



POLICE AND CRIME PLAN PERFORMANCE AND DELIVERY UPDATE

Quarter 1 2022/23

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POLICE AND CRIME COMMISSIONER

CONTENTS

POLICE AND CRIME COMMISSIONER FOR CLEVELAND

Key Strategic Outcome: Build confidence and put the pride back into Cleveland Police

Public Access to Services.....	3
Policing Resources in Cleveland/Ethical Behaviour.....	5
Ethical Behaviour.....	6
Public Confidence.....	7
Antisocial Behaviour.....	7

Key Strategic Outcome: Work collectively with partners to reduce crime, specifically serious violence

Stop and Search.....	9
Neighbourhood Crime.....	10
Violent Crime.....	11
Knife Crime.....	12

Key Strategic Outcome: Make greater use of technology that creates efficiencies and supports productivity

Drones.....	13
Victim Contact/Offender Management.....	14

Key Strategic Outcome: Provide high quality services to victims and the most vulnerable that effectively meets their needs

Victim Code of Practice.....	15
Victim Satisfaction.....	16

Delivery Update

Bringing Offenders to Justice.....	18
Getting Tough on Drugs and Gangs.....	19
Tackling Antisocial Behaviour Head on.....	20
Effective Policing and Criminal Justice System.....	21
Prevent, Reduce and Tackle Serious Violence.....	22
More Police on Our Streets.....	23
Tackling Violence Against Women and Girls.....	24
Building Confidence in our Communities.....	25
Effective, Quality Support for Victims and Witnesses of Crime.....	26
Use Technology to Combat Crime.....	27

BUILD CONFIDENCE AND PUT THE PRIDE BACK INTO CLEVELAND POLICE

Public Access to Services

999 Calls

Key Performance Indicators (KPIs)	2021/22				2022/23
	Q1 Apr-Jun	Q2 May-Sep	Q3 Oct-Dec	Q4 Jan-Mar	Q1 Apr-Jun
<i>Public Access to Services</i>					
Number of 999 calls received	24,995	27,860	27,334	25,945	28,956
% 999 calls answered within 10 seconds	80.3%	77.50%	85.60%	86.80%	86.20%
Average call wait time for a 999 call (seconds)	7.4	7.7	4.4	*4.0	**6.0

Cleveland Police has seen an increase in the number of 999 calls received over the last two years. During 2020/21 there were 22,446 999 calls received by the force in quarter 1. This has increased by 29% over a two-year time period, with current quarter 1 figures showing there were 28,956 999 calls into the force.

Even though there has been an increase in demand into the Force Control Room, Cleveland Police continues to answer 86.2% of all their 999 calls within 10 seconds. This has remained over 80% across the previous three quarters.

*Based on March 2022 only

** Based on June 2022 only

I await the results of the national Police Contact Survey 2022, co-ordinated by the Association of Police and Crime Commissioners, to understand more about the public's experience when contacting their local force via both 999 and 101. It is hoped that the results from this survey will support future planning and discussions in relation to contacting the Police.

BUILD CONFIDENCE AND PUT THE PRIDE BACK INTO CLEVELAND POLICE

Public Access to Services

Non 999 Calls

Key Performance Indicators (KPIs)	2021/22				2022/23
	Q1 Apr-Jun	Q2 May-Sep	Q3 Oct-Dec	Q4 Jan-Mar	Q1 Apr-Jun
<i>Public Access to Services</i>					
Number of non 999 calls received	60,753	64,046	53,401	52,458	57,922
% of non 999 calls answered within 2 minutes	67.9%	54.40%	64.60%	63.40%	68.1%
Average call wait time for a non 999 call (seconds)	100.7	167	116	*153	**137

During quarter 1 of 2022/23 there were 57,922 non-999 calls into Cleveland Police, this is an increase of 10.4% when compared to the previous quarter. This suggests that demand has begun to increase again after falling during both quarter 3 and quarter 4 of 2021/22.

During quarter 1 there has also been an increase in the percentage of non-999 calls being answered within 2 minutes, this currently sits at 68.1%, which is an increase of 4.7% from quarter 4 (63.4%).

*Based on March 2022 only

** Based on June 2022 only

The current quarter has seen the highest percentage of non-999 calls being answered within 2 minutes since quarter 4 of 2020/21 (74.1%).

The average wait time for a non-999 call during June 22 was 137 seconds, this figure tends to fluctuate quarter on quarter.



BUILD CONFIDENCE AND PUT THE PRIDE BACK INTO CLEVELAND POLICE

Policing Resources in Cleveland

Key Performance Indicators (KPIs)	2021/22				2022/23
	Q1 Apr-Jun	Q2 May-Sep	Q3 Oct-Dec	Q4 Jan-Mar	Q1 Apr-Jun
<i>Policing Resources in Cleveland</i>					
Number of Police Officers (Headcount)	1,410	1,440	1,445	1,461	1,450
Number of Police Community Support Officers (Headcount)	-	109	-	106	99
Number of Specialist Constabulary Officers (Headcount)	-	58	-	54	59

The number of Police Officers, Police Community Support Officers and Special Constables tends to remain broadly stable over time with few quarterly changes.

