



Report of the Police and Crime Commissioner for the Performance Scrutiny Panel 28th February 2014

**Executive & Presenting Officer:
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Status: For Noting

Consultation Report

1. Purpose of the Report

- 1.1 Both the Force and Police and Crime Commissioner (PCC) have a clear duty to consult with local communities as set out in several pieces of legislation. Duties which were previously placed upon Police Authorities have been transferred to the PCC. The Police Reform and Social Responsibility Act expands upon these duties, stating that the PCC has a duty to make arrangements for obtaining:
- the views of victims of crime in that area about matters concerning the policing of the area
 - before a police and crime plan is issued, the views of the people in that police area, and the views of the victims of crime in that area, on that plan
 - the views of the people in that police area, and the relevant ratepayers' representatives, on the proposals of the police and crime commissioner for expenditure in that financial year
- 1.2 In addition the Act places a duty on the Chief Constable to make arrangements for:
- obtaining the views of persons within each neighbourhood in the relevant police area about crime and disorder in that neighbourhood
 - providing persons within each neighbourhood in the relevant police area with information about policing in that neighbourhood
 - the holding in each neighbourhood of regular police and community ward meetings
- 1.3 This report details the results on consultation undertaken by the PCC and Force since the PCC took office in November 2012.

2. Executive Summary

- 2.1 Neighbourhood Policing teams hold public meetings in all of Cleveland's 82 wards to assist in setting neighbourhood priorities. By far the most common issue raised is anti-social behaviour, predominantly in the form of underage drinking and groups congregating, especially around shops and in open areas such as parks. Drugs are also a concern across all four policing Districts.
- 2.2 Off road motorbikes are mentioned as a particular issue in Redcar and Cleveland, and theft is a particular concern across Stockton, both through shoplifting and metal theft. Other commonly raised issues are criminal damage and vehicle offences, namely problem parking, usually around schools, and speeding.
- 2.3 More strategic issues tended to be raised with the PCC at meetings he attended, with the main area of focus being concern around the stability of neighbourhood policing resources in the current financial climate. Many communities reported a degradation in the neighbourhood policing service received with increased abstractions, lack of stability with staff and lack of resilience to cover long term sickness. This was backed up by neighbourhood officers themselves who felt they were increasingly being used as a 'second tier response' leaving them unable to fulfil their neighbourhood role. This was particularly acute in rural areas.
- 2.4 Concern was raised regarding the impact of budget cuts on neighbourhood policing and other sections, with specific issues around the disbandment of the Mounted Section, the mothballing of Kirkleatham custody and the closure or reduction in opening hours of some police offices.
- 2.5 Other top concerns were the cost, length of time and affect on public confidence and staff morale of Operation Sacristy, with most residents being unaware that the Home Office were funding the investigation.
- 2.6 Rural areas raised issues regarding the lack of police expertise in dealing with rural problems, and sometimes in locating specific rural areas, but communities were supportive of the improvements being made regarding rural crime through the designated rural crime officers. There was also criticism of Neighbourhood Watch and the reduced levels of information received by members.
- 2.7 The disabled community raised concerns around disability hate crime, particularly on public transport and work is being undertaken with local transport providers to highlight the issue and encourage reporting of incidents as they occur.
- 2.8 Young people felt that more diversionary and engagement work was needed between the police and young people, and also that work needed to be undertaken to resolve the negative media image often portrayed of young people. Adults also referred to the need for more diversionary activities for the young.

- 2.9 Lesbian, Gay, Bisexual and Transgender communities were reluctant to report hate crime incidents to the police fearing that their concerns would not be dealt with sensitively or that no action would be taken. LGB&T communities stated that they would prefer to report incidents to a dedicated Hate Crime Officer rather than contacting the Control Room directly.
- 2.10 Public confidence in policing, as measured through the Local Public Confidence Survey, had fallen in all areas when compared to the previous year's survey results. Those surveyed in 2013 were less likely to have confidence in the police within their local area, less likely to feel that the police did a good or excellent job and less likely to feel they were dealing with local concerns.
- 2.11 The percentage of people who felt that there was a high level of antisocial behaviour in their area had risen, as had the proportion of people who felt that their quality of life was affected by fear of crime.
- 2.12 The top three neighbourhood issues highlighted through the survey were speeding or other motoring offences, litter and teenagers hanging around on the streets.
- 2.13 Conversely, the latest Crime Survey for England and Wales (CSEW) shows a rise in all confidence measures on the previous year, with Cleveland rating above the Most Similar Group (MSG) average for the three key confidence questions - whether respondents felt that the police were doing a good or excellent job, that the police and partner agencies were dealing with local concerns, and that the police in isolation were dealing with local concerns. Respondents were more likely to have confidence in the actions of the police, than in the joint actions of the police and local agencies.
- 2.14 Although the latest CSEW results do show an improvement in confidence, Cleveland only ranks 15th in the country for the key confidence question relating to multi agency response to local concerns, when in previous years Cleveland was consistently in the top three forces in the country for this measure.
- 2.15 Overall victim satisfaction as measured through Victim Satisfaction Surveys has risen for all measures in the latest survey results, with the highest rise being in the area of follow up, although this still remains by far the lowest area of confidence.
- 2.16 Although the rise in confidence is a positive sign, Cleveland remains below the MSG average for all measures, with the exception of ease of contact, and ranks bottom in its group within the areas of follow up and treatment by officers and staff.
- 2.17 Regarding follow up, the most frequent reasons for giving a negative response were no feedback or information provided at all, police not getting in touch when they said they would or a general lack of support and advice. Regarding treatment, the most frequent reasons for giving a negative response were that victims were made to feel they had done something wrong or were wasting officer's time and the poor or unprofessional attitude or manner of the officer or staff member who dealt with them.

