



POLICE & CRIME PLAN PERFORMANCE AND DELIVERY UPDATE

MARCH 2022 (FOCUS QUARTER 3 2021/22)





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Introduction from Police and Crime Commissioner **Steve Turner**



I am pleased to present my first Police and Crime Plan Performance and Delivery Report covering up to the end of the quarter 3 period (December 2021). My full delivery plan update will be published mid-April and quarterly thereafter in line with the financial reporting year. The delivery plan will be published on my website supporting my commitment to openness and transparency. This report however will provide a snapshot of delivery activities and performance against my four key strategic outcomes since my plan launched in December 2021.

The last few months have been a really exciting time within the Office of the Police and Crime Commissioner, from the ongoing development of a mobile phone reporting app, to the launch of a new complaints model to deal with expressions of dissatisfaction against Cleveland Police. Both of these projects are prime examples of ways in which confidence in our police force can be further improved.

The start of the year saw the recruitment process for Cleveland's new Chief Constable, with Mark Webster unanimously being appointed with full backing from the Police and Crime Panel. I am confident that Mark is the right person to lead the force forward as they continue to improve the service they deliver to Cleveland's communities. His significant experience, clear vision for improving the force and commitment to partnership working makes him a fantastic choice and I look forward to working with him. Mark will join us from Cumbria on 4th April 2022.

I recently got the opportunity to visit a community payback project as part of Community Payback Spring Clean Week 2022. I had the opportunity to speak to people on probation and learn more about the ongoing projects. It's important that community sentences are not seen as a soft option and that they are meaningful and benefit the community.

As this is my first formal report setting out performance and progress against my plan to panel members, I would welcome any feedback which I can take on board for future reporting to panel meetings.

Warm regards

A handwritten signature in black ink, appearing to read 'S Turner', with a long horizontal flourish underneath.

Steve Turner
Police and Crime Commissioner for Cleveland

Build confidence and put the pride back into Cleveland Police

Public Access to Services

Key Performance Indicators (KPIs)	Baseline 2020/21				2021/22			
	Q1 Apr-Jun	Q2 May-Sep	Q3 Oct-Dec	Q4 Jan-Mar	Q1 Apr-Jun	Q2 May-Sep	Q3 Oct-Dec	Q4 Jan-Mar
<i>Public Access to Services</i>								
Number of 999 calls received	22,446	26,573	20,991	19,132	24,995	27,860	27,334	25,945
% 999 calls answered within 10 seconds	87.2%	73.3%	83.4%	83.6%	80.3%	77.50%	85.60%	86.80%
Average call wait time for a 999 call (seconds)	5.3	11.9	6.4	6.2	7.4	7.7	4.4	4.0
Number of non 999 calls received	53,110	66,982	54,243	53,794	60,753	64,046	53,401	52,458
% of non 999 calls answered within 2 minutes	63.1%	54.4%	76%	74.1%	67.9%	54.40%	64.60%	63.40%
Average call wait time for a non 999 call (seconds)	114.3	166.7	65.3	77.7	100.7	167	116	153

The volume of 999 calls have been stable for the past two reporting quarters, with only slight fluctuations in call volumes month on month. When comparing December 21 to December 20, there is an increase of 37.5% in the volume of calls. It is acknowledged that lockdown restrictions in December 2020 impacted on call numbers. Overall, the number of 999 calls answered within 10 seconds has seen a general increase with performance peaking in quarter 3.

It is noted that performance was affected in quarter 2, with the months of July and August recording a very slight drop in answer times with the average wait times for 999 calls decreased in quarter 3 to 4.9 seconds and has been generally reducing since July 21.

The volume of non-999 calls reduced during the reporting period in quarter 3 with the volume of calls answered within 2 minutes increasing by approximately 10% - this still presents a low level being answered within the desired timeframe

I will continue to focus on control room performance on a daily, weekly and monthly basis and will continue to receive regular briefings on any ongoing developments to further improve the initial response to our communities and national standards are met. This remains a priority area in my scrutiny programme.

Build confidence and put the pride back into Cleveland Police

Policing Resources in Cleveland

Key Performance Indicators (KPIs)	Baseline 2020/21				2021/22			
	Q1 Apr-Jun	Q2 May-Sep	Q3 Oct-Dec	Q4 Jan-Mar	Q1 Apr-Jun	Q2 May-Sep	Q3 Oct-Dec	Q4 Jan-Mar
<i>Policing Resources in Cleveland</i>								
Number of Police Officers (Headcount)	1,362	1,392	1,405	1,431	1,410	1,440	1,445	1,461
Number of Police Community Support Officers (Headcount)	-	92	-	97	-	109		
Number of Specialist Constabulary Officers (Headcount)	-	52	-	69	-	58		

Ethical Behaviour (Complaints)

