

# About the Service Appendix

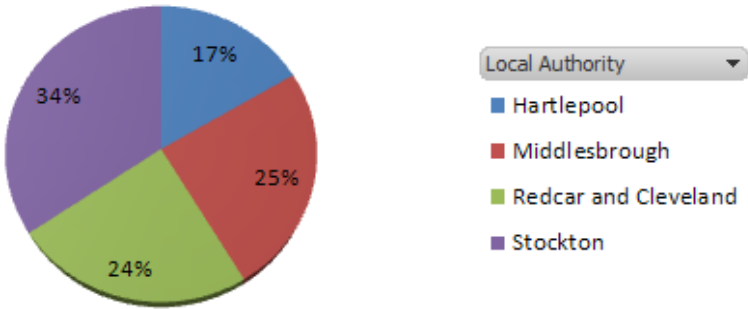
## The local area and its demographics

The Police and Crime Plan is set in the context of the local area it serves. A brief summary of key factors is detailed in this section.

The Cleveland Police area is for the most part an urban area closely resembling metropolitan authorities in socio-economic characteristics and policing needs. It has a population of 557,450 people.



## Population of Cleveland Police area

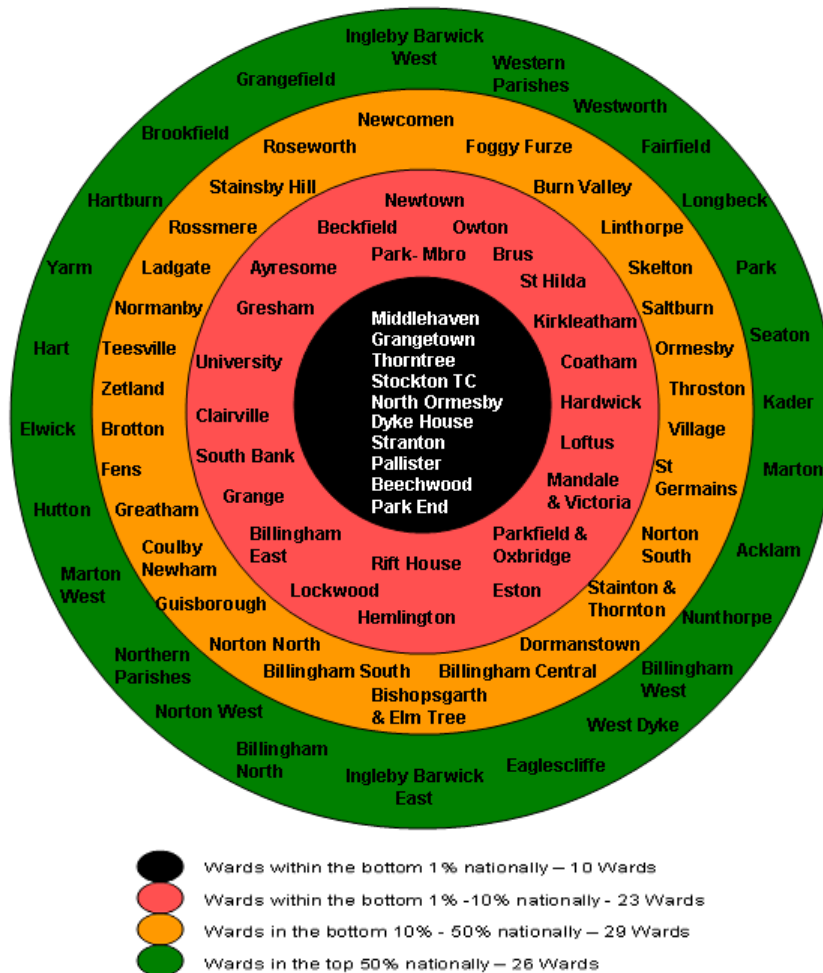


Our towns are highly populated, the area has a population of 9.3 people per hectare compared to the national figure of 3.7 per hectare. The area is home to one of the largest chemical industry complexes in Europe and one of the countries busiest sea ports. Geographically, we are the second smallest force in England and Wales<sup>1</sup>, covering 59,656 hectares (about 230 square miles). Our main road networks are the A19 running north to south and the A66 running east to west.

