



PERFORMANCE REPORT OF THE PCC AND POLICE AND CRIME PLAN November 2017

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



Budget Monitoring

Projecting a 'break-even' position at the end of March 2018.



An extra £2 million invested in a dedicated protecting vulnerable people hub.

Funding for neighbourhood officers and PCSOs. Approval to recruit 63 new police officers, create 15 police staff posts and 16 PCSO's.



Publicly reported crime and calls for service are increasing (which is also seen at a national level with 42 forces also seeing increases).

Police generated crime recording is also increasing showing a greater number of planned police interventions and operations.



Community Safety Hub

building is on track to open in Autumn 2018.



30,000 calls are made for police services every month. Every day Cleveland Police receives an average of

- 275 calls for emergency services (999 calls)
- 550 calls for non-emergency (101) services.

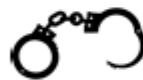


Antisocial behaviour (personal) trends are decreasing. Although incidents of nuisance are increasing. These are generally youth related, banging on doors, drinking alcohol and verbally abusing shop staff.

TACKLING RE-OFFENDING



Joint Local Criminal Justice Board refreshed with Durham OPCC.



Restorative Cleveland

559 restorative justice interventions in 2016/17.

Youth Offending

Supporting Youth Offending Teams who have delivery 389 interventions in 2017.



Multi Agency Prevention Strategy for Sexual Violence being prepared.

SECURING THE FUTURE OF OUR COMMUNITIES



Since 2012, over 500 Your Force Your Voice meetings with meetings held in every ward across the Cleveland area.



£924,076 invested to directly support local services and initiatives in communities and neighbourhoods.



Supporting schools in tackling racism and hate crime.

- 29 sessions presented to 2,110 young school children



OPCC maintains and promotes others to adopt dementia friendly status.

A BETTER DEAL FOR VICTIMS AND WITNESSES



The PCC jointly with Durham invested £2 million for dedicated **victim care and advice services**. Over 15,000 cases reviewed in Q2 to determine victims needs and one-to-one support services.



Victims of crime satisfaction rates are increasing with the service provided by police officers.



ECins (Information Sharing)

Agreements are in place with all four Local Authorities. Initiatives currently supported are Victims First and Troubled Families.



The PCC chairs the Tees **Rural Crime** Forum.