Key Performance Indicators (KPIs)	Baseline 2020/21				2021/22			
	Q1 Apr-Jun	Q2 May-Sep	Q3 Oct-Dec	Q4 Jan-Mar	Q1 Apr-Jun	Q2 May-Sep	Q3 Oct-Dec	Q4 Jan-Mar
<i>Ethical Behaviour (Complaints)</i>								
Number of complaint allegations received	716	743	610	448	596	378	635	696
1. Delivery of duties and services	355	396	254	175	251	181	301	315
2. Police powers, policies and procedures	120	138	171	123	156	96	150	103
3. Individual behaviour	152	99	92	78	112	57	112	110
4. All other complaints	89	110	93	72	77	44	72	168

A current recording process is impacting the number of complaint allegations being reported. Allegations aren't being recorded until an investigation gets underway, therefore the numbers above are not showing the true trend. When enquiries haven't started then no allegations are recorded against the complaint.

On 31 January 2022, my office became one of the first in the country to take on the initial handling of complaints about the service provided by Cleveland Police.

Acting as a single point of contact for members of the public who wish to express dissatisfaction against the force.

The introduction of this new model will rectify the performance recording issue moving forward and provide a more accurate picture. Transforming the way complaints about Cleveland Police were handled was one of the first decisions I made as Police and Crime Commissioner, with the aim of increasing public confidence in the system and in policing more generally.



Build confidence and put the pride back into Cleveland Police

Public Confidence

The Public Confidence data shown below is the most recent available data (March 2020), due to the Crime Survey for England and Wales' face-to-face survey being suspended as a result of COVID-19 and the subsequent restrictions imposed.

At this point Cleveland Police had seen a deterioration in both confidence (which is also below the national average) and those that believe the force does a good or excellent job (same as national average) across the preceding two years.

Indicator	Cleveland	National
<i>Public Confidence</i>		
% of people who have confidence in the police in this area	69%	75%
% of people who think the police understand the issues that affect local communities	67%	67%
% of people who think the police are dealing with the things that matter to local communities	55%	53%

It is important that the people of Cleveland have confidence in the force and I will regularly seek public views on Cleveland Police. I will do this through participatory engagement, specifically through a counter methodology asking members of the public to put their counter in one of the below options:

- Not at all confident
- Not very confident
- Neither
- Quite confident
- Very confident

I will use this information to hold Cleveland Police to account and to understand some of the concerns that communities have in relation to local policing. The results of these engagements can be presented at future Police and Crime Panel meetings through my communication, consultation and engagement report.

Work collectively with partners to reduce crime, specifically serious violence

Stop and Search

Key Performance Indicators (KPIs)	Q1 Apr-Jun	Q2 Jul-Sep	Q3 Oct-Dec	Q4 Jan-Mar
<i>Stop and Search</i>				
Number of Stop and Search carried out	1,687	1,380	1,546	
Number of stop and search resulting in a positive outcome	354	324	325	
% of Stop and Search resulting in positive outcome	21.0%	23.5%	21.0%	
Number of Stop and Search resulting in a linked outcome	279	243	252	
% of Stop and Search resulting in linked outcome	16.5%	17.6%	16.3%	

During reporting quarter 3, 1,546 stop and searches were carried out by Cleveland Police. This is 261 less the same period of the previous year.

At 21%, the positive outcome rate has seen a reduction during quarter 3 (and is now at the same level as quarter 1). This is despite 141 less stop and searches during the quarter 3 period.

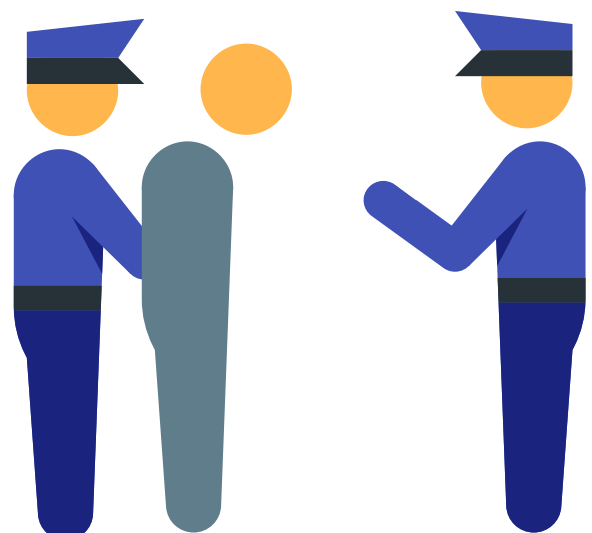
Cleveland's positive outcome rate is below the national rate which is 24.5%. In comparison, the linked outcome rate follows this declining trend (17.6% quarter 2 vs 16.3% quarter 3) and is also below the national rate.

There continues to be differences in stop and search rates by ethnicity, age and gender. However when compared to a more localised population data, the profile of stops does reflect the local community.

Cleveland Police currently present stop and search data to the Strategic Independent Advisory Group (IAG) for scrutiny.