It borders the beautiful North Yorkshire Moors and the North Sea coastlines which have some of the highest cliffs in the country. There are ancient fishing and mining villages to the east, an engineering and steel making industry legacy and developing marinas and towns to the west and north. The diversity of our neighbourhoods and communities varies from highly skilled professions to manual labourers. In terms of social and cultural diversity, the 2011 census figures show a population where the resident minority ethnic population to be 5.8%, the majority of which is located in Middlesbrough where it rises to 13.4%, compared to 16.3% nationally.

<sup>1</sup> City of London is the smallest police force.

Parts of the area are considered to be highly deprived and there are large areas of socio-economic deprivation with 62 of the 82 wards<sup>2</sup> (70%) in the bottom 50% of the most socially deprived wards in the country. 33 of the wards (37%) are in the bottom 10% and 10 (11%) of wards are in the bottom 1% as shown in the diagram below.



The unemployment rate across the Force area is 12.4% compared to a national average of 8.3%, with Cleveland having the 3<sup>rd</sup> highest percentage of residents claiming job seekers allowance for over six months.

The force receives an average of 900 telephone calls per day and responds to over 2,000 ‘calls for service’ every month. The largest number of which are recorded as ‘suspicious circumstances’. These are calls from people who are concerned about either people or vehicles and their activity or behaviour.

Recorded crime has shown a steady decline over the last five years and this is reflected in the 2012/13 total recorded crime figures (YTD October 2012) which show an overall 11.4% decrease.

<sup>2</sup> There are 7,934 wards nationally. The number of wards in the Cleveland Police area reduced from 88 to 82 wards following the reconfiguration of electoral wards in Hartlepool and the diagram used to show socio-economic deprivation will be updated to reflect the change in wards.

## National ranking and comparison to Most Similar Forces

All police forces are grouped with broadly similar socio-demographic characteristics used for comparative purposes. These groupings are known as 'Most Similar Forces' (MSFs). Their aim is to make fairer and more meaningful peer comparisons. Putting performance into this context allows for a degree of comparison. Cleveland Police MSF comprises Northumbria, Merseyside, Greater Manchester, Humberside and West Yorkshire.

Cleveland's MSF group exhibit socio-economic factors that indicate areas of high deprivation compared to the national norms. These forces are also areas of high expenditure on policing and experience high levels of crime. The table below outlines Cleveland's national position as for the twelve month period to June 2012 for recorded crime categories and antisocial behaviour per 1,000 population, compared with all other English and Welsh Forces. Performance updates and comparisons with our MSF group can be seen at [www.police.co.uk](http://www.police.co.uk).