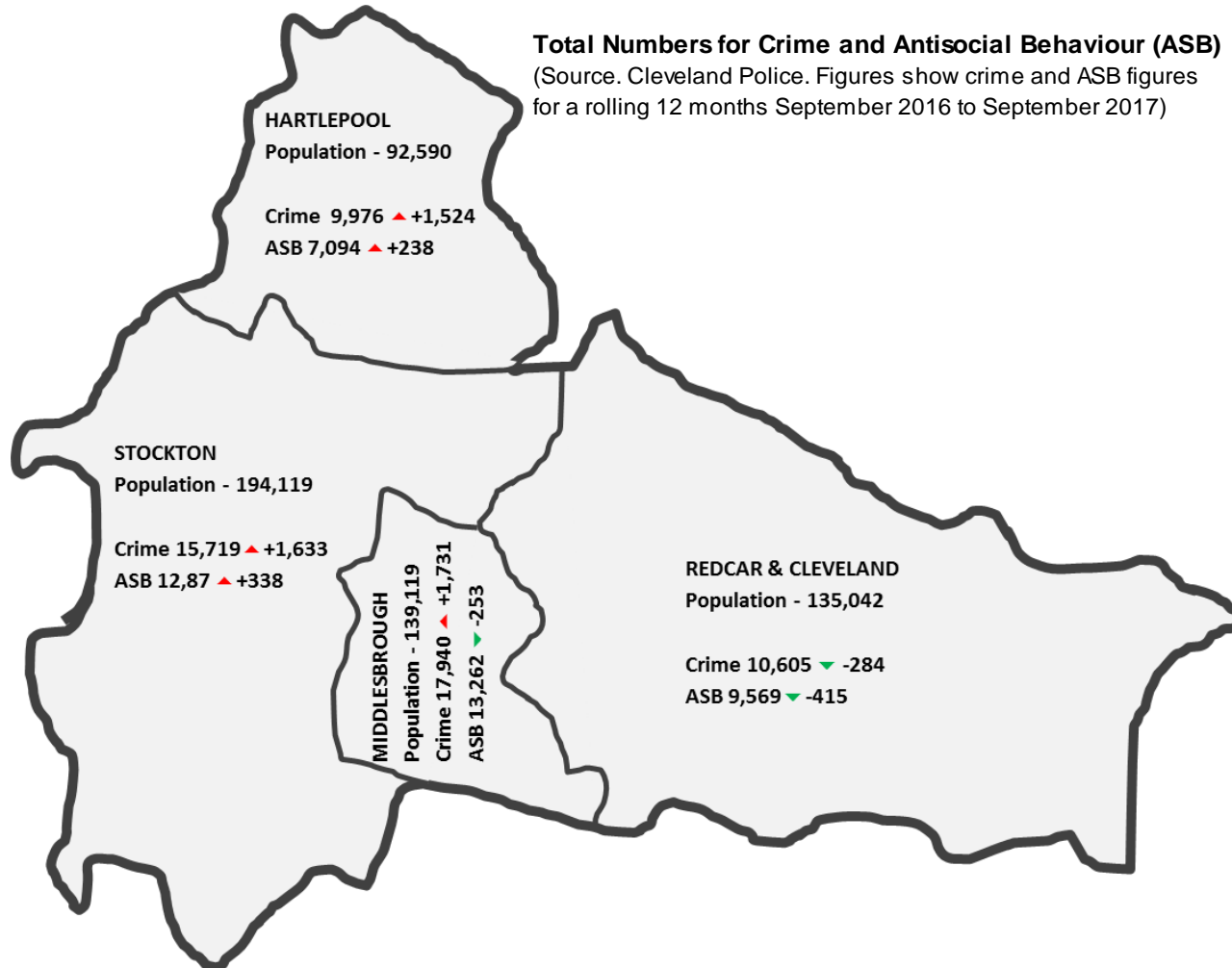


Cleveland Connected allows partners to share information by email, text and social media. There are 11,811 registered members and 721 registered businesses.

WORKING TOGETHER TO MAKE CLEVELAND SAFER

INVESTING IN OUR POLICE

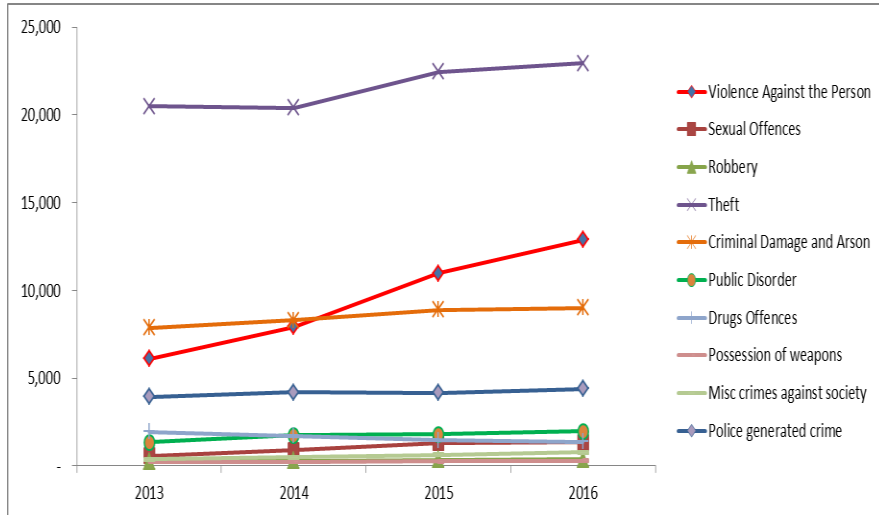
Organisational Efficiency and Effectiveness: Crime and Antisocial Behaviour



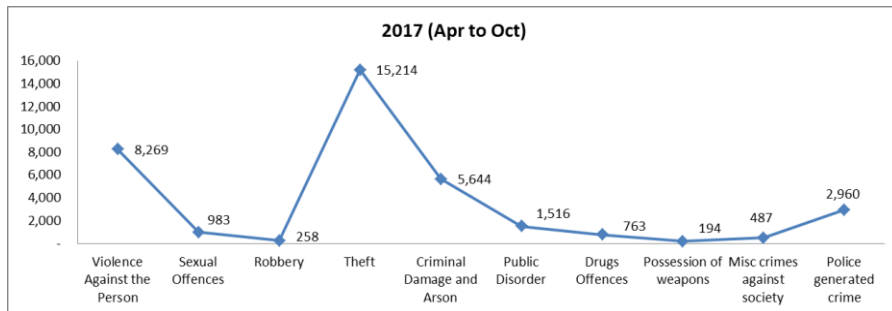
- The rolling 12 month trend for publicly recorded crime continues to show increases in all areas with the exception of Redcar & Cleveland.
- The rolling 12 month trend for antisocial behaviour incidents is increasing in Hartlepool and Stockton. Decreases are noted in Middlesbrough and Redcar & Cleveland.
- Increases in crime are also shown at a national level.
- The PCC supports a broad range of initiatives to raise awareness of and to tackle crime, including
 - The establishment of a new ground breaking anti-slavery network to be established in 2017 with Cleveland Police and partner agencies.