3 Overall Consultation Results

3.1 Neighbourhood Ward Priorities

- 3.2 Neighbourhood Policing Teams hold a series of regular meetings with their local communities. These range from structured meetings such as Community Councils, which may also involve other partner agencies, to more informal drop-ins and ward surgeries. Due to increased pressure on neighbourhood resources the meetings structure has been recently reviewed, with poorly attended drop ins being replaced by attendance at established community meetings such as church coffee mornings.
- 3.3 Each Neighbourhood Policing Team establishes a set of up to three local ward priorities, which are reviewed and updated regularly. Under the original Neighbourhood Policing structure these priorities were to be established solely based on public consultation through ward meetings, but due to low attendance at meetings in many areas, the priorities now reflect both the opinions of the public and officer knowledge of the local area.
- 3.4 Details of the current ward priorities for all 82 Cleveland wards are at Appendix 1. By far the most common issue raised is anti-social behaviour, predominantly in the form of underage drinking and groups congregating, especially around shops and in open areas such as parks. Drugs are also raised as a concern across all four policing Districts.
- 3.5 Off road motorbikes are mentioned as a particular issue in Redcar and Cleveland, and theft is a particular concern across Stockton, both through shoplifting and metal theft.
- 3.6 Other commonly raised issues are criminal damage and vehicle offences, namely problem parking, usually around schools, and speeding.
- 3.7 The priorities generally focus on anti-social behaviour and low level criminal offences. More serious offences mentioned are prostitution in Middlesbrough and Stockton and domestic burglary in Redcar and Cleveland.
- 3.8 Many Middlesbrough wards have moved towards establishing a single priority in this quarter, whereas wards in the other Local Policing Areas continue to have several priorities established.
- 3.9 The majority of the Middlesbrough and Hartlepool priorities have changed since the last report, whereas ward priorities within Redcar and Cleveland and Stockton have remained more static.
- #### **3.10 Your Force Your Voice**
- 3.11 The PCC has made a commitment to visit neighbourhood meetings in all 82 ward areas across Cleveland on an annual basis, in an initiative entitled 'Your Force Your Voice'. Details of the issues raised at each meeting attended are at Appendix 2

- 3.12 Both Middlesbrough and Redcar and Cleveland have structured multi agency community meetings at a ward level which the PCC has attended – Community Councils and Neighbourhood Action Partnerships respectively. Hartlepool have two Neighbourhood Forums covering North and South Hartlepool, so these have been attended, together with more localised resident meetings at a ward level. In Stockton there is no formal meeting structure so attendance has been purely at community resident meetings or police ward surgeries.
- 3.13 The PCC has visited several colleges, attended a primary school conference and visited the Force cadet units to hear the views of young people, and has also met with over 50s Forums and visit sheltered accommodation to hear the concerns of the elderly. Engagement with minority groups has been undertaken covering disability, rural communities, refugees and asylum seekers and lesbian, gay, bisexual and transgender communities.
- 3.14 Issues raised at the ‘Your Force Your Voice’ meetings are split between localised issues, as highlighted through the Neighbourhood Policing Meetings, and more strategic issues which the community have wished to raise with the PCC. Where localised issues were raised these were generally dealt with at the meeting by the neighbourhood officers present. Any issues not dealt with at meeting were directed to the police for action following the meetings.
- 3.15 The most commonly raised strategic issue was concern around neighbourhood policing numbers, with many communities feeling that they were receiving a reduced neighbourhood policing service with more abstractions from neighbourhoods and reduced staffing numbers. There was particular concern in areas where PCSO numbers were being reduced.
- 3.16 These community views were backed up by the views of officers themselves who felt that neighbourhood police officers were increasingly being used as a ‘second tier response’ leaving them unable to fulfil their neighbourhood role. This perception was more acute in rural areas.
- 3.17 Communities also raised concerns around the lack of stability of neighbourhood teams with officers not remaining in post for long enough and there being a lack of resilience to cover long term sickness.
- 3.18 The PCC is working in conjunction with the Force and partner agencies to prepare a communications strategy to explain to communities the changes in neighbourhood policing that are being undertaken through the Orbis restructure, such as the alignment of detectives to neighbourhood teams.
- 3.19 Concern was raised regarding the impact of budget cuts on neighbourhood policing and other sections, with specific issues around the disbandment of the Mounted Section, the mothballing of Kirkleatham custody and the closure or reduction in opening hours of some police offices.

- 3.20 Another commonly raised issue was the cost of Operation Sacristy, with many residents not being aware that the investigation costs are being paid by the Home Office, so not impacting on local police budgets. There was also concern over the length of time which the investigation was taking and the subsequent affect on public confidence in the police and on staff morale.
- 3.21 Issues were raised in Redcar and Cleveland and Middlesbrough around a reduction in information received through Neighbourhood Watch, with this being a particular concern in Redcar and Cleveland.
- 3.22 There was concern raised around the amount of police time spent in Accident and Emergency Departments and also the time spent on retail issues such as shoplifting, with residents expressing concern that this abstracted officers from 'core' policing of communities.
- 3.23 Rural areas raised concern regarding the lack of police expertise in dealing with rural issues, and sometimes in locating specific rural areas, but communities were supportive of the improvements being made regarding rural crime through the designated rural crime officers.
- 3.24 There was interest in specific police initiatives including the future recruitment of Special Constables, the relocation of Force Headquarters from Ladgate Lane, and plans around Restorative Justice, with the community being broadly supportive of all these activities.
- 3.25 There were some issues raised with a lack of feedback when reporting incidents, particularly when using the newly established 101 non emergency number.
- 3.26 The community issues raised varied greatly, covering speeding, problematic parking, especially around schools, off road bikes, anti-social behaviour, including youth nuisance and problem tenants, drug dealing and criminal damage. In general the community issues raised were already neighbourhood policing priorities, or failing this the police were aware and were undertaking actions to resolve.
- 3.27 The disabled community raised concerns around disability hate crime, particularly on public transport and work is being undertaken with local transport providers to highlight the issue and encourage reporting of incidents as they occur.
- 3.28 Young people felt that more diversionary and engagement work was needed between the police and young people, and also that work needed to be undertaken to resolve the negative media image often portrayed of young people. Adults also referred to the need for more diversionary activities for the young.
- 3.29 Refugees and asylum seekers felt that the police did not respond robustly enough to hate crime, with a perceived failure to identify incidents as hate crime and therefore offer the additional support necessary. There was also a perception of

disproportionality in Stop & Search within the Black and Minority Ethnic (BME) community and a feeling that more engagement between BME communities and the police was needed.