During quarter 1 of 2022/23 there were 1,450 Cleveland Police Officers, there has been a loss of approximately 11 between quarter 4 (2021/22) and quarter 1 (2022/23); this could be due to various reasons such as retirement, secondments, transfers, dismissals etc.

Overall however when compared to the quarter 1 of 2020/21 Cleveland Police recorded 1,362 Police Officers, there are now an additional 88 officers during this two-year period. This is an overall increase of 6.5%.

Similar to Police Officer numbers, the number of Police Community Support Officers has reduced slightly between quarter 4 of 2021/22 and quarter 1 of 2022/23 - whereas the number of Special Constables has increased slightly from 54 in quarter 4 (2021/22) to 59 in quarter 1 (2022/23).



BUILD CONFIDENCE AND PUT THE PRIDE BACK INTO CLEVELAND POLICE

Ethical Behaviour (Complaints)

Data analysed on 25th August 2022 found that from April 2022, 486 expressions of dissatisfaction were logged by the PCC's Resolution Team. Of these 486, 410 cases have been finalised (84%) and 76 are pending (16%).

50 cases - or around 10% - were referred to Cleveland Police's Directorate of Standards and Ethics for formal recording under Schedule 3 of the Police Regulations.

There is a review of the new complaints model underway, with consultation due to take place with the Resolution Team, Cleveland Police and partners.

Making a complaint about the police



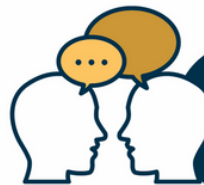
If you are dissatisfied with the service you have received from Cleveland Police, you have the right to make a complaint to the Police and Crime Commissioner's independent Resolution Team.

Step 1

Tell us what happened

There are several ways you can contact the Resolution Team with your concerns:

- Complete the online form - scan in our QR code or go to www.cleveland.police.uk
- Email resolution@cleveland-pcc.gov.uk
- Call **01642 301860**
- Write to **OPCC Resolution Team, c/o St Marks House, St Marks Court, Thornaby, Stockton-On-Tees, TS17 6QW**



If the team can put the wheel back on and resolve the matter, your complaints journey will end here. Any lessons learned will be fed back to Cleveland Police.

Step 3

Remain dissatisfied?



If your issue cannot be resolved at this stage - or if your complaint is serious in nature - it will be passed to Cleveland Police.

Your complaint will be assessed by the Directorate of Standards and Ethics to determine whether further investigation is required. You will be provided with an outcome of their assessment.

Listen and understand

Step 2

A member of the Resolution Team will contact you to listen to your concerns and get to the root of the problem. You will be asked what you would like to see as an outcome to your complaint.

Request a review

Step 4

If you are dissatisfied with how your complaint has been handled, you can request a review to be conducted by an independent person - who has had no previous involvement with your complaint. A review will determine whether or not your complaint was handled appropriately.



BUILD CONFIDENCE AND PUT THE PRIDE BACK INTO CLEVELAND POLICE

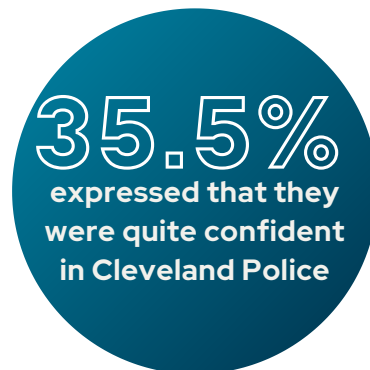
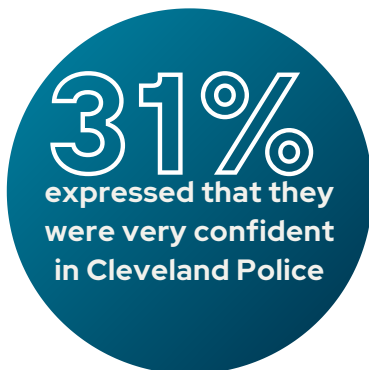
Public Confidence

As previously reported the Local Communities Survey 2022 launched by Cleveland Police closed to the public at the end of July 2022. The results are currently being analysed and I hope to receive an update from Cleveland Police shortly – including what they plan to do with the results.

Between April and June 2022 myself and my team have continued to get out and about engaging with communities through our Supermarket Roadshows, Ward Surgeries and Summer Events. During these engagement sessions my team have engaged with 281 individuals. Of those we engaged with:

Key areas of concerns from the public included:

- Off road and motorbike nuisance
- Visibility of local policing
- Timeliness and quality of police response
- Youth antisocial behaviour
- Drug dealing and use
- Control Room issues



BUILD CONFIDENCE AND PUT THE PRIDE BACK INTO CLEVELAND POLICE

Antisocial Behaviour

Key Performance Indicators (KPIs)	2021/22				2022/23
	Q1 Apr-Jun	Q2 May-Sep	Q3 Oct-Dec	Q4 Jan-Mar	Q1 Apr-Jun
<i>Antisocial Behaviour</i>					
ASB incidents	6,263	6,105	5,210	4,590	4,265

During quarter 1 of 2022/23 Cleveland Police continued to see a decrease in reported antisocial behaviour (ASB) based on the previous quarter (-31), although this is a significantly lesser increase based on previous quarters.