INVESTING IN OUR POLICE

Organisational Efficiency and Effectiveness: Crime and Antisocial Behaviour



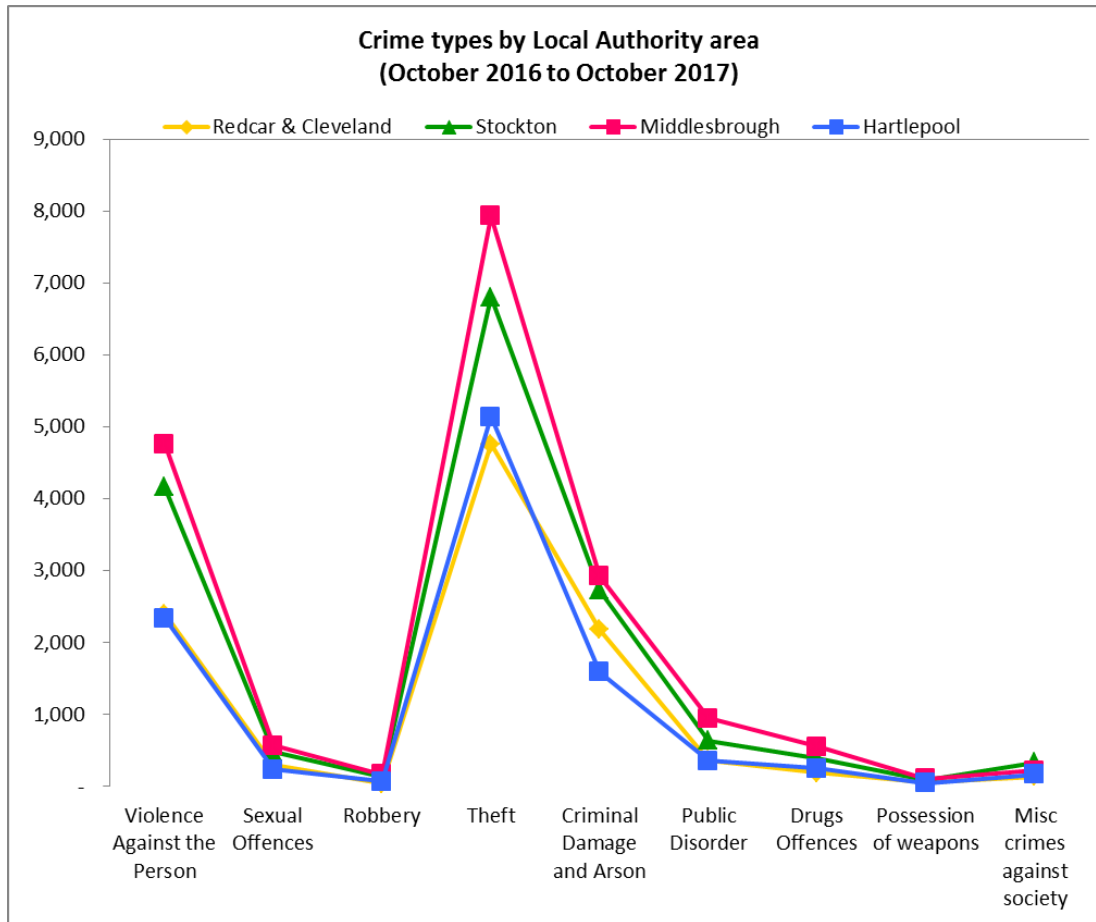
Source: Cleveland Police recorded crime figures (2013 - 2016)



Source: Cleveland Police recorded crime figures

- Theft and violence against the person show the greatest volume of recorded crime. Theft is made up of
 - Theft from the person
 - Bike theft
 - Shoplifting
 - Other theft.
- Annual figures show over 20,000 crimes of theft. The impact of which place a significant burden on police resources and capacity. To tackle this Operation Raptor was launched in June 2016 to reduce demand on police resources and to focus on targeted activities.
- Under a quarter of violence against the person crimes are alcohol related.
- Multi-agency Integrated Offender Management (IOM) arrangements involving Cleveland Police, Tees & Wear Reform Prison, Durham & Tees Valley Community Rehabilitation Company and National Probation Service (NPS) continue to manage the behaviour of the most prolific offenders in Cleveland for April, including those who commit a large volume of theft offences. Latest data to June 2017 (Q2) recorded a 24% reduction in the offending behaviour of this group of offenders when compared to the same time period in the previous year.