- 3.30 Lesbian, Gay, Bisexual and Transgender communities were reluctant to report hate crime incidents to the police fearing that their concerns would not be dealt with sensitively or that no action would be taken. All front line staff, including Control Room operators have received hate crime training and work is being undertaken to establish a spot check system to ensure that hate crime incidents are dealt with appropriately when reported through the Control Room.
- 3.31 LGB&T communities stated that they would prefer to report incidents to a dedicated Hate Crime Officer rather than contacting the Control Room directly.
- 3.32 Local Public Confidence Survey
- 3.33 The Local Public Confidence Survey (LPCS) is a joint PCC and Force survey which is conducted via telephone interview by a third party independent market research company. The aim of the survey is to measure public confidence and to understand the factors associated with it.
- 3.34 A total of 2400 interviews are conducted each year on a rolling basis, providing a statistically significant and representative baseline sample from each of the four policing districts.
- 3.35 When comparing interviews conducted between January 2013 and December 2013 with the previous year there has been a reduction of public confidence in all areas. Those surveyed in 2013 were less likely to have confidence in the police within their local area, less likely to feel that the police did a good or excellent job and less likely to feel they were dealing with local concerns.
- 3.36 The percentage of people who felt that there was a high level of antisocial behaviour in their area had risen, as had the proportion of people who felt that their quality of life was affected by fear of crime.
- 3.37 The top three neighbourhood issues highlighted through the survey were speeding or other motoring offences, litter and teenagers hanging around on the streets.
- 3.38 The table below shows further details of the results of LPCS:

	Jan to Dec 13	Jan to Dec 12	Difference (% points)
Public Confidence	84.7%	87.3%	-2.6
Good/Excellent Job	63.7%	70.6%	-6.9
Dealing with local concerns	71.9%	76.0%	-4.1
Fear of crime & quality of life	16.9%	14.3%	2.6
Perceptions (ASB)	5.5%	4.1%	1.5

3.39 Crime Survey for England and Wales

- 3.40 The Crime Survey for England and Wales is a national face to face survey which asks people about crimes they have experienced in the last 12 months, their perception of crime, their quality of life and the services delivered by the Criminal Justice System. Results are available at Force level only.
- 3.41 The survey collects information about:
- the victims of crime
 - the circumstances in which incidents occur
 - the behaviour of offenders in committing crimes
- 3.42 The survey is also an important source of information about other topics, such as people’s perceptions of anti-social behaviour, attitudes towards the criminal justice system, including the police and the courts and fear of crime.
- 3.43 CSEW interviews are conducted on a rolling 12 months basis, with the latest results available dating back to September 2013. Many of the questions asked in LPCS are the same as those asked in CSEW, however as the methodologies used differ direct comparisons cannot be made.
- 3.44 Although all of the results obtained through CSEW are lower than those obtained through LPCS, confidence in policing as measured through CSEW has risen compared to the previous reporting period, with Cleveland rating above the Most Similar Group (MSG) average for the three key confidence questions - whether respondents felt that the police were doing a good or excellent job, that the police and partner agencies were dealing with local concerns, and that the police in isolation were dealing with local concerns. Respondents were more likely to have confidence in the actions of the police, than in the joint actions of the police and local agencies.
- 3.45 Although the latest CSEW results do show an improvement in confidence, Cleveland only ranks 15th in the country for the key confidence question relating to multi agency response to local concerns, when in previous years Cleveland was consistently in the top three forces in the country for this measure. The table below shows further details of the results of CSEW:

	12 months to Sep 2013	12 months to Sep 2012	Diff (% pts)	MSG Average	Diff (% pts)	MSG Rank	National Position
Good/Excellent Job	62.0%	59.1%	+2.9	61.2%	+0.8	4	23
Dealing local concerns – police and agencies	62.5%	62.6%	-0.1	59.5%	+3.0	2	15
Dealing local concerns – police	64.6%	62.8%	+1.8	61.2%	+3.4	1	13

3.46 Victim Satisfaction Surveys

- 3.47 Victim Satisfaction Surveys are carried out by every Force as part of the Home Office performance requirements.
- 3.48 The surveys are conducted via telephone interview, with a mandatory framework of core questions, covering:
- Satisfaction with the whole experience (i.e. the overall service provided)
 - Satisfaction with:
 - First contact – making contact with the police
 - Action taken by the police
 - Follow-up – being kept informed of progress
 - Treatment by staff
- 3.49 The surveys are conducted by a third party independent market research company, and cover victims of five specific crime types - domestic burglary, vehicle crime, violent crime, racist incidents and road traffic collisions.
- 3.50 There has been an improvement in victim satisfaction for all measures in the latest survey results, with the highest rise being in the area of follow up, although this still remains by far the lowest area of confidence.
- 3.51 Although the rise in confidence is a positive sign, Cleveland remains below the MSG average for all measures, with the exception of ease of contact, and ranks bottom in its group within the areas of follow up and treatment by officers and staff.
- 3.52 Regarding follow up, the most frequent reasons for giving a negative response were no feedback or information provided at all, police not getting in touch when they said they would or a general lack of support and advice. Regarding treatment by officers and staff, the most frequent reasons for giving a negative response were that victims were made to feel they had done something wrong or were wasting officer's time and the poor or unprofessional attitude or manner of the officer or staff member who dealt with them.
- 3.53 The Force have established a Victim Satisfaction Working Group which is looking at ways to drive up victim satisfaction. The work is initially focusing on victims of violent crime, where the confidence levels are lowest. It should be noted that only victims of less serious violent crimes are surveyed, and all domestic violence incidents are excluded from the survey.

3.54 The table below shows further details of the results of Victim Satisfaction Surveys:

	12 months ending Dec 13	12 months ending Dec 12	Diff (% pts)	MSG Average	Diff (% pts)	MSG Rank
Whole experience	84.5%	83.2%	+1.3	86.6%	-2.1	5
Ease of contact	97.2%	95.8%	+1.4	96.8%	+0.4	2
Actions	82.8%	81.5%	+1.3	82.9%	-0.2	4
Follow up	74.0%	70.9%	+3.1	79.1%	-5.1	6
Treatment	92.9%	91.5%	+1.4	94.8%	-1.9	6

Sarah Wilson
Governance Officer (Consultation and Engagement)

Middlesbrough Ward Priorities (those marked * are new priorities this quarter)