During quarter 1 Cleveland Police saw a repeat ASB rate of **14.2%**, which is -5pts less than the previous reporting period.

It is important that agencies work together to combat ASB and where residents are not seeing results, I encourage victims to make use of the Community Trigger process. My team and I are actively promoting the mechanism through a six-week awareness campaign which launched during ASB awareness week (18th - 24th July 2022).

COMMUNITY TRIGGER

The Office of the Police and Crime Commissioner is committed to reducing antisocial behaviour, committed to increasing our understanding of victim support available, and are committed to increasing our collaboration and partnership working.

ARE YOU A VICTIM OF ANTISOCIAL BEHAVIOUR?

HAVE YOU MADE 3 REPORTS OF ASB IN THE LAST 3 MONTHS

YOU CAN MAKE A COMMUNITY TRIGGER REQUEST

IF YOUR CASE MEETS THE CRITERIA, CLEVELAND POLICE, YOUR LOCAL COUNCIL AND HEALTH AND HOUSING PROVIDERS WILL REVIEW IT

THE AGENCIES INVOLVED WILL CONTACT YOU ABOUT THE OUTCOME AND ANY ACTION THEY WILL TAKE

Logo: POLICE AND CRIME COMMISSIONER FOR CLEVELAND

COMMUNITY TRIGGER

HOW DO I MAKE A REQUEST? Every local council has a section on their website about their community trigger procedure and details on how to make a request to have your case reviewed.

You can also visit our website via the QR code on this leaflet and follow the details to your local council's website.

WHAT HAPPENS NEXT? If your case meets local thresholds, a case review will be carried out by Cleveland Police, your local council, health providers, and housing providers. They will seek to understand the nature and severity of the antisocial behaviour being experienced - and the impact it is having on you.

Once a review has been complete, the agencies involved will be in touch to advise you of the outcome and any actions they will be taking.

Logo: POLICE AND CRIME COMMISSIONER FOR CLEVELAND

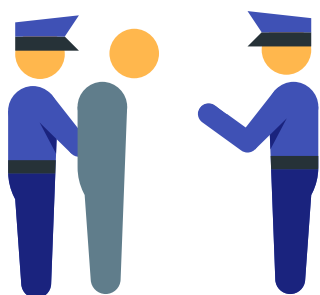
WORK COLLECTIVELY WITH PARTNERS TO REDUCE CRIME, SPECIFICALLY SERIOUS VIOLENCE

Stop and Search

Key Performance Indicators (KPIs)	2021/22				2022/23
	Q1 Apr-Jun	Q2 May-Sep	Q3 Oct-Dec	Q4 Jan-Mar	Q1 Apr-Jun
<i>Stop and Search</i>					
Number of stop and search carried out	1,687	1,380	1,546	1,626	1,375
Number of stop and search resulting in a positive outcome	354	324	325	390	311
% of stop and search resulting in positive outcome	21.0%	23.5%	21.0%	21.8%	22.6%
Number of stop and search resulting in a linked outcome	279	243	252	296	246
% of stop and search resulting in a linked outcome	16.5%	17.6%	16.3%	16.4%	17.9%

During quarter 1 there were 1,375 stop and searches carried out by the force, of which 22.6% resulted in a positive outcome and 17.9% resulted in a linked outcome.

When compared to the previous quarter (quarter 4) there has been a reduction in the number of stop and searches conducted by officers, down from 1,626. This is a reduction of 15.4%. Despite this reduction, the percentage of searches with positive and linked outcomes remains stable.



1,375

Stop and searches carried out

WORK COLLECTIVELY WITH PARTNERS TO REDUCE CRIME, SPECIFICALLY SERIOUS VIOLENCE

Neighbourhood Crime

Key Performance Indicators (KPIs)	2021/22				2022/23
	Q1 Apr-Jun	Q2 May-Sep	Q3 Oct-Dec	Q4 Jan-Mar	Q1 Apr-Jun
<i>Neighbourhood Crime</i>					
Theft from a person	87	95	107	94	176
Robbery	159	194	209	150	217
Residential Burglary	692	869	771	741	945
Vehicle crime	682	777	879	1,011	1167
Neighbourhood crime total	1,620	1,935	1,996	1,996	2,505

Neighbourhood crime appears to have increased considerably over the last four quarters.

During quarter 1 of 2022/23 there were 2,505 neighbourhood crimes recorded by Cleveland Police, this is an increase of 25.5% from quarter 4 figures when there were 1,996 neighbourhood crimes recorded.

When compared to the quarter 1 of 2020/21 of 1,597, there has been a significant increase of 56.9% in neighbourhood crime over a two-year period.

During the quarter 1 reporting period, neighbourhood crime can be broken down as follows:

- 7.0% Theft from the Person
- 8.7% Robbery
- 37.7% Residential Burglary
- 46.6% Vehicle Crime

All neighbourhood crime categories (as listed above) have been increasing over time reaching their peak during quarter 1 of 2022/23.

As previously reported, as a result of these concerning figures I chose to focus on neighbourhood crime as part of my quarter 4 performance scrutiny meeting. Whilst I was assured that the force understood the scale and required response for communities, I was less assured about the forces targets.