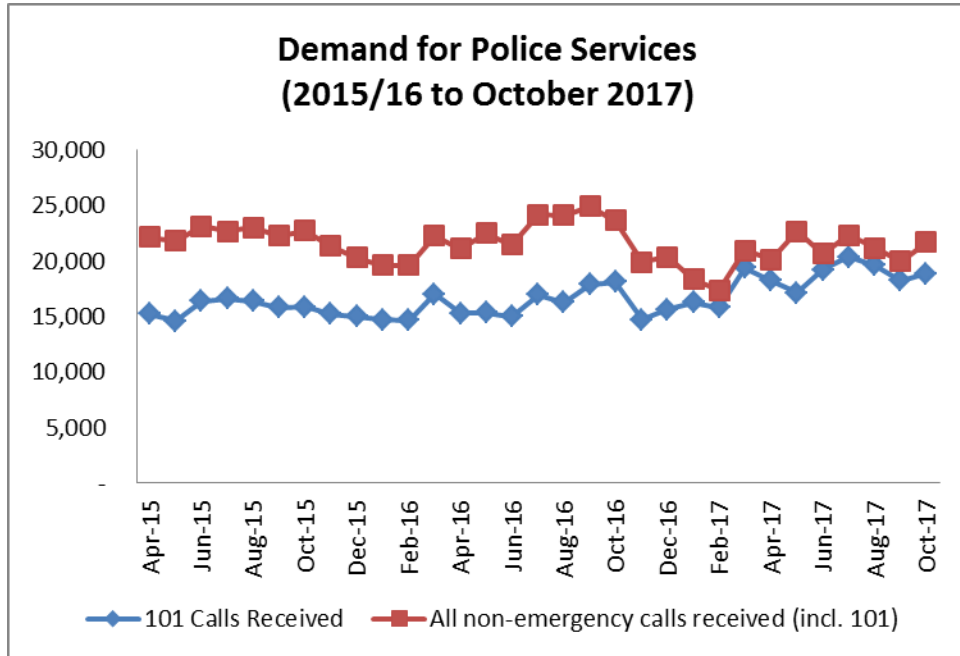
INVESTING IN OUR POLICE



- Local area figures reflect the volume crimes of theft, violence against the person and criminal damage in every local command area as summarised in Cleveland Police total crime tables on previous page of this report.
- As part of the PCC's commitment to working in partnership officers from the OPCC attend Community Safety Meetings to better understand issues at a local level.

INVESTING IN OUR POLICE

Operational Efficiency and Effectiveness: Demand for police services

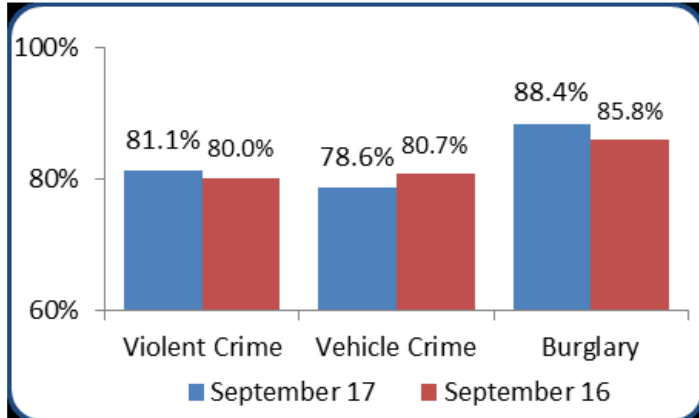


- Cleveland Police Call Centre receives in the region of 30,000 calls for service per month. Increases are always experienced in the summer months, with the school holidays making a big impact with increased social events, noisy neighbours from garden parties, etc. and calls relating to antisocial behaviour and domestic.
- The number of 999 calls for the 12 months to October 2017 has increased by 18% compared to the previous year. The number of 101 calls has increased by 12% but the number of non-emergency calls (which includes 101 calls) has decreased by 2%.
- The average number of 101 (non-emergency) calls received per day is 550. The average number of 999 emergency calls per day is 275.
- However, not every call equates to an incident. There are 634 incidents per day where the control room liaise with police officers and partner agencies.
- 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 recently 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 implementation plan is on-going and monitored by PCC and Scrutiny.

A BETTER DEAL FOR VICTIMS AND WITNESSES

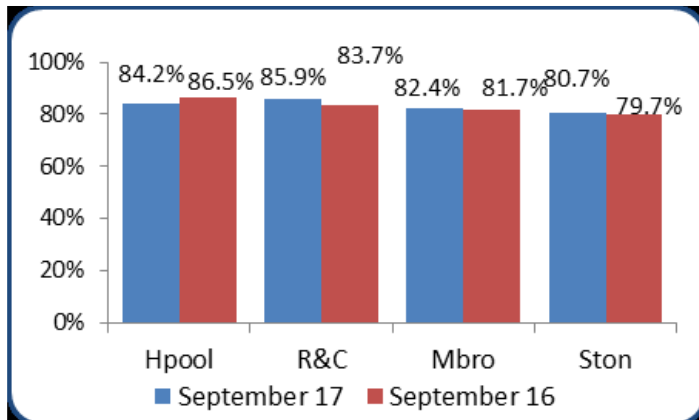
Improved Victim Satisfaction: Victims Surveys and Victims Code of Practice (VCOP)