Neighbourhood Sector	Ward	Neighbourhood Priorities
NPT1	Ayresome	<ul style="list-style-type: none"> • Antisocial Behaviour and Criminal Damage Acklam Green and Bellway Building Site*
	Gresham	<ul style="list-style-type: none"> • Prostitution on Union Street* • Drug Dealing on Finsbury Street and surrounding area*
	Linthorpe	<ul style="list-style-type: none"> • No priorities set*
	Middlehaven	<ul style="list-style-type: none"> • Anti-social behaviour in and around McDonalds, Linthorpe Road*
	Park	<ul style="list-style-type: none"> • No priorities set*
	University	<ul style="list-style-type: none"> • Youth Antisocial Behaviour Saltwells Road and around the park*
NPT2	Beckfield	<ul style="list-style-type: none"> • Youth Antisocial Behaviour around the Southlands Centre*
	North Ormesby & Brambles Farm	<ul style="list-style-type: none"> • Safer Streets Scheme Peaton Street and Henry Street * • Safer Streets Scheme Pilkington Street*
	Pallister	<ul style="list-style-type: none"> • Antisocial Behaviour at Norfolk shops* • Cycling in prohibited area at Norfolk shops*
	Park End	<ul style="list-style-type: none"> • No priorities set*
	Thorntree	<ul style="list-style-type: none"> • Youths throwing missiles around Albury Way/Brandon Road/Roworth Road/Midhurst Road areas*
NPT3	Acklam	<ul style="list-style-type: none"> • No priorities set*
	Beechwood	<ul style="list-style-type: none"> • Antisocial Behaviour and Drug Dealing in the alleyways between Holmwood, Saltersgill and Collin Avenue
	Brookfield	<ul style="list-style-type: none"> • School parking issues St Claires Primary, Trimdon Avenue*
	Clairville	<ul style="list-style-type: none"> • Antisocial Behaviour in the vicinity of Eastbourne Road
	Kader	<ul style="list-style-type: none"> • No priorities set*
	Ladgate	<ul style="list-style-type: none"> • Antisocial Behaviour at Broughton Avenue shops and Hub*

Neighbourhood Sector	Ward	Neighbourhood Priorities
NPT4	Coulby Newham	<ul style="list-style-type: none"> • No priorities set
	Hemlington	<ul style="list-style-type: none"> • Off Road motorbike nuisance in and around Beckham Gardens*
	Marion	<ul style="list-style-type: none"> • Antisocial Behaviour at Marion Shops* • Antisocial behaviour at Marion Community Centre*
	Marion West	<ul style="list-style-type: none"> • Speeding vehicles on Brasscastle Lane near to the new pedestrian crossing* • Speeding vehicles on Gunnergate Lane • Speeding vehicles on Turnberry Way
	Nunthorpe	<ul style="list-style-type: none"> • Speeding on Mallowdale* • Youth Antisocial Behaviour at the rear of Nunthorpe recreation club*
	Stainton and Thornton	<ul style="list-style-type: none"> • No priorities set*

Hartlepool Ward Priorities (those marked * are new priorities this quarter)

Neighbourhood Sector	Ward	Neighbourhood Priorities
South & Central	Burn Valley	<ul style="list-style-type: none"> • Antisocial Behaviour and drugs in Cornwall Street* • Drugs and Antisocial Behaviour in the Devon Street area*
	Fens and Rossmere	<ul style="list-style-type: none"> • Theft from motor vehicles and related criminal damage*
	Foggy Furze	<ul style="list-style-type: none"> • Antisocial Behaviour in Winter Close*
	Manor House	<ul style="list-style-type: none"> • Antisocial Behaviour involving off road motorcycles* • Retail theft* • Antisocial Behaviour in Kilmarnock Road*
	Rural West	<ul style="list-style-type: none"> • Antisocial Behaviour at Brierton Farm - Off Road Motorcycles and Quads • Antisocial Behaviour in Tunstall Court*
	Victoria	<ul style="list-style-type: none"> • Drug Activity in Stephen Street • Antisocial Behaviour and Drugs activity in Belk Street*
North & Coastal	De Bruce	<ul style="list-style-type: none"> • Reports of motoring offences, drug related incidents and threats to cause criminal damage at Miers Avenue*
	Hart	<ul style="list-style-type: none"> • Poaching*
	Headland and Harbour	<ul style="list-style-type: none"> • Drugs and Antisocial Behaviour in the Burbank Area • Antisocial Behaviour in Macdonalds, Burn Road*
	Jesmond	<ul style="list-style-type: none"> • Vehicle crime* • Antisocial Behaviour and Theft Chester Road*
	Seaton	<ul style="list-style-type: none"> • Antisocial Behaviour and Criminal Damage at Jutland Road / Seaton Lane

Redcar and Cleveland Ward Priorities (those marked * are new priorities this quarter)

Neighbourhood Sector	Ward	Neighbourhood Priorities
Greater Eston	Eston	<ul style="list-style-type: none"> • Antisocial Behaviour in Holmefields Road occurring most nights after school* • Antisocial Behaviour Bankfields, primarily Moorcock Close/Woodcock Close and Bankfields Road
	Grangetown	<ul style="list-style-type: none"> • Off road motor vehicles • Antisocial Behaviour in and around McColls, Birchington Avenue
	Normanby	<ul style="list-style-type: none"> • Use of motor vehicles in the area of Flatts Lane Centre
	Ormesby	<ul style="list-style-type: none"> • Stone throwing onto A174 Parkway
	South Bank	<ul style="list-style-type: none"> • Antisocial Behaviour King Street/Victoria Street • Antisocial Behaviour Hampden Street • Antisocial Behaviour Golden Boy Green
	Teesville	<ul style="list-style-type: none"> • Domestic burglaries*
Coastal	Coatham	<ul style="list-style-type: none"> • Drug activity Coatham Road/Lobster Road - Coatham Road/Church Street* • Theft and handling in Town Centre
	Dormanstown	<ul style="list-style-type: none"> • Off Road Motorbikes around Wilton Avenue/South Avenue and Staithes Road
	Kirkleatham	<ul style="list-style-type: none"> • Antisocial Behaviour with off road motorbikes and quad bikes* • Youth Antisocial Behaviour and Criminal Damage in the Roseberry Road, Low Farm Drive, Micklow Close and Bylands Close area*
	Longbeck	<ul style="list-style-type: none"> • Parking and speeding issues around New Marske primary School*
	Newcomen	<ul style="list-style-type: none"> • Antisocial Behaviour in the area of the Closes
	Saltburn	<ul style="list-style-type: none"> • Antisocial Behaviour Hazel Grove Allotments • Youths playing football in Saltburn square*