Linked to this is Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) Report published on 11 August 2022 in relation to the police response to burglary, robbery, and other acquisitive crime entitled 'Finding Time for Crime'. This report sets out a number of key findings and recommendations which I will seek to understand how Cleveland Police will implement to ensure progress is made in Cleveland.

WORK COLLECTIVELY WITH PARTNERS TO REDUCE CRIME, SPECIFICALLY SERIOUS VIOLENCE

Violent Crime

Key Performance Indicators (KPIs)	2021/22				2022/23
	Q1 Apr-Jun	Q2 May-Sep	Q3 Oct-Dec	Q4 Jan-Mar	Q1 Apr-Jun
<i>Violent Crime</i>					
Violence against a person	7,160	7,285	7,021	6,628	7,962
Homicide	3	1	1	3	2
Death or serious injury caused by illegal driving	2	5	3	0	6
Violence with injury	1,590	1,652	1,691	1,522	1,924
Violence without injury	2,532	2,761	2,659	2,485	2,776
Domestic abuse incident	4,930	5,197	4,620	4,435	4,247
Domestic abuse crimes	3,312	3,514	3,161	2,911	3,357
Domestic abuse repeat victims incident rate (%)	42.0%	40.2%	39.2%	38.1%	38.9%
Stalking and Harassment	3,033	2,866	2,726	2,623	2,623

Violence against the person offences appeared to be decreasing between quarter 3 and quarter 4 of 2021/22; however, the most recent quarter has seen this figure increase to 7,962; the highest figure seen in the last two years. Compared to the quarter 1 of 2020/21 when there were 6,027 violence against the person offences recorded, this has increased by 32.1% over that two-year period.

This is reflected simultaneously in both the violence with injury and violence without injury offences; which have both increased during quarter 1 and are at their highest levels in two-years

Domestic abuse incidents have been reducing quarter on quarter since quarter 3 of 2021/22; with current figures suggesting there were 4,247 incidents during the quarter 1 period. This is a reduction of 18.3%. Domestic abuse crimes were following a similar pattern, seeing a reduction between quarter 3 and quarter 4 of 2021/22, however during the current quarter this figure has since increased up to 3,357.

The force has seen a large increase in the number of stalking and harassment offences being recorded. During quarter 1 there were 3,241 stalking and harassment offences, a sharp increase of 23.6% compared to the previous quarter when there were 2,623 stalking and harassment offences. This is the highest figure seen over the last two years.

WORK COLLECTIVELY WITH PARTNERS TO REDUCE CRIME, SPECIFICALLY SERIOUS VIOLENCE

Knife Crime

Key Performance Indicators (KPIs)	2021/22				2022/23
	Q1 Apr-Jun	Q2 May-Sep	Q3 Oct-Dec	Q4 Jan-Mar	Q1 Apr-Jun
<i>Knife Crime</i>					
Knife crime involving youth (aged between 14-24 at time of offence)	-	-	73	80	95
Hospital admissions of under 25 year old for assault with sharp object	-	-	-	-	-

During quarter 1, there were 95 knife crimes involving youths aged between 14-24 at the time of the offence. This has gradually been increasing over the last three quarters as can be seen in the table above.

It is hoped through the early intervention work supported through my recent serious violence fund that this number will start to decrease as young people learn and understand the consequences of carrying knives. In addition to this through the Cleveland Unit for the Reduction of Violence (CURV) I recently launched a **£500,000 funding call welcoming applications** from local services who work to support people affected by, at risk of or involved in serious violence.



MAKE GREATER USE OF TECHNOLOGY THAT CREATES EFFICIENCIES AND SUPPORTS PRODUCTIVITY

Drones

Key Performance Indicators (KPIs)	2021/22				2022/23
	Q1 Apr-Jun	Q2 May-Sep	Q3 Oct-Dec	Q4 Jan-Mar	Q1 Apr-Jun
<i>Use of Drones</i>					
Number of drone deployments	128	244	201	210	310
Number of drone pilots in force	-	18	18	18	29

During quarter 1 of 2020/21 there was 46 drone deployments within Cleveland Police. Since this time there has been a 573.9% increase in deployments with 310 deployments during the most recent quarter. The number of drone pilots within the force has also increased, with there now being 29 drone pilots compared to the previous 18. This is an additional 11 drone pilots at the force's disposal.

I am a real fan of the use of drones and have seen first-hand the benefits it can give to Cleveland Police officers both in terms of reducing crime and antisocial behaviour and protecting the vulnerable.



MAKE GREATER USE OF TECHNOLOGY THAT CREATES EFFICIENCIES AND SUPPORTS PRODUCTIVITY

Victim Contact

Key Performance Indicators (KPIs)	2021/22				2022/23
	Q1 Apr-Jun	Q2 May-Sep	Q3 Oct-Dec	Q4 Jan-Mar	Q1 Apr-Jun
<i>Victim Contact</i>					
% of crime victims surveyed who are satisfied with ease of contact	-	-	88.10%	88.00%	90.50%
Number of online reports received	-	-	-	3484	3589

Quarter 1 data for 2022/23 shows that 90.5% of crime victims surveyed are said to be satisfied with the ease of contact. This shows a slight increase from both quarter 3 and quarter 4 of 2021/22.