Overall Satisfaction by Victim Type



Source: Cleveland Police

Overall Satisfaction by LPA

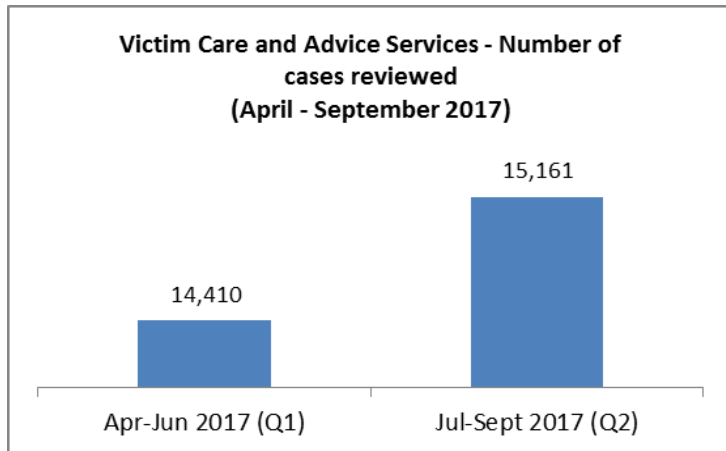


Source: Cleveland Police

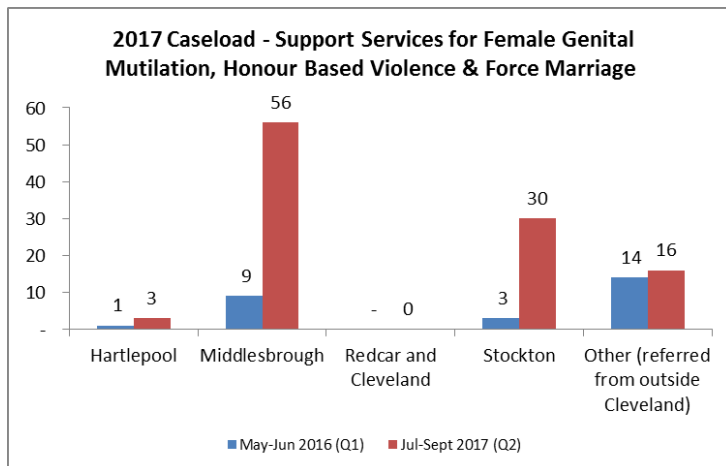
- Figures show that the overall satisfaction rate continues to improve although completely satisfied victims are declining.
- The victims of hate crime who are satisfied with the service provided are also declining.
- Compliance with the **Victims Code of Practice** is monitored quarterly. Current figures show a 53% compliance rate. The main reasons for non-compliance are needs assessment missing, contact agreement not completed and missed contacts. The PCC monitors progress through the scrutiny programme.
- The PCC commissions services to support those that have become a victim of crime. Initiatives supported include
 - Delivery of activities set out in the Violence Against Women and Girls Strategy
 - Publishing a domestic abuse victims family court advisory leaflet
 - Reviewing the multi-agency risk assessment conference to better combat repeat victimisation and reoffending
 - Reviewing Integrated Offender Management (IOM) scheme to include domestic abuse.
 - Mapping the victim's journey through the Criminal Justice System to identify gaps and areas for improvement which will become available and presented to the Victims Strategic Planning Group later this year.
 - Funding for specialist domestic abuse (Operation Encompass) workers to provide advice schools on domestic violence incidents.
 - Funding to Barnados to provide specialist support to anyone under 18 who has experienced sexual violence.