1,546

Stop and searches carried out



Work collectively with partners to reduce crime, specifically serious violence

Neighbourhood Crime

Neighbourhood Crime, which primarily consists of acquisitive crime types, continue to be a priority for residents. The delivery of effective crime prevention measures and advice forms an integral part in tackling these offences. As a result my office has prioritised the partnership development of Safer Streets funding applications to support this activity. To date, each local authority area has benefitted from additional funding to support this work, which has primarily focused on tackling residential burglary.

The overall rate of neighbourhood crime in Cleveland remains above the national average, with the current reporting quarter demonstrating local increases in most categories with the exception of residential burglary. It is my role, along with the support of Community Safety Partnerships, to ensure effective strategies are in place to prevent these crimes; including tackling the key drivers for offending, bringing offenders to justice and supporting victims affected by these terrible incidents

Key Performance Indicators (KPIs)	Q1 Apr-Jun	Q2 Jul-Sep	Q3 Oct-Dec	Q4 Jan-Mar	12 Months (2020/21) Cleveland Rate per 1,000	12 Months (2020/21) National Rate per 1,000
Neighbourhood Crime						
Theft from a person	87	95	107		0.5	1.1
Robbery	159	194	209		1.1	1.0
Residential burglary	692	869	771		5.4	3.2
Vehicle crime	682	777	879		5.1	5.7
Neighbourhood crime total	1,620	1,935	1,966		12.0	11.2

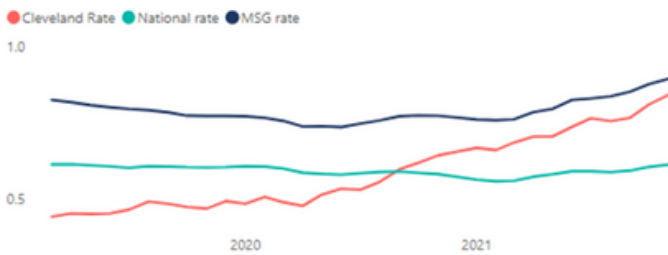
Violent Crime

Key Performance Indicators (KPIs)	Q1 Apr-Jun	Q2 Jul-Sep	Q3 Oct-Dec	Q4 Jan-Mar	12 Months Most similar group rate per 1,000	12 Months (2020/21) National rate per 1,000
Violent Crime						
Violence against a person	7,160	7,285	7,021		41.3	32.1
Homicide	3	1	1		0.0	0.0
Death or serious injury caused by illegal driving	2	5	3		0.0	0.0
Violence with injury	1,590	1,652	1,691		9.8	8.4
Violence without injury	2,532	2,761	2,659		15.6	12.3
Domestic abuse incidents	4,930	5,197	4,620		-	-
Domestic abuse crimes	3,312	3,514	3,161		-	-
Domestic abuse repeat victim incident rate (%)	42.0%	40.2%	39.2%		-	-
Stalking and harassment	3,033	2,866	2,726		15.9	11.4

Violent crime has a devastating impact on communities in Cleveland. It is a major challenge in Cleveland with the figures speaking for themselves.

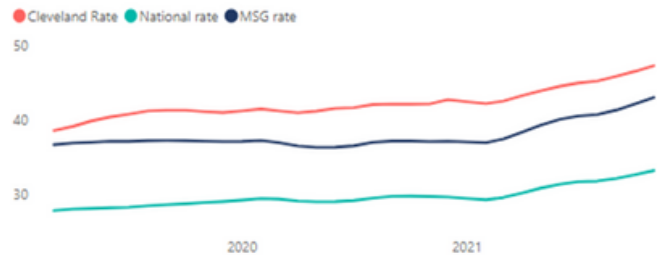
Work collectively with partners to reduce crime, specifically serious violence

All Violence Against the Person



As can be seen on the table above, the level of most serious violence in Cleveland has escalated significantly compared to the national rate during 2020/21. As a result of this I will continue to lobby government to ensure that Cleveland gets the resources needed to build a sustainable model that is dedicated to developing and embedding a public health approach to serious violence.

Violence against the person (VAP) has remained stable during 2021/22 to date, however 2,835 additional VAP offences have been recorded year to date compared to the same period of 2020/21.



However, Cleveland cannot just sit back and wait for additional funding. Therefore my team have led on the development of a Tees-wide Serious Violence Strategy which includes local problem profiles. This analysis has given us a really good understanding of what currently exists to combat serious violence, what is needed and what the gaps are. I will seek to engage with partners during the next quarter to build on this and understand opportunities for multi-agency working in the future



Work collectively with partners to reduce crime, specifically serious violence

Domestic Abuse

The Home Secretary has said that tackling violence against women and girls should be given as much a priority as fighting terrorism, child sexual abuse and serious and organised crime. Preventing such attacks will be made a national policing priority as part of the Strategic Policing Requirement. Victims need to have confidence in the police to come forward and report, whilst at the same time it is my responsibility to ensure high quality victim support services are in place to provide independent and ongoing cope and recovery support. Where victims do not feel confidence in reporting these matters to the police, I will ensure support service are available to enable future options to be discussed.