Neighbourhood Sector	Ward	Neighbourhood Priorities
		<ul style="list-style-type: none"> • Antisocial Behaviour and Criminal Damage Valley Gardens tea rooms*
	St Germain's	<ul style="list-style-type: none"> • Antisocial Behaviour at the Wynd, High Street
	West Dyke	<ul style="list-style-type: none"> • Antisocial behaviour and Criminal Damage throughout the walkways and cycle paths within Ings Estate
	Zetland	<ul style="list-style-type: none"> • Antisocial Behaviour and Criminal Damage in the Lily Park
Guisborough & East Cleveland	Brotton	<ul style="list-style-type: none"> • Antisocial Behaviour and Criminal Damage in and around St Margaret's Church, High Street*
	Guisborough	<ul style="list-style-type: none"> • Antisocial Behaviour reported between the crossroads of Woodhouse Road, Venables Road and Howlbeck Road • Supply of Class A drugs in the Guisborough area
	Hutton	<ul style="list-style-type: none"> • Antisocial Behaviour reported Dorset Road and Ledbury Way • Off road motorcycles and unauthorised vehicles Guisborough woods • Supply of Class A, B & C drugs in the Hutton area at all times
	Lockwood	<ul style="list-style-type: none"> • Speeding across Lockwood ward* • Excessive vehicle speed – Stanghow • Supply and misuse of drugs in Lingdale
	Loftus	<ul style="list-style-type: none"> • Supply and misuse of drugs in Loftus* • Excessive vehicle speed - Whitby Road, Loftus • Alcohol related Antisocial Behaviour West Road
	Skelton	<ul style="list-style-type: none"> • Antisocial Behaviour, underage drinking and criminal damage in the Rievaulx Road/Jervaulx Road area • Supply and misuse of controlled substances within the Skelton Ward
	Westworth	<ul style="list-style-type: none"> • Drug Dealing in Boosbeck • Off road vehicles on Ridge Road and Guisborough Woods on weekends

Stockton Ward Priorities (those marked * are new priorities this quarter)

Neighbourhood Sector	Ward	Neighbourhood Priorities
S1	Bishopsgarth & Elm Tree	<ul style="list-style-type: none"> • Antisocial Behaviour around Airborough Close and Spenborough Road
	Fairfield	<ul style="list-style-type: none"> • Antisocial Behaviour in Limbrick Avenue and Brookfield Road*
	Grangefield	<ul style="list-style-type: none"> • Antisocial Behaviour on the Phoenix estate*
	Hardwick	<ul style="list-style-type: none"> • Antisocial Behaviour and Off Road Motor Bikes on Hardwick and Salters Lane Estate • Antisocial Behaviour and Off Road Motorbikes on Etherley Close and Easington Road*
	Hartburn	<ul style="list-style-type: none"> • Theft in and around Premier Parade shops*
	Newtown	<ul style="list-style-type: none"> • Antisocial Behaviour on Dundas Street, Orde Wingate Way and Pencil Park* • Drug dealing on the Wrensfeld estate*
	Norton North	<ul style="list-style-type: none"> • Shop theft in Coop*
	Norton South	<ul style="list-style-type: none"> • Metal Theft from properties, lead flashing from exteriors and cooper from voids in the Swainby Road area • Antisocial Behaviour in the Albany Area
	Norton West	<ul style="list-style-type: none"> • Antisocial Behaviour in and around sports complex on Station Road
	Parkfield and Oxbridge	<ul style="list-style-type: none"> • Drugs dealing and prostitution, in Wren Street, Suffolk Street, Northcote Street, Dennison Street and Yarm Road
	Roseworth	<ul style="list-style-type: none"> • Theft Other offences on the Roseworth Estate*
	Town Centre	<ul style="list-style-type: none"> • Retail theft in town centre and Portrack Lane • Drug dealing in and around Mill Lane Estate • Antisocial Behaviour and drinking around Lawson Street Medical Centre and Hartington Road • Youth Antisocial Behaviour around Tilery
Western Parishes	<ul style="list-style-type: none"> • Antisocial Behaviour in Stillington* 	

Neighbourhood Sector	Ward	Neighbourhood Priorities
S2	Billingham Central	<ul style="list-style-type: none"> • Antisocial Behaviour within the Town Centre and John Whitehead Park
	Billingham East	<ul style="list-style-type: none"> • Antisocial Behaviour at Quenby Road and Low Grange Avenue shops*
	Billingham North	<ul style="list-style-type: none"> • Antisocial Behaviour around Casson Way
	Billingham South	<ul style="list-style-type: none"> • Antisocial Behaviour around The Green, Belasis Avenue and Mill Lane
	Billingham West	<ul style="list-style-type: none"> • Antisocial Behaviour on Sidlaw Road
	Northern Parishes	<ul style="list-style-type: none"> • Antisocial Behaviour between Sunderland Road and Coal Lane Services Wolviston
S3	Ingleby Barwick East	<ul style="list-style-type: none"> • Antisocial Behaviour and Groups Congregating - with core locations being Greenside Shops, Tesco, Beckfields Shops and Myton Shops
	Ingleby Barwick West	<ul style="list-style-type: none"> • Antisocial Behaviour and Groups Congregating - with core locations being Greenside Shops, Tesco, Beckfields Shops and Myton Shops
	Mandale and Victoria	<ul style="list-style-type: none"> • Theft related offences around commercial premises at Teesside Retail Park • Antisocial Behaviour and Drug dealing in Oxford Road
	Stainsby Hill	<ul style="list-style-type: none"> • Antisocial Behaviour in and around Thornaby Town Centre
	Village	<ul style="list-style-type: none"> • Antisocial Behaviour and Groups Congregating - core location being Thorntree Road shops • Antisocial Behaviour in Village Park*
S4	Eaglescliffe	<ul style="list-style-type: none"> • Antisocial Behaviour at Preston Park • Antisocial Behaviour around shopping parades
	Yarm	<ul style="list-style-type: none"> • Antisocial Behaviour around Healaugh Park/Whilly Flatts area

Middlesbrough Meetings

Neighbourhood Sector	Ward	Meeting	Issues raised
NPT1	Ayresome	Community Council	<ul style="list-style-type: none"> • Concern over lack of stability in neighbourhood staff • Better information sharing needed between agencies • Issues with private landlords
	Gresham	Community Council	<ul style="list-style-type: none"> • Questions over budget for PCC
	Linthorpe	Community Council	<ul style="list-style-type: none"> • No issues raised
	Middlehaven	Community Council	<ul style="list-style-type: none"> • No issues raised
	Park	Community Council	<ul style="list-style-type: none"> • No issues raised
	University	Community Council	<ul style="list-style-type: none"> • Traffic issues
NPT2	Beckfield	Community Council	<ul style="list-style-type: none"> • Concern around lack of police visibility on an evening and low police numbers
	North Ormesby & Brambles Farm	North Ormesby Community Council	<ul style="list-style-type: none"> • Issues with problem tenants
		Neighbourhood Watch Coordinators	<ul style="list-style-type: none"> • Concern over the disbanding of the Mounted section • Concern over future stability of neighbourhood policing given the funding cuts

Neighbourhood Sector	Ward	Meeting	Issues raised
		Brambles Farm Community Council	<ul style="list-style-type: none"> • Concern around impact of budget cuts on front line staffing numbers • Lack of diversionary activities for young people • Youth Antisocial Behaviour and fire setting raised as issues
	Pallister	Berwick Hills Community Council	<ul style="list-style-type: none"> • Lack of Neighbourhood Policing late at night means slow response to issues
		Pallister Park Community Council	<ul style="list-style-type: none"> • Youth antisocial behaviour and street drinking highlighted as issues
	Park End	Community Council	<ul style="list-style-type: none"> • No issues raised
	Thorntree	Community Council	<ul style="list-style-type: none"> • Issues with off road bikes and fire setting
NPT3	Acklam	Community Council	<ul style="list-style-type: none"> • Lack of continuity within neighbourhood teams raised as a concern • Problem parking
	Beechwood	Community Council	<ul style="list-style-type: none"> • No issues raised
	Brookfield	Community Council	<ul style="list-style-type: none"> • Problematic/obstructive parking • Questions regarding collaboration between regional police Forces and the possibility of Forces merging
	Clairville	Community Council	<ul style="list-style-type: none"> • No issues raised
	Kader	Community Council	<ul style="list-style-type: none"> • Problems with snowballing • Increase in house burglary • Concern around reduction of NPT numbers
	Ladgate	Community Council	<ul style="list-style-type: none"> • No issues raised
NPT4	Coulby Newham	Community Council	<ul style="list-style-type: none"> • Future of police helicopter • Future plans for Specials recruiting • Effectiveness of 101 non emergency number • Plans for new police headquarters

Neighbourhood Sector	Ward	Meeting	Issues raised
	Hemlington	Community Council	<ul style="list-style-type: none"> • Issues with dangerous driver • Issues with theft of gates for fire setting • Effectiveness of 101 non emergency number • Plans for new police headquarters
	Marton	Community Council	<ul style="list-style-type: none"> • Concern over Force reputation following Sacristy and length of investigation
	Marton West	Community Council	<ul style="list-style-type: none"> • Issues with youth Antisocial Behaviour, speeding and scrap metal dealers • Concern over cost of Sacristy and length of investigation • Concern over reduced neighbourhood police numbers • Reduction in communications from Neighbourhood Watch
	Nunthorpe	Community Council	<ul style="list-style-type: none"> • Concern over the impact of Sacristy • More information sharing needed with neighbouring forces regarding rural issues
	Stainton & Thornton	Community Council	<ul style="list-style-type: none"> • Issues with youth Antisocial Behaviour around a new children's home • Concern over morale of staff following Operation Sacristy • Concern over reductions in PCSO numbers
Middlesbrough wide		MyPlace Special Needs Youth Group	<ul style="list-style-type: none"> • Issues with criminal damage in Thorntree – not hate crime related • Issues with bullying within schools and by local children • Police aren't always there when needed • More education needed on disability hate crime in schools

Neighbourhood Sector	Ward	Meeting	Issues raised
		Regional Refugee Forum	<ul style="list-style-type: none"> • Lack of response from police to hate crime with incidents not always being correctly identified as hate crime • More awareness needed of Third Party Reporting Centres for hate crime • Concern around disproportionality of Stop & Search amongst the BME community • More engagement needed with refugees and asylum seekers
		Hate Crime CHAT group - adults with special needs	<ul style="list-style-type: none"> • More work needed with bus companies as many disabled people experience disability hate crime on buses
		LGB&T focus group	<ul style="list-style-type: none"> • Reluctance to report hate crime due to lack of confidence that the police will deal sensitively with issues reported. • Lack of knowledge of key police hate crime contact - preference for reporting to a known officer rather than the Control Room.

Hartlepool Meetings

Neighbourhood Sector	Ward	Meeting	Issues raised
South & Central	Burn Valley	Burn Valley North Residents Association	<ul style="list-style-type: none"> • Concern that budget cuts will mean neighbourhood teams are used for non neighbourhood duties • Issues with tenants of private landlords and youth Antisocial Behaviour • Concern over fall in confidence in police following Sacristy
		Stockton Road Area Residents Association	<ul style="list-style-type: none"> • Issues with drug users and dealers • Concern over removal of police teams from York Road office
	Fens & Rossmere	Fens Residents Association	<ul style="list-style-type: none"> • Concern that neighbourhood policing service is diluted compared with the past • Issues with youth Antisocial Behaviour, off road bikes and problem horses • Quicker response needed to reports of Antisocial Behaviour
	Foggy Furze	Belle Vue Residents Association	<ul style="list-style-type: none"> • Issues with problem tenants
	Manor House	Manor Residents Association	<ul style="list-style-type: none"> • More stability needed in neighbourhood teams • Need for community initiatives to be recognised • Concerns around drug dealing
	Rural West	Elwick Parish Council	<ul style="list-style-type: none"> • Concern over reduced neighbourhood resources • Lack of awareness within Control Room of rural areas

