



Police and Crime Commissioner for Cleveland

Annual Report

2018/19





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Welcome to my Annual Report for 2018-19

This is my sixth annual report as Police and Crime Commissioner (PCC) since 2012 – and my third since being re-elected by the people of Cleveland in 2016. This report will look back on the progress my office has made over the past year in achieving the aims and objectives set out in my Police and Crime Plan. It will also examine how I have fulfilled my statutory duties.

This year I appointed Chief Constable Richard Lewis to lead Cleveland Police. My team developed a rigorous recruitment process in collaboration with the College of Policing to put candidates through their paces, with psychometric testing and interviews with panels made up of local stakeholders and staff working within Cleveland Police.

Richard has a very clear vision for driving the Force forward on its journey of improvement and development. I have confidence that Richard will identify solutions for the challenges the Force face and will work closely with the OPCC to develop strategies to strengthen the service they provide.

Throughout the year, Cleveland Police’s approach to data breaches, domestic abuse and financial planning have all been under the microscope as part of my programme of scrutiny and accountability. It’s important that I fulfil my statutory duty to hold the Chief Constable to account, to give the public confidence that the right decisions are being made on their behalf.

We continue to focus our efforts on strengthening the support available to victims of crime in Cleveland. Victim Care and Advice Service has continued to provide one-to-one support for hundreds of victims and is working with Cleveland Police to ensure the next generation of officers place victims at the heart of their work.

Breaking the cycle of criminal behaviour is imperative to reduce the levels of offending in

Cleveland, as we know that most offences are committed by a small group of prolific individuals. We have developed new schemes to turn first-time and low-level offenders away from the criminal justice system and to tackle the offending of long-term drug users in Middlesbrough.

Our partnership working in Cleveland is second to none. With less resources to work with, it’s important that organisations and agencies work together to achieve outcomes for people in Cleveland. Multiagency approaches have helped us make significant progress in tackling modern slavery, hate crime and rural crime.

I’ve always been proud of the level of engagement my team and I have with communities across Cleveland. Earlier this year, I reached the milestone 650th community meeting of my ambitious engagement programme, Your Force Your Voice. We’ve made more of an effort this year to reach out to our county’s diverse and at-risk communities, to hear how policing services could connect better with their needs.

I hope you will enjoy reading about the fantastic achievements of my team and I would encourage you to pick up a copy of my Police and Crime Plan to read my vision for policing and community safety.

Barry Copping
Police and Crime Commissioner for Cleveland

Policing in Cleveland



Population of Cleveland and change since 2010:
2010: 555,725 **+1.8%**
2018: 566,100



Total number of officers and PCSOs and change since 2010:
Officers:
 2010: 1724 **-27%**
 2018: 1257
PCSOs:
 2010: 193 **-27.4%**
 2018: 140

2010:
 1 police officer for every 322 residents
2018:
 1 police officer for every 450 residents

2018-19:
 Officers recruited: **37**
 Specials and volunteers recruited: **98**



999/101 calls received:
999: 109,172 **101: 207,608**

Arrests:
13,916 **-6.4%**

Total crimes reported:
67,380 **+17.7%**

This works out at 184 reported crimes on average every day

Domestic abuse incidents: 19,594 **+20%**
Serious sexual offences: 1,368 **+1.8%**
Anti-Social behaviour: 33,510 **-20%**
Hate Crime: 921 **-15.4%**
Missing people: 4,436 **+12%**



Cleveland Police Inspection

Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) carry out annual inspections of Cleveland Police and produce reports so the public know how well the police are performing.

Their PEEL assessments examine the Force's efficiency, effectiveness and legitimacy and specialist inspections look at a particular aspect of policing on a national level.

	2015	2016	2017
Efficiency: Overall	Requires improvement	Good	Good
Effectiveness: Overall	Requires improvement	Good	Good
Legitimacy: Overall	Requires improvement	Requires improvement	Requires improvement

● Good ● Requires improvement

The PCC said: "I'm pleased that the inspectorate has recognised the improvements that Cleveland Police has implemented in the last couple of years.

"They have highlighted the Force's strength in forward planning, understanding demand, listening to and receiving feedback from its workforce, seeking and implementing new ideas and effective partnership working.

"However it's important that we do not become complacent.

"The Force's two flagship improvement programmes - Everyone Matters and Transforming Professional Standards - have gone some way to improving the way they listen to and treat officers and staff.