During quarter 3, 577 less domestic abuse incidents were reported compared to quarter 2, with 267 more domestic abuse incidents reported in quarter 1 compared to quarter 2. The domestic abuse repeat victim rate reduced slightly during quarter 3 (-1% pts).

My team are continuing to understand the impact of the pandemic on victim's services specifically domestic abuse victims. I will continue to seek additional funding nationally for local services to ensure they can provide the best support to those who need it as well as seeking solutions to reduce repeat victimisation.

Knife Crime

The collection of this data remains under development working alongside health partners.

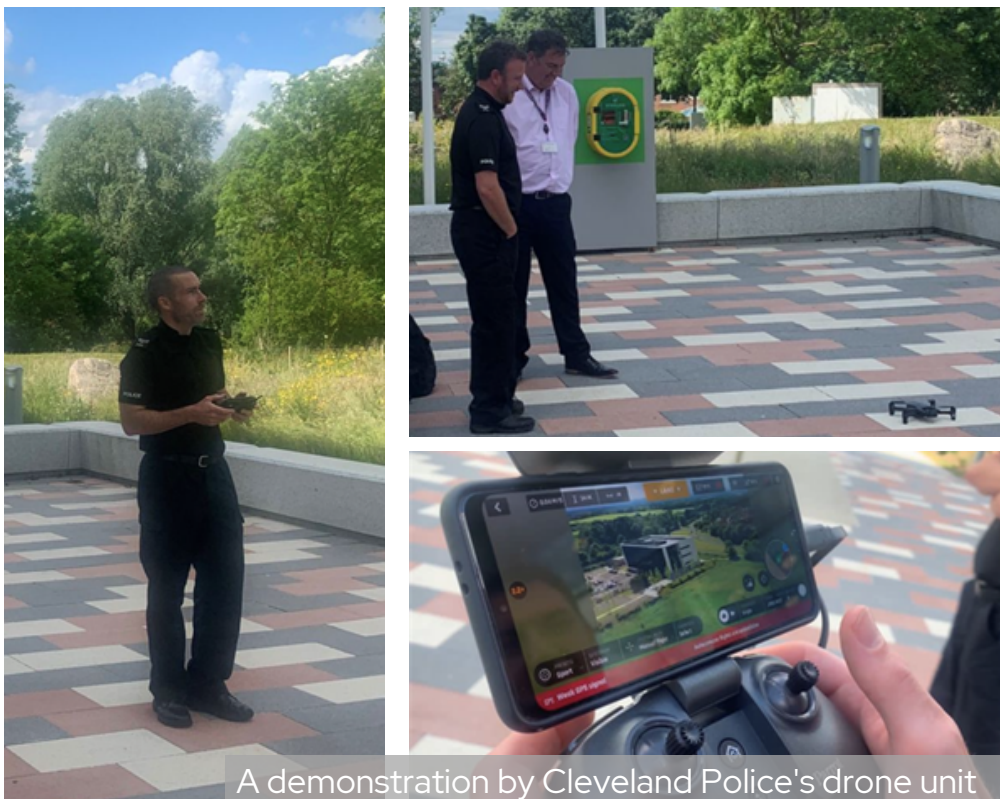
Make greater use of technology that creates efficiencies and supports productivity

Drones

Drones have a real opportunity to support policing - from saving lives to staying one step ahead of criminals.

I see drones as another tool at the police's disposal to support specialist policing operations, which can be much more efficient, cost effective and help save officer time.

Key Performance Indicators (KPIs)	Baseline 2020/21				2021/22			
	Q1 Apr-Jun	Q2 Jul-Sep	Q3 Oct-Dec	Q4 Jan-Mar	Q1 Apr-Jun	Q2 Jul-Sep	Q3 Oct-Dec	Q4 Jan-Mar
<i>Use of Drones</i>								
Number of drone deployments	46	104	100	111	128	244	201	
Number of drone pilots in force						18	18	



Make greater use of technology that creates efficiencies and supports productivity

Victim Contact

It is vitally important that communities have a number of ways in which they can contact Cleveland Police. As well as traditional methods of contact including telephone, I am keen to monitor other channels including through the Cleveland Police website. Ways I can monitor this are currently under development and will be reported in future updates.

In addition to this, I am also making progress on the development of a mobile phone app which will provide a further opportunity for the public to report crime from their handset and provide feedback and concerns in relation to Cleveland Police. Further updates will be provided as part of my delivery plan.

Key Performance Indicators (KPIs)	Q1 Apr-Jun	Q2 Jul-Sep	Q3 Oct-Dec	Q4 Jan-Mar	Q1 Apr-Jun	Q2 Jul-Sep	Q3 Oct-Dec	Q4 Jan-Mar
<i>Single Online Home</i>								
Number of online reports via Single Online Home from the public relating to incidents	Measurement under development							
Number of online reports via Single Online Home from the public relating to crimes	Measurement under development							

Offender Management

There are many benefits to using electronic monitoring tags in support of offender management, including helping to protect the public and to help reduce reoffending.