A BETTER DEAL FOR VICTIMS AND WITNESSES

Victims of Crime are able to cope and recover: Victim Services

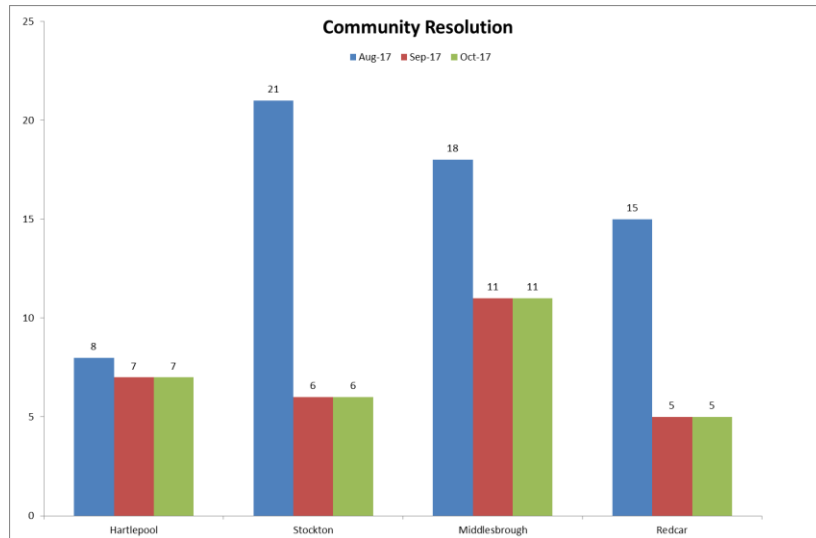


- Figures show that the majority of victims supported by VCAS are age over 40. Cases are identified by VCAS based on a review of the police crime recording system, self-referrals are accepted and referrals from other agencies such as police officers.
- Since the service began it has reached out to over 4,000 vulnerable victims in Cleveland, with over 1,400 people receiving a needs-based assessment and appropriate one-to-one support.
- The VCAS contract has been extended to enable a pilot project that allows support to be provided to vulnerable and repeat victims of antisocial behaviour. This pilot started on the 1 July 2017 and will continue until 31 March 2018. It has allowed for an addition two victim care officers to be recruited, a Victim & Witness task and finish group is in the process of being set-up with partners to discuss referrals received to data and to develop and agree criteria for the future should we wish the service to continue beyond March 2018. Performance figures will be available following contract performance meeting in November.
- Support is provided to Cleveland Police relating to the national scheme Action Fraud. To date 404 Friends Against Scams awareness sessions have been delivered to victims of fraud, youth groups, faith groups and disability groups.
- Using donations, VCAS purchased call-blocking devices which have been offered to victims. Current figures show that 10 devices are in use by victims with positive results.

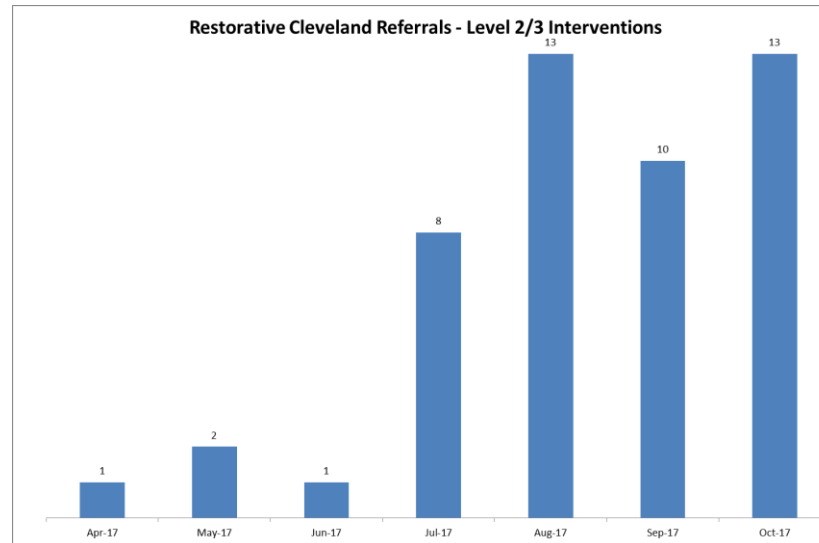


TACKLING RE-OFFENDING

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



Source: Cleveland Police



Source: OPCC (Restorative Cleveland)

- The PCC has a specialist restorative justice team, who are responsible for the facilitation and monitoring of cases across Cleveland.
- Work is continuing to further develop Restorative Cleveland with plans underway to commission services by January 2018 and an anticipated service start date of 1 April 2018.
- Positive steps are taking place engaging with ex-offenders and tracking their progress has just begun. Further information will be reported on this in subsequent updates
- Community Resolution (previously recorded as Level 1) is often referred to as 'on-street' or 'instant' conferencing dealing with minor low levels crimes on the spot.
- Level 2 – are more in-depth interventions, whereby the victim and offender have the opportunity to meet, with a trained facilitator, so they can discuss what happened and the effects.
- The OPCC is currently completing a procurement exercise to commission restorative justice services Cleveland wide. The contract will be approved in January 2018.