Neighbourhood Sector	Ward	Meeting	Issues raised
		Greatham Parish Council	<ul style="list-style-type: none"> • Lack of visible neighbourhood policing aggravated by long term staff sickness • Issues with off road bikes and lamping • Concern over reputation of Force following Sacristy
		Park Residents Association	<ul style="list-style-type: none"> • Questions around membership of Police and Crime Panel and Finance post within PCC office
	Victoria	Addison, Belk & Cameron Residents Group	<ul style="list-style-type: none"> • Issues with motorises driving the wrong way down one way street • Reduced PCSO presence in the area since ward boundaries changed
	All South & Central	South & Central Neighbourhood Forum	<ul style="list-style-type: none"> • How to engage with people who don't access ICT • What consultation do the police and PCC undertake • Loss of engagement since Neighbourhood Action Partnerships stopped
North & Coastal	Hart	Bishop Cuthberts Residents Group	<ul style="list-style-type: none"> • Focus needed on night time economy issues • More work needed to increase confidence of young people in police • Support for Community Speedwatch
	Headland & Harbour	Burbank Bridge Community Association	<ul style="list-style-type: none"> • Concern around planning proposals for an off licence • Reduced police presence on ward • Lack of police feedback to communities
		St Hildas Ladies Guild	<ul style="list-style-type: none"> • Lack of visible policing • Issues with youth Antisocial Behaviour
	Jesmond	Throston & Bishop Cuthberts Residents Associations	<ul style="list-style-type: none"> • Police youth engagement • Specials recruitment • Night time economy strategies

Neighbourhood Sector	Ward	Meeting	Issues raised
	Seaton	Friends of Seaton Park	<ul style="list-style-type: none"> • Deterioration of neighbourhood policing due to closure of Jutland Road • Lack of knowledge of local named officer
	All North & Coastal	North & Coastal Neighbourhood Forum	<ul style="list-style-type: none"> • Nuisance horses • PCC and police youth engagement • Concern around potentially losing PCSOs aligned to wards
Hartlepool wide		Hartlepool Voluntary Development Agency	<ul style="list-style-type: none"> • More funding needed for diversionary activities for young people • Would like to see an increase in PCSO powers • Concern over police time spent in A&E • Need for a VCS Forum for organisations to feed into and receive support • Concern over levels of alcohol abuse
		Hartlepool Diabetes Group	<ul style="list-style-type: none"> • Too much police focus on retail areas • Cycling on pavements • Youth antisocial behaviour and under age drinking
		Hartlepool Over 50s Forum	<ul style="list-style-type: none"> • Concern over reduction in PCSO numbers in Hartlepool • Concern over rise in police precept • Concern over cost of Operation Sacristy

Redcar and Cleveland Meetings

Neighbourhood Sector	Ward	Meeting	Issues raised
Greater Eston	Eston	Neighbourhood Action Partnership	<ul style="list-style-type: none"> • Issues with problem tenants in private rented properties • Issues around long process taken to tackle Antisocial Behaviour
	Grangetown	Neighbourhood Action Partnership	<ul style="list-style-type: none"> • More positive interaction needed between police and young people
	Normanby	Neighbourhood Action Partnership	<ul style="list-style-type: none"> • Concern over restricted opening hours of local police station
	Ormesby	Neighbourhood Action Partnership	<ul style="list-style-type: none"> • Questions regarding creation of new Neighbourhood Watch scheme in the area
	South Bank	Neighbourhood Action Partnership	<ul style="list-style-type: none"> • More resources needed to cover Social Media issue, i.e. bullying through Facebook • Concern over police time spent in retail park
	Teesville	Neighbourhood Action Partnership	<ul style="list-style-type: none"> • Antisocial Behaviour
Coastal	Coatham	Neighbourhood Action Partnership	<ul style="list-style-type: none"> • Lack of focus on residential areas due to police concentration in town centre • Too much police time spent on retail crime • Issues with speeding • Quicker response needed to drugs issues
	Dormanstown	Neighbourhood Action Partnership	<ul style="list-style-type: none"> • Issues with off road motorbikes • Lack of feedback when calling 101 and concern over cost of calls • Concern over reduction in PCSO numbers

Neighbourhood Sector	Ward	Meeting	Issues raised
	Kirkleatham	Neighbourhood Action Partnership	<ul style="list-style-type: none"> • Issues with off road bikes and horses • Concerns around drug dealing • Issues around Control Room processes • Concern around the impact of welfare reform on community safety
	Longbeck	New Marske Residents Association	<ul style="list-style-type: none"> • Concern over increased abstractions in Neighbourhood Policing and lack of stability in management structure • Concern around integrity of Force management following Operation Sacristy • Concern over Kirkleatham custody closure • Concern that budget cuts will affect front line policing arrangements
	Newcomen	Newcomen Ward Forum	<ul style="list-style-type: none"> • Cycling on footpaths
		Neighbourhood Action Partnership	<ul style="list-style-type: none"> • Concern over Mounted Section disbanding
	Saltburn	Neighbourhood Action Partnership	<ul style="list-style-type: none"> • Reduction in service in Neighbourhood Watch
	St Germain's	Marske Community Partnership	<ul style="list-style-type: none"> • Concern over impact of budget reductions on frontline policing and aging workforce as a result of recruitment freeze • Concern over negative press following Sacristy • Lack of feedback to victims
		Neighbourhood Action Partnership	<ul style="list-style-type: none"> • Lack of accessibility of Neighbourhood Watch Coordinator • Concern around amount of police time spent in A&E

Neighbourhood Sector	Ward	Meeting	Issues raised
	West Dyke	Neighbourhood Action Partnership	<ul style="list-style-type: none"> • Concern over cost of Sacristy • Concern that neighbourhood policing numbers will be reduced with the budget cuts • Increases in metal theft • Concern around IT crime and what police resources are allocated to this
	Zetland	Neighbourhood Action Partnership	<ul style="list-style-type: none"> • Concern around Neighbourhood Policing staffing levels • PCC plans for future policing budget • Youth Antisocial Behaviour • Support for Restorative Justice
Guisborough & East Cleveland	Brotton	Neighbourhood Action Partnership	<ul style="list-style-type: none"> • Parking on pavements, litter, speeding and scrap metal dealers • Concern over cost of Operation Sacristy • Police callbacks well received • Chief Constable appointment
		Freebrough Academy Council	<ul style="list-style-type: none"> • Plans for youth engagement • PCC plans for future policing budget
	Guisborough	Neighbourhood Action Partnership	<ul style="list-style-type: none"> • Drugs and off road bikes raised as issues
	Hutton	Neighbourhood Action Partnership	<ul style="list-style-type: none"> • Concern over Mounted Section disbanding • Concern over lack of continuity with staff and increased abstractions from neighbourhood policing • Concern that budget cuts will mean a loss of service for rural areas
	Lockwood	Neighbourhood Action Partnership	<ul style="list-style-type: none"> • Plans regarding rural and wildlife crime