Monitoring of this remains under development and will be reported in during future update reports.

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

Provide high quality services to victims and the most vulnerable that effectively meets their needs

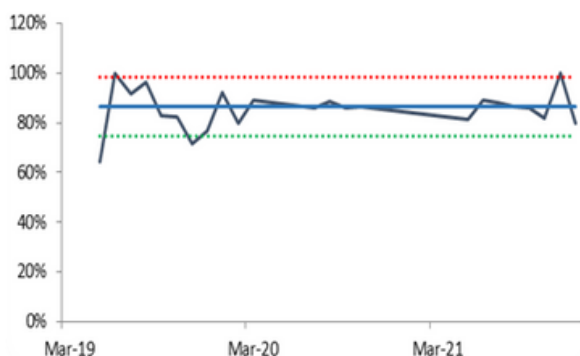
Victim Code of Practice

Key Performance Indicators (KPIs)	Q1 Apr-Jun	Q2 Jul-Sep	Q3 Oct-Dec	Q4 Jan-Mar	Q1 Apr-Jun	Q2 Jul-Sep	Q3 Oct-Dec	Q4 Jan-Mar
Victims Code of Practice (VCOP)								
Number of crimes audited by Cleveland Police where VCOP meets required standard						218	312	
% of crimes where VCOP meet the required standard (audited)	N/A	10.9%	12.7%	15.9%	13.7%	17.40%	17.00%	
% of crimes with an updates VCOP review	66.4%	66.4%	77.9%	77.2%	77.6%			
% of victims who discussed and agreed the frequency of updates								
% of victims who received updates as agreed								

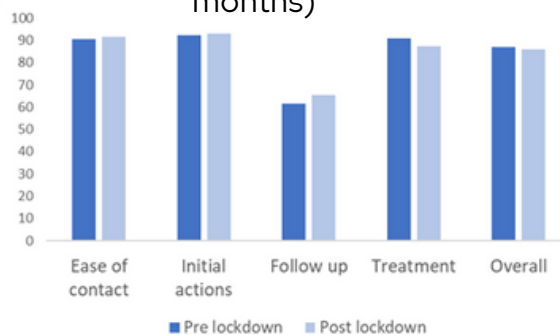
Victim Satisfaction

Leicestershire Police conduct telephone interviews to seek feedback from domestic abuse victims on their experience of Cleveland Police. Between May – December 2021, 150 telephone interviews were conducted – 35 of which were conducted between October and December (Q3 period).

Overall Satisfaction timeline:



Satisfaction rate by service aspect (last 12 months)



As can be seen in the two tables above, domestic abuse victims' feedback is up to 90+% across ease of contact, initial actions, treatment and overall. However, when it comes to follow up support this dropped to 66%.

DELIVERY UPDATE

Cleveland
Police
Central HQ

DECEMBER - MARCH 2022 SNAPSHOT



Bringing offenders to justice

Cleveland Divert

Cleveland Divert continues to engage with first-time and low-level offenders to address the underlying causes of offending behaviour, to prevent further offending and victimisation.



Between 1 April 2021 and 31 December 2021 the service has received 303 referrals, with 234 accepted onto the programme. 51 of the remaining cases were declined as they did not meet the referral criteria and a further 18 were declined as a result of the team using professional judgement, based on analysis of the circumstances of the offence/offender.

Table 1 shows referral by offences type:

Referrals by Offence Type:

	Female	Male
Assault	10.8%	7.1%
Criminal Damage	2.2%	9.2%
Cultivation of Drugs	0.0%	0.7%
Drunk & Disorderly	23.7%	23.4%
Fraud	0.0%	1.4%
Malicious Comms.	8.6%	3.5%
Possession of Drugs	14.0%	31.2%
Public Order	11.8%	9.9%
Theft Offences	24.7%	5.0%
Other Offences	4.3%	8.5%

Table 2 below shows positive outcome rate:

Case Status:	Female	Male
Needs-Met The participant successfully completed Divert	61.8%	76.2%
Non-Engagement The participant failed to engage. Case was closed and returned to the Officer in Charge	38.2%	23.8%
Archived Due to unique circumstances the case was closed as neither a positive or negative outcome (not included in engagement rate)	1.9%	0.0%

Since the establishment of Cleveland Divert in 2019, the service has seen a 5.85% re-offending rate amongst participants. This is significantly less than the average Cleveland re-offending rate of 33.2%. As a result of this success, I am pleased to say that I have agreed to work further with Her Majesty's Prison and Probation Service (HMPPS) to provide further funding over a four-year period. This will enable broader opportunities to be explored including the extension of the current referral criteria.