### National Comparisons - 12 months ending September 2013

Crime Category	Crimes per 1000 Population	National Average	National Position
<b>Violence against the Person</b>	<b>11.31</b>	<b>10.65</b>	<b>33<sup>rd</sup></b>
<i>Homicide</i>	0.01	0.01	9 <sup>th</sup>
<i>Violence with injury</i>	6.56	5.51	36 <sup>th</sup>
<i>Violence without injury</i>	4.74	5.13	20 <sup>th</sup>
<b>Sexual Offences</b>	<b>1.05</b>	<b>1.05</b>	<b>30<sup>th</sup></b>
<i>Rape</i>	0.34	0.33	30 <sup>th</sup>
<i>Other Sexual Offences</i>	0.71	0.72	29 <sup>th</sup>
<b>All Theft</b>	<b>36.71</b>	<b>32.63</b>	<b>39<sup>th</sup></b>
<i>All Burglary</i>	8.13	8.06	31 <sup>st</sup>
<i>Domestic Burglary</i>	3.52	3.96	28 <sup>th</sup>
<i>Non Domestic Burglary</i>	4.61	4.11	36 <sup>th</sup>
<i>All Robbery</i>	0.47	1.09	25 <sup>th</sup>
<i>Personal Robbery</i>	0.4	0.99	27 <sup>th</sup>
<i>Business Robbery</i>	0.06	0.11	28 <sup>th</sup>
<i>Vehicle Offences</i>	6.04	6.78	26 <sup>th</sup>
<i>Theft from the Person</i>	0.71	1.81	32 <sup>nd</sup>
<i>Bicycle Theft</i>	2.02	1.65	36 <sup>th</sup>
<i>Shoplifting</i>	9.57	5.55	43 <sup>rd</sup>
<i>All Other Theft Offences</i>	10.25	8.78	39 <sup>th</sup>
<b>Criminal Damage &amp; Arson</b>	<b>14.46</b>	<b>9.15</b>	<b>42<sup>nd</sup></b>
<i>Criminal Damage Offences</i>	13.92	8.80	43 <sup>rd</sup>
<i>Arson Offences</i>	0.53	0.34	40 <sup>th</sup>
<b>Publicly Reported (Victims Based) Crime</b>	<b>63.99</b>	<b>54.57</b>	<b>41<sup>st</sup></b>
<b>Total Crime</b>	<b>71.34</b>	<b>61.39</b>	<b>41<sup>st</sup></b>
<b>Antisocial Behaviour</b>	<b>70.9</b>	<b>40.08</b>	<b>43<sup>rd</sup></b>

Source: HMIC Crime and Policing Comparator (<http://www.hmic.gov.uk/crime-and-policing-comparator/>)

## Consultation and engagement

PCC Coppinger pledged the biggest public engagement exercise in the history of Cleveland Police. During his election campaign he said

“In the course of my election campaign I have already listened to more than 5,000 people across Cleveland, numerous organisations, police officers and staff. It has provided invaluable insight into what people expect from the police and it’s something I will replicate on a far greater scale now that I have been elected.”

“It is vital that local communities have an effective say in how their streets are policed”.

PCC Coppinger continues to undertake a comprehensive programme of public engagement, through the ‘Your Force Your Voice’ initiative which involves the Commissioner meeting with communities in each of Cleveland’s 82 wards on an annual basis to hear the public’s community safety concerns and their priorities for future policing. In addition to the community meetings attended, specific consultations are held with minority groups to ensure that their views are also taken into consideration in strategic planning.

Consultation and engagement activities focus on:

- Increasing our understanding of the communities we serve
- Ensuring clear and consistent communication with the public
- Ensuring effective consultation and community engagement.

A variety of methods are used to help ensure that as many people as possible have an opportunity to comment on the services we provide, these include:

- The Crime Survey for England and Wales which is a mandatory national face to face survey carried out on behalf of the government. This aims to assess levels of crime and public attitudes to crime.
- The User Satisfaction Survey which is a mandatory national telephone survey across a random sample of victims from the force area on a rolling monthly basis. These surveys provide us with information about the experiences of victims, which allows us to continually improve the service we deliver.
- The Local Public Confidence Survey which supplements the CSEW by providing feedback giving a local context. The survey also includes a range of diagnostic questions highlighting any concerns respondents have about policing in their neighbourhood.
- The Control Room calls back a sample of the public each day for their views on services. This gives callers the opportunity to give feedback on the level of services they have received from officers and staff and also offers an opportunity for victims to be updated on progress.

- Officers participate in formal and informal neighbourhood and community group meetings on a regular basis, meeting with local residents, councillors, representatives from the local community, businesses and other statutory partners and agencies.
- Face to face public meetings and online web chats.
- Representation on local forums and meetings.

The comments and views gained through our consultation activity are considered as part of the PCCs business planning and priority setting processes. They also input into the performance scrutiny process which is used to hold the Chief Constable to account. The full consultation reports along with a full schedule of events and activities can be viewed on the PCC website.

Appendix last updated 31 March 2014.