WORKING TOGETHER TO MAKE CLEVELAND SAFER

Those who live, work or visit the area are safe and feel safe: Information Sharing

Empowering Communities Inclusion and Neighbourhood Management System (E-Cins)

- The PCC has commissioned a two year contract with E-Cins to encourage partners to share key information. The system is a multi-agency tool designed to improve information sharing across services. Work is underway to recruit a project manager to further develop and coordinate information sharing with partners.
- Current partners participating/supporting this project include
 - Cleveland Police
 - Middlesbrough Borough Council
 - Hartlepool Borough Council
 - Stockton Borough Council
 - Redcar & Cleveland Borough Council
 - 13 Housing
- Services currently supported by E-Cins include
 - Victims First
 - Troubled families

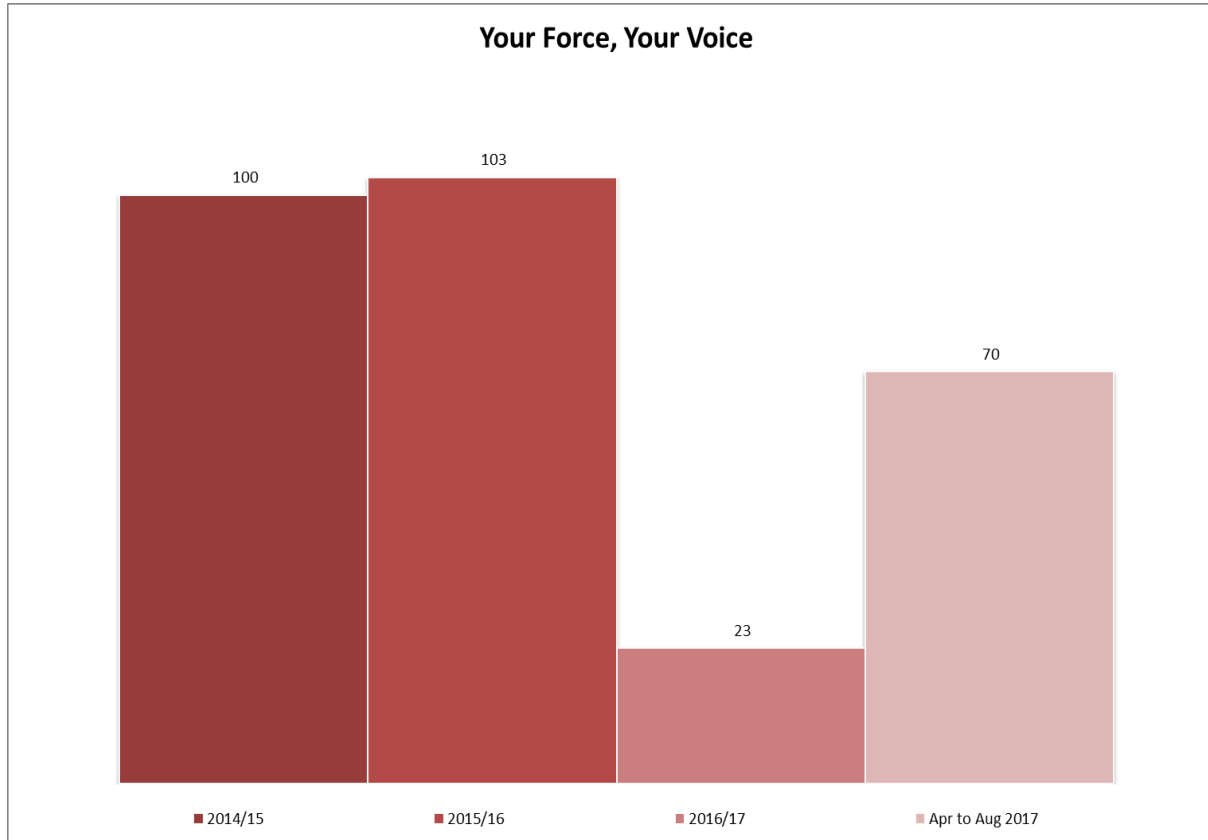
Cleveland Connected – The scheme is a forum for Cleveland Police, Neighbourhood Watch and other public sector partners to send information and messages by email, text and social media to registered members of the system. Members will also have access to Home Office crime statistics for their area.

There are currently 11,811 individual members registered and 721 registered businesses on Cleveland Connected who receive regular information from the force. Key messages include

- Tees Rural Crime Forum information
- Advertising vacancies for Volunteer Roles
- Awareness raising – how to protect yourself against Phishing
- Appeals for witnesses/information about crimes
- Neighbourhood Watch e-newsletters.