Bringing offenders to justice

Restorative Justice

Some people may think restorative justice (RJ) is a soft option - just a box-ticking exercise for offenders to say they are sorry and for the authorities to say they have been rehabilitated and justice has been done. After meeting with victims and hearing their stories, I'm taking this opportunity to highlight that it's not. I believe it can be one of the toughest tools which our justice system has at its disposal.

Restorative Justice puts victims at the heart of the process. I've seen the real benefits of RJ for myself when I've talked to victims, who desperately want to know why they've been targeted by offenders. At the same time, this process allows offenders to see the real person behind the label of 'victim'. As a result, offenders can see the impact of their crime more visibly and come to terms with its consequences.

RESTORATIVE CLEVELAND, DELIVERED BY SAFER COMMUNITIES



Getting tough on drugs and gangs

Project ADDER

The OPCC continues to support the delivery of Project ADDER. Project ADDER focuses on co-ordinated law enforcement activity, alongside expanded diversionary programmes using the criminal justice system to divert people away from offending. The aim of the programme is to ensure that more people get effective treatment, with enhanced treatment and recovery provision, including housing and employment support, and improved communication between treatment providers and courts, prisons and hospitals.

Drug Driving Intervention

A project within ADDER has involved close working with the Department for Transport (DfT) and other agencies to develop a course in relation to offenders who have been convicted of Drug Driving offences.

This is an innovative initiative - the first course of its kind within the United Kingdom - and may inform future best practice in this area.

The aim is to commence a local pilot course, through Teesside Magistrates Court. Those convicted of relevant offences will be provided the opportunity to attend the course as part of their sentence. The course will allow the offender to understand the dangers of such offending and provide access to drug treatment providers. This will hopefully discourage them from committing similar offences in the future.



Project ADDER is a Home Office funded initiative to reduce the harmful effects of drugs within local communities. The aim of Project ADDER is to encourage a 'joined up' approach to drug misuse, encouraging all relevant agencies to work together.



Tackling Anti-social behaviour head on

Anti-social Behaviour

Anti-Social Behaviour (ASB) is criminal behaviour and blights our communities. This has been particularly relevant in the Hemlington area of Middlesbrough which has been identified as a priority area (amongst others) for Cleveland Police. The area has faced issues for some time aggravated by deprivation and poor architectural design. The entrenched issues with youth disorder were featured in a recent BBC Panorama documentary, 'Afraid in my own Home' which highlighted the significant impact of the violence and disorder on the local community, leading to negative publicity and decreased public confidence.

I have worked with a number of key partners including Cleveland Police, Middlesbrough Council, Thirteen Housing and Habinteg Housing to combat the problems of vandalism and anti-social behaviour. I have heard first-hand from residents the impact levels of disorder and wanton vandalism are having on communities. To date, Dispersal Orders, enforcement of tenancy agreements and improved CCTV have all been used to combat problems. However it hasn't been enough to address the situation.

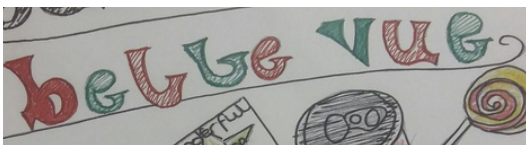
As a result I provided additional funding to Middlesbrough Council to purchase further electronic security measures to beat the high crime rate blighting the area and improve the communities confidence in the police and community safety services. I will seek to understand the impact of this additional investment over the next six months in support of the multi-agency action plan that has been developed.

As well as understanding and working with areas that face anti-social behaviour problems that require a real problem solving approach, I am keen to understand how any occurring issues can be nipped in the bud at an earlier stage through swifter action and develop support for those young people/adults and communities involved/affected.

From 1 April 2022, a new Targeted Detached Youth Service will commence, following a competitive commissioning and procurement process.

The organisations delivering this service are:

Hartlepool – Belle Vue



By directly commissioning the service, I aim to bring tasking and coordination of the service into Cleveland Police, with Neighbourhood Police Teams taking responsibility for directing the activity of the Service to areas of need (as identified through analysis of reported crime and antisocial behaviour patterns together with softer intelligence received from partner organisations). This will assist in ensuring that the commissioned activity directly contributes to the aims of Neighbourhood Policing across Cleveland.

Middlesbrough – The Junction



Moving away from short term outreach in hotspot areas to longer-term detached work, it is hoped this model will deliver a greater long-term impact and sustainable change, by allowing youth workers the time to develop relationships with young people and the community they are working in.

Redcar & Cleveland – Streetz team



The services will deliver a range of early intervention, diversionary, education, and positive activities centred around assertive street-based youth work, which will engage with young people aged 5-18 years who are at risk of exploitation, and/or of becoming involved in antisocial or criminal behaviour, in particular serious violence.

Stockton – Cornerhouse Project



Effective Policing and Criminal Justice System

Criminal Justice System

During 2021, the government made a pledge to cut crime and ensure the Criminal Justice System (CJS) delivers the best possible service to victims through the Beating Crime Plan.