Neighbourhood Sector	Ward	Meeting	Issues raised	
	Loftus	Neighbourhood Action Partnership	<ul style="list-style-type: none"> • Reassurance around neighbourhood policing levels • Concern over local priorities remaining in place over long periods 	
		Town Council	<ul style="list-style-type: none"> • Lack of stability in Neighbourhood Teams • Concern over cost of Operation Sacristy • Plans around joint working with other PCCS 	
	Skelton	Action North Skelton	<ul style="list-style-type: none"> • Youth Antisocial Behaviour 	
		Neighbourhood Action Partnership	<ul style="list-style-type: none"> • Concern over abstractions from neighbourhood policing, reduced staffing numbers and closure of Kirkleatham custody 	
	Westworth	Neighbourhood Action Partnership		<ul style="list-style-type: none"> • Reduction in visibility of front line neighbourhood staff • Concerns around rural crime • Need to work with retail around shoplifting • Support for development of Restorative Justice • Reduction in service from Neighbourhood Watch
Guisborough and East Cleveland wide		Farmwatch	<ul style="list-style-type: none"> • Lack of communications from Neighbourhood Watch • lack of knowledge of officers regarding rural issues and the legislation available to tackle issues such as poaching 	

Stockton Meetings

Neighbourhood Sector	Ward	Meeting	Issues raised
S1	Bishopsgarth & Elm Tree	Ward surgery	<ul style="list-style-type: none"> Concern that Neighbourhood PCs becoming second tier response so cannot undertake neighbourhood duties
	Fairfield	Fairfield Residents meeting	<ul style="list-style-type: none"> Traffic issues and scrap metal dealers
	Grangefield	Ward surgery	<ul style="list-style-type: none"> No issues raised
	Hardwick	Hardwick Residents meeting	<ul style="list-style-type: none"> No issues raised
	Hartburn	Coffee Morning	<ul style="list-style-type: none"> Problematic parking
	Newtown	Newtown Community meeting	<ul style="list-style-type: none"> Concern over abstractions of neighbourhood team and reduced visible presence in ward Questions around Steria contract
	Norton North	Bluehall Residents Group	<ul style="list-style-type: none"> Complicated complaints process Police need to spread positive messages Lack of attendance at neighbourhood meetings by police
		Norton Village Residents Association	<ul style="list-style-type: none"> Increase in shoplifting Better media communications needed by Police
	Norton South	Ward surgery	<ul style="list-style-type: none"> Issues with amount of officer time spent travelling to ward since closure of Billingham Police office
	Norton West	Ward surgery	<ul style="list-style-type: none"> No issues raised
Parkfield & Oxbridge	Joint Oxbridge and Parkfield Residents Groups	<ul style="list-style-type: none"> Concern over reductions in neighbourhood policing numbers Concern over Mounted Section disbanding Issues with speeding 	

Neighbourhood Sector	Ward	Meeting	Issues raised
	Roseworth	Roseworth Residents Group	<ul style="list-style-type: none"> • Issues with off road bikes • Low numbers of neighbourhood staff
	Town Centre	Stockton Town Centre Residents Group	<ul style="list-style-type: none"> • No issues raised
		St Annes Partnership	<ul style="list-style-type: none"> • Fly tipping • Concern around stability of Neighbourhood Policing numbers • Concerns around information sharing between police teams • Concern over police time spent on shoplifting
		Riverside Medical Practice	<ul style="list-style-type: none"> • Lack of visible police patrol
	Western Parishes	Stillington Parish Council	<ul style="list-style-type: none"> • Confidence in policing falling • Reduction in visible police presence
		Long Newton Residents Meeting	<ul style="list-style-type: none"> • Too much bureaucracy in police • Lack of feedback to victims
S2	Billingham	Billingham Town Council	<ul style="list-style-type: none"> • More work needed with young people • Concern over proposed changes to Probation
	Billingham South	Ward surgery	<ul style="list-style-type: none"> • Support for neighbourhood policing
	Northern Parishes	Grindon Parish Council	<ul style="list-style-type: none"> • Concern that neighbourhood policing service is diluted compared with the past • Concern over Mounted Section disbanding • Low confidence in policing following Sacristy
		Wolviston Parish Council	<ul style="list-style-type: none"> • Questions around PCC structure and effect on Community Safety Partnerships
S3	Ingleby Barwick	Town Council	<ul style="list-style-type: none"> • Speeding and Antisocial Behaviour raised as issues

Neighbourhood Sector	Ward	Meeting	Issues raised
	Mandale and Victoria	Ward surgery	<ul style="list-style-type: none"> • Concern raised by officers over Force restructure in relation to centralisation of roles and reduced public interaction
	Stainsby Hill	Stainsby Hill Residents Association	<ul style="list-style-type: none"> • Concern over police time spent on shoplifting • Plans around new Police HQ
		Eltham Crescent Community Centre	<ul style="list-style-type: none"> • Motorbike nuisance in woods and cycling on pavements in town centre • Concern over cost of Community Safety Awards
	Village	Ward surgery	<ul style="list-style-type: none"> • No issues raised
S4	Eaglescliffe	Parish Council	<ul style="list-style-type: none"> • Concern around door step sellers • Police involvement in 'designing out' crime
		Ward surgery	<ul style="list-style-type: none"> • No issues raised
	Yarm	Residents Meeting	<ul style="list-style-type: none"> • Concern around stability of Neighbourhood Policing numbers • Plans for collaboration with other PCCs • How to raise confidence in policing following Sacristy issues
Stockton wide	Disability Advisory Group		<ul style="list-style-type: none"> • Concern around dog on guide dog attacks • Police plans for engaging more effectively with the disabled community • Issues with fireworks • Plans around disability hate crime
	Bede Sixth Form College		<ul style="list-style-type: none"> • Issues around perceptions of young people from adults • Concern over reductions in police budget leading to crime increases • What will be done to improve issues such as hate crime • Questions around politics and policing

Neighbourhood Sector	Ward	Meeting	Issues raised
		Stockton Sixth Form College	<ul style="list-style-type: none"> • More publicity needed for 101 non emergency number • Lack of visible police presence at peak times • Fear of crime on an evening • Issues around traveller community
		Youth Assembly	<ul style="list-style-type: none"> • Need to raise awareness of diversionary activities available for young people • Need to promote positive images of young people and avoid negative stereotyping
		Older Persons Partnership	<ul style="list-style-type: none"> • People are often reluctant to report crime as they feel little action is taken • How do you plan to engage with older people