SECURING THE FUTURE OF OUR COMMUNITIES

Improved dialogue and understanding of the Community: Your Force Your Voice and community engagement meetings

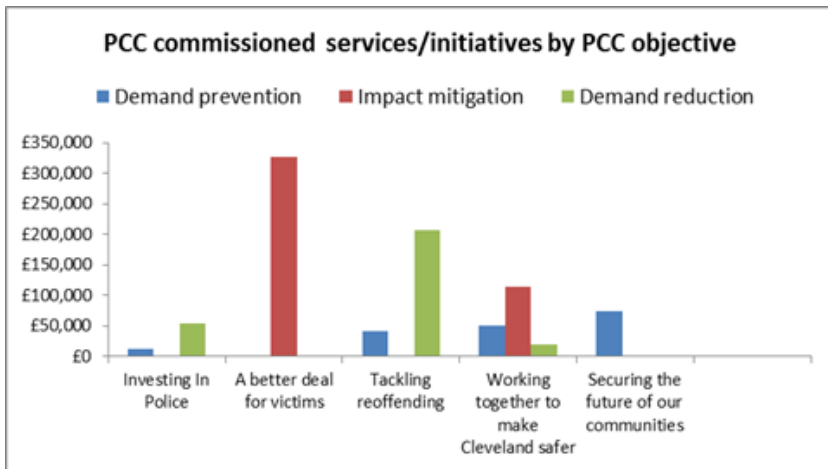
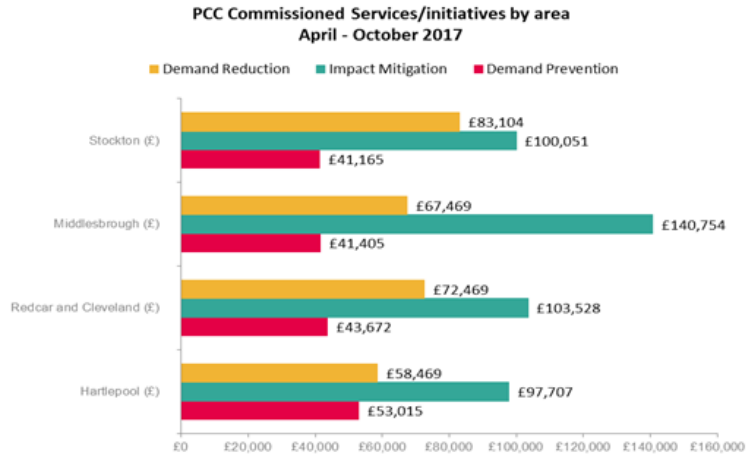


Source: OPCC

- Listening to and taking up your concerns at local, regional and national level is central to the PCC's activities.
- 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 500 meetings.
- There is a slight dip in the numbers of visits in 2016/17 when visits were postponed due to purdah, in the run up to the local Police and Crime Commissioner elections in May 2016.
- The PCC celebrated his 500th community engagement meeting on Monday 27th October. Over 20 local agencies, groups attended.
- The **top five issues discussed** from June to October 2017 are:
 - Progress of the Community Safety Hub
 - Issues with 101
 - ASB
 - Speeding and traffic issues
 - Drugs.

SECURING THE FUTURE OF OUR COMMUNITIES

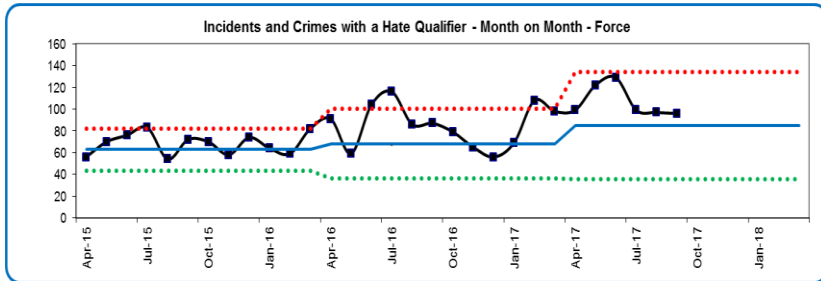
Successfully commissioned community services: Services and Initiatives Commissioned



- Since April 2017 the PCC has invested over £924,076 on commissioned services, £130,313 on Community Safety Initiatives and £5,034 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.
- Initiatives supported include:
 - A community bike repair project for a group of young people involved in anti-social behaviour.
 - Alarmed padlocks for allotment holders who have suffered from break-ins.
 - Support to individuals who are in abstinence based recovery.
 - Street Angels projects within Cleveland who provide a caring and compassionate presence within the night-time economy period on weekends.
 - Training sessions and workshops to raise awareness and understanding towards Transgender and Non-Binary gender identities.

SECURING THE FUTURE OF OUR COMMUNITIES

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



Source: Cleveland Police – rolling 12 months

- During the past 12 months (September to September) the following hate crimes have been recorded:

- Racial 696 (+110)
- Transgender 21 (+17)
- Disability 42 (+11)
- Religion/belief 19 (0)
- Sexual orientation 96 (+27)

The vast majority of hate crime continues to be within the ‘racial abuse’ category.

- 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 18 schools to 1,636 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.
 - Three school liaison officer posts created and officers offering support to schools across all four districts on tackling antisocial behaviour and hate crime. On Thursday 19th October officers conducted welcome and educational activities with Stockton Borough Council for children of the travelling families who provide Yarm Fair.
 - 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.