that women are encouraged to engage in DV support.
- 4.15. The funding for this scheme is due to end at the end of March 2020 and an exit group has been formed. Learning from the scheme has been used to inform the development of a Domestic Abuse Navigator bid being led by Redcar & Cleveland Local Authority, which (if successful), will provide specialist support to BAME females and females with complex needs who are affected by domestic abuse and/or homelessness (including females who offend).