The government has worked collaboratively with partners across the CJS to develop an All-Crime Scorecard and a Reported Adult Rape Offences Scorecard.

The Scorecards will be released on a quarterly basis at a national and regional level; with timescales on the first regional CJS Scorecards being released unknown.

The idea behind the scorecards is to bring together data on priority areas to increase public transparency and help identify performance issues so they can then be addressed.

The Reported Adult Rape Offences Scorecard has been developed to ensure the progress against the Rape Reviews intended actions; again allowing for increased transparency and accountability.

Each of the scorecards will reflect performance in the following three stages:


- Crime recorded to police decision
- Police referral to CPS decision to charge
- CPS charge to case completion in court

The performance measures in each section are categorised into the following areas:-

- Improving timeliness
- Increasing victim engagement
- Improving quality of justice
- Volume metrics

Once released the local scorecard will be presented and overseen and scrutinised by the Local Criminal Justice Board which is co-chaired myself and Durham's Police and Crime Commissioner.





Prevent, Reduce and tackle serious violence

Hotspot Policing

Following a successful bid to the Home Office in October 2021, I was successful in being awarded £389,000 in support of a four-month project (December 2021 – March 2022) enabling Cleveland Police to undertake daily patrols in over fifty of Cleveland's areas affected by violent crime. The purpose of these high-visibility, uniformed patrols on foot are to deter criminals and increase the public's feelings of safety.

Serious Violence Community Funding

In June 2021, I launched a serious violence community fund, welcoming bids for short term funding for local community projects that can engage, build aspiration and/or create positive activities for young people (up to the age of 25) – who are at risk of harm or involvement in serious violence.

14 bids were received with four exceptional applications standing out and being successfully awarded funding, these services being:

- The Chris Cave Foundation
- Crime Stoppers, Fearless Service
- Community Ventures (CVL)
- Element One CIC

The Chris Cave Foundation (CCF) – to continue to raise awareness about the dangers of knife crime among children and young adults. Delivered through the Point 7 anti-knife, gun and gang crime programme, which is a hard hitting Powerpoint showing true-life stories on the dangers, consequences and ripple effect of knife, gun and gang crime, this is delivered to schools/colleges and in community spaces. Since December 2021, the programme has reached around 100 children and young people in schools in Middlesbrough and Hartlepool.



Crime Stoppers, Fearless service – Specifically aimed at young people the fearless service works to educate and empower young people by increasing their awareness around crime and criminality. Crimestoppers seek to guide young people who may be on the cusp of criminality to reduce the likelihood of them becoming involved in activity which harms others and limits their own life chances. Uniquely, young people can also pass on crime information to Fearless.org offering 100% anonymously and safely. Across three weeks, Crimestoppers took a comprehensive approach to raise awareness and drive reporting of violent crime:

- **Week one:** Educated the public about the impact of violent crime in communities.
- **Week two:** Messaging to help solve violent crime by targeting people, who may have witnessed a violent crime.
- **Week three:** Messaging to target those close to criminals, who may have information to help prevent a planned attack.

Campaign results:

Increase in reports associated with violent crime including:

- A rise of 15.6% of reports of County Lines activity
- 6-6.7% in reports of Cuckooing
- 5.2% in reports of firearms
- 17.7% in reports of gangs.

Community Ventures (CVL) – Boys in Blue (BiB) aims to improve the life chances of boys, aged nine to 14 by raising aspirations, building confidence, discussing mental health issues and improving relationships between the police and young people. The programme has been running since September 2021 and will continue on a weekly basis for 12 months – with a minimum of delivered 10 boys engaging on a weekly basis.



Element One CIC – Skiver’s School of Listening is inspired by a long-running prison-based project led by the Samaritans, which trains people in prison to become positive role models and listeners, to enable them to help their peers. As a result of helping others, they also have the opportunity to transform their own lives.



The impact of these projects continue to be monitored and where successful opportunities explored for more sustainable solutions.

More police on our streets



Highest number of officers since 2014 – by March 2023, Cleveland Police will have 250 more officers than in 2019 – an increase of 20%.



Increase in police officer pay – ensuring Cleveland Police's hardworking police officers receive fair pay for their work.

Police officer recruitment

As approved at the last Police and Crime Panel meeting in February 2022 a precept increase of 3.76% over the next financial year will enable Police Officer numbers to reach their highest levels in several years.

By March 2023, police officer numbers will reach over 1460 – a number not seen since 2014.

This represents an increase in officer numbers of over 250 – or 20% since April 2019.

Special Constabulary

Special Constables play a pivotal role in supporting policing and provides the opportunity for the community to work alongside regular Police Officers and Police Staff, bringing different skills and experiences to the role.

The Special Constabulary are amazing and have given 3,464 hours of their time to support Cleveland Police since the start of 2022.

This has included 1,105 hours on response, 1,013 hours in neighbourhood policing and 681 hours on joint medical unit, Medicar. These hours have been undertaken by approx. 48 special constables.