During quarter 1, there were 3,589 online reports received by Cleveland Police, this has increased since quarter 4 by around 3.0%.

Offender Management

As reported this measure continues to be under development to ensure the data provided gives an accurate picture across various departments within Cleveland Police.

Key Performance Indicators (KPIs)	2021/22				2022/23
	Q1 Apr-Jun	Q2 May-Sep	Q3 Oct-Dec	Q4 Jan-Mar	Q1 Apr-Jun
<i>Offender Management</i>					
Number of tags deployed	Measurement under development				
Number of breached tags of tag deployed	Measurement under development				

PROVIDE HIGH QUALITY SERVICES TO VICTIMS AND THE MOST VULNERABLE THAT EFFECTIVELY MEETS THEIR NEEDS

Victim Code of Practice

Key Performance Indicators (KPIs)	2021/22				2022/23
	Q1 Apr-Jun	Q2 May-Sep	Q3 Oct-Dec	Q4 Jan-Mar	Q1 Apr-Jun
<i>Victims Code of Practice (VCOP)</i>					
Number of crimes audited by Cleveland Police where VCOP meets required standard	-	233	312	*272	-
% of crimes where VCOP meet the required standard (audited)	13.7%	15.4%	17.0%	16.90%	-
% of crimes with and updates VCOP review	76.8%	84.9%	83.50%	**84.80%	83.80%
% of victims who discussed and agreed the frequency of updates	-	21.2%	29.50%	48.90%	28.00%
% of victims who received updates as agreed	-	85.7%	70.60%	87.80%	75.00%

In February 2022, Cleveland Police ceased auditing of crimes in relation to the Victims Code of Practice (VCOP). This process has been replaced by a thematic peer review framework incorporating a number of areas including VCOP, Body Worn Video, Crime Recording and Supervisory overview. The OPCC will seek assurance from Cleveland Police in relation to adherence to VCOP to ensure that victims of crime are receiving a high-quality service.

During quarter 1, 83.8% of crimes have been updated with a VCOP review. The figure has remained broadly stable over the last four quarters. The percentage of victims who discussed and agreed the frequency of updates dropped significantly during quarter 1 compared to quarter 4 where there was a peak (48.9%). However, this brings the figure back in line with that presented during quarter 2 and quarter 3 of 2021/22.

*Audit stopped at the end of February 2022

**Snapshot taken at beginning of March 2022

PROVIDE HIGH QUALITY SERVICES TO VICTIMS AND THE MOST VULNERABLE THAT EFFECTIVELY MEETS THEIR NEEDS

Victim Satisfaction

Key Performance Indicators (KPIs)	2021/22				2022/23
	Q1 Apr-Jun	Q2 May-Sep	Q3 Oct-Dec	Q4 Jan-Mar	Q1 Apr-Jun
<i>Victim Satisfaction</i>					
% of victims satisfied with overall service provided	71.8%	66.30%	68.90%	76.10%	69.80%
% of hate crime victims surveyed who are satisfied with the overall service provided	80.08%	60.00%	76.10%	77.80%	71.90%
% of domestic abuse victims who are satisfied with the overall service provided	85.2%	86.90%	85.70%	81.00%	83.80%
% of domestic abuse victims satisfied with ease of contact	97.7%	84.40%	92.90%	89.10%	89.70%
% of domestic abuse victims satisfied with initial actions taken	90.2%	94.70%	94.10%	87.80%	88.90%
% of domestic abuse victims satisfied with the treatment they received	87.0%	65.50%	97.10%	88.90%	85.70%
% of domestic abuse victims satisfied with the follow up they received	65.1%	81.70%	65.70%	66.70%	70.60%

During quarter 1, 69.8% of victims were satisfied with the overall service provided by Cleveland Police; this figure tends to fluctuate quarter on quarter but has shown a reduction of 6.3% from quarter 4.

During quarter 1, 71.9% of hate crime victims surveyed were satisfied with the overall service provided to them. This again is a reduction compared to the previous two quarters. It is hoped that moving forward this figure will start to improve following the introduction of a Police Constable Hate Crime Lead. This Officer is currently developing a training package for officers to support them in responding to Hate Crime.

During quarter 1, 83.8% of domestic abuse victims were satisfied with the overall service provided to them. This has remained consistently high over the last year, remaining well within the 80th percentile.

- 89.7% of domestic abuse victims were satisfied with the ease of contact; this measure has remained high over the last several quarters.
- 88.9% of domestic abuse victims were satisfied with the initial actions taken; this measure has remained high over the last several quarters.
- 85.7% of domestic abuse victims were satisfied with the treatment they received; even though this measure remains high it has decreased over the last two quarters down from 94.1% seen during quarter 3.
- 70.6% of domestic abuse victims were satisfied with the follow-up they received; this measure decreased to 65.7% and 66.7% during quarter 3 and quarter 4 respectively but has since increased during the most recent quarter.