"But there is clearly work to be done in improving the Force's rating for legitimacy which currently requires improvement. I will be raising any issues with Chief Constable Richard Lewis and will seek assurance that his operational planning reflects recommendations set by HMICFRS.

"While there are some areas that Cleveland Police still need to improve, the public can be reassured that the Force is on a journey of improvement to deliver the best possible service for every community."

You can read all of Cleveland Police's inspection results on the HMICFRS website.

Scrutiny and Accountability

PCC Scrutiny Programme

One of the PCC's key responsibilities is to hold the Chief Constable to account on their progress in delivering the commitments in the Police and Crime Plan and in providing the most efficient and effective police service for residents in Cleveland.

Scrutiny, Delivery and Performance

The PCC and his team meet regularly with senior officers and staff within Cleveland Police to challenge them on a range of issues on which the PCC requires reassurance.

Topics covered in these meetings include:

- Data breaches
- Review of Force Control Room
- Domestic Abuse
- Use of Stop and Search
- Financial Planning
- Integrity of data recording

CASE STUDY: Transforming Professional Standards

The PCC and his team held the Force to account to ensure that their Transforming Professional Standards programme was delivered and remained on track. The department now has a non-warranted officer as Head of Standards and Ethics, for the first time in the Force's history. There have also been improvements in the timeliness, proportionality and quality of complaints investigations and a more suitable process for reporting internal concerns.

Working Together

The PCC places collaboration and partnership working at the heart of his programme by meeting with key partners at regular Working Together meetings.

These meetings bring together representatives from the four local authority Community Safety Teams and the area's Youth Offending Teams.

Topics covered include:

- Crime prevention
- Use of Stop and Search
- Impact of Universal Credit
- Serious Violence Strategy

Cleveland Independent Audit Committee

In Cleveland, an independent committee advises both the Chief Constable and the PCC on good governance principles and appropriate risk management arrangements.

The members of this committee are professionals from a wide range of backgrounds and are completely independent of Cleveland Police and the OPCC.

The Independent Audit Committee conducted audits and sought assurance on 14 issues during 2018-19, including:

- Data protection
- ICT - Cyber Security
- Seized cash
- Estates management



Independent Custody Visitors

Protecting the dignity and welfare of detainees in police custody helps to maintain public confidence in the police.

Police and Crime Commissioners have a statutory responsibility to develop an Independent Custody Visitors Scheme, in which volunteers make unannounced visits to custody suites to check on the welfare of detainees.

Volunteers speak to detainees to establish what support they have received from detention staff, as well as examining the conditions in custody and the availability of essential supplies.

Cleveland's scheme in numbers 2018-19:

Number of unannounced visits **34**

Detainees present **458**

Number of detainees who accepted a visit **over 100**

Key achievements of our custody visitors:

• Cleveland Scheme awarded a Silver Standard Award by the Independent Custody Visiting Association (ICVA)

• 9 new custody visitors recruited during 2018-19 following an extensive recruitment campaign





Investing in Our Police

- ✓ More support for vulnerable groups
- ✓ Improve the way the Force handles complaints and misconduct
- ✓ Continue to champion the Everyone Matters programme
- ✓ Open the state-of-the-art Community Safety Hub in Hemlington

Professional Standards

Cleveland Police has made significant progress in improving the way they handle complaints and misconduct by embedding the changes implemented as part of the Transforming Professional Standards programme.

A small triage team has been established by the Police and Crime Commissioner to respond efficiently to low-level complaints and concerns made by members of the public. They have dealt with 1653 of the 2144 complaints received over the last 12 months.

Approximately 400 current members of staff and 120 new recruits have attended presentations from the Department of Standards & Ethics on reporting improper conduct and upholding standards of professional behaviour.



77.9% of complaints received by Standards & Ethics locally resolved by the newly established complaints triage team.

Community Safety Hub

During the summer of 2018, staff made the move from Cleveland Police's former headquarters on Ladgate Lane to the new state-of-the-art Community Safety Hub in Hemlington.

The purpose-built facility pumped £7.1m into the local economy through the use of local contractors and used 100 tonnes of Teesside steel.

Staff have reported that the open-plan nature of the building has improved communication and visibility – and people are taking better care of themselves by using wellbeing facilities and inviting family and friends to in the public café.

The Hub scooped the Design through Innovation Award at the North East RICS Awards and the OPCC was Highly Commended in the Client of the Year category of the Constructing Excellence in the North East Awards.