The added value that these individuals have provided is extraordinary and I am keen to increase the number of serving special constables over the next 12 months.



Medicar – a joint unit between the Specials and NEAS

Tackling Violence against Women and Girls

Domestic abuse

Across Cleveland we have a number of fantastic services that provide high quality support to women and girls. To support these services my team were successful in coordinating bids which generated a massive £1.009m worth of additional Ministry of Justice (MoJ) funding during 2021/22.

This additional funding was used to support VAWG services as a result of increased demands linked to COVID-19.

Between 1 April 2021 and 30 September 2021, Cleveland's Domestic Abuse services funded by the PCC received over 7500 referrals, with 4706 going on to access support (62.75% engagement rate). My team continue to actively engage with Domestic Abuse services to understand the challenges they find with engaging victims.

Sexual violence

During 1 April – 31 December 2021 the commissioned Independent Sexual Violence Advisor (ISVA) service received 332 new referrals.

During the quarter three reporting period alone the service delivered by Arch Teesside supported a total of 401 clients. This included new referrals and those who were already active within the service.

Finally, during the quarter 3 period the ISVA team have been active at court as a result of the backlog of cases post-lockdown make their way through the Criminal Justice System. Delays at court is something that my team continue to monitor through the Local Criminal Justice Board, in addition to the number of victim withdrawals from the CJS. Any delays in court processes makes the support provided to victims more important to ensure they remain engaged and appropriately supported.

£1.009M
in funding

7500
referrals
Apr 21-Sep21

62.75%
engagement
rate

Building confidence in our communities

Chief Constable Appointment

Following a rigorous recruitment and assessment process that was developed in partnership with the College of Policing, I am delighted to appoint – with unanimous support from the Police and Crime Panel – Mark Webster as the Chief Constable of Cleveland Police.

This appointment comes at an important time for the force, which still has a significant way to go in improving the service they provide for the residents of Cleveland.

I look forward to welcoming Mark from 4th April and working with him to ensure our area has an efficient and effective police force in the years to come.



Enhance the police complaints model

On 31 January 2022 my office became one of the first in the country to take on the initial handling of police complaints about the service provides by Cleveland Police.

The newly established Resolution Team provides a customer service approach to resolve dissatisfaction, liaising with all relevant parties involved in the matter. If they are unable to resolve the matter or should the complaint be of a serious nature the matter will be passed to Cleveland Police's Directorate of Standards and Ethics for assessment.

The new team enables me to understand the issues people are experiencing with the force and through my scrutiny process I can ensure lessons are learnt.

It is anticipated that the new team will deal with around 75% of the complaints made about Cleveland Police.

Effective, quality support for victims and witnesses of crime

Prior to my election in May 2021, my team commissioned a major study into the needs of victims in the area and this was completed by the Independent Centre for Public Innovation (CPI).

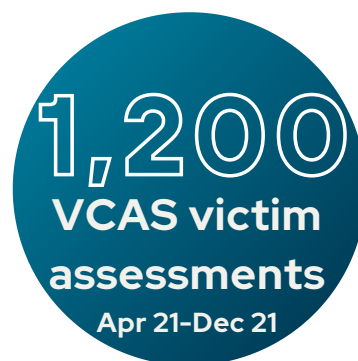
The research highlighted that the current service (Victim Care and Advice Service or 'VCAS') provides a quality level of support. However, the only 1.2% of victims are supported by services in Cleveland (excluding domestic abuse and sexual violence) each year and awareness of the support available is a key barrier to victims accessing support.

In addition, a number of crime types are underrepresented among those receiving support including victims of cybercrime, those from marginalised communities, young people and men.

As a result of this research, a redesign of the current service was conducted. This new service will commence from 1 April 2022. It will enhance the support currently available and aim to reach more victims across Cleveland's diverse communities.

Victim Care and Advice Service

During the period 1 April 2021 – 31 December 2021, VCAS have completed a full needs assessment for 1,200 victims to ensure they are able to cope with the impact of the crime and recover in the longer term. 875 victims have received telephone advice and support. During quarter 3 offence types accessing the services varied, with the majority of victims relating to violent crime, anti-social behaviour/harassment/neighbour disputes and criminal damage.



Use of technology to combat crime

Mobile Phone App

In December 2021, I announced a Teesside based digital studio as the successful organisation tasked with building Cleveland's first ever policing and community safety app. Alt Labs, based in Stockton-on-Tees, have worked with myself, my team and Cleveland Police to develop a bespoke mobile phone app that provides communities with the opportunity to report crime from their handset and provide feedback and concerns in relation to Cleveland Police.

Following a number of 'design sprint' sessions led by Alt Labs they are now in the process of building the app, ready to test and launching later this year.

The app will be developed for Apple IOS and Android platforms and will not replace more traditional ways of contacting Cleveland Police such as by 999 in an emergency and 101 in a non-emergency.



With Alt Labs CEO, Imran Anwar



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