DELIVERY UPDATE



POLICE AND CRIME COMMISSIONER FOR CLEVELAND

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POLICE AND CRIME COMMISSIONER

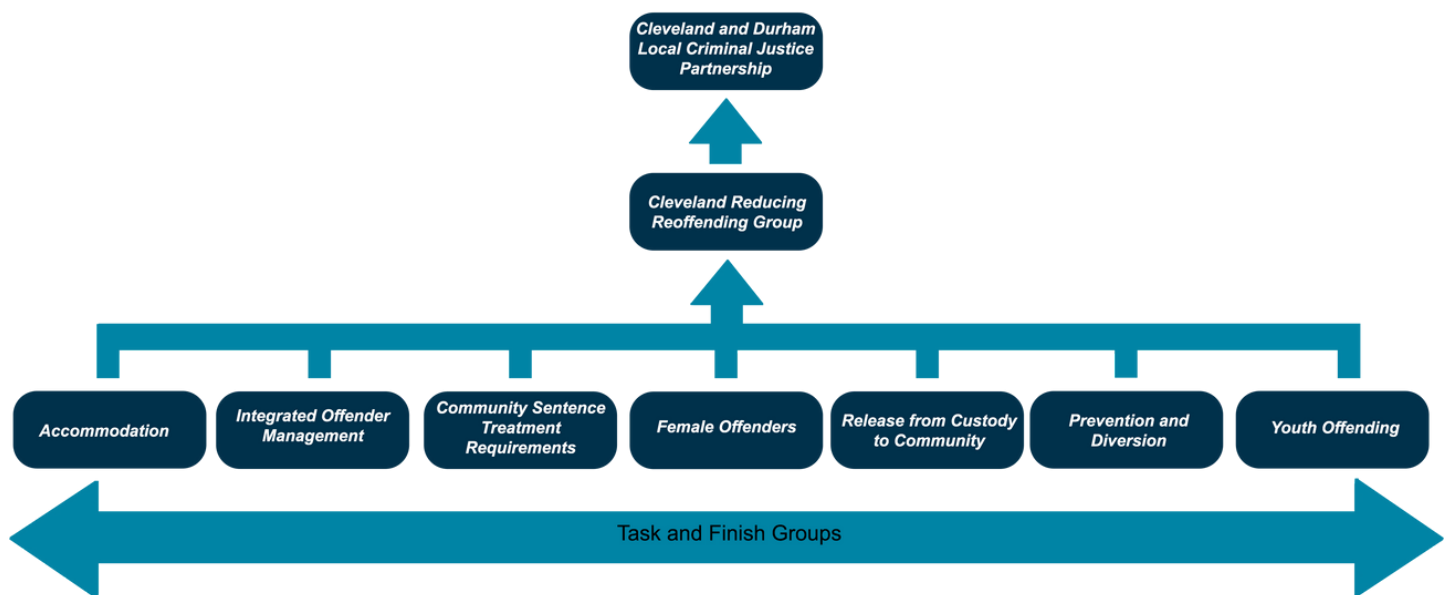
BRINGING OFFENDERS TO JUSTICE

To be effective in bringing offenders to justice and to reduce the cycle of offending behaviour, criminal justice partners across the area must work together. In support of this my team have co-ordinated workshops with those key partners including the Probation Service, Youth Offending Teams, Police and Courts to collectively and collaboratively agree priority areas of work with the aim of avoiding duplication and achieving positive outcomes.

To drive forward work in relation to these priority areas, sub-groups will be created with strong scrutiny and accountability through the Strategic Reducing Re-offending Group and Local Criminal Justice Partnership.

Having the right structure in place is key to success to ensure all agencies are engaged and talking to each other, whilst at the same time providing a 'critical friend' support role to ensure lasting change.

I look forward to seeing how this structure develops and embeds and I will provide updates in the future around key achievements as a result.



GETTING TOUGH ON DRUGS AND GANGS

Project ADDER (Addiction, Diversion, Disruption, Enforcement and Recovery) continues to deliver during 2022/23 with discussions ongoing with the Home Office in relation to funding post-March 2023.



Between April 2022 – June 2022, as part of the Project ADDER programme delivered across Middlesbrough, Cleveland Police have:

- Made over 350 drug seizures including crack and heroin
- Disrupted a number of Organised Crime Groups
- Executed 18 drugs warrants
- Equipped and trained over 150 Police Officers and Police Community Support Officers to administer nasal naloxone.
- Introduced drug testing on arrest to support and signpost people into treatment to reduce re-offending.

TACKLING ANTISOCIAL BEHAVIOUR HEAD ON

In April 2022, I announced the continuation of a successful programme that uses football to positively engage with young people through a sustainable three-year funding commitment.

Premier League Kicks, which in Cleveland is run by MFC Foundation, delivers free sports sessions to young people in some of Cleveland's most deprived areas.

1,657

Young people attended Premier League Kicks sessions between Sep 2021 and March 2022 in Stockton, Middlesbrough and Redcar & East Cleveland



In addition to social and community action, Kicks offers young people the chance to take part in a wide range of sports in addition to football. The project also runs educational workshops and gives youngsters the chance to meet Cleveland Police on the football pitch.

Moving forward, Kicks will work in areas with high levels of antisocial behaviour (ASB) and which offer few positive activities for young people. The more positive activities we can give people the less likely they are to become involved in ASB and other criminal behaviour.

It is important that we inspire young people to find their passion and find ways to become law abiding citizens, contributing to the overall wellbeing of our communities.

To formally launch this three-year investment I met with young people at the unveiling of the projects most recent endeavour. In a statement about discrimination and the environment, and in collaboration with local artist Bobby Benjamin, rapper Shakk and Borderlands the young people started to collect plastic bottles. Most of the bottles were likely to end up in landfill. Instead of this the bottles were cut into pieces and the young people made it into a football with the message #UNITYUTB. At the same time the young people worked with rapper Shakk to create an anti-discrimination chant.

One young person who was involved in the kicks programme said:

"Looking back now I can see that I was just taking out all my frustrations with school and life in general, on the people who were trying to help me the most...If it wasn't for Kicks I wouldn't be in a positive place".

EFFECTIVE POLICING AND CRIMINAL JUSTICE SYSTEM

In August 2021, I undertook a scrutiny session on the Force Control Room. During this session I was not assured by the information that was presented to me and therefore made a commitment to ongoing scrutiny of Control Room at least once per year.

On 19 April 2022, I held a further scrutiny session focusing on Force Control Room in which I sought assurance on five key areas:

- Performance
- Staffing
- Quality of calls
- Force Crime Management Unit (FCMU)
- Crime Validations and Disposals

I was partly assured by the information that was provided to me by the force. Whilst I believed great strides had been made in 999 call handling performance, concerns remained in relation to the retention and recruitment of call handlers and the pace of IT improvements.

I noted however that the latest figures showed that the number of 999 calls answered in 10 seconds or less had improved over the past 6 months with fewer calls being abandoned.

In May 2022, I took the opportunity to praise Cleveland Police for being among the best in the country for answering 999 calls based on new figures published by the Home Office, ranking Cleveland seventh fastest to answer 999 calls between November 2021 and April 2022.

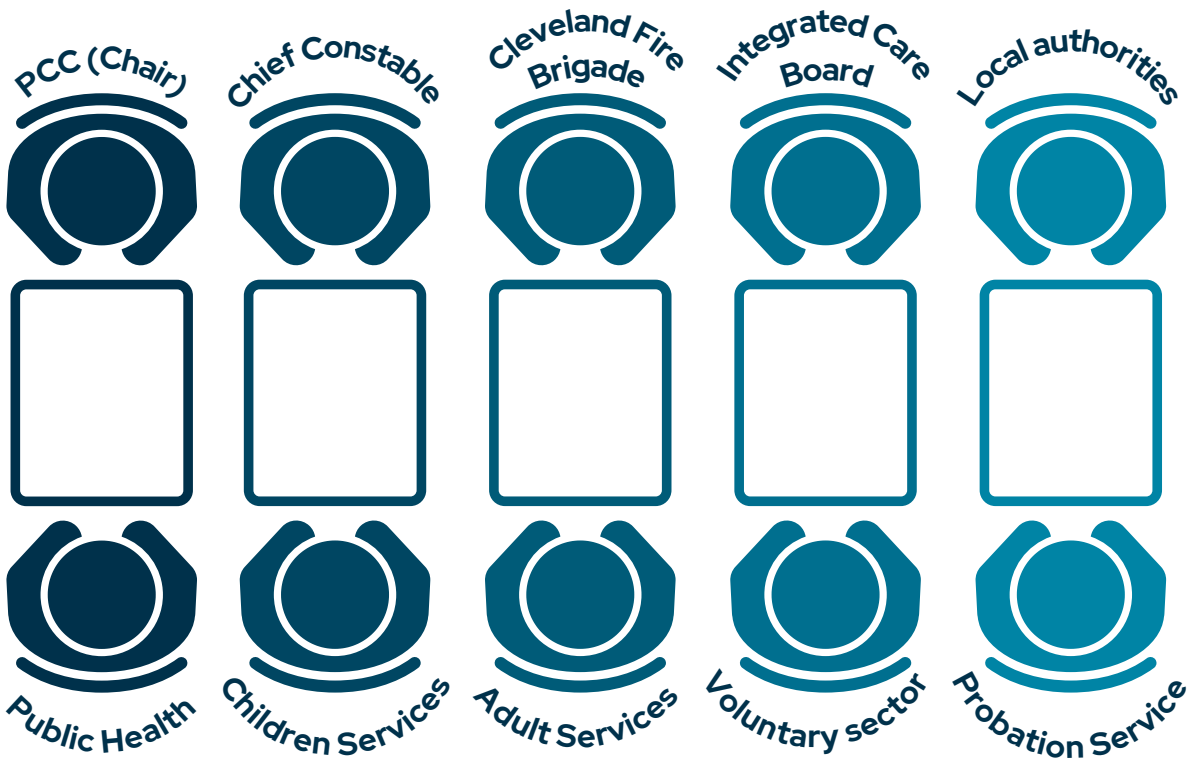


PREVENT, REDUCE AND TACKLE SERIOUS VIOLENCE

On 16 May 2022, I chaired the first formal meeting of the Cleveland Unit for the Reduction of Violence (CURV) governance group.

In this governance group meeting, members agreed a terms of reference for the group, CURV Serious Violence definition and proposals to commission a Strategic Needs Assessment partner and Evaluation Partner.

To support me with setting the strategic direction for CURV and to ensure a partnership approach from the outset, governance group members include:



MORE POLICE ON OUR STREETS

Cleveland Police recruitment

Cleveland Police have continued their campaign to recruit to both police officer and police staff roles within the organisation.

The force's recruitment teams have been in attendance at events across the Cleveland area to attract interest from diverse communities.



Special Constabulary

At the end of June 2022, Cleveland Police had 59 active Special Constables - a number which I want to see increased by over 100% during the months ahead. A cohort of new Special Constables are due to start their training later this year, with recruitment ongoing.

Between April – June 2022 the Special Constabulary have made the following contribution to policing in Cleveland:



In June 2022, I attended Cleveland Police's Citizens in Policing Awards, to recognise the commitment of Special Constables and Police Support Volunteers (PSVs) in supporting frontline policing in Cleveland.

I had the opportunity to meet with the Special Constabulary's Medicar team, including paramedics from North East Ambulance Service - and Special Constable of the Year, SC Jordan Williams.



TACKLING VIOLENCE AGAINST WOMEN AND GIRLS



In March 2022 the then-Deputy Prime Minister announced that £147m of funding will be committed over a multi-year period, until the end of 2024/25 for victim services across the country.

This announcement responds to feedback from myself, my PCC colleagues and the victim support sector about the challenges short-term investment causes for commissioning and delivery of support.

In May 2022, following an application process by my team, the Ministry of Justice confirmed that Cleveland would be in receipt of funding for 14.6FTE Independent Sexual Violence Advisors/Independent Domestic Abuse Advocates funded until March 2025 (totalling just under £550,000).

In addition to this a further £300,000 per annum (until March 2025) has been awarded for Domestic Abuse and Sexual Violence Support Services.

Further information on these allocations can be found by accessing the relevant [decision record form](#) on the PCC's website.

The allocations from this fund are as follows:

National ISVA/IDVA Fund

Two additional posts until March 2025:

- **Arch Teesside** – ISVA (£95,697)
- **My Sisters Place** – IDVA (£114,923)

Domestic Abuse and Sexual Violence Support Services

Domestic Abuse:

- **The Halo Project** (£27,000)
- **My Sisters Place** (£58,670)
- **Harbour** (£112,176)

Sexual Violence

- **Arch Teesside** (£29,448)
- **Eva** (£40,000)

Violence against Women and Girls

- **A Way Out** – £30,105

BUILDING CONFIDENCE IN OUR COMMUNITIES

Public Contact Survey - Association of Police and Crime Commissioners

In support of my commitment to ensure that the Cleveland Police Control Room delivers a first class service for our communities, in May 2022 I supported and promoted a national survey seeking resident's views on 101 and 999 services.

The Police Contact Survey which opened on 18 May until end of June 2022 asked participants a series of questions. This included testing their understanding of emergency and non emergency reporting systems.

The survey was run by the Association of Police and Crime Commissioners (APCC) to help inform police forces, the Home Office and local PCCs of any challenges around reporting to the Police. Elected representatives, stakeholders from local authorities and members of community groups were contacted directly to encourage people to take part in the survey.

Reporting to 101 and 999 remains a challenging area of business for police forces and the needs of those making contact must be understood.

Policing smartphone app

It is envisaged that the policing app, which is due to launch at the end of summer, will give Cleveland residents another route to report crime.



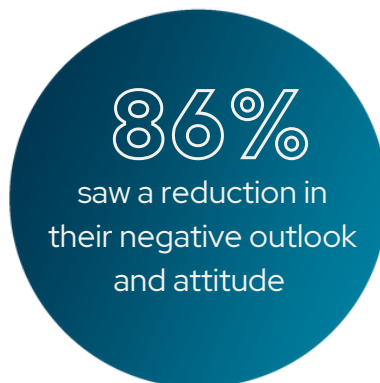
EFFECTIVE, QUALITY SUPPORT FOR VICTIMS AND WITNESSES OF CRIME

Following a service redesign and implementation of a fresh and needs-led delivery model my new victim support service commenced delivery on 1 April 2022.



Delivered by Safer Communities and building on the success of the last four years, the newly refreshed service supports victims of crime and antisocial behaviour, supporting them to cope and recover from the impact.

During April 2022 – June 2022 the service supported 362 victims of crime and/or antisocial behaviour. Of those who accessed and completed their support:



"Safer Communities, VCAS, were there to listen to me, my Victim Care Officer was brilliant and I don't know how I would have coped without their support. A massive thank you for everything you did for us, you were amazing." - victim supported by VCAS

USE TECHNOLOGY TO COMBAT CRIME

I am so pleased to see that Cleveland Police are utilising technology such as drones with a phenomenal increase of 573.9% in use between quarter 1 of 2020/21 vs 2022/23.

I have seen first-hand the positive impact and benefits that drones can provide to Police Officers and Staff across Cleveland, both in terms of reducing crime and antisocial behaviour and protecting vulnerable people.

To support these additional deployments I am also delighted to see that the number of drone pilots has increased - with 29 more individuals trained up and at the force's disposal. Over the coming months I will seek updates from the force on usage and success stories as a result of this investment.





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