“Such a pleasant working environment, I consider myself lucky to work here.”
- Feedback from staff survey

Everyone Matters

The Everyone Matters vision is to make Cleveland Police more diverse, inclusive and representative of the communities they serve. With scrutiny from the PCC, the Force is continuing to learn and grow as an organisation, with significant investment in wellbeing services for officers and staff.

In late 2018 Cleveland Police was awarded the Equality North East Gold Standard Award for a commitment to promoting equality and diversity – the only police force in the UK to receive this accreditation.

15 individuals took part in the first ever PCSO pre-employment process, to give people from vulnerable communities the skills and confidence to apply to the role.

Applicants from a BAME background made up almost 10% of all applications in the recent PC recruitment process, the highest levels in the Force's history.



Specialist Roles for Vulnerable Groups

The PCC continues to fund specialist roles within Cleveland Police to respond to the needs of vulnerable groups within our communities. Re-introduced School Liaison Officers have reached approximately 25,000 children, parents/carers and community members with presentations on online safety, knife crime and healthy relationships.

The Force's Communities and Partnerships department is equipped with staff specifically trained to work with rural communities, students, businesses and asylum seekers and refugees.

Two years in, Early Intervention Officers (pictured right) have received referrals for approximately 500 children at-risk of becoming involved in criminal behaviour and have provided one-to-one support in the majority of these cases.



CASE STUDY: Early Intervention Team

“My daughter is nearly 13 years old and has had counselling since she was five years-old. Since starting secondary school she refuses to go to school most days and becomes very angry when challenged, resulting in physical abuse towards myself and her sister.

“Since meeting the Early Intervention Officer, my daughter has opened up to me a little about her feelings and I can finally see a glimpse of a happy little girl. She did a full week at school last week for the first time in six months.”

- Parent of a child supported by the Early Intervention team

The PCC's Campaign for Fairer Funding in Cleveland

The PCC has continued to beat the drum for residents in Cleveland in his fight for a fairer police funding deal for the county. He has written to the Prime Minister, the Home Secretary and the Policing Minister raising his concerns about the suitability of the Government's police funding formula.

A Better Deal for Victims and Witnesses

- ✓ Developed strategies to tackle human trafficking and modern day slavery
- ✓ Enhanced services of Teesside Sexual Assault Referral Centre
- ✓ Further developed the nationally-accredited Restorative Cleveland Service
- ✓ Worked to tackle hate crime through new Hate Crime Investigator roles



“Training like this, based on the actual lived experiences of real victims, is so much better. It actually shows you as a professional where the system and you go wrong, and what you can do to change your practice to achieve better outcomes and to be a help.”

- Feedback from a Coercive Controlling Behaviour workshop

Whole System Approach to Domestic Abuse

In 2017, Cleveland OPCC were part of a successful seven-force bid to the Home Office’s Police Transformation Fund - bringing in £875,000 of national funding to transform local approaches to domestic abuse.

A small team has driven this work forward in Cleveland, including the development of multiagency processes to monitor the most dangerous and prolific domestic abuse perpetrators in the county.

The project also commissioned a theatre-based workshop developed by Open Clasp Theatre Company on the topic of Coercive Controlling Behaviour (CCB). Over 1200 people from the police, local authorities and other agencies attended the sessions, which pointed out the signs of CCB and how to address it.

Services for Victims of Sexual Violence

The PCC remains committed to providing the best service possible to all victims of sexual violence across Cleveland and has commissioned two county-wide services for both crisis and long-term support within the last 12 months.

Teesside Sexual Assault Referral Centre

Teesside SARC is delivered by Safe in Tees Valley and provides crisis support for victims of rape or sexual assault, regardless of whether they want to report the incident to the police or not.

A SARC Link Worker has been employed to improve working between health care providers and the SARC. Following the introduction of a new online referral system and training packages for medical staff, referrals from health care professionals across Cleveland have increased by over 20% since January.



Victims who have come into contact with the SARC 702

Number of forensic medical examinations 225

Female victims 608 **Male victims** 85

Adult 465 **Children** 200

Independent Sexual Violence Advisor (ISVA) Service

Arch North East delivers the Cleveland-wide ISVA service on behalf of Safe in Tees Valley. An ISVA provides emotional and practical support to meet the needs of the victim during the criminal justice process.

New referrals to the Cleveland ISVA service: 452

Face-to-face sessions meetings between ISVA and victim: 1,409

44% of victims have mental health problems



Victim Care and Advice Service (VCAS)

Funded by the PCC and Durham PCVC Ron Hogg, VCAS provide support for vulnerable victims of crime in Cleveland and County Durham. During 2018-19, VCAS reached out to 3,534 vulnerable victims of crime, with 1,443 going on to have a full needs assessment and appropriate support programme.

The service is working closely with Cleveland Police to improve the service provided to victims of crime. Police volunteers are beginning to contact victims through VCAS with the purpose of independently assessing the quality of service they have received from the Force.

Staff from VCAS have also delivered victim focus sessions to trainee police officers and volunteers, prompting an increase in referrals from the Force.

CASE STUDY: VCAS

“VCAS are the people that helped me the most. I was given security that made me feel more confident at night. I felt that no one believed me until VCAS were involved. It was good knowing someone believed me at last.” - VCAS service user

The PCC’s Trauma Teddy Campaign

In July 2018, the PCC launched his Trauma Teddy campaign in which he called on knitters across Cleveland to create teddies to be given to children in distress.

Generous residents have donated over 1000 knitted toys of all shapes and sizes to the campaign. They have been distributed to a number of services and agencies, including Cleveland Police, Victim Care and Advice Service, Teesside SARC and more.

“We gave a teddy bear out to a very happy six-year-old who immediately named her bear Ted and took it to the alternative address the family were staying at for the night. It was really helpful as we arrived whilst police were still on the scene and obviously the mother and children were very anxious.”

- Domestic abuse support worker



Tackling Offending and Re-Offending

- ✓ More offenders engaging with services and demonstrating positive steps in reducing their offending behaviour
- ✓ Projects launched to reduce offending of the most prolific offenders
- ✓ Ensuring victims have the opportunity to participate in restorative justice

Divert

Divert - Cleveland's Adult Custody Diversion Scheme - gives first time and low level offenders the one-off opportunity to engage in a support programme to address the issues that caused them to offend.

By engaging in a tailor-made scheme and accepting help from a range of agencies, participants will avoid a criminal record and have a crucial second chance to turn away from crime.

Since its launch in January 2019, the scheme has worked with 77 participants - 80% of whom are first time offenders.

Participants have been referred to the scheme for offences ranging from public order to shoplifting, and participants have received support for issues including financial problems and drug and alcohol addiction.



CASE STUDY: Divert

"I have never done anything wrong in my life, so I found it very difficult to come to terms with what I had done. The team at Divert were so professional and understanding. They helped me to understand how my problems contributed to my actions and gave me support to overcome them.

"With the help of Divert I am making more positive choices. I will never forgive myself but I am learning to accept that I made a mistake."

- A Divert participant referred for shoplifting

Serious Violence

Cleveland OPCC was successful in winning £546,000 from the Home Office's Early Intervention Youth Fund, a national programme to divert young people away from entering the criminal justice system.

A Tees Violence Prevention Project Manager has been appointed to drive forward a programme of prevention, early intervention, targeted intervention and diversion work.

As a result of this national investment, the OPCC has doubled the level of funding provided to local authorities for youth outreach in hotspot areas where young people are most at risk of offending.

Heroin Assisted Treatment

Middlesbrough has the highest levels of drug related death, opioid use and adult re-offending in the country. It is clear that new approaches are needed to target those long-term addicts for whom all other treatment methods have failed.

Research conducted by the OPCC estimated that a prolific cohort of 20 drug-dependent offenders in Middlesbrough have cost the public purse £784,000 over the last two years - and that's only based on 351 crimes detected.

The PCC has brought together partners from a range of agencies to fund a pilot project to reach the most problematic drug-dependent offenders.

Heroin Assisted Treatment will see substance users self-administer injectable diamorphine under supervision three times a day, in a programme designed to wean them off heroin. At the same time a co-ordinated agency response provides appropriate medical, housing and other assistance to get users off drugs, off the streets and back into society.

The scheme is expected to go live in Autumn 2019.

Restorative Cleveland

The PCC remains committed to ensuring all victims are given the opportunity to engage in restorative justice, to give them a voice and consider engaging with the person who has caused them harm.

Restorative Cleveland is the multiagency partnership that has been delivering a high-quality service for victims in Cleveland since April 2018. The service is accredited by the Restorative Justice Council and has a specially trained team to support both victims and offenders in taking part in the restorative justice journey.

The team (pictured right) have been working over recent months to strengthen and improve referral pathways with victim services, the Divert scheme and local prison and probation services. In particular, there has been significant process in developing a pathway for victims of hate crime by working closely with local authority partners to explore the potential for RJ use in school-based interventions.



Working Together to Make Cleveland Safer

- ✓ Engage in effective collaboration and co-working with key partners and stakeholders
- ✓ Further develop the use of tools like E-CINS to encourage information sharing
- ✓ Develop multiagency solutions to rural crime, hate crime and modern slavery



Human Trafficking and Modern Day Slavery

Cleveland Anti-Slavery Network was established by the PCC and his team in April 2018 to bring together agencies to tackle modern slavery in Cleveland and to develop appropriate responses for victims in need.

The multi-agency group brings together partners from criminal justice agencies, local government, health care and victim services to develop strategies to identify potential victims and disrupt networks of offenders.

Led by a national expert, the Network has already developed a Tees-wide victim pathway and is continuing to branch out engagement with agencies in health, employment and logistics to explore how more could be done to disrupt and prevent trafficking and slavery.

E-CINS Information Sharing System

Many problematic offenders who come into contact with the police are also engaging with other services, including the local authority, health services and housing providers. It's crucial that all agencies have access to the same information to allow for a swift and coordinated response to any problems.

The PCC has invested in a high-tech information sharing system called E-CINS, which allows agencies to add information about an individual or family that can be quickly accessed by colleagues from other agencies.

A project manager has been employed to extend the use of the programme, which is currently being used for anti-social behaviour, troubled families, Victims First, Integrated Offender Management and the Divert programme.

50 pieces of intelligence

were passed to Cleveland Police following the Network's promotion of two reporting apps, resulting in multiagency visits to five local car washes.



There are currently over 180 staff across 14 agencies using the E-CINS system to share information about individuals in Cleveland.

As of June 2019, there are 624 open cases on the system.



Rural Crime

The most recent National Rural Crime Survey found that only 27% of residents in rural communities felt that the police were doing a good job – with a third of rural people saying that crime is having a moderate or great impact on their lives.

In Cleveland, the PCC plays a central role in engaging with rural communities by chairing the Tees Rural Crime Forum. The Forum was set up in 2015 to provide a space for rural residents to air their concerns and engage directly with representatives including the police, the Environment Agency, the Angling Trust and the National Farmers Union.

As part of the PCC's investment in neighbourhood policing, Cleveland Police now has a member of staff dedicated to preventing crime and improving engagement with rural communities. The PCC regularly attends briefings for Operation Checkpoint – a multi-force operation using police officers, PCSOs, the Special Constabulary and volunteers to patrol rural areas.

CASE STUDY: Eston Hills

Following concerns raised by residents about crime and antisocial behaviour on Eston Hills, a public meeting was called by Redcar MP Anna Turley to understand how local agencies could help.

On the back of this meeting, the PCC established the Eston Hills Action Group – a strategic group made up of representatives from Cleveland Police, Cleveland Fire Brigade, Redcar and Cleveland Council, Friends of Eston Hills and other local interest groups.

Over the last 12 months, this multi-agency group has worked together to minimise the impact of crime and antisocial behaviour on the Hills. Days of operational action using drones have resulted in off-road bike seizures and regular patrols by fire vehicles has reduced numbers of deliberate fires.

Members of the Action Group have also visited local schools to educate young people about the dangers of fire on the Hills and young people had the opportunity to take part in an artwork competition, judged by the PCC. All agencies continue to meet regularly to monitor crime and antisocial behaviour and share best practice.



Securing the Future of Our Communities

Your Force Your Voice

The OPCC's ambitious programme of community engagement reached a milestone this year, with the PCC attending his 650th community meeting since he was first elected in 2012.

Community meetings and events are an important way for the PCC to hear about issues affecting communities and to provide an update about progress being made by his office.



Community Funding

The Police and Crime Commissioner receives funds from central government to distribute to organisations and groups who are committed to improving community safety in Cleveland.

Cleveland Community Safety Fund

The Community Safety Fund provides small grants to community groups for projects that align to the PCC's objectives of preventing and reducing crime, tackling substance and alcohol misuse and supporting vulnerable victims. Over the last 12 months the Community Safety Fund provided £100,480.99 grants to 31 community groups across the four Cleveland boroughs.



CASE STUDY:

Soroptomist International are a global organisation founded in 1921 to improve the lives of women and girls through education, empowerment and enabling opportunities.

Their Stockton branch was awarded £3,600 from the Community Safety Fund to create emergency welfare packs for victims of trafficking. These packs include basic clothing, toiletries and £5 in cash - with an additional 15 mobile phones being made available for victims without one.



The Police Property Act Fund

The Police Property Act Fund is created from the sale of recovered stolen goods or property where the owners are not known and cannot be traced. The PCC will provide grants to local voluntary and community groups who are working for charitable purposes to improve the lives of people in the Cleveland Police area.

Six local projects received a share of £4,619.50 from the Police Property Act Fund during 2018-19.

CASE STUDY:

Cleveland Mountain Rescue Team cover the rural regions of Cleveland and North Yorkshire and is delivered by a team of 43 dedicated volunteers. They respond to a variety of situations from falls and trips to helping the police search for missing people. They received £1,720 from the Police Property Act Fund to purchase new casualty bags and group shelters, as their old ones had fallen into disrepair.



Young People

To build stronger communities it's important we instil the next generation with the right values to make positive life choices and reject involvement in crime and antisocial behaviour.

The PCC invests in a number of schemes and projects for young people - all designed to build confidence, create lasting friendships and inspire them to become good citizens of the future.

Show Racism the Red Card

Working closely with the region's football clubs, Show Racism the Red Card deliver anti-racism workshops to children in Year 4, 5 and 6. They explore the causes and consequences of racist behaviour through the lens of football - hearing testimonies from players who have been abused on and off the pitch.

During 2018-19, 1794 young people from all four of Cleveland boroughs have taken part in Show Racism the Red Card's anti-racism workshops.

Premier League Kicks

Middlesbrough Football Club (MFC) Foundation launched Kicks in 2006 - a national initiative funded by the Premier League that uses football to engage 8 to 18 year olds in deprived areas. Many of the young people who attend are at risk of offending, or are known offenders. Since September 2018, MFC Foundation have run 175 Kicks workshops sessions with over 70% of attendees returning each week.

Mini Police

The 'mini police family' initiative is a fun and engaging opportunity for children to meet police officers, learn about the law and participate in community engagement sessions.

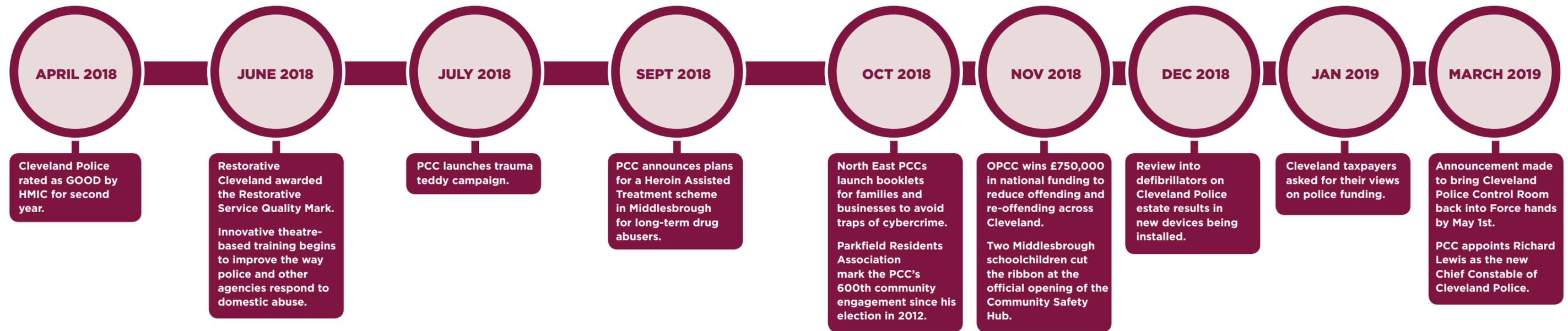
The project aims to help break down barriers between young people and police and promotes healthy relationships. It also means that children have a positive experience of policing and can interact with officers, help to support initiatives and participate in community events.

School Liaison Officers have worked with 10 Cleveland schools since the scheme started, recruiting 85 'Mini Police' officers.



Timeline of Achievements

This timeline shows some of the key achievements my office has made in the last 12 months.



Partners

The OPCC has over 70 formal collaboration agreements and numerous partnership working arrangements with partners across the Cleveland area. These